



**Includes  
Annual  
Report for  
2008-9**

# **Your A-Z Guide to Council Services**



**A****Abandoned vehicles**

The council enforces the law relating to abandoned and unlicensed vehicles. To report a vehicle call **01724 297000**

**B****Abnormal loads**

For advice on moving abnormal, heavy, high or wide loads on public roads call **01724 297520**

**Abuse**

To report suspected abuse of adults, call **01724 297979**. To speak to the adult protection manager call **01724 298155**  
See also **CHILD CONCERN**

**Accidents at work**

For information on workplace health and safety inspections and investigations throughout North Lincolnshire call **01724 297589**

**Accidents in the home**

For home safety information and advice, call **01724 297323**

**Accident investigation (roads)**

The council maintains a record of road accident statistics for use in planning future road improvements. Call **01724 297000**

**Accommodation**

For information on renting accommodation in the private sector, call **01724 297632**

For information about where to stay in North Lincolnshire please contact Brigg TIC: **01652 657053**

**Email: [brigg.tic@northlincs.gov.uk](mailto:brigg.tic@northlincs.gov.uk)**

**Accounts**

If you want to enquire about a bill the council has sent you, call

**01724 296097** (sundry debtors)

**01724 296139** (Housing Benefit overpayments)

**Adaptations to homes of people with disabilities**

To be assessed for adaptations to your home, call Occupational Therapy:

**01724 298206**

For help and advice on adaptations to your home, call **01724 297639**

**Adoption**

For information and advice on all aspects of adoption, whether you would like to consider adopting a child or placing a child for adoption, or if you are an adopted person or have a child or relative who has been adopted, please contact the Adoption Team, The Grove, Scawby:

**01652 656005**

**Adoption of roads**

The council can give information and advice on the approval, supervision and adoption of roads on new developments.

**01724 297000**

**Adult education**

Our Adult Education Service runs courses for adults aged 16+ at four main centres and in community venues. **01724 862217**

(Ashby Link); **01652 632994** (Barton);

**01652 657204** (Brigg);

**01724 747200** (Brumby) **Email: [adulteducation.enquiries@northlincs.gov.uk](mailto:adulteducation.enquiries@northlincs.gov.uk)**

**Adult social services**

Services for older people: **01724 297979**

People with physical disabilities:

**01724 298000**

Learning disabilities: **01724 298222**

Mental health service: **01724 275959**

Supported Employment: **01724 298383**

**SUPPORTING PEOPLE: 01724 298143**

**Email:**

**[adultsocialservices@northlincs.gov.uk](mailto:adultsocialservices@northlincs.gov.uk)**

**FRESH START: 01724 277906** **Email:**

**[fresh.start@northlincs.gov.uk](mailto:fresh.start@northlincs.gov.uk)**

Adult Social Services has its own complaints procedure. For details, please contact the Complaints Officer, Julie Pointon: **01724 296426**

**Aiming High for Disabled Children (AHDC)**

AHDC aims to transform services for disabled children, young people and their families. Part of the programme, Short Breaks, will enable disabled children and young people to take part in fun, meaningful activities, giving parent carers a much needed break from their caring role.

**01724 296396**

**Email:**

**[isabel.wallis@northlincs.gov.uk](mailto:isabel.wallis@northlincs.gov.uk)**

**Aircraft noise**

See **NOISE**

**Air pollution**

See **POLLUTION**

**Airport**

The council is a shareholder in Humberside Airport at Kirmington. For information on flights and services, call

**01652 688456**

**Allotments**

The council has over 500 allotments. Call for information about location, availability and costs. (Some town and parish councils also provide allotments). **01724 297842**

**Email:**

**[John.colby@northlincs.gov.uk](mailto:John.colby@northlincs.gov.uk)**

**Animal feeds and fertilisers**

For the compositional and labelling requirements of pet foods, animal feeds and fertilisers, contact **TRADING STANDARDS**

**Animal health and welfare**

**TRADING STANDARDS** enforces laws relating to the welfare of farm animals. Call

**01724 297664**

For information on the licensing of pet shops, animal boarding and breeding premises, call **01724 297592**

To report or get advice on animal disease

such as avian influenza, rabies, foot and mouth disease and blue tongue, call

**01724 297664**

**Animals - dangerous**

To report a dangerous dog, call

**01724 297000**

For enquiries about licensing, call

**01724 297592**

**Ants**

See **PEST CONTROL**

**Archaeology**

We keep records of archaeological sites in North Lincolnshire and are consulted on planning applications. We also run an active programme of community archaeology and the Portable Antiquities Scheme. Call North Lincolnshire Museum on

**01724 843533**

**Architectural and building surveying services**

We provide advice on building design, contract supervision, quantity surveying and building maintenance to council departments. Call **01724 296754**



**Arts - Plowright Theatre**

**Archives**

The North East Lincolnshire Archives is the archive office for North and North East Lincolnshire: **01472 323585**

**Arts**

We offer support and guidance for all artists and arts organisations working in North Lincolnshire, and coordinate the Rural Touring Programme.

Arts Development: **01724 297271**

20-21 Visual Arts Centre: **01724 297070**

Plowright Theatre: **01724 277733**

**Asbestos**

For advice on identification, testing and removal, call

**01724 296728**

For disposal, see **HAZARDOUS SUBSTANCES**

**Bees**

See **PEST CONTROL**

**Benefits**

Government benefits are available to help you pay your council tax bills (council tax benefit) or your rent (housing benefit). To find out more, call:

Council tax benefit: **01724 296131**

Housing benefit: **01724 296131**

Education benefits, such as **FREE SCHOOL MEALS** and **CLOTHING: 01724 297217**

Adult Social Services' Income Advice & Collection Team provides a comprehensive range of advice, help, advocacy and representation on welfare benefits. Please call **01724 298071** Email: [benefits@northlincs.gov.uk](mailto:benefits@northlincs.gov.uk)

### Bilingual Support Service

This service provides support in schools for pupils whose first language is not English. Call **01724 280207**

### Bins

See **REFUSE COLLECTION**. If you have any queries, call **01724 297000**

### Blue badges

To find out about eligibility for disabled persons' parking badges under the Blue Badge Scheme, please call **ADULT SOCIAL SERVICES** on **01724 297979** (for a person aged 65 or over) or **01724 298000** (for a person under 65).

### Bridge maintenance

The council is responsible for over 600 bridges in the area. **01724 297520**

### Bridleways

See **FOOTPATHS AND BRIDLEWAYS**

### Budgets

The council publishes details of its spending, and details of its budgets for the coming financial year. The information is summarised in the information sent out with your council tax bill. **01724 296055**

### Building control

For help and advice on building control and regulations, call **01724 297400 / 297404** Email: [buildingcontrol@northlincs.gov.uk](mailto:buildingcontrol@northlincs.gov.uk).

### Bullying

The anti-bullying officer offers advice, information and support about children and young people affected by bullying. Call Kids Lincs on **01724 296629**

### Burials

For advice on burial and cremation services, see **CEMETERIES AND CREMATORIUM**.

### Buses

The council supports some bus services in the area to meet the needs of local people who would otherwise be without public transport. **01724 297460**

For bus service information and timetables, call Traveline on **0871 200 22 33**

### Business funding, information and advice

The council can advise you about business funding from outside organisations and give practical information, advice and signposting for existing businesses, start-ups and inward investors.

It can also offer a free and confidential business location service including searches for commercial sites, land and property in council ownership or the private sector. **01724 297330** Email: [businessinfo@northlincs.gov.uk](mailto:businessinfo@northlincs.gov.uk)



### Business Rates

See **NON-DOMESTIC RATES**

### Bus passes

The council operates a bus pass scheme for people aged 60 or over, and for people with certain disabilities. For further information, call **297000**. For further information on transport for school children or students call **01724 297216** or **01724 297218**

### Bylaws

The council has the power to make bylaws that apply within its area. Copies of recent bylaws can be seen in local libraries. **01724 296215**

### Caravan sites

North Lincolnshire has several sites for touring caravans and campers. Contact Brigg Tourist Information Centre: **01652 6570534**

For information or advice on conditions at camping and caravan sites, call **01724 296475**

### Care homes

For information on care homes and care homes with nursing, see **ADULT SOCIAL CARE SERVICES** or the council **WEBSITE**. For information on inspections of care homes call the Commission for Social Care Inspection (CSCI) on **0191 233 3300**

### Carers

Social Services can help and support people providing unpaid care for adults. For an assessment of your needs as a carer, please see **ADULT SOCIAL SERVICES**.

Carers Support Centre, 11 Redcombe Lane, Brigg: **01652 650585**

The Alzheimer's Society, Crosby Community Centre, 105-107 Frodingham Road, Scunthorpe, DN15 7JT: **01724 859105**

Rethink: **01724 852707**

**CHILDREN AND YOUNG PEOPLE'S SERVICES** can help and support parents and carers of disabled children. Call: **01724 296500**

### Car parks

See **PARKING**.

### Catering

The council provides catering for functions and other occasions by request. For general enquiries and bookings call **01724 297910**. Email: [julia.storey@northlincs.gov.uk](mailto:julia.storey@northlincs.gov.uk)

See also **SCHOOL MEALS**

### Cemeteries and crematorium

The council provides burial and cremation facilities, registration of burials and cremations, advice to public, maintenance and safety of the council's cemeteries and crematorium. **01724 747555**

### Census information

For advice and information on the area collected in the last census, contact any of the area's **LIBRARIES**, or call **01724 297989**

### Cesspools

See **SEPTIC TANKS**

### Chief executive

The Chief Executive of North Lincolnshire Council is Simon Driver. He can be contacted on **01724 296000** Email: [Simon.driver@northlincs.gov.uk](mailto:Simon.driver@northlincs.gov.uk)

Deputy Chief Executive is Richard Stiff: **01724 297725**

Email:

[richard.stiff@northlincs.gov.uk](mailto:richard.stiff@northlincs.gov.uk)

### Child & family services

For information about social care services for children and families: for children in need or where a child may need support or protection or other family support services call **01724 296500**.

### Childcare

For information on childcare, activities or family support, call **01724 296629** Email: [kidslincs@northlincs.gov.uk](mailto:kidslincs@northlincs.gov.uk)

### Child concern

The council will assess referrals where a child may be at risk or has been harmed. To report suspected cases call **01724 296500**. Out of office hours: **01724 296555, Freephone 0800 853737**

### Child protection

See **CHILD CONCERN**

### Children's homes

Children who need to be looked after for a while may be cared for by children's homes, fostering or adoption. **01724 296500**

### Children's playgrounds

For details of play areas, playgrounds and play schemes, call **01724 297840**

### Children and young people's services

The council provides information and support for parents, early years providers, childcare services, children's centres, extended services, child development service, support for early years special education needs co-ordinators and practical family support, as well as education, and support for schools. For advice and information on:

Childcare, family information and Children's Centres, call **01724 296629**

Childcare Team: works closely with day-care providers, out of school clubs and childminders: **01724 297953**

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## Children & Young People's Services continued

Education in the area covers schools, **ADULT EDUCATION** and continuing education, **YOUTH SERVICE**, **SPECIAL EDUCATIONAL NEEDS**, education welfare and educational psychology. The council also supports the work of school governors. For general education enquiries, call **01724 297240 / 7241**

Education Business Partnership: for information, contact Julie Duffin, Room F11, Church Square House, Church Square, Scunthorpe, DN15 6XQ **01724 845805** or **01724 297106** Email: **Julie.Duffin@northlincs.gov.uk**

Education Development Centre provides curriculum and professional development for teachers, school staff, governors and parents. It also helps schools with information technology. It is at South Leys Campus, Enderby Road, Scunthorpe, DN17 2JL. **01724 297177**; Fax **01724 297164**

Educational psychology and specialist teaching teams promote and support the educational and social inclusion of children and young people with additional and special needs. **01724 297945**

Education welfare officers work with schools, families and other agencies to improve attendance. **01724 297502**

Extended services: **01724 297957**. For details, see **EXTENDED SERVICES**

Parenting and family support: **01724 297186**

Practical family support: support, guidance and assistance to families who have children 5 – 17 years old.

**01724 282493**

Or visit [www.northlincs.gov.uk/NorthLincs/Education/pre-school](http://www.northlincs.gov.uk/NorthLincs/Education/pre-school)

Schools comprise:

– Primary schools

To ask about the location, admissions, etc, of the area's 66 primary schools, call **01724 297133 / 297134**

– Secondary schools

There are 13 secondary schools in the North Lincolnshire area for children aged 11-16. Three schools provide **SIXTH FORM EDUCATION**. **01724 297133 / 297134**

School governors: If you are thinking of becoming a school governor and want more information, call **01724 297137** Training, advice, support and resources are provided through the Governors' Support and Development Unit: **01724 297111**

School improvement: the council offers challenge and support to all North Lincolnshire schools. It monitors and evaluates school improvement information, supports and trains governing bodies, and intervenes when schools face challenging circumstances. Call **01724 297040** Email: **Julie.Basingthwaight@northlincs.gov.uk**

## Civic office

The civic office supports and promotes the role of the **MAYOR** and deputy mayor of North Lincolnshire. It also helps plan and co-ordinate Royal visits and other official ceremonies and receptions.

**01724 296346** or **296358**

## Citizenship

The council offers a Nationality Checking service to those applying for British Citizenship. This service means that applicants can retain passports and travel documents. A Citizenship ceremony is held each month at the Register Office, attended by the Mayor of North Lincolnshire. The service is delivered by the **REGISTRATION** Service: **01724 843915, 842426, 842425**

## Civil partnerships

See **REGISTRATION**

## Cleaning (council buildings)

For queries on the cleaning of council buildings, offices, schools and community centres, etc call **01724 297924**

## Clothing allowances

Clothing allowances may be available for school children who qualify for free school meals. **01724 297217**

## Collections, street and house-to-house

You need a licence to collect money for charity. **01724 297592**



## Community Alarm Service

To find out more about the emergency pendant alarm system for vulnerable people please contact North Lincolnshire Homes on **01724 279900**

## Community care

Please see **ADULT SOCIAL SERVICES**

## Community centres

These provide facilities for a range of cultural, leisure and sporting activities. Ashby Community Association:

**01724 848808**

Brumby Community Association:

**01724 840843**

Grange Farm, Scunthorpe - (no phone)

Greeson Hall, Scunthorpe - (no phone)

Central Community Association:

**01724 862639**

Frodingham Community Association:

**01724 857996**

Lincoln Gardens Community Centre, Stow Road, Scunthorpe (no phone)

Lodge Moors Community Association:

**01724 357281**

Park Community Centre: **01724 271186**

Priory Lane Community Centre (no phone)

Riddings Community Association:

**01724 840727**

Sunshine Hall - Ashby High Street, Scunthorpe (no phone)

Westcliff Community Association:

**01724 845936**

Crosby Association, Scunthorpe:

**01724 277757**

## Community safety

The council is committed to making North Lincolnshire a safe place to live, and co-ordinates crime prevention and safety initiatives in the area. See **SAFER NEIGHBOURHOODS**.

## Complaints about council services

To make a formal complaint, write to Customer Feedback, FREEPOST NEA10154, Pittwood House, Ashby Road, Scunthorpe, DN16 1BR. You can also email [customerservice@northlincs.gov.uk](mailto:customerservice@northlincs.gov.uk), or go to the council website, click 'Contact Us' on the home page and use any of the contacts there.

If your complaint is about a school, contact the headteacher in the first instance. If the complaint cannot be resolved informally by the headteacher call **01724 297247** for further advice.

**ADULT SOCIAL SERVICES**, and **CHILDREN & YOUNG PEOPLE'S SERVICES** have their own complaints procedure. For details, please call complaints officer, Julie Pointon: **01724 296426**

## Complex and Medical Needs

The Complex and Medical Needs Education Service provides hospital or home tuition for sick children at the request of a doctor.

**01724 297149**

## Compulsory purchase orders

When the council needs to buy land for a new project, those involved are warned and told about their rights to object and get fair compensation. Free leaflets produced by the Government are available from the manager of the project.

**01724 296789**

## Concessionary fares

See **BUS PASSES**.

## Connexions

Connexions offers all young people up-to-date information on jobs, education and benefits, as well as help with other issues like housing, relationships, bullying, your rights... the list goes on, and it's all together in one place! **01724 282200**

## Conservation

Nature conservation: **01724 297370**

For built-up areas: **01724 297396**

Building conservation: **01724 297396** or **297483**

## Consumer complaints and advice

Contact Consumer Direct:

**08454 04 05 06**

## Coroner

Investigates the circumstances of any sudden or unexplained death. He also deals with treasure troves. He operates independently of the council.

**01472 324005**

## Council housing

See **HOUSING**

## Councillors

Councillors are elected to represent your views when decisions are made about your area. North Lincolnshire has 43 councillors. The full details of every councillor and their ward is available on the council's **WEBSITE**. To find out who your councillor is, contact any **LOCAL LINK**.

## Council tax

Council tax is made up of four elements:

- A charge by North Lincolnshire Council for services.
- The precept made by town and parish councils.
- A Police Authority precept.
- A Fire Authority precept.

The total council tax charge for each property will therefore vary depending on its location. For enquiries relating to council tax liability/discounts and accounts please contact the Council Tax unit:

**01724 296093 Email:**

**counciltax@northlincs.gov.uk.**

## Counselling

Counselling for young people is provided at Oswald House, 74 Oswald Road, Scunthorpe **01724 281824**

## Counterfeit products

For information and advice, contact

**TRADING STANDARDS**

**01724 297664** or text 'Fakes' followed by the information to **82055**

## Country parks

There are several countryside areas, commons, woods and nature reserves in the area. Some are managed by the council

**01724 297370**

See also **NORMANBY HALL** and **WATERS' EDGE VISITOR CENTRE**

## Countryside events

For details of events throughout North Lincolnshire, contact Brigg Tourist Information Centre: **01652 657053** or the Environment team: **01724 297370**

## Crematorium

Please see **CEMETERIES & CREMATORIUM**

## Crime prevention

See **SAFER NEIGHBOURHOODS**.

## Cycling schemes

For information on cycling and cycle lanes, call **01724 297312** Email: **gwyneth.mcminn@northlincs.gov.uk**

## Cycle routes

Cycle route packs are available from Brigg Tourist Information and some libraries and Local Links. **01652 657053**

## Cycle training

The council provides cycle training through primary schools for children aged 10 and over. Contact Road Safety:

**01724 297454 / 297062. Email: roadsafety@northlincs.gov.uk**

## Dangerous buildings

For information and advice, please contact Building Control on

**01724 297400 / 297404**

## Dangerous or unsafe products

**TRADING STANDARDS** officers enforce laws relating to the safety of all consumer products. **01724 297664**

## Day support services

We provide day services for vulnerable people, such as older people with long term illnesses or disabilities, or younger adults with physical or learning disabilities. See **ADULT SOCIAL SERVICES** to find out more.

## Democratic services

For information on meetings of the council's cabinet, committees and other bodies (most of which you may attend), when they meet and to get copies of agendas and minutes, contact democratic services on **01724 296230**

## Demolitions

For help and advice on the requirements for the demolition of structures, please call

**01724 297404** Email: **buildingcontrol@northlincs.gov.uk**

## Development control

The council's Development Control team deals with the determining and monitoring of planning applications. This includes other associated applications submitted to the council under the planning acts. Most building work, engineering work and use of land needs planning permission.

**01724 297420** Email: **planning@northlincs.gov.uk**

## Direct magazine

*Direct* is North Lincolnshire Council's monthly residents' magazine. It is delivered free to all households. For extra copies or to report non-delivery, call: **01724 296344** Email: **publications.admin@northlincs.gov.uk**

## Direct payments

These are for people who are eligible for community care services, such as home care or day care. North Lincolnshire Council is able to offer them cash to arrange their own services instead of using those provided directly by the council, please see **ADULT SOCIAL SERVICES**.

## Disabilities

The council is committed to working for full equality for people with disabilities. It is also committed to making more council buildings easy to get in and out of, and to making sure that people with disabilities are well represented in its workforce.

For disabled children and young people, services will assess need and could offer short breaks to support parents and improve life choices: see **AIMING HIGH FOR DISABLED CHILDREN**

For information on how the council can help people with disabilities call: **01724 298000** for people aged under 65 or **01724 297979** for people aged 65+.

## Disabled persons - adaptations

See **ADAPTATIONS TO HOMES**.

## Diversity

We each have our own unique needs, skills, qualities and abilities. The council believes that this diversity should be valued. It wants to make sure that its services meet the needs of everyone. The council treats everyone as an individual. It will not unfairly discriminate on any grounds. For information on / issues relating to council wide diversity call **01724 297301** or email: **diversity@northlincs.gov.uk**

For information relating to diversity in schools, call the Diversity Service in Education: **01724 280207**



Dogs

## Dogs

To report stray dogs, complain about dog fouling or noisy dogs, call **01724 297000**

## Domestic violence

In an emergency always dial **999**

Other sources of help:

North Lincolnshire Women's Refuge - **01724 289299**

Police Domestic Violence Unit **01724 274161**

Victim Support - **01724 871324**

Samaritans - **01724 860000**

Childline - **0800 1111**

See also **SAFER NEIGHBOURHOODS**

## Drains and sewers

For **FLOODING** from the public highway or reporting blocked road gullies or gratings, call **01724 297000**

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**Drains and sewers continued**

For flooding from public sewers or a burst water main, contact the company you pay your utility bill to: either

Severn Trent: **0800 783 4444** or  
Anglian Water: **08457 145 145**

**Drug education**

Delta – Drug Education Liaison Treatment Agency, offers free and confidential help and support to people aged under 19 and their families. **01724 294503**

**Dumping of rubbish**

For the removal of dumped rubbish, or to report illegal dumping, call: **01724 297000**

**Economic development**

See **REGENERATION**

**Education**

For details see **CHILDREN AND YOUNG PEOPLE'S SERVICES**.

**Elderly persons' homes**

For help and advice on sheltered housing for elderly and disabled people, and about alarm systems for elderly people, contact North Lincolnshire Homes: **01724 279900**

For help and advice on accommodation in residential homes, see **ADULT SOCIAL SERVICES**

**Elections**

The council runs all local, national and European elections in North Lincolnshire. For any queries on voting rights, polling stations, postal votes or becoming a candidate, call **01724 296245**

**E-mail**

You can send messages about any council service to:  
**customerservice@northlincs.gov.uk**

**Emergency call-outs**

For emergencies outside office hours about homelessness, call **01724 276444**

For adult social services and children & young people's service emergencies outside office hours, call **01724 296555**

For emergencies on the highway network, call **01724 297000** during normal working hours (9am - 5pm). Only In an emergency, outside of normal office hours, contact **01724 276444**

**Emergency planning**

The council is involved in emergency planning to co-ordinate the response by council services to major civil emergencies. **01724 297618**

**Empty homes**

If you own an empty property, we can advise you on renting, finding tenants, etc. The council, in partnership with housing associations, may buy or manage empty dwellings. For information, contact:

**01724 297431. Email: environmentalhealth.housing@northlincs.gov.uk**



**Energy conservation**

For information and advice: Energy savings in the home, or renewable energy (i.e. solar energy, wood etc) and related grants, please contact our energy efficiency officer or the Lincolnshire Energy Advice Centre. For advice or information on eligibility for energy efficiency related grants, please contact WARMFRONT.

Energy efficiency officer: **01724 297642**  
Lincolnshire Energy Advice Centre:  
**Freephone 0800 512012**

WARMFRONT - for grants to cover insulation and essential heating installations: **0800 316 2814**

**English**

For help with learning English, call **01724 280323**  
For children, contact the Diversity service on **01724 280207**

**Entertainment licensing**

For information about licences for live entertainment, music, singing and dancing or similar events, please call **01724 297750 / 297745**

**Environment**

The council is committed to improving the environment by implementing its environmental policy in all its work. For information on the policy, call

**01724 297387**  
See also entries for **RECYCLING and POLLUTION, ENERGY CONSERVATION, TOWN & COUNTRY PLANNING, TREES.**

**Environmental education**

The council provides many environmental education opportunities either directly or in partnership with the Lincolnshire Trust for Nature Conservation. **01724 297028.**  
**Email: Environment.team@northlincs.gov.uk**

**Environmental health**

Environmental health covers a broad range of services which are listed separately within this A-Z. Please see the specific entries for **NOISE, POLLUTION, PEST CONTROL, DOGS, DUMPING OF RUBBISH, LITTER, FOOD HYGIENE and WATER.** For all other general enquiries, call **01724 297827 or 297627**

**Europe**

For advice and support on European funding and economic links with other European Union (EU) member states. **01724 297352**

**Extended services**

These are a range of activities and services for children, young people, their families and the wider community including the provision of targeted support. This government initiative aims to put schools at the heart of the community, working in partnership with the statutory, voluntary and community sectors to develop provision outside school hours and during holidays. **01724 297957. Email: Vicky.Proctor@northlincs.gov.uk**

**External Funding**

Groups looking for project funding can access a funding search database on the council **WEBSITE.** This provides more information about grants and funding bodies such as charitable trusts, European funding, landfill communities fund, and lottery funding. If you don't have access to a computer or need more help, contact the Funding and Programme Team: **01724 297675. Email: fundingandprogrammes@northlincs.gov.uk**

To grow your business, we can search for sources of funding. See **BUSINESS FUNDING**

**Family history**

We help people to trace their family history through **LIBRARIES and ARCHIVES. Email: ref.library@northlincs.gov.uk**

**Family Information Service**

For information on childcare, activities and family support call **01724 296629**

**Fleas**

See **PEST CONTROL**

**Flooding**

The Environment Agency operates a flood warning system, giving information to the public, media, emergency services and councils. Call their Floodline on:

**0845 988 1188** for recorded flood warning information or speak to an operator for general information and advice 24 hours a day.

Roads can get flooded even when the drainage system is clean and well maintained. Sometimes the amount of water arriving on the road is simply more than the drains can take.

If a flooded road is caused by a ruptured water main, the water company will be responsible for repairing the damage.

To report flooding on a public road or blocked road gullies please contact the council: **01724 297000. Email: customerservice@northlincs.gov.uk**

During severe flooding, the council will provide up-to-date information on things like road and school closures on its **WEBSITE.** In emergencies outside normal office hours, you can call **01724 276444.** For more information on current floods, visit the Environment Agency website.

## Flytipping

To report flytipping, call

**01724 297000**

## Food composition & labelling

**TRADING STANDARDS** officers test food to make sure the contents are safe and accurately described. For complaints or queries on food, call

**01724 297664**

## Food hygiene

For advice about food hygiene, food hygiene training and health and safety in food premises, call

**01724 297589. Email: food.safety@northlincs.gov.uk**

## Footpaths and bridleways

The council maintains and repairs several hundred miles of countryside rights of way. To report damage or obstruction, call:

**01724 297391**

## Footways

The council maintains and repairs pavements and urban footpaths. Report damage or obstructions to

**01724 297000 Email: highway.maintenance@northlincs.gov.uk**

## Fostering

For information about becoming a foster carer or services provided by the Fostering Team please call **01652 656005**

## Free school meals

Only families who receive Income Support or Income-based Job Seeker's Allowance, or Employment Support Allowance (income related), or Child Tax Credit with no Working Tax Credit and annual earnings of below £16,040 are entitled to free school meals. This changes year on year.

**01724 297217**

## Fresh Start

Through a range of activities and services, Fresh Start aims to help the over 50s in North Lincolnshire live as independently as possible. See **ADULT SOCIAL SERVICES**.

## Garden rubbish

Garden rubbish should be composted or put in your brown bin. It can be recycled into compost at all of North Lincolnshire's **RECYCLING & HOUSEHOLD WASTE SITES**. For further information and advice:

**01724 297000**

## Golf

The council operates golf courses at Kingsway in Scunthorpe and Normanby Park. For details, call **01724 720226** (Normanby) or **840945** (Kingsway).

## Governors

For details of the work of school governors, or if you want to become a governor, see **CHILDREN AND YOUNG PEOPLE'S SERVICES**

## Grants

The council sometimes gives grants for various purposes. See also **EXTERNAL FUNDING**.

Renovation grants, minor works grants and disabled facilities grants: **01724 297639**

Historic buildings grants: **01724 297396**

Nature conservation grants:

**01724 297397**

Rural grants (LEADER programme)

**01724 297781**

Regeneration grants: **01724 297675**

For arts awards: **01724 297259**

For sports grants and aid to communities:

**01724 297265**

Youth Service awards - to pay towards youth workers, equipment, premises, arts groups, etc:

**01724 297212**



## Gritting

If you have a query about snow clearance or icy roads, call **01724 297000**

See also **WINTER MAINTENANCE**.

**Email: highway.maintenance@northlincs.gov.uk**

## Gypsies

See **TRAVELLERS' SITES**

## Handyman scheme

For information on security, gardening and minor adaptations: **01724 297621. Email:**

**environmentalhealthhousing@northlincs.gov.uk**

## Harassment or Illegal eviction

For help and advice if you have debts and are being put under excessive pressure to repay, call Consumer Direct on:

**08454 04 05 06**

If you are harassed by your landlord or face illegal eviction from your home, call:

**01724 297632/7431. Email: environmentalhealthhousing@northlincs.gov.uk.**

## Hazardous household waste

For advice on the disposal of hazardous household waste (such as domestic chemicals, asbestos, clinical waste and paint) call **01724 297000**

## Hazardous substances

Potentially hazardous substances generated by households, eg chemicals, asbestos, etc can be disposed of via the council. For advice on this service call **01724 297000**.

For advice on dealing with hazardous substances from non-domestic premises contact the Environment Agency on **0800 807060**.

For help with the management of healthcare wastes contact the Primary Care Trust on **01652 251000**

For queries on asbestos call

**01724 296515. Email: property.services@northlincs.gov.uk.**

## Health

The council is committed to promoting a healthier lifestyle: **01724 297616**

## Health & safety at work

For information or advice, call

**01724 297945**

## Hearing Support Team

The team works with parents and other partners so every child with a hearing impairment achieves their full potential.

**01724 869480, Fax 01724 289525, Minicom 01724 281189**

**Email:**

**hearing.support@northlincs.gov.uk**

## Hedges

If you have a dispute with your neighbour about the height of their hedge, the council may be able to help: **01724 297398**

## Highway upkeep, building and planning

The council is responsible for the maintenance of most of the area's roads. To report damage to roads, call

**01724 297000**

The council is also involved in planning and designing new roads. For queries call

**01724 298511**

## Homes for older people and people with disabilities

For help and advice on sheltered housing for older and disabled people, and about alarm systems for vulnerable people, call North Lincolnshire Homes:

**01724 279900.**

For help and advice on accommodation in care homes, contact **ADULT SOCIAL SERVICES**.

## Home helps/home support

For information about applying for a home support service, contact **ADULT SOCIAL SERVICES**.

## Homelessness

We can help people who are homeless or about to become homeless and who may be vulnerable. Some homeless people qualify for emergency accommodation and re-housing. Others are given help and advice. **01724 747654**. Outside office hours, call: **01724 276444**

## Home improvements

You may be entitled to grant or loan if your home is in serious need of repair, lacks basic amenities or needs adapting to be suitable for a person with a disability

*Continued overleaf...*

## Home improvements continued

**01724 297637. Email: [environmentalhealthhousing@northlincs.gov.uk](mailto:environmentalhealthhousing@northlincs.gov.uk)**

We can provide advice and assistance on:

Keeping your home warm: **01724 297642**

Repairing or improving your home: **01724 297637**

Improving private rented accommodation: **01724 297632**

Security, gardening and minor adaptations: **01724 297621**

## Home and hospital tuition

See **COMPLEX AND MEDICAL NEEDS**

## Houses in multiple occupation

The council is concerned with the condition of houses in multiple occupation (HMOs) and private rented housing generally. HMOs include bedsit houses, hostels, lodging houses and bed and breakfast establishments.

**01724 297632/7431. Email: [environmentalhealthhousing@northlincs.gov.uk](mailto:environmentalhealthhousing@northlincs.gov.uk)**

## Housing

North Lincolnshire Homes owns and manages former council homes in North Lincolnshire: **01724 279900**

If you have problems with the standard of repair of your home or you think your privately rented accommodation may be unfit to live in, call **01724 297434**

For information, advice and help on finding accommodation, contact the Housing Advice Team: **01724 747654**. See also **ROOF**

## Housing benefits

Government benefit is available to help you pay your rent. **01724 296131**

## Housing strategy

The council's strategic housing team is dedicated to ensuring that local people's housing needs are met. For more information see the Strategic Housing section of the council's **WEBSITE** or call **01724 296473**

## Industrial development and promotion

We provide details about development land designated for industry, and other information to help local industry. Contact the Economic Development Team on

**01724 297330. Email: [businessinfo@northlincs.gov.uk](mailto:businessinfo@northlincs.gov.uk)**

## Information and publicity

See **PUBLIC RELATIONS**

## Inspection services

To view inspection reports for care homes in North Lincolnshire please visit [www.cqc.org.uk](http://www.cqc.org.uk). Care Quality Commission carries out the inspections. For more information, please contact **03000 61 61 61**

For inspections of schools see **CHILDREN**

## AND YOUNG PEOPLE'S SERVICE

Inspection of children's services, including children's homes is now carried out by Ofsted. For information please call

**01724 296500**

## Jobs with North Lincolnshire Council

The council is an equal opportunities employer and advertises its vacancies on its website and in *Direct* magazine. Applications are welcome from all people regardless of sex, marital status, disability, age, race, nationality, sexuality or religious belief. People with a disability who meet the minimum requirements of the job are guaranteed an interview. For details of current council, vacancies, contact any **LOCAL LINK** or look on the **WEBSITE**. See also **TEACHERS-VACANCIES**.

## Landfill sites

The council doesn't own any landfill sites, but can direct you to a suitably licensed site, if this is appropriate. **01724 297000**

## Learning disabilities

We provide support and services for people with learning disabilities. See also **ADULT SOCIAL SERVICES** **01724 298222**

### Leisure centres - Baysgarth



## Leisure centres

The council runs several indoor leisure facilities. For bookings, call:

Ancholme Leisure Centre, Brigg:

**01652 652031**

Baysgarth Leisure Centre, Barton:

**01652 632511**

Bottesford Sports Centre:

**01724 282146**

Epworth Leisure Centre:

**01427 873845**

Scunthorpe Leisure Centre:

**01724 280555**

Scunthorpe Indoor Bowls Centre:

**01724 280777**

Riddings Pool: **01724 280666**

St Lawrence Academy Sports Hall:

**01724 842447**

Huntcliff Pool (Kirton Lindsey):

**01652 648276**

It also runs sports halls at the following schools:

Baysgarth (Barton) **01652 632576**

Winterton **01724 732777**

Vale of Ancholme (Brigg) **01652 652908**

Brumby (Scunthorpe) **01724 860237**

Foxhills (Scunthorpe) **01724 860458**

Outdoor sporting venues:

Brigg Recreation Ground: **01724 280555**

Co-op Sports Ground (Scunthorpe):

**01724 280555**

Quibell Park (Scunthorpe), West Common

Lane: **01724 280555**

Winterton Synthetic Pitch: **01724 280555**

Please contact the centre directly for information on opening hours, facilities and bookings.

## Leisure facilities

The council runs:

Normanby Hall Country Park:

**01724 720588**

20-21 Visual Arts Centre: **01724 297070**

Plowright Theatre: **01724 277733** (box office)

North Lincolnshire Museum:

**01724 843533**

Waters' Edge: **01652 631500**

## Libraries

The council operates 15 libraries and a **MOBILE LIBRARIES** service. For details of your local library, call North Lincolnshire Central Library: **01724 860161**

## Licences

The council licenses the following activities: Taxi or private hire vehicles; stage plays; local lotteries, street collections; house-to-house collections; gaming; public entertainments; ear piercing; tattoos and electrolysis; animal welfare, sales of alcohol. If you need a licence, permit, etc, or want more information, call:

**01724 297592 / 297750**

**Email: [licensing@northlincs.gov.uk](mailto:licensing@northlincs.gov.uk)**

For information on fireworks, petrol, poisons, performing animals and secondhand goods, contact **TRADING STANDARDS: 01724 297664**

## Lighting

The council is responsible for street lights on adopted highways. To report a faulty light or for more information, call

**01724 297000 Email:**

**[streetlighting@northlincs.gov.uk](mailto:streetlighting@northlincs.gov.uk)**

## Listed buildings

(Buildings of Architectural or Historic Importance). We keep a record of all the listed buildings in North Lincolnshire. Grants to maintain and/or repair these buildings are not generally available. To check whether a building is listed and its list description, call **01724 297396**

## Litter

To report littering, call : **01724 297000**

## Local Safeguarding Children Board (LSCB)

- Offers training and develops procedures and guidelines on safeguarding, for those who work with children and young people.
- Produces information for the public on keeping children safe.

For information on the LSCB or to book training, call **01724 867821**

### Local Strategic Partnership

The North Lincolnshire Strategic Partnership brings together the key providers of services from across North Lincolnshire to address the complex challenges involved in improving the quality of life for local people. The partnership provides a platform to discuss, debate and progress issues that will make a difference to the area. **01724 296612. Email: Matt.cridge@northlincs.gov.uk**

### Local land charges

For information call **01724 296246. Email: Anni.walker@northlincs.gov.uk**

### Local Link offices

These provide easy, local access to all council services. There are offices at:

Ashby - **01724 296832**

Barton - **01724 296800**

Brigg - **01724 296840**

Crowle - **01724 296850**

Epworth - **01724 296870**

Scunthorpe - **01724 296820**

Winterton - **01724 296873**

Please call for opening hours. **Email: customerservice@northlincs.gov.uk**

### Lord Lieutenant

A Lord Lieutenant is appointed by the Queen as her representative in each county. This area is covered by the Lord Lieutenant of Lincolnshire. For details, call **01724 296346**.

### Lottery grant advice

Sport/charities: **01724 297181. Email: community.recreation@northlincs.gov.uk**

Arts: **01724 297271. Email: gill.vickers@northlincs.gov.uk**

Heritage: **01724 297254**

For general Lottery grant enquiries: **01724 297357**

### Markets

The council manages markets in Scunthorpe, Ashby and Brigg. To book a stall or for information about markets in North Lincolnshire, call **01724 297816**

Brigg also holds a farmers' market on the fourth Saturday of the month. It sells local foods direct from the producers. **01652 657053**

### Mayor

As the council's civic head the Mayor chairs council meetings, represents the area at ceremonial occasions, welcomes international visitors, hosts official functions and attends local events. A new Mayor is chosen each year by councillors. For information about the Mayor's diary, or to ask for a visit by the Mayor, call:

**01724 296346** or **296358**.

### Meals on wheels

You may be eligible for meals delivered to your home if you are unable to prepare a meal for yourself. Contact **ADULT SOCIAL SERVICES**.

### Meetings

For details of council meetings, see **DEMOCRATIC SERVICES**.

### Mental health service

Social workers and community nurses work together to provide mental health services. Please see **ADULT SOCIAL SERVICES**.

### Mobile libraries

The council operates a mobile library service in rural areas where people might have difficulty reaching a main library. **01724 865675**

### MOT tests

The council carries out MOT tests on cars and light vans belonging to the public at the Cottage Beck Road depot in Scunthorpe. **01724 297867**

### Multi-racial advice

For advice and help with: immigration; citizenship cases; legal matters; welfare rights; housing; social services and health; employment and discrimination cases, and education, contact SHREC, 146 Frodingham Road, Scunthorpe **01724 851811, fax 01724 852205. Email: shrec@hotmail.co.uk**

### Museums

The council runs:

North Lincolnshire Museum on Oswald Road in Scunthorpe and a museum education service for schools, families and community groups: **01724 843533**

Normanby Hall and Farming Museum: **01724 720588**

For details of Baysgarth House in Barton call **01652 637568**

### Music support service

The service provides peripatetic music teaching and supports performance through a range of instrumental groups. **01724 854926**

### Naming ceremonies

See **REGISTRATION**

### Nature reserves

The council owns and manages many nature reserves throughout North Lincolnshire. **01724 297370. E-mail: Environment.team@northlincs.gov.uk**



Normanby Hall

### Noise

Environmental health can deal with noise problems from domestic sources, e.g. noisy neighbours, or commercial activities. **01724 297624 (domestic) / 297617 (commercial)**

### Non-domestic rates

Non-domestic business rates are collected by the council and paid into a national central pool. This money is then redistributed to councils. Some organisations, such as charities, non-profit making organisations and leisure organisations, may be eligible for rate relief. **01724 296095. Email: nndr@northlincs.gov.uk**

### Normanby Hall

The 19th century hall is furnished in Regency style and contains costume and exhibition galleries. There is a farming museum, a Victorian walled garden, 300 acres of parkland and a special events programme. **01724 720588**

### Nursery education

Requests for nursery school places should be made direct to the school. For details of providers, contact Family Information Service: **01724 296629**.

### Nursing homes

See **ADULT SOCIAL CARE SERVICES**. For information on the inspection of nursing homes call **0191 233 3300**

### Occupational Therapy

Assesses and provides equipment for people with a disability. Please see **ADULT SOCIAL SERVICES**

### Parking

The council is responsible for off-street car parks. For details of car parking call **01724 297000**

### Parks

The council provides several parks and gardens for public use. Facilities range from bowling greens to children's playgrounds. **01724 297842**

### Pavements

See **FOOTWAYS**

### Pedestrian crossings

To ask for a pedestrian crossing write, firstly, to: The Traffic Team, Church Square House, Scunthorpe, DN15 6NL. For more details, and to report faults on pelican crossings, call: **01724 297000**

### Pest control

For advice and information or to make a complaint, call **01724 297626 / 7**

### Planning

For details of permission for individual developments, see **PLANNING APPLICATIONS**. For planning policies governing development throughout North Lincolnshire, see **SPATIAL PLANNING** or **TOWN AND COUNTRY PLANNING**.

**Planning applications**

You are entitled to examine any planning application and make objections and comments before it is considered by the council. You can see details of all planning applications and their progress on the council's **WEBSITE**

**01724 297420. Email: [planning@northlincs.gov.uk](mailto:planning@northlincs.gov.uk).**

**Pollution**

The council investigates complaints about noise, air quality, hazardous substances, and contaminated land.

**01724 297619 / 20 / 22 / 33**

**Population figures**

See **RESEARCH AND INFORMATION**

**Potholes**

To report a pothole call **01724 297000. Email: [highway.maintenance@northlincs.gov.uk](mailto:highway.maintenance@northlincs.gov.uk)**

**Press office**

See **PUBLIC RELATIONS**

**Property services**

For information on the management of the council's land and buildings call **01724 297477**

For information on land and property available for sale or lease, call **01724 297332/7468**

**Public relations**

The council's public relations section is responsible for communications with the public and the media, including **DIRECT MAGAZINE** and the **WEBSITE**. **01724 296344 / 5**

**Public transport**

See **BUSES**.

**Rateable value**

For queries about the valuation of your property, contact the District Valuer and Valuation Officer, Heritage House, Fisherman's Wharf, Grimsby, DN31 1SY. **01472 622500. Email: [sheffieldgroup.vo@voa.gsi.gov.uk](mailto:sheffieldgroup.vo@voa.gsi.gov.uk).**

**Rats**

See **PEST CONTROL**.

**Recycling**

The council collects paper, glass, cans, textiles, plastic bottles and cardboard, and organic waste for recycling from most homes. North Lincolnshire also has **RECYCLING & HOUSEHOLD WASTE SITES**. There are also recycling sites at major supermarkets. For details of these and other recycling initiatives in the area, call: **01724 297000**

**Recycling & household waste sites**

The council provides eight recycling & household waste sites for the exclusive use of North Lincolnshire residents. They accept most materials including: glass; paper; cans; scrap metal; engine oil; green waste, textiles and cardboard for recycling.

The sites at:

- Barnetby**, Bigby Road, Melton Ross
- Barton**, Gravel Pit Road
- Belton**, Epworth Road
- Broughton**, Brigg Road
- Goxhill**, College Road
- Kirton in Lindsey**, Redbourne Mere
- Winterton**, North Road

are open Friday to Tuesday.

The **Scunthorpe** site at Cottage Beck Road is open seven days a week.

**01724 297000**



**Refuse collection**

For information or complaints about refuse collection, including household, commercial and industrial waste, call **01724 297000**

**Refuse disposal**

The council is responsible for disposing of waste from homes and businesses. **01724 297000**

**Regeneration**

For details of council regeneration initiatives aimed at:

- Creating and protecting jobs in North Lincolnshire, potential new employers, economic links in the region and beyond, or economic trends, call: **01724 297330. Email: [businessinfo@northlincs.gov.uk](mailto:businessinfo@northlincs.gov.uk)**
- Building sustainable communities, major regeneration and renewal funding programmes, support and advice for social or community enterprise, neighbourhood management; cleaner, safer, greener neighbourhoods etc: **01724 297675. Email: [fundingandprogrammes@northlincs.gov.uk](mailto:fundingandprogrammes@northlincs.gov.uk)**
- Rural grants (LEADER programme): **01724 297781**
- Urban and rural renaissance: including major regeneration projects to develop Scunthorpe and local communities: **01724 297704. Email: [renaissance@northlincs.gov.uk](mailto:renaissance@northlincs.gov.uk)**

**Registration**

- of births, deaths, stillbirths, civil partnerships and marriages. The council is responsible for administering the registration service in the area. The local office is in Scunthorpe. A Registrar also attends the **LOCAL LINK** offices in Barton and Brigg by appointment only. The

service also offers non-statutory services such as naming ceremonies and renewal of vows ceremonies.

**01724 843915, 842426, 842425**

**Registration of electors**

Electoral registers show who is entitled to vote in each election. They are compiled for each ward from forms filled in by every householder. You can inspect registers for accuracy before they are published.

**01724 296245**

**Rehousing lists**

For information, call North Lincolnshire Homes on: **01724 279900**

**Renewal of vows**

See **REGISTRATION**

**Rent**

If you are a tenant of North Lincolnshire Homes, call: **01724 279900**

If you are a private tenant concerned about the level of your rent, you can find out more by visiting **[www.voa.gov.uk](http://www.voa.gov.uk)**

**Repairs to council homes**

If you live in a former council home, to ask for a repair, call North Lincolnshire Homes: **0800 032 63 63**

**Research and information**

For population, social and economic data and development statistics, call: **01724 297485. Email: [spatial.planning@northlincs.gov.uk](mailto:spatial.planning@northlincs.gov.uk)**

**Residential care**

We provide residential care services for adults with disabilities, and for older people. Please see **ADULT SOCIAL SERVICES**

Children and Young People's Services provide residential respite care for children with disabilities, either in a purpose built facility or with specialist foster carers. They also provide residential care services for children unable to live with their own families – in either a foster care placement, a children's home or through placement for adoption. Please call **01724 296500**

**Rights of way**

The council promotes and protects the use of established footpaths and bridleways and brings about prosecutions when these are obstructed. **01724 297391**

**Road design and maintenance**

See **HIGHWAY UPKEEP, BUILDING AND PLANNING**

**Road lighting**

See **LIGHTING**.

**Road safety**

The council's Road Safety Team is responsible for road safety education and training for all ages. It produces National Curriculum-based traffic education work, runs local publicity campaigns and gives advice. The team also manages **SCHOOL CROSSING PATROLS**. **01724 297346/297355. Email: [roadsafety@northlincs.gov.uk](mailto:roadsafety@northlincs.gov.uk)**

**Road signs**

To request new road traffic signs and to report damaged or missing road signs:

**01724 297000**

**Email: [highway.maintenance@northlincs.gov.uk](mailto:highway.maintenance@northlincs.gov.uk)**

**Roof**

Young people's housing advice service: drop in between 10 and 3 Monday to Friday at 74 Oswald Road Scunthorpe

**01724 281824**

**Safer Neighbourhoods**

The North Lincolnshire Safer Neighbourhoods Partnership can provide information on: crime and disorder; antisocial behaviour; drugs issues For further information or help, visit [www.saferneighbourhoods.net](http://www.saferneighbourhoods.net)

**01724 275327 Email:**

**[SaferNeighbourhoods@northlincs.gov.uk](mailto:SaferNeighbourhoods@northlincs.gov.uk)**

**Safety at sports grounds**

The council ensures safety at sports grounds and licensed premises.

**01724 297589**

**Safety in the home**

For information or advice, contact:

**01724 297612**

**Salting**

See **WINTER MAINTENANCE**

**Schools**

See **CHILDREN AND YOUNG PEOPLE'S SERVICES**

**School buildings and grounds**

School halls, rooms and other facilities are available outside school hours for use by groups, organisations and for council business. For bookings contact the school.

**School bus passes**

See **BUS PASSES**.

**School crossing patrols**

The council operates school crossing patrols. For information or to find out about vacancies, call **01724 297463**

**School meals**

The council provides school meals in all of the council's schools. If you have a general enquiry please call **01724 297929** or see your school cook.

**[www.northlincs.gov.uk/schoolmeals](http://www.northlincs.gov.uk/schoolmeals)**

See also **FREE SCHOOL MEALS**.

**Septic tanks**

If you want to complain about a nuisance caused by a septic tank or cesspool, call:

**01724 297623/4**

To have septic tanks emptied, call (daytime): **01724 297843 Email: [environmental.services@northlincs.gov.uk](mailto:environmental.services@northlincs.gov.uk)**

**Sheltered housing**

For information, call North Lincolnshire

Homes on: **01724 279900**

**Shopmobility**

The council runs a shopmobility scheme in Scunthorpe town centre and Ashby. Anyone with a mobility problem can hire motorised wheelchairs and scooters for free. To register with the scheme, call

**01724 297418. Email:**

**[shopmobility@northlincs.gov.uk](mailto:shopmobility@northlincs.gov.uk)**

**Shops**

For information on council-owned shops to rent, call **01724 297468**

**[john.pickard@northlincs.gov.uk](mailto:john.pickard@northlincs.gov.uk)**

**Sixth form education**

Three schools in North Lincolnshire have sixth forms: in Brigg (Sir John Nelthorpe and Vale of Ancholme), and Barton (Baysgarth School). They offer a wide range of GCSE, A level and GNVQ courses. John Leggott College and North Lindsey College in Scunthorpe also provide education for 16-19 year olds. **01724 297133 / 297134**

**Skip hire**

The council operates a skip hire service.

**01724 297806**

**Smallholdings**

The council owns some smallholdings that are leased to the public. **01724 296788**

**Snow clearance**

See **WINTER MAINTENANCE**

**Social services**

Social Services consists of:

**ADULT SOCIAL SERVICES** and

**CHILDREN'S AND FAMILY SERVICES**

**Spatial planning**

Information about current and future planning policy, including the Local Development Framework (LDF), the adopted North Lincolnshire Plan, the Yorkshire and Humber Regional Plan - Regional Spatial Strategy to 2026, and other documents such as site development

**Special educational needs**

briefs and supplementary planning guidance: **01724 297573 Email: [spatial.planning@northlincs.gov.uk](mailto:spatial.planning@northlincs.gov.uk)**

**Special educational needs**

We undertake statutory assessments and reviews for children with special needs who are taught in special and mainstream schools. Please contact your school.

**01724 847151**

**Special educational needs**

**teaching team** provides specialist teaching to mainstream schools for children and young people with special education needs: **01724 297945**

**Speed limits**

The council sets speed limits on roads based on the advice of the police and the Department of Transport. **01724 297000**

**Sports**

We provide chances for local people to get involved in sport. For details of sports and play development, call: **01724 297272**

The Sport Play and Community Development Team works to increase participation in sport, play and active recreation. For details go to [www.lincs2leisure.co.uk](http://www.lincs2leisure.co.uk) or call **01724 297270**

For details of sports centres and facilities, call: **01724 297257**

See also **LEISURE CENTRES**

**Street cleaning**

For information, call **01724 297000**

**Street furniture**

For information, call **01724 297000**

**Email: [highway.maintenance@northlincs.gov.uk](mailto:highway.maintenance@northlincs.gov.uk)**

**Street lighting**

For information, enquiries or to report faulty street lights, call **01724 297000**

**Street naming and numbering**

For information, contact the Building Control Team: **01724 297408 or**

**297174 Email:**

**[buildingcontrol@northlincs.gov.uk](mailto:buildingcontrol@northlincs.gov.uk)**

For maintenance of road name plates call: **01724 297000 Email: [highway.maintenance@northlincs.gov.uk](mailto:highway.maintenance@northlincs.gov.uk)**

**Supporting People**

Offers housing-related support to enable vulnerable people to live independently. Please see **ADULT SOCIAL SERVICES**.

**Swimming pools**

The council operates swimming pools at:

Scunthorpe Leisure Centre:

**01724 280555**

Riddings Pool in Scunthorpe:

**01724 280666**

Baysgarth Leisure Centre in Barton:

**01652 632511**

Ancholme Leisure Centre in Brigg:

**01652 652031**

**Taxis - licensing**

Hackney carriages and private hire vehicles, drivers and proprietors are licensed by the council. **01724 297608**

**Email: [licensing@northlincs.gov.uk](mailto:licensing@northlincs.gov.uk)**

**Teachers - vacancies**

Call for information about teaching vacancies. Information for supply teachers is available from Adi Brown.

**01724 749550**

**Telecare**

Technology to allow vulnerable people to remain in their own homes. Please see **ADULT SOCIAL SERVICES**.

**Theatres**

The council runs the Plowright Theatre in Scunthorpe. Tickets from the Box Office: **01724 277733**  
Administration: **01724 297862**

**Toilets**

The council operates several public toilets. Some have facilities for people in wheelchairs and for parents with babies. To comment or complain about public toilets, call **01724 712247**

**Tourism**

The council encourages tourism to the area. It operates Brigg Tourist Information Centre. For information about tourist attractions in North Lincolnshire, call **01652 657053**, Email: **brigg.tic@northlincs.gov.uk** or visit [www.visitnorthlincolnshire.com](http://www.visitnorthlincolnshire.com)

**Town and country planning**

The council has policies for the use of land for development and transport in the area. **01724 297573**. Email: **spatial.planning@northlincs.gov.uk**

**Toxic waste disposal**

See **HAZARDOUS WASTE**.

**Trading Standards**

The council enforces the law on standards for quality, quantity, safety, price and consumer credit. A wide range of legislation protects the consumer and honest trader.

If you have a consumer complaint or enquiry please ring Consumer Direct on **08454 04 05 06**

If you are a trader and need advice about consumer protection legislation please call **01724 297664** or fax to **01724 297895** Email: **trading.standards@northlincs.gov.uk**

**Traffic calming**

The council uses a number of measures to improve road safety in residential areas. **01724 297000**

**Traffic lights**

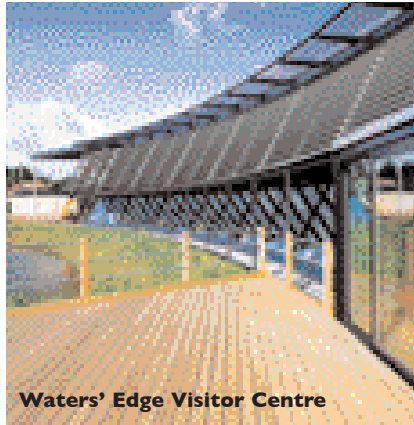
The council maintains all traffic signals in North Lincolnshire. To report faults, call **01724 297000**

**Traveller education team**

For information contact Shirely Barnett, Diversity Service, c/o Crosby Primary School, Frodingham Road, Scunthorpe, DN15 7NL **01724 280207**

**Travellers' sites**

For enquiries about illegal gypsy encampments or details about council-operated travellers' sites, call **01302 737508** or **01724 296785**



**Waters' Edge Visitor Centre**

**Trees**

To report dangerous or overshadowing trees on footpaths and roads. call **01724 297395**

For trees in parks, housing areas, play areas, call **01724 297840**

**Truancy**

See **EDUCATION WELFARE SERVICE**

**Under age sales**

If you believe that products such as alcohol, tobacco, videos, lottery tickets or solvents are being sold to under age children, call **TRADING STANDARDS** on

**01724 296475 / 297506**

**Unroadworthy vehicles**

**TRADING STANDARDS** officers can help if you have bought a vehicle which you think is unroadworthy. Call Consumer Direct: **08454 04 05 06**

**Verges**

The council is responsible for maintaining most of the area's highway verges.

**01724 297000** Email: **highway.maintenance@northlincs.gov.uk**

**Vetted traders**

For details of members of the Home Services Directory or members of the North Lincolnshire Council Motor Trade Partnership contact **TRADING STANDARDS** or visit:

**www.northlincs.gov.uk/tradingstandards**

**Voluntary organisations**

Support, advice and grants may be available for voluntary organisations. See **GRANTS**.

**Warden service**

Please see under **HOUSING**

**Wasps**

See **PEST CONTROL**

**Waste collection – commercial waste**

See **SKIP HIRE**

**Waste disposal**

See **RECYCLING AND HOUSEHOLD WASTE SITES; HAZARDOUS HOUSEHOLD WASTE** and **RECYCLING** **01724 297000**

**Water**

For complaints or advice on public and private water supplies, contact **01724 297589**

**Waters' Edge Visitor Centre**

Set in an 86-acre country park at Barton, the centre celebrates the wildlife and unique environment of the Humber estuary. For information on the visitor centre, or to book a meeting room, call **01652 631500** or Email: **info@watersedgecountrypark.org**  
For information about the park itself, call **01724 297370**

**Website**

The council's website is at **www.northlincs.gov.uk**

**Weddings**

The **REGISTRATION** Service is responsible for conducting marriages and civil partnership ceremonies in any of the buildings in North Lincolnshire which are licensed to hold civil ceremonies. **01724 843915/842426/842425**

**Weights and measures**

To complain about short weight, measure or number, or if you are seeking information about labelling or packaging of goods, contact **TRADING STANDARDS: 01724 297664**

**Winter maintenance**

Gritting priority is given to three types of roads/routes and based upon the recommendations contained in a national code of practice. They are: precautionary salting routes; secondary salting routes, and snow clearance. For information, call **01724 297000**

Email: **highway.maintenance@northlincs.gov.uk**

**Woodlands**

The council owns woodlands at Normanby Hall and at other locations mainly around Scunthorpe. For contacts, see **TREES**.

**Youth service**

For information about the Youth Service, centres, voluntary youth groups, and informal social and educational opportunities for young people, call **01724 297214** Email: **youthservice@northlincs.gov.uk**

**Zebra crossings**

For details of the provision of pedestrian crossings, call **01724 297000**

**The details listed here are believed to be correct at the time of going to press. If you find that any details are wrong, please report them on 01724 296351, or email publications.admin@northlincs.gov.uk**