

Information about North Somerset Council's services



What we do

North Somerset Council provides a wide range of services for local people. Here are a few of the things we provide:

- pre-school, school and adult education, the library service and museum
- residential care for the elderly, community meals, protecting children at risk, adoption and fostering, providing support to people who are homeless
- maintaining parks and highways, waste collection and recycling
- support for businesses, tourism, Playhouse Theatre and generating jobs and investment
- council tax collection and benefits
- registration service, including citizenship ceremonies, births, deaths and marriages
- emergency housing, applications for social housing and support for private rented housing.

Translation services

If you require information and advice about council services in languages other than English, help is available.

We can arrange an interpreter or can have information about our services translated into the language you require.

Please ask us about this service when you contact the council (see contact numbers below). We are also happy to arrange this through a friend or relative, if you would like them to contact us on your behalf.

Useful council telephone numbers

Care Connect

01275 888 801

Our social services information helpline providing particular help for older and disabled people.

Streets and Open Spaces

01275 888 802

Our environmental services helpline including waste collection, recycling, maintenance of streets, footpaths and parks, and environmental protection.

Customer services

01934 426 826

To make a comment or complaint about any council service.

Housing and council tax benefits and appeals helpline

01934 888 136

Equalities officer

01934 634 832

Providing help and support on diversity and equalities issues.

General enquiries about all other council services

01934 888 888

Emergency out of hours answering service

01934 622 669

Other useful telephone numbers

Police, fire and ambulance (emergencies only)	999
NHS Direct (24 hour health care advice)	0845 4647
Avon and Somerset Police	0845 456 7000
Crimestoppers To report information anonymously about crime	0800 555 111

Racist incidents

We are committed to making sure people can live and work in North Somerset free from racism.

If you are victim of a racist crime you should contact the police on 0845 456 7000. If you need an immediate response or assistance please ring 999.

If you don't want to contact the police, you can also contact us on 01934 634 832. We will take your report and help you decide on the action you would like to take.

Useful websites

Advice for people seeking asylum	www.asylumsupport.info
Commission for Racial Equality	www.cre.gov.uk
Equal Opportunities Commission	www.eoc.org.uk
Home Office	www.homeoffice.gov.uk
Information for travellers, their friends and family	www.gypsy-traveller.org
Inter Faith Network	www.interfaith.co.uk
(works to build good relations between the different religious communities in the UK)	