



# **How to contact Pembrokeshire County Council**

## **A guide for City, Town & Community Councils**

Version  
**13 March 2023**

## My Account

Wherever possible requests for service should be raised using the online **My Account** service:

<https://account.pembrokeshire.gov.uk/>

If you have not already done so, you need to create an account which is a simple process. A guide on how to create an account can be found here:

<https://www.pembrokeshire.gov.uk/digital-services/create-a-new-my-account>

We strongly recommend that **all City, Town and Community Council Clerks** register for My Account to simplify your Council's contact with the County Council.

As well as being able to request services and log issues, you can also use My Account to sign up for notifications to be sent to you. These include:

- Waste and recycling collection reminders
- Press releases
- New online services
- Council consultations
- Cleddau bridge closures
- School closures

## Contact Centre

For most service requests that cannot be raised through My Account, the simplest way to contact the County Council is via the Contact Centre e-mail address:

[enquiries@pembrokeshire.gov.uk](mailto:enquiries@pembrokeshire.gov.uk)

If the matter is urgent, you can call the Contact Centre:

**01437 764551**

The Contact Centre team will either send the enquiry on to the appropriate team or signpost you to them.

## A to Z of service contacts

In general we prefer you to contact us via e-mail (if you can't log the issue on My Account).

Service	Details
Abandoned vehicles	Use My Account to report issues (under Roads & Transport / Report a maintenance issue / Abandoned vehicles)
Allotments	Enquiries through My Account (Land and Property / Land and Property Enquiries)
Biodiversity	<a href="mailto:biodiversity@pembrokeshire.gov.uk">biodiversity@pembrokeshire.gov.uk</a>
Bus passes	Concessionary Travel Cards including Disabled Persons Travel Pass contact: Transport for Wales <a href="http://www.tfw.wales/travelcard">www.tfw.wales/travelcard</a> or 0300 303 4240. Companion bus passes are issued by public transport: <a href="mailto:public.transport@pembrokeshire.gov.uk">public.transport@pembrokeshire.gov.uk</a> or telephone the Contact Centre.
Buses	Details of all local bus services, routes and timetables can be found on the PCC website: <a href="https://www.pembrokeshire.gov.uk/bus-routes-and-timetables/bus-routes-list-all-buses">https://www.pembrokeshire.gov.uk/bus-routes-and-timetables/bus-routes-list-all-buses</a>
Code of Conduct (and standards)	Kelly Byrne, Deputy Monitoring Officer <a href="mailto:kelly.byrne@pembrokeshire.gov.uk">kelly.byrne@pembrokeshire.gov.uk</a> Rhian Young, Monitoring Officer <a href="mailto:rhian.young@pembrokeshire.gov.uk">rhian.young@pembrokeshire.gov.uk</a>
Community Asset Transfer (CAT)	Including Council buildings, public conveniences, play areas and public green spaces See: <a href="https://www.pembrokeshire.gov.uk/community-asset-transfer">https://www.pembrokeshire.gov.uk/community-asset-transfer</a> Use My Account for enquiries and to submit an expression of interest, (under Land and Property / Community Asset Transfer)
Community Regeneration	<a href="mailto:cru@pembrokeshire.gov.uk">cru@pembrokeshire.gov.uk</a> Details of the Enhancing Pembrokeshire grant can be found on the PCC website: <a href="https://www.pembrokeshire.gov.uk/grants/the-enhancing-pembrokeshire-grant">https://www.pembrokeshire.gov.uk/grants/the-enhancing-pembrokeshire-grant</a>
Council Tax	To manage bills, discounts, exemptions, and for any general enquiries, use My Account, (under Council Tax & Bills)
Disabled access	<a href="mailto:accessofficer@pembrokeshire.gov.uk">accessofficer@pembrokeshire.gov.uk</a>
Dog fouling	Use the Contact Centre

Service	Details
Dogs	For issues including stray dogs, dangerous dogs, micro-chipping, community dog watch schemes: <a href="mailto:dogcontrol@pembrokeshire.gov.uk">dogcontrol@pembrokeshire.gov.uk</a>
Elections (and dealing with casual Council vacancies)	<a href="mailto:electoralservices@pembrokeshire.gov.uk">electoralservices@pembrokeshire.gov.uk</a> Tel. 01437 775844
Emergencies	For issues such as flooding and severe weather, <a href="https://www.pembrokeshire.gov.uk/situation-updates">https://www.pembrokeshire.gov.uk/situation-updates</a> For general emergency planning enquiries including community resilience: <a href="mailto:emplun@pembrokeshire.gov.uk">emplun@pembrokeshire.gov.uk</a>
Environmental health issues	Use My Account to report issues including noise pollution, bonfire nuisance, invasive weeds etc (under Environmental Health / Environmental Health Issues)
Fly tipping	Use My Account to report issues (under Your Community / Area Maintenance)
Gritting	Information about winter driving and gritting routes can be found on the PCC website: <a href="https://www.pembrokeshire.gov.uk/road-maintenance/winter-driving-and-gritting-routes">https://www.pembrokeshire.gov.uk/road-maintenance/winter-driving-and-gritting-routes</a>
Highway verge mowing	Use My Account to report issues (Your Community / Area Maintenance) Information about our approach to highway verge mowing is set out on the PCC website: <a href="https://www.pembrokeshire.gov.uk/road-maintenance/highway-verge-mowing">https://www.pembrokeshire.gov.uk/road-maintenance/highway-verge-mowing</a>
Housing adaptations	Use the Contact Centre More information can be found on the PCC website: <a href="https://www.pembrokeshire.gov.uk/private-housing/adaptations">https://www.pembrokeshire.gov.uk/private-housing/adaptations</a>
Housing and homelessness	<a href="mailto:housing@pembrokeshire.gov.uk">housing@pembrokeshire.gov.uk</a> Housing applications can be made at <a href="https://www.choicehomespembrokeshire.org/">https://www.choicehomespembrokeshire.org/</a>
Housing benefit	Visit the PCC website for more information: <a href="https://www.pembrokeshire.gov.uk/Housing-Benefit">https://www.pembrokeshire.gov.uk/Housing-Benefit</a>
Litter bins	Use My Account to report issues (under Your Community / Area Maintenance)
Parking	Use My Account to pay for all types of Parking Permits (under Parking / Parking Permits) Lots of information on the PCC website: <a href="https://www.pembrokeshire.gov.uk/parking-in-pembrokeshire">https://www.pembrokeshire.gov.uk/parking-in-pembrokeshire</a>
Parking enforcement	<a href="mailto:parking@pembrokeshire.gov.uk">parking@pembrokeshire.gov.uk</a>

<b>Service</b>	<b>Details</b>
Parking fines	To pay or challenge a parking fine visit <a href="http://www.wppp.org.uk">www.wppp.org.uk</a>
Parks, gardens and public open spaces	Use the Contact Centre
Pavements and footways	Use My Account to report issues (under Your Community / Area Maintenance)
Planning and Building Control	Applications can be paid for on My Account (Planning & Building Control / Pay for Applications). Also lots of information on the PCC website including submitting applications, searching applications, requesting pre-planning advice: <a href="https://www.pembrokeshire.gov.uk/planning-and-building-control">https://www.pembrokeshire.gov.uk/planning-and-building-control</a>
Planning policy	<a href="https://www.pembrokeshire.gov.uk/local-development-plan">https://www.pembrokeshire.gov.uk/local-development-plan</a>
Play areas	Use My Account to report issues (under Your Community / Area Maintenance)
Pot holes & other road damage	Use My Account to report issues (under Your Community / Area Maintenance)
Precepts	<a href="mailto:revenue.services@pembrokeshire.gov.uk">revenue.services@pembrokeshire.gov.uk</a>
Public rights of way and footpaths – access	For maintenance, gates, stiles, surfacing, improvements etc contact <a href="mailto:countrysideaccess@pembrokeshire.gov.uk">countrysideaccess@pembrokeshire.gov.uk</a> For public rights of way in the Pembrokeshire Coast National Park see <a href="https://www.pembrokeshirecoast.wales/things-to-do/walking-in-the-park/">https://www.pembrokeshirecoast.wales/things-to-do/walking-in-the-park/</a> or contact <a href="mailto:prow@pembrokeshirecoast.org.uk">prow@pembrokeshirecoast.org.uk</a>
Public rights of way and footpaths – legal	For the definitive map and statement, enforcement, legal matters etc see <a href="https://www.pembrokeshire.gov.uk/definitive-map">https://www.pembrokeshire.gov.uk/definitive-map</a> Email <a href="mailto:prowl@pembrokeshire.gov.uk">prowl@pembrokeshire.gov.uk</a>
Public toilets	Contact Danfo to report issues – details are available on each public toilet (include the Asset Number in any report)
Road closures and road works	<a href="https://www.pembrokeshire.gov.uk/road-maintenance/road-works-by-start-date">https://www.pembrokeshire.gov.uk/road-maintenance/road-works-by-start-date</a> Email <a href="mailto:roadclosures@pembrokeshire.gov.uk">roadclosures@pembrokeshire.gov.uk</a>
Road safety (including education and school crossing patrols)	<a href="mailto:roadsafe@pembrokeshire.gov.uk">roadsafe@pembrokeshire.gov.uk</a>
Road signs	Use My Account to report any that need cleaning or repair (Your Community / Area Maintenance)

Service	Details
	Requests for new signs to <a href="mailto:traffic@pembrokeshire.gov.uk">traffic@pembrokeshire.gov.uk</a> Signs on Trunk Roads dealt with by South Wales Trunk Roads Agency <a href="https://traffic.wales/south-wales-trunk-road-agent-swtra">https://traffic.wales/south-wales-trunk-road-agent-swtra</a>
Roadworks	Existing and upcoming roadworks can be found on the PCC website: <a href="https://www.pembrokeshire.gov.uk/road-maintenance/road-works-by-start-date">https://www.pembrokeshire.gov.uk/road-maintenance/road-works-by-start-date</a>
Safeguarding	Any safeguarding concerns (children or adults) use the one of the following: <ul style="list-style-type: none"> <li>• Child Assessment Team 01437 776444</li> <li>• Adult Safeguarding Team 01437 776056</li> </ul> Out of hours use 03003 332222. If you believe someone is at immediate risk of harm, contact Dyfed Powys Police.
School meals (including free school meals and cashless catering)	Information on school meals can be found at <a href="https://www.pembrokeshire.gov.uk/school-meals">https://www.pembrokeshire.gov.uk/school-meals</a>
School places and school transport	Apply using My Account (Schools & Learning / School Admissions and Transport)
Street Lighting	Use My Account to report issues (Your Community / Area Maintenance)
Traffic management	Including parking restrictions and introducing road safety measures <a href="mailto:traffic@pembrokeshire.gov.uk">traffic@pembrokeshire.gov.uk</a>
Waste and recycling	Use My Account for details of waste collections, report missed collections, book bulky household waste collections, order replacement bags and boxes, and to book a slot at a Waste and Recycling Centre (under Waste & Recycling)