

Emergency Contacts in Stockport

Issue	What's the problem?	Number to dial
Crime	Crime in progress	999 ask for police and stay on the line
	Danger to life	
	Violence used or threatened	
	Someone suspected of a crime is nearby	
	Stolen car	101 non-emergency number for Police
	Damage to property	
	Suspected drug use or drug dealing in the community	
	Minor traffic collisions	
	General police enquiries	
Fire	Fire emergency	999 ask for fire service and stay on the line
Illness or Injury	Serious illness or injury	999
	Situation that's immediately life threatening	ask for ambulance and stay on the line
	If someone is injured in a rural or remote area that is difficult to access by road	999 Emergency Services will contact Mountain Rescue if necessary
	When you need medical help fast, but it's not an emergency	111 (free to landlines and mobile phones) NHS helpline will get you the right help
Gas	If you smell gas, think you have a gas leak or are worried that fumes containing carbon monoxide are escaping from a gas appliance	0800 111 999 Free Gas Emergency Service
	If you smell gas from a road or pavement	
Electricity	Power cut at home	105 (free to landlines and mobile phones) which will automatically connect to your local electricity network operator Or visit www.powercut105.com to report the power cut and get information about power cuts in your area
	Problems with overhead cables or other potential hazards	0800 404 090 Free Electricity Emergency Service
Water leak or flooding	Flooding of home (from rain, rivers, canals)	999 for help to evacuate (the 999 service also links through to Mountain Rescue) Flood line 0345 988 1188 24 hour service
	If there is a water leak in your home	If you do not have emergency plumber insurance, phone United Utilities on 0800 330 033 who will help you find a plumber
	To report a water main leak or blocked sewer on a road or footpath	0800 330 033 or fill in a form at www.unitedutilities.com – go to 'help and support' then choose from the options
	Flooding of public drains and roads (from rain, rivers, canals) It's quicker to report online than to phone	Report online at www.stockport.gov.uk then 'parking, roads and travel' then 'drainage & flooding' 0161 217 6111 office hours Out of hours 0161 474 5555
Problems with roads and pavements	To report hazards on roads or pavements, such as obstructions, potholes, missing flags, damaged grids, etc It's quicker to report online than to phone	Report online at www.stockport.gov.uk then 'parking, roads and travel,' then 'roads and footpaths' 0161 217 6111 office hours Out of hours 0161 474 5555

Adult and Children's Social Care Services	Children or young people at risk	Mon-Fri 8am-5pm phone 0161 217 6029 Minicom 0161 217 6024
	Older people who are at risk and need immediate help	Or visit the My Care My Choice website for support for yourself or if you are caring for someone www.mycaremychoice.org.uk
	People with mental health needs in times of crisis	Out of hours phone 0161 718 2118 Mon-Thurs 4.30pm-8.30am Fri 4pm-Mon 8.30am 24 hours on Bank Holidays
If you're struggling to cope, or feeling overwhelmed	The Samaritans offer a safe place for you to talk any time you like, in your own way – about whatever's getting to you. You don't have to be suicidal.	Samaritans are here round the clock, 24 hours a day, 365 days a year. Whatever you're going through, call us free any time, from any phone on 116 123 .
	The Sanctuary provides 24-hour mental health support to adults experiencing anxiety, panic attacks, depression, suicidal thoughts or are in crisis.	0300 003 7029 Crisis support line daytime (6am-8pm) Place of 'safety and support' through the night (8pm-6am)
Emergency help with food or fuel bills	Fuel Bills – help in a crisis from the Stockport Local Assistance Scheme (SLAS) SLAS can assist households in a fuel crisis who are on pre-pay meters, on a low income or benefits and be experiencing some form of financial crisis. If eligible, energy vouchers will be provided as an award (not cash).	You need to apply online: https://www.stockport.gov.uk/stockport-local-assistance-scheme Email: slas@stockport.gov.uk Phone: 0161 474 2140 Need help to apply? We have drop in days on Weds and Friday at Fred Perry House
	Stockport Foodbank We work with local agencies, who can issue you with a foodbank voucher if appropriate. They can also provide long term support if needed. Agencies include: The Wellspring, Job Centre +, Citizens Advice, housing support officers, children's centres, health visitors, social services. You can also apply for assistance with gas and electricity bills for cooking or heating.	Phone: 0161 487 3370 Email: foodbank@stockportfoodbank.org.uk Phone us to talk through your situation. We will put you in touch with a local agency to visit, who will supply you with a foodbank voucher where appropriate. Bring your voucher to one of our foodbank centres (7 locations across Stockport)
	Chelwood Foodbank Plus An independent foodbank providing emergency food, kitchen equipment, bedding and other household items from 4 locations in Stockport. Phone us to talk through how to receive a voucher.	Phone: 0161 486 0043 Email: info@chelwoodfoodbankplus.org Twitter: @chelwoodFBPlus Facebook: https://www.facebook.com/foodbankstockport
	Free Draught Proofing Service If you're on a low income, you may qualify for a free service to draught proof your home.	Wellbeing Independence Network (WIN) at Home (a service for adults of all ages) Contact WIN through Age UK 0161 480 1211 Ask for 'Handy Help Draught Proofing'
	LEAP (Local Energy Advice Programme) Free advice on whether you have the cheapest energy tariff. If you have a low income or are on certain benefits you could also receive free energy saving measures that could save you £30 per year	Phone 0800 060 7567 Mon-Fri 9am-5.30pm (Freephone) to book your free home visit, or apply online: www.applyforleap.org.uk
Practical Help in the Home	If you need advice or information about local reputable tradespeople, or if you have a small urgent job or repair that needs doing in your home.	Wellbeing Independence Network (WIN) at Home (a service for adults of all ages) Contact WIN through Age UK 0161 480 1211 Ask for 'Handy Help'