

Cheshire West & Chester Council

How to access our services

Do it online

Online is the quickest way to access Council services



Visit our website
cheshirewestandchester.gov.uk



Report issues through our app
Visit the app store and search
Cheshire West and Chester



Set up a digital account with us. Go to **my account** at the top of our website



Access support to get online
You can access our digital services at a wide range of Council buildings

Call us



Ring our contact centre
Call **0300 123 8123**. Available Monday to Friday 8am - 7pm

Visit us



Book an appointment to see us. Call **0300 123 8123** to see a dedicated customer service adviser, with a range of times and locations available to suit you.

Resident Assistance Points are available in some Council buildings and libraries. Here you can drop-in to access a public telephone and computers for Council business and seek guidance from our staff about Council services.



Council buildings (supported by specialist customer service advisers)

Chester: Town Hall (side entrance)
Ellesmere Port: The Portal

Northwich: Information Centre
Winsford: Wyvern House



Libraries

Ellesmere Port Library Neston Library
Frodsham Library Winsford Library



Scan the QR code for Resident Assistance Point locations and opening times



Cheshire West
and Chester