

Who to contact in case of Emergency?

If you are in a life threatening emergency situation right now, do not delay. Please dial **999** and ask for Police, Ambulance, or Fire Brigade

Reporting Crimes

To report a crime or receive an update on a crime:

[Thames Valley Police](#) non-emergency number 101

Fire and Rescue

[Oxfordshire Fire & Rescue Service](#) 01865 842999 – 24/7

Medical Emergencies

To receive urgent or out of hours medical support or advice:

[NHS 111 online](#) dial 111

Or visit one of our A&E departments

[John Radcliffe Hospital \(A&E\)](#) 01865 741166 – 24/7

[Horton Banbury Hospital \(A&E\)](#) 01295 275500 – 24/7

[Witney Community Hospital](#) 01865 904222

Defibrillators

There are defibrillators across Carterton. **Remember, the first thing to do in any emergency is to ring 999.**

The Emergency call centre staff will be able to direct you to your nearest defib and talk to you about what to do while help is on the way.

Flooding

Floodline 0845 988 1188

[Environment Agency](#)

General Enquiries 08708 506 506

Incident Reporting 0800 80 70 60

Flooding – where to get sandbags

[West Oxfordshire District Council](#) provides sandbags

During an imminent risk of flooding to property, when an Environment Agency Flood Alert or Flood Warning has been declared, West Oxfordshire District Council will give out sandbags free of charge. If you are elderly or disabled they will deliver them for you. In an emergency loose sand and bags can be made up by members of the public at the District Council's premises at

Witney: [Elmfield Offices, New Yatt Road](#), OX28 1PB

Oxfordshire County Council is the Lead Local Flood Authority and has a [flood toolkit](#) on its website.

Utilities: Drainage, Leaks and Power Outages

[Thames Water](#) 24 hour hotline: 08459 200 800

Gas Emergency Call – 0800 111999

Electricity Emergency Call - 105

Local Council Numbers

Oxfordshire County Council General enquiries 01865 792422 24/7

Out of Hours Emergencies (Adult's and Children's Social Care): 0800 833 408

This number is for emergencies only. Please note: If you think a child or adult is in immediate danger, you should call the police on 999.

Out of Hours Emergencies (Highways): 0345 310 1111

Email: Highway.Enquiries@Oxfordshire.gov.uk

Out of Hours Emergency (only for matters imminently likely to cause an accident or damage property): 01223 849731

West Oxfordshire District Council General enquiries: 01993 861000

Out of Hours Emergencies: 01993 861000 and ask for option 3

Report a missed bin collection: <https://www.westoxon.gov.uk/bins-and-recycling/report-a-missed-bin/>

Carterton Town Council General enquiries: 01993 842156

Out of Hours Emergencies: 07950 436161

Please note: This number is only for **Town Council Emergencies** e.g. matters imminently likely to cause an accident or damage property. If your query can wait then please call back on the General Enquiries Line when the town hall is open.
