

## **Contact Cheshire West and Chester Council**

### **Contact the Council by phone:**

Our advisors are available from 8am until 7pm, Monday to Friday (excluding Bank Holidays and Christmas).

Calls to 0300 numbers are charged at local rates whether from landlines or mobile phones. They are included as part of any inclusive minutes or discounts.

Textphone users can request a [British sign language support interpreter](#).

- General enquiries 0300 123 8123
- Council Tax 0300 123 7022
- Payments 0300 123 7029
- Cemeteries and crematoria 01244 972428
- Cheshire West Community Access team 0300 123 7034
- Community Wardens 101
- Fraud 0300 123 7030
- Housing Solutions 0300 123 2442
- Local Welfare Assistance (HELP Scheme) 0300 123 7065
- Press and media enquiries 01244 972216
- Rates (Business) 0300 123 8123

### **Out of hours and emergency calls**

Out of hours calls are dealt with by our call handling service. All enquires are logged and passed to relevant teams as soon as possible. Callers should be aware that they are talking to an externally contracted representative and not Cheshire West and Chester Customer Service staff, as a result, they may be required to provide more details than normal.

To contact us in an emergency (between 7pm and 8am Monday to Friday and weekends) please telephone us on **0300 123 7035**.

## **Contact Cheshire West and Chester Council**

### **Adult Social Care**

#### **Emergency out of office hours**

- Telephone: 01244 977277
- Email: [emergencydutyteam@cheshirewestandchester.gov.uk](mailto:emergencydutyteam@cheshirewestandchester.gov.uk)
- Opening hours: from 5pm (4.30pm Fridays) - 8.30am weekdays and 24 hours weekends and bank holidays
- [Adult social care](#)

### **Children and Young People services**

#### **Emergency out of office hours**

- Telephone: 01244 977277
- Opening hours: from 4.30pm (4pm Fridays) - 8.30am weekdays and 24 hours weekends and bank holidays
- [Children and young people](#)