

# Useful information for the Christmas and Winter Period 2022

For residents in Hammersmith & Fulham



# Samaritans

You can get in touch with Samaritans about anything that is troubling you, no matter how large or small. They will listen, no judgement, no pressure, and help you work through what's on your mind.

There's information on the website about what to do if you are worried about someone else and a list of other sources of help if you are looking for advice or specialist support for a particular issue.

Telephone 116 123 - Free from any phone at any time – 24/7

[jo@samaritans.org](mailto:jo@samaritans.org)

Website [www.samaritans.org](http://www.samaritans.org)

[Samaritans' Christmas coping information](#)

# Other organisations supporting mental health

Mind's infoline: 0300 123 3393

-provides an information and signposting service. Ask them about mental health problems, where to get help near you, treatment options and advocacy services.

Email: info@mind.org.uk

Campaign Against Living Miserably (CALM) : 0800 58 58 58

- provides listening services, information and support for anyone who needs to talk, including a web chat.

Shout : text SHOUT to 85258

- confidential 24/7 text service offering support if you're in crisis and need immediate help.

Shout's tips on feeling less alone over the festive season

Other useful contacts

# Social Services for Adults

<a href="tel:02087534198">Telephone (9am-5pm)</a>	020 8753 4198
Email	<a href="mailto:h&amp;fAdvice.care@lbhf.gov.uk">h&amp;fAdvice.care@lbhf.gov.uk</a>
<a href="tel:08001456095">Safeguarding</a>	0800 145 6095
<a href="tel:02087488588">Emergency out of Hours</a>	020 8748 8588
Website	<a href="https://www.lbhf.gov.uk/">https://www.lbhf.gov.uk/</a>

If you believe someone is at immediate risk please call 999. Adult social care teams can provide information, support and guidance to adults with care and support needs, and those who look after them

# Social Services for Children

<b><u>Telephone</u></b> (Mon – Fri 9am-5pm)	020 8753 6600
<b>Email</b>	<a href="mailto:familyservices@lbhf.gov.uk">familyservices@lbhf.gov.uk</a>
<b>Out of Hours</b>	020 8748 8588

If you have an immediate concern for the wellbeing of a child or young person, call the police on 999.

# H & F Community Connect Adult Independent Living Options

“Do you need urgent support with food, loneliness or isolation? Or are you worried about a friend, neighbour or relative?”

<b>Telephone (Mon – Fri 8am-6pm)</b>	0800 145 6095
<b>Email</b>	<a href="mailto:communityconnect@lbhf.gov.uk">communityconnect@lbhf.gov.uk</a>
<b>Website</b>	<a href="https://www.lbhf.gov.uk/health-and-care/community-connect">https://www.lbhf.gov.uk/health-and-care/community-connect</a>

# Activities and Events over the Christmas Period 2022

## Big H&F Christmas Day Lunch

25<sup>th</sup> December @ 11.30am to 2.30pm

## Age UK Hammersmith & Fulham Carol Concert

14<sup>th</sup> December @ 6:30 pm – 9:00 pm

## North End Road Christmas Market 2022

17<sup>th</sup> December @ 10:00 am-5:00pm

## Hammersmith BID Privilege Card Scheme

- gives users access to promotions from businesses



# Free Flu Jab and COVID-19 Seasonal Booster

The flu vaccine is given free on the NHS to adults who:

- are 50 and over (including those who will be 50 by 31 March 2023)
- have certain health conditions
- are pregnant
- are in long-stay residential care
- receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick
- live with someone who is more likely to get a severe infection due to a weakened immune system, such as someone living with HIV, someone who has had a transplant, or is having certain treatments for cancer, lupus or rheumatoid arthritis

Contact your local GP or pharmacy.

Flu season is with us until March, so it's not too late to get your free flu jab. For further information on the flu vaccine look at the [NHS advice here](#).

If you're eligible for the free flu vaccine, it's likely you can get the coronavirus (COVID-19) seasonal booster. [Find how to get a booster dose of the COVID-19 vaccine](#)



# Winter Fuel Payment

## Overview from [GOV.HK](#):

“If you were born before 26 September 1956 you could get between £250 and £600 to help you pay your heating bills. This is known as a ‘Winter Fuel Payment’.

The amount you’ll get includes a ‘Pensioner Cost of Living Payment’. This is between £150 and £300. You’ll only get this extra amount in winter 2022 to 2023. This is in addition to any other Cost of Living Payments you get with your benefit or tax credits.

Most people get the Winter Fuel Payment automatically if they’re eligible.

If you’re eligible, you’ll get a letter in October or November saying how much you’ll get.

If you do not get a letter but you think you’re eligible, [check if you need to make a claim](#)

You will usually be paid in November or December.”

# Warm Home Discount Scheme

## Overview from [GOV.UK](#):

You could get £150 off your electricity bill for winter 2022 to 2023 under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, between October 2022 and March 2023.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity and you're eligible. Contact your supplier to find out.

### Eligibility

There are different ways to qualify for the Warm Home Discount Scheme depending on where you live. [Check if you're eligible for the discount online](#).

You qualify if you either:

- get the [Guarantee Credit element of Pension Credit](#)
- [are on a low income](#) and have high energy costs”

# Cold Weather Payments

## Overview from [GOV.UK](https://www.gov.uk):

“You may get a Cold Weather Payment if you’re getting:

- Pension Credit
- Income Support
- income-based Jobseeker’s Allowance
- income-related Employment and Support Allowance
- Universal Credit
- Support for Mortgage Interest

You’ll get a payment if the average temperature in your area is recorded as, or forecast to be, zero degrees celsius or below over 7 consecutive days.

You’ll get £25 for each 7 day period of very cold weather between 1 November and 31 March.”

# Benefits

[Citizen Advise](#) provides information on benefits and tax credits if you are working or unemployed, sick or disabled, a parent, a young person, an older person or a veteran, e.g.

- Universal Credit
- Housing Benefit
- Working and child tax credits
- Jobseeker's Allowance (JSA)
- Pension Credit
- Income Support
- Personal Independence Payment
- Child Benefit

and so on.

See Citizens Advice Hammersmith and Fulham 's [website](#) on benefits advice.

# Homecare services in LBHF

If you want to find any homecare services (or any health and social care services), you can use the [search engine](#) provided by the website of [Care Quality Commission \(CQC\)](#).

An example would be like [this](#), which only selects those which are active and with “outstanding” or “good” ratings. (You can modify the search criteria and download the results)

# Cost of living support

[The cost-of-living crisis team of LBHF](#) can help you to access support for the cost-of-living crisis, e.g.

- housing benefits,
- universal credits,
- council tax bills,
- childcare costs,
- help with food,
- energy bills,
- etc.

Phone: 0800 917 6994

Email: [costoflivingteam@lbhf.gov.uk](mailto:costoflivingteam@lbhf.gov.uk)

[Website](#)

# Emergency out of hours information

999 (for police, fire service or medical emergencies).

For non-emergencies: 101 (police) and 111 (medical advice).

Sewers: blockage or flooding

- call Thames Water on 0800 316 9800.

Electricity

- report power cut, potential hazard, overhead electricity lines: 105.

River flooding

- Floodline 0345 988 1188.

Gas leak

- National Grid on 0800 111 999.

Roads and traffic

- report trees blocking: 0300 123 5000.

# Emergency out of hours information

**(Continued)**

## Domestic violence

- Women's Aid National domestic violence helpline: 0808 2000 247.
- Men's Advice Line: 0808 801 0327.
- Police Community Safety Unit: 020 8246 2828.

## 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.
- Call 116 123.

Emergency housing repairs: 0800 023 4499

The H&F emergency (i.e. danger to health or safety) out of hours contact number: 020 8748 8588.  
(from 5pm to 9am, Monday to Friday and all day at weekends and bank holidays)

Adult or child safety: 020 8748 8588 or 999.

Noise problem: 020 8748 8588.

Highways and environment: call 020 8748 8588 in emergencies on roads or pavements which could cause harm to persons or property.