

## **The EMERGENCY SERVICES:**

You can dial 999 or 112 in this country to call the emergency services. These numbers are free to call but for emergencies only. If you call them you will be asked which service you need i.e. police, fire, ambulance or coastguard. You will be asked your name (which you don't have to give), where you are calling from, and what the emergency is.

Unless you have deliberately wasted their time, there is no charge for these services. They are totally free.

### **POLICE:**

You should call the police if you have a car accident, if you are the victim of a crime or witness a crime. You will be treated like any UK citizen. Police in the UK are responsible for keeping law and order. They are not part of the army, they are independent from the government, and they do not routinely carry guns. All police will call an interpreter if they need one to speak to you.

You can call 08452 777 444 for non-urgent calls to the police, and 0800 555 111 for Crimestoppers (i.e. to report crimes).

### **FIRE BRIGADE:**

Ask for the fire brigade if there is a fire. They help people to prevent fires too. The Fire Brigade can do a fire safety check on the place where you live or the place where you work, if you are worried about fire safety there.

### **AMBULANCE:**

Ask for the Ambulance Service if someone is ill or injured, and is too ill to get to hospital by themselves. Usually one person will be allowed to travel in the ambulance with the sick person, especially if they are a child.

### **COASTGUARD (and LIFEBOAT):**

Ask for the coastguard for incidents on or near the coast, in the sea or on boats. They can rescue people who have fallen down cliffs or are cut off by the tide. They will also send out a lifeboat (or an inshore rescue boat) if necessary.