

Details of essential services over festive period

Surrey

Jobcentre Opening Times and Payment Dates:

Jobcentres:

- Friday 23rd December: Normal Hours
- Saturday 24th December: Closed
- Sunday 25th December: Closed
- Monday 26th December: Closed
- Tuesday 27th December: Closed
- Wednesday 28th December: Closed
- Thursday 29th December: Normal Hours
- Friday 30th December: Normal Hours
- Saturday 31st December: Closed
 - Sunday 1st January: Closed
 - Monday 2nd January: Closed
- Tuesday 3rd January: Normal Hours

Payment Dates:

- Payments due – 26th – 27th December will be paid on Friday 23rd December.
- Payment due 28th December: Universal Credit paid as normal; all other benefits paid on Friday 23rd December.
 - Payments due on 2nd January will be paid on Friday 30th December.
- Payments due January 3rd. Universal Credit paid as normal all other benefits paid on Friday 30th December.

Surrey Libraries opening Christmas and New Year 2022/2023:

- Christmas Day 25th December: Closed
 - Boxing Day (Sunday): Closed
- 27th December (Bank Holiday Monday): Closed
- 28th December (Bank Holiday Tuesday): Closed
- 29th December (Wednesday): Normal Opening
 - New Year's Day (Saturday): Closed
 - 2nd January (Sunday) Closed
- 3rd January (Bank Holiday Monday): Closed

Citizen's Advice Reigate and Banstead:

- Service will be closed between Thursday 22nd December 2022 – Monday 2nd January 2023.
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Opening hours for Help to Claim over Christmas period:

- Friday 23rd December - 8am to 5pm
- Saturday 24th December – Closed
- Sunday 25th December – Closed
- Monday 26th December – Closed
- Tuesday 27th December – Closed
- Wednesday 28th December – 8am – 6pm
- Thursday 29th December – 8am – 6pm
- Friday 30th December – 8am - 5pm
 - Monday 2nd Jan – Closed

Citizens Advice national telephone service – 0800 144 8848

Citizens Advice Epsom and Ewell:

- Service will be closed between Friday 23rd December 2022 – Monday 2nd January 2023.

Citizens Advice Oxted:

- Service will be closed between Friday 23rd December 2022 – Monday 2nd January 2023.

Epsom and Ewell Local Authority:

- Saturday 24 December (Christmas Eve) – Normal Hours
- Sunday 25 December (Christmas Day) - Closed
- Monday 26 December (Boxing Day) - Closed
- Tuesday 27 December (Bank Holiday) - Closed
- Wednesday 28 December (Bank Holiday) - Closed
- Thursday 29 December – Normal hours
- Friday 30 December – Normal hours
- Saturday 31 December - closed
- Sunday 1 January - Closed
- Monday 2 January - Closed
- Tuesday 3 January – Normal Hours

Mole Valley District Council Opening Times- Offices open for appointments only:

- Friday 23rd December: Close at 5pm
 - Christmas Day – Closed
 - Boxing Day – Closed
- Tuesday 27th December – Closed
- Wednesday 28th December – Closed
- Thursday 29th December Open 8:30am – 4pm
- Friday 30th December – Open 08:30am – 4pm
 - Monday 2nd January – Closed.
 - Tuesday 3rd Jan Open 08:30am – 5pm
- Reception is open from 9 am to 2.30 pm on the days we are open

Phone – 01306885001 – Email – info@molevalley.gov.uk

Tandridge Council Offices:

- Friday 23rd December – Closed
- Saturday 24th December – Closed
 - Christmas Day – Closed
 - Boxing Day – Closed
- Tuesday 27th December – Closed
- Wednesday 28th December- Open Normal Hours
- Thursday 29th December – Open Normal Hours
- Friday 30th December – Close at 16:30pm
 - Saturday 31st December – Closed
 - Sunday 1st January Closed
 - Monday 2nd January – Closed
- Tuesday 3rd January – Open Normal Hours

Please book an appointment before coming to the council offices by calling 01883 722000. You can also use our website to find the information you need or our online forms.

If it is an emergency, our customer service team will try to help, although without a booked appointment we aren't able to guarantee someone from that service will be available in person.

Reigate and Banstead Town Hall reception closed to public:

We are closed for Christmas from Friday 23rd December – Thursday 29th December and on Monday 2nd January. In case of an emergency outside of normal office hours, you can use the following numbers:

Reigate and Banstead Borough Council: 01512212938

Raven Housing Trust 0300 123 3399

Surrey County Council for Roads / Highways: 08701266060

Please Note: The numbers above are for emergency use only during the following times:

Note: the numbers above are for emergency use only during the following times

- Monday – Friday 4pm – 10am however if you know the name of the person or department you wish to speak to, you can use our automated switch board service from 8:45 – 5pm. Saturday – Sunday all day
- Other times that the council is closed (for example public holidays and Christmas closure).

Reigate and Banstead Area Food Support:



Food Provision over
Christmas 2022_RB.pcd

Epsom and Ewell Foodbank:

- Closes 3pm 23/12/22 and reopens 9am 3/1/23
- **RBBC pick up sessions are as follows:**
- Tuesday 20th December 10-12pm (Tadworth)
- Thurs 22nd December 3.30-5.15pm (Banstead)
- Tuesday 27th December (Tadworth) CLOSED
- Thurs 29th December 3.30-5.15pm (Banstead)
- Tuesday 3rd January (Tadworth) and then as normal
 - Foodbank office 0208 786 8221

Caterham and Oxted Foodbank:

- Sunday 25th December: Closed
- Monday 26th December 12pm – 2pm
- Tuesday 27th December: Closed
- Wednesday 28th December: Closed
- Thursday 29th December: 12 – 2pm
- Friday 30th December: Closed
- Saturday 31st December: Closed

Attendees must have a voucher please give as much notice as possible very busy.
Closed on Bank Holidays open link to see opening days and times.

[Locations | Caterham Foodbank](#)

Dorking Foodbank:

- We're open as usual over the Christmas and New Year fortnight at the Christian Centre:
 - Tuesdays 4.45pm-5.45pm
 - Thursdays 2.30pm - 3.30pm
- The Christian Centre, Church Street, Dorking RH4 1DW

If a client can bring a voucher, then great. But if that is not possible, the client should still come to see us and the team will take their details and issue a voucher and food parcel at the same time. We won't turn anyone away if they are unable to get a voucher in advance.

Surrey Crisis Fund:

For those who find themselves in crisis we can direct them to the Surrey Crisis Fund whose budget has been increased. Details of who can apply, the link to do so, and what they can and can't consider can be found [here](#) but in short:

What help is available?

The fund can provide support for immediate needs after a disaster or in an emergency, where no other options are available. We may be able to assist with:

- food, toiletries, and essential clothing
- essential white goods and furniture, and in some circumstances replacement white goods (provided the broken appliance is available to be removed for recycling)
 - certain utilities (pre-paid meters, not quarterly billing)
 - emergency travel costs (hospital appointments, job interviews, etc)

<https://www.surreycc.gov.uk/people-and-community/surrey-crisis-fund>

MASH safeguarding details for Surrey:

Here is a link with phone number, link to online form and out of hours number:

https://www.surreycc.gov.uk/_data/assets/pdf_file/0006/225852/Safeguarding-Adults-form-to-raise-a-concern-post-MASH-V3-13.01.2020.pdf

Domestic Abuse Support:

For anyone who lives or works in East Surrey and is suffering domestic abuse

[East Surrey Domestic Abuse Services \(ESDAS\)](#)

For anyone who lives or works in East Surrey and is experiencing domestic who has,
or is experiencing domestic who has, or is experiencing domestic

Mental Health Crisis Helpline

Out of Hours Contact

Mental Health Crisis Helpline: 0800 915 4644

SMS texting for people with speech or hearing difficulties: 07717989024

Next Generation Text Service App or Textphone Users (www.ngts.org.uk) 18001
0900 915 4644

Samaritans

Call 116123 free from any phone