Christmas season services, 2022

Whilst the majority of voluntary and community sector services are closed over the Christmas holiday period, some remain open, providing vital services for our local residents.

Statutory services are open over Christmas and New Year, though may operate a reduced service. Please see the end of this document for emergency contact details.

Below you will find information on services that are open at various times between Saturday 23rd December and Monday 2nd January.

To add your organisation’s Christmas season services to this document, please contact [info@sobus.org.uk](mailto:info@sobus.org.uk)

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| Change Grow Live (the Alcohol Service London) | | | |
| **Website** | [www.thealcoholservicelondon.org](https://eur03.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.thealcoholservicelondon.org%2F&data=05%7C01%7CWendy.Sheikh%40cgl.org.uk%7C57a5f498bac74d6a573b08dae0f00eb6%7C50afbcdc4916445abbc1504fd063b671%7C0%7C0%7C638069619227819439%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=g63MHxMn3zwvFgnnLMVhS0%2BkuGwqzgbsU9k2h7awXxg%3D&reserved=0) | | |
| **phone number** | 0800 014 7440 | | |
| **Email address** | [alcoholservice.info@cgl.org.uk](mailto:alcoholservice.info@cgl.org.uk) / [P0671.GeneralAdmin@cgl.org.uk](mailto:P0671.GeneralAdmin@cgl.org.uk) | | |
| **Service description** | We are a free and confidential alcohol service. We'll work with you to create a support plan to help you achieve your goals. We'll meet you at a convenient venue for you, such as your GP practice.  Whether you're looking to stop drinking or just cut down, we're here to help you make changes. If you have issues with the drinking behaviour of someone else close to you, we can support you. | | |
| **Date** | **Service** | **Location** | **Time** |
| 24th to 27th December | Closed | | |
| Wednesday 28th December | The Alcohol Service | Lupus St, Pimlico | 9-5pm |
| Thursday 29th December |
| Friday 30th December |
| 31st December to 2nd January | Closed | | |
| Carers Network | | | |
| **Email address** | info@carers-network.org.uk | | |
| **Date** | **Service** | **Location** | **Time** |
| 24th to 27th December | Closed | | |
| 28th – 30th December | Telephone service for carers looking for advice, support and information. | 020 8960 3033 | 9am – 5pm |
| 31st December to 2nd January | Closed | | |

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| Children’s Centres | | | |
| **Telephone** | 020 8753 6070 Option 2 | | |
| **Date** | **Service** | **Location** | **Time** |
| 26th & 27th December | Closed | | |
| Wednesday 28th December | Centre is open but no sessions running | Fulham Central Children centre, Fulham Court, SW6 5PG |  |
| Learn & play for 0-6 years. Booking only | Old Oak Children Centre 76 Braybrook Street, W12 0AP | 10-12 |
| Thursday 29th December | Learn & play, 0–6 years. Booking only | Fulham Central Children centre, Fulham Court, SW6 5PG | 10 - 12 |
| Friday 30th December | Giggles & Wiggles Baby group. New-born – 10 months. Pregnant mothers welcome. Booking only. | 10 – 11.30 |
| 2nd January | Closed | | |

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| Community Connect | | | |
| **Website** | <https://www.lbhf.gov.uk/health-and-care/community-connect> | | |
| **phone number** | 0800 145 6095 | | |
| **Email address** | [communityconnect@lbhf.gov.uk](mailto:communityconnect@lbhf.gov.uk) | | |
| **Service description** | Provided by Hammersmith & Fulham Council, Community Connect offers advice and information for residents experience with loneliness or isolation. | | |
| **Date** | **Service** | **Location** | **Time** |
| 24th to 27th December | Closed | | |
| 28th – 30th December | Telephone and online advice | 0800 917 6994 | 8am – 6pm |
| 31st December to 2nd January | Closed | | |

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| Cost of Living Crisis Team | | | |
| **Website** | <https://www.lbhf.gov.uk/cost-living-crisis-find-help-here> | | |
| **phone number** | 0800 917 6994 | | |
| **Email address** | [costoflivingteam@lbhf.gov.uk](mailto:costoflivingteam@lbhf.gov.uk) | | |
| **Service description** | Provided by Hammersmith & Fulham Council, the cost-of-living crisis team can help you to access support for the cost-of-living crisis. They can provide guidance and advice on services and support across the council and wider. If you need urgent support with food or are on a prepaid meter and need help contact us. | | |
| **Date** | **Service** | **Location** | **Time** |
| 24th to 27th December | Closed | | |
| 28th – 30th December | Telephone advice service | 0800 917 6994 | 8am – 6pm |
| 31st December to 2nd January | Closed | | |

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| H&F Foodbank | | | |
| **Website** | <https://hammersmithfulham.foodbank.org.uk/> | | |
| **phone number** | 0808 208 2138 (Citizen’s Advice UK – can issue you with a food voucher)  020 7731 3693 (H&F Foodbank) | | |
| **Email address** | [info@hammersmithfulham.foodbank.org.uk](mailto:info@hammersmithfulham.foodbank.org.uk) | | |
| **Service description** | If you are struggling and need an emergency food parcel, please contact your key worker (if you have one), your GP, Health Visitor, Community Connect, your housing officer, or any other organisation that you may already engage with for support and/or advice to request a referral. It is their decision, based on their knowledge of you and your situation, to decide whether to refer you or not, to the Foodbank.  Alternatively, please call or email our foodbank so that we can talk through your situation and put you in touch with a relevant local agency. | | |
| **Date** | **Service** | **Location** | **Time** |
| Saturday 24th December | Food parcel collection | St Michael & St George, White City, W12 7QR | 10 - 12 |
| 25th, 26th, 27th December | Closed | | |
| Wednesday 28th December | Food parcel collection | St Katherine’s, Old Oak, W12 0SD | 10 -12.30 |
| Thursday 29th December | St Simon’s, Shepherds Bush, W14 0DA | 1 -3 |
| Friday 30th December | Food parcel collection | St Michael & St George, White City, W12 7QR | 10 - 12.30 |
| St Matthew’s, Fulham SW6 2TX | 2 - 4.30 |
| 31st December to 2nd January | Closed | | |

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| Royal Association for Deaf people (RAD) | | | | |
| **Website** | | <https://www.royaldeaf.org.uk> | | |
| **Contact person** | | Linda Parkin | | |
| **phone number** | | 07793 949424 | | |
| **Email address** | | linda.parkin@royaldeaf.org.uk | | |
| **Date** | **Service** | | **Location** | **Time** |
| Saturday 24th December to Tuesday 27th December | Wellbeing Live Chat for deaf people.  If you’re feeling down, anxious, worried or want to talk to someone? **Click on the red chat button** and our team will be available to chat. (They can also arrange a video call in BSL) | | <https://www.royaldeaf.org.uk> | 10am-1pm |
| Wednesday 28th December to Friday 30th December | <https://www.royaldeaf.org.uk> | 9am-9pm |
| Saturday 31st December to Monday 2nd January | <https://www.royaldeaf.org.uk> | 10am-1pm |

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| Shepherd’s Bush Library | | | |
| **location** | | Wood Lane, W12 7BF | |
| **Website** | | <https://www.lbhf.gov.uk/libraries/find-your-library/shepherds-bush-library> | |
| **Date** | **Service** | | **Time** |
| Saturday 24th December | Library service. | | 10 - 1 |
| 25th to 27th December | Closed | | |
| 27th & 28th December | Library service. “Warm Welcome” centre from 2.30pm | | 10 – 7 |
| 30th & 31st December | 10 – 5 |
| 1st & 2nd January | closed | | |

Emergency information

For the police, fire service or medical emergencies, call 999.

For non-emergencies, you can call the police on 101 and get medical advice by calling 111.

**Sewers**

If you think there is a blockage or if your property has been flooded by a public sewer contact [Thames Water](https://www.thameswater.co.uk/) on 0800 316 9800.

**Electricity**

* If your home has a total loss of electric power and your neighbours still seem to have power, you should contact your electricity supplier.
* For power cut information in your area visit [UK power networks](https://www.ukpowernetworks.co.uk/)which allows you to search and track power cut information and report power cuts.
* Anyone experiencing a power cut can visit [www.ukpowernetworks.co.uk/powercut](http://www.ukpowernetworks.co.uk/powercut) and type in their postcode to view the live power cut map, with details of individual power cuts
* If you have been affected by a power cut in your area or to report a potential hazard on or near overhead electricity lines, please call 105 for free. Visit [Power Cut 105](http://www.powercut105.com/) website for further information.
* Need to find a trusted electrician? Visit the trading standards approved website [Buy With Confidence](http://www.buywithconfidence.gov.uk/) to find good, honest and local businesses.

**River flooding**

Get flooding information on the Environment Agency incident hotline on 0800 807 060 or call Floodline on 0345 988 1188. Or visit the[Environment Agency website](http://www.environment-agency.gov.uk/homeandleisure/floods/default.aspx).

[Planning, managing and recovering from a flood (gov.uk)](https://www.gov.uk/government/publications/flooding-planning-managing-and-recovering-from-a-flood)contains advice on planning for flooding before it happens, what to do during a flood and recovering and cleaning up after a flood.

**Sandbags**

LBHF do not supply sandbags to residents to protect their properties. If you believe you are at risk of internal flooding, we recommend buying sandbags or other equipment from builders merchants, hardware or DIY stores.

[More information about flooding](https://www.lbhf.gov.uk/emergencies-and-safety/floods)

**Gas**

* Contact the [National Grid](https://www.nationalgrid.com/group/safety-and-emergencies) on 0800 111 999 if you smell gas or are worried that you have a gas or carbon monoxide leak.
* Do not create a flame or operate any electrical switches or appliances such as lights, televisions. Put out flames and open doors and windows. Keep people away from the area and turn the gas off at the control valve.
* For further information, please see [guidance on contacting the gas emergency line](https://www.energycompanynumbers.co.uk/national-grid-gas-emergency-number/).
* If your home has a total loss of gas supply please contact your supplier.
* [Advice for tenants and leaseholders](https://www.lbhf.gov.uk/housing/council-leaseholders/your-safety-fire-gas-and-asbestos)

**Priority Services Register**

The utilities (Electric, Gas, and Water) companies in Hammersmith & Fulham all provide a **free Priority Services Register** (PSR) to local residents.  If you are on the Priority Services Register you can get extra support during a disruption to the service. [Find out more about the PSR](https://www.lbhf.gov.uk/emergencies-and-safety/emergency-out-hours-information/priority-services-register)

**Roads and traffic**

* The latest traffic updates are available from the [Traffic England website](http://www.trafficengland.com/).
* Report trees blocking major roads such as A40 to the Highways England or call [**0300 123 5000**](tel:+443001235000)
* Transport for London are responsible for traffic lights and bus shelters.
* [Roadworks information on TfL](http://public.londonworks.gov.uk/roadworks/home)

**Domestic violence**

[Women’s Aid National domestic violence website](https://www.womensaid.org.uk/) and helpline 0808 2000 247

**Samaritans**

Samaritans - provides confidential non-judgemental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide. Please phone 116 123

**Emergency repairs for tenants**

Please see [Report a housing repair](https://www.lbhf.gov.uk/housing/council-tenants/report-housing-repair) for information about who to call if you need an emergency repair.

**Hammersmith & Fulham emergency out of hours services: 020 8748 8588**

This number is available from 5pm to 9am, Monday to Friday and all day at weekends and bank holidays.

An emergency is something that needs to be attended to quickly because it is a danger to health or safety. Out of hours, we will only be able to attend to emergencies that fall under this criteria.

**Adult or child safety**

If you are concerned about the safety of an adult, young person or child because of suspected abuse or neglect please phone 020 8748 8588. If you feel that they are at immediate risk, please contact the emergency services on 999

**Noise**

If you are disturbed by noise nuisance at night, weekends or bank holidays and if you are not able to resolve the problem informally by talking to the people responsible, you can report the noise on 020 8748 8588. [More information about reporting noise nuisance](https://www.lbhf.gov.uk/environment/noise-and-nuisance).

**Homeless:** [Information on emergency homelessness](https://www.lbhf.gov.uk/housing/risk-losing-your-home-or-already-homeless)

**Highways and environment**

Please phone 020 8748 8588 in emergencies on our roads or pavements which could cause harm to persons or property including;

* fallen or dangerous tree or branch, or if you have any concerns about the condition or safety of a tree that is causing a problem in a public place
* manhole or drain cover that is missing, damaged or dislodged enough to be dangerous to traffic or pedestrians
* dangerous spillage such as oil, fuel or blood
* lorry losing its load
* street lights, pedestrian crossing lights or illuminated road sign damaged by a vehicle or that is broken, hanging over the road or has wires hanging out
* dangerous fly-tipping for example if it is blocking a road
* dangerous building or structure as a result of poor maintenance, fire or storm damage, vehicle impact or explosion
* damaged rails or bollards in a dangerous condition
* water flooding into a property or on a council road
* damage or problems with a council building or office

**Emergency burial certificate**

Emergency burial certificate issuing service for deaths which occurred in Hammersmith & Fulham is available on Saturday and Sunday from 9am to 12 noon on 020 8748 8588.