

Out of Hours Calls Emergency Service

Outside of office hours an emergency service is available by ringing 01257 515452. Situations that are considered an emergency are defined in the council's out of hours calls procedure and the response is different for each service area.

In an emergency situation the details of your call will be passed on to the relevant council on-call officer. The on call officer will contact you as soon as possible where this is necessary. It may be possible to respond to the situation without contacting you again.

Where the issue is not an emergency the caller will be advised to contact the council on the next working day.

Further information on the response that can be expected is available from the officer below:

Animal welfare, environmental health including noise, pollution and hazardous waste, Gypsy and Romany Traveller encampments	Louise Elo 5732
Civil emergencies and major incidents	Kerry Maguire 01772 625299 or Louise Elo 5732
Community Centres	Andrew Daniels 5265
Council Civic buildings including alarms and other incidents	Chris Moister 5160
Dangerous defects and structures and tree preservation orders	Paul Whittingham 5349
Streets and grounds maintenance (not on the highway) including council car parks, lighting emergencies, play areas and parks, cemeteries, flooding	Jo Oliver 5737

Some emergency situations are the responsibility of other agencies such as the emergency services and you will be advised who the other agency is.

Highways emergencies including diesel spillages, debris, icy conditions, fallen trees on the highway and street lighting emergencies	Lancashire County Council. Outside of office hours contact police 101 During office hours and non-emergencies contact LCC 0300 123 6780
Drainage and drinking water issues	United Utilities 0845 602 0406
Homelessness	New Progress Housing 01772 450695
Serious air pollution	Relevant emergency service 999
Intruder/burglar/car alarms	Police 101