

EMERGENCY SERVICES OVER THE CHRISTMAS 2023 AND NEW YEAR 2024 PERIOD

Foodbanks

If you need emergency food over the holiday period, phone us on **01920 459944** and leave your details for a callback where we can arrange help via your local foodbank.

The Help Through Hardship national helpline on **0808 2082138** can also help with advice and referral to your local food bank. It will be open until 5pm on Thursday 21 December. It will re-open at 9am on Tuesday 2 January 2024.

Local Food Bank opening times over Christmas:

Date and Time	Venue	Referral needed?
Friday 22 December 10am – 11am	Hertford and District Foodbank United Reformed Church Cowbridge SG14 1PQ	Yes
Saturday 23 December 11am – 12pm	Hertford Pantry Sele Community Hub, Fleming Crescent, Hertford SG14 2JD	No
Wednesday 27 December 12pm – 1pm	Jedidiah Food Pantry 138 Fore Street Hertford SG14 1DE	No
Thursday 28 December 10am – 4pm	Bishop's Stortford Food Bank 34b South Street Bishop's Stortford CM23 3AZ	Yes
Thursday 28 December 12pm – 1pm	Jedidiah Food Pantry 138 Fore Street Hertford SG14 1DE	No
Saturday 30 December 11am – 12pm	Hertford Pantry Sele Community Hub, Fleming Crescent, Hertford SG14 2JD	No
Tuesday 2 January 10am – 4pm	Bishop's Stortford Food Bank 34b South Street Bishop's Stortford CM23 3AZ	Yes
Wednesday 3 January 1.30pm – 2.30pm	Hertford Pantry Sele Community Hub, Fleming Crescent, Hertford SG14 2JD	No

For Buntingford Food Support see their Facebook page [here](#)

Homelessness

If you become homeless, or are threatened with homelessness, check your rights and the process for support on the East Herts Council website at:

<https://www.eastherts.gov.uk/housing/homeless-or-threatened-homelessness>

You can contact the Council Housing Options team via:

<https://www.eastherts.gov.uk/housing/contact-housing>

For more advice, see the Shelter website:

https://england.shelter.org.uk/housing_advice/homelessness

Search for homelessness services near you: <https://www.homeless.org.uk/search-homelessness-services>

Streetlink **UK 0300 500 0914**

You can send StreetLink an alert about someone sleeping rough via their website:

www.streetlink.org.uk

Mobile app: 'StreetLink' from Apple iTunes / Google Play store

Young Homeless

Herts Young Homeless (hyh) help young people secure and maintain appropriate accommodation by providing information, support and help in a crisis.

Open 9am to 5.30pm Monday to Thursday and 9am to 5pm Friday. At other times you can leave a message on their advice line **08000 355 775** which they will respond to as soon as they can.

Working hours over Christmas:

Sunday 24 December to Tuesday 26 December – CLOSED

Wednesday 27 December 9am to 5.30pm

Thursday 28 December 9am to 5.30pm

Friday 29 December 9am to 5pm

Saturday 30 December to Monday 1 January – CLOSED

Tuesday 2 January to Thursday 4 January 9am to 5.30pm

Friday 5 January 9am to 5pm

Please note that hyh are not able to offer drop in appointments and **clients should always call the numbers below for assistance:**

Age 10-15 call **03333 202 384** 9:30am to 5:30pm, Mon to Fri or email mediation@hyh.org.uk

Age 16-24 call **03003 230130** Mon to Thurs 9am to 5:30pm and Fri 9am to 5pm, or email info@homelesshub.help

Hertfordshire West Essex Pharmacy Opening Times

Christmas Day (25th December 2023)

Stort Valley	
Bell Pharmacy, Unit 3 Forelands Place, 6 Bell Street, Sawbridgeworth, Hertfordshire, CM21 9QD	10:00 - 12:00
Upper Lea Valley	
Andrews Pharmacy, 104 High Street, Ware, Hertfordshire, SG12 9AP	10:00 - 12:00
Ridge House Pharmacy, 38 High Street, Puckeridge, Hertfordshire, SG11 1RN	13:00 - 17:00
Harlow	
Harlow Pharmacy, Unit 2, Wych Elm, Hamstel Road, Harlow, Essex, CM20 1QR	14:00 - 18:00
Harlow Town Pharmacy, 5 Market House, Stone Cross, Harlow, Essex, CM20 1BL	10:00 - 14:00
Netteswell Pharmacy, 1 Pypers Hatch, Maddox Road, Harlow, Essex, CM20 3NG	14:00 - 18:00
Lower Lea Valley	
Laxtons Pharmacy, 45 High Road, Broxbourne, Hertfordshire, EN10 7HX	14:00 - 18:00
Niti Pharmacy, Unit 26, Shopping Pavillion, Waltham Cross, Hertfordshire, EN8 7BY	10:00 - 12:00
Swan Pharmacy, 5 Clayton Parade, Cheshunt, Hertfordshire, EN8 8NQ	09:00 - 13:00
Ware Cross Pharmacy, 40 Christian Close, Hoddesdon, Hertfordshire, EN11 9FF	12:00 - 14:00

The above information was correct at time of publication, however please note that there may be other pharmacies who choose to open.

Please visit the NHS Website at www.nhs.uk and use the 'Find a Pharmacy' tool to check for any updates on the availability of local pharmacies over the Christmas period.

Mental Health Support

Do you need support now?

If you are feeling distressed or have concerns for your wellbeing and need to talk to someone, contact your GP or call any of these numbers:

0800 6444 101 (Freephone 24 hours a day, 7 days a week) or **call 111 and select option 2**

If you are currently under a Mental Health Team and need support, contact the Duty Worker during normal working hours, 9am – 5 pm Monday to Friday:

Bishop's Stortford Mental Health Team **01279 464 800**

Ware Mental Health Team **01920 443 900**

If it's not an emergency:

Call **0800 6444 101** or email hpft.spa@nhs.net

More information on Hertfordshire mental health resources can be found at

<https://www.hertfordshire.gov.uk/services/health-in-herts/happiness-wellbeing-and-mental-health.aspx>

Stay Alive App <https://people.nhs.uk/help/support-apps/stayalive> suicide prevention resource with useful information and tools to help people stay safe in crisis

Shout <https://giveusashout.org/get-help> 24 hour text support for anyone struggling to cope. Text **SHOUT** to **85258** in the UK to text with a trained Crisis Volunteer

<https://www.crisistextline.uk>

If you need to talk, SANEline is open between 4pm to 10pm, 365 days a year. Call **0300 304 7000** or see <https://www.sane.org.uk/how-we-help/emotional-support> for other ways to get support

Mindline Trans+ National Helpline 0300 330 5468 National helpline for people who identify as Trans, non-binary and their friends and families. Open Fridays 8 to 11 pm

Hertfordshire NightLight - A countywide Out of Hours Crisis Service

Night Light Crisis Centres provide a safe, homely and welcoming space for people who are feeling distressed and experiencing a crisis. The Hemel Hempstead Crisis House has four bed spaces that are available (depending on capacity) seven days a week, 365 days a year.

NightLight Crisis Helpline: **01923 256391** – Telephone line open from 7pm to 1am every day of the year. For more information visit: <https://www.hertsmindnetwork.org/services-for-adults/crisis-support/nightlight-crisis-helpline/>

Families and Relationships

If you are in immediate danger ring 999

Family Lives: confidential and free (from landlines and most mobiles) helpline service for families in England and Wales (previously known as Parentline). Call on **0808 800 2222** for emotional support, information, advice and guidance on any aspect of parenting and family life. Or email askus@familylives.org.uk

Helpline opening hours:

Monday to Friday 9am to 9pm, Weekends 10am to 3pm

Christmas opening hours:

Christmas Eve, Christmas Day and Boxing Day - Closed

Wednesday 27th to Saturday 30th Dec - Open as usual

New Year's Eve - Closed

New Year's Day - Closed

Tuesday 2nd Jan - Open as usual

Safer Places: 24 hour helpline **03301 025811**

Hertfordshire Domestic Abuse Helpline: 08 088 088 088, or email kim@mailpurple.org

Weekdays – 9am-9pm

Weekends – 9am-4pm

Christmas Day and Boxing Day – 9am-12pm

New Years Day – 9am-4pm

If you call outside operating hours, you will be signposted to the national domestic abuse helpline

24-Hour National Domestic Abuse Helpline: 0808 2000 247

or visit www.nationaldahelpline.org.uk (access live chat Mon-Fri 3-10pm)

Other Useful Numbers

HertsHelp: 0300 123 4044 or email info@hertshelp.net

Open 21 December – 9am-4pm

Open 22 December – 10am-1pm

Closed 23-26 December and 1 January

Open 27-31 December – 10am-4pm

Normal service (8am-6pm) resumes from 2 January

East Herts Council: Customer service phone line **01279 655261** Monday to Friday 9am - 5pm
or email customer.services@eastherts.gov.uk

Reception areas are available to the public on a limited basis and you can visit either of these if you do not have access to a PC or telephone and need to speak with a member of the customer services team.

Christmas opening hours:

Friday, 22 December (Navigation House, Bishop's Stortford): 10am - 12pm

Wednesday, 27 December (Navigation House, Bishop's Stortford): Closed

Thursday, 28 December (Wallfields, Hertford): 10am - 2pm

Friday, 29 December (Navigation House, Bishop's Stortford): 10am - 1:30pm

Customer Services will resume its regular face to face opening hours on Tuesday, 2 January.

You can book appointments for housing, planning or benefits at:

<https://www.eastherts.gov.uk/contactus>

Police: Call **101** for non-urgent enquiries or textphone service for the hard of hearing on **18001 101**

Emergency and cannot speak

If you're in an emergency situation and need police help and you are calling from a mobile phone, but can't speak, Make Yourself Heard and let the 999 operator know your call is genuine. Call 999 and, if you cannot speak, press 55 on your mobile phone and you will be transferred through to the police. Pressing 55 does not allow police to track your location.