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## WHAT TO DO IN AN EMERGENCY

In an emergency there are a range of services that are available to help you:

### Lambeth Social Services

For any queries relating to support for a disabled adult, child or elderly person:

Monday – Friday 8am – 6pm

Tel no: 020 7926 5555

If you need to contact the emergency 'out of hours' Social Work Service call

Tel no: 020 7926 1000

[www.lambeth.gov.uk/services/healthsocialcare](http://www.lambeth.gov.uk/services/healthsocialcare)

The sort of emergencies the out of hours service can deal with include:

- child protection issues
- Mental Health Act assessments
- difficulties with children and young people
- older people and people with disabilities who are at risk or who need immediate help
- the police needing to arrange an appropriate adult for juveniles and vulnerable adults

### Lambeth Housing

Monday – Friday 9am – 5pm

General Enquiries 020 7926 6000

Vulnerable Tenants 020 7926 6270

Emergency Repairs 020 7926 6666 (24 hours)

[www.lambeth.gov.uk/services/housingplanning](http://www.lambeth.gov.uk/services/housingplanning)

### **Shelterline**

Shelter provides a free, national telephone advice line staffed by trained housing advisers. Ring free on 0808 800 4444.

Lines are open seven days a week from 8am to midnight.

### **NHS Direct**

If you are feeling unwell now, you can call the NHS Direct helpline for nurse advice and health information. 24 hours service.

Tel no: 0845 4647

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### **Samaritans**

Samaritans provides confidential non-judgemental support, 24 hours a day for people experiencing feelings of distress or despair, including those which could lead to suicide.

0845 909090

[www.samaritans.org](http://www.samaritans.org)

email: [jo@samaritans.org](mailto:jo@samaritans.org)

### **Police and Emergency Services**

In an emergency where you need an immediate response, for example when a crime is happening now or if anyone is in immediate danger you should always call 999 to contact the Police, Ambulance Service or Fire Brigade.

If you wish to contact your local police station in a 'non emergency' situation, you should call 020 7230 1212 (24hour service) or go to

[www.met.police.uk/lambeth/](http://www.met.police.uk/lambeth/)

### **Domestic Violence Services**

For women or men experiencing domestic violence, Lambeth council offers an extensive list of all the services available within the borough and outside. They include emotional and confidential support, counselling, emergency housing, legal and benefits advice as well as covers immigration, ethnic minorities, LGBT support. Please go to:

[www.lambeth.gov.uk/services/advicebenefits/domesticviolence/dvcontacts.htm](http://www.lambeth.gov.uk/services/advicebenefits/domesticviolence/dvcontacts.htm)

#dv