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St Peters Quarter BID

Senior BID Project Manager
Cathedral Quarter Derby
St Peters Quarter Derby



Ryan Anderson
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BID Rangers
Dave Wilson, Nikki Matthews
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Cathedral Quarter BID



Eve Taylor
BID Project Executive
for Cathedral Quarter



BID Rangers
Jon McKenzie & Scott Harris

Your Business Improvement District

Business Improvement Districts (BID's) are driven by participating businesses working together to maximise benefits for the BID area and those businesses within it. The greater your involvement and the more activities you take advantage of, the better the value for money you will receive from your BID Levy. If you have any queries on BID activities, please feel free to contact us on the details below.

Your Useful Contact Guide



www.derbycathedralquarter.co.uk

@DerbyCQ

/cathedralquarterderby

@CQRangers



www.stpetersquarter.co.uk

@SPQDerby

/StPetersQuarterDerby

@StPetersQuarterDerby

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



Customer Services

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; the number in brackets is the option you need to press for the specific service on the automated service:

Litter and fly-tipping (1)	Street and traffic lights (3)
Drugs paraphernalia/Needles (1)	Road/path maintenance (3)
Dog fouling (1)	Blocked roadside drains/gullies (3)
Graffiti (1)	Abandoned vehicles (4)
Fly posting (1)	Trees (5)
Parking in Derby (2)	

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/report-it/

Business Rates & BID Levy Payments 01332 642428
business.rates@derby.gcsx.gov.uk

Damaged bus shelter 01332 640815
traffic.management@derby.gov.uk

Dangerous building/structure 0333 880 2000
<https://dbcp.co.uk/contact/> (out of hours) 01332 642203

Environmental Health 01332 642020
environmental.services@derby.gov.uk

Flooding 01332 641789
flooddefence@derby.gov.uk (out of hours) 0333 200 6981

Food Hygiene & Food Safety 01332 640779
foodandsafety.duty@derby.gcsx.gov.uk

Pest Control 01332 641994
pest.control@derby.gov.uk

Trading Standards (Consumer Advice) 03454 040506
environmental.services@derby.gov.uk (Trader Advice) 01332 640780

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 and issues codes of practice for buskers and street entertainers.



General Enquiries 01332 255443
derbylive@derby.gov.uk

Space Hire 01332 640836
spacehire@derby.gov.uk

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)

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 0800 555 111

An independent charity that allows people to report crime anonymously.

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.

Housing Options

01332 640085

housing.options@derby.gov.uk (out of hours) 01332 786968

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

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

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

Other helpful contact details...

Citizens Advice Bureau

0300 330 9002

Victim Support

0800 612 6505

Pubwatch

derbycitypubwatchradios@gmail.com

Storewatch

01332 380500

storewatch@gmail.com

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.