How to contact the council and get value for money from local services

2014-2015

Lowest council tax in the country

Westminster City Council
Westminster City Hall
64 Victoria Street
London SW1E 6QP

westminster.gov.uk

City of Westminster
Welcome to this year’s directory, which sets out how you can access all the services we provide.

For the seventh year running we have frozen council tax which makes the band D bill for services in Westminster £377.74. We also plan to freeze council tax again next year.

We are committed to delivering value for money, clean and safe streets and quality local services whilst taking the minimum we need to fund services and continuing to work in new and imaginative ways to make your money go further.

As we build on our Better City, Better Lives programme over the next year we will be investing over £1m to help people lose weight and quit smoking so people can live longer, healthier lives. We will build a new library in Marylebone when many other councils are closing theirs.

Building work has already started this year on 1000 new homes to help ease the housing shortage and, subject to planning approval, we hope to start building a new state-of-the-art leisure centre in Queens Park and upgrade our sports facilities at Jubilee Leisure Centre. Plus, our new and improved website makes it easier and more convenient for you to access certain services, make payments and contact the council.

I believe that despite a challenging financial environment our plans for the future will ensure we continue to improve lives and deliver value for money for Westminster residents.

Councillor Philippa Roe
Leader of Westminster City Council

A safer, healthier more enterprising city

Our vision is for Westminster to have clean and safe streets, for our residents to pay low tax and receive the best quality public services, and to create opportunities for everybody to achieve. Through our Better City Better Lives programme which we launched last year we are taking great strides to achieve this and we are continuing to build on these successes to keep our city safer, healthier and more enterprising.

How we will achieve this:

1. Freezing on-street parking charges for a second year. We will invest £8.5m into the city’s roads and infrastructure and work with the Metropolitan Police to make our roads safer for cyclists.

2. Ensuring there is a place in education, employment or training for all young people after they complete their GCSE’s.

3. Helping over 1000 people into work this year through our employment support and apprenticeship programmes.

4. Reducing reoffending among short term offenders by investing £1.8m to provide targeted support.

5. Combating loneliness among older people through Silver Sunday, a day of free activities to bring older people together.

Find out more about Better City, Better Lives at westminster.gov.uk
Do more online

Our new website will make it quicker and easier for you to access services anytime anywhere, find information and do more online than ever before.

This month we launched the first of a series of improvements to our website as part of our commitment to increase and improve the services we offer online. Improving the website will also help us save money and protect frontline services as we reduce incoming calls to our customer service call centre.

Services now available online:

• A new pre-planning advice form to help you get your planning application through more easily. Plus regular notifications to update you on the status of your planning application.
• You will be able to see the photographic evidence we have so you can understand why you were issued with a parking ticket.
• Report problems such as noise, dog fouling and potholes from your mobile or tablet.

Coming soon

Over the next few months you will notice more changes as new services come online:

• Quicker, simpler process to apply for a library card.
• Book and pay for a wedding online.
• Find relevant information about services based on where you live.

Don’t ignore it – report it!

Keeping our streets safe and clean is a top priority for us, which is why we’ve made it easier for you to report problems you see on the street.

We regularly monitor all our streets but you can help us to fix problems more quickly by telling us about them. You can report anything from dumped rubbish to potholes, dog fouling to broken street lights, graffiti to illegal street traders.

Simply visit westminster.gov.uk/report-it from your mobile or tablet. Once you have added in a few details about the nature and location of the problem you can upload a photo of what you have seen and send it to us straight away.

Tell us what you think

Whilst we’re improving our website we would welcome your feedback about the new site.

Email websitefeedback@westminster.gov.uk to tell us what you think.

Find out more at westminster.gov.uk/report-it
Your council tax bill 2014/15*

<table>
<thead>
<tr>
<th>Band</th>
<th>Westminster City Council</th>
<th>Greater London Authority</th>
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<tr>
<td>%</td>
<td>0%</td>
<td>-1.3%</td>
<td>-0.6%</td>
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*Excluding levy for Montpelier Square Garden Committee and the Queen’s Park Community Council precept

Budget

Where the council’s income comes from

Total General Fund Income 2014/15 £1.3bn

- Council Tax: £46m
- Specific Grants and Contributions: £444m
- Localised Business Rates*: £527m
- Revenue Support Grant: £97m
- Trading and Other Income: £207m
- Transfer from reserves: £2m
- Total: £1,321m

*Note that Localised Business Rates includes £453m of receipts that are paid to CLG as a tariff

Switch to Direct Debit and win a life changing £25,000 in our prize draw

Look out for details in your council tax bill or via www.directdebit.co.uk/londoncounciltax, or more information to view the Prize Draw terms and conditions, and the Direct Debit Guarantee.
Contacting the council is easier than ever before

Go online or call one of these numbers to find out about the services you receive through your council tax.

**Adult services**
@ westminster.gov.uk/adultservices
020 7641 2500  
Social care for vulnerable adults such as disabled or older people, or tell us if you are worried about someone.

**Business line**
@ westminster.gov.uk/business
020 7641 7000  
For local businesses to enquire about planning, licensing, environmental health, commercial waste and business rates.

**Children’s services**
@ westminster.gov.uk/childrenservices
020 7641 4000  
Social services, childcare, schools, family support and information or tell us if you are worried about a child.

**Council tax**
@ westminster.gov.uk/counciltax
0845 302 3400  
Pay, register, check your balance, set up a direct debit or make an enquiry.

**Housing**
@ westminster.gov.uk/housing
020 7641 1000  
Housing advice, applications and advice about being homeless. For tenant or lessee advice, or issues with your council accommodation please contact your local estate office (see pages 15-16) or visit cwh.org.uk.

**Housing benefit and council tax support**
@ westminster.gov.uk/benefits
0800 072 0042  
Find out how to claim housing benefit and council tax support, tell us about changes to your personal circumstances or make an enquiry about your claim.

**Libraries**
@ westminster.gov.uk/libraries
020 7641 6200  
Renew books and DVDs, find your nearest library and opening times, make an enquiry or find out about arts and culture.

**Parking**
@ westminster.gov.uk/parking
020 7823 4567  
Find out about permits for residents and businesses, disabled badges and suspended parking bays. You can also pay or challenge a parking ticket.

**Planning, licensing and events**
@ westminster.gov.uk/planning
@ westminster.gov.uk/licensing
@ westminster.gov.uk/events
020 7641 6500  
Find out about planning permission, building control, licences, local land charges or what you need to do to run an event or film in Westminster.

**Registrars and electoral services**
@ westminster.gov.uk/registrar
@ westminster.gov.uk/elections
020 7641 7500  
Enquire about getting married in Westminster, register a birth or death, find out about the nationality checking service, book your British citizenship ceremony, register to vote or find out about elections.

**Rubbish, streets and environmental health**
@ westminster.gov.uk/recycling
@ westminster.gov.uk/report-it
020 7641 2000  
Find out about waste and recycling, pest control, food safety, health and safety and trading standards or report noise, graffiti, faulty streetlights and roadworks.

**Sport and leisure**
@ westminster.gov.uk/active
020 7641 2012  
Information on sports activities, clubs, competitions and sports.

**Value, money, FACT**
Receive special offers and discounts every Friday. Visit westminster.gov.uk/vfm

**General enquiries**
020 7641 6000
### Adult Social Services

- [westminster.gov.uk/adultservices](westminster.gov.uk/adultservices)
- **020 7641 2500**
- [adultsocialcare@westminster.gov.uk](mailto:adultsocialcare@westminster.gov.uk)

**Abuse of vulnerable adults**
- Adults with disabilities
- Adult social care services
- Alcohol and drug problems
  - [daat@westminster.gov.uk](mailto:daat@westminster.gov.uk)

**Freedom Pass**
Free public transport for older and disabled people.
- [freedompass@westminster.gov.uk](mailto:freedompass@westminster.gov.uk)

**Handyperson scheme**
- [res@westminster.gov.uk](mailto:res@westminster.gov.uk)

**Home care services**

**Home meals service**

**Older people**

**Shopper service**

**Other adult social services numbers**

- **Adult education**
  - [waes.ac.uk](http://waes.ac.uk)
  - [info@waes.ac.uk](mailto:info@waes.ac.uk)
  - **020 7297 7297**

- **Learning disability services**
  - [wldp@westminster.gov.uk](mailto:wldp@westminster.gov.uk)
  - **020 7641 7411**

- **Mental health services**
  - [cnwl.nhs.uk](http://cnwl.nhs.uk)
  - **020 7854 4253**

- **Community supportive housing**
  - [info@advocacyplus.org.uk](mailto:info@advocacyplus.org.uk)
  - **020 7641 1000**

- **Taxicard**
  - [taxicard.org.uk](http://taxicard.org.uk)
  - **020 7934 9791**

### Business line

- **020 7641 7000**

### Other business numbers

- **Commercial waste**
  - **020 7641 6180**

### Children’s Services

- [westminster.gov.uk/childrenservices](westminster.gov.uk/childrenservices)
- **020 7641 4000**
- [accessstochildrensservices@westminster.gov.uk](mailto:accessstochildrensservices@westminster.gov.uk)

**Abuse of children, or if you are worried about a child**

**Adoption**
- [westminster.gov.uk/adoption](westminster.gov.uk/adoption)
- [adoption@westminster.gov.uk](mailto:adoption@westminster.gov.uk)

**Childminding and nurseries**
- [fis@westminster.gov.uk](mailto:fis@westminster.gov.uk)

**Children’s Centres**
Please call the centre direct (see page 12)

**Family Information Service**
- [fis@westminster.gov.uk](mailto:fis@westminster.gov.uk)

**Fostering**
- [westminster.gov.uk/fostering](westminster.gov.uk/fostering)
- [fostering@westminster.gov.uk](mailto:fostering@westminster.gov.uk)

**Schools** (please call the school direct)
- [westminster.gov.uk/schools](westminster.gov.uk/schools)

**School admissions**
- [schooladmissions@westminster.gov.uk](mailto:schooladmissions@westminster.gov.uk)

**Youth offending team**

**Youth council**

**Young people and youth participation**

### Complaints (Adult services)

- **0800 587 0072**
## Other children’s services numbers

### Children with disabilities
- Tel: 020 7266 7112

### Play service, centre based and free play
- Tel: 020 7641 1107
  - acracknell@westminster.gov.uk

### School meals
- fsm@westminster.gov.uk
- Tel: 020 7641 3412

### Special educational needs
- Tel: 020 7361 3311

### Student finance
- Tel: 0845 300 5090

Visit your local children’s centre for advice, support and training.

### North West

<table>
<thead>
<tr>
<th>Place</th>
<th>Tel</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bayswater</strong></td>
<td>020 7641 1350</td>
<td>Adjacent to St. Mary of the Angels Primary School, Shrewsbury Road, W2 5PR</td>
</tr>
<tr>
<td><strong>Harrow Road</strong></td>
<td>020 7641 5804</td>
<td>Mary Paterson Nursery School, 13 Riverton Close (off Ashmore Road), W9 3DF</td>
</tr>
<tr>
<td><strong>Queen’s Park</strong></td>
<td>020 7641 5838</td>
<td>88 Bravington Road, W9 3AL</td>
</tr>
<tr>
<td><strong>Queensway</strong></td>
<td>020 7087 4960 (option 4)</td>
<td>Hallfield Primary School, Hallfield Estate, W2 6JJ</td>
</tr>
<tr>
<td><strong>Westbourne</strong></td>
<td>020 7641 4312</td>
<td>Edward Wilson Primary School, Senior Street, W2 5TL</td>
</tr>
</tbody>
</table>

### South

<table>
<thead>
<tr>
<th>Place</th>
<th>Tel</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Churchill Gardens</strong></td>
<td>020 7641 5923</td>
<td>Churchill Gardens Primary School, Ranelagh Road, SW1V 3EU</td>
</tr>
<tr>
<td><strong>Marsham Street</strong></td>
<td>020 7828 4083</td>
<td>121 Marsham Street, SW1P 4LP</td>
</tr>
<tr>
<td><strong>West End</strong></td>
<td>020 7641 4301/020 7439 1578</td>
<td>Soho Family Centre, 23 Brewer Street, W1R 3FF</td>
</tr>
</tbody>
</table>

### Council tax

- westminster.counciltax1@secure.capita.co.uk (for street addresses A-K)
- westminster.counciltax2@secure.capita.co.uk (for street addresses L-Z)
- Tel: 0845 302 3400
- westminster.gov.uk/counciltax
## Health services (NHS)

**020 7150 8000**

### Dentists

### Doctors

### Family planning clinics

### Stop smoking clinics

### Urgent medical assistance

**111**

If you need medical help fast but your situation is not life-threatening, call the NHS on 111 to speak to a trained advisor.

## Housing

**020 7641 1000**

### Homelessness

### Housing options

### Private sector housing

**res@westminster.gov.uk**

### Rough sleeping

**westminster.gov.uk/roughsleeping**

**020 7641 3841**

### Other housing numbers

### CityWest Homes (tenants)

**cwh.org.uk**

**info@cwh.org.uk**

**020 7245 2000**

### Repairs (CityWest Homes tenants)

**0800 358 3783**

**020 7286 7412** (out of hours emergencies)

### CityWest Homes (Complaints)

**0800 358 3785**

### Estate offices

Please call the estate office direct.

**Bayswater**

**bayswatereo@cwh.org.uk**

**020 7245 2169**

**Churchill Gardens**

**churchillgdns@cwh.org.uk**

**020 7245 2101**

**Church Street**

**churchstreeoteo@cwh.org.uk**

**020 7245 2753**

**Grosvenor**

**grosvenoreo@cwh.org.uk**

**020 7245 2777**

**Lillington and Longmoore**

**liloeo@cwh.org.uk**

**020 7245 2620**

**Lisson Green**

**lissongreeneo@cwh.org.uk**

**020 7245 2809**

**Little Venice**

**littleveniceeo@cwh.org.uk**

**020 7245 2333**

**Maida Vale**

**maidavaleeo@cwh.org.uk**

**020 7245 2201**

**Marylebone**

**maryleboneeo@cwh.org.uk**

**020 7245 2710**

**Mozart**

**mozarteo@cwh.org.uk**

**020 7245 2651**

**Paddington Green**

**paddingtongreen@cwh.org.uk**

**020 7245 2511**

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### Changes to health services

Since April 2013 responsibilities for public health and some health services transferred from the NHS to the council. The council is now responsible for providing the following services:

- sexual health
- drug and alcohol treatment
- health checks for 40 to 74 year olds
- school nursing programmes
- giving up smoking
- childhood obesity including the national child measurement programme.

The changes do not affect health care for the treatment of injuries, illness or urgent medical conditions which remain the responsibility of the NHS.
### Your recycling guide

Your mixed recycling collection is weekly

#### You can recycle:

<table>
<thead>
<tr>
<th>Mixed Paper &amp; Card</th>
<th>Plastic Bottles, Pots, Tubs &amp; Trays</th>
<th>Mixed Glass Bottles &amp; Jars</th>
<th>Food Tins &amp; Drink Cans</th>
<th>Cartons</th>
</tr>
</thead>
</table>

#### Changes to Council Tax benefit

You may have heard about changes to Council Tax benefit. In Westminster there are no changes to the way you receive your payment or to the amount you receive.

Since 1st April 2013 it has been known as Council Tax Support and not Council Tax Benefit.

Visit westminster.gov.uk/benefits for more information.

<table>
<thead>
<tr>
<th>Location</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pimlico</td>
<td><a href="mailto:pimlico@cw.org.uk">pimlico@cw.org.uk</a> 020 7245 2800</td>
</tr>
<tr>
<td>Queen’s Park</td>
<td><a href="mailto:queenspark@cw.org.uk">queenspark@cw.org.uk</a> 020 7245 2651</td>
</tr>
<tr>
<td>Soho and Covent Garden</td>
<td><a href="mailto:soho@cw.org.uk">soho@cw.org.uk</a> 020 7245 2560</td>
</tr>
<tr>
<td>St. John’s Wood</td>
<td><a href="mailto:stjohnswood@cw.org.uk">stjohnswood@cw.org.uk</a> 020 7245 2451</td>
</tr>
<tr>
<td>Westbourne Park</td>
<td><a href="mailto:pinnaclewestbourneparkeo@cw.org.uk">pinnaclewestbourneparkeo@cw.org.uk</a> 020 7245 2571</td>
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#### Housing benefit and council tax support

<table>
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<tr>
<th>Phone Number</th>
<th>Email Address</th>
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<tr>
<td>0800 072 0042</td>
<td>westminster.gov.uk/benefits</td>
</tr>
<tr>
<td></td>
<td>Council tax support to help pay council tax</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:westminster.benefits@secure.capita.co.uk">westminster.benefits@secure.capita.co.uk</a></td>
</tr>
<tr>
<td></td>
<td>Housing benefit to help pay rent</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:westminster.benefits@secure.capita.co.uk">westminster.benefits@secure.capita.co.uk</a></td>
</tr>
</tbody>
</table>

#### For more information

Visit: westminster.gov.uk/recycling • Call: 020 7641 2000

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value:: FACT

There are over 180 free or low cost activities on offer at our community hubs each week.

Visit: westminster.gov.uk/communityhub
## Libraries

**020 7641 6200**  
westminster.gov.uk/libraries  
libraries@westminster.gov.uk

### Archives and local studies

archives@westminster.gov.uk

### Arts and culture

arts@westminster.gov.uk

### Business Information Points

westminster.gov.uk/bip  
bip@westminster.gov.uk

### Home Library Service

homelibraryservice@westminster.gov.uk

### Renewals and enquires

Libraries
Archives  
10 St. Ann’s Street, SW1P 2DE

Charing Cross Library including the Chinese Library  
4-6 Charing Cross Road, WC2H 0HF

Church Street Library  
67 Church Street, NW8 8EU

Little Venice Sports Centre Library (self-service)  
10 Crompton Street, W2 1ND

Maida Vale Library  
Sutherland Avenue, W9 2QT

Marylebone Library and Information Service  
Macintosh House, 54 Beaumont Street, W1G 6DW

Mayfair Library  
25 South Audley Street, W1K 2PB

Paddington Library  
Porchester Road, W2 5DU (adults)  
Clifford Hall, Porchester Road, W2 5DU (childrens)

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## Parking

westminster.gov.uk/parking  
parkingenquiries@westminster.gov.uk  
020 7823 4567 (8am-6.30pm)

### Car Club

westminster.gov.uk/zipcar

### Challenge a parking ticket

westminster.gov.uk/challengepcn

### Disabled driver parking permits

parkingpermits@westminster.gov.uk

### Motorcycle parking

westminster.gov.uk/motorcycle

### Parking bay suspensions

parkingsuspensions@westminster.gov.uk

### Pay a parking ticket (24 hours)

westminster.gov.uk/paypcn

### Resident parking permits

parkingpermits@westminster.gov.uk

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Use our parking app to check the availability of over 3000 parking spaces.  
Visit: the Apple Store and Google store and search “ParkRight”.

You can borrow over a million books from libraries in Westminster, Kensington and Chelsea and Hammersmith and Fulham.  
Visit westminster.gov.uk/libraries
### Planning, licensing and events

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>Building control</td>
<td><a href="mailto:districtsurveyors@westminster.gov.uk">districtsurveyors@westminster.gov.uk</a></td>
</tr>
<tr>
<td>Conservation areas and listed buildings</td>
<td><a href="mailto:planninginformation@westminster.gov.uk">planninginformation@westminster.gov.uk</a></td>
</tr>
<tr>
<td>Local land charges and searches</td>
<td><a href="mailto:landcharges@westminster.gov.uk">landcharges@westminster.gov.uk</a></td>
</tr>
<tr>
<td>Markets and street traders</td>
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<tr>
<td>Planning applications and permissions</td>
<td><a href="mailto:planninginformation@westminster.gov.uk">planninginformation@westminster.gov.uk</a></td>
</tr>
<tr>
<td>Planning enforcement</td>
<td><a href="mailto:planning.enforcement@westminster.gov.uk">planning.enforcement@westminster.gov.uk</a></td>
</tr>
<tr>
<td>Special events, putting on an event or filming in Westminster</td>
<td><a href="mailto:specialeventsep@westminster.gov.uk">specialeventsep@westminster.gov.uk</a></td>
</tr>
<tr>
<td>Police</td>
<td></td>
</tr>
<tr>
<td>Report non-emergencies by calling 📞 101</td>
<td></td>
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<tr>
<td>In an emergency always call 📞 999</td>
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### Rubbish, streets and environmental health

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<td>Abandoned vehicles</td>
<td><a href="mailto:environmentalactionline@westminster.gov.uk">environmentalactionline@westminster.gov.uk</a></td>
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<tr>
<td>Animal warden</td>
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<tr>
<td>Bulky waste and special collections</td>
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<tr>
<td>CCTV</td>
<td><a href="mailto:dataprotection@westminster.gov.uk">dataprotection@westminster.gov.uk</a></td>
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<tr>
<td>Cemeteries</td>
<td><a href="mailto:parks@westminster.gov.uk">parks@westminster.gov.uk</a></td>
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<tr>
<td>Drains and sewers</td>
<td><a href="mailto:highwaysmanagement@westminster.gov.uk">highwaysmanagement@westminster.gov.uk</a></td>
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<tr>
<td>Fly tipping</td>
<td></td>
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<tr>
<td>Food safety</td>
<td><a href="mailto:foodsafety@westminster.gov.uk">foodsafety@westminster.gov.uk</a></td>
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<tr>
<td>Health and safety</td>
<td><a href="mailto:healthandsafety@westminster.gov.uk">healthandsafety@westminster.gov.uk</a></td>
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<tr>
<td>Highways licensing including temporary structures, scaffolds and cranes</td>
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<tr>
<td>Noise complaints (24 hours, 365 days a year)</td>
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<tr>
<td>Parks and gardens</td>
<td>westminster.gov.uk/parks</td>
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<tr>
<td>Pavement and highways maintenance</td>
<td></td>
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### Registrars and electoral services

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>Births</td>
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<td>Citizenship ceremonies</td>
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<tr>
<td>Deaths</td>
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<tr>
<td>Elections</td>
<td></td>
</tr>
<tr>
<td>Marriages and civil partnerships</td>
<td></td>
</tr>
<tr>
<td>Register to vote</td>
<td></td>
</tr>
</tbody>
</table>

### Police

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report non-emergencies by calling 📞 101</td>
<td></td>
</tr>
<tr>
<td>In an emergency always call 📞 999</td>
<td></td>
</tr>
</tbody>
</table>

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You can apply for a planning application online. We process over 12,000 every year. Visit westminster.gov.uk/planning.

You can now have your wedding or civil partnership ceremony at Mayfair Library. Visit westminster.gov.uk/register.
### Pest control
- pestcontrol@westminster.gov.uk

### Potholes
- environmentalactionline@westminster.gov.uk

### Recycling
- recycling@westminster.gov.uk

### Roads and pavements
- environmentalactionline@westminster.gov.uk

### Roadworks
- environmentalactionline@westminster.gov.uk

### Rubbish, bins and recycling collections
- environmentalactionline@westminster.gov.uk

### Skips
- environmentalactionline@westminster.gov.uk

### Street cleansing
- environmentalactionline@westminster.gov.uk

### Street lighting (except traffic lights, which are managed by Transport for London. Visit tfl.gov.uk)
- environmentalactionline@westminster.gov.uk

### Trading standards
- tradingstandards@westminster.gov.uk

### Trees
- privatelyownedtrees@westminster.gov.uk
- streetandparktrees@westminster.gov.uk

### Sport and leisure
- 020 7641 2012
- westminster.gov.uk/active
  - activities
  - clubs
  - competitions
  - school sports and PE
  - sports volunteering.

### Leisure Centres

- **Academy Sport**
  - 020 7121 0642
  - Westminster Academy, 255 Harrow Road, W2 5EZ

- **Jubilee Sports Centre**
  - 020 8960 9629
  - Caird Street, W10 4RR

- **Little Venice Sports Centre**
  - 020 7641 5111
  - 10 Crompton Street, W2 1ND

- **Marshall Street Leisure Centre**
  - 020 7871 7222
  - 15 Marshall Street, W1 7EL

- **Moberly Sports Centre**
  - 020 7641 4807
  - The Quadrant, Kilburn Lane, W10 4AH

- **Paddington Recreation Ground**
  - 020 7641 3642
  - Randolph Avenue, W9 1PD

- **Porchester Centre**
  - 020 7792 2919
  - Queensway, W2 5HS

- **Porchester Spa**
  - 020 7792 3980
  - Queensway, W2 5HS

- **Queen Mother Sports Centre**
  - 020 7630 5522
  - 223 Vauxhall Bridge Road, SW1V 1EL

- **Seymour Leisure Centre**
  - 020 7723 8019
  - Seymour Place, W1H 5TJ

- **St. Augustine’s Sports Centre**
  - 020 7641 3642
  - Rudolph Road, NW6 5SN

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**FACT**

300 street sweepers operate in Westminster 24 hours a day to keep the streets clean.

Visit: westminster.gov.uk/streetcleansing

1.1 million people a year use our leisure facilities at Paddington Recreation Ground.

Visit: westminster.gov.uk/active
Other useful numbers

Complaints and comments
Complaints and comments should be dealt with by the relevant service in the first instance. Contact us if you are unsure of the service you need:

westminster.gov.uk/complaints
customercomplaints@westminster.gov.uk
020 7641 5000

Councillors
westminster.gov.uk/councillors
020 7641 3255
Tachbrook, Vincent Square, Warwick, St James’, and Knightsbridge and Belgravia
020 7641 4299
Westbourne, Queen’s Park, Harrow Road and Church Street
020 7641 3411
West End, Bryanston and Dorset Square, Lancaster Gate, Hyde Park, Bayswater and Churchhill
020 7641 5371
Maida Vale, Little Venice, Abbey Road, Regent’s Park and Marylebone High Street

Cycling
cycling@westminster.gov.uk
020 7641 3241

Data protection
westminster.gov.uk/dp
dataprotection@westminster.gov.uk
020 7641 3921

Food Safety
westminster.gov.uk/foodsafety

Freedom of information
westminster.gov.uk/dp
dataprotection@westminster.gov.uk
020 7641 3921

Volunteering
volunteer.co.uk
020 7266 1992

FREE SWIMMING AND DISCOUNTS AT LEISURE CENTRES
Residents aged under 19, over 60, with a disability or seeking employment can get free swimming and discounts with an ActiveWestminster card.

Apply at your local leisure centre or online at westminster.gov.uk/active/discounts
Don’t miss out on fantastic offers and great savings on Westminster’s leading attractions with a free Westminster City Save card.

To apply, register online at westminster.gov.uk/citysave, fill out an application form at your local library or leisure centre or call 020 7641 6000.

Offers and discounts for Westminster residents

<table>
<thead>
<tr>
<th>Offer</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>20% off at The Sea Shell of Lisson Grove</strong></td>
<td>Enjoy money off traditional fish and chips.</td>
</tr>
<tr>
<td></td>
<td>☑ 020 7224 9000</td>
</tr>
<tr>
<td><strong>60% off swimming</strong></td>
<td>Get value for money with £2 off swimming at our five council pools.</td>
</tr>
<tr>
<td></td>
<td>☑ 020 7641 2012</td>
</tr>
<tr>
<td><strong>10% off at Cotswold Outdoors</strong></td>
<td>Offering one of the most extensive and comprehensive range of outdoor clothing, products and equipment.</td>
</tr>
<tr>
<td></td>
<td>☑ cotswoldoutdoor.com</td>
</tr>
<tr>
<td></td>
<td>☑ Available nationwide</td>
</tr>
<tr>
<td><strong>Free entry to Westminster Abbey</strong></td>
<td>Visit this stunning world heritage site free of charge with our voucher and Westminster City Save card.</td>
</tr>
<tr>
<td></td>
<td>☑ 020 7222 5152</td>
</tr>
<tr>
<td><strong>30% off admission to Crazy Chimps</strong></td>
<td>Let your child unleash their wild side at this new soft play area, plus save 20% off haircuts for adults and children.</td>
</tr>
<tr>
<td></td>
<td>☑ 020 3583 4040</td>
</tr>
<tr>
<td><strong>20% off Porters English restaurant</strong></td>
<td>Enjoy fresh, traditional, homemade and affordable food in the heart of theatreland.</td>
</tr>
<tr>
<td></td>
<td>☑ 020 7386 6466</td>
</tr>
<tr>
<td><strong>20% off at Pimlico computers</strong></td>
<td>Local, reliable and personable IT support service providing a complete peace-of-mind solution for all your technical needs.</td>
</tr>
<tr>
<td></td>
<td>☑ 020 7630 7512</td>
</tr>
<tr>
<td><strong>20% off Debenhams Flowers</strong></td>
<td>Offering handpicked bouquets and flowers of the highest quality with delivery throughout London and the UK.</td>
</tr>
<tr>
<td></td>
<td>☑ 0843 523 6121</td>
</tr>
<tr>
<td><strong>15% off Appuru beauty salon</strong></td>
<td>Pimlico’s only natural and organic beauty boutique and salon.</td>
</tr>
<tr>
<td></td>
<td>☑ 020 7828 0101</td>
</tr>
</tbody>
</table>

Terms and conditions apply, full details can be found at westminster.gov.uk/citysave.
There’s a new way to apply for benefits

Go online for a better way to apply for benefits.

You can now claim your housing benefit and council tax support from anywhere you can access the internet.

westminster.gov.uk/benefits