

## Concerned about something or someone? **IF IT IS AN EMERGENCY RIGHT NOW, CALL 999**

Otherwise, for non-emergency situations – for the Police dial **101**, for health and medical issues dial **111**, For Shropshire Fire and Rescue dial **01743 260200**

### Concerned about an adult?

Shropshire Council First Point of Contact. This service handles concerns and safeguarding calls for vulnerable adults.

**0345 678 9044**

### Concerned about a child?

Shropshire Council First Point of Contact. This service handles concerns and safeguarding for children.

**0345 678 9021**

### To report a homeless person

National charity linking homeless people aged 18 or over to local help. You can go online at [www.streetlink.org.uk/](http://www.streetlink.org.uk/)

**0300 500 0914**

### IF YOU ARE HOMELESS

Housing – Shropshire Council. Help and advice if you are homeless, or are at risk of homelessness

**0345 678 9005**

### To report Antisocial behaviour

Shropshire Council

**0345 678 9020**

**Council services** If you don't want to ring, you can do most things online using the addresses below. There is live online help and advice available through webchat which you can find on the Council's main "contact us" page and on the Council Tax pages.

### General enquiries

Customer Services. To do this online instead find the service you need at [www.shropshire.gov.uk](http://www.shropshire.gov.uk)

**0345 678 9000**

### Council Tax

Shropshire Council Revenues and Benefits. You can do this online instead at [www.shropshire.gov.uk/council-tax/](http://www.shropshire.gov.uk/council-tax/)

**0345 678 9002**

### Housing issues

Information on homelessness, home ownership, renting and more. You can find this online at [www.shropshire.gov.uk/housing-options-and-homelessness/](http://www.shropshire.gov.uk/housing-options-and-homelessness/)

**0345 678 9005**

### Local streets, roads and transport, including flooding issues

Customer Services. You can do this online instead at [www.shropshire.gov.uk/roads-and-highways/](http://www.shropshire.gov.uk/roads-and-highways/)

**0345 678 9006**

### Bins, waste and recycling

Customer Services [www.shropshire.gov.uk/recycling-and-rubbish/](http://www.shropshire.gov.uk/recycling-and-rubbish/)

**0345 678 9007**

### Blue Badge

Customer Services [www.shropshire.gov.uk/parking/blue-badge-parking-scheme/apply-for-or-renew-a-blue-badge/](http://www.shropshire.gov.uk/parking/blue-badge-parking-scheme/apply-for-or-renew-a-blue-badge/)

**0345 678 9014**

### School admissions, transport and Free School Meals

Customer Services. To do this online go to [www.shropshire.gov.uk](http://www.shropshire.gov.uk) and search for the service you need.

**0345 678 9008**

**Planning**

Customer Services. You can do most things online at

[www.shropshire.gov.uk/planning](http://www.shropshire.gov.uk/planning)

**0345 678 9004**

**Parking**

Parking services, costs, permits, fines.

See [www.shropshire.gov.uk/parking/](http://www.shropshire.gov.uk/parking/)

**0345 678 9019**

**Pest control**

Public Protection Service.

For more info see [www.shropshire.gov.uk/pest-control/](http://www.shropshire.gov.uk/pest-control/)

**0345 678 9067**

**Registrars – births, deaths and marriages**

Customer Services. For birth and marriages go online at

[www.shropshire.gov.uk/births-and-marriages/](http://www.shropshire.gov.uk/births-and-marriages/) For bereavement services

and to register a death go to

[www.shropshire.gov.uk/bereavement-services/](http://www.shropshire.gov.uk/bereavement-services/)

**0345 678 9016**

**Elections and voting**

Customer Services. To do this online go to

[www.shropshire.gov.uk/elections-and-electoral-registration/](http://www.shropshire.gov.uk/elections-and-electoral-registration/)

**0345 678 9015**

**Business rates**

Shropshire Council Revenues and Benefits.

To do this online go to [www.shropshire.gov.uk/business-rates/](http://www.shropshire.gov.uk/business-rates/)

and search for the service you need.

**0345 678 9003**

**Helping you to manage – including money, benefits and debt**

Help with money or debt worries, access to local and national benefits advice and support, advocacy and services for people of all ages

**Local Welfare Fund**

Shropshire Council. Help for people in crisis.

Food, fuel or household goods.

**0345 678 9078**

**Discretionary Housing Payments**

Shropshire Council. Extra help for those living in rented property

but only if you are getting Universal Credit or Housing Benefit

**0345 678 9078**

**Help with Council Tax**

Shropshire Council. Rebates and discounts,

help if you are struggling to pay.

**0345 678 9002**

**Universal Credit**

Department for Work & Pensions. The new benefit replacing Tax Credits,

Housing Benefit, Income Support and income based Jobseeker's and

Employment and Support Allowances

**0800 328 5644**

**Help to claim Universal Credit**

New service run by Citizen's Advice. They will help and advise

anyone claiming Universal Credit up to that first payment

and beyond if needed.

**0800 144 8444**

**Jobcentre Plus**

For new or existing benefits, advice and support to get into work

For new benefit claims

**0800 055 6688**

For existing Jobseekers, Income Support, incapacity or Employment

**0800 169 0310**

For Maternity Benefits

**0800 169 0283**

For Bereavement Benefits

**0800 731 0139**

### **The Pensions Service Helpline**

The Department for work & Pensions. Help with State Pension, Pension Credit, making a claim or reporting a change

**0800 731 0469**

### **Citizen's Advice**

Wide ranging advice and advocacy including money, benefits, consumer, housing, family and law

**03444 99 11 00**

### **Age UK**

Support, advice, services and activities for older residents

**01743 233 123**

### **Support for carers**

Shropshire Council First Point of Contact. Can get you help and support through a carer's assessment

**0345 678 9044**

### **National Debtline**

National charity providing helpful online and phone advice, sample letters and tools to use. Go online at [www.nationaldebtline.org/EW/Pages/contactus/debtadvice.aspx](http://www.nationaldebtline.org/EW/Pages/contactus/debtadvice.aspx)

**0808 808 4000**

### **Money Advice Service**

Another great source of help with all things money from debt, lending, mortgages, work, retirement. Go online at [www.moneyadviceservice.org.uk/en](http://www.moneyadviceservice.org.uk/en)

**0800 138 7777**

### **Stepchange**

Dedicated debt advice charity providing advice and tools for money and debt management. Go online at [www.stepchange.org/](http://www.stepchange.org/)

**0800 138 1111**

## **Gas, Electricity and water supply**

always look to your own supplier first but if it is an emergency or supply outage see below:

### **Gas emergencies**

Energy Networks Association. If you smell gas or are worried about gas safety ring the emergency line. For all other advice including during cold weather and flooding, use non-emergencies.

Emergencies only:

**0800 111 999**

Non-emergency:

**0345 835 1111**

### **Electricity emergency or outage**

105 is a free service in the event of an emergency or outage that will put you through to your local electricity network supplier.

**105**

### **Water emergencies Severn Trent.**

For supply problems, burst mains or if you can't turn off the supply at STWA's stop tap. Also, anyone who may need more help and support because of a medical or other condition can register for priority services. There is more information here:

[www.stwater.co.uk/get-in-touch/join-our-priority-services-register/](http://www.stwater.co.uk/get-in-touch/join-our-priority-services-register/)

For emergencies:

**0800 783 4444**

General line and billing:

**0345 750 0500**

## **Broadband Services**

If you have broadband already or if you are experiencing difficulties with your current broadband you should always contact your current supplier to try to resolve any problems.

### **Connecting Shropshire**

If you want to know more about better broadband, how to get faster broadband and what might be in place to help with this try connecting Shropshire. There is a lot of information here:

[www.connectingshropshire.co.uk/faqs/](http://www.connectingshropshire.co.uk/faqs/)

**01743 252203**

## Health issues and concerns

if you have concerns about health then your GP should be your first point of contact, but the following specialist and support services might be helpful too

### Shropshire Community Health NHS Trust

NHS Shropshire Community Health have a great A-Z list of help and services on their website at [www.shropscommunityhealth.nhs.uk/for-patients-and-carers](http://www.shropscommunityhealth.nhs.uk/for-patients-and-carers) all contact numbers are on these pages

### Shrewsbury and Telford Hospitals

Wards and clinics may have their own specific contact numbers and these may be on appointment or other letters.

**01743 261000**

### Mental Health Access Team

Single point of contact for information advice and guidance on adult mental health issues

**0800 124 0365**

### Mental Health Social Work Team

You may need to be referred via your GP. The team can provide early help, signposting, short term help and goal setting and can provide details of local drop-in sessions

**01743 255895**

### Shropshire Psychological Therapies

A range of help, advice, life skills and supported self-help

**0800 123 6020**

### Shropshire Mind

Support, advice and group help for adults suffering mental health issues

**01743 368 647**

### Samaritans

Contactable afternoons/evenings

**116 123**

### Children's mental health and wellbeing

Initial contact is through Shropshire Council First Point of Contact but there is also online support from Kooth at [www.kooth.com/](http://www.kooth.com/) as well as the Children's Society "Beam" drop in sessions, details of which are here: use [www.childrensociety.org.uk/beam/shropshire](http://www.childrensociety.org.uk/beam/shropshire)

**0345 678 9021**

