

## **MID SUSSEX DISTRICT COUNCIL – HELP POINT PARTNERSHIP**

Burgess Hill Town Council's Help Point & Tourist Information Centre is open to the public Monday, Wednesday and Thursday, 09:00 to 17:00, Tuesday 10:00 to 17:00 and Friday 09:00 to 16:30.

### Surgeries provided by MSDC Officers at Help Point

- Housing/Council Tax Benefit - daily paperwork drop-off service. Meetings by appointment only - (Tuesdays 09.00 - 11.00). Free advertising for Housing/Council Tax Benefit drop-off service within our quarterly About Town publication, delivered to all residents.
- Wellbeing Outreach – by appointment only, bi-weekly (Tuesdays 10:00 – 15:00). Free advertising for Wellbeing within our quarterly About Town publication, delivered to all residents.

### Tourism

- Only networked Tourist Information Centre in Mid Sussex.
- Assist customers with planning their stay, providing information on local accommodation, local attractions, family activities, places to eat etc. Customers can use public terminal computer to book accommodation online
- Leaflet ordering/stocking – stock a selection of brochures for local and national destinations. Stock of national brochures has been reviewed and limited to our neighbouring districts only. We are able to request a number of national brochures through one of our online suppliers and have these posted directly to our customer. We also contact other TICs and request information on behalf of our customer
- Saleable stock within Help Point Shop – increased our stock/variety of saleable stock, which generates an income
- Help Point Shop - provided local small businesses, market stall holders and artisans an affordable platform for them to sell their products within the town, outside of the

town's monthly market. This generates an income through the monthly shelf rental system and on a commission basis for local artists

- Promoting events – display posters in the shop window / wall mounted television screen / website and also stock fliers for customers to pick up
- Website – revamped our tourism pages to make them more attractive to visitors, increased the information provided and included a 'Google translation' function
- Ticket sales/Box office – act as a 'box office' for local community events (commission free service)
- Bus timetables – we stock local bus routes and rail timetables. Due to high demand bus timetables run out very quickly so, when necessary, we photocopy the most popular routes and make a charge to cover printing costs
- Theatre Tokens – sell Theatre Tokens which can be given as a gift and then exchanged for tickets at local/national theatres
- Welcome to Burgess Hill Guide – our local town guide which is designed for visitors and new residents
- Window display space and wall mounted television screen in Help Point, and Noticeboards around the town to display posters/notices
- BHTC Website – use to promote services of Help Point/TIC and also MSDC initiatives

#### Council Tax/Business Rates & Council Tax/Housing Benefit Enquiries

- Verification of documents undertaken, i.e., photocopy original and date stamp/sign to confirm a true copy of original
- Housing/Council Tax Benefit Claim forms – give out claim forms/change of circumstances forms etc. or signpost customers to online claim form. Customers can use public terminal computer to complete online application
- Housing/Council Tax Benefit surgeries by appointment only. Daily paperwork drop off service provided; documents either scanned directly to Housing Benefit department or collected weekly
- Council Tax – change of address, moved into the area, payment methods. Signpost customers to online self-service system
- Business Rates – queries on charges and how to register. Signpost customers to online self-service system

### Concessionary Travel Enquiries

- Disabled and Senior Citizen Bus Passes and Rail Passes – verify customer qualifies, provide application form or signpost customers to online application form. Customers can use public terminal computer to complete online application
- Taxi Vouchers – verify customers qualify and provide printed application form

### Housing Enquiries

- Housing Advice surgery – meetings by appointment only
- Sheltered housing information – provide information on sheltered housing schemes in Burgess Hill
- Applying for Social Housing – customers can use public terminal computer to complete online application
- Homeless people – assist by putting them in touch with the Housing Advice Team (can use the small meeting room so confidential). Customers can use public terminal computer to complete online contact form

### Planning/Building Control

- Planning – customers can peruse planning applications in Help Point, show customers how to use the online Planning Portal facility via our public terminal computer, how to apply for planning permission, how to oppose/support a planning application (councillors/planning meetings etc)
- Building Control – how to apply for Building Regulations/forms and also building safety issues/reports. Customers can use public terminal computer to complete online application
- MSDC Planning Meetings – agenda/minutes available for people to peruse
- Planning Enforcement – liaise with Planning Enforcement Team on reports of contravention to planning conditions, issues regarding boundaries between properties etc

### Leisure

- Parks/open spaces queries – liaise with Leisure Rangers and forward enquiries to Parks and Open Space department if further action is needed
- Report damage to playground equipment – our Mobile Maintenance Team will attend and make the area safe and report the issue/action taken to the Outdoor Estates Team

- Anti-Social Behaviour issues – liaise with MSDC and Sussex Police on antisocial behaviour issues
- On-line tennis court bookings – signpost customers to the new on-line booking system
- On-line pétanque terrain bookings – signpost customers to the new on-line booking system
- Any issues with the tennis courts, e.g., youths playing football – liaise with Leisure Rangers
- Bookings for Sidney West pavilion – BHTC administers the bookings for this pavilion
- Issue keys for all pavilions in Burgess Hill – liaise with Nigel Cannon on any queries
- Travellers on MSDC land – liaise with Legal/Leisure & Cleansing Services Departments
- Putting on an event – Temporary Road Closures – signpost customers to online application form and guidance notes. Customers can use public terminal computer to complete application

#### Parking Enquiries

- Parking Fines – people come to us to complain if they have been issued with a fixed penalty notice – they can use the public access telephone or public terminal computer to contact the parking team
- Issues with pay and display parking machines – people come to us to report any problems with the machines
- On-Street Parking – liaise with Parking Attendants and Parking Team on any issues/reports of vehicles parking on yellow lines
- Electric charging points - liaise with Parking Team on any issues pertaining to electric charging points

#### Cleansing Services Enquiries

- Waste collection calendars - we print them off the website for customers as they are no longer produced
- Recycling Information – provide information on what can and cannot be placed in wheelie bins
- Cleansing issues, e.g., requests for street sweeps/litter picks/litter bin emptying – reported to MSDC using e-form

- Fly tipping – reports of fly tipping on public land are reported via online form; if items are too large for BHTC Maintenance Team to remove
- Missed bin collections – household / recycling / garden waste – check with MSDC first and then reported via e-form
- Abandoned vehicles – reports put through via Operation Crackdown and further liaison with MSDC depending on nature of abandoned vehicle
- Clinical Waste – fill out online form for customers or signpost customers to this service to request a new collection, or report a missed collection
- Dead animals – email reports of dead animals, e.g., badger, deer, cats
- Dog Fouling/Dog Litter Bins – fill out online form of overflowing dog litter bins
- Bulky Waste collections – fill out online form for customer or signpost customers to this service; explaining the process and concessions
- Trade / Commercial Waste collection queries
- Street Scene Meetings focusing on working in partnership to solve a problem, i.e., graffiti/fly tipping

### Public Toilets

- Keep a supply of Radar Keys and issue them to qualifying customers
- Public toilets – customers report any problems with the public toilets e.g., people locked in cubicles, water turned off, run out of soap etc, and we either fill in online form or report directly to Office Maintenance

### Environment

- Pest Control – requests to get rid of pests e.g., wasp nest, rats etc, signpost to MSDC contractors SDK Environmental Ltd.
- Pollution issues – complaints of noisy neighbours, bonfires etc
- Dogs – fill out online form for lost or found dog and complaints of a noisy dog
- Grants – provide information to local groups seeking grants and also residents requesting housing improvement grants
- Drainage queries – queries on ownership of drainage systems/disputes

### Licensing

- Food Safety – fill out online form for complaints of food safety or signpost customers to this service

- Food Business Registration – signpost customers to online form, for registering their new business
- Licensing – signpost customers to online forms for various licensing requirements, e.g., Premises Licence, Personal Licence, Temporary Event Notices (TENS), etc

### Legal

- Electoral register - edited version available for public to view
- Elections – queries on postal/proxy voting, polling cards/stations, election results

### Members

- District Councillors – put people in touch with the respective District Councillor.  
Compiled a hand out with contact details
- Can provide a private room for residents to meet up with a Councillor