

EMERGENCY Numbers for the Christmas Period

Please can I remind you that if you or one of your residents has an emergency and feel that a person(s) or property is in immediate danger to [call 999](#).

If, however, it relates to for example:

- Housing issues.
- Homelessness.
- Removal of syringes from public areas.
- Environmental health emergencies.
- Dangerous Buildings
- Etc.

to phone the main **Breckland telephone number** to report the issue, and this will be either dealt with by the Call Centre or cascaded through to the Council's Emergency Duty Officer for action/awareness as appropriate.

[Breckland Telephone number: 01362 656870](#)

Please can I remind you to refrain from contacting either the Duty Officer or the Emergency Planning officer directly as this can inundate the officers concerned and allows us to better plan and manage any ongoing emergency by allowing our colleagues in the call centre to handle incoming calls.

[Flooding telephone number: 0344 800 8013](#)

[Breckland Council Closure over the Christmas Period](#)

- From 13:00 hrs on 24th December – 26th December 2025 inclusive (For contact centre and Elizabeth House walk-ins)
- From 13:00 hrs on 24th December – 1st January 2026 (For Thetford Business Centre walk-ins)
- 1st January 2026

Please note despite office closures, emergency cover is in place to respond to emergencies, 24 hours a day, 7 day a week, including Bank holidays.