



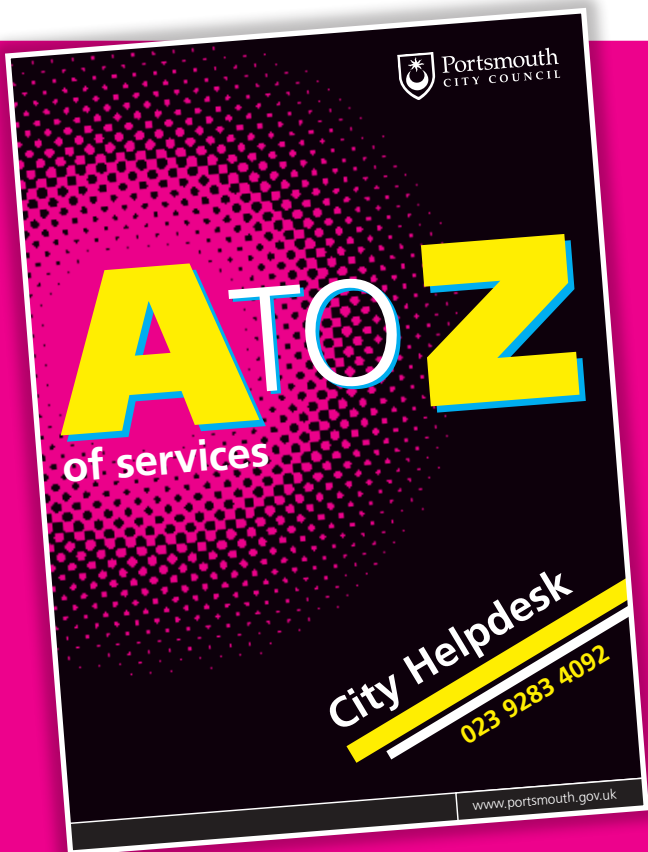
Portsmouth
CITY COUNCIL

A TO Z

of services

City Helpdesk

023 9283 4092



A to Z of services

This A to Z covers Portsmouth City Council services, along with a few other helpful numbers. It is distributed free inside Flagship, every year. Additional copies can be found at your local library, or council offices, or by calling Corporate Communications on 9283 8595. You can also call this number if you need this information in another format, for example in large print, Braille, audio or in another language.

If you can't find the number for one of our services, please call the City Helpdesk on 9283 4092.

The A to Z is also available online at www.portsmouth.gov.uk. Click on the letters A to Z to view services, we update this information throughout the year.

Top 20 numbers



Here's a quick guide to our top 20 council numbers.

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Portsmouth City Council online

Want to pay your council tax at 3am or need to report an abandoned vehicle at the weekend? You can with our online services at www.portsmouth.gov.uk

Our website lets you find out about our services and contact us at any time, even if it is the middle of the night

If you don't have a computer at home you can always use the free computers that we have in our libraries.

For more information about the computers in our libraries please visit any of the nine local libraries or call 9281 9311.

Some of the things that you can do online include:

- › search the library catalogue
- › pay your council tax and parking fines (penalty charge notice)
- › view and comment on planning applications
- › search our A-Z of services
- › use interactive maps of where you live
- › find out what's been happening in council meetings
- › look for a job with us
- › contact us, either with a question or to report a problem

A

Abandoned vehicles 9283 4092

cityhelpdesk@portsmouthcc.gov.uk

To report an abandoned vehicle or if you'd like us to dispose of your vehicle.

Access for disabled people 9268 0810

See: Disabled

Active Travel 9284 1332

travel@healthypompey.com

Removing the obstacles to walking and cycling in the city as part of the Healthy Pompey project.

Adoption 9287 5294

Portsmouth Adoption Service needs to find homes for approximately 12 children each year. Many need a family where they can live with their brothers and sisters; some children may have physical, mental or developmental disabilities.

Adult and community education 9284 1721

educationenquires@portsmouthcc.gov.uk

We offer a range of learning opportunities for adults from improving essential skills to developing new interests and gaining qualifications. Adult learning has been delivered in over 150 locations in the past three years.

Adult social care helpdesk 9268 0810

If you need help around the home or someone you know does, then please contact us.

Advertising on council assets 9283 4797

Advertising hoardings 9283 4334

Advice

See: Community Legal Advice Centre

Affordable home ownership 9283 4989

housing.options@portsmouthcc.gov.uk

Aids and HIV 9268 0810

Help and support for people affected by HIV, their families, partner and friends. Contact us or the national Helpline on 0800 567123.

Air quality monitoring 9283 4167

public.protection@portsmouthcc.gov.uk

We currently operate four air pollution monitoring stations and the information from these sites is used to assist us in the review and assessment of air quality.

Abandoned vehicles to Area offices

Alcohol

Alcohol Treatment 9275 1617

Alcohol Counselling Service (6pm-9pm) 9273 5863

Help and support for people affected by alcohol misuse.

E's up (under 18) 9282 5140

Drinkline 0800 9178282

Alcohol interventions team 9284 1753

ait@portsmouthcc.gov.uk

The alcohol interventions team offers support, information and advice to individuals who drink above 'safe' levels of alcohol for whatever reason.

Alarms for elderly and disabled people 0800 731 2228

communityalarms@portsmouthcc.gov.uk

People worried about being alone can have a community alarm fitted in their homes. Alarms can be activated in emergencies so that help is on hand as soon as possible.

Allotments

9283 4171

cityhelpdesk@portsmouthcc.gov.uk

There are 1,441 allotments on 10 sites across Portsmouth for you to enjoy.

Angling

9283 4180

Animal fouling

9283 4092

cityhelpdesk@portsmouthcc.gov.uk

It is your responsibility as a dog owner to clean up after your dog. Failing to do so is an offence and you will either have to go to court or pay a fine.

Animal welfare

9283 4092

Anti-social behaviour unit

9268 8507

We work with city residents and partner agencies to ensure a multi-agency approach to reducing anti-social behaviour and creating safer communities.

Archaeology

9282 7261

Archives

9282 7261

searchroom@portsmouthcc.gov.uk

Discover your family history or the area that you live in by visiting Portsmouth Records Office and looking through the extensive archives and collection held there. Minicom 9287 6550.

Area offices

For local issues contact your local area office:

Buckland 9260 6500

City South 9260 6300

Landport 9260 6400

Leigh Park 9230 6900

Paulsgrove 9260 6030

Portsea 9260 6200

Somerstown 9260 6300

Wecock Farm 9260 6100

Arts centre to CCTV

Arts centre

See: Third Floor Arts Centre

Arts and entertainment

9268 8245

cityhelpdesk@portsmouthcc.gov.uk

If you are planning an artistic event or would like to know about funding and partnership opportunities then please contact the art service. The service produces a list of future events across Portsmouth.

Asbestos

9283 4167

cityhelpdesk@portsmouthcc.gov.uk

If you are concerned about asbestos in any way then please contact us.

B



Beaches

9282 8112

seafontmanagement@portsmouthcc.gov.uk

For any seafront issues such as seats, shelters, railings, sun huts and life aids please contact a member of the seafront management team.

Benefits

See: Housing benefit, Council tax benefits or Jobcentre Plus

Benefit fraud

9284 1550

cfu@portsmouthcc.gov.uk

We take benefit fraud very seriously and will take legal action where necessary. If you think someone is committing benefit fraud please contact us in confidence.

Births

See: Registration of births, marriages and deaths

Blind people

9237 3362 voice

9232 2117 textphone

Blocked drains and sewers

9283 4092

cityhelpdesk@portsmouthcc.gov.uk

Bridges

9283 4092

Bridleways

9283 4590

Portsea Island does not have any designated bridleways. However, the surrounding area does offer nature trails and wildlife reserves for outdoor pursuits.

Building alterations

9283 4334

Building control service

9283 4722

Building regulations

9283 4722

buildcontrol@portsmouthcc.gov.uk

By law, any building work must comply with the government's building regulations. There is more than one way of satisfying these, but a minimum standard must be achieved at all times to ensure the health and safety of people in and around the building. For more information and advice, contact building control.

Building Schools for the Future

9284 1117

bsf@portsmouthcc.gov.uk

Bulky waste special collections

9283 4092

cityhelpdesk@portsmouthcc.gov.uk

www.portsmouth.gov.uk/waste

Do you have rubbish too big to put out with your dustbin? A special collection service is available to collect larger items, such as furniture and white goods. You can take bulky items to the Port Solent recycling centre (see Recycling) to dispose of them free of charge.

Burials

9273 2559

There are three cemeteries in Portsmouth that are the responsibility of the parks service: Kingston, Milton and Highland. Kingston and Milton are still used and serve between 200-400 burials each year. Highland no longer accepts new burial requests, but does reopen and use existing family plots.

Business advice services

9284 1074

invest@portsmouthcc.gov.uk

For help and advice starting up a new business. For trading standards advice www.askcedric.org.uk, telephone 9268 8183.

Business rates

9268 8588

Business rates in Portsmouth are charged on commercial properties. Each property has a rateable value (RV) and is re-valued every five years. You can look up a rateable value online by visiting the Valuation Office website at www.voa.gov.uk or you can call us.

Bus passes

See: Concessionary fares

Bus stop and shelters

9283 4619

Bus timetables – First Bus

0870 010 6022

Buy with confidence

9284 1295

www.buywithconfidence.gov.uk

C



Carers Centre

9285 1864

Looking after someone is an important job, but it is not always an easy one. We recognise that carers are a very valuable resource; the continued health and wellbeing of carers is vital to the success of community care. We provide information, advice and support for anyone who is a carer, including young carers.

Carers self-assessment

9285 1864

Carers self-assessment is your opportunity to tell us about the services you need if you are looking after someone as an unpaid carer.

Care for adults

9268 0810

general@portsmouthcc.gov.uk

Care for children

9283 9111

general@portsmouthcc.gov.uk

Comprehensive health and social care for all individuals that require assistance, whether it be for children, families, the elderly or the disabled. Each division has specialised and designated staff to advise and support those that need it.

Car parks

9268 8310

parking@portsmouthcc.gov.uk

Portsmouth has numerous car parks all over the city, varying in size, such as surface and multi-storey, however they are not all our responsibility and vary in rates. All our car parking is pay and display. If you have a fine to pay you can call 9268 8310 or the automated payment service on 0845 606 6243.

CCTV

9283 4747

communitysafety@portsmouthcc.gov.uk

There are 172 closed-circuit television cameras placed around the city helping to keep your streets safe. Cameras are monitored from a control room in the Civic Offices 24 hours a day, 365 days a year.

Cemeteries**9273 2559**

Portsmouth has three cemeteries – Kingston, Milton and Highland.

Charity collection**9283 4572****Child protection**

Every child has the right to feel safe and secure. Our child protection team works with children at risk from neglect or abuse to give them this right. If you are worried that a child may have suffered harm, neglect or abuse, you can contact us in confidence on the numbers below:

Social services	9283 9111
Emergency out of hours	0845 600 4555
Hampshire Constabulary	0845 045 4545
NSPCC	0808 800 5000

Children and families**9283 9111**

In Portsmouth we want our children to grow up in a safe, healthy environment. We offer many services that will support children, young people and their families to make this happen and enable them to have access to the best possible life chances.

Children's Centres

SureStart Children's Centres

Buckland	9273 3440
Landport	9281 5005
Portsea	9273 2925
Somerstown	9282 1816
The Willows Nursery	9266 6918
The Brambles Nursery	9282 8606
Paulsgrove	9237 8913

City Growing**9268 8388**growing@healthypompey.com

Helping you to grow your own fruit and veg at home or at one of eight community growing sites around the city as part of the Healthy Pompey project.

City Helpdesk**9283 4092**cityhelpdesk@portsmouthcc.gov.uk

If you have a general enquiry about the council and are not sure who to speak to, please contact the City Helpdesk. Our advisors are here to help you and answer any questions you may have.

Civil weddings & civil partnership**9282 9041**registrars@portsmouthcc.gov.uk

You may marry in any Register Office or approved premises of your choice in England or Wales. However, before you can marry, each of you must give a notice of your intention to marry, in person, in the registration district in which you live. Contact the Registrars Office. See also: registration of births, marriages and death.

Coastal erosion and protection**9283 4815**coastalprotection@portsmouthcc.gov.uk

The coast protection team deals with the protection of the coastline including flooding and erosion. They can also help with other flooding and drainage matters.

Colas**9231 0900****Communications****9268 8595**

Keeping you informed of what's going on in your city is a key priority for us. Our communications team delivers the latest stories to you through the local press, radio, your council website and Flagship, your resident magazine.

Community centres**9268 8238**www.portsmouth.gov.uk/living/787.html

We have 15 community centres across the city with a warm welcome to residents of all ages. For more details, call us or go to our website.

Community First for Portsmouth**9282 7110**

Community First for Portsmouth (CFP) aims to engage, support and empower Portsmouth's voluntary and community sector. A strong, independent community and voluntary sector, able to deliver innovative and appropriate services to local people, is a vital ingredient for a socially inclusive and economically healthy society.

Dial A Ride	9287 7146
Community transport	9287 7308
Shopmobility	9281 6973

Community involvement**9268 8555**

We want to deliver services which accurately target local needs. To do this we need your help. You can become involved and give your opinion on a number of local projects by contacting us.

Community legal advice centre (CLAC)**9265 6300****Community safety****9283 4755**communitysafety@portsmouthcc.gov.uk

Everyone has a right to live without fear of crime.

The community safety team works with other agencies such as the police to help reduce crime and tackle anti-social behaviour.

Anti-social behaviour	9283 4092
Alley gating	9283 4092

Community transport**9287 7308****Community wardens**community.wardens@portsmouthcc.gov.uk

Community wardens play a huge part in making people feel safer, deterring crime and anti-social behaviour, and helping to keep Portsmouth clean and tidy.

They patrol on foot and in vehicles, and are a friendly and approachable point of contact, available to offer help and advice to residents.

Cosham
0800 587 0147

Heart of Portsmouth
0800 085 3840

**Comments, compliments and complaints****9283 4702**ccc@portsmouthcc.gov.uk

We aim to give you the best possible service, but we need to know if we're not getting it right. If you have a comment, compliment or complaint you'd like to tell us about, then please let us know. You can do this in person, by letter, email or telephone. If you're not satisfied with our complaints procedure, you can contact the Local Government Ombudsman on 0845 602 1983.

Community trading standards**9283 4252**trading.standards@portsmouthcc.gov.uk

For community involvement and educational resources for schools.

Concessionary fares**9283 4445**concessionaryfares@portsmouthcc.gov.uk

Under the national concessionary travel scheme for the over-60s and disabled people, qualifying residents can get a bus pass for free, unlimited travel on local buses nationwide (off-peak). Qualifying residents, including those registered blind, should phone this number for more information. Also call for information on school transport for under-16s.

Connexions**9273 2450**www.connexions-southcentral.org

Connexions provide confidential advice, support and information for 13 to 19 year olds. Please telephone the above number or visit our website.

Conservation areas**9283 4334**planning@portsmouthcc.gov.uk

Portsmouth currently has 22 conservation areas, and it is the responsibility of the council to ensure that any new development should be sympathetic to the special architectural and aesthetic qualities of the area, particularly in terms of scale, design, materials and space between buildings.

Consumer advice**08454 040506**

This number takes you straight through to Consumer Direct, who provide consumers with information and advice on minimum standards for the buying and selling of goods and services.

Contaminated land**9284 1399**public.protection@portsmouthcc.gov.uk**Coroner's office****9268 8326****Council buildings**

See: Guildhall enquiries

Council tax**9268 8588**localtaxation@portsmouthcc.gov.uk

If you are over 18 and live in a property as your main home, you will have to pay council tax for that property.

Council tax benefits to Entertainment licences

Council tax benefits

9283 4556

hbsupportteam@portsmouthcc.gov.uk

Councillors

9283 4172

There are 42 city councillors who are elected every four years. Councillors are there to represent you and make decisions on your behalf. If you would like to know which councillor represents you and your area or to make contact with a councillor please call us.

Cremation

01329 822533

enquiries@portchestercrematorium.org

Portchester Crematorium was opened in 1958 and is on the lower slopes of Portsdown Hill between Fareham and Portsmouth.

Crime Prevention

9283 4755

crime@portsmouthcc.gov.uk

Reducing crime and making the community safer is one of our key priorities. We are responsible for the development of the Community Safety Strategy for Portsmouth. This strategy was written after consultations with residents and external agencies to ensure it meets the city's needs.



Cycling

9283 4590

roadsafety@portsmouthcc.gov.uk

A compact and generally flat city, Portsmouth is ideally suited to cycling; there are a number of interesting and unusual routes. The transport policy team works to improve cycle paths, security and reduce the number of cycling casualties.

Cycling training

9268 8262

roadsafety@portsmouthcc.gov.uk

D

Dangerous substances

9283 4092

Dangerous structures

9283 4606 or 9283 4722

Our building control team will investigate any building or structure that poses a danger and puts the public or occupiers at risk.

Day care for adults

9268 0810

Day care for children

See: Portsmouth CHAT

D-Day Museum

9282 7261

Death

See: registration of births, marriages and deaths

Defects with/problems to your rented property

9268 8369

Definitive maps – right of way

9283 4590

Democracy & elections

9283 4074

Development control

9283 4334

Development - Housing

9284 1039

Dial A Ride

9287 7146

Direct payments

9228 8759

directpaymentsupport@portsmouthcc.gov.uk

Direct Payments are payments we make to people who have been assessed as needing help from Social Care, and who would like to arrange and pay for their own care and support services instead of receiving them directly from the council.



Disability registration

9268 0810

Disability student allowances

01243 642141

Disabled occupational therapist

9260 6008

Disabled parking badges

9284 1176

blue.badges@portsmouthcc.gov.uk

If you're a disabled person with severe walking difficulties and you travel either as a driver or as a passenger then you are entitled to apply for a car badge under the blue badge scheme.

Disabled parking bays

9268 8304

disabled.bays@portsmouthcc.gov.uk

Dockyard

9283 9766

enquiries@historicdockyard.co.uk

Discover the world-famous historic ships - HMS Victory, the Mary Rose and HMS Warrior 1860 that have shaped British history at Portsmouth Historic Dockyard.

Dogs: lost, found or dangerous and warden

9283 4092 or 9287 0337

cityhelpdesk@portsmouthcc.gov.uk

If you find a stray or have lost your dog you should contact the dog warden. The warden will make every effort to contact an owner if the dog is wearing a collar or tag. If the dog is not claimed after seven days it can legally be re-homed.

Domestic violence

0808 2000 247

If you are experiencing domestic violence please call the 24-hour freephone number in confidence.

Drainage and sewerage

9283 4092

Dropped kerbs

9283 4092

Drug and alcohol services

Help and support for people affected by drug/alcohol use. Please call or visit www.talktofrank.com

Adults

9275 1617

Under 19s

9282 5140

Dumped rubbish

9283 4092

E

Education and learning

See: school admissions, adult and community education, schools, special educational needs and additional support

Electoral registration

9283 4074

elections@portsmouthcc.gov.uk

You must be registered to vote in the council elections. You can register to vote either in person or by post.

Emergency phone number

For emergency dial 999

Empty properties

9284 1659

Entertainment licences

9283 4073

licensing@portsmouthcc.gov.uk

For all pub and restaurant licence enquiries and applications please call or email.

Entertainment and events

9282 6722

events@portsmouthcc.gov.uk

Find out about events and activities happening in your area by viewing our diary of events. Visit our website at www.visitportsmouth.co.uk. If you want to find out about holding an event in the city please contact the email the events team, or download an events application form from the website.

Enquiries

See: city helpdesk

Equality and diversity

9283 4069

equalities@portsmouthcc.gov.uk

We believe in equal opportunities for everyone. We do not discriminate on the grounds of race, religion, gender, disability, age or sexual orientation.

Extensions to buildings

9283 4334

F

Fair trade

0207 405 5942

**Family information service –
Portsmouth CHAT**

9269 5000

chat@portsmouthcc.gov.uk

Portsmouth CHAT (childcare advice and training) provides free information on registered childcare and related services to parents and carers.

Farmers Markets

0142 058 8671

Faulty goods

9284 1295

Fire & rescue service

023 8064 4000

In an emergency dial 999.

Fire safety

023 8062 6809

For free advice about fire safety in the home please contact Hampshire Fire & Rescue Service on the number above.

Flooding

9283 4334

emergency.planning@portsmouthcc.gov.uk

Around 37,000 people live in flood risk areas in Portsmouth. To find out if you live in a flood risk area, for advice on how to deal with flooding, or to report any flooding on the road, please contact us.

Food and health

9284 1560

food@healthypompey.com

Promoting the benefits of balanced nutrition through free cookery courses, art projects in schools and healthy weight courses as part of the Healthy Pompey project.

Food safety

9283 4253

Foothpaths

See: Rights of way

Fostering

9268 8115

fostering@portsmouthcc.gov.uk

Fostering - Family Placement Team

FRANK (drug advice)

0800 77 66 00

Fraud

See: benefits fraud

Freedom of information

9268 8482

foi@portsmouthcc.gov.uk

Under the Freedom of Information Act 2000 you have a right to see and request information held by us. If you cannot find the information you require through our publication scheme then contact us.

Fridge recycling

9283 4092

cityhelpdesk@portsmouthcc.gov.uk

www.portsmouth.gov.uk/waste

Fumes

See: Air quality monitoring

G

Garden waste and composting

9283 4092

cityhelpdesk@portsmouthcc.gov.uk

www.portsmouth.gov.uk/waste

Composting is the best way to dispose of garden waste. Low-price compost bins can be ordered on 0845 077 0757 or at www.recyclenow.com/ compost. You can take garden waste to the Port Solent recycling centre (see Recycling) or to a composting drop-off day, held on the first Sunday of the month until November 2009, 9am to 2pm at Burrfields Road recreation ground and Victoria Avenue car park, opposite the Holiday Inn, Southsea. You cannot put garden waste out with your normal rubbish.

Genealogy

9268 8046

Graffiti removal

9283 4092

cityhelpdesk@portsmouthcc.gov.uk

To report any incidents of graffiti please contact us.

Green travel plans

9284 1332

Guildhall enquires

9283 4794

Built in 1889, the Guildhall hosts special events and exhibitions, as well as being home to the Lord Mayor's office.



Guildhall box office

9282 4355

You can contact the box office on this number during the following times:

Monday to Saturday; 10am-6.30pm (later on performance days).

Sunday and bank holidays; from one hour before performance.

There is also a 24 hour automated credit card booking line on 9282 4355.

Grass cutting

9283 4092

Gully cleansing / road cleaning

9283 4092

cityhelpdesk@portsmouthcc.gov.uk

Keeping our streets clean is something our street sweeping team do on a daily basis, but they cannot be everywhere all of the time. So if you see a dirty street then please let us know and we will send our team down there to clean it up.

Gypsy and traveller liaison

9283 4092

cityhelpdesk@portsmouthcc.gov.uk

For information on gypsy and traveller services in Portsmouth.

Gunwharf Quays

9283 6700

H

Harassment

9283 4405

cityhelpdesk@portsmouthcc.gov.uk

Harassment is any form of unwanted and unwelcome behaviour which may range from mildly unpleasant remarks to physical violence. If you are a victim of harassment please call us in confidence.

Harbours

9229 7391

Health and safety requirements

9283 4253

cityhelpdesk@portsmouthcc.gov.uk

Your health and safety at work is important to us and we will investigate any accidents in the workplace.

Healthy Pompey to Loan sharks

Healthy Pompey

9284 1560

info@healthypompey.com

Promoting active lifestyles and healthy eating through Active Travel, Food & Health, Pre-School Challenge, City Growing and Community Cafes.

Heart of Portsmouth community wardens

See: Community wardens

Helpdesk

See: city helpdesk

Homecheck service

9268 8369

Homelessness

9283 4989

housing_options@portsmouthcc.gov.uk

Portsmouth City Council supports the needs of people in temporary and insecure accommodation, such as hostels and houses in multiple occupation, as well as people sleeping rough. We want to improve access to housing support and care management, and target advice and information to prevent homelessness, particularly among young people.

Hospitals

For general enquires

Queen Alexandra Hospital 9228 6000

St Mary's Hospital 9228 6000

Website: www.porthosp.nhs.uk

Houses in multiple occupation

9284 1659

Housing area offices

See: Area offices

Housing benefit and council tax benefit

9283 4556

HBSupportTeam@portsmouthcc.gov.uk

Housing needs and advice

Contact Portsmouth City Council's housing service for advice on any of the following:

Conditions in privately rented houses

9268 8369

Grant assistance to owner-occupiers

9268 8369

Disabilities adaptation

9260 6008

Sale of council homes

9283 4845

Houses in multiple occupation:

Conditions

9268 8369

Licensing

9268 8369

Housing needs and advice

9283 4989

Portsmouth housing register

9283 4989

Homelessness/harassment eviction

9283 4989

Housing grants

9268 8369

Housing repairs and renovation

See: housing grants

Independent living service

9228 8700

Infectious diseases/food poisoning

9283 4253

cityhelpdesk@portsmouthcc.gov.uk

We will investigate any outbreaks of food poisoning and other infectious diseases reported to us by members of the public, GPs and hospitals.

Insect control

9283 4251

Jobs at Portsmouth City Council

9268 8536

Our job vacancies are advertised weekly on our website, in the local press and through careers offices and job centres. Visit www.jobsatportsmouth.co.uk or call the 24-hour answerphone service quoting the reference number of the vacancy.

Jobcentre Plus

Cosham 9230 4800

Havant 9230 4700

Kingston Road 9230 4600

Claim line 0845 608 8573

Benefits are for people who are not working because they are looking for work, a lone parent, unable to work due to ill health or disability or are caring for someone. Benefits are administered by Jobcentre Plus (part of the Department for Work and Pensions). Call a number above, ask at your local Jobcentre Plus or visit www.jobcentreplus.gov.uk

Kennels

9283 4092

Learning disability

www.pldpb.org

The Portsmouth Learning Disability Partnership Board (PLDPB) is an organisation set up by Portsmouth City Council to ensure that the interests of people with learning disabilities are represented and furthered in Portsmouth. The PLDPB co-ordinates groups who then work towards the common goal of improving the life chances of people with learning disabilities.

Land pollution

9284 1399

Inspections of contaminated land take place at the planning stage of any proposed development.

Learning disabilities services

9268 4600

We have day centre facilities for people with learning disabilities across the city. We also run a respite unit that can provide accommodation on a short-term basis to give carers the opportunity to take a break.

Leaseholder & commercial services

9283 4542

soch@portsmouthcc.gov.uk

Leisure cards

9283 4171

If you're a Portsmouth resident and in receipt of a benefit you may be able to apply for a leisure card which entitles you to discounts at certain venues such as sports centres, museums and Portsmouth Historic Dockyard.



Libraries

Anyone who lives, works or studies in Portsmouth can gain free membership of our libraries. Libraries in Portsmouth also have computers, CDs, newspapers and magazines. For enquiries or to book renewals call the City Helpdesk on 9281 9311.

Central library 9281 9311

Alderman Lacey 9282 3991

Beddow 9273 1848

Carnegie 9282 2581

Cosham 9237 6023

Elm Grove 9282 6058

Family library link 9268 8049

North End 9266 2651

Portsea 9229 7072

Paulsgrove 9237 7818

Listed buildings

9283 4303

cityhelpdesk@portsmouthcc.gov.uk

Permission must be obtained before any work, which would affect the building's special architectural or historic interest, is carried out.

Litter

9283 4092

Please report any litter problems to us.

Litter bins

9283 4092

cityhelpdesk@portsmouthcc.gov.uk

Loan sharks

9236 1122

stoploansharks@birmingham.gov.uk

Text "loan (space) shark (space) + your message" to 60003 or telephone 0300 5522.

Local land charges

9283 4065

land.charges@portsmouthcc.gov.uk

If you would like to know whether there are any legal restrictions or development proposals affecting a particular property or piece of land then contact us and we will find out for you.

**Local government committees/
council meetings**

A number of committees and council meetings are held which you can attend to have your say. For a full list of subjects, dates and times, please see our website: www.portsmouth.gov.uk

Local Strategic Partnership (LSP)

9268 8560

lsp@portsmouthcc.gov.uk

Portsmouth's Local Strategic Partnership (LSP) drives joined-up working in the city by bringing together representatives from the community, public sector, private sector, and voluntary organisations. It aims to understand local concerns and improve the quality of life for people in Portsmouth.

Lord Mayor's office

9283 4706

M

Marriages

See: **Registration of births, marriages and deaths**

Meals on wheels

9268 8390

Meals on wheels is a care service provided to support vulnerable, housebound people who are living in their own home and are unable to prepare their own meals. We can provide meals that meet all dietary needs, including diabetic and vegetarian meals.

Media and the press

9284 1559

For all city council media enquiries please contact the corporate communications team.

Mental health

0845 766 0163

Around one in four people are likely to suffer from some form of mental illness in their lives. We provide help and support for people affected by mental health and their families. For more information call MIND on the number above.

Moorings

9229 7391

Museums and galleries

9282 7261

Learn more about the history of Portsmouth by visiting one of our museums listed below.

Charles Dickens' Birthplace
City Museum and Record Office
D-Day Museum
Eastney Beam Engine House
Natural History Museum
Southsea Castle

N

Neighbourhood forums

9283 4059

neighbourhood.forums@portsmouthcc.gov.uk

Neighborhood forums are a chance for you to have your say about local issues and help shape the future of local services. To find out where your neighborhood forum is held, call or email us.

Noisy neighbours

9283 4167

Non-domestic rates

See: **Business Rates**

Nursery school

See: **Family information service - Portsmouth CHAT**

O

Occupational therapy

9260 6008

If you are finding living in your home difficult because of mobility problems, then you may benefit from the advice of our occupational therapy teams. They assess your mobility in your home and discuss with you whether some adaptations, such as a walk-in bath or a grab rail on the stairs, would help.

Older people

9268 0810

Services from care to meals on wheels are available for adults and older people, helping them to live as fully and independently as possible.

Orange badges – see Disabled Parking Badge scheme

Out-of-office-hours calls

9282 2251

If you need to contact us after our normal office hours, which are 8.30am-5pm, then please contact the number above.

Out-of-school activities

9283 4155

We run a number of after school clubs and holiday playschemes for children aged five to 12 in Portsmouth.

P

Parking

See: **parking penalties, disabled parking**

Parks and gardens

9283 4180

parks@portsmouthcc.gov.uk

We have many parks and open spaces across Portsmouth and work to make sure your visit is a pleasant and enjoyable experience. If you have any comments, then please let us know by emailing us.

Parking penalties

9268 8310

We have numerous car parks across Portsmouth varying in size, surface and multi-storey. All car parking is pay and display. Cars not displaying an appropriate ticket will be subject to a fine.

To pay a fine please telephone 9268 8310 or for the Automated Telephone Payment service call 0845 606 6243

Parish and Town Council (Southsea)

0300 0300113

Pavements

9283 4092

cityhelpdesk@portsmouthcc.gov.uk

Keeping roads and footpaths safe to use is our responsibility. Please report any damage by calling or emailing us.

Pedestrian crossings

9283 4092

cityhelpdesk@portsmouthcc.gov.uk

There are several types of pedestrian crossing - pelican, puffin, toucan and zebra - all designed to help you cross the road in safety. To report any faults with a pedestrian crossing call or email us.

Pension Service

0845 6060 265

Looks after benefits and entitlements such as state pension, pension credit and winter fuel payments. www.thepensionservice.gov.uk

People with disabilities

9268 0810

We support people with disabilities in Portsmouth by providing services such as home help and support groups to help them live as independently as possible.

Performance of the council

9283 4020

Pest control

9283 4251

cityhelpdesk@portsmouthcc.gov.uk

We provide a pest control service - dealing with rats, mice, squirrels, fleas, wasps, cockroaches, bed bugs and other insects - for both residents and businesses in Portsmouth.

Planning

9283 4334

planning@portsmouthcc.gov.uk

For planning applications, decisions and appeals telephone or email us.

Play (unsupervised)

9283 4190

parks@portsmouthcc.gov.uk

There are nearly 100 sites in Portsmouth that offer free access to unsupervised play facilities. To find a play site in your area please contact us.

Play service to Right to buy your home

Play service 9283 4884

We run five staffed adventure playgrounds in the city plus summer open access schemes and other projects. Please contact us for more details.

Police 0845 045 4545

In an emergency dial 999.

Port authority 9229 7391 info@portsmouth-port.co.uk

Over three million passengers, cars and freight vehicles pass through our ferry port to travel to destinations in France, Spain, Jersey and Guernsey.

Portsmouth CHAT (Children's Information Service) 9269 5000

The children's information service, Portsmouth CHAT, helps parents, carers and professionals by providing free, up-to-date and impartial information and guidance on all childcare facilities, support and leisure services that are available to families in Portsmouth with children up to 14 years old, and up to 16 if the child has special needs.



Postal voting 9283 4074 elections@portsmouthcc.gov.uk

You are able to vote by post if you are listed on the Register of Electors to vote. You must apply for postal voting at least 12 days in advance of the voting day and you will receive a declaration of identity form, a ballot paper and two envelopes. You will not be able to vote in person at the polling station on election day.

Pre-School Challenge 9284 1560 food@healthypompey.com

Promoting healthy eating and active lifestyles for pre-school children as part of Healthy Pompey project.

Pre-school learning – Portsmouth CHAT 9269 5000

Preventing Youth Offending Project (PYOP) 9268 8516

PYOP works with any young person who lives in the city where there are concerns that the young person is offending or their behaviour is anti-social or likely to lead to offending.

Primary Care Trust (PCT) 9282 2444

www.portsmouthcitypct.nhs.uk
Portsmouth City Teaching Primary Care Trust buys and provides NHS services for the people of Portsmouth and, in some cases, those who live in surrounding areas. Central office is at St James' Hospital, Locksway Road, Milton, Portsmouth

Procurement and contract management for Portsmouth City Council 9283 4961

procurement@portsmouthcc.gov.uk
Any product or service costing £50k or more must go through the council's tender process. This is to ensure that we are getting the best deals on goods for your money. For more information please email us.

Proxywatch 9268 8777 proxywatch@portsmouthcc.gov.uk Text 07730 704892

If you are asked to buy alcohol for a child, contact Proxywatch and let us know where and when and you can become part of the solution. You don't have to give your name.

Public conveniences and disabled toilets 9283 4092

cityhelpdesk@portsmouthcc.gov.uk
All public toilets in Portsmouth have male, female and disabled facilities. If you have an enquiry or complaint please contact us.

Public footpaths 9283 4590

engineers@portsmouthcc.gov.uk
A public footpath is normally owned by the local council and can be used by all members of the public. The definitive map is the county council's legal record of public rights of way in Hampshire displaying public footpaths, bridleways and some vehicular rights of way.



Racial awareness service 9284 1050

racial.harassment@portsmouthcc.gov.uk
Free, confidential advice, support and practical help available to those who have experienced an incident of any kind that, they believe, has a racial motivation.

Records office 9282 7261

searchroom@portsmouthcc.gov.uk
The records office holds the official records of Portsmouth City Council, which have survived from the 14th century, as well as thousands of local maps and plans, photographs and picture postcards.

Recruitment See: Jobs at Portsmouth City Council



Recycling 9283 4092 cityhelpdesk@portsmouthcc.gov.uk www.portsmouth.gov.uk/waste

In Portsmouth we collect paper, card, cans and plastic bottles. Free wheelie bins and boxes are available to residents living in houses to use with the fortnightly collection scheme. Residents living in a flat can recycle using big shared recycling bins. There are also over 75 recycling points for glass, clothes, shoes, books, CDs, videos and paper. Or visit the Port Solent recycling centre. It takes rubbish including garden waste, wood, electrical equipment, batteries and rubble. It's open every day, except Christmas Day, New Year's Day and Boxing Day, from 8am. It closes at 4pm October - February, 5pm in March and 7pm April - September. A 5' 9" height barrier is in place except Fridays and Saturday morning. Van drivers need a permit.

Registration of births, marriages and deaths 9282 9041 registrars@portsmouthcc.gov.uk

Rented housing- eviction, landlord and tenant advice 9268 8195 or 9283 4899

Resident parking scheme 9268 8310/ 8285/ 8303

Resident parking schemes are designated areas allowing residents to park in streets near their homes by applying for a permit. To find out if there's a parking scheme in your area please contact us.

Resident participation 0800 0321 531 participation@portsmouthcc.gov.uk

We help and encourage council tenants and leaseholders to get involved in making decisions about their homes and neighbourhoods.

Rights of way 9283 4590

In Portsmouth there are over 25 kilometres of public rights of way for you to use. For more information visit www.portsmouth.gov.uk

Right to buy your home 9283 4542

If you have lived in your council property for three or more years you may have the right to buy your home. Under the Right to Buy scheme, you can buy your home at a price lower than the full market value. Please call us for more information.

Roads and pathway maintenance 9283 4092

cityhelpdesk@portsmouthcc.gov.uk

The highways team are responsible for looking after roads and footpaths in Portsmouth as well as graffiti and fly tip removal.

Rubbish collections 9283 4092

cityhelpdesk@portsmouthcc.gov.uk

www.portsmouthcc.gov.uk/waste

Household rubbish is collected weekly. Recycling is collected every fortnight on the same day as household rubbish. **See also: Recycling; Bulky waste special collections; Garden waste and composting.**

S

Safer Portsmouth Partnership

www.saferportsmouth.org.uk

The Safer Portsmouth Partnership works to reduce crime, disorder and substance misuse in Portsmouth. See also: Community wardens

Sale of council homes

See: Leaseholder & commercial services

Salting and gritting 9283 4092

cityhelpdesk@portsmouthcc.gov.uk

We are responsible for the gritting of primary (hospital routes) and secondary roads within the city when weather conditions may prove hazardous. To report any problems call or email us.

School admissions 9284 1232 or 9284 1228

schooladmissions@portsmouthcc.gov.uk

In Portsmouth, most children start school at age four and you must contact your local school who will have details regarding registration.

Schools

9284 1747 / 1972 / 1232 / 1228

educationenquiries@portsmouthcc.gov.uk

We educate approximately 24,000 children in 69 schools across Portsmouth so we know that choosing the right school for your child is a very important decision to make. To help you find the right school please telephone or email us.

School term dates

9284 1209

educationenquiries@portsmouthcc.gov.uk

For nursery, primary, secondary and special schools term dates please call or email us or visit www.portsmouth.gov.uk

Sensory impairment and deaf services

9237 3362

sensoryteam@portsmouthcc.gov.uk

Our sensory impairment and deaf services team provide services for children and adults who live in Portsmouth.

Textphone us on 9232 2117

Sheltered housing/supported housing/extra care

9283 4989

Our sheltered and supported housing schemes provide different levels of accommodation for older people; those who are able to live independently but need some support; and those who may need more support and some level of personal care.

Shopmobility

9281 6973

Provides wheelchairs, scooters and escorts for people with physical or visual impairments when out shopping.

Social services

Adoption 9287 5294

Adults with disabilities 9268 0810

Carers helpline/carers support

0845 600 4555

Children and families 9283 9111

Comments or complaints 9284 1172

Fostering 9268 8115

Home care service 9268 0810

Older persons helpdesk 9268 0810

Out of office hours calls 0845 600 4555

Young persons support team 9268 8105

South Hampshire Enterprise Agency

0845 402 8801

Provides new, small businesses with the office space and facilities needed to survive during the first few vital years. Please call the number above or visit www.shealtd.co.uk

Special educational needs

9284 1234

sen.education@portsmouthcc.gov.uk

If your child has special educational needs, for example learning difficulties or disabilities that make it more difficult for them to learn, contact us to find out what services and support can be provided.

Sports and recreation

Sport is an important part of our lives; for staying healthy; keeping fit; and for our mental wellbeing. Our sports facilities cater for just about everyone; whether you're fit or unfit, young or old or you have a disability, there's something for everyone.

General sports enquiries 9283 4171

Great Salterns golf course 9266 4549

Eastney swimming pool 9273 1786

Hilsea lido (seasonal) 9266 4608

Mountbatten sports centre 9262 6500

Portsmouth outdoor centre (sailing) 9266 3873

Pyramids centre 9279 9977

Southsea Tennis and Bowls (seasonal) 9282 4693

St Luke's sports centre 9283 8798

Tennis centre (indoor) 9283 0736

Wimbledon park sports centre 9282 5075

Square Deal

9268 8183

www.portsmouthsquaredeal.co.uk

To find a Square Deal trader, or join if you are a trader.

Street lighting

9283 4092

cityhelpdesk@portsmouthcc.gov.uk

To report any faults with street lighting across Portsmouth please call or email us.

Street markets

9284 1982

For quality products and local produce why not visit one of our markets? For details and opening times please call.

Street numbering and naming 9283 4768

engineers@portsmouthcc.gov.uk

For new street names, street numbers or building names please call or email us.

Student loans

01243 642141

Substance misuse

9275 1617

Supporting people

9284 1981 or 9284 1743

supporting.people@portsmouthcc.gov.uk

SureStart

See: Children's Centres

Switchboard

9282 2251

For general enquiries within the council please contact our switchboard and they will be happy to help you. See also: City Helpdesk

T

Taxi licences

9283 4073

licensing@portsmouthcc.gov.uk

Any taxi working within the city must hold a council licence. To apply for a licence please call or email.

Telecare

See: Alarms for elderly and disabled people

Tenancy Support

9260 6218

tenancy.support.team@portsmouthcc.gov.uk

Tenancy Support is a free service that helps you manage your home and get things back on track. We help you to gain independence and to take control of your tenancy (local authority or private) and the decisions that affect you. We strive to help prevent homelessness

Tenants

See area offices entry

If you are an existing council tenant, advice and assistance is available on rents, transfers, mutual exchanges and general matters relating to your tenancy.

Third Floor Arts Centre

9268 8035

libraries@portsmouthcc.gov.uk

The Arts Centre is a small community performance, meeting and exhibition space, hosting amateur activity. It can also show film.

Trading standards to Zebra crossings

Trading standards

9268 8183

trading.standards@portsmouthcc.gov.uk

Use this number for information on trading standards issues.

Traffic lights

9283 4092

cityhelpdesk@portsmouthcc.gov.uk

To report a faulty traffic light please contact us.

Travel concessions

See: **Concessionary fares**

Travelling people

See: **Gypsy and travellers liaison**

Tree management

9284 1479

cityhelpdesk@portsmouthcc.gov.uk

The arboricultural section oversees the management and maintenance of the city council's tree stock, which is in excess of 30,000 individual trees and 43 acres of woodland.

Twin towns and villages

9283 4055

Portsmouth is twinned with Duisburg in Germany and Caen in France. We also have sister and friendship links with many countries across the world including China, Japan, Australia and the US. Contact us to find out more.

U

Unoccupied commercial property (housing)

9283 4264

We're working to bring more empty properties back into use to help meet the housing need in Portsmouth. If there's an empty property in your area then please let us know about it.

University of Portsmouth

9284 8484

info.centre@port.ac.uk

University of Portsmouth, University House, Winston Churchill Avenue, Portsmouth, Hampshire, PO1 2UP

V

Visitor information centres

9282 6722

vis@portsmouthcc.gov.uk

Discover Portsmouth - find out what there is to see and do and interesting places to visit by calling in to one of our visitor information centres in Portsmouth. www.visitportsmouth.co.uk

Visual impairment

9237 3362

Braille, talking books, magazines and newspapers - these are just some of the ways we're helping visually impaired people to enjoy a better life. We can also help with training and mobility aids like canes or a guide dog or pay for specialist equipment. Textphone 9232 2117.

VITAL – Visually Impaired Telephone Advice Line

9282 9923

Advice and support for visual impairment.

Volunteering

9282 7110

enquiries@portsmouthccs.org.uk

We have a number of volunteer schemes that you can get involved in, including working with disabled people, providing respite care so that other carers can take a break, and caring for someone in their own home. If you'd like to get involved then please also see Community First for Portsmouth.

Voting

9283 4074

elections@portsmouthcc.gov.uk

To register to vote you must complete an electoral registration form. Your name can then be added to the electoral register which is a list of everyone registered to vote.

W

Walking (healthy walks)

9268 8390

There are a number of organised walks that take place regularly across the city each week. For details of dates and times please telephone.

Waste

9283 4092

cityhelpdesk@portsmouthcc.gov.uk

www.portsmouth.gov.uk/waste

See: **Rubbish collections; Recycling; Bulky waste special collections**

Water quality

9283 4253

cityhelpdesk@portsmouthcc.gov.uk

We regularly test and monitor the standards of drinking and other water supplies, including swimming pools and seawater, to ensure the safety of our residents.

Website

www.portsmouth.gov.uk

Our website provides a huge range of information about Portsmouth and your council.

Weddings

See: **Civil weddings or Registration of marriages**

Y

Youth offending team

9237 0013

Our youth offending team work directly with young offenders to help prevent further offending.

Youth service

9268 8798

Activities, talk, advice and support for mainly 13 to 19 year olds.

Youth offending project

9268 8516

Z



Zebra crossings

9268 8262

roadsafety@portsmouthcc.gov.uk

Your useful numbers

Use this space to keep a note of phone numbers for your doctor, dentist or your child's school.

You can get this Portsmouth City Council information in large print, Braille, audio or in another language by calling 9283 4797.