

Holiday Services Guide

A local guide sharing important contact details and information about Council services during the holiday season.

24 December 2020 – 4 January 2021



If you have a general enquiry,
contact: 020 7361 3000



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



A message from the Leader

Monday 21 December: Following the most recent Government announcement, Kensington and Chelsea has moved into Tier 4 Stay at Home. We have updated the graphic and additional information in this guide to reflect those changes.

All other information was written prior to this latest Government guidance and was accurate at the time of publication.

It is difficult to believe we are now in December. 2020 has been a year that has thrown all our worlds upside down, our home life, our work life and our social lives. There has been very little time to assess or to reflect, because so much has happened in such a small amount of time.

But I never tire of saying how proud we are of our residents, business leaders, and our staff. Our communities are strong and kind, our businesses are resilient and innovative, and our staff work with skill and amazing dedication.

I am not just writing this because it is the right thing for a leader to say and do at this time of year.

It is far more than that. I've seen a real togetherness, in all parts of the borough, and from all members of our society. Through difficult times we have seen what we can do, we have seen the best of us.

From volunteers, support workers and teachers to neighbours, health workers, and our NHS. We have delivered food together, knocked on doors, made calls to the elderly and vulnerable. Been there for people when they needed us most.

This is the borough I know. People who care about each other, doing their best to help each other and improve things for everyone.

At the time of writing, London has been placed in tier two. This does not mean a free for all, but it does mean we now have some freedom back in our lives again.

It means we can look forward. Not just to the Christmas and New Year period, but also beyond it.

Vaccines will be available soon, and we have conducted a first trial of rapid community testing, which went well, and which we plan to roll out to schools.

Help for business is there and we are looking again at how we make sure families are supported in the weeks ahead, through targeted efforts and grants, and broader help like the funding of free schools meals during the holidays. Everything that we can do – that is within our control - we are doing.

My ask of all of you now is that everybody considers the shops on the corners of their streets or in the middle of their community. Think about those places near to home, that are struggling this Christmas. Think what you can buy locally, think about the jobs and employment those shops bring.

Don't jump online just because it is damp or cold outside. Use this time to get to know your local high streets again and use this time to help our shops, pubs, bars and restaurants.

Just please do this safely, follow the guidelines that are there for all of us. That way, together, we can protect lives and protect livelihoods.

Thank you from all of us here at Kensington and Chelsea Council.



**Councillor Elizabeth Campbell
Leader of the Council**

From Sunday 20 December, Kensington and Chelsea is in Tier 4. For more information on what you can and cannot do, please visit www.Gov.uk/coronavirus

Following the news of a new strain of Coronavirus, the Government has announced that **Kensington and Chelsea** along with the rest of London will be placed in **Tier 4 from Sunday 20 December**.

You are also **no longer allowed to form Christmas bubbles** from Wednesday 23 December to Sunday 27 December. You must celebrate the holiday with your own household.



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This means you should stay at home and only go out for a limited number of reasons:

- ★ Going to **work** if you cannot work from home.
- ★ Shopping for **food and essentials**.
- ★ All **medical reasons** such as appointments.
- ★ **Exercising outdoors**, with your household, support bubble, or on your own with one person from another household. **Remember to socially distance**.



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Remember, you can always report an issue in the borough by using the **Report It** function.

Service area contact information

Do you require access to a member of our team right away? You can contact anyone of the numbers below for your most pressing needs.



Service	Telephone	Email address	Information
Contact Centre	020 7361 3000	N/A	Open 24/7
Environmental Healthline	020 7361 3002	environmentalhealth@rbkc.gov.uk	Open 24/7
Housing line	020 7361 3008	housing@rbkc.gov.uk	Open 24/7
Parks Police	030 0365 5101	parks.police@rbkc.gov.uk	Open 24/7
Social Services	020 7361 3013	socialservices@rbkc.gov.uk	Open 24/7
Streetline	020 7361 3001	streetline@rbkc.gov.uk	Open Mondays to Fridays, 8.30am to 5.30pm and 8.30am to 4pm on Christmas and New Year's Eve

Adult social care

Adult Social Care supports adults of all ages, disabilities, backgrounds and their carers mainly through support at home and in the community.

The service operates from 9am to 5pm on all days except on Bank Holidays and the weekend. Most of the managers and frontline staff will be working to provide information, advice and support with services. Visit www.rbkc.gov.uk, search 'adult social care' for more details.

If you have an emergency, please contact on **020 7641 6000** from 5pm to 9am.

Please refer to the timetable below for contact numbers for all ASC services.



Service	Information
Care and Assessment/ Safeguarding	020 7361 3013 or 020 7745 6744 (Mondays to Fridays, 9am to 5pm)
Community Independence Service	020 7361 2031 or 020 7938 8231 (Mondays to Fridays, 9am to 5pm)
Hospital Social Work Team	Chelsea and Westminster Hospital Social Work Team (Chelsea and Westminster Hospital Royal Marsden Hospital Royal Brompton Hospital Western Eye Hospital Cromwell Hospital St Charles Hospital) 020 3315 8797 (Mondays to Sundays, 9am to 5pm)
Bi-Borough Mental Health Service	Services, Single Point of Access (SPA): 0800 0234 650
Bi-Borough Learning Disability Service	020 7641 7411 (Mondays to Fridays, 9am to 5pm)
Home Care Management Team	020 7361 3018 (Mondays to Fridays, 9am to 5pm)



Christmas Food and Shopping Support

The Council has been working with voluntary and community organisations throughout the pandemic to make sure that all residents have access to food.

With Christmas and New Year providing additional challenges for families, we are supporting local initiatives so that they can carry on delivering their invaluable work. This includes Foodbanks, the Christmas in a Box project, and the many faith groups and community organisations supporting our residents to meet their food needs this winter.

You can find more details about food and shopping support by calling our Covid-19 Hub on **020 7361 4326**, Monday to Friday 9am to 6pm or on our website **www.rbkc.gov.uk**, search 'food and shopping.'

Community safety

The community safety team works to reduce crime, antisocial behaviour and increase feelings of safety among residents, businesses and visitors. Over the holiday period, residents can still access several vital services.

Warden service

Our warden service is here to help deal with local issues such as anti-social behaviours. They are available every day excluding Bank Holidays from 7am to 11pm.

You can also reach them via email at **RBKCWardenService@rbkc.gov.uk**.

For any urgent issue, please contact the police at **999**.

Parks Police

The parks police will be available every day including Bank Holidays. You can find them patrolling your nearest local park from 8am to 4pm.

To contact the team about a matter, email **Parks.police@rbkc.gov.uk** or call **030 0365 5101**.

The parks police can be contacted 24/7.



Domestic abuse

In an emergency, always dial **999**. For non-emergency support call **101**.

If you are in danger and unable to talk on the phone, call **999** and then press 55. This will transfer your call to the relevant police force who will assist you without you having to speak.

The Angelou Partnership

Angelou can provide support if you have been subjected to any form of violence or abuse. The partnership can support you over the phone, face to face, or in a group format depending on the needs and preferences of those affected. They provide specialist support to Black, Minority and Ethnic and Lesbian, Gay, Bisexual and Transgender communities. Visit **www.angelou.org**

If you need assistance, please call **0808 801 0660** but note that the line is not available on Bank Holidays.

National Helpline

The National Domestic Abuse Helpline can be of support and is available 24 hours a day on **0808 2000 247**.

Covid-19 testing centres

For those with symptoms only, you can still book an appointment to get tested for Coronavirus at one of our testing sites.

You can visit:

- Olympia Car Park, W14 8UX on Sunday 27 December and Tuesday 29 December
- South Grounds, Royal Hospital, SW3 4LW on Saturday 26 December, Wednesday 30 December

Both sites will be open from 10.30am to 3.30pm and you must have symptoms and book online to attend.

If you have any Coronavirus symptoms you must isolate immediately for 10 days, don't wait for a test or a test result before doing so.

To learn more about testing, please visit the Gov.uk website **www.gov.uk/get-coronavirus-test**

Customer service and contact centre



Our customer service centre (in-person) is here to help you during the holidays. You can come by the centre if you have a pre-booked appointment but please be sure to follow Covid-19 safety guidance.

If you need to contact the centre (telephone line), please call **020 7361 3000**. The phone lines will be open 24 hours a day, seven days a week.

Please note that the following lines are also open 24 hours a day, seven days a week: the enquiry line, social services support, homelessness support and environmental health support.

Please refer to the timetable on page 10 for opening and closing details of the Customer Service Centre.

Location	Date	Information
Customer Service Centre Town Hall, Hornton Street, W8 7NX	Thursday 24 December	Open 10am to 1pm
	Friday 25 December	Closed
	Saturday 26 December	Closed
	Sunday 27 December	Closed
	Monday 28 December	Closed
	Tuesday 29 December	Open 10am to 3pm
	Wednesday 30 December	Open 10am to 3pm
	Thursday 31 December	Open 10am to 1pm
	Friday 1 January	Closed
	Saturday 2 January	Closed
	Sunday 3 January	Closed
	Monday 4 January	Open 10am to 3pm

Environment

During the holiday period, there are a few services you can access at the Council.

Recycle your real Christmas tree

Do your bit for the environment over the festive period by taking advantage of our free real Christmas tree composting scheme. From Saturday 2 to Sunday 24 January 2021 you can drop off your real Christmas tree, to be recycled, at locations across the borough.

To check where you can drop off your real tree for composting, please visit www.rbkc.gov.uk/christmascollections

If you can't use one of the Christmas tree collection points, we'll also collect your tree from your property, from Monday 4 January – Friday 22 January 2021. Just make sure:

- it's presented before 7am on your normal rubbish and recycling collection day
- it's clearly visible
- all decorations and pots are removed
- it's not obstructing the pavement.





Waste

Our waste service team will function as normal during a majority of the holiday period but there will not be any service over the Bank Holidays.

Our Too Big For The Bin service is currently operating a reduced service due to Covid-19. For the latest service updates and to book a collection slot please call Streetline on **020 7361 3001** or visit **www.rbkc.gov.uk**, search ‘rubbish and recycling.’

If you have any questions, please contact our Streetline service by phone **020 7361 3001** or email **streetline@rbkc.gov.uk**.

Please refer to the timetable below for specific service updates.

Date	Waste/ recycling collections	Food waste collections	Street cleansing	Bulky waste
Thursday 24 December	Service as normal	Service as normal	Service as normal	Service as normal
Friday 25 December	No service	No service	No service	No service
Saturday 26 December	Service as normal	Service as normal	Service as normal	Service as normal
Sunday 27 December	Service as normal	Service as normal	Service as normal	No service
Monday 28 December	Reduced service	Reduced service	Service as normal	No service
Tuesday 29 December	Service as normal	Service as normal	Service as normal	Service as normal
Wednesday 30 December	Service as normal	Service as normal	Service as normal	Service as normal
Thursday 31 December	Service as normal	Service as normal	Service as normal	Service as normal



Date	Waste/ recycling collections	Food waste collections	Street cleansing	Bulky waste
Friday 1 January	Reduced service	No service	Service as normal	No service
Saturday 2 January	Service as normal	Service as normal	Service as normal	Service as normal
Sunday 3 January	Service as normal	Service as normal	Service as normal	No service

Trees

If there is an emergency regarding a tree, please call **020 7361 3012** during the day. If you need to call during the Bank Holiday, please contact **020 7361 3000**.

Housing

Our Housing Needs and Homelessness Department targets services at residents in the most urgent need.

During the holiday period, our housing line will be open 24/7 so please reach out with any urgent queries by emailing **Housing@rbkc.gov.uk** or calling **020 7361 3008**. If you are a Council tenant and have any urgent queries, please contact Housing Management by calling **0800 137 111** or emailing **hm-customerservices@rbkc.gov.uk**. This is monitored 24/7.



Libraries

Our libraries will only be open for IT purposes over the holiday. To speak with our staff about technical support call **020 7361 3993**.

For general enquiries call **020 7361 3010**, or email **libraries@rbkc.gov.uk**. If you have a question about local studies and archives, email **centrallocalenquiries@rbkc.gov.uk**.

You can always access online resources (including eBooks) and the virtual library from your home 24/7. **www.rbkc.gov.uk**, search 'libraries'

Please refer to the timetable below for opening and closing details.



Location	Date	Information
Chelsea Library Chelsea Old Town Hall, King's Road SW3 5EZ	Thursday 24 December	Open 10am to 1pm
	Friday 25 December	Closed
	Saturday 26 December	Closed
	Sunday 27 December	Closed
Kensington Central Library Phillimore Walk W8 7RX	Monday 28 December	Closed
	Tuesday 29 December	Open 10am to 6pm
	Wednesday 30 December	Open 10am to 6pm
North Kensington Library 108 Ladbroke Grove W11 1PZ	Thursday 31 December	Open 10am to 1pm
	Friday 1 January	Closed

Parking

Parking enforcement will be ongoing in the lead up to the festive period to keep our roads safe and passable.

There will be no parking enforcement on Friday 25 December, Monday 28 December and Friday 1 January 2021. While permit and Paybyphone bays will be free to use, yellow line enforcement still applies on these days.



During the month of December, resident parking is extended on Sundays within certain streets in the Knightsbridge area.

If you need to report illegal parking, please call the On-Street Enforcement Contractor, NSL, on **01285 238956**. Visit **www.rbkc.gov.uk**, search 'parking.'

Please refer to the table below for enforcement details.

Date	Permit bays , Paybyphone and pay-and-display parking	Single yellow line parking
Monday 21 to Thursday 24 December	Normal enforcement during controlled hours	Enforced during controlled hours
Friday 25 December	No enforcement	No enforcement
Saturday 26 December	Normal enforcement during controlled hours	Enforced during controlled hours
Sunday 27 December	Pay and display/Paybyphone parking is free Limited permit enforcement applies in certain areas; extended restrictions in Knightsbridge area	No enforcement
Monday 28 December	No enforcement	Enforced during controlled hours



Date	Permit bays , Paybyphone and pay-and-display parking	Single yellow line parking
Tuesday 29 to Thursday 31 December	Normal enforcement during controlled hours	Enforced during controlled hours
Friday 1 January	No enforcement	Enforced during controlled hours
Saturday 2 January	Normal enforcement during controlled hours	Enforced during controlled hours
Sunday 3 January	Pay and display/Paybyphone parking is free Limited permit enforcement applies in certain areas; extended restrictions in Knightsbridge area	No enforcement
Monday 4 January	Normal enforcement during controlled hours	Enforced during controlled hours

Planning and building control

Our Planning and Building Control Services will continue to operate on working days over the Christmas season.

If you need to report a dangerous structure, please call **020 7361 3838** between 8.30am and 5pm Monday to Friday, excluding Bank Holidays. For out of hours, call **020 7361 3000** between 5pm and 8.30am Monday to Friday, weekends and Bank Holidays. Further advice and guidance on Planning and Building Control can be found on our website. Visit www.rbkc.gov.uk, search ‘planning and building control.’



Public Council spaces

During this time, you can feel free to visit our parks as they will be open as usual over the festive season.

Due to the move into Tier 4, our leisure centres and museums are closed from Sunday 20 December. Our markets are available for essential shopping only.



Please refer to the timetable below for opening and closing details.

Date	Parks	Museums	Markets
Thursday 24 December	Open 7.30am until dusk	Closed	Open 9.30am to 5pm
Friday 25 December	Open 7.30am until dusk	Closed	Closed
Saturday 26 December	Open 7.30am until dusk	Closed	Closed
Sunday 27 December	Open 7.30am until dusk	Closed	Closed
Monday 28 December	Open 7.30am until dusk	Closed	Closed
Tuesday 29 December	Open 7.30am until dusk	Closed	Open 9.30am to 5pm
Wednesday 30 December	Open 7.30am until dusk	Closed	Open 9.30am to 5pm
Thursday 31 December	Open 7.30am until dusk	Closed	Open 9.30am to 5pm
Friday 1 January	Open 7.30am until dusk	Closed	Closed
Saturday 2 January	Open 7.30am until dusk	Closed	Open 9.30am to 5pm
Sunday 3 January	Open 7.30am until dusk	Closed	Open 9.30am to 5pm
Monday 4 January	Open 7.30am until dusk	Closed	Open 9.30am to 5pm



Location	Information
Kensington Leisure Centre Silchester Road, Kensington London W10 6EX	CLOSED
Chelsea Sports Centre Chelsea Manor Street, Chelsea London SW3 5PL	CLOSED

Registrars

During the holiday period our Registrars will be operating a reduced service.

You can find out more about our Registrars online. Visit www.rbkc.gov.uk, search 'registrars.'

If you need to contact the Registrars outside of the hours listed in the timetable, please call **020 7361 3000** or email registrars@rbkc.gov.uk.

Please refer to the timetable below for opening and closing details.



Location	Date	Information
Chelsea Old Town Hall King's Road, London SW3 5EE	Thursday 24 December	Open 10am to 3pm – all services delivered by appointment only
	Friday 25 December	Closed
	Saturday 26 December	Closed
	Sunday 27 December	Closed, however emergency on call service 9am to 1pm for deaths

Location	Date	Information
Chelsea Old Town Hall King's Road, London SW3 5EE	Monday 28 December	Closed, however emergency on call service 9am to 1pm for deaths
	Tuesday 29 December	Open 10am to 6pm – all services delivered by appointment only
	Wednesday 30 December	Open 10am to 6pm – all services delivered by appointment only
	Thursday 31 December	Open 10am to 3pm – all services delivered by appointment only
	Friday 1 January	Closed
	Saturday 2 January	Open 11am to 7pm – all services delivered by appointment only
	Sunday 3 January	Closed, however emergency on call service 9am to 10am for deaths
	Monday 4 January	Open from 10am to 6pm – all services delivered by appointment only

Social services

The Social Services team will be available over the holiday period to answer any questions. You can contact the team by calling **020 7361 3013** or emailing **socialservices@rbkc.gov.uk** at any time.



English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات اخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفا از جزئیات تماس ذکر شده در ذیل استفاده کنید.

French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.

Contact Customer Services on **020 7361 3000** from 8.30am to 5.30pm Mondays to Fridays with the exception of Thursday 24 and 31 December where support is available from 8am to 4pm.