

a-z of key telephone numbers



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| Access to Services | 01924 306764 |
| Adaptation & Disabilities Unit | 01924 304550 |
| Adoption & Fostering Enquiries | 0800 197 0320 |
| Adult Education | 01924 303302 |
| Allotment Enquiries | 01924 305876 |
| Area Partnerships | 01924 306983 |
| Area Regeneration Teams: | |
| • Districtwide | 01924 305892 |
| • Five Towns | 01977 723940 |
| • South East | 01977 658219 |
| • Wakefield City (Waterfront / Marshway / Westgate KDA Projects) | 01924 306763 |
| Arts Development | 01924 305799 |
| Asylum Seekers | 01924 304388 |

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| Bereavement Services | 01977 727075 / 076 / 077 / 078 |
| Buildings Regulation / Control | 01924 306580 |
| Business Rates (National and Non-Domestic) | 01924 306144 / 306145 |

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| Castles | |
| • Pontefract Castle | 01977 723440 |
| • Sandal Castle | 01924 249779 |
| Children's Information Service | 0800 587 8042 |
| City Centre Partnership | 01924 302656 |
| Committee Services | 01924 305050 |
| Community Cohesion | 01924 305180 |
| Community Engagement | 01924 305347 |
| Community Safety Partnership | 01924 305120 |
| Community Strategy (Fast Forward) | 01924 306960 |
| Complaints | 01924 306090 |
| Coroners Office & Court Wakefield | 01924 302180 |
| Coroners Office & Court Leeds | 01132 432963 |
| Corporate Performance Service | 01924 305335 |
| Council Meetings | 01924 305049 |
| Council Tax | 01924 306158 |
| Councillors' Surgeries | 01924 305161 / 305142 |
| Countryside and Conservation Service | 01924 303980 |
| Cultural Services | 01924 302210 |

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| Dangerous Structures | 01924 306557 |
| Disabled Facility Grants | 01977 722260 |
| Disabled Parking | 0800 169 6520 |

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| Early Education & Childcare Service | 01924 305630 |
| Educational Equality and Diversity Service | 01924 303677 |
| Education of Looked After Children (REACH Team) | 01977 722828 |
| Educational Psychology Service | 01924 306673 |
| Education Welfare Services | 01924 305674 |
| Elections | 01924 305023 |
| Electoral Boundary Reviews | 01924 305023 |
| Electoral Registration & Voting | 01924 305023 |
| Energy Advice Team | 01977 727008 |
| Enterprise Centres: | |
| • Castleford 5 Towns Centre | 01977 723940 |
| • South Elmsall Westfield Lane Resource | 01977 645141 |
| Environmental Well Being Partnership | 01924 305005 |

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| Fire Precautions | 01924 306565 |
| Food Poisoning | 01924 305969 |
| Free School Meals | 01924 305515 |

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| General Enquiries | 01924 306090 |
| Golf Courses: | |
| • Pontefract Golf Course | 01977 723490 |
| • Spring Mill Golf Course | 01924 281781 |
| • Wakefield Golf Course | 01924 360282 |
| • Whitwood Golf Course | 01977 512835 |

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| Health Development (Training Course Enquiries and Bookings) | 01924 305971 |
| Health and Social Well Being Partnership | 01924 305286 |
| High Hedges | 01924 305939 |
| Highways Development | 01924 306077 |
| Homeless | 01924 304362 |
| Homeless (Out of Hours) | 0845 8 503 503 |
| Home to School Transport | 01924 305643 / 305675 |
| Housing Aid & Debt Advice | 01924 302085 |
| Housing & Council Tax Benefit | 0845 8 504 504 |

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| Infectious Diseases | 01924 305969 |
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| Land for Sale / to Let | 01924 305888 / 305859 |
| Land Ownership Enquiries | 01924 305058 |
| Legal Services | 01924 305011 |
| Leisure Centres: | |
| • Knottingley Sports Centre | 01977 722505 |
| • Lightwaves | 01924 302315 |
| • Thornes Athletic Stadium | 01924 302385 |
| Libraries & Information Services | 01924 302210 |
| Libraries (Main & Specialist) | |
| • Castleford Library | 01977 722085 |
| • Pontefract Library | 01977 727692 |
| • Wakefield (Drury Lane) Library | 01924 305378 |
| • Wakefield Reference and Information Library | 01924 302230 |
| • Yorkshire Music and Drama Library | 01924 302229 |
| • Schools Library Service | 01924 302238 |
| • Sure Start Toy Library | 01924 302274 |
| Licences: | |
| • Alcohol and Premises | 01924 302922 |
| • Entertainment | 01924 302923 |
| • Street Collection Permits | 01924 302931 |
| • Taxis and Private Hire | 01924 302921 |
| Listed Buildings / Advice (Conservation Areas) | 01924 306656 |
| Local Land Charges | 01924 305260 / 305237 |

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| Market Enquiries | 01924 307825 |
| Mayor's Office | 01924 305345 |
| Minerals Planning | 01924 306586 |
| Museums | |
| • Clarke Hall | 01924 302700 |
| • Pontefract Museum | 01977 722740 |
| • Wakefield Museum | 01924 305356 |

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| Neighbourhood Renewal | 01924 305040 |
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| Overview & Scrutiny | 01924 305957 |
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| Parent Advice and Mediation Service | 01924 305337 |
| Parks and Recreational Development | 01924 307489 |

Parks:

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| • Pontefract Park | 01977 723491 |
| • Pugneys Country Park | 01924 302360 |
| • Thornes Park | 01924 302382 |
| • Vale Head Park | 01977 723195 |
| Planning Applications | 01924 306636 |
| Planning Enforcement | 01924 306589 / 306592 |
| Playing Fields - Bookings and Enquiry Line | 01924 302511 |
| Playing Fields - Condition (Automated Enquiry Line) | 01924 307496 |
| Postal / Proxy Voting | 01924 305023 |
| Private Rented Housing Standards | 01977 722260 |
| Procurement | 01924 306781 |
| Public Highways | 01924 306077 |
| Public Rights of Way (Definitive Map) | 01924 306091 |
| Public Rights of Way (Maintenance) | 01924 306041 |

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| REACH Team (Education of Looked After Children) | 01977 722828 |
| Recruitment: | |
| • Education | 01924 305719 |
| • Environment | 01924 302489 |
| • Resources (including Financial Services, Planning & Regeneration, Corporate Groups) | 01924 306427 |
| • Social Services & Health | 01924 307752 |
| Register of Electors | 01924 305023 |
| Register of Births, Marriages & Deaths: | |
| • Pontefract District | 01977 722670 |
| • Wakefield District | 01924 302185 |
| Road Safety | 01924 306000 |

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| Safe Routes to Schools | 01924 306337 |
| School Admissions | 01924 305616 / 305617 / 305789 / 306766 |
| School Clothing Grants | 01924 305515 |
| School Crossing Patrols | 01924 305721 |
| School Exclusions and Alternative Learning | 01226 392420 |
| School Improvement Service / Advisors | 01924 305683 |
| Scrutiny | 01924 305957 |
| SEN Parent Partnership Service | 01924 303662 |
| Spatial Policy (Local Development Framework / UDP) | 01924 306617 |
| Special Educational Needs (General Enquiries) | 01924 306711 |
| Strategic Funding | 01924 305880 |
| Street Naming | 01924 306582 |
| Student Financial Support | 01924 305515 |
| Swimming Pools: | |
| • Castleford Pool | 01977 722055 |
| • Minsthorpe Pool | 01977 723200 |
| • Normanton Pool | 01924 302475 |
| • Pontefract Pool | 01977 722755 |
| • Sun Lane Pool | 01924 302370 |

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| Tourist Information Centre | 0845 601 8353 |
| Traveller / Gypsy Liaison | 01924 306932 |
| Tree Maintenance | 01924 307495 |
| Tree Preservation Orders | 01924 306587 |

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| Vacant and Derelict Property Enquiries | 01924 722260 |
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| Wakefield Art Gallery | 01924 305796 |
| Wakefield District Partnership | 01924 306960 |
| Wedding Room Hire | 01924 305198 |
| Welfare Benefits & Employment Rights | 01924 303606 |
| Winning Council Business | 01924 306781 |

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| Young People's Services | 01226 392317 |
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key service numbers

Central Switchboard

(For all general enquiries)
Monday - Thursday 8.30am - 5.00pm
Friday 8.30am - 4.30pm
01924 306090

Environment Services (24 hrs)

Abandoned Vehicles, Air Pollution, Anti-Social Behaviour, Blocked Drains, Bulky Refuse, Car Parking, Cesspools, Cleansing, Clinical Waste, Dead Animal Collection, Dog Fouling, Fallen trees/branches, Floods, Food & Hygiene, Fly-Tipping, Graffiti, Grass left after Cutting, Highways Maintenance, Hypodermic Needles Disposal, Ice on Footpaths, Leisure Enquiries, Litter, Noise, Noxious Waste, Overflowing Litter Bins, Overhanging Vegetation, Pest Control, Potholes, Recycling, Refuse Collection, Septic Tanks, Skip Hire, Snow Clearance, Spilled Refuse, Street Cleaning, Traffic Matters, Traffic Signals, Weeds Overgrown
0845 8 506 506

Social Care Direct (24 hrs)

Adult Services, Advice, Assessment of need, Bus Passes (Disabled), Childrens Services, Community Meals Service, Fostering, Guidance, Help with Adoption, HIV/Aids, Home Care
0845 8 503 503

Wakefield District Housing (24 hrs)

(Housing One Call)
For all housing enquiries including: Allocations, Arrears, Lettings, Repairs, Tenancy Issues
0845 8 507 507

other contact numbers

Citizens Advice Bureau

0870 121 2044

Gas Emergency

0800 111 999

First

Development Agency for the Wakefield District
01924 306498

Floodline

0845 988 1188

Hospitals

Pinderfields
01924 201688
Pontefract General Infirmary
01977 600600
NHS Direct
0845 46 47

Metro

Access Bus
01274 304297

Metroline

Bus and train information throughout West Yorkshire
0113 245 7676

Police

0845 60 60 606

Public Analyst

0113 383 7550

Street Lighting Faults

0800 783 1654

Trading Standards

Consumer advice, Enforcement of trading legislation, Underage sales reporting, weights & measures
08454 04 05 06

West Yorkshire Archaeological Services

0113 383 7500

West Yorkshire Archive Service

01924 305980

West Yorkshire Joint Services

0113 253 0241

Difficulty with Hearing

Typetalk calls welcome
Dial: 18001 + Area Code + Service Number
Emergency Services
Police/Fire/Ambulance
Dial: 18003 + 999
Minicom - All services
Dial: 01924 303455