

☎ Age UK – National Information Line (FREEPHONE) 0800 678 1602, 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. **Over the Christmas and New Year period please contact 0208 969 9105.**

☎ Alcoholics Anonymous – Will provide support and advice for any alcoholic on National Helpline 0800 917 7650, open 24 hours, including Christmas and New Year. www.alcoholics-anonymous.org.uk. **Face to face meetings closed on Christmas Day. Telephone and online appointments are still available.**

☎ Ambulance Service - Phone 999 for a medical emergency. Otherwise, telephone 111 or 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 1111. www.childline.org.uk

☎ Council Housing –Phone, 020 7361 3008 for homelessness, 8.30am to 5.30pm. For emergencies outside of these hours and bank holidays, call 020 7361 3000 and stay on the line for urgent assistance.

☎ 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 7361 3000 **they have limited resources due to cyber-attack.** 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 / textphone (minicom) on 0800 371 787 (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.

☎ 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; or social services line: 020 7361 3013.

☎ LGBT Foundation + Helpline 0345 330 3030 then option 1. Open Mon – Fri: 9:00am – 6:00pm. Email: helpline@lgbt.foundation

☎ Pharmacy – Zafash Ltd., 020 7373 2798 Old Brompton Road (junction with Earl's Court Road), London SW5 0EA. Open 9:00am - 10:00pm. Open 9am-8pm Christmas Day, Boxing Day, and New Year's Day. Website: www.zafashpharmacy.co.uk

☎ Police - In an emergency phone 999 (free, 24 hours). Local Police Station: **Kensington Police Station**, 72-74 Earls Court Road W8 6EQ. Open 24/7. Telephone 101 to be connected to your local police station.

☎ Samaritans – Call 116 123 for confidential advice and information or someone who will listen to you (24 hours). Or e-mail: 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 0300 304 7000, 4:00pm –10:00pm every day including Christmas and New Year.

☎ Social Work Emergency Helpline – For the emergency/out-of-hours Duty Social Work Team, call 020 7373 2227, 5:30pm - 8:30am.