



Direction
for Bedfordshire

Winter and Out of hours Services Contact List Bedford and Central Bedfordshire - 2022



Housing

If you find yourself at risk of homelessness, you can contact your local authority:

Bedford Borough Council – Housing Options 01234 267422

Lines are open: Mon, Tues, Thurs, Fri – 9am – 5pm and Wednesday 10am – 5pm

Email: housing.advice@bedford.gov.uk

Emergency out of hours: 01234 267422 / 0123411095

Central Bedfordshire Council - 0300 300 8302

Housing: 0300 300 4370

Email: customers@centralbedfordshire.gov.uk

Streetlink: 0300 500 0914

If you have concerns about someone sleeping rough then you can contact this number and they will contact the local authority to offer support for the individual.

Fuel



Better Housing Better Health

Support for reducing bills and obtaining emergency grants for gas and electricity in the home. <https://www.bhbh.org.uk/> Phone: 0800 107 0044

Local Welfare Provision

Bedford Borough Council may be able to assist with emergency food or fuel provision.
Phone: 01234 718033

Warm Spaces

Warm spaces will offer free, Non-judgmental spaces where people can go to stay warm and maybe enjoy some company and a hot drink, or simply spend time reading:

Bedford:

- Please click on link to see Warm Spaces and Activities available for Libraries:
[Your local library - opening times, facilities and activities | Bedford Borough Council](#)
- Please click on link to see warm spaces at other venues:
[Warm Spaces | Bedford Borough Council](#)

Central Bedfordshire:

- Please see link for Warm spaces:
[Warm Spaces | Central Bedfordshire Council](#)



Food

Bedford Foodbank - CLOSED over Christmas and New Year

The last Foodbank distribution sessions before Christmas:

Friday 23rd December (Salvation army – with voucher, and Project229 in Kempston)

Reopening on Wednesday 4th January 2023 at Holy Cross – Collecting Only

The warehouse at: 71 Murdock Road MK41 7PL will be open for donation, from 3rd to 5th January at 10am to 16.00pm.

See website for further details of distribution locations and times:

bedford.foodbank.org.uk/

Dunstable Foodbank

Contact: 07874 200056 or www.dunstable.foodbank.org.uk

Friday 23rd December – The Way, Christ Church: **OPEN**

Monday 26th December (Boxing day): New Life Church: **CLOSED**

Tuesday 27th December (Bank Holiday): The Way, Christ Church: **CLOSED**

Wednesday 28th December – New Life Church: **OPEN**

Thursday 29th December – St Augustine's Church: **OPEN**

Friday 30th December – The Way, Christ Church: **OPEN**

IMPAKT Food

Priory Methodist Church, Newham Avenue, Bedford, MK41 9QJ

01234 307040

CLOSING EARLY: 23th December – 10.30am-12pm

26th December - 4rd January - **CLOSED**

4th January – Reopening Normal hours

Dine with Us – Community Larder – 2B Ashburnham Road, Bedford, MK40 1DS

The best way to keep up to date with the ladder and find out about days and opening time is to follow them on Facebook

at <https://www.facebook.com/DineWithUsOnTheStreetsCherriesLegacy>

The Need Project - Central Bedfordshire

Please phone: 07952 765302 or email: admin@theneedproject.co.uk

26th and 27th **CLOSED**

Open for Referrals from other organisations



Health and Wellbeing Services

- Call 999 for serious injuries/illness and or mental health crisis if you feel there is an imminent risk to yourself or someone else. You can also present to A&E.
- Call 111 for all other medical queries – Press Option 2 for the Mental Health Hub
- MIND Crisis Cafe now offer phone support:
01582 722225 - 7days a week, 5-11pm

Putnoe Walk-in Centre - 93 Queens Drive, Putnoe, Bedford, MK41 9JE, 01234 292969 -
Open Monday-Friday 8am-2pm - Saturday/Sunday and Bank Holidays -8am-5pm

Bedford Hospital Urgent Treatment Centre (UTC) – Everyday 11am-11pm
(Patients who need urgent treatment but it is not an emergency)
Appointments can be booked by calling NHS 111 - If the UTC is the correct place for a patient to be treated the call handler will book an appointment, mostly on the same day.

CHUMS Charity:

Monday 26th December: CLOSED

Tuesday 27th December: CLOSED

Monday 2nd January: CLOSED

There will be very limited clinical and administrative staffing over the Christmas period. CHUMS is not an emergency service. If you are calling because you need urgent or emergency support then please call 111 options 2/attend A&E or speak with your GP. If you are making a general enquiry or providing an update please **leave a message or** you can use our contact form or send an email to info@chums.com.uk with your name, name of the child, contact details and rough outline of your query.

All information will be reviewed by a relevant professional although this may take up to 3 or 4 working days. Please be aware that there is a lot of great information about other services and contacts on our website some of which are open 24 hours a day, 365 days a year. For example The Samaritans who you can call on 116 123 or Childline on 08001111. We hope you have a good festive season.”



Helpful Contacts

- **Talk to Frank** – 24 hours every day 0300 123 6600
- **Samaritans** – 24 hours every day
Call: 116 123 Email: www.samaritans.org
- **CALM (Men Only)** - Phone: 0800 58 58 58 (daily, 5pm to midnight)
Website: www.thecalmzone.net

- **Citizens Advice** - Free Phone: 0808 2082138 (open Monday to Friday, 9am-5pm) to talk confidentially with a trained adviser regarding any financial crisis.

- **Project NOVA**

Open until Mid-day on 23rd December and return on 3rd January 2023

During the interim period, the emergency contact details are:

- **Nova Central Support Tel:** 0800 917 7299 (Answerphone monitored)
- **Nova Central Support Email:** info.nst@projectnova.org.uk (Emails monitored)
- **Nova Central Support Secure Email:** info.nst@rfea.cjism.net (Secure email)

For a list of a variety of support services you can also access:



- **NHS Website:** www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines
- **Direction for Bedfordshire:** www.directionforbedfordshire.co.uk

Benefit Payments and Job Centre



Bedford, Biggleswade and Leighton Buzzard Job Centres

CLOSED: 26th-27th December and 3rd January

Open as usual up to and including 28th December, and 29th-30th December

ANY URGENT PAYMENT QUERIES PLEASE NOTIFY BY 12PM ON 23th DECEMBER

England and Wales		
Expected payment date	Universal Credit will be paid on	Other benefits will be paid on
Friday 23 December	Friday 23 December	Friday 23 December
Monday 26 December Tuesday 27 December	Friday 23 December	Friday 23 December
Wednesday 28 December	Wednesday 28 December	Friday 23 December
Wednesday 4 January	Friday 30 December	Friday 30 December