



 **Age UK** – National Information Line (FREEPHONE) 0800 00 99 66, 8AM – 7PM every day of the year (including Christmas and New Year) for older people and their relatives and friends. Will signpost to services and post information.


 **Alcoholics Anonymous** - Open from 10am – 10pm (including Christmas Day and over the New Year), answerphone all other times, calls will be returned. Will provide support and advice for any alcoholic on 020 7833 0022 (London Helpline). [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)


 **Ambulance Service** - Phone 999 for a medical emergency. Otherwise telephone your usual GP and listen to any information on recorded messages that they may have whilst the surgery is closed.


 **Childline** - This line is for children and young people in trouble, danger or need. Open 24 hours a day, 7 days a week (including Christmas and New Year) Ring 0800 11 11 / Minicom on 0800 400 222

 **Council Housing** –Phone 020 7361 3008. Housing services remain open to 5.30pm (but with limited staffing) until the out of hours emergency service opens.

 **Community Alarm Service** - Ring 020 7605 6509 if you have any problems or queries regarding your alarm. Help available 24 hours a day throughout the year.

 **Community Safety Team** – A support unit providing advice and support for the elderly, vulnerable and people who have been victims of racial, homophobic or domestic violence. Telephone 020 361 3000. Open 9am – 5pm, Phone 101 all other times. Phone 999 in an emergency.

 **Domestic Violence** - REFUGE offers a 24hr crisis line and emergency accommodation for women and children suffering from domestic violence. FREEPHONE 0808 2000 247.

 **Electricity Supply** - For power failure in the local area please ring freephone 105. Lines are open 24 hours a day, all year round including Christmas and New Year.

**☎ Fire Brigade** - Phone 999 (free, 24 hours) for emergencies to do with fire, inside or outside the home.

**☎ Gas Leaks** - Freephone 0800 111 999 (24 hours, every day of the year). If you smell gas, especially in your home, **DO NOT SWITCH THE LIGHTS ON, LIGHT A CIGARETTE, USE COOKERS OR ELECTRICAL EQUIPMENT**, leave the premises, phone the freephone number and await further instruction from the engineers.

**☎ Gingerbread** - Support and advice to lone parents. Freephone 0808 802 0925 9am – 5pm for specialist advice. Closed at weekends. Closes 1pm on Christmas Eve, line open again 9am on 4th January 2021.

**☎ Homelessness** - If homelessness occurs over the Christmas period, then go to your nearest Police Station. They will be able to advise on emergency accommodation. You should then contact the Housing Department at Kensington Town Hall, Hornton Street, W8, housing line: 020 7361 3008 open 9am-5pm; helpline: 020 7361 3013 open 24 hours including Christmas and New Year.

**☎ Lesbian and Gay Switchboard** -030 0330 0630. (Daily 10am-10pm, 7 days a week, 52 weeks a year). If your call is answered by the answerphone, leave a message and your call will be returned.

**☎ Pharmacy (24 hr)** – Zafash Ltd., 020 7373 2798 Old Brompton Road (junction with Earl's Court Road), London SW5 0EA. Telephone 020 373 2798. Website: [www.zafash.com](http://www.zafash.com). Open 365 days of the year.

**☎ Police** - In an emergency phone 999 (free, 24 hours). Local Police Stations are: **Chelsea Police Station**, 2 Lucan Place, SW3, **Kensington Police Station**, 72 Earls Court Road, W8. Telephone 101 to be connected to your local police station.

**☎ Samaritans – London Branch Office: 020 7734 2800.** Emergencies call 116 123 for confidential advice and information or someone who will listen to you (24 hours). Or e-mail: [jo@samaritans.org](mailto:jo@samaritans.org)

**☎ Saneline** - For anyone with mental health problems, their families and friends, Saneline can offer emotional crisis support, information and if necessary referrals to local mental health services. Call 0845 767 8000 7pm – 11pm every day.

**☎ Social Work Emergency Helpline** – For the emergency Duty Social Work Team, call 020 7361 3013, 5pm – 9am Monday – Friday and 9pm Friday evening until 9am Monday morning. At all other times call 020 7373 2227 (24 hrs) and ask to speak to the duty social worker.