



Council of the Isles of Scilly

Customer Facing Service Information Pack



For questions or enquiries, call us on 0300 1234 105 Option 7

or email enquiries@scilly.gov.uk

LAST UPDATED 26th June 2025



INDEX

This guide provides an overview of the departments and services of the Council of the Isles of Scilly which are most customer facing. It includes a description of each service's function, where the teams are located, how to contact them and when they are available. If you can't find what you're looking for, please contact Customer Services for assistance.

Active Scilly page 5

Adult Social Care page 7

Airport page 9

Children's Services page 10

Corporate and Commercial Property Assets page 13

Customer Services Page 3

Economic Development and Procurement page 14

Elections Office page 15

Environment Service page 16

Fire and Rescue Service (IoSFRS) page 18

Housing Department page 20

Housing Delivery/LiveScilly page 22

IFCA (Inshore Fisheries & Conservation Authority) page 23

Learn Scilly page 25

Library page 27

Licensing Department page 29

Planning Department page 30

Registration page 31

Regulatory Services page 32

Revenues and Benefits page 34

Customer Services

Department function

The service acts as the primary point of contact for the Council of the Isles of Scilly and offers two convenient locations where you can speak to a member of our customer services team about a wide range of Council services. You can also pay all your Council bills, book waste site slots and hand deliver post.

Where are we based?

The Council has two reception points located in St Mary's library and at the Carn Gwaval Wellbeing Centre

How can you contact us?

Telephone 0300 1234 105 Option 7

Email: enquiries@scilly.gov.uk

Drop in during opening hours

When are we available?

	Carn Gwaval Wellbeing Centre	Library
Monday	9.00am to 5.00pm	9.00am to 5.00pm
Tuesday	9.00am to 5.00pm	9.00am to 5.00pm
Wednesday	9.00am to 5.00pm	9.00am to 5.00pm
Thursday	9.00am to 5.00pm	9.00am to 5.00pm
Friday	9.00am to 5.00pm	9.00am to 4.30pm
Saturday	Closed	9:30am to 12:30pm
Sunday	Closed	Closed

When can you expect a reply from us?

When you call the main Council telephone number (above) within opening hours, we will aim to answer your call within 10 rings. When you email enquiries@scilly.gov.uk, we will reply to you within one working day.

We will aim to answer your query at the first point of contact.

Are we available to meet with you face to face?

Yes, just pop in during opening hours.

Can you contact us on Social Media?

We cannot be contacted via social media.

Can you give us feedback or make a complaint?

We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above. There are also feedback boxes in both locations.

Active Scilly

Department Function

This service aims to keep the residents of Scilly active for life, therefore improving their physical and mental health and their quality of life, which in turn reduces their reliance on the NHS. The team manages Normandy pool and the fitness centre and sports hall at the Carn Gwaval Wellbeing Centre.

Where are we based?

The Carn Gwaval Wellbeing Centre and Normandy Pool.

How can you contact us?

Due to our staff not being office based for much of their working week they can be contacted via the Customer Hub by emailing enquiries@scilly.gov.uk or by phoning 01720 424400. Our Customer Hub staff can take bookings and payments and answer general enquiries, but will pass your query on to a member of the Active Scilly team for anything else.

You can ring Normandy Pool on 01720 423645 during opening hours only, these can be found on www.scilly.gov.uk or on the Active Scilly Facebook page.

When are we available?

The Active Scilly team spend much of their time delivering classes and sessions and work a range of shifts including evenings and weekends.

When can you expect a reply from us?

When you contact us by email:

When you email enquiries@scilly.gov.uk you can expect a response within one working day. We will inform you if we need to pass your enquiry on to a member of the Active Scilly team, who will reply to you within three working days.

When you telephone us:

We aim to answer calls to 01720 424400 within 10 rings. We will inform you if we need to pass your enquiry on to a member of the Active Scilly team who will reply to you within three working days.

Are we available to meet with you face to face?

If you would like to speak to a member of our team in person, please contact us to arrange a suitable time and place.

Can you contact us on Social Media?

We cannot be contacted via social media. Please bear in mind that we cannot always respond to comments made on social media. If you have a comment or question which requires a response from the Active Scilly service, please direct it to enquiries@scilly.gov.uk or call 01720 424400.

Can you give us feedback or make a complaint?

We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above.

Adult Social Care

Department Function

Adult social care can offer support to adults with eligible social care needs and their carers. Our aim is to support members of the community to live in their own home for as long as possible and lead an independent life, while having choice and control over the care that they receive.

We can offer:

- Advice and Guidance
- Advice Guidance and Support
- Advice on Moving to a Care Home
- Advocacy Services
- Assistive Technologies
- Blue Badges
- Concessionary Fares
- Equipment and Home Adaptations
- Getting out and about
- Learning and Volunteering
- Meals on Wheels
- Mental Capacity/Liberty Protection Safeguards
- Personal Budgets
- Safeguarding
- Social Care Assessments
- Staying Safe
- Support for Carers
- Transition Services

Where are we based?

The Porthmellon Enterprise Centre.

How can you contact us?

Tel: 01720 424470

Email: asc@scilly.gov.uk

There is an out of hours service available at all times for immediate safeguarding concerns.

Telephone: 01720 422699.

When are we available?

Usual office hours, 9.00am to 5.00pm Monday to Friday, but our core hours are between 10.00am and 2.00pm.

Unless the individual is on leave in which case you will receive an out of office advising when they will be back and an alternative contact, should it be required. Straightforward requests are replied to within a week. Requests received which need a specific piece of information will be responded to, with a clear indication of how long we estimate the request will take to reply to in full. If we do experience delays in being able to respond with a full answer to your request, we will communicate this to you and keep you informed.

We will treat any requests with respect, honesty, openness and transparency and we ask that our team is treated the same way.

When can you expect a reply from us?

Emails sent to the team using asc@scilly.gov.uk are acknowledged within 24 hours of a working day. Emails sent to a specific named member of the team are acknowledged within 3 working days

Are we available to meet with you face to face?

Yes, we can meet you at an arranged location, be it at your home or a Council meeting room.

Can you contact us on Social Media?

We cannot be contacted via social media.

Can you give us feedback or make a complaint?

We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above.

Airport

Department Function

St Mary's Airport provides facilities to scheduled providers including: ATS (Air Traffic Services), RFFS (Rescue and Fire Fighting Service) cover, and baggage handling services. ATS are provided to all aircraft in the vicinity of the islands, within the Land's End Radio Mandatory Zone. We manage and maintain the terminal building and associated infrastructure.

Where are we based?

The majority of the staff are based at St Mary's Airport, the Airport Manager works remotely from the mainland.

How can you contact us?

Telephone: 01720 424335

Email: atc@stmarysairport.co.uk

Mobile: (Deputy Manager) 07584 026471

When are we available?

Generally during airport opening hours (0800-1830 Summer, 0815-1730 Winter). However, the Deputy Manager can be contacted out of hours via mobile if required.

When can you expect a reply from us?

We aim to reply to emails sent to atc@stmarysairport.co.uk as soon as possible, within two working days.

Are we available to meet with you face to face?

The Airport Manager is only available for meetings via Teams. Face to face meetings with the Deputy Manager can be arranged via the contact details above.

Can you contact us on Social Media?

We cannot be contacted via social media.

Can you give us feedback or make a complaint?

Baggage Damage Claim forms are available from the operators, who will forward them to a member of airport staff for assessment and processing.

We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above.

Children's Services

Department Function

To provide Early Years and Strengthening Families support services, Statutory Childrens Services, SEN & Inclusion provision.

We offer:

- o Early years child development and play sessions in the community
- o Stay and Play weekly meetings at Carn Gwaval
- o Youth Hub for 11 – 16 years young people
- o Sensory Youth Hub for young people who need quieter space
- o Holiday activities
- o Family help assessments and strengthening families support
- o Child in Need Assessments
- o Safeguarding assessment and planning
- o EHCP assessments and plans
- o SEN support
- o Education
- o Multi-agency training and workshops

Early Years Support:

- o Promoting the best start in life through Ensuring access to free early education entitlement, securing sufficient childcare, providing information, advice and assistance to parents and carers and the delivery of the Early years SEN Inclusion fund (SENIF)

Ensuring Sufficiency of Education Provision

- o Ensure sufficient school places are available for all children in the area.
- o Plan for future need across mainstream, specialist placements, and alternative provision.

Promoting High Standards and Educational Outcomes

- o Promote high standards and support educational improvement.
- o Working closely as a partnership to support positive educational outcomes.

Safeguarding and Welfare

- o Support safeguarding arrangements across all education settings.
- o Fulfil the Local Authority Designated Officer (LADO) function.
- o Promote the welfare of vulnerable children and those at risk of harm.

Exclusions and Alternative Provision

- o Work to reduce exclusions and promote inclusive practice.
- o Provide education from day 6 of a permanent exclusion where required.
- o Ensure education is provided for children unable to attend school due to physical or mental health needs (section 19).
- o Maintain oversight of alternative (appropriate) provision.

Elective Home Education (EHE)

- o Identify children who are electively home educated and offer support where needed.
- o Take action where home education provision is unsuitable.

Children with Medical Needs

- o Provide suitable education for children of compulsory school age who cannot attend school due to medical needs.

Post-16 Education and Careers

- o Promote participation in education, training or employment up to age 18.
- o Track and support young people who are NEET.
- o Support transition planning and access to provision for young people with EHCPs up to age 25.

Education Welfare and Disadvantage

- o Support vulnerable and disadvantaged pupils to access and achieve in education.
- o Use data and services to narrow the attainment gap.
- o Administer discretionary education support

Strategic Planning and Partnership

- o Work in partnership with schools, academy trusts, early years settings, and wider agencies.
- o Use local intelligence to plan, commission, and shape education services and provision.

Where are we based?

Carn Gwaval Wellbeing Centre

How can you contact us?

Telephone – 0300 1234 105 Option 5

Email – childrensocialcare@scilly.gov.uk

When are we available?

Office Hours

Monday to Thursday: 8:30am to 17:00pm

Friday: 8:30am to 16:30pm

There is an out of hours service available at all times for immediate safeguarding concerns regarding children and young people

For Out of Hours – Telephone: 01720 422699

When can you expect a reply from us?

Normally within 24 hours, within 4 hours if a safeguarding concern.

Are we available to meet with you face to face?

Yes, just pop in during opening hours.

Can you contact us on Social Media?

We cannot be contacted via social media. Please bear in mind that we cannot always respond to comments made on social media. If you have a comment or question which requires a response from Children's Services, please direct it to childrensocialcare@scilly.gov.uk or call 0300 1234 105 Option 5.

Can you give us feedback or make a complaint?

We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above.

Corporate and Commercial Property Assets

Department Function

Delivering annual servicing, maintenance and repair to ensure that Corporate Property and Commercial Property comply with relevant legislation and regulations. Manage and maintain the assets register and administer all leases, sales and acquisitions allocations and tenancy agreements for all commercial property owned and managed by the Council and in accordance with legislative and statutory requirements and Council policy.

Where are we based?

We are mostly based at the Porthmellon Enterprise Centre but can work remotely as well as undertake on-site visits.

How can you contact us?

General Enquiries: premises@scilly.gov.uk

When are we available?

Monday to Thursday: 8:30am to 17:00pm

Friday: 8:30am to 16:30pm

When can you expect a reply from us?

We aim to respond to urgent issues immediately via phone or email.

General Enquiries can be anywhere from during the day, to the following day but always within 3 days.

Are we available to meet with you face to face?

If you would like to speak to a member of our team in person, please contact us to arrange a suitable time and place.

Can you contact us on Social Media?

We cannot be contacted via social media.

Can you give us feedback or make a complaint?

We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above.

Economic development and procurement

Department function

Promotion of economic development and compliant procurement.

Where are we based?

Porthmellon Enterprise Centre.

How can you contact us?

procurement@scilly.gov.uk

When are we available?

Working week 9am to 5pm.

When can you expect a reply from us?

Within a week.

Are we available to meet with you face to face?

If you would like to speak to a member of our team in person, please contact us to arrange a suitable time and place.

Can you contact us on Social Media?

We cannot be contacted via social media.

Can you give us feedback or make a complaint?

We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above.

Elections Office

Department Function

To maintain the electoral register and administer elections on the islands.

Where are we based?

Old Wesleyan Chapel, Garrison Lane

How can you contact us?

Email: elections@scilly.gov.uk

Telephone: 01720 424545

When are we available?

The Elections Officer is available between 9am and 3pm Monday to Thursday.

When can you expect a reply from us?

The Elections Officer aims to respond to enquiries within three working days. Emails to the address above will receive an automatic response advising when a reply can be expected and providing additional contact details for use if an enquiry is urgent.

Are we available to meet with you face to face?

Face-to-face appointments can be organised by contacting the details above.

Can you contact us on Social Media?

We cannot be contacted via social media.

Can you give us feedback or make a complaint?

We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above.

Environment Service

Department Function

The Environment Service is responsible for Waste and Recycling, Highways, Public Realm and Open Spaces, Flood Risk Management, Climate Emergency, Local Nature Recovery and biodiversity, and the Isles of Scilly Area of Outstanding Natural Beauty.

Where are we based?

Porthmellon Enterprise Centre

Porthmellon Waste Site

Please note that meetings can only occur by appointment.

How can you contact us?

For waste and recycling enquiries, email zerowaste@scilly.gov.uk or phone 01720 424450

For highway enquiries, email highways@scilly.gov.uk or phone 01720 424450

For all other enquiries, email environment@scilly.gov.uk or phone 01720 424450

For EMERGENCIES relating to highways, open spaces, flooding, or maintenance and repair please call (do not text) the on-call duty phone on 07747 767965.

When are we available?

Our core hours are 9am to 4pm Monday to Friday.

If we are unavailable, you can leave a voicemail or email.

When can you expect a reply from us?

When you contact us by email:

We will aim to reply within three working days, we will include a contact telephone number to use if your enquiry is urgent. If we are experiencing high workloads, or your enquiry requires more detail before it can be fully answered, we will give an indication of when you can expect to hear from us.

When you telephone us:

We aim to answer calls within 45 seconds between 9am and 4pm, Monday to Friday. If we are not able to answer your call you will be able to leave a voicemail message, and someone will get back to you within two working days. Our answerphone message will let you know who to contact if you have an urgent issue or, whether due to operational issues, we are unable to take your call directly. Or if we are unable to, due to annual leave.

Are we available to meet with you face to face?

If you would like to speak to a member of our team in person, please contact us to arrange a suitable time and place.

Can you contact us on Social Media?

We cannot be contacted via social media.

Can you give us feedback or make a complaint?

We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above.

To provide us feedback on or to raise an issue with the team, please email zerowaste@scilly.gov.uk, phone 01720 424450 for waste and recycling, or email environment@scilly.gov.uk or phone 01720 424450 for the rest of the department.

Fire and Rescue Service (IoSFRS)

Department Function

IoSFRS is committed to keeping our island communities safe through prevention, protection and emergency response activities.

Where are we based?

IoSFRS HQ

St Mary's Fire Station

Porthmellon Industrial Estate

How can you contact us?

In an emergency: Telephone 999

General enquiries: Telephone 01720 424591

Email: iosfs@fire.cornwall.gov.uk

Home fire safety check referrals, email: HFSCReferrals@scilly.gov.uk

When are we available?

In the event of an emergency: 24/7

General enquiries: Monday - Friday 8.00am to 6.00pm

When can you expect a reply from us?

Emails: A reply within 3 working days.

Telephone: We aim to answer within 45 seconds, no voicemail available.

Are we available to meet with you face to face?

You are welcome to visit the fire station between 8.00am to 6.00pm on weekdays, however, please be aware that personnel cannot be guaranteed to be available. If you'd prefer to make an appointment, please contact us to arrange.

Can you contact us on Social Media?

We cannot be contacted via social media. Please bear in mind that we cannot always respond to comments made on social media. If you have a comment or question which requires a response from the Fire and Rescue service, please direct it to iosfs@fire.cornwall.gov.uk or call 01720 424591.

Can you give us feedback or make a complaint?

We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above.

Housing Department

Department Function

The Housing team offer services for homelessness, manage the social housing register, tenancy agreements, social housing stock, repair and maintenance service for social tenants and provide information, advice and guidance for general housing questions. We can also refer to other organisations where needed.

Where are we based?

We offer a drop-in service at the library on Wednesdays between 10.00am-12.00pm. We generally work remotely but can offer meetings at various venues on the Islands or through online technology such as Zoom or Teams.

How can you contact us?

General Housing Telephone: 01720 424440

General Housing Email: housing@scilly.gov.uk

When are we available?

We are usually available Monday to Thursday, between the hours of 8:30am to 17:00pm and Friday 8:30am to 16:30pm but if officers are not available, you will be able to leave a voicemail message.

When can you expect a reply from us?

When you telephone us:

We aim to answer calls to the Housing team within 30 seconds between 9.00am and 4.00pm, Monday to Friday. We are a very small team though so if we are not able to answer your call you will be able to leave a message, and someone will get back to you within two working days. Our answerphone message will let you know who to contact if you have an urgent issue.

When you email us:

Housing staff will aim to answer emails sent to housing@scilly.gov.uk within 48hrs of receipt, however at times this is not possible. Contact will always be returned to you within 10 working days.

Application to join the social housing register : Housing staff will aim to return your contact within 15 working days of receipt. This will include correspondence to indicate your eligibility to join the register and, if eligible, a letter to indicate the number of points that your application has been awarded. If required, a visit to your current residence will follow within 14 days

Are we available to meet with you face to face?

We offer a drop-in service at the library on Wednesdays between 10.00am and 12.00pm. We generally work remotely, but can offer meetings at various venues on the Islands upon request.

Can you contact us on Social Media?

We cannot be contacted via social media.

Can you give us feedback or make a complaint?

We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above.

Housing Delivery/LiveScilly

Department Function

The Council's Housing Delivery Team has been developed to lead on the delivery of housing that supports the future needs of the islands.

Key Objectives:

- Increase the number of affordable homes to rent and buy
- Build high quality homes
- Support community led development
- Create a financially sustainable model of delivery

Where are we based?

Porthmellon Enterprise Centre

How can you contact us?

Email: livescilly@scilly.gov.uk

When are we available?

The LiveScilly mailbox is monitored between the hours of 8:30am and 4.00pm Monday to Friday, but if officers are not available, we shall get back to you within 3 working days.

When can you expect a reply from us?

We will acknowledge that we have received any emails sent to LiveScilly@scilly.gov.uk by way of an automatic response and will aim to reply fully within three working days.

Are we available to meet with you face to face?

If you would like to speak to a member of our team in person, please contact us to arrange a suitable time and place.

Can you contact us on Social Media?

We cannot be contacted via social media.

Can you give us feedback or make a complaint?

We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above.

IFCA

(Inshore Fisheries & Conservation Authority)

Department Function

The IFCA is responsible for managing sea fishing activity within its district. It has a number of byelaws which have been created to ensure fishing in the district is sustainable and carried out in a manner that supports the conservation objectives of the network of marine protected areas within the Authority's district. Officers carry out routine patrols, checking compliance of fishing activity to the relevant byelaws, as well as developing and coordinating research projects to assess the impacts of fishing activity and the impacts of existing byelaws.

Where are we based?

Porthmellon Enterprise Centre

How can you contact us?

Telephone: 07875 543700

Email: ifca@scilly.gov.uk

When are we available?

The IFCA team is small, but the Chief Officer and the Enforcement/Scientific Officer both work full-time hours.

In general, working hours are between 8.00am and 6.00pm, but it is recognised that there is a requirement to be on call outside of those hours to potentially respond to reports of suspicious activity.

When can you expect a reply from us?

Email: We acknowledge receipt of email messages sent to ifca@scilly.gov.uk using an automatic response email and aim to reply fully within three working days. We will include a contact telephone number to use if an enquiry is urgent.

Calls to 07875 543700 can be made at any time, again, if the call cannot be answered please leave a message. An officer will call you back within 24hrs, however, officers may act on your information before responding.

Are we available to meet with you face to face?

If you would like to speak to a member of our team in person, please contact us to arrange a suitable time and place.

Can you contact us on Social Media?

We cannot be contacted via social media. Please bear in mind that we cannot always respond to comments made on social media. If you have a comment or question which requires a response from the IFCA service, please direct it to ifca@scilly.gov.uk or call 07875 543700.

Can you give us feedback or make a complaint?

We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above.

Learn Scilly

Department Function

Whether you aim to keep your skills up to date, improve them for employment, advance in your career, support self-employment, or simply enhance your well-being, Learn Scilly will be able to help you achieve your goals. We provide a range of vocational and recreational courses as well as an information, advice and guidance service and can signpost to other organisations who may be able to help you if we can't.

Where are we based?

Carn Gwaval Wellbeing Centre

How can you contact us?

Telephone: 01720 424444

Email: learnscilly@scilly.gov.uk

When are we available?

We are usually available between the hours of 9am and 4pm, but if officers are not available, you will be able to leave a voicemail message.

When can you expect a reply from us?

When you contact us by email:

We will acknowledge that we have received any email messages sent to published departmental addresses, (learnscilly@scilly.gov.uk or development@scilly.gov.uk) by way of an automatic response email and we will aim to reply fully within three working days, we will include a contact telephone number to use if your enquiry is urgent.

If we are experiencing high workloads, or your enquiry requires more detailed research before it can be fully answered, we will give an indication of when you can expect to hear from us.

When you telephone us:

We aim to answer calls to Learn Scilly within 45 seconds between 9am and 4pm, Monday to Friday. We are a small team though so if we are not able to answer your call, you will be able to leave a message and someone will get back to you within two working days. Our answerphone message will let you know who to contact if you have an urgent issue.

Are we available to meet with you face to face?

If you would like to speak to a member of our team in person, please contact us to arrange a suitable time and place.

Can you contact us on Social Media?

We cannot be contacted via social media. Please bear in mind that we cannot always respond to comments made on social media. If you have a comment or question which requires a response from the Learn Scilly service, please direct it to learnsilly@scilly.gov.uk or call 01720 424444.

Can you give us feedback or make a complaint?

We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above.

Library

Department Function

As well as having a wide range of fiction, non fiction and local interest books St Mary's Library also provides a range of resources, study space and dedicated staff support. We offer free Wi-Fi, IT Support, public computers, printing, laminating and lots more.

One of the Council's two reception points is also located in St Mary's library, where you can speak to a member of our customer services team about a wide range of Council services. You can also pay all your Council bills, book waste site slots, and hand deliver post.

Where are we based?

St Mary's Library, Porthcressa,

How can you contact us?

Telephone enquiries: 01720 424499

Email: library@scilly.gov.uk

When are we available?

Monday	9.00AM - 5.00PM
Tuesday	9.00AM - 5.00PM
Wednesday	9.00AM - 5.00PM
Thursday	9.00AM - 5.00PM
Friday	9.00AM - 16.30PM
Saturday	9.30AM - 12.30PM
Sunday	CLOSED

When can you expect a reply from us?

We will aim to answer your call within 10 rings. When you email library@scilly.gov.uk we will reply to you within one working day.

Are we available to meet with you face to face?

Yes, just pop in during opening hours.

Can you contact us on Social Media?

We cannot be contacted via social media. Please bear in mind that we cannot always respond to comments made on social media. If you have a comment or question which requires a response from the Library, please direct it to library@scilly.gov.uk or call 01720 424499.

Can you give us feedback or make a complaint?

We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above.

Licensing Department

Department Function

Licensing:- which includes Premises Licences, Personal Licences, Temporary Event Notices, Street Trading licenses, Boatman's Licenses and tests, Small Society Lotteries, gambling, sex establishments. You can find info on the website: Licensing, Gambling & Street Trading Council of the Isles of Scilly.

Where are we based?

Wesleyan Chapel

How can you contact us?

Email: Licensing@scilly.gov.uk

Telephone: 01720 424414

When are we available?

Monday - Friday

08:30 - 12:00 and 13:00 - 17:00

When can you expect a reply from us?

We aim to respond to all emails sent to licensing@scilly.gov.uk within two working days.

Are we available to meet with you face to face?

If you would like to speak to a member of our team in person, please contact us to arrange a suitable time and place.

Can you contact us on Social Media?

We cannot be contacted via social media.

Can you give us feedback or make a complaint?

We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above.

Planning Department

Department Function

Dealing with planning related matters, including planning enforcement, general enquiries and local plan issues/questions.

Where are we based?

Porthmellon Enterprise Centre (PEC) although appointments are needed for meetings as drop-in is not available.

How can you contact us?

Email: planning@scilly.gov.uk

Phone: 01720 424455

When are we available?

Bookable meetings on Monday mornings (9:00am to 11:00am) held in the PEC or on TEAMS. These can be booked by going onto our webpage and completing the Microsoft form.

Other site visits and meetings are available by prior arrangement.

When can you expect a reply from us?

General enquiries: We will respond to email sent to planning@scilly.gov.uk within 5 working days where a response is needed.

Are we available to meet with you face to face?

Yes, by appointment on Monday mornings (20 min slots available between 9.00am and 11.00am)

Can you contact us on Social Media?

We cannot be contacted via social media.

Can you give us feedback or make a complaint?

We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above.

To report a breach of planning control or to view our Planning Enforcement Charter / Plan please visit www.scilly.gov.uk/planning/planning-enforcement.

Registration

Department Function

To deliver Registration services to the local community, conducting birth and death registrations, marriages and civil partnerships, citizenship ceremonies and a range of non-statutory ceremonies such as Affirmation of Vows and Naming Ceremonies.

Where are we based?

Register Office, Porthcressa

How can you contact us?

Email: registration@scilly.gov.uk

Telephone: 01720 424501

When are we available?

Office open to the public on Tuesdays 12-1.30 and Thursdays 10.30-12.00

When can you expect a reply from us?

Emails sent to registration@scilly.gov.uk are answered within 24hrs weekdays, and the emergency phone number on our

answerphone can access the Registrar or Superintendent Registrar at home at any other time for emergencies only.

Are we available to meet with you face to face?

Yes, during office opening hours and by appointment.

Can you contact us on Social Media?

We cannot be contacted via social media. Please bear in mind that we cannot always respond to comments made on social media. If you have a comment or question which requires a response from the Registration service, please direct it to registration@scilly.gov.uk or call 01720 424501.

Can you give us feedback or make a complaint?

We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above.

Regulatory Services

Department Function

Regulatory Services cover a multitude of functions and services. The main ones are as follows:

Private Sector Housing, including Houses in Multiple Occupation (HMOs).

Environmental Protection, covering statutory nuisances i.e., noise nuisance.

- Food Safety/Hygiene – food business inspections/ food poisoning outbreaks/advising and registering new food businesses.
- Health and Safety in the workplace and accident investigations.
- Public Health including infectious disease outbreaks.
- Private Water Supplies – sampling and risk assessments.
- Corporate Health and Safety.
- Event Safety i.e., the World Pilot Gig Championship.
- Trading Standards.
- Animal Health and Welfare.
- Dog Control.

Where are we based?

Regulatory Services are based at the Porthmellon Enterprise Centre and also work remotely.

How can you contact us?

Email: environmentalhealth@scilly.gov.uk

Telephone: 01720 424431 or 01720 424403

Out of Hours: In the event of a food poisoning outbreak, serious or fatal workplace accident or incident phone 0300 1234 105 Option 3

When are we available?

Our standard operating hours are between Monday to Friday 09:00am to 17:00pm, with exceptions only for pre-arranged commitments or urgent matters.

When can you expect a reply from us?

The team aim to confirm receipt of all emails sent to environmentalhealth@scilly.gov.uk within 3 working days. A formal response will be issued within 5 working days.

Are we available to meet with you face to face?

If you would like to speak to a member of our team in person, please contact us to arrange a suitable time and place.

Can you contact us on Social Media?

We cannot be contacted via social media.

Can you give us feedback or make a complaint?

We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above.

Revenues and Benefits

Department Function

To collect Council Tax, Business Rates and Sundry Debts. To calculate and pay claims for Housing Benefit and Council Tax Support.

Where are we based?

Not applicable, all work is undertaken by Cornwall Council staff.

How can you contact us?

Email: revenues@scilly.gov.uk

Telephone: 0300 1234 105 (option 1)

You can write to us at PO Box 676, Truro, TR1 9EQ

When are we available?

8.30am to 5pm Monday to Friday

When can you expect a reply from us?

If you email or write to us, you can expect a reply within 10 working days.

Are we available to meet with you face to face?

No.

Can you contact us on Social Media?

We cannot be contacted via social media.

Can you give us feedback or make a complaint?

.We will address your complaints and feedback in line with the Council's Providing Feedback Policy which can be found at www.scilly.gov.uk, but we can also be contacted directly using the details above.

NOTES

This image shows a full page of white paper with horizontal blue dotted lines. The lines are evenly spaced and run across the width of the page, typical of notebook or primary-ruled paper. There are no margins, text, or other markings on the page.