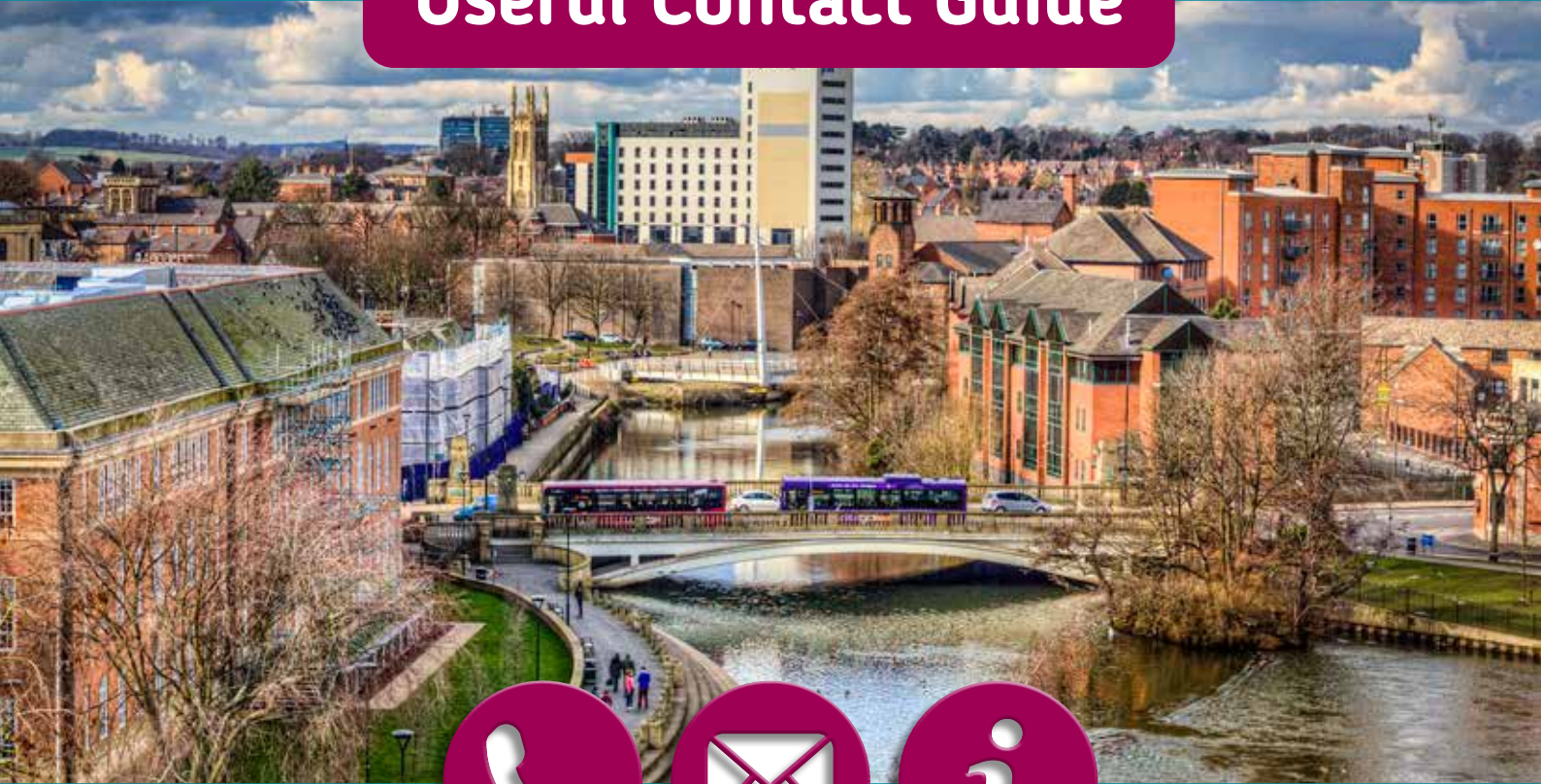





BID Offices – to speak to one of the BID team (BID Manager, Project Executive or BID Ranger)






Useful Contact Guide



 @SPQDerby
 /StPetersQuarterDerby
 StPetersQuarterDerby

www.stpetersquarter.co.uk
or email via enquiries@stpetersquarter.co.uk
St Peters Quarter BID – 01332 419050

**St Peters
Quarter**
DERBY

 @DerbyCQ
 /cathedralquarterderby
 CathedralQuarterDerby

www.derbycathedralquarter.co.uk
or email via enquiries@derbycathedralquarter.co.uk
Cathedral Quarter BID – 01332 419053

**CATHEDRAL
Quarter**
DERBY

This leaflet has been compiled by Cathedral Quarter and St Peters Quarter Business Improvement Districts (BIDs). The details below are provided to help you in determining who to contact in specific incidences.

Derby City Council

Business Rates & BID Levy Payments

Enquiries: **01332 642428**.

Payments: **0345 600 1982**

Phone lines are open Monday – Friday between 9am and Midday.

Email: business.rates@derby.gov.uk

Council Customer Services general enquiries and to contact Streetpride contact number – **01332 640000**

Streetpride aims to work with Derby's communities and to involve them in improving their local environment. The following are some of the services covered by Streetpride:

- Litter and fly-tipping
- Street and traffic lights
- Drugs paraphernalia/needles
- Road/path maintenance
- Dog and human fouling
- Blocked roadside drains/gullies
- Graffiti
- Abandoned vehicles
- Fly posting
- Trees
- Parking in Derby

As well as the above contact details, you can report a problem or request a service using Derby City Council's online forms at:

www.derby.gov.uk/streetpride/

Highways – email: highways.maintenance@derby.gov.uk

Parking services – email: parking.services@derby.gov.uk or visit: www.derby.gov.uk/transport-and-streets/parking-in-derby/

Damaged bus shelter – **01332 640815**, email: traffic.management@derby.gov.uk

Environmental Health – **01332 642020**, email: environmental.services@derby.gov.uk

Flooding – **01332 641789, 0333 200 6981** (out of hours), email: flooddefence@derby.gov.uk

Food Hygiene & Food Safety – **01332 640779**, email: foodandsafety.duty@derby.gov.uk

Pest Control – **01332 641994** between 9am and 1pm, email: pest.control@derby.gov.uk

Trading Standards – Consumer Advice: **03454 040506**. Trader Advice: **01332 640780**, email: environmental.services@derby.gov.uk

Dangerous building/structure – **0333 880 2000**, www.dbcp.co.uk/contact

Derby Homes – **01332 888777**

Derby LIVE

Derby LIVE is part of Derby City Council and is responsible for space hire in the city. It also manages a number of city centre venues, produces events issues codes of practice for Street Buskers, Entertainers and Charity collecting issues.

General Enquiries – **01332 255443**, email: derbylive@derby.gov.uk

Space Hire (in the City) – **01332 640836**, email: spacehire@derby.gov.uk

East Midlands Chamber

info@emc-dnl.co.uk

East Midlands Chamber is a membership organisation offering a wide range of business support services from lobbying and campaigning, showcasing and market-making activities to workforce training and development.

General enquiries: **0333 320 0333**

Free business advice: **0330 053 8639**

Derby Chamber Office: **01332 851280**

Reporting Crime

Derbyshire Business Crime Prevention Partnership (DBCRP) and DISC – crime intelligence sharing scheme

Membership is free to all BID levy payers please contactenquiries@derbycathedralquarter.co.uk or enquiries@stpetersquarter.co.uk or speak to your BID Ranger.

Pubwatch

– derbycitypubwatchradios@gmail.com

Storewatch – **01332 380500**, email: storewatch@gmail.com

Public Protection Officers (PPOs)

Chris Lucas – **07789 585178**, email: chris.lucas@derby.gov.uk

Zahid Javed – **07423 752141**, email: zahid.javed@derby.gov.uk

General enquiries, email: PPOTeam@derby.gov.uk

Derby City Council's Public Protection Officers (PPOs) support businesses with several issues namely but not limited to; buskers, begging, fly-tipping.

DCC's PPO's also carry around sharps boxes and they will remove needles if found on their patrols.

Police

Emergency: **999**

Non-emergency: **101**

In the case of an emergency, 999 should always be the first port of call. An emergency is classed as a situation in which there is a risk of injury, a risk of severe damage to property, where an alleged crime is taking place or where there is a serious instance in which police attendance is required immediately.

The police non-emergency number 101 can be used for non-emergency calls.

Derby City Safer Neighbourhood Team (SNT) can be reached via email:

DerbyCitySNT@Derbyshire.PNN.Police.UK

Derby City SNT covers Derby city centre and belongs to the Derby North policing section.

You can use the email address above to provide information relating to non-emergency crime and anti-social behaviour in the city centre.

Action Fraud – **0300 123 2040**

ActionFraud is the UK's national fraud and cyber crime reporting centre, providing a central point of contact for information.

Crimestoppers is an independent charity that allows people to report crime anonymously by calling **0800 555 111**

Homelessness/Housing needs

Streetlink – Report via www.streetlink.org.uk

Service enabling members of the public to connect people sleeping rough with the local services that can support them.

REST – Call Monday to Friday between 8.30am and 5pm on **01332 888777**. Outside of these times use the same number to contact the emergency out-of-hours service.

Email: REST@derbyhomes.org.

Housing Options – **01332 640085, 01332 786968** (out of hours),

email: housing.options@derby.gov.uk

Offers support around housing and homelessness including housing advice, help for homeless people and access to emergency and hostel accommodation in Derby.

Drug & Alcohol Support Services

Substance Misuse Team – **0300 7900265**

Provides support for individuals affected by drug and alcohol issues.

FRANK (24hr Drugs Helpline) – **0300 123 6600**, email: frank@talktofrank.com

Confidential drugs advice, including information on where to get help.

D2N2 Local Enterprise Partnership

0115 9578250

D2N2 is the Local Enterprise Partnership (LEP). LEP's play a central role in deciding local economic priorities, undertaking activities to drive economic growth and create local jobs. The D2N2 Growth Hub provides a 'one stop shop' for new and developing businesses looking for advice on training, growth, and how to access funding.

D2N2 Growth Hub – **0333 0069178**

Other helpful contact details

Citizens Advice Bureau – **0300 330 9002**

Victim Support – **0800 612 6505**

Environment Agency Flood Line (River flooding) – **0800 807060**

Severn Trent Customer Services

(Sewer or water main flooding) **0800 783 4444**

Please note that although the details shown above should be your first port of call, there may be occasions where the responsibility lies with another agency depending on land ownership or responsibility. Where this is the case you may be provided with alternative contact details to pursue your query.