

Useful information

South Gloucestershire Council



South Gloucestershire Council central contacts

General enquiries
01454 868009

Minicom service for the hard of hearing:
01454 868010

SMS text service:
07950 080 111

Emergencies:
01454 868009

Key contacts within the council

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

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

Community Engagement team

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

01454 865839

communityengagement@southglos.gov.uk

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

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

Trading Standards

Enforce legislation controlling the quantity, quality, price, description and safety of most goods and services.

01454 868001

trading.standards@southglos.gov.uk

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

One Stop Shops

There are One Stop Shops in Kingswood, Yate, Thornbury 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.

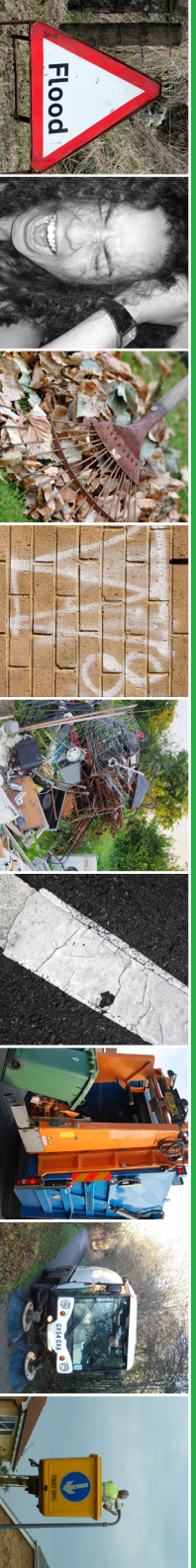
www.southglos.gov.uk/onestopshops

Report it

www.southglos.gov.uk/do-report

Issues with the following can now be reported online:

- Abandoned vehicle
- Blocked drain or gully
- Damaged crash barrier or pedestrian barrier
- Dead animal
- Dog bin problem
- Dog fouling / Dog Warden (advice)
- Environmental protection complaints (noise, nuisance etc)
- Faded road/path markings
- Flooded road
- Fly tipping
- Garden waste – a change in circumstances
- Graffiti
- High or overgrown hedge
- Litter & Litter bin problems
- Parking illegally
- Planning enforcement complaint
- Pothole or damaged road surface
- Roads, highways and pavements
- Rubbish, waste and recycling
- Street care and cleaning
- Street lighting
- Trees



Libraries

www.southglos.gov.uk/leisure-and-culture/libraries/library-services

All libraries have the following facilities:

- free Wi-Fi access – select SouthGlosLibrary from available Wi-Fi networks in your settings. No password required, just accept our terms and conditions
- books
- information services
- DVDs for hire
- photocopying (except Chipping Sodbury Library)
- language learning packs
- audio books
- books in large print
- learning opportunities
- fax
- free internet access with full range of Microsoft software
- newspapers and magazines
- children's school holiday activities
- rooms for hire (except Chipping Sodbury Library)