

A-Z of council services in Christchurch





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Christchurch
Borough Council



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Borough Council



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Welcome

Welcome to the first joint A-Z telephone listing of council services in Christchurch. This guide combines the services provided by your county and borough councils into one list so you don't need to know who provides a service to find out its phone number. Last year's Ipsos MORI survey of Dorset residents showed that around half contact their local councils by phone and we hope that this guide will help you get through to the person you need. We have also included a page of contact information for Dorset Police as well as some other useful numbers for services in your area.

The A-Z of council services in Christchurch is a joint project between Dorset County Council, Christchurch Borough Council and Dorset Police. If you know anyone who has not received a copy and would like one, please contact Melissa Wheeler in the Communications Unit at Dorset County Council on (01305) 224491 or e-mail m.wheeler@dorsetcc.gov.uk

Contact:

Dorset County Council

County Hall, Colliton Park, Dorchester, Dorset, DT1 1XJ
Switchboard 01305 251000

Christchurch Borough Council

Civic Offices, Bridge Street, Christchurch, Dorset, BH23 1AZ
Switchboard 01202 495000 / Fax 01202 482200

A

• Abandoned vehicles	01202 495062
• Accident claims	01202 495139
Accident prevention	01305 224558
Adoption and fostering	01202 889969
Adult education	01202 893900
After school clubs (Dorset Children's Information Service)	0845 355 2099
• Allotments	01202 495066
Animal health and welfare	01305 224012
• Anti-social behaviour reduction	01202 495044
Archaeology	01305 224921
Archives service	01305 250550
Arts development	01305 224937

B

• Beach huts	01202 495061
• Beaches	01202 495070
• Benefits (housing and council tax)	01202 495190
• Benefits enquiry line	0800 882200
Births	01305 225153
Blue badge scheme (disabled parking)	01305 224321
Bridge maintenance	01305 225366
• Building conservation	01202 495034
• Building control	01202 495020
• Bus passes	01202 495218
• Bus shelters repairs (Christchurch council owned)	01202 495079

A-Z of council services

Buses (passenger transport)	01305 225165
Business advice	01305 224702
• Business rates	01202 495220

C

• Car park management	01202 495081
• Car park penalty charges	01202 495197
Care homes - Please see page 11 for Dorset County Council local offices	
Carers - Please see page 11 for Dorset County Council local offices	
• Cemetery	01202 495066
Census information	01305 224354
Chief Executive's office	
• Christchurch Borough Council	01202 495126
Dorset County Council	01305 224195
Childcare (Dorset Children's Information Service) 0845 355 2099	
Children at risk - Please see page 11 for Dorset County Council local offices	
Children with disabilities - Please see page 11 for Dorset County Council local offices	
• Christchurch Community Partnership	01202 495111
• Christchurch Information Centre	01202 471780
• Coastal protection	01202 495081
Committee services	
• Christchurch Borough Council	01202 495050
Dorset County Council	01305 225184

Community centres - Please see page 11 for Dorset County Council local offices

• Community planning	01202 495111
Community safety	
• Anti-social behaviour	01202 495044
Bogus callers, underage sales and product safety	01305 224012
• General enquiries	01202 495088
Hate crime – Diversity officer	01305 224355
Complaints	
• Christchurch Borough Council	01202 495154
Dorset County Council	01305 224409
• Composting	01202 495005
• Concessionary travel	01202 495218
• Conservation – building	01202 495034
• Conservation – nature	01202 495066
Consumer advice	01305 224701
Consumer protection	01305 224012
Coroner	01202 310049
• Council tax	01202 495200
• Council tax benefit	01202 495190
Councillors	
• Christchurch Borough Council	01202 495141
Dorset County Council	01305 225184
Country parks in Dorset	
Avon Heath	01425 478470
Durlston	01929 424443
Moors Valley Country Park	01425 470721

A-Z of council services

Countryside access	01305 224463
• Countryside services	01202 495066
Customer services	
• Christchurch Borough Council	01202 495154
Dorset County Council - Please see page 11 for information about Customer Connect	
Cycle training	01305 224558

D

Day centres - Please see page 11 for Dorset County Council local offices	
Deaths	01305 225153
Disabled car badges (blue badge scheme)	01305 224321
Disabled people (learning and physical) - Please see page 11 for Dorset County Council local offices	
• Dog control	0845 130 7687
Dorset History Centre (archives)	01305 250550
Dorset Works Organisation	01305 228100
Drains, highway	0800 232323
Drug abuse	01305 265635
• Dustbin collections (refuse)	01202 495063

E

• Economic development	01202 495007
Education – general enquiries	01305 224110
Elections/electoral registration	
• Christchurch Borough Council	01202 495130
Dorset County Council	01305 225184

Emergency planning	01305 224510
• Environmental health	01202 495045

F

Fallen trees (on the highway)	0800 232323
Farmers' markets	01305 224734
Flooding	0800 232323
• Fly-tipping	01202 495063
• Food hygiene	01202 495045
Food standards	01305 224012
Footway maintenance	0800 232323
Footpaths and bridleways	01305 224463
Freedom of Information requests	
• Christchurch Borough Council	01202 495002
Dorset County Council	01305 225191

G

• Graffiti removal	01202 495063
Grass verges – cutting	0800 232323
Gritting	0800 232323
• Gypsies and travellers	01202 495000

H

• Harbour	01202 495070
Hedges (overgrown)	0800 232323
• Highcliffe Castle	01425 278807
Highways	
• Improvements	01202 495081
• Maintenance	01202 495063

A-Z of council services

Historical records	01305 250550
Home care - Please see page 11 for Dorset County Council local offices	
• Housing and council tax benefit	01202 495190
• Housing	
Advice and housing register	01202 460460 (until 1/4/07) or 01202 495000 (after 1/4/07)
Grants	01202 495028
Policy	01202 495155
I	
Icy roads	0800 232323
Information centre	01202 471780
J	
Job vacancies/applications	
• Christchurch Borough Council	01202 495212
Dorset County Council	01305 228535
Jurassic Coast	01305 225101
K	
L	
Learning difficulties	01305 224888
• Leisure Centre, Two Riversmeet	01202 477987
Libraries - See page 11 for individual libraries	01305 225000
• Licensing (alcohol, entertainment, taxis etc)	01202 495119
• Listed buildings	01202 495034

• Litter	01202 495063
• Local land charges	01202 495140
Lottery (assistance with National Lottery applications)	01305 224882
Lord Lieutenant	01305 224194

M

Market traders (complaints)	01305 224012
• Christchurch Monday market (complaints)	01202 495007
Marriages	01305 225153
• Mayor's office	01202 495134
Meals on wheels - Please see page 11 for Dorset County Council local offices	
Mental health problems - Please see page 11 for Dorset County Council local offices	
• Moorings	01202 495061
• Mundeford Wood Community Centre	01425 272084
Museums advisory service	01305 250550

N

• Nature reserves	01202 495066
• Noise nuisance	01202 495045

O

Occupational therapy - Please see page 11 for Dorset County Council local offices	
Oil pollution	01305 224659
Older people - Please see page 11 for Dorset County Council local offices	

A-Z of council services

• Open spaces	01202 495066
Outdoor education	01305 224517
P	
• Parking, penalty charges	01202 495157
• Parks and open spaces	01202 495066
Pavements	0800 232323
• Pest control	0845 130 7687
• Place Mill	01202 495127
• Planning applications	01202 495030
• Planning policy	01202 495038
Planning (waste and minerals)	01305 224289
Pre-school (Dorset Children's Information Service)	0845 355 2099
• Public toilets	01202 495062
Public transport	01305 225165
Q	
R	
Ranger service	01305 756794
Records office	01305 250550
• Recreation grounds	01202 495066
Recycling	
• Kerbside	01202 495005
Recycling centres	01305 225002
• Refuse collection/missed bins	01202 495062
Refuse disposal and management	01305 225002
Registrar	01305 225153

Residential care for adults - Please see page 11 for Dorset County Council local offices

Residential homes for children and adults - Please see page 11 for Dorset County Council local offices

Rights of way 01305 224463

Road maintenance and signs 0800 232323

- Road sweeping 01202 495063

S

School admissions 01305 211818

School crossing patrol 01305 224558

School transport 01305 224332

- Searches, land and property 01202 495140

- Skip and scaffolding licences 01202 495063

Snow clearance, gritting and salting 0800 232323

- Sports pitches, bookings 01202 495066

Statistics 01305 224256

- Street cleaning 01202 495063

- Street lighting 0800 232323

Student grants 01305 225952

T

- Toilets, public 01202 495062

- Tourism 01202 495127

- Tourist Information Centre 01202 471780

Trade descriptions 01305 224012

Trading from the roadside 01305 225410

Trading standards

(including animal health and welfare) 01305 224012

A-Z of council services

• Traffic regulations	01202 495081
Traffic signals	01305 225026
Traffic signs	0800 232323
• Travellers and gypsies	01202 495000
Trees (fallen/overgrown on highway)	0800 232323
• Trees (on borough council land)	01202 495066
• Trees (on private land)	01202 495014
• Two Riversmeet Leisure Centre	01202 477987
U	
V	
Vehicle access (business and homes)	01305 224231
Victim support	01258 453100
W	
• Waste collection	01202 495062
Waste disposal	01305 225002
Weather alerts (roads)	0800 232323
Weights and measures	01305 224012
X	
Y	
Youth and community service	01305 254009
Youth centres	01305 254009
Youth offending team	01305 760336
Z	
Zebra crossings	01305 225169

Dorset County Council local offices

Bridport	01308 422234
Christchurch	01202 474106
Dorchester	01305 251414
Ferndown	01202 877445
North Dorset	01258 472652
Purbeck	01929 553456
Sherborne	01935 814104
Weymouth and Portland	01305 760139
Out of hours number	01202 657279

Libraries in your area

Christchurch	01202 485938
Highcliffe	01425 272202

Dorset County Council Customer Connect

In April 2007 Dorset County Council's Customer Connect team will take over many of the front-line phone calls for county council services. We will publicise any new phone numbers nearer the time but numbers shown in this directory will be forwarded to the new numbers automatically.

Other useful numbers

Dorset Association of Parish and Town Councils	01305 260972
Dorset Fire and Rescue Service (non-emergencies)	01305 251133
NHS Direct	0845 4647
Dorset out of hours medical service	0845 600 1013

We can provide this document in audio, large print and Braille versions and in other languages on request. Please contact Melissa Wheeler on (01305) 224491.



Do you know how to contact **DORSET POLICE?**

The EMERGENCY NUMBER: 999

For a crime in progress or if your personal safety is at risk, dial **999**.

If you are deaf or have a speech impediment, in an emergency use our talktype number: **18000** or text us on: **07766 425 242**

The NON EMERGENCY NUMBER: 22 22 22 **(Prefixed by 01202 or 01305)**

Use this number for anything from speaking to your local safer neighbourhood team or responding to witness and information appeals.

To report a NON-URGENT crime or incident

- visit our website on **www.dorset.police.uk**
- if you are deaf or have a speech impediment, contact us in a non-emergency by using the talktype number of **18000** as a prefix before dialling **22 22 22**. Alternatively text **07766 425 243**
- email us at **enquiries@dorset.pnn.police.uk** for a response within 24 hours
- visit your local police station
- contact your safer neighbourhood team

There is a frequently asked questions section on our website:
WWW.DORSET.POLICE.UK

OTHER numbers to contact:

Crimestoppers: 0800 555 111

Call the free, anonymous Crimestoppers line if you have information about a crime

Victim Supportline: 0845 30 30 900

For free and confidential support

National Domestic Violence Helpline: 0800 2000 247

●●● **Making Dorset Safer – Making Dorset Feel Safer**



dorsetforyou.com
putting the customer first

You can now get faster and easier access to a huge range of local council services through just one website, 24 hours a day, regardless of who provides them

Interactive services include:

- A Dorset-wide A-Z of services
- A database of council jobs, with online application forms
- Access to the Dorset library catalogue, where you can search for, reserve or renew items
- Online forms to make a complaint, report a problem or contact any council department
- View planning applications and comment or apply online
- Use the benefits calculator to see what help you may be entitled to



The councils currently participating are Dorset County Council, East and West Dorset District Councils and Christchurch Borough Council

For more information visit the website at dorsetforyou.com

Did you know...
you can get free internet access at any Dorset library

dorsetforyou.com