

Appendix 3 Website

Out of Hours Emergency Contact Centre

For specific emergencies outside of our normal office hours

Telephone: 01635 42161

You can contact the council out of office hours for emergencies, for enquiries about social care and for issues with car parks.

Please note, that emergencies are considered to include:

- Major incidents - for example major accidents, significant flooding
- Fallen trees and other debris blocking / restricting roads or causing potential danger to road users
- Traffic lights not working (note: West Berkshire Council only manages fixed traffic lights, not temporary traffic lights)
- Emergency repairs to council-owned temporary accommodation (note: tenants of properties should contact their Housing Association, landlord or agent)

Emergencies do NOT include:

- bins not being collected
- payments to the council
- noise complaints

Coronavirus emergency

As a result of the current situation, our contact centre is experiencing a large number of calls, so if your call is for an emergency situation please stay on the line or call back a little later. Please note however if you are worried that you or a relative may have coronavirus, then [please visit the NHS website](#).

If your concern relates to emergencies regarding social care for adults and children or homelessness, please contact the Emergency Duty Team on 01344 351999.

For everything else you should [contact the main switchboard](#) the next business day, or [report your issue online](#).

If your concern relates to a lost or found dog, please [contact our Dog Warden Service](#).