

Central
Bedfordshire

great
services

A to Z of services

**Our A to Z guide gives you
important contact information
for Central Bedfordshire Council.**

This guide includes quick links to our website and contact telephone numbers for hundreds of council services.

A great place to live and work.

Find us online  www.centralbedfordshire.gov.uk

Contents

- 3** About your council
- 7** Get in the know, get online
- 9** Using the A to Z
- 10** A to Z of council services
- 22** Your councillors



Our services aim to make your life easier, healthier and more enjoyable, from providing libraries to leisure centres.

have
your
say...

This is our first A to Z guide. We would like to hear what you think about it. You can tell us by filling in a short survey online – www.centralbedfordshire.gov.uk/AtoZ

About your council

Central Bedfordshire Council is responsible for a whole range of public services that look after the local area and the people that live, work and do business here.

There are 105,000 households in Central Bedfordshire covering a big geographic area that takes in the main towns of Leighton-Linslade, Dunstable, Houghton Regis, Biggleswade, Flitwick and Sandy. Just over half the population lives in rural areas.

Our services aim to make your life easier, healthier and more enjoyable. From providing libraries to leisure centres, supporting people starting out as parents or in business, or helping with people's care needs, our services help people of every age and in lots of different circumstances.

As well as making a difference to people's lives, we also seek to make a visible difference to the local area by keeping streets clean, collecting waste, maintaining roads and controlling development.

Whether you are new to the area, are visiting or just want to find out more, this A to Z guide tells you about the hundreds of services we provide and how to access them.



**For general council information,
you can visit our website,
www.centralbedfordshire.gov.uk**




Good neighbours make safe neighbourhoods

Central Bedfordshire continues to be a safe place to live, work and socialise in. Keeping our area safe is all about us helping you and helping one another.

On our website, www.centralbedfordshire.gov.uk/goodneighbour, you can find out practical tips and advice about:

- setting up a Neighbourhood Watch, Speed Watch or Street Watch scheme
- keeping your home and surrounding property safe and secure to prevent burglaries
- the Bobby Van home safety scheme for older and vulnerable people
- registering valuable and sentimental items online through www.immobilise.com
- Community Safety events in your area

 community.safety@centralbedfordshire.gov.uk

 www.centralbedfordshire.gov.uk/goodneighbour

You can also contact your local policing team on 101 for advice or call 999 in an emergency or if a crime is in progress.



Central Bedfordshire **Together**



Where to go, **What** to do and
Where to stay in Bedfordshire

Experience 
Bedfordshire

Embark on a journey around Bedfordshire

visit

www.experiencebedfordshire.co.uk

Get in the know, get online

For general council information, you can visit our website, www.centralbedfordshire.gov.uk

We will continue to promote new services on our website, social media and through email updates.

Reporting issues online

You can now register for an account with the council which allows you to report issues online, such as:

- highways faults e.g. potholes and broken street lights
- drainage e.g. blocked gullies, flooding and blocked ditches
- footpaths e.g. damaged pavements and trip hazards

Registering also allows you to make a general enquiry about all council services.

To register, visit www.centralbedfordshire.gov.uk/registernow

Social media

You can also stay in touch with the latest news on our social media sites.



www.facebook.com/letstalkcentral



[@letstalkcentral](https://twitter.com/letstalkcentral)



www.youtube.com/centralbedfordshire

News straight to your inbox

We also offer email updates on a wide variety of topics, such as:

- news releases
- latest public consultations
- waste and recycling
- libraries
- Executive and Council meetings
- schools information – ideal for reminders about school term dates
- Community Safety tips and advice

Go to www.centralbedfordshire.gov.uk/updates to register for updates of your choice.



Looking for work ...or new skills?

Central
Bedfordshire

great
prospects

Central Bedfordshire Council offers Work Clubs, free workshops and careers advice. We can help you to gain qualifications or skills to get you back into work, or progress your career.

www.centralbedfordshire.gov.uk/adultlearning

Earn while you learn – ever thought about becoming an apprentice?

An apprenticeship combines on the job training with working towards nationally recognised qualifications.

There are over 190 career choices ranging from digital media, ICT, engineering, to floristry, veterinary nursing and fitness.


www.apprenticeships.org.uk



Don't forget!

Your library offers you two hours free internet access and advice on business start ups and support

To find out more visit the Central Bedfordshire Council website

 www.centralbedfordshire.gov.uk/adultlearning or call us on 0300 300 8304

A great place to live and work.

Using the A to Z

Each service listed has a telephone number and a website address.

Website addresses

To make it easy to find information on our website, each service has a short web address, such as **www.centralbedfordshire.gov.uk/bins** for bin collections and **www.centralbedfordshire.gov.uk/counciltax** for council tax information.

These short web addresses are listed throughout this leaflet.

We also offer
**email
updates** on
a wide variety of
council services



The A to Z

Short web address: to make it easy to find information on our website, each service has a short web address, such as www.centralbedfordshire.gov.uk/bins for bin collections. These are listed below.

A

	Telephone	Short web address
Abandoned vehicles	0300 300 8302	abandoned
Addresses – our offices	See website	contactus
Adoption (adopt a child)	0300 300 8090	adoption
Adult care	0300 300 8303	asc
Adult learning	0808 100 3140	adultlearning
Alcohol licence	0300 300 8647	alcohol
Amphill Library	0300 300 8053	libraries
Animal welfare	0300 300 8302	animalwelfare
Anti-social behaviour	0300 300 8302	asb
Apprenticeships	0808 100 3140	apprenticeships
Archives and records	01234 267422	www.bedford.gov.uk/archive
Arts services	0300 300 8305	artslink
Asbestos	0300 300 8302	asbestos
Autism	0300 300 8303	autism

B

	Telephone	Short web address
Baby naming ceremonies	0300 300 8089	babynaming
Barking dogs	0300 300 8302	dogs
Barton Library	0300 300 8054	libraries
Benefit fraud	0300 300 5557	fraud
Benefit overpayments – 24 hr automated payments	0300 300 8030	payments
Benefits	0300 300 8306	benefits
Biggleswade Library	0300 300 8055	libraries
Bin collections	0300 300 8302	bins
Birth – registering a birth	0300 300 8089	births
Blocked drains on highways	0300 300 8049	drains
Blue Badge – disabled parking	0300 300 8308	bluebadge
Building control – general enquiries	0300 300 8635	building-control
Building control – inspection hotline	0300 300 8116	building-control
Building regulations	0300 300 8635	building-control
Bulky waste collections	0300 300 8302	bulkywaste

Short web address: to make it easy to find information on our website, each service has a short web address, such as www.centralbedfordshire.gov.uk/bins for bin collections. These are listed below.

B

	Telephone	Short web address
Bus passes	0300 300 8308	buspass
Bus services – public transport	0300 300 8308	bus
Business advice	0300 300 8307	business
Business rates	0300 300 8011	rates
Business rates – 24 hr automated payments	0300 300 8030	payments
Buying your council home	0300 300 5441	buy

C

	Telephone	Short web address
Car parking permits	0300 300 8308	permits
Care homes	0300 300 8303	carehomes
Careline – community alarm service	0300 300 8146	careline
Carers helpline	0300 300 8036	carers
CCTV	0300 300 8302	cctv
Census information	0300 300 8301	census
Child employment licensing	0300 300 8304	childemployment
Child protection	0300 300 8149	safeguarding
Childminders – advice on choosing one	0300 300 8119	childminders
Children with disabilities – help and support for families	0300 300 8169	children-with-disabilities
Children’s Centres	0300 300 8119	childrenscentres
Citizenship (Nationality Checking Service)	0300 300 8144	citizenship
Citizenship (Settlement Checking Service)	0300 300 6035	citizenship
Civil ceremonies	0300 300 8144	civil-ceremonies
Civil funerals	0300 300 8089	civil-ceremonies
Civil partnerships	0300 300 8089	civil-partnerships
Comments, compliments and complaints	0300 300 8301	comments
Commercial property – advice for finding property	0300 300 8307	property
Commercial waste	See website	waste
Committees	0300 300 8301	committees
Community safety	0300 300 8302	communitysafety

Short web address: to make it easy to find information on our website, each service has a short web address, such as www.centralbedfordshire.gov.uk/bins for bin collections. These are listed below.

C

	Telephone	Short web address
Community transport	0300 300 8303	communitytransport
Conservation	0300 300 8307	conservation
Consultations	0300 300 8301	consultations
Copy certificates – birth, civil partnership, death and marriage	0300 300 8089	certificates
Council contracts and tenders	0300 300 5997	procurement
Council housing	0300 300 8302	council-housing
Council Tax	0300 300 8306	counciltax
Council Tax – 24 hr automated payments	0300 300 8030	payments
Council Tax support	0300 300 8306	support
Councillors	0300 300 5214	councillors
Country parks	0300 300 8305	countryside
Customer services	0300 300 8301	contactus
Cycle routes	0300 300 8305	cycling

D

	Telephone	Short web address
Damaged water main – report it	0300 300 8049	water-main
Dangerous structures	0300 300 8635	building-control
Data protection	0300 300 8301	data
Dead animals – report it	0300 300 8049	deadanimals
Death – register a death	0300 300 8089	deaths
Dial a ride	0300 300 8303	dial-a-ride
Direct payments for carers	0300 300 8303	direct-payments
Disabled Facilities Grants	0300 300 8303	grants
Disabled parking – Blue Badge	0300 300 8049	blue-badge
Discretionary Housing Payments	0300 300 8306	dhp
Dog fouling	0300 300 8302	fouling
Dog warden	0300 300 8302	warden
Domestic abuse / violence	0808 2000 247	domestic-abuse
Drainage problems – report it	0300 300 8049	drainage
Dropped kerb	0300 300 8049	kerb
Drugs use and abuse	0300 300 8303	drugs
Dunstable Leisure Centre	01582 608107	leisurecentres
Dunstable Library	0300 300 8056	libraries



Short web address: to make it easy to find information on our website, each service has a short web address, such as www.centralbedfordshire.gov.uk/bins for bin collections. These are listed below.

E

	Telephone	Short web address
Elections	0300 300 8008	elections
Electoral register	0300 300 8008	electoralregister
Empty properties	0300 300 8302	empty-properties
E-petitions	0300 300 8301	petitions
Events – advice and licensing an event	0300 300 8647	licences

F

	Telephone	Short web address
Fireworks – licensing	0300 300 8307	fireworks
Flitwick Leisure Centre	0300 300 8045	leisurecentres
Flitwick Library	0300 300 8057	libraries
Flooding – report flooding and drainage problems	0300 300 8049	flooding
Flytipping	0300 300 8302	flytipping
Food hygiene	0300 300 8136	hygiene
Food premises licence	0300 300 8302	foodlicence
Food waste bags	0300 300 8302	foodbags
Footpaths – report damage	0300 300 8049	footpaths
Fostering	0300 300 8181	fostering
Free school meals	0300 300 8306	schoolmeals
Freedom of information	0300 300 8301	foi



Short web address: to make it easy to find information on our website, each service has a short web address, such as www.centralbedfordshire.gov.uk/bins for bin collections. These are listed below.

G

	Telephone	Short web address
Garden waste	0300 300 8302	recycling
Graffiti – report it	0300 300 8302	graffiti
Grass cutting	0300 300 8049	grasscutting
Green waste bags	0300 300 8302	recycling
Greensand Ridge Walk	0300 300 8058	greensand
Gritting	0300 300 8049	gritting
Gypsy / Travellers – report unauthorised site	0300 300 8307	encampment
Gypsy and Traveller Plan	0300 300 8307	gypsytravellerplan

H

	Telephone	Short web address
Hackney Carrigage licence	0300 300 8647	taxi
Hate crime – report it	0300 300 8302	hatecrime
Health and safety at work	0300 300 8302	safety
High hedges – report a problem	0300 300 8049	highhedges
Highways	0300 300 8049	highways
Holidays in term time	0300 300 8304	holidaysinterm
Home adaptations	0300 300 8303	adaptations
Home care	0300 300 8303	homecare
Home education	0300 300 8304	homeeducation
Home schooling	0300 300 8304	schooling
Homefinder	0300 300 8302	homefinder
Homeless advice	0300 300 8302	homeless
Houghton Regis Leisure Centre	01582 866141	leisurecentres
Houghton Regis Library	0300 300 8058	libraries
Household waste	0300 300 8302	recycling
Household Waste Recycling Centres	0300 300 8302	tidytips
Housing benefit	0300 300 8306	housingbenefit
Housing rent – 24 hr automated payments	0300 300 8030	payments

Short web address: to make it easy to find information on our website, each service has a short web address, such as www.centralbedfordshire.gov.uk/bins for bin collections. These are listed below.

I

	Telephone	Short web address
Immigration and nationality checking	0300 300 6035	immigration
Insurance – council housing	0300 300 8302	insurance

J

	Telephone	Short web address
Job clubs	0808 100 3140	jobclubs
Jobs in schools	0300 300 8131	schooljobs
Jobs in the council	0300 300 8301	jobs

K

	Telephone	Short web address
Kerb – apply for a dropped kerb	0300 300 8049	droppedkerb
Kerb – report a damaged kerb	0300 300 8049	damagedkerb

L

	Telephone	Short web address
Land charges	0300 300 8052	landcharges
Leighton Buzzard Library	0300 300 8059	libraries
Leighton Buzzard Theatre	0300 300 8125	lbt
Libraries	0300 300 8060	libraries
Licences	0300 300 8647	licences
Listed buildings	0300 300 8307	listedbuildings
Litter	0300 300 8302	litter
Living at home – helping you stay independent	0300 300 8303	livingathome
Living with a disability – help and support	0300 300 8303	livingwithdisability
Local Housing Allowance (LHA)	0300 300 8306	lha
Local plan – Local Development Framework (LDF)	0300 300 8307	ldf

Short web address: to make it easy to find information on our website, each service has a short web address, such as www.centralbedfordshire.gov.uk/bins for bin collections. These are listed below.

L

	Telephone	Short web address
Local Welfare Payment	0300 300 8306	lwp
Luton Dunstable Busway	See website	www.busway.net

M

	Telephone	Short web address
Marriages	0300 300 8089	marriages
Meetings – check council meeting dates and minutes	0300 300 8301	meetings
Members of Parliament (MPs)	See website	yourmp
Members of the European Parliament (MEPs)	See website	yourmep
Mental health	0300 300 8303	mentalhealth
Minerals and waste	0300 300 8307	minerals
Motability scheme	0845 456 4566	motability
Music – centres and lessons	0300 300 6604	www.inspiringmusic.co.uk

N

	Telephone	Short web address
Naming ceremony	0300 300 8089	namingceremony
Nationality Checking Service	0300 300 8144	nationality
News Central magazine – advertising	01422 354300	Telephone only
News Central magazine – editorial	0300 300 8301	newscentral
Noise pollution	0300 300 8302	noisepollution
Non-domestic rates	0300 300 8011	ndr

O

	Telephone	Short web address
Occupational therapy	0300 300 8050	ot

Short web address: to make it easy to find information on our website, each service has a short web address, such as www.centralbedfordshire.gov.uk/bins for bin collections. These are listed below.

P

	Telephone	Short web address
Parenting	0300 300 8119	parenting
Parish and Town Councils	See website	parish-town
Parking	0300 300 8308	parking
Parking fine – pay a fine	0845 805 5593	parkingfine
Parks and open spaces	0300 300 8305	parks
Pavement – report damage	0300 300 8049	pavements
Pay council tax	0300 300 8306	payonline
Pedestrian crossings	0300 300 8049	pedestriancrossings
Pest control	0300 300 8302	pestcontrol
Planning – view and make planning applications	0300 300 8307	planning
Polling stations	0300 300 8008	elections
Pollution	0300 300 8302	pollution
Population statistics	0300 300 8301	statistics
Postal voting	0300 300 8008	elections
Potholes – report a pothole	0300 300 8049	potholes
Potton Library	0300 300 8063	libraries
Procurement	0300 300 5997	procurement
Proxy voting	0300 300 8008	elections
Public health	0300 300 8302	publichealth
Public rights of way / footpaths	0300 300 8305	rightsofway
Public transport	0300 300 8308	bus



Short web address: to make it easy to find information on our website, each service has a short web address, such as www.centralbedfordshire.gov.uk/bins for bin collections. These are listed below.

R

	Telephone	Short web address
Recycling centres	0300 300 8302	tidytips
Recycling, rubbish and waste	0300 300 8302	recycling
Registration service	0300 300 8089	registrationservice
Renewal of vows	0300 300 8089	vows
Renting a council garage	0300 300 8302	garages
Renting council housing	0300 300 8302	rent
Repairs – council housing	0800 074 0263	repairs
Respite care for adults	0300 300 8303	respite
Respite care for children	0300 300 8169	respiteforchildren
Rights of way	0300 300 8305	rightsofway
Roads and pavements	0300 300 8049	roads

S

	Telephone	Short web address
Safeguarding children	0300 300 8149	safeguarding
Safeguarding vulnerable adults	0300 300 8122	safeguardingadults
Salting and gritting	0300 300 8049	gritting
Sandy Library	0300 300 8065	libraries
Sandy Sports Centre	0300 300 8075	leisurecentres
Saxon Pool and Leisure Centre	0300 300 8076	leisurecentres
Scaffolding and hoarding licensing	0300 300 8049	scaffolding
School admissions	0300 300 8037	admissions
School closures	See website	schoolclosures
School governors	0300 300 8105	governors
School holidays / term dates	See website	schoolholidays
School jobs	0300 300 8131	schooljobs
School transport	0300 300 8339	schooltransport
Settlement Checking Service	0300 300 6035	settlement
Sewerage	Call your water supplier	sewerage
Shefford Library	0300 300 8067	libraries
Sheltered housing	0300 300 8302	housing
Skip permits	0300 300 8049	skippermits
Squatters and unauthorised tenants	0300 300 8302	squatters
Stotfold Library	0300 300 8068	libraries

Short web address: to make it easy to find information on our website, each service has a short web address, such as www.centralbedfordshire.gov.uk/bins for bin collections. These are listed below.

S

	Telephone	Short web address
Street light – report a problem	0300 300 8049	streetlights
Substance misuse	0300 300 8302	misuse
Supported and sheltered housing	0300 300 8302	shelteredhousing
Swap your council home	0300 300 8302	homeswap

T

	Telephone	Short web address
Taxi licence	0300 300 8647	taxi
Teaching jobs	0300 300 8131	jobs
Telephone payments – 24 hr automated payments	0300 300 8030	payments
Tenders and contracts	0300 300 5997	tenders
Tiddenfoot Leisure Centre	01525 375765	leisurecentres
Tidy tips	0300 300 8302	tidytips
Toddington Library	0300 300 8069	libraries
Town and Parish Councils	See website	parish-town
Trading standards	0300 300 8136	tradingstandards
Traffic lights – report a problem	0300 300 8049	trafficlights
Travel Choices	0300 300 8308	travelchoices
Travellers – Gypsy and Traveller Plan	0300 300 8307	gypsytravellerplan
Trees – nuisance trees and branches	0300 300 8049	trees
Trees – Tree Preservation Orders	0300 300 8307	tpo

U

	Telephone	Short web address
Under-age sales	0300 300 8136	underage

Short web address: to make it easy to find information on our website, each service has a short web address, such as www.centralbedfordshire.gov.uk/bins for bin collections. These are listed below.

V

	Telephone	Short web address
Village greens	0300 300 8305	villagegreens
Voting	0300 300 8008	elections

W

	Telephone	Short web address
Walking routes and countryside walks	0300 300 8305	walkingroutes
Warmth – keeping warm at home	0300 300 8303	warmathome
Waste and recycling centres	0300 300 8302	recycling
Waste permit	0300 300 8302	recycling
Water butts	0300 300 8302	waterbutts
Water pollution	0300 300 8302	waterpollution
Weddings – registrar information	0300 300 8089	weddings
Wheelie bin collection	0300 300 8302	recycling

Y

	Telephone	Short web address
Youth support	0300 300 8304	youthsupport

Z

	Telephone	Short web address
Zebra crossing – report damage	0300 300 8049	zebracrossing

For general council information,
you can visit our website,
www.centralbedfordshire.gov.uk



If you're travelling to work



or the market



or the pub



**Pop in and find the best way
at the **Travel Choices Hub!****



**Want quicker, cheaper
or easier local travel?
Our friendly team can help.**

We're at Ashton Square, Dunstable.

www.cbtravelchoices.co.uk

 facebook.com/TravelChoices

 twitter.com/cbtravelchoices



Your councillors

The local community elects councillors and it is their role to run Central Bedfordshire Council. Councillors are responsible for making decisions on behalf of the local community about local services and spending, including setting the Council Tax. They serve for a period of four years.

Each councillor represents a specific area, called a 'ward'. Their work includes holding surgeries to discuss local issues and offering advice, championing local causes and forming links with all parts of the community.

There are 59 councillors, representing 31 wards. Bigger wards with more households may have two or three councillors.

Some councillors have other council roles. Some are on the Executive, the council's main decision making body, or on other committees that regulate local activities or that scrutinise decisions.

As well as contacting your ward councillor about local issues you can contact other councillors in connection with their particular roles on the council.

Contacting councillors

You can find out more about councillors on our website.

www.centralbedfordshire.gov.uk/councillors

You can find councillors:

- alphabetically
- by political party
- by ward



Each councillor has a web page, giving contact details as well as information about their various roles at the council and dates for their advice surgeries.

MEPs and MPs

Our website also has information on MEPs and MPs. To see this information visit:

- Members of the European Parliament – www.centralbedfordshire.gov.uk/yourmep
- Members of Parliament – www.centralbedfordshire.gov.uk/yourmp

Each councillor has a web page, giving contact details.



Central
Bedfordshire

great
services

Central Bedfordshire in contact

Find out more

For more information about this publication, further copies, or a large print copy, get in touch.

Please recycle me!

When finished with, please put me in your recycling bin or bag.



www.centralbedfordshire.gov.uk



www.facebook.com/letstalkcentral



[@letstalkcentral](https://twitter.com/letstalkcentral)



www.youtube.com/centralbedfordshire



customers@centralbedfordshire.gov.uk