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WHAT TO DO IN AN EMERGENCY

Lambeth Adult and Children Services

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

Monday – Friday 9am – 5pm

Tel no: 020 7926 5555

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

Tel no: 020 7926 1000

<http://www.lambeth.gov.uk/social-support-and-health>

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

- older people and disabled people who are at risk or who need immediate help
- if you think an adult at risk is being abused or are concerned about the welfare of a child
- Mental Health Act assessments
- difficulties with children and young people

Lambeth Housing

General Enquiries 020 7926 6000 (Monday – Friday 8am – 8pm)

Vulnerable Tenants 020 7926 6270

Emergency Repairs 020 7926 6666 (24 hours)

<http://www.lambeth.gov.uk/housing>

Shelterline

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

Shelter's helpline is open 8am–8pm on weekdays and 8am–5pm on weekends, 365 days a year.

http://england.shelter.org.uk/get_advice/how_we_can_help/housing_advice_helpline

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 101

For more information about Lambeth borough police including the Safer Neighbourhood team, visit <http://content.met.police.uk/Borough/Lambeth>

NHS 111

Use this free helpline if you need medical help or advice now but it's not a life threatening situation. You can call 24 hours, 365 days a year.

Ring 111

Text phone 18001 111

<http://www.nhs.uk/NHSEngland/AboutNHSServices/Emergencyandurgentcare/services/Pages/NHS-111.aspx>

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.

Ring 116 123 (free from landlines and mobiles – this number will not appear on your phone bill)

www.samaritans.org

For deaf and hard of hearing callers email: jo@samaritans.org

Domestic Violence

Gaia Centre

Tel: 020 7733 8724

For girls and women aged 13+ and men aged 16+ experiencing domestic violence

8am – 6pm (with additional out of hours support)

Email: lambethvawg@refuge.org.uk

www.refuge.org.uk/what-we-do/our-services/gaia-centre-lambeth/