



South  
Staffordshire  
Council

# Your BIG guide to your council services! A-Z Directory

## Autumn 2011

### South Staffordshire:

#### A great place to live, work and visit

Every year we deliver our services to thousands of local people and businesses. So this is your handy pull-out guide to keep – so you can get access to the services you need – when you need them.

We deliver literally hundreds of different services ranging from collecting your bins and recycling, to dealing with abandoned cars. Last year alone we swept over 3,000 miles of streets and roads – sweeping up 980 tonnes of rubbish in the process.

We also litter picked 490 tonnes of rubbish by hand.

We detected and reported 800 crimes through our CCTV cameras and invested £10,000 in improving our street lights. We've got over 3,350 members at our leisure centres and welcome over 145,000 people every year to Baggeridge Country Park.

All of this – as well as dealing with nearly 1,100 planning applications too!

You never know when you might need us, so keep this guide somewhere safe and make sure you know how to get in touch – because we're here to help.

Council Offices, Codsall. WV8 1PX

[www.sstaffs.gov.uk](http://www.sstaffs.gov.uk)

Office Hours: Mon - Fri: 8.45am - 5.00pm

Telephone: (01902) 696000

Out of hours emergencies:  
(01384) 215863

#### Baggeridge Country Park

Gospel End, Sedgley (01902) 882605

#### Leisure Centres

**Cheslyn Hay Leisure Centre**  
Saredon Road (01922) 417790

**Codsall Leisure Centre**  
Elliotts Lane (01902) 844032

**Penkridge Leisure Centre**  
Cannock Road (01785) 714152

**Wombourne Leisure Centre**  
Ounsdale Road (01902) 898202



# BUDGET 2012-13



So it's that  
time of  
year again...



**Every year we take a look at the services we deliver and we look at how we're going to set our budget for the year ahead.**

We're approaching the end of what's been a long year – and we want you to tell us about our services – and whether you think you get value for your money.

Our first budget draft will be published in January – and hopefully signed off and ready to go by March. First we want to hear from you – tell us what you like and tell us what you don't like.

**How much do you think each service costs you every week?**

Log on to [www.sstaffs.gov.uk/budget](http://www.sstaffs.gov.uk/budget) and take a guess at how much you think it costs!

**How close can you get?**

[www.sstaffs.gov.uk/budget](http://www.sstaffs.gov.uk/budget)

**A GUIDE TO OUR SERVICES - PULL OUT AND KEEP**

# Your BIG guide to your council services!

# A-Z Directory of Services

# Your BIG guide to your council services!

**Service Description**      **Contact Number**

**A**

Abandoned Vehicles	(01902) 696200
Air Pollution	(01902) 696220
Allotments	<b>PC</b>
Animal Fouling	(01902) 696200
Animal Rights and Welfare - <b>CC</b>	0300 111 8000
Arts Grants	(01902) 696534
Assisted Waste Collections	(01902) 696203
Audit	(01902) 696605

**B**



Baggeridge Country Park	(01902) 882605
Baggeridge Aerial Ropes Adventure	(0845) 8802477

Benefits	(01902) 696668
Benefit Fraud	0500 658008
Bereavement Services	(01902) 696111
Bin Collections	(01902) 696203
Birth Registration	(01902) 696000
Blocked Drains and Sewers:	
Severn Trent Water	0800 7834444
Blue Badge Scheme	(01902) 696000
Bottle Banks	(01902) 696203
Building Control Services	(01902) 696440
Bulky Waste	(01902) 696203
Burials	(01902) 696111
Bus Passes - <b>CC</b>	0300 111 8000
Business Rates	(01902) 696664
Business Support Schemes	(01902) 696539

**C**

Car Parking	(01902) 696000
CCTV	(01902) 696000
Cemeteries	(01902) 696111
Cheslyn Hay Leisure Centre	(01922) 417790
<i>(also see Leisure)</i>	
Choice Based Lettings	(01902) 696504
Citizens Advice Bureau (CAB)	08444 111 444
Civic Amenity Sites - <b>CC</b>	0300 111 8000
Civil Parking Enforcement	(01902) 696000
Clinical Waste Disposal	(01902) 696203
Codsall Leisure Centre	(01902) 844032
<i>(also see Leisure)</i>	
Commercial Property	(01902) 696118
Committee Meetings	(01902) 696147
Communications	(01902) 696502



Community Transport	(01902) 696229
Community Development	(01902) 696534
Community Safety	(01902) 696229
Complaints about a Councillor	(01902) 696108
Complaints about the Council	(01902) 696108
Compost Bins	(01902) 696000
Conservation (Environment)	(01902) 696425
Council Meetings	(01902) 696147



Council Tax	(01902) 696669
Council Tax Benefit	(01902) 696668
Councillors	(01902) 696254
County Councillors - <b>CC</b>	0300 111 8000
Customer Services	(01902) 696000

**D**

Data Protection	(01902) 696614
Deaths	(01902) 696111
Disabled Facilities Grants	(01902) 696215
Disabled Parking Permits	(01902) 696000
Disposal of Dead Animals	(01902) 696000
Dog Litter Bins	(01902) 696203
Dog Warden Schemes	(01902) 696310
Dog Fouling	(01902) 696000
Drainage and Sewage:	
Severn Trent Water	0800 783 4444



Dumped Rubbish	(01902) 696200
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**E**



Elections: <a href="http://www.sstaffs.gov.uk/elections">www.sstaffs.gov.uk/elections</a>	
Elections	(01902) 696121
Emergency Planning	(01902) 696119
Energy Efficiency	(01902) 696315
Enforcement	(01902) 696662

**F**

Facilities Grant (Disabled People)	(01902) 696215
Finance	(01902) 696671
Floods and Flooding	(01902) 696000



Fly Tipping	(01902) 696200
Food Hygiene	(01902) 696220
Food Safety	(01902) 696220
Fraud (Benefits)	0500 658 008
Fraud	(01902) 696619
Freedom of Information	(01902) 696242
Friend Groups	(01902) 696406
Funerals	(01902) 696111
Furniture Collection (Waste)	(01902) 696203

Every day we deliver frontline services to thousands of local people and businesses.

For less than £2 a week, here's a list of all the services we offer, and how you can access them.

Don't forget - you can find out more about all of these services online at

**[www.sstaffs.gov.uk](http://www.sstaffs.gov.uk)**

**Key:**    **CC** = service delivered by Staffordshire County Council  
           **PC** = service delivered by your local parish council

**G**

Garden Waste Disposal	(01902) 696203
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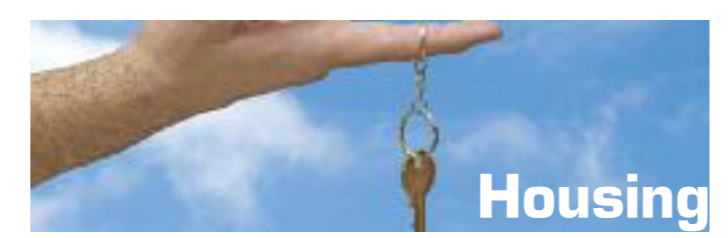
Graffiti Removal	(01902) 696000
Grants for Sports	(01902) 696410
Grass cutting	(01902) 696407
Graveyards	(01902) 696111
Green Box Collection	(01902) 696203
Green Boxes	(01902) 696203

**H**

Hazardous Waste Disposal	(01902) 696203
Health and Safety	(01902) 696220



Healthy Walks	(01902) 696683
Hedges (High and Nuisance)	(01902) 696422
Home Composting	(01902) 696000
House Numbering	(01902) 696421
Household Waste Collection	(01902) 696203
Household Waste Sites - <b>CC</b>	0300 111 8000



Housing Benefit	(01902) 696668
Housing Repair Grants	(01902) 696215
Household Waste Recycling Centres - <b>CC</b>	0300 111 8000

**I**



Industrial Properties	(01902) 696118
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**J**

Job Vacancies	(01902) 696104
Joining a Library - <b>CC</b>	0300 111 8000

**K**

Kerbside Waste and Recycling	(01902) 696203
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**L**

Lamp Posts - <b>CC</b>	0300 111 8000
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Leisure and Sport:  
[www.sstaffs.gov.uk/leisure](http://www.sstaffs.gov.uk/leisure)

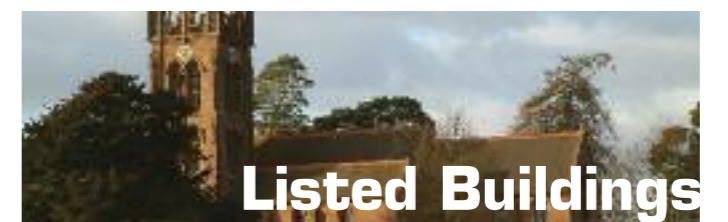
<b>Leisure Centres:</b>	(01902) 696505
Cheslyn Hay Leisure Centre	(01922) 417790
Codsall Leisure Centre	(01902) 844032
Exercise Referral	(01902) 696410
Healthy Walks	(01902) 696683
Penkridge Leisure Centre	(01785) 714152
Sports Facilities	(01902) 696518
Swimming	(01902) 696505
Wombourne Leisure Centre	(01902) 898202

Libraries - <b>CC</b>	0300 111 8000
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Licenses:  
[www.sstaffs.gov.uk/licensing](http://www.sstaffs.gov.uk/licensing)

Food Related Licences	(01902) 696220
Late Hours Catering Licences	(01902) 696220
Lottery Licences	(01902) 696804
Scrap Metal Dealers Licence	(01902) 696200
Taxi and Minicab Licences	(01902) 696804
Temporary Event Notices	(01902) 696804

Light Pollution	(01902) 696220
Lighting (Roads and Pathways) - <b>CC</b>	0300 111 8000



Listed Buildings	(01902) 696425
Litter Bins	(01902) 696203
Local Nature Reserves	(01902) 696405

**M**

Medical Waste Disposal	(01902) 696203
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**Mini Recycling Centres**

Mini Recycling Centres	(01902) 696203
Missed Bin and Recycling Collections	(01902) 696203

**N**

Neighbourhood Watch	(01902) 696229
Noise	(01902) 696220
Numbering (Housing and Streets)	(01902) 696421

**O**

Out of Hours Emergencies	(01384) 215863
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**P**

Parking Enforcement	(01902) 696000
Penkridge Leisure Centre	(01785) 714152
<i>(also see Leisure)</i>	

Pest Control	0845 505 7378
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**Pest Control**



[www.sstaffs.gov.uk/pests](http://www.sstaffs.gov.uk/pests)



Planning:  
[www.sstaffs.gov.uk/planning](http://www.sstaffs.gov.uk/planning)

**Planning Applications and Planning Permission**

Access for People with Disabilities	(01902) 696404
Advertisement Permissions	(01902) 696404
Change of Use	(01902) 696404
Enforcement	(01902) 696662
Extensions	(01902) 696404
House Numbering	(01902) 696421
Landscape Advice	(01902) 696511
Local Plans	(01902) 696317
Planning (Business)	(01902) 696404
Planning Advice (Residential)	(01902) 696404
Shop Signs (Consent for)	(01902) 696404

Property Alterations (Housing)	(01902) 696215
Public Car Parks	(01902) 696000

**Turn over for more Services**



**R**

Recycling (01902) 696203  
 Refuse Collections (01902) 696203  
 Registration of Births (01902) 696000  
 Review Newspaper (01902) 696502  
 Road Name Signs (01902) 696000  
 Rubbish Tips - CC 0300 111 8000



**Rubbish Collections**

Rubbish Collections (01902) 696203

**S**

Schools - CC 0300 111 8000  
 Sewers:  
     Severn Trent Water 0800 783 4444  
 Sharps Disposal (01902) 696203  
 Smells (01902) 696220  
 Smoke Emissions (01902) 696220  
 Sports (also see Leisure) (01902) 696505  
 Street Lighting - CC 0300 111 8000  
 Street Litter Bins (01902) 696203  
 Street Numbering and Naming (01902) 696421  
 Street Sweeping (01902) 696203



**Swimming**

Swimming (also see Leisure) (01902) 696505

**T**

The Tip - CC 0300 111 8000  
 Tourism Information Service (01902) 696539



**Trees**

Tree Advice (01902) 696422  
 Tree Preservation Orders (01902) 696422

**U**

Unfit Housing (01902) 696000

**V**

Vacancies (Jobs) (01902) 696104  
 Vacant Commercial Property (01902) 696118  
 Voting (also see Elections) (01902) 696121

**W**

Walking (01902) 696683  
 Waste and Recycling (01902) 696203  
 Water Pollution (01902) 696220  
 Wheelie Bin Collection (01902) 696203  
 Wombourne Leisure Centre (01902) 898202  
 (also see Leisure)

**Y**

Yellow Sacks (Clinical Waste) (01902) 696203  
 Young People's Activities (01902) 696505  
 (also see Leisure)



To all of our residents,  
**Together we're recycling or composting almost half of the waste we collect.**

**Thanks for playing your part in making South Staffordshire cleaner and greener.**

[www.sstaffs.gov.uk](http://www.sstaffs.gov.uk)

**Connect to your Council**

[www.sstaffs.gov.uk](http://www.sstaffs.gov.uk)