



**Rip-off emergency and out-of-hours  
Local authority telephone numbers**

To supplement our briefing – [Rip-off surcharge on local authority payment lines](#) - we have prepared the following list, with a link to each source web page, of cases where local authorities use 084/087 numbers for contact out-of-hours and to deal with urgent or emergency situations.

**How the money works**

Every 084/087 number has a “Service Charge”. This is expressed, inclusive of VAT, for each number in the listing that follows. This is collected by the caller’s telephone company and passed to the telephone company providing the number, to the benefit of the person called.

We understand that some users allow their telephone company to retain this benefit.

In addition to the “Service Charge” callers also pay an “Access Charge”. This is set by their telephone company at the same rate for all calls to premium numbers (those beginning 084, 087, 09 and 118). Some landline providers have an Access Charge as low as 10p per minute. Mobile providers go up to (in the cases of O2 and Vodafone) 55p per minute.

The applicable pence per minute values for each of the Service Charges in the list below are as follows:

Service Charge	Benefit to local authority	Cost of calling (maximum)
1p per minute	0.83 ppm	56 ppm
2p per minute	1.67 ppm	57 ppm
3p per minute	2.50 ppm	58 ppm
4p per minute	3.33 ppm	59 ppm
5p per minute	4.17 ppm	60 ppm
6p per minute	5.00 ppm	61 ppm
7p per minute	5.83 ppm	62 ppm

Even with the “Access Charge” set by BT for landline customers – 13p per minute, the telephone companies are making far more out of the cost incurred by callers than are the local authorities.

Calls to 01, 02 and 03 numbers are mostly made at no direct cost to the caller, because they are covered by the (mostly unlimited) call plans and bundles which the overwhelming majority of people use to cover their ordinary calls.

We urge all public sector bodies to adhere to the relevant Cabinet Office Guidance – [HMG Guidance - Customer Service Telephone Lines - Use of Number Prefixes](#).

In the wider field, we classify all those who use 084/087 numbers as “greedy and foolish”, see – [The ‘insanity’ of using 084 or 087 numbers - even when it is permitted](#).

The table which follows highlights cases which we were able to pick up from publications on the web by the local authorities.

There are many cases of third party websites referring to numbers that have now been changed.

There are also many examples where “Call Connection Services” may deceive people into calling expensive numbers, from which they benefit, whilst connecting the call to an ordinary number.



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This information is as retrieved from the page referenced by the link at the time of publication. Please review the link to confirm that the information is relevant and current.

<u>Council</u>	<u>Service</u>	<u>Link</u>	<u>Number</u>	<u>Service Charge</u>
Aberdeenshire Council	Out of Hours Social Work & Homelessness Service	<a href="#">www.</a>	0845 840 0070	2p per minute
Ashmansworth and Crux Easton Parish Council	Emergencies and out of hours	<a href="#">www.</a>	0845 603 5638	5p per minute
Barnsley Metropolitan Borough Council	Out of hours emergencies	<a href="#">www.</a>	0844 984 1800	4p per minute
Belfast City Council	to report emergencies out-of-hours	<a href="#">www.</a>	0845 744 0088	5p per minute
Blaby District Council	building control - emergency out of Hours	<a href="#">www.</a>	0844 736 9545	6p per minute
Blaby District Council	emergency (out of hours) homelessness number	<a href="#">www.</a>	0870 238 5057	1p per minute
Blaenau Gwent County Borough Council	Enquiries regarding Piper lifeline alarms out of office hours	<a href="#">www.</a>	0845 056 8035	2p per minute
Breckland Council	customer contact centre out-of-hours service	<a href="#">www.</a>	0845 600 1936	5p per minute
London Borough of Bromley	out of hours	<a href="#">www.</a>	0845 9200 800	2p per minute
Cambridge City Council	Housing advice service - out-of-hours emergency queries	<a href="#">www.</a>	0844 335 3944	7p per minute
Ceredigion County Council	Social Services Contact Centre - out of hours	<a href="#">www.</a>	0845 6015392	5p per minute
Copeland Borough Council	sandbags and to notify of flooding and associated hazards	<a href="#">www.</a>	0845 054 8600	2p per minute
Cornwall County Council	Out of hours mental health services: North Cornwall, Caradon and Restormel areas	<a href="#">www.</a>	0845 230 3901	7p per minute
Cornwall County Council	Out of hours mental health services: Carrick, Kerrier and Penwith	<a href="#">www.</a>	0845 230 3902	7p per minute
Dartford Borough Council	Council Emergency Out of Hours Service	<a href="#">www.</a>	0845 634 1212	2p per minute



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Dundee City Council	Emergencies - Out of hours number	<a href="#">www.</a>	0845 121 2975	2p per minute
East Ayrshire Council	out of hours number	<a href="#">www.</a>	0845 724 0000	5p per minute
East Lothian Council	Environmental emergencies	<a href="#">www.</a>	0845 600 8855	5p per minute
Essex County Council	Out of hours emergency social care	<a href="#">www.</a>	0845 606 1212	5p per minute
Exeter City Council	Out of Hours number	<a href="#">www.</a>	0845 3511060	2p per minute
Fareham Borough Council	Children's Services out of office hours	<a href="#">www.</a>	0845 600 4555	5p per minute
Flintshire County Council	Care Services - Out of hours emergencies	<a href="#">www.</a>	0845 0533116	2p per minute
Flintshire County Council	Housing - Out-of-hours emergency repairs	<a href="#">www.</a>	0845 373 3665	3p per minute
Flintshire County Council	Learning Disabilities - Out of hours number	<a href="#">www.</a>	0845 0533116	2p per minute
Fylde Borough Council	Emergency / Out of Hours - Social Care	<a href="#">www.</a>	0845 6021043	5p per minute
Gloucestershire County Council	Domestic Abuse Support Service	<a href="#">www.</a>	0845 602 9035	5p per minute
Hampshire County Council	Property Services Emergency Call-Out Service	<a href="#">www.</a>	0870 242 2220	1p per minute
Hart District Council	Out of Hours Emergency Homelessness enquiries	<a href="#">www.</a>	0845 677 067	2p per minute
Hart District Council	Out of hours	<a href="#">www.</a>	0845 677 0678	2p per minute
Hartepool Borough Council	concerned about a child or vulnerable adult out of hours	<a href="#">www.</a>	0870 240 2994	1p per minute
Highland Council	Council emergency out of hours phone numbers. Health and social care	<a href="#">www.</a>	0845 601 4813	5p per minute
Highland Council	Council emergency out of hours phone numbers: Social Work and TEC Services	<a href="#">www.</a>	0845 769 7284	5p per minute
Highland Council	Council emergency out of hours phone numbers: Council Housing	<a href="#">www.</a>	0845 700 2005	5p per minute





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Kent County Council	Social Services Out of Hours	<a href="#">www.</a>	0845 7626777	5p per minute
Kent County Council	Highway services Contact Centre	<a href="#">www.</a>	08458 247 800	5p per minute
Luton Borough Council	Youth offending service out of hours emergency	<a href="#">www.</a>	0870 2385465	1p per minute
Worcestershire County Council	Social Services - Safeguarding	<a href="#">www.</a>	0845 607 2000	5p per minute
Medway Council	Helping Rough Sleepers and Beggars - Out of hours	<a href="#">www.</a>	0845 7626777	5p per minute
Mid Sussex District Council	Out of hours emergencies	<a href="#">www.</a>	0845 602 1035	5p per minute
Middlesborough Borough Council	social care emergencies (out of hours)	<a href="#">www.</a>	08702 402994	1p per minute
Moray Council	out of hours emergency service	<a href="#">www.</a>	08457 565656	5p per minute
Nether Stowey Parish Council	out of hours emergency issues relating to street lights	<a href="#">www.</a>	0845 795 9639	5p per minute
North Lanarkshire Council	Out-of-hours contacts: heating repairs	<a href="#">www.</a>	0845 606 1555	5p per minute
North Somerset Council	Out of hours service	<a href="#">www.</a>	0845 121 0235	2p per minute
North Yorkshire County Council	Keeping people safe	<a href="#">www.</a>	0845 034 9410	2p per minute
North Yorkshire County Council	Keeping people safe out of hours	<a href="#">www.</a>	0845 034 9417	2p per minute
Northumberland County Council	social care out of hours	<a href="#">www.</a>	0845 600 52 52	5p per minute
Oxford City Council	housing - out of hours emergencies	<a href="#">www.</a>	0844 856 2032	7p per minute
Oxfordshire County Council	Crisis Response Service	<a href="#">www.</a>	0845 050 7666	2p per minute
Pembrokeshire County Council	Emergency out of hours	<a href="#">www.</a>	0845 601 5522	5p per minute
Peterborough City Council	Highway and Street Lighting emergencies	<a href="#">www.</a>	0845 604 3127	5p per minute
Portsmouth City Council	Emergency out-of-hours	<a href="#">www.</a>	0845 045 45 45	2p per minute



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Somerset County Council	To report non-urgent or emergency problems with a street light	<a href="#">www.</a>	0845 601 0939	5p per minute
Somerset County Council	To report emergency problems with a street light out of hours	<a href="#">www.</a>	0845 795 9639	5p per minute
South Cambridgeshire District Council	Environmental Health Emergency	<a href="#">www.</a>	0845 609 5437	5p per minute
South Cambridgeshire District Council	Homelessness Emergency Service	<a href="#">www.</a>	0845 609 5438	5p per minute
South Lakeland District Council	out of hours numbers: Kendal and Eastern Area	<a href="#">www.</a>	0870 428 6905	3p per minute
South Lakeland District Council	out of hours numbers: Lakes, Ulverston & Western Area	<a href="#">www.</a>	0870 428 6906	3p per minute
South Oxfordshire District Council	Social & Community Services Access Team	<a href="#">www.</a>	0845 050 7666	2p per minute
South Staffs Council	concern about the safety of a child or vulnerable adult	<a href="#">www.</a>	0845 6042886	5p per minute
South Tyneside Council	safeguarding alert	<a href="#">www.</a>	0845 130 4959	3p per minute
Staffordshire County Council	First Response service (out of hours)	<a href="#">www.</a>	0845 6042886	5p per minute
Tameside Metropolitan Borough Council	emergency out of hours service	<a href="#">www.</a>	0845 746 2200	5p per minute
Tewkesbury Town Council	Emergency Out of Hours Caretaker	<a href="#">www.</a>	0845 548 5808	7p per minute
Wakefield Council	Housing for Vulnerable Adults - out of hours service	<a href="#">www.</a>	0845 8 503 503	5p per minute
Walsall Council	Homelessness - Emergencies out of hours	<a href="#">www.</a>	0845 1112836	2p per minute
West Dumbartonshire Council	Adult Mental Health Services - Out of Hours Team	<a href="#">www.</a>	0845 650 1730	2p per minute
West Dumbartonshire Council	Emergency out of hours repairs	<a href="#">www.</a>	0844 579 6493	7p per minute
West Lancashire Borough Council	Homelessness - out of office hours emergencies	<a href="#">www.</a>	0845 371 0898	3p per minute