

# Your A-Z of Key Council Services

Cheshire East Council is responsible for the delivery of more than 500 services. We have listed details of the most frequently used services here. If you can't see what you're looking for here, visit [www.cheshireeast.gov.uk](http://www.cheshireeast.gov.uk) or phone 0300 123 5500.

## A

### Adult Social Care

Contact us to find out what support is available if you, or someone you care about, needs help. Also, if you are concerned that an adult may be at risk of abuse of any kind, please contact us.

**T: 0300 123 5010**

Mon to Thur 9am - 5pm,  
Fri 9am - 4:30pm.

**T: 0300 123 5022**

Out of hours, inc bank holidays.

## B

### Benefits – Housing and Council Tax Benefits

Whether you need to make a claim or notify a change -

**T: 0300 123 5013**

[www.cheshireeast.gov.uk/benefits](http://www.cheshireeast.gov.uk/benefits)

**If you suspect that benefit fraud is being committed -  
FREEPHONE 0800 389 2787**

### Bereavement Services

Our cemeteries and crematoria are run by Orbitas, a company owned and controlled by the Council.

**Crew:**

**T: 01270 685545**

**Macclesfield:**

**T: 01625 383948**

Weekdays only, 9am - 4pm.



### Bins and Recycling

Our recycling and waste collections are run by Ansa, a company owned and controlled by the Council.

[www.cheshireeast.gov.uk/recycling](http://www.cheshireeast.gov.uk/recycling)

**T: 0300 123 5011**



### Births, Deaths and Marriages (Registrar)

Cheshire East Council is responsible for the wide range of registrar services in Cheshire East, including births, deaths, marriages, civil ceremonies and citizenship/nationality.

[www.cheshireeast.gov.uk/registration](http://www.cheshireeast.gov.uk/registration)

**T: 0300 123 5019**

### Buses and Public Transport

For bus and train times:

**T: 0871 200 2233**

10p per min, 7 days a week, 8am - 8pm.

For information about public bus services, school transport, community and flexible transport services, bus passes etc.

[www.cheshireeast.gov.uk/travel](http://www.cheshireeast.gov.uk/travel)

**T: 0300 123 5020**

### Business Rates

Business rates, or 'non-domestic rates' are the means by which businesses and others, who occupy non-domestic property, make a contribution towards the cost of local services.

[www.cheshireeast.gov.uk/businessrates](http://www.cheshireeast.gov.uk/businessrates)

**T: 0300 123 5013**

Mon & Thur, 9am - 1pm,  
Tue & Fri, 1pm - 5pm.

### Business Support and Advice

For advice about starting a business and finding out about what support is available for businesses in Cheshire East.

**Email:**

[business@cheshireeast.gov.uk](mailto:business@cheshireeast.gov.uk)

**T: 0300 123 5001**

### All phone lines normally open 8.30am - 5pm unless otherwise stated.

Calls may be recorded for quality or training purposes. 0300 telephone numbers are designated for use only by public bodies and non-profit organisations. Calls to 0300 numbers cost no more than a national rate call to an 01 or 02 number and count towards any inclusive minutes in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone.

# Your A-Z of Key Council Services

## C

### Car Parks, Parking and Blue Badges

To find out about car parks, parking and the blue badge disabled parking scheme.

[www.cheshireeast.gov.uk/parking](http://www.cheshireeast.gov.uk/parking)

**T: 0300 123 5020**

### Community Grants

If your voluntary or community group is looking for funding, then Cheshire East Council may be able to offer financial assistance through a community grant.

[www.cheshireeast.gov.uk/communitygrant](http://www.cheshireeast.gov.uk/communitygrant)

**T: 01270 685809**

### Community Wardens

Calls regarding:

- Abandoned vehicles
- Lost/found dogs (before 4pm)
- Footpath obstructions
- Graffiti
- Fly-tipping (in public areas)
- To pay fixed-penalty notice
- Littering and dog fouling
- Trade waste inspections
- Travellers (unauthorised encampments)

**T: 0300 123 5021**

## Councillors

To find out who your councillor is, visit:

[www.cheshireeast.gov.uk/councillors](http://www.cheshireeast.gov.uk/councillors)

## Council Tax

Council Tax is your contribution to the many services the Council provides, such as schools, roads and rubbish collection, as well as the police, fire service and many other local services.

[www.cheshireeast.gov.uk/counciltax](http://www.cheshireeast.gov.uk/counciltax)

**T: 0300 123 5013**

*Mon & Thur, 9am - 1pm,  
Tue & Fri, 1pm - 5pm*

## Countryside Service/Rangers

Our ranger service develops, enhances and protects our countryside and urban sites and promotes the proper use of the Council's outdoor recreational facilities.

[www.cheshireeast.gov.uk/rangers](http://www.cheshireeast.gov.uk/rangers)

**T: 01625 383777**

## D

### Dog Warden

We collect stray dogs that are being held by members of the public and look after them for a maximum of seven days, pending collection by the owner (subject to the payment of a fee).

**T: 0300 123 5021**

*Mon - Fri, before 4pm*

### Domestic Abuse

Cheshire East's new Domestic Abuse Hub is a single point of contact for anyone affected by domestic abuse. If you are concerned for yourself or others call the hub.

**T: 0300123 5101**

**Email: [cedah@cheshireeast.gcsx.gov.uk](mailto:cedah@cheshireeast.gcsx.gov.uk)**

**Text: 07771 941464**

### All phone lines normally open 8.30am - 5pm unless otherwise stated.

Calls may be recorded for quality or training purposes. 0300 telephone numbers are designated for use only by public bodies and non-profit organisations. Calls to 0300 numbers cost no more than a national rate call to an 01 or 02 number and count towards any inclusive minutes in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone.

# Putting Residents First



## E

### Elections/Electoral Registration

Cheshire East Council manages European, national, local and town and parish council elections. The Council is also the responsible body that manages electoral registration in the Borough.

To check if you are on the electoral register, or if you have questions about an election:

[www.cheshireeast.gov.uk/elections](http://www.cheshireeast.gov.uk/elections)

**T: 0300 123 5016**

### Environmental Protection

Calls regarding environmental issues including:

- Pest control
- Food safety
- Contaminated land inspection
- Noise nuisance
- Animal welfare (or phone RSPCA)
- Air pollution
- Light pollution
- Fly-tipping and waste on private property
- Burials
- Workplace safety
- Licensing, including tattooing, food premises, pet shops etc.

**T: 0300 123 5015**

## F

### Family Information Service

Family information service is a free, impartial one-stop-shop service for parents/carers and young people aged 0–19.

[www.cheshireeast.gov.uk/FIS](http://www.cheshireeast.gov.uk/FIS)

**T: 0300 123 5033**

**If you have an immediate concern about a child's welfare - phone 0300 123 5012 or 0300 123 5022 (out of hours)**

### Fostering and Adoption

To find out more about fostering and adoption:

[www.cheshireeast.gov.uk/fostering](http://www.cheshireeast.gov.uk/fostering)

[www.cheshireeast.gov.uk/adoption](http://www.cheshireeast.gov.uk/adoption)

**T: 0300 123 3223**

## H

### Housing

Advice is available to everyone, whether you are a tenant of a housing association, in a private tenancy, a homeowner or if you are just looking for a home in Cheshire East.

[www.cheshireeast.gov.uk/housing](http://www.cheshireeast.gov.uk/housing)

**T: 0300 123 5017**

If you are homeless or at risk of homelessness:

**T: 0300 123 5017**

Out of hours emergency telephone number:

**T: 0300 123 5025**

## J

### Jobs at the Council

If you would like to work with us here at the Council, visit:

[www.cheshireeast.gov.uk/jobs](http://www.cheshireeast.gov.uk/jobs) or look for vacancies in the press.

## L

### Leisure/Sports

Leisure services are delivered in partnership with Everybody Sport and Recreation Trust.

[www.everybody.org.uk](http://www.everybody.org.uk)

**T: 0300 123 5018**



# Your A-Z of Key Council Services

## Putting Residents First

### Libraries

We have 16 libraries in towns and villages across the borough, with a mobile library service serving more-remote rural areas. Our libraries provide much more than just books – look online or visit to learn more.

[www.cheshireeast.gov.uk/libraries](http://www.cheshireeast.gov.uk/libraries)

### Licensing

Licensing in Cheshire East, including taxis, sale of alcohol, entertainment, gambling premises and street trading.

[www.cheshireeast.gov.uk/licensing](http://www.cheshireeast.gov.uk/licensing)

T: 0300 123 5015

## P

### Payments

You can make various types of payments to the Council online, such as Council Tax, Business Rates or pay an invoice:

[www.cheshireeast.gov.uk/payments](http://www.cheshireeast.gov.uk/payments)

Or you can make payments by credit or debit card, 24 hours a day, 7 days a week, using our automated payments line:

T: 0300 123 5039

### Planning

For information about making a planning application or to view or comment on an application:

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

T: 0300 123 5014

### Potholes, Roadworks and other Highways queries

Report a fault online at:

[www.cheshireeasthighways.org](http://www.cheshireeasthighways.org) or phone: 0300 123 5020

## S

### Safeguarding – Adults

If you are worried about yourself or someone else, phone us on:

T: 0300 123 5010

T: 0300 123 5022

*All other times, including bank holidays.*

If you are in doubt about whether it is abuse or not - please call.

**If you, or those around you are at immediate risk of harm, contact the emergency services by ringing 999.**

### Safeguarding – Children

The safeguarding and protection of children is everyone's business. If there are concerns that a child or young person may be being abused, neglected or exploited, action needs to be taken to investigate, stop or prevent maltreatment.

T: 0300 123 5012

T: 0300 123 5022 (*Out of hours*).

### Schools

Cheshire East has 151 schools and a number of further and higher education colleges.

If you want to find out about schools in Cheshire East:

[www.cheshireeast.gov.uk/schools](http://www.cheshireeast.gov.uk/schools)

T: 0300 123 5012

### Street Lighting

Report online at:

[www.cheshireeasthighways.org](http://www.cheshireeasthighways.org) or phone: 0300 123 5020

## T

### Tourism

Cheshire East is blessed with a wide range of award-winning tourism destinations and the Council runs visitor information centres at Congleton and Macclesfield.

**Congleton visitor information centre**  
T: 01260 271095

**Macclesfield visitor information centre**  
T: 01625 378123

**Tatton Park**  
T: 01625 374400