



**Talking Therapies**



Community  
**LivingWell**

Working together for your wellbeing

# **Emergency Numbers & Winter Support Directory 2025**

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**Helplines, Food Support & Volunteering**



# Emergency & Support Services Directory

## Emergency Contacts



### Ambulance Service

- **Emergency:** Call **999**
- **Non-emergency:** Call **111** or your GP (listen to out-of-hours recorded messages)

### Fire Brigade

- Call **999** (24 hours)

### Police

- **Emergency:** Call **999**
- **Non-emergency:** Call **101**
- Local Station: *Kensington Police Station*, 72–74 Earls Court Road, W8 6EQ (Open 24/7)

### Gas Leaks

- **Freephone:** 0800 111 999 (24 hours)
- **Textphone:** 0800 371 787

*If you smell gas: do not switch lights on, smoke, use appliances; leave immediately and call the helpline.*

### Electricity Supply

- **Power cuts:** Call **105** (24/7)

## Health, Wellbeing & Crisis Support

### Age UK – National Information Line

- **Freephone:** 0800 678 1602 (8am–7pm daily)
- For older people, relatives and friends; signposting and posted information
- Website: <https://www.ageuk.org.uk>

### Alcoholics Anonymous

- **Helpline:** 0800 917 7650 (24/7, including Christmas & New Year)
- Website: <https://www.alcoholics-anonymous.org.uk>

## Health, Wellbeing & Crisis Support

### Childline

- **Helpline:** 0800 1111 (24/7)
- Website: <https://www.childline.org.uk>

### Domestic Violence – Refuge

- **24-hour Helpline:** 0808 2000 247
- Website: <https://www.nationaldahelpline.org.uk>

### LGBT+ Helpline – Switchboard

- **Helpline:** 0800 0119 100 (10am–10pm daily)
- Email: [hello@switchboard.lgbt](mailto:hello@switchboard.lgbt)
- Website: <https://switchboard.lgbt>

### Samaritans

- **Freephone:** 116 123 (24/7)
- Email: [jo@samaritans.org](mailto:jo@samaritans.org)
- Website: <https://www.samaritans.org>

### Saneline

- Mental health crisis support for individuals, family, friends
- **Phone:** 0300 304 7000 (4–10pm daily)
- Website: <https://www.sane.org.uk>

### James' Place – Free Therapy for Suicidal Men

- **Phone:** 020 3488 8404
- **Email:** [london@jamesplace.org.uk](mailto:london@jamesplace.org.uk)
- Address: 20 Bunhill Row, EC1Y 8LP
- Website: <https://www.jamesplace.org.uk>

### The Listening Place

- Free, face-to-face support for people with suicidal feelings
- **Phone:** 020 3906 7676
- Address: Unit 1 Cambridge Court, 210 Shepherds Bush Road, W6 7NJ
- Website: <https://www.listeningplace.org.uk>
- **Hours:** 9am–9pm, 7 days a week

## Local Authority & Community Support

### Council Housing

- **Main Line:** 020 7361 3008 (8:30am–5:30pm)
- **Emergency Out-of-Hours:** 020 7361 3000

### Community Alarm Service

- **Phone:** 020 7605 6509 (24/7)

### Community Safety Team

- **Weekdays (9am–5pm):** 020 7361 3000
- **Evenings/weekends:** Call **101**
- **Emergency:** Call **999**

### Social Work Emergency Helpline

- **Phone:** 020 7373 2227 (5:30pm–8:30am)

### Homelessness Support

- During holiday periods: attend nearest Police Station
- **Housing Line:** 020 7361 3008 (9am–5pm)
- **Social Services:** 020 7361 3013

## Pharmacy



### Zafash Pharmacy (Late Opening)

- **Phone:** 020 7373 2798
- **Address:** Old Brompton Road, SW5 0EA
- **Hours:**
  - 9am–midnight daily
  - 9am–8pm Christmas Day, Boxing Day, New Year's Day
- **Website:** <https://www.zafash.co.uk>

## Free & Low-Cost Hot Food Services

### Central / North

#### 1. Khalsa Jatha – Sikh Temple

- Free hot meals daily (head must be covered; remove shoes)
- Address: 58–62 Queensdale Road, W11 4SG
- Website: <https://www.khalsajatha.com>
- Phone: 020 7603 2789

#### 2. Notting Hill Community Church

- Thursdays (fortnightly), 5:30pm – free 3-course meal – maybe closed on some days does not state when
- Booking required
- Address: Kensington Park Road, W11 2ES
- Email: [info@nhcc.org.uk](mailto:info@nhcc.org.uk)
- Phone: 020 7792 0300
- Website: <https://www.nhcc.org.uk>

#### 3. Laurence's Larder

- Thursdays, 12–2pm – free cooked meal
- Address: Christchurch Ave, Willesden Ln, NW6 7BJ
- Website: <https://www.sufra-nwlondon.org.uk>

#### 4. Streetlytes @ St Stephen's

- Mondays, 5pm; dinner served at 6pm
- Address: 1 Coverdale Road, W12 8JJ
- Website: <http://www.ststephensw12.org>
- Charity site: <https://www.streetlytes.org>
- Phone: 020 3302 2050

#### 5. Community Kitchen – New Horizons Centre (Sufra)

- Mon–Wed, 6–8pm – free hot meal
- Address: 1 Robson Avenue, NW10 3SG
- Website: <https://www.sufra-nwlondon.org.uk>

#### 6. FoodCycle White City

- Saturdays, 1pm – free 3-course vegetarian meal
- Address: Our Lady of Fatima Parish Centre, W12 7QR
- Website: <https://foodcycle.org.uk/location/foodcycle-white-city/>
- Phone: 020 7729 2775
- Email: [whitecity@foodcycle.org.uk](mailto:whitecity@foodcycle.org.uk)

## Free & Low-Cost Hot Food Services

### East



#### 8. Baron's Court Project

- Breakfast 9–11:30am; lunch 11:30am–3:30pm
- Meals £1 (free if no benefits); H&F residents only
- Address: 69 Talgarth Road, W14 9DD
- Website: <https://www.baronscourtproject.org>
- Phone: 020 7603 5232

#### 9. Nourish Hub

- Mon–Fri, 12–3pm – £3 for full meal + drink + dessert
- Free cooking classes for H&F residents
- Address: Unit A, Swanscombe House, 1 St Ann's Rd, W11 4SS
- Website: <https://www.nourishhub.org.uk>
- Phone: 020 7967 1302

#### 10. Refettorio Felix (St Cuthbert's Centre)

- Mon–Fri, 12–2pm – free 3-course lunch
- Address: 51 Philbeach Gardens, SW5 9EB
- Website: <https://www.refettoriofelix.com/lunch-service>
- Phone: 020 7835 1389

#### 11. St Andrew's in the Fields

- Saturdays, 8:30–11am – hot meal, showers, foodbank
- Address: Greyhound Rd, W14 9SA
- Website: <https://www.standrewsfulham.com>
- Phone: 020 7385 5023

#### 12. FoodCycle Marylebone

- Wednesdays, 6pm – free hot meal
- Address: St Paul's Church, 5 Rossmore Road, NW1 6NJ
- Website: <https://foodcycle.org.uk/location/foodcycle-marylebone/>
- Email: [marylebone@foodcycle.org.uk](mailto:marylebone@foodcycle.org.uk)



## Free & Low-Cost Hot Food Services

### West

#### **13. The Upper Room**

- Mon–Fri, 4–6pm – free meals & support
- Address: Cobbold Road, W12 9LN
- Website: <https://www.theupperroom.org.uk>
- Phone: 020 8740 5688

### South

#### **14. Salvation Army Café (Chelsea)**

- Mon–Thu, 10am–2pm – meals from £3.50
- Address: 11 Blantyre St, SW10 0DT
- Website: <https://www.salvationarmy.org.uk/chelsea>

#### **15. Ace of Clubs**

- Weekdays, 12–2:45pm – food, clothing, advice
- Address: St Alphonsus Road, SW4 7AS
- Website: <https://www.aceofclubs.org.uk>
- Phone: 020 7720 2811

#### **16. FoodCycle Fulham Court**

- Mondays, 6:30pm – free hot meal
- Address: Fulham Court, SW6 5PG
- Website: <https://foodcycle.org.uk/location/foodcycle-fulham-court/>

#### **17. Fulham Baptist Church**

- Mondays, 10am–12pm – breakfast
- Address: 118 Dawes Road, SW6 7HP
- Website: <https://www.fulhambaptistchurch.org>
- Phone: 020 7610 3089

## Free & Low-Cost Hot Food Services

### South

#### **18. TREM – Place of Our Sanctuary**

- Saturdays, 1–3pm – free meal & fresh food
- Address: 84 Lillie Road, SW6 1TL
- Website: <https://www.placeofoursanctuary.org/events/weekly-food-outreach>

## Other Food Support

#### **Next Meal**

Find food support services near your location  
<https://www.nextmeal.co.uk>

#### **Healthy Start Vouchers**

For low-income families  
<https://www.healthystart.nhs.uk/how-to-apply/>

#### **Alexandra Rose Vouchers**

Fresh fruit/veg financial support  
<https://www.alexandrarose.org.uk/our-programmes/hammersmith-and-fulham/>

#### **Hammersmith & Fulham Food Support Directory**

<https://www.lbhf.gov.uk/benefits/help-and-support/hf-foodbank-network>

#### **Contact for Food Support Enquiries**

**Amy Baxter (Food Partnership Coordinator)**

Email: [amy.baxter@nourishhub.org.uk](mailto:amy.baxter@nourishhub.org.uk)



## Additional Resources

### **Padlet**

Hyperlocal community support-[What's in the Community](#).

Please check, some activities may not be up to date.

### **Wellbeing Hub**

Directory for finding the right wellbeing support for whatever you or someone you are close to is going through.

<https://www.rbkc.gov.uk/health-and-social-care/wellbeing-hub>

## Volunteering Opportunities (Christmas & Winter)

Give your time – it makes a difference

<https://londonlifelines.org/winter-volunteering-2025/>