

Useful information

South Gloucestershire Council



South Gloucestershire Council Central contacts

General enquiries

01454 868009

www.southglos.gov.uk/contactus

Minicom service for the hard of hearing:

01454 868010

SMS text service:

07950 080 111

Emergencies:

01454 868009

Key contacts within the council

Anti Social Behaviour team

Work with the police, agencies, victims and communities to tackle community safety issues, including hate crime, domestic abuse and anti-social behaviour.

01454 868582

asbreporting@southglos.gov.uk

Building Control and Planning Enforcement

Investigates alleged breaches of planning including inspection of dangerous structures to ensure public safety is secured.

01454 868004

planningenforcement@southglos.gov.uk

Community Engagement team

Work with Community Lead Groups, coordinate Community Engagement Forums and work closely with partners to support priority neighbourhoods.

01454 868113

communityengagement@southglos.gov.uk

One Stop Shops

There are One Stop Shops in Kingswood, Yate and Patchway specifically designed for visits by members of the public.

Our highly trained staff will deal with your questions, arrange services and resolve problems on your behalf.

We deal with questions about, council tax, housing benefit homelessness and housing waiting lists, housing services, road repairs, streetcare, refuse and recycling collections, planning, community care grants, and much more.

www.southglos.gov.uk/onestopshops

Democratic Services

Council meetings and decision making process, local Councillors information.

01454 864117

democraticservices@southglos.gov.uk

Environmental Health

Areas include - pollution and noise control, food safety, health & safety, fly tipping enforcement and private sector housing.

01454 868001

environmental.protection@southglos.gov.uk

Parking services

Responsible for parking enforcement across South Gloucestershire.

01454 868000

parklegally@southglos.gov.uk

Latest news

For the latest news visit and subscribe to the South Gloucestershire Newsroom

www.southglos.gov.uk/newsroom

Also, follow us on Twitter [@sglocouncil](https://twitter.com/sglocouncil) and like us on Facebook

www.southglos.gov.uk/facebook

Don't lose your vote

Registering online to vote in national and local elections is simple, you need:

- full name
- address
- date of birth
- national insurance number

www.gov.uk/register-to-vote

StreetCare

Responsible for maintaining footpaths and roads including fixing potholes, street lighting and traffic signalling. As well as looking after green spaces and street cleaning.

01454 868000

streetcare@southglos.gov.uk

Trading Standards

For advice on all consumer matters or to report a business to Trading Standards, please telephone the Citizens Advice consumer helpline (Monday to Friday, 9am to 5pm) or visit the Citizens Advice website. The helpline can provide free, impartial advice and guidance to consumers and will pass the details of complaints to the relevant Trading Standards team for appropriate action.

03454 04 05 06

www.citizensadvice.org.uk/consumer

Fire and Police



Avon and Somerset police

General enquiries **101**

Emergencies **999**

www.avonandsomerset.police.uk



Avon fire and rescue

General enquiries **0117 926 2061**

Emergencies **999**

www.avonfire.gov.uk

Report it

To report any issues with the following please visit www.southglos.gov.uk/report

- Abandoned vehicle
- Allotment
- Anti-social behaviour
- Benefit fraud
- Blocked drain or gully
- Broken glass
- Bullying in schools
- Council tax (*change of address*)
- Damaged crash barrier or pedestrian barrier
- Dead animal
- Dog bin problem
- Dogs (*noise and nuisance with dogs*)
- Dog fouling
- Dog warden (*request advice*)
- Environmental protection complaint (*Noise and nuisance, public health*)
- Faded road/path markings
- Flooded road
- Fly tipping
- Garden waste
- Graffiti
- High or overgrown hedge
- Litter
- Litter bin problem
- Manhole cover defect
- Missed bin collection
- Parking illegally
- Planning enforcement complaint
- Parks, play areas and public open spaces
- Pothole or damaged road surface
- Report suspected abuse of a child (report using helpline)
- Replacement recycling bin or container request
- Roads, highways and pavements
- Rubbish, waste and recycling
- Spillage or obstruction
- Street lighting
- Suspected abuse of vulnerable adult
- Tenancy fraud
- Traffic lights
- Trees



Libraries

Access all of our libraries for longer. Visit www.southglos.gov.uk/libraries

When the library is available during Open Access times you will be able to:

- scan your Active Leisure and Library card and use your PIN to enter the library
- connect to our free wifi
- use a computer
- print and photocopy* items
- access online e-resources
- issue, return, renew items and pay charges using the self-service kiosks
- collect reserved books and other items
- use the library to meet others, read and study

It is free to sign up, terms and conditions apply.

Please register for an induction at www.southglos.gov.uk/OpenAccess – it is best to book your induction at the library you plan to use most often. On completion of your induction your library membership will be enhanced to enable use of any South Gloucestershire library with Open Access. Please familiarise yourself with emergency exits when using a different library.

Active Libraries



Open Access is available at the following libraries:

- Bradley Stoke
- Cadbury Health
- Downend
- Emersons Green
- Filton
- Hanham
- Kingswood
- Patchway
- Staple Hill
- Thornbury
- Winterbourne
- Yate

