



EMERGENCY SERVICES OVER THE CHRISTMAS 2021 AND NEW YEAR 2022 PERIOD

Foodbanks

If you need emergency food over the holiday period, contact Broxbourne Foodbank on 07943 986261 or email infobroxbourne.foodbank@gmail.com and they will put you in touch with a local agency who can help.

You may be able to get food from The Food Pantry – see <https://heartshelpherts.org/projects/the-food-pantry/>

Or you can call HertsHelp (see opening times below) - they can help in an emergency situation.

Alternatively, our free Help Through Hardship national helpline on 0808 2082138 will be available Monday to Friday, 9am-5pm (closed on public holidays), for help and support and access to emergency food.

Homelessness

If you become homeless, or are threatened with homelessness, check your rights and the process for support on the Borough of Broxbourne website at: <https://www.broxbourne.gov.uk/homepage/13/housing-advice>

You can contact the Council Housing Needs team via: <https://ex.broxbourne.gov.uk/resident-housing/housing-needs-opening-hours> (hours will be limited over Christmas)

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

Nightstop Hertfordshire takes referrals between 9am and 3.30pm, Monday to Friday. If you're aged 16-25 and need emergency accommodation in Hertfordshire, you can get in touch by calling on 07812 496 039. You can refer yourself to this service using the contact details at:

<https://uk.depaulcharity.org/nightstop/nightstop-hertfordshire/>

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

Hyh working hours over the Christmas break will be:

Friday 24th December - Christmas Eve (working day) – 9am to 5:30pm

Saturday 25th December - Christmas Day - CLOSED

Sunday 26th December - Boxing Day - CLOSED

Monday 27th December - Bank Holiday - CLOSED

Tuesday 28th December - Bank Holiday - CLOSED

Wednesday 29th December - Working day – 9am to 5:30pm

Thursday 30th December - Working day – 9am to 5:30pm

Friday 31st December - New Year's Eve (working day) – 9am to 5:30pm

Saturday 1st January - Weekend - CLOSED

Sunday 2nd January - Weekend - CLOSED

Monday 3rd January - Bank Holiday - CLOSED

Tuesday 4th January - Working day – 9am to 5:30pm

Hyh are not able to offer drop in appointments and clients should always call the numbers below for assistance:

16 - 17 years old - Freephone **03003 230130**

18 - 24 years old - Freephone **08000 355 775**

For all other enquiries 03333 202 384 (local rate)

For more info and other locations check the website www.hyh.org.uk

Pharmacy Opening Times

| | Christmas Day 25th December | Bank Holiday 27th December | Bank Holiday 28th December | Bank Holiday 3rd January 2022 |
|---|--------------------------------|-------------------------------|-------------------------------|----------------------------------|
| Lower Lea Valley | | | | |
| Boots Pharmacy, 75-81 Waltham Cross Shopping Pavilion, Waltham Cross, EN8 7BZ | Closed | 10:00 - 16:00 | 10:00 - 16:00 | 10:00 - 16:00 |
| Boots Pharmacy, Brookfield Centre, Cheshunt, Waltham Cross, EN8 0NN | Closed | 09:00 - 18:00 | 09:00 - 18:00 | 09:00 - 18:00 |
| Laxtons Pharmacy, 45 HIGH ROAD, BROXBORNE, EN10 7HX | 10:00 - 12:00 | Closed | Closed | Closed |
| Niti Pharmacy, Unit 26, Shopping Pavilion, Waltham Cross, EN8 7BY | 10:00 - 12:00 | Closed | Closed | Closed |
| Tesco In-Store Pharmacy, Brookfield Centre, Cheshunt, Waltham Cross, EN8 0TA | Closed | 09:00 - 13:00 | 09:00 - 13:00 | 09:00 - 13:00 |
| Ware Cross Pharmacy, 40 Christian Close, Hoddesdon, EN11 9FF | 12:00 - 14:00 | Closed | Closed | Closed |

Mental Health Support

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. They are open out of hours on Friday, Saturday, Sunday and Monday nights from 7pm-1am, every week of the 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/>

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:

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:

Cheshunt - Adult Community Mental Health Services (Holly Lodge) **01992 818600**

Hoddesdon – Child and Adolescent Mental Health Services **01992 465042**

NHS Single Point of Access (SPA) Freephone 0800 6444 101 open 24/7, 365 days a year – access NHS mental health support and services

NHS Wellbeing Service: To make a self-referral or find out more about the service, visit: www.hpft.nhs.uk/services/community-services/wellbeing-service/referrals/ To request a self referral form be sent to you via post, please call **0800 6444 101**

Children and Young People See <https://www.hpftcamhs.nhs.uk/> or call **0800 6444 101**

NHS 111 Service For non-emergency medical help, open 24 hours every day. Calls are free. In emergencies only, dial 999

Samaritans: Support for anyone who's struggling to cope, who needs someone to listen without judgment or pressure – not only at point of crisis

- Free 24 hour helpline **116 123**
- Email jo@samaritans.org
- Write to **Freepost SAMARITANS LETTERS**
- Self-Help app <https://selfhelp.samaritans.org>

Herts MIND Network Wellbeing Centres: Call **02037 273600** for details

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>

Saneline leave a first name, number and quick message on **07984 967 708** and a member of their team of trained staff and volunteers will call you back as soon as possible. Or email support@sane.org.uk

Mindline Trans+ National Helpline 0300 330 5468 National helpline for people who identify as Trans, non-binary and their friends and families. Open every Monday and Friday 8pm – Midnight

Families and Relationships

If you are in immediate danger ring 999

Family Lives: confidential and free* 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. Email at askus@familylives.org.uk. Family Lives aim to respond within 24 hours, Monday to Friday (excluding bank holidays).

Christmas opening hours 2021/22

Christmas Eve - 9am - 1pm

Christmas Day - Closed

Boxing Day - Closed

27th December - Closed

28th December - Closed

29th December - 9am - 9pm

30th December - 9am - 9pm

New Years Eve - 9am - 1pm

New Years Day - Closed

2nd January - Closed

3rd January - Closed

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

Herts Domestic Abuse Helpline: Call **08 088 088 088** 9am-9pm Monday to Friday and 9am-4pm weekends

Confidential email Kim@mailpurple.org

Christmas Opening 2021/22

Dec 25th & 26th: 9am to 12pm

Jan 1st: 9am to 12 pm

24-Hour National Domestic Abuse Helpline: 0808 2000 247

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

ManKind for male victims of domestic abuse: Call **01823 334244** (Weekdays 10am to 4pm)

or visit <https://www.mankind.org.uk/>

Other Useful Numbers

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

Christmas opening hours 2021/22

Friday 24th December 2021, 8am - 6pm

Saturday 25th December 2021, Closed

Sunday 26th December 2021, Closed

Monday 27th December 2021, 10am - 4pm

Tuesday 28th December 2021, 10am - 4pm

Wednesday 29th December 2021, 9am - 5pm

Thursday 30th December 2021, 9am - 5pm

Friday 31st December 2021, 9am - 5pm

Saturday 1st January 2022, Closed

Sunday 2nd January 2022, 10am - 4pm

Monday 3rd January 2022, 10am - 4pm

Tuesday 4th January 2022, Open

Broxbourne Council:

General enquiry form <https://www.broxbourne.gov.uk/xfp/form/334>

Email enquiry@broxbourne.gov.uk

Call **01992 785555**, phone lines are open from 8.30 to 5.30 Monday to Thursday and from 8.30 to 5 on Friday.

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

Webchat on

https://bchpolicesupport.imsupporting.com/welcome3/index.php?id=726201605932&dept=Herts_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.