

Council Tax 2010 -11

How we spend your money



About us

This booklet tells you about how the Council spends your council tax. According to government watchdogs, the Audit Commission, Coventry City Council is performing well.

Last year the Commission launched a new inspection process called One Place, which checks on how organisations in the city work together to look after and provide services to residents. In its report it also focused on the Council itself and the way it works. It said:

“ Coventry City Council performs well overall. This is because the Council is managing performance and its finances well. It has satisfactory arrangements for governing the business and managing resources. Coventry manages performance well, scoring 3 out of 4. It is addressing its priorities and generally hitting its targets. The Council is performing well in delivering social care for adults and children’s services.

Organisations across Coventry are working well together to help more people live independently. Homelessness is reducing and new affordable homes are being built. The Council is meeting the housing needs of vulnerable people. People in Coventry get on well together and treat each other with respect.

A recent survey shows that in Coventry 76 per cent of people are satisfied with their immediate local area as a place to live. This is broadly the same as the average for similar areas..... people generally think the area is safe.

The Council is good at telling people what is happening within the city and has won an award for its communications...

...The Council has a positive approach to the recession, with well established ways to support redundant residents back into employment.... the Council is narrowing the inequality gap. Teenage pregnancy rates are high and have not been addressed successfully. ”

You can read the full report at
www.direct.gov.uk/oneplace



City vision - quality services



Dear resident

Every year we write to all Coventry households with information about the level of Council Tax you'll be paying over the next year. This booklet tells you exactly where your money goes and how we use government grant funding and your taxes to make sure we continue to provide more than 700 services across the city. Our A to Z guide of Council Services is included in this booklet so it's easy for you to find the right people to contact if you need to talk to us at any time.

The past year has been tough for many city families, and while we're proud of the work we're doing in Coventry to make sure the city recovers from recession quickly, we know that all households are having to make some tough budgeting decisions of their own.

That means that when we set our annual budget for the coming year it's important we focus on supporting vital frontline services you rely on. We also want to continue investing in the city's future; I know that many of you are looking forward to the transformation of our city centre, and we will be focusing on regeneration schemes in the heart of our city and across Coventry this year. We're also making long term plans that will benefit all residents, like our programme to replace our street lights which will both provide safer streets and help the environment.

There are many challenges facing public services like the Council over the next few years, and I'm totally committed to making sure we're providing the services you need as effectively and efficiently as possible.

I also want to make sure we continue to keep you informed and listen to your views and concerns about living in Coventry. You can do this by looking out for our magazine, Citivision, delivered through your door regularly, checking out our website (www.coventry.gov.uk) or attending a local ward forum to find out about what's going on in your neighbourhood.

A handwritten signature in blue ink, appearing to read 'Ken Taylor'.

Cllr Ken Taylor
 Leader, Coventry City Council
ken.taylor@coventry.gov.uk

You can also keep up with Council news and share your views on Council issues through Facebook, Twitter and YouTube – just follow the links from the home page of www.coventry.gov.uk

What we need to spend

This section explains how we have worked out the Council Tax for Coventry. Your Council Tax pays for the day-to-day services we provide, such as street cleansing, social services and refuse collection as well as the police and fire services.

Spending between April 2010 and March 2011 will be £269.4 million

	2010 to 2011 £ million	Change from previous year	2010 to 2011 £ for each person
Cost of Council services	269.4	2.85%	887
plus Collection Fund deficit	0.9		3
Cash we need	270.3	2.37%	890
Government grant	-153.0	2.40%	-504
City Council Tax needed	117.3	2.35%	386
West Midlands Police	8.8	1.45%	29
West Midlands Fire	4.2	1.93%	14
Total Council Tax	130.3	2.27%	429

The total increase in the amount of Council Tax we need to collect to pay for services is **2.27%**. However due to an increase in the number of households able to claim discounts, the increase in Council Tax for each property is **2.33%**.

	2010 to 2011	Change from previous year
Taxbase (band D)	88,578	-0.05%
Council Tax (band D, two or more adults)	£1,471	2.33%



Where the money goes

We have summarised our spending in the table below.

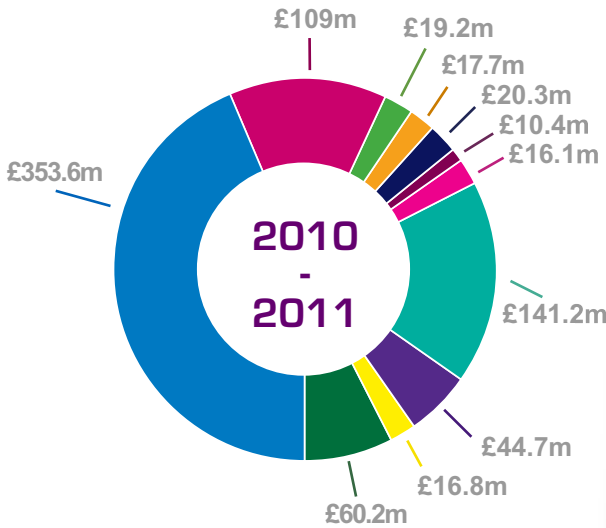
2009 to 2010 Total spending £ million	Services	2010 to 2011 Total spending £ million
341.6	Children and Education Services	353.6
105.2	Adult Social Care	109.0
19.5	Highways, Roads & Transport Services	19.2
18.6	Planning and Economic Development	17.7
20.5	Recreation and Tourism	20.3
10.4	Environmental Health	10.4
14.5	Refuse Collection and Disposal	16.1
140.2	Housing Services	141.2
43.8	Centrally held budgets	44.7
16.5	West Midlands Passenger Transport and Environment Agency	16.8
60.8	Other	60.2
791.6	Total Spending	809.2
-529.7	Grants and income from services	-539.8
261.9	Budget needed	269.4

Notes

- 1 The increase in spending between April 2009 to March 2010 and April 2010 to March 2011 is £7.5m. This increase is made up of inflation (£1.8m), the cost of new developments and additional pressures on existing services (£10.5m), technical changes (£5.4m) and reductions from savings (£10.2m).
- 2 £60.2m spending on 'Other' includes £29m of Council Tax Benefit, £10m on services including Human Resources and Finance and Legal Services, £7m on Property Management and £5m on Neighbourhood Management and Community Safety.
- 3 £44.7m spending on 'Centrally held budgets' includes £31m of debt repayment.
- 4 The loans we owed on 31 March 2009 totalled £355m, including £21m of loans managed by other authorities.
- 5 We owned property and other assets worth £1,251m on 31 March 2009.
- 6 Charges between Council services have been removed from the spending and income figures for both years.

Where the money goes

- Children and Education Services
- Adult Social Care
- Highways, Roads and Transport Services
- Planning and Economic Development
- Recreation and Tourism
- Environmental Health
- Refuse Collection and Disposal
- Housing Services
- Centrally held budgets
- West Midlands Passenger Transport & Environment Agency
- Other



COUNCIL TAX SHOP COVENTRY 2010 - 11

Item	Weekly Council Tax £
Refuse Collection and Recycling	0.43
Libraries	0.36
Highways and Lighting	0.63
Street Cleansing	0.17
Children and Young People's Services	3.99
Adult and Older People Social Care	5.35
Climate Change and Sustainability	0.03
Waste Disposal	0.35
Grounds Maintenance	0.12
Environmental Health	0.20
Trading Standards	0.09
Arts and Museums	0.30
Sports, Parks and Leisure	0.49
Regeneration and Development	0.34
Road Safety, Traffic Design and School Crossings	0.05
Planning and Transportation	0.12
Housing Services	0.18
Tax and Benefit Administration	0.42
Neighbourhood Management and Corporate Wardens	0.39
Charges from other Organisations	1.16
Other Services	2.62
Total weekly Council Tax Coventry City Council	17.79
Charge to cover Police Services	1.34
Charge to cover Fire Services	0.64
Total weekly Council Tax including precepts	19.77

What your money buys

This year, the average Council Tax bill in Coventry is £1027.13

This equals £19.77 a week

The list shows what £19.77 "buys" in terms of local services we provide.

It reflects the net cost of services met by Council Tax after allowing for fees, charges and government grants.

THANK YOU PLEASE COME AGAIN!

Where the money will be spent

Delivering more efficient services

This year's council tax rise of 2.4% (2.33% when the precepts of the Police and Fire Authorities are included) is the lowest rise since 1997.

The Council is focused on providing value for all its services. Our priorities are providing and protecting frontline services while making sure we become more efficient.

A total of £10m worth of savings are being found, £5.5m of them through the Council's transformation programme, which is seeing widespread reviews of the Council's key services in order to make them more efficient and customer-focused.



The table below shows the cumulative efficiency savings achieved between April 2008 and March 2009. It also shows the forecast cumulative level of efficiency savings to be achieved between April 2009 and March 2010:

	Efficiency saving 2008-09	Estimated cumulative efficiency saving 2008-09 to 2009-10
	£000	£000
Coventry City Council	£11,428	£23,006
West Midlands Fire & Rescue Authority	£1,080	£1,986
West Midlands Police	£19,305	£40,005

The table below shows the value of the 2009-10 forecast cumulative efficiencies for the average Band D dwelling, and also compares this with the average figure for similar authorities in England:

	Estimated cumulative efficiency saving per Band D dwelling	Benchmark figure for similar authorities
Coventry City Council	£259.59	£227.00
West Midlands Fire & Rescue Authority	£2.50	£4.49
West Midlands Police	£50.31	£53.79

Council Tax bill

These notes will tell you more about your Council Tax. These notes are part of your Council Tax bill (demand notice).

Council Tax valuation bands

We charge Council Tax on most homes (including mobile homes and houseboats), whether people are living in them or not. The Valuation Office Agency values each property based on its estimated value on 1 April 1991. The table below shows the full Council Tax charge for each valuation band. Your Council Tax bill tells you which band your home is in.

Valuation band	Estimated value at 1 April 1991	Council Tax
A	£40,000 or less	£980.72
B	£40,001 to £52,000	£1,144.17
C	£52,001 to £68,000	£1,307.63
D	£68,001 to £88,000	£1,471.08
E	£88,001 to £120,000	£1,797.99
F	£120,001 to £160,000	£2,124.90
G	£160,001 to £320,000	£2,451.80
H	Over £320,000	£2,942.16

Parish charges

Households within the parish boundaries of Allesley and Keresley have to pay extra Council Tax for their parish councils.

Allesley	£8.31	Extra for band D
Keresley	£7.06	Extra for band D

Our staff

The number of staff we employ has increased to 11,128 full-time equivalents on 31 December 2009 from 10,988 on 31 December 2008.

Appeals against your banding

You can appeal against the valuation band your home is in by writing to:

The Listing Officer
Valuation Office
5th Floor, Sherbourne House
1 Manor House Drive
Coventry
CV1 2TG.

Phone: 0121 410 3700

Website: www.vo.a.gov.uk



The Valuation Office may change your band if:

- part of the property has been demolished;
- the house has been converted into flats; or
- physical changes in the area, such as an industrial estate being built, affect the value of your home.

You can appeal within six months of:

- becoming responsible for the Council Tax of a property;
- the Listing Officer changing the valuation band your home is in; or
- the Valuation Tribunal changing the valuation band of a property similar to yours.

Other appeals

You may also appeal if you believe that you do not have to pay the Council Tax because:

- you do not live in the property or you are not the owner;
- your property is exempt (see exemption section); or
- we have made a mistake in working out your bill.

If you want to appeal for any of these reasons you must contact us in writing so that we can reconsider your case.

If you make an appeal, for whatever reason, you must continue to pay your Council Tax. If your appeal is successful we will send you a refund of any overpaid tax. For more details, including the role of the Valuation Tribunal, phone 024 7683 1111.

Reducing your Council Tax

Don't pay too much Council Tax

We want to make sure that everyone pays the correct amount. If your bill does not show a discount or exemption and you think it should, please phone us on 024 7683 1111 or e-mail us at counciltax@coventry.gov.uk

Disability Relief

If you or someone who lives with you has a disability and needs a special room, an extra bathroom or kitchen, or needs to use a wheelchair indoors, you may be entitled to a reduction in the amount of Council Tax you pay.

For more information or to ask for a claim form, please phone 024 7683 1111.

Discounts

A full Council Tax bill assumes there are two or more adults living in your home. If only one adult lives in your property (after we have taken into account adults who we do not count for Council Tax purposes – see below) you will get a 25% discount.

If a property is no-one's main home and is furnished, we will reduce the bill by 10%. This may apply to second homes and furnished property between lettings.

If any of the people listed below live in your home, we do not count them when working out your bill.

- Full-time students
- People who are severely mentally ill
- People caring for someone with a disability who is not their husband, wife, partner or child under 18 years.

Exemptions

Some homes are exempt from paying Council Tax. Examples include:

- properties lived in only by full-time students, people under the age of 18 or people who are severely mentally ill;
- empty and unfurnished property (exempt for six months);
- property owned by a charity (exempt for up to six months);
- property undergoing structural alteration or major repairs (exempt for up to 12 months);
- empty property waiting for probate following the death of the only person who lived there (exempt until probate is granted and then for up to six months following probate); and
- property left empty by someone who has moved to receive personal care in a hospital or care home.

Reducing your Council Tax

These are not complete lists of discounts, exemptions or people we do not count for Council Tax purposes. For more details or to ask for our information booklet 'Discounts, Exemptions and Reductions for Disabled Persons' please phone 024 7683 1111, e-mail us at counciltax@coventry.gov.uk or visit www.coventry.gov.uk/counciltax

See the back of your Council Tax bill or the section titled **How to pay** for ways you can pay your Council Tax.

Safeguarding your personal information

Please read carefully

Data Protection Act 1998 - The Data Controller is Coventry City Council

The personal information provided to Coventry City Council is used for the administration of Council Tax and will be used to populate the Customer Services Record System (CRM) in order to facilitate the delivery of Council services and verify the accuracy of data held by Council Directorates.

Your information may also be shared within the Council and with external organisations for auditing, administration and protection of public funds and for the purpose of preventing and detecting crime and fraud through data matching exercises. For further information on data matching exercises, see www.coventry.gov.uk/datamatchingandnfi



If you have any issues about the above please phone 0500 83 4333

Tick here if you do not wish to be included in the CRM system and fill in your name and address below so that your Council Tax record can be excluded. Return this slip to: Local Tax and Benefits, Finance and Legal Services, Earl Street, Coventry, CV1 5RR

Name.....

Address.....

..... Post code.....

Signature..... Date.....

Benefits

Are you on a low income? Do you have less than £16,000 in savings?

If you can answer yes to either of these questions you could be missing out on help to pay your rent and/or council tax! Coventry City Council's Benefits Service calculates and administers Housing and Council Tax Benefit.

Can anyone claim benefit?

With a few exceptions anyone can claim Housing and Council Tax Benefit. Some of the exceptions are: some people with capital and/or assets of £16,000 or more, certain persons from abroad or most full time students

From November 2009 child benefit payments have no longer been included as an income for benefit purposes, so you may now be entitled to receive help. There is also another kind of benefit to help households where there is a person resident at the address who is on a low income, this benefit is called Second Adult Rebate. To qualify for Second Adult Rebate, the person who pays the bill must be single and the other adult must not be paying any rent to live at the address. Usually this is where grown up children who live at home with one parent.

Visit us at www.coventry.gov.uk/benefits where you can:

- Use our on-line benefits calculator
- Download a form
- Find details of our community based advice surgeries including the Coventry Direct Express Mobile Service
- Find frequently asked questions

Alternatively, contact us via the details on page 16 to get advice on making your claim.

If you are already receiving help towards your rent or Council Tax and you have had a change in your circumstances for example a new baby or someone moving in or out, you may be entitled to more help with your rent or Council Tax, or you may be receiving too much. You must report any change in your circumstances as soon as it happens whether or not you think the change is directly related to your benefits.

Our Benefits Advice Line team can also give you an A-Z benefits check to see if there is anything else you may be entitled to.

Coventry Benefits Advice Line- 02476 83 2000

We also have a Money Management advisor who can offer free independent budgeting advice, help you to understand financial jargon, manage utility bills, opening basic bank accounts, and to maximise your income.

Coventry Money Advice Service - 02476 83 1238

Council Tax Charter 2010

A quality service

Our commitment to you

To reduce poverty and provide excellent financial services in a customer-focused environment.

We aim to make:

- our revenue service exceed your expectations
- the service that people want to come to

Collecting Council Tax

This charter sets out:

- our commitment for the service we deliver;
- the standards you should expect from us; and
- how you can help us achieve and maintain these standards

We have a duty to collect Council Tax from all taxpayers

We will:

- give you at least 14 days notice of the first instalment becoming due;
- provide a variety of flexible payment methods;
- make payment arrangements with you if you are in financial difficulties; (see how to contact us); and
- take action within Council Tax law if you do not pay on time

The standards you can expect from us

We will:

- send out accurate Council Tax bills;
- collect Council Tax quickly and efficiently;
- deal with your enquiries quickly and efficiently;
- provide clear and up-to-date information;
- help you understand your rights and responsibilities;
- apologise if we make a mistake; and
- work to improve our standards and the service we provide



Council Tax Charter 2010

We will also listen to your views

- we welcome your views on the service you receive from us, as they will give us vital feedback on our performance;
- we are committed to making changes to improve our service where we can. We will be pleased to receive your comments, whether they are compliments or criticisms;
- a senior manager will investigate formal complaints, and then tell you the outcome;
- if you want details of our complaints procedure, please ask us or contact the Council House

What you can expect from our staff

Our staff will:

- be well trained;
- be helpful, patient and polite;
- be fair;
- make every effort to answer your questions;
- tell you your rights;
- explain Council Tax law in plain language;
- give their name when you ask for it; and
- provide or arrange help in a number of languages

Replying to letters and other documents

We aim to tell you of any change to your Council Tax or ask for more details or proof of your circumstances within ten working days of receiving:

- your letter or e-mail;
- your claim for a discount or exemption; or
- notice from the valuation office telling us the Council Tax band of your property or what the band has been changed to

During busy periods, for example, in March when we have sent out new bills, it may take longer to deal with your enquiry. We would appreciate your patience during these busy times.

Council Tax Charter 2010

Personal visits to the Customer Service Enquiry Counter at the Council House

- normally the waiting time is no more than five minutes. During busy periods, we will tell you if the waiting time is likely to be more than five minutes;
- we will give you a receipt for the information you give us. Where possible, we will take photocopies of documents and give you the originals back;
- we will try to deal with the information you give us immediately. If this is not possible, we aim to deal with it within ten working days;
- we will do all we can to answer all of your questions accurately

Phone calls

- we will answer your phone call within six rings during our opening hours (see how to contact us);
- at busy times your call may be placed into a queue until a customer service officer is available;
- if you call outside our opening hours, you can leave a voicemail message and we will return your call on the next working day.

You can help us achieve these standards by:

- being polite when dealing with staff;
- giving us complete and accurate information;
- paying your Council Tax on time so that the payment is in your account by the due date;
- contacting us as soon as possible if you are having difficulties in making payments;
- telling us about changes to your circumstances that might affect how much Council Tax you have to pay; and
- telling us if you don't think we have kept to this charter



How to pay

You can pay your Council Tax in 10 monthly instalments or one lump-sum payment. You can pay in a number of ways. Direct debit or credit card – pay online by visiting www.coventry.gov.uk or by phoning 0845 601 8572.



By cash – pay at the Council House, Earl Street. Counter staff are available Monday to Friday from 10am to 2 pm. Please do not send cash in the post to us.

If you cannot make any of the payments that are due, please phone 024 7683 1111 as soon as possible. This could help prevent you from receiving a final notice or summons.

How to contact us

By phone:	024 7683 1111 (Council Tax enquiries)
In writing to:	Local Tax and Benefits Division Finance and Legal Services Directorate Coventry City Council Earl Street Coventry CV1 5RR
By fax:	024 7683 3837
By e-mail:	counciltax@coventry.gov.uk
By visiting us:	The Customer Service Enquiry Counter at the Council House in Earl Street.

Opening times for phone calls and personal visits

Monday	9am to 4.30pm
Tuesday	10am to 4.30pm
Wednesday	9am to 4.30pm
Thursday	9am to 4.30pm
Friday	9am to 4.00pm

If you need this information in another format or language please contact us.

Phone: 024 7683 1111 Fax: 024 7683 3837

E-mail: counciltax@coventry.gov.uk

Your views

About the A to Z

On a scale of 1 to 5, where 1 is the worst score and 5 is the best, how would you rate the following? (Please circle one number for each line)

Length of booklet	1	2	3	4	5
Layout of information	1	2	3	4	5
Use of colour	1	2	3	4	5
Content	1	2	3	4	5
Ease of reading	1	2	3	4	5
Usefulness	1	2	3	4	5

If you would like to make any other comments about this booklet, please use the space below, or enclose a separate sheet.

If you would like to be entered into our prize draw, please fill in your contact details below.

Name:.....
Address:.....

.....
Tel:.....

Return by 30 July 2010 to :
Communications Team,
Freepost NAT6087, Room 27,
Council House, Earl Street,
Coventry, CV1 5BR

Data Protection Act 1998

The Data controller is
Coventry City Council. The
details you provide on this
form will only be used in
connection with improving the
A to Z. We will not share your
information with anyone else.



Your views

Tell us what you think of our A to Z of Council services and you could win a £25 shopping voucher. We will use your comments to help us improve the publication and to make it as useful as possible.

About you

1. Please give your postcode

CV.....

2. Are you: male female

4. What age are you?

16-24 25-34 35-44 45-54
 55-64 65-74 75+

5. What is your ethnicity?

White

British

Irish

other

Mixed

White and Black Caribbean

White and Asian White and Black African

other

Asian or Asian British

Indian

Pakistani

Bangladeshi

other

Black or Black British

Caribbean

African

other

Chinese/other

Chinese

other

6. Would you class yourself as disabled?

Yes

No



As well as phoning us you can use some of our services on-line at www.coventry.gov.uk . Here's some of our most popular on-line services.

Pay it

Council Tax
Penalty charge notices
Library fines and more
www.coventry.gov.uk/payments

Report it

Potholes
www.coventry.gov.uk/potholes
Streelights
www.coventry.gov.uk/streelighting

Apply for it

School places
www.coventry.gov.uk/admissions
Jobs with the Council
www.coventry.gov.uk/jobs

Find it

Adult education courses
www.coventry.gov.uk/adultclassesforyou
Coventry Direct
www.coventry.gov.uk/coventrydirect
Food hygiene
www.coventry.gov.uk/foodscores
Leisure activities
www.coventry.gov.uk/coventryactive
Library books
www.coventry.gov.uk/librarycatalogue
Licensing
www.coventry.gov.uk/licensing
Planning applications
www.coventry.gov.uk/planning
Roadworks
www.coventry.gov.uk/roadworks
Waste Services
www.coventry.gov.uk/waste
Ward Forums
www.coventry.gov.uk/wardforums
Your Councillor
www.coventry.gov.uk/councillors



School holiday activities	024 7683 4374
Security monitoring for CCTV, intruder, fire and panic alarms	024 7683 2208
Sensory impairment support	024 7678 5250
Skip hire for commercial use	024 7683 2255
Skip licenses	024 7683 2035
Social care services	024 7683 3478
Special education needs (SEN) support for parents	024 7683 1624
Sports and physical activity	024 7683 2368
Sports pitches	024 7683 2368
St. Mary's Guildhall and Godiva's Coffee Shop	024 7683 3325
Street cleaning	0500 83 4333
Street lighting	0500 83 4333
Student finance information and advice on student loans for students going to university	024 7683 1547
Sustainable travel	024 7683 1698

T	
Taxi licensing	024 7683 2183
Tip see waste to energy plant	
Trading standards business advice	0845 330 3313
Consumer advice - Consumer Direct	08454 04 0506
Trees dangerous or damaged	0500 83 4333

W	
Waste recycling and refuse centre	024 7650 7400
Waste industrial services	024 7650 7400
Welfare benefits advice line	024 7683 2000

Y	
Youth offending services	024 7683 1414
Youth service	024 7683 1068

A to Z of Council services

P continued

Performing arts	024 7678 8575
Pest control	0500 83 4333
Physical impairment support services	024 7678 5222
Planning advice	024 7683 1212
Pollution incidents	0500 83 4333
Private rented accommodation problems	024 7683 1804

Pupil support services - Supporting schools, parents and individual pupils	
Access and technology service	024 7659 9465
Autism support services	01676 541249
Education welfare	024 7678 8360
Educational psychology service	024 7678 8400
Hospital education service	024 7633 7734
Learning and behaviour support service	024 7678 8400
Looked after children education services (LACES)	024 7678 5525
Parent partnership service	024 7669 4307
Primary and secondary support services	024 7678 8400
Sensory support service	024 7678 6174
Speech and language education services	024 7678 5654

R

Recycling and rubbish	0500 83 4333
Regeneration services	024 7683 2931
Registrar; births and deaths	024 7683 3129
Registrar; marriages, citizenship	024 7683 3141
Road safety	024 7683 2007

S

Safeguarding adults if you are worried that an adult or older person is being abused	024 7683 3800
Safeguarding children if you are worried about a child	024 7683 3443
Schools - general enquiries	024 7683 1511
School admissions - primary	024 7683 1622
School admissions - secondary	024 7683 1613
School appeals	024 7683 3031
School crossing patrols	024 7683 2024

J

Jobs line request application packs for jobs with the Council 024 7683 3030

L

Land charges searches and enquiries relating to buying a property 024 7683 3059

Libraries general enquiries including mobile and housebound services 024 7683 2314

Learning disability team 024 7678 5950

Licensing applying for alcohol and entertainment licences or complaints about licensed premises 024 7683 1888

Litter 0500 83 4333

Local jobs team helping people from across the city find or train for a job 024 7639 1066

Lord Mayor's office 024 7683 3100

M

Market: Coventry market 024 7622 4927

Meals on wheels 024 7683 1110

MOT tests for private vehicles 024 7683 2147

N

Neighbourhood management co-ordinating and improving services provided in local communities 024 7683 1074

Neighbourhood wardens 024 7678 5555

Noise control 0500 83 4333

O

Occupational therapy 024 7678 5252

Older people support services 024 7683 3478

P

Parking enforcement 024 7683 3400

Parks, open spaces and woodlands 024 7683 2368

Passport to leisure and learning offers people over 16 who live in Coventry and receive certain benefits discounts on leisure and learning 024 7683 2368

A to Z of Council services

G

Go summer events for children and families	024 7683 4376
Godiva's coffee shop, St. Mary's Guildhall and Undercroft	024 7683 3325
Graffiti	0500 83 4333
Grounds maintenance report maintenance issues for roadside verges, parks and open spaces	0500 83 4333
H	
Hate crime reporting	024 7683 2118
Health and physical activity	024 7683 3148
Health, safety and welfare at work advice for local businesses or reporting and investigation of accidents at work	024 7683 1848
Highway maintenance	0500 83 4333
Home adaptations for people with disabilities	024 7678 5252

Homefinder

024 7683 4024

Home meals meals on wheels delivered to the homes of elderly and disabled people 024 7683 1110

Homelessness if calling outside normal hours call 024 7683 4025
024 7683 2222

Highway maintenance 0500 83 4333

Home adaptations for people with disabilities 024 7678 5252

Housing benefit and council tax benefit enquiries 024 7683 1800

Housing loans/grants 024 7683 2156

Housing waiting list and general enquiries 024 7683 4024

I

It's your call to report anti-social behaviour 024 7683 1300

Investment support 024 7683 1234

D

Day-care services for adults for children	024 7683 3478 024 7683 4373
Deafness and hearing impairment	024 7683 3478
Disabled people parking bays	0500 83 4333
Dog wardens	0500 83 4333
Dropped kerbs	0500 83 4333
Drug abuse - help and advice	0800 783 0447
E	
Education - general enquiries	024 7683 1511
Elections office & registraion	024 7683 3034
Employment: community employment skills	024 7683 1396
Employment support and advice (LEGI) to help you move into work	0800 030 5344
Energy management	024 7683 2766
Entry to employment team provide apprenticeships for young people aged 16 - 24	024 7683 3339

Environmental health 0500 83 4333

Equipment for people with disabilities 024 7678 5252

Events 024 7683 2351

F

Family Information Service advice and information on registered childcare, children's activities and child-related issues 024 7683 4373

Fly posting 0500 83 4333

Fly tipping 0500 83 4333

Food 0500 83 4333

Food hygiene advice for new business or complaints about local businesses 0500 83 4333

Food safety 024 7683 1848

Fostering 024 7678 5578

Free school meals 024 7683 1552

Funding helpdesk 024 7683 1394

A to Z of Council services

C

Canal (Urban rangers service)	024 7683 2720	Community care support services , like domestic help and meals on wheels for elderly and disabled people living in the community	024 7683 3478
Chace Centre	024 7630 2694	Community safety team	024 7683 2131
Chief Executive's Office	024 7683 1100	Community services general	024 7683 3478
Children's disability team	024 7678 6087	Consumer Direct	08454 04 0506
Family education service	024 7678 6800	Council land ownership enquiries	024 7683 2755
Children, learning and young people general enquiries	024 7683 1511	Council meetings	024 7683 3049
Comments, compliments and complaints	Freecall 0800 269 851 Minicom 024 7683 4340	Council tax enquiries	024 7683 1111
Commercial property and development sites (Council Owned)	024 7683 2748	Council tax benefit and housing benefit	024 7683 1800
		Councillors	024 7683 1039
		Culture and leisure	024 7683 2368 Minicom 024 7683 2308

A

Abandoned vehicles	0500 83 4333
Abuse if you are worried that an adult or older person is being abused	024 7683 3800
If you are worried about a child	024 7683 3443
Active zone now called Go	024 7683 2368
Adoption general enquiries	024 7678 5639
Adoption and fostering	024 7678 5633
Adult education	024 7678 5574
Air quality	0500 83 4333
Allotments	024 7671 5290
Anti-social behaviour	024 7683 1300
Arts development advice on art development, funding, artists in Coventry and small art grants	024 7683 2342

B

Benefit fraud hotline	0800 1116977
Bereavement services burial, cremation, and grounds maintenance services	024 7678 5493
Blue badge information about parking badges for disabled people	024 7678 5210
Bonfire nuisances	0500 83 4333
Building control advice	024 7683 2057
Bus passes for school children	024 7683 1555
Business start-up (LEGI) support and guidance to help you start or grow your business	0800 030 5344
Business support	024 7683 2786



A to Z of Council services

How to contact us

We provide lots of different services every day across the city and this A to Z will help you get in touch with them.

If the service you need isn't listed you can call us from 8am to 8pm, Monday to Friday and 9am to 1pm, Saturday. The number to ring is 024 7683 3333. If you need to speak to someone in an emergency outside of these hours you can ring our Emergency Services Unit on 024 7683 2222. This is open 24 hours a day all year.

You can find out more information about the Council, pay bills, apply for a school place, let us know about a faulty street light and use our services, by visiting our website

www.coventry.gov.uk

The information in this booklet was correct at the time of going to print.

If you need this information in another format or language please contact us.

Telephone: 024 7683 2982

Fax: 024 7683 1132

E-mail:

communications@coventry.gov.uk



Your A to Z of Council Services

2010-11

