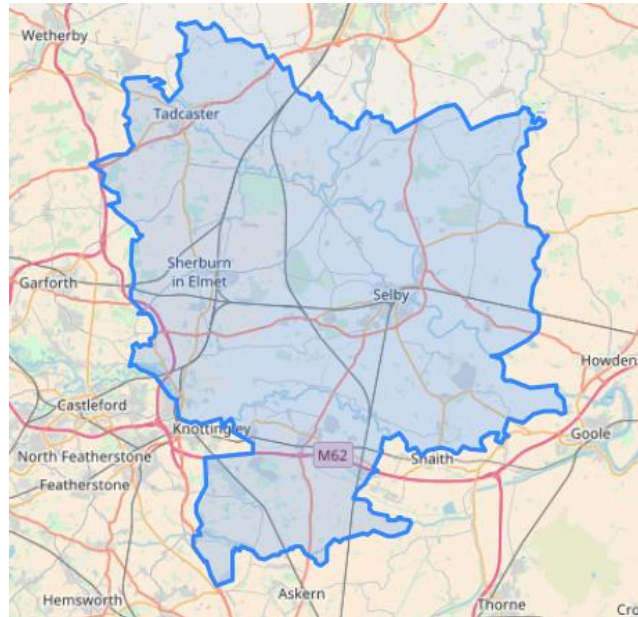




A to Z of Services



The following document entails an A-Z of services and contact details for District and some County Council services that can be accessed in the Selby District. There are direct links to service forms that are on Selby District Council's website, as well as the phone number and email address for the Customer Contact Centre. Direct dial phone numbers are also listed, where this should be your point of contact, for individual teams and service areas.

Where possible please use the online forms below to report any issues:

Abandoned Vehicles	http://www.selby.gov.uk/abandoned-vehicle
Benefit Fraud	https://www.gov.uk/report-benefit-fraud
Bins – Missed	http://www.selby.gov.uk/report-missed-bin
Complaints	https://www.selby.gov.uk/complaints
Compliments and comments	https://www.selby.gov.uk/compliments-and-comments
Dead Animal Removal	http://www.selby.gov.uk/dead-animal-removal
Dog Adoption/Lost Dogs	http://www.selby.gov.uk/dog-adoption
Dog fouling incident	http://www.selby.gov.uk/report-dog-fouling-incident

Fly-Tipping or Fly-Posting	http://www.selby.gov.uk/report-fly-tipping-or-fly-posting
Graffiti	http://www.selby.gov.uk/graffiti
Housing repair	http://www.selby.gov.uk/report-repair
Litter Offence	http://www.selby.gov.uk/report-litter-offence
Noise Pollution	http://www.selby.gov.uk/noise-pollution-complaint-form
Planning Enforcement	http://www.selby.gov.uk/planning-enforcement-0
Street Lighting	http://www.selby.gov.uk/street-lighting
Trees	http://www.selby.gov.uk/trees

Communication with the Customer Contact Centre ensures that your query will be dealt with quickly and forwarded to the most appropriate member of staff to resolve. You can email info@selby.gov.uk or call 01757 705101, which gives you a priority response.

Following these guidelines will allow your issue to be resolved in the most efficient way and ensures that we have a record of your query and can track the response. We recommend that you use direct officer emails and phone numbers as a last resort so that we can maintain an accurate record and tracking of your query.

This document will tell you which officer and business area deals with some of the issues you most often raise with us.

A

Abandoned Vehicles - Please report issues by calling the contact centre number 01757 705101 or email info@selby.gov.uk. You can also raise issues with your local neighbourhood officer – please refer to Appendix A for contact details of the neighbourhood officer team.

Anti-Social Behaviour – Please report issues by calling the contact centre number 01757 705101 or email info@selby.gov.uk. You can also raise with your local neighbourhood officer – please refer to Appendix A for contact details of the neighbourhood officer team.

B

Bin (missed recycling or waste) – Please report issues by calling the contact centre number 01757 705101 or email info@selby.gov.uk. You can also use our [online form](#) to report missed bins.

Bus Stops – For Selby and Tadcaster bus stations please report issues by calling your contact centre number 01757 705101 or email info@selby.gov.uk. Issues about other bus stations and for bus stops in the district please report to North Yorkshire County Council by phone 01609 780780 or by visiting www.northyorks.gov.uk/bus-stops-and-shelters

Business Information – For small business advice and support, please email EconomicDevelopmentandRegeneration@selby.gov.uk.

Business rates – businesses should be advised to use the contact details included on correspondence sent to them. If you have any queries please call the contact centre on 01757 705101 or email localtaxation@selby.gov.uk. Business rates are dealt with by the Taxation, Benefits and Debt team.

C

Car Parks – For information on Selby District Council car parks please follow this link <https://www.selby.gov.uk/council-car-parks> or contact the Customer Contact Centre on 01757 705101 or email info@selby.gov.uk.

Community Engagement Forums - Please contact Democratic Services on 01757 292116 or email DemocraticServices@selby.gov.uk.

Community Right to Bid to the Asset Register – Please email CommunityRightToBid@selby.gov.uk for any queries regarding the Asset Register.

Community Safety/Safer Selby Hub – Please email the Safer Selby Team at saferselbyhub@selby.gcsx.gov.uk.

Councillor Contact Information - in the first instance, visit the Council website: <http://www.selby.gov.uk/councillors>. If you require assistance finding the correct information please call Democratic Services on 01757 292116.

Council Tax – council tax payers should be advised to use the contact details included on correspondence sent to them. If you have any queries please call the contact centre on 01757 705101 or email localtaxation@selby.gov.uk. Council Tax queries are dealt with by the Taxation, Benefits & Debt team.

D

Dogs barking - Please report issues by calling the contact centre number 01757 705101 or email info@selby.gov.uk. You can also raise with your local neighbourhood officer – please refer to Appendix A for contact details of the neighbourhood officer team.

Dog bins and litter bins – Please report a bin that needs emptying by calling the contact centre number 01757 705101 or email info@selby.gov.uk. Requests for new or replacement bins should go via parish or town councils

E

Elections – Please contact Democratic Services on 01757 292116 or email DemocraticServices@selby.gov.uk for information regarding elections.

Electoral Registration – Please contact the Electoral Registration Team on 01757 292602 or electoralregistration@selby.gov.uk.

Enforcement – For enforcement action when all other avenues have been exhausted, the Housing Support & Enforcement team deal with: Housing Enforcement & Tenancy Fraud, ASB, Licence Breaches and Environmental Protection Enforcement including gas safety checks, waste contract notices, fly tipping, dog fouling, urinating/fouling, littering and the removal of abandoned vehicles. Planning enforcement is dealt with by the planning enforcement team in Development Management. Email planningenforcement@selby.gov.uk

F

Fly tipping – Please report incidents by calling the contact centre number 01757 705101 or email info@selby.gov.uk. Arrangements for clearing fly tipping incidents on Council land are made by the Contracts team. For fly tipping, enforcement is handled by the Housing Support & Enforcement Team in Operations.

Food safety – For food safety information, please email foodsafety@selby.gov.uk.

Footpath maintenance – Please report to North Yorkshire County Council by visiting <https://www.northyorks.gov.uk/pavements-and-kerbs> or calling 01609 780780.

Footpath obstruction - Please report to North Yorkshire County Council by visiting <https://www.northyorks.gov.uk/pavements-and-kerbs> or calling 01609 780780.

Fraud – For concerns about fraud please contact our audit partners Veritau on 01904 552935 or counter.fraud@veritau.co.uk.

G

Grounds maintenance – For issues regarding grass cutting, hedges, shrub beds and parks/open spaces, please report by calling the contact centre number 01757 705101 or email info@selby.gov.uk. If you have concerns about the contract arrangements you should ask to speak to the Contracts team in Contracts, Commissioning and Procurement.

H

Housing Management issues – To find out about specific allocations, applications, tenancy breaches etc. please raise initially by calling the contact centre number 01757 705101 or email info@selby.gov.uk. You can also raise with your local neighbourhood officer – please refer to Appendix A for contact details of the neighbourhood officer team.

Homelessness – For all queries regarding homelessness, please contact the Customer Contact Centre on 01757 705101 or email info@selby.gov.uk and the team will advise you further.

L

Land Charges – Please contact the Land Charges Team on 01757 292616 or landcharges@selby.gov.uk.

Leisure – Selby Leisure Centre, Tadcaster Leisure Centre and Summit Indoor Adventure – If you have enquiries regarding services in the leisure facilities please contact them direct on the following:

Selby Leisure Centre – 01757 213758

Tadcaster Leisure Centre – 01937 834375

Summit Indoor Adventure – 01757 293292

Licensing – Please report issues by calling the contact centre number 01757 705101 or email info@selby.gov.uk. You can also email the team direct on licensing@selby.gov.uk. Licensing enforcement issues are dealt with by the Housing Support & Enforcement Team in Operations.

Land ownership - for council owned land queries please call the contact centre number 01757 705101 or email info@selby.gov.uk.

Light pollution - Please report issues by emailing envhealthdept@selby.gov.uk or by calling the contact centre on 01757 705101 or email info@selby.gov.uk.

Litter – The most effective way to report litter issues is by calling the contact centre number 01757 705101 or emailing info@selby.gov.uk. If you have previously reported an issue and it now needs to be escalated, you will need to speak to a member of the Contracts, Commissioning and Procurement team – please email contractmanagementteam@selby.gov.uk.

M

Markets – For queries regarding markets in Selby, please contact the Town Council on 01757 708449 or email admin@selbytowncouncil.co.uk.

N

Noise nuisance (domestic properties) - Please report issues by calling the contact centre number 01757 705101 or by emailing info@selby.gov.uk. You can also raise with your local neighbourhood officer – please refer to Appendix A for contact details of the neighbourhood officer team.

Noise nuisance (commercial) - Please report issues by emailing envhealthdept@selby.gov.uk or by calling the contact centre on 01757 705101 or by emailing info@selby.gov.uk.

O

Odour issues - Please report issues by emailing envhealthdept@selby.gov.uk or by calling the contact centre on 01757 705101 or by emailing info@selby.gov.uk.

P

Pests - Pest control services are chargeable and bookings should be made via the contact centre. Please log pest control requests by calling the contact centre number 01757 705101 or by emailing info@selby.gov.uk. Opkill will then be in touch to arrange their visit. Significant issues regarding treatments can be escalated to the Contracts team.

Planning – Please visit <https://www.selby.gov.uk/planning> for support and advice with planning queries.

Planning enforcement – Please report issues by calling the contact centre number 01757 705101 or by emailing info@selby.gov.uk. Planning enforcement is dealt with by the planning enforcement team in Development Management so alternative contact can be made by emailing planningenforcement@selby.gov.uk.

Prevent –For advice or for general information, please contact Selby’s Safer Communities lead Suzanne Sweeting on ssweeting@selby.gcsx.gov.uk or call 01757 292215.

Public Rights of Way – Please direct all queries to the NYCC team at paths.northyorks.gov.uk or call 01609 780780.

R

Roads (drainage, kerbs, spillages or traffic lights) - Please report to North Yorkshire County Council by visiting <https://www.northyorks.gov.uk/roads-and-pavements> or by calling 01609 780780.

S

Smoke pollution - Please report issues by emailing envhealthdept@selby.gov.uk or by calling the contact centre on 01757 705101 or by emailing info@selby.gov.uk.

Street cleansing – The most effective way of report street cleaning issues is by calling the contact centre number 01757 705101 or by emailing info@selby.gov.uk in the first instance. If you have previously reported an issue and it now needs to be escalated, you will need to speak to a member of the Contracts, Commissioning and Procurement team by emailing: contractmanagementteam@selby.gov.uk.

Street signs - Please report a damaged sign through the contact centre by calling 01757 705101 or by emailing info@selby.gov.uk.

Street lighting - Please report to North Yorkshire County Council by visiting <https://www.northyorks.gov.uk/report-street-light-problem> or by calling 01609 780780.

T

Traveller Encampments (unauthorised) – to report an encampment please do so by calling the contact centre on 01757 705101 or emailing info@selby.gov.uk. Neighbourhood Officers will liaise with travellers in regard to welfare/cleansing and with the landowner when an encampment is on private land. SDC owned land encampments – The Housing Support & Enforcement team in Operations will deal with the removal of an encampment on SDC

owned land. If the encampment is on or at the side of the road it is usually the responsibility of North Yorkshire County Council; please visit www.northyorks.gov.uk or call 01609 780780.

U

Untidy gardens - Please report issues by calling the contact centre on 01757 705101 or by emailing info@selby.gov.uk . You can also raise with your local neighbourhood officer – please refer to Appendix A for contact details of the neighbourhood officer team.

Appendix A - Neighbourhood Officers Email Addresses

Area	Email
Selby Town Central (inc. Barlow & Brayton)	NeighbourhoodOfficersCentral@selby.gov.uk
Selby Town North (Flaxley Road and surrounding streets)	NeighbourhoodOfficersCentral@selby.gov.uk
Selby Town South (Abbots Road and surrounding streets)	NeighbourhoodOfficersCentral@selby.gov.uk
Sherburn & villages (Barkston Ash, Church Fenton, Ryther, Saxton, South Milford)	NeighbourhoodOfficersSherburn@selby.gov.uk
Tadcaster & Villages (Appleton Roebuck, Bilbrough, Bolton Percy, Colton, Healaugh, Stutton, Towton, Ulleskelf)	NeighbourhoodOfficersTadcaster@selby.gov.uk
Eastern area (Barlby, Camblesforth, Carlton, Cawood, Cliffe, Drax, Eggborough, Hemingbrough, Hensall, Kelfield, North Duffield, Riccall, Stillingfleet, Thorpe Willoughby, Wistow)	NeighbourhoodOfficersEast@selby.gov.uk

Western area

(Balne, Beal, Brotherton, Burn, Burton Salmon, Byram,
Fairburn, Hambleton, Kellington, Little Smeaton, Monk
Fryston, Whitley Bridge, Womersley

NeighbourhoodOfficersWest@selby.gov.uk