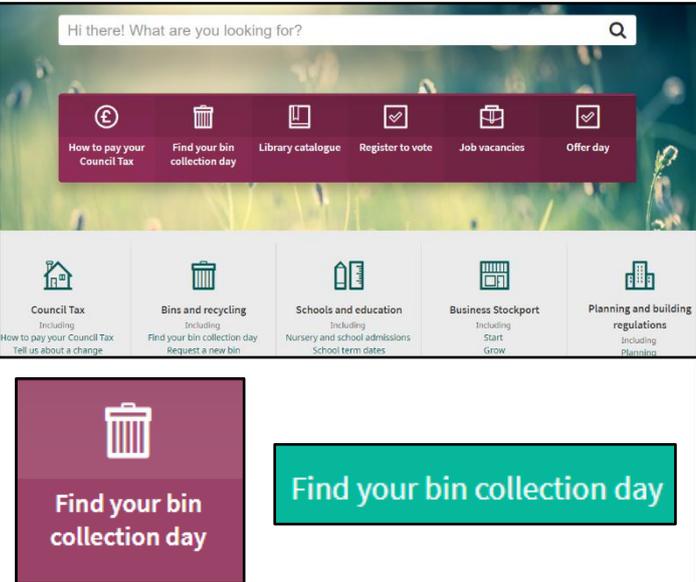
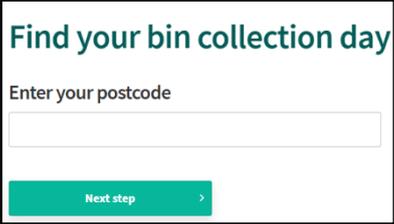
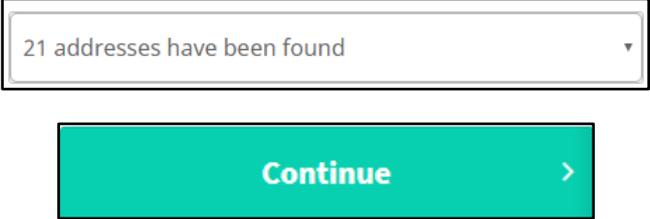
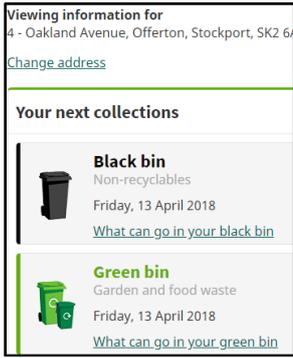
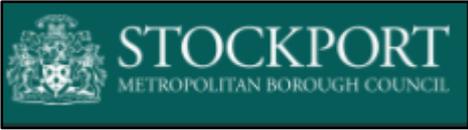
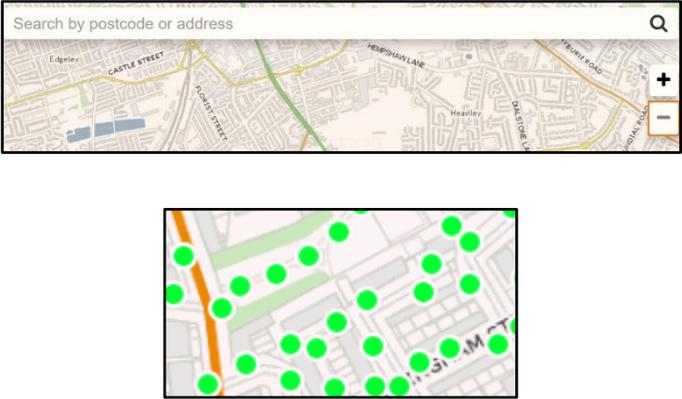
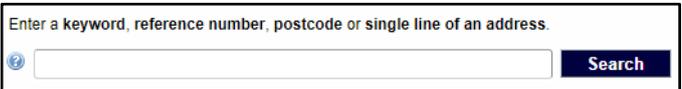


## Public Services – [www.stockport.gov.uk](http://www.stockport.gov.uk)

[www.stockport.gov.uk](http://www.stockport.gov.uk) is a website owned and managed by Stockport Metropolitan Borough Council. It contains a range of local information including news about services offered to you as a Stockport resident. The website also provides links to further information about a service and access to online services. e.g. forms, payments and contact details and the ability to report issues.

1.	From your web browser, type <a href="http://www.stockport.gov.uk">www.stockport.gov.uk</a> into the address bar and press enter on your keyboard.	
2.	Select 'Bins and recycling' and then select 'Find Your Bin Collection Day'.	
3.	You now need to enter your post code and then select 'Next step'.	
4.	You will now need to select your house number from the drop down list.	

<p>5.</p>	<p>You can now scroll down the screen and see information about your bins and their collection days including their next scheduled collection.</p>	
<p>6.</p>	<p>If you wanted to save a copy of your bin collection calendar on your device, you can do so by selecting 'Download your collection calendar'.</p>	
<p>7.</p>	<p>You can also report if your bin hasn't been collected by selecting 'Report a missed collection'. This will ask you for your post code so they can track which team was responsible for collecting your bin and your contact details so they can keep you informed as to how they are going to fix the problem.</p>	
<p>8.</p>	<p>There are other things you can report <a href="http://www.stockport.gov.uk">www.stockport.gov.uk</a> including driver's nemesis – pot holes. Using the website's search function, type in 'pot holes'.</p> <p>If you had a genuine hole to report, you would select 'Start now' and follow a reporting process that allows you to provide details as to where the pot hole is.</p>	

9.	Use the Stockport Metropolitan Borough Council logo to return to the <a href="http://www.stockport.gov.uk">www.stockport.gov.uk</a> home page.	
10	Using the search function, type in 'Report a faulty street light'. Select 'Report a faulty street light' and then select 'Start now'.	
11	You will then be greeted with a map of the Stockport borough, using green dots to identify where street lights are. Initially you can't see the green dots as you need to zoom in on the map. To do you need to select the + symbol multiple times until the dots begin to appear on the map. If you know the name or the post code of a street, you can also enter that into the search field.	
12	Return to the <a href="http://www.stockport.gov.uk">www.stockport.gov.uk</a> homepage and select 'Planning' from within the 'Planning and building regulations heading.	
13	Select 'Find planning applications' and then select 'Find planning applications' again.	
14	Enter the post code SK6 1RJ into the field and then select 'Search'. Has there been any planning applications near that post code?	

## F.A.Q's

What is the difference between [www.gov.uk](http://www.gov.uk) and [www.stockport.gov.uk](http://www.stockport.gov.uk)?

[www.gov.uk](http://www.gov.uk) is the website for central government and [www.stockport.gov.uk](http://www.stockport.gov.uk) is the website for Stockport council. Bins are a matter for local councils. Taxing your car is a matter for the DVLA, a central government department.

What if I don't live in Stockport?

Each council will have a website. Tameside council's website is [www.tameside.gov.uk](http://www.tameside.gov.uk) and Manchester council's website is [www.manchester.gov.uk](http://www.manchester.gov.uk). Not all websites will allow you to complete the same tasks but most should allow you to complete the tasks in the handout.

What if I live in communal accommodation and/or my bins aren't collected by council bin men?

If you live in communal accommodation and/or your bins aren't collected by council bin men, then unfortunately you won't be able to complete the steps regarding bin collection in this handout. You might need to get in touch with your housing association to find out how and when your bins are collected.

Why do I need to select my house number?

Bin collection isn't always divided street by street. Occasionally, one half of the road will have different bins collected on the same day as the other half of the road. It also allows the council to gather data based on people living in certain areas, using their website, to search for information.

What is a drop down list?

A drop down list gives you a set of options to select from.

If I wanted to see what I can put in each bin, how would I do that?

There is an option underneath each bin in step 5, where you can find a list of what can and what can't be put in what bin.

What does scroll mean?

Scrolling is when you move the webpage up or down to view other parts of the web page. Those on laptops and desktops can use the scroll wheel on their mouse, the arrows on the right hand side of the web page or the arrows located on their keyboard. Those using touchscreen devices can use their fingers to scroll up and down the webpage.

Is it safe to download from this website?

If there is a padlock in the address bar, found at the top of the webpage, and the website address starts with <https://> then the website is secure and safe.

**Do I have to report through the website?**

You may not have to report incidents through the website. They may be a phone number you can call.

**Can I find a phone number to call?**

Select "Contact us" from the bottom of the web page. Here there will be a list of contact details.

**What's a device?**

A device is anything you use to connect to the internet. These include, but aren't limited to, laptops, desktop computers, iPad's, tablets and smart phones.

**What's a search function?**

A search function is a search field on a website that allows you to search the content of the website for a specific part of the website itself.

**What's a field?**

A field is any box you enter information into online. When filling in online forms that ask you for your name, address, phone number etc, you are filling in various fields with your information.

**What's the difference between a search function and a search engine?**

A search function allows you to search the website you are on for specific content. A search engine searches the entirety of the internet for the information you are looking for. Imagine searching for a mechanic in the Yellow Pages. Flicking through the entirety of the Yellow Pages would be like a search engine. Going to the mechanic section and searching would be like a search function as you are only searching one part of the Yellow Pages.

**When entering information online, like a post code, does it require a space and the correct capitalisation?**

The short answer is it all depends on the website you are using. Some will let you put in a post code in the following format sk61rj, some will make you enter it as SK6 1RJ. It depends on how the website.