

Support over Christmas in an emergency



Many of our services are closed or have different opening hours during the Christmas and New Year holidays. Please check before contacting or visiting the service you require.

Customer services

The Council's Customer Services Centre supports services for our most vulnerable people and those facing particularly challenging situations.

This includes services such as: homelessness, community care grants and children's services. If you need to access other services, please use our online facilities wherever possible.

Our offices are in 3 Upper Precinct and Broadgate, and will close on Friday 23 December 2022 at 5pm and will reopen on Monday 26 December 2022 at 9am till 5pm till Friday 30 December. Open again from 9am Tuesday 3 January 2023.

Call: 0808 583 4333. For out of hours over Christmas call 024 7683 2222.

For general cost of living support visit [coventry.gov.uk/costofliving](https://www.coventry.gov.uk/costofliving)

Food and warmth

Coventry Open Christmas is a voluntary organisation managed by the "Grub & Gab club". It provides shelter and food to the homeless and lonely over the Christmas holiday at Queen's Road Baptist Church. We are looking for volunteers and donations, if you would like to help please get in touch.

We will be open for 24 hours a day in 2022 for five nights across Christmas week, staying open for 24 hours a day.

As you may appreciate, this requires extra resources to make this happen; primarily we need additional volunteers but also donations of cash, and food. If you, or anyone you know, would like to help us to make a difference this Christmas then please contact us.

coventryopenchristmas.co.uk/about

Coventry Foodbank

The Foodbank and its distribution centres will be closed from 3pm on 23 December till 10am on 3 January 2023. If you need an emergency food parcel they can be collected 24 hours a day from the four fire stations listed below.

Binley Fire Station,
Hipswell Highway CV2 5FQ

Coventry Fire Station,
Radford Road CV1 4EL

Foleshill Fire Station,
Foleshill Road CV6 5HN

Canley Fire Station,
Sir Henry Parkes Road CV4 7BA



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www.coventry.gov.uk/costofliving

Help in a crisis

For Council social services – Adult Social Care and Children's Services (out-of-hours after 5pm and at weekends and Bank Holidays and in an emergency only when there is immediate threat to health or safety) call 024 7683 2222.

Domestic Abuse

Contact the Safe to Talk Helpline staffed by fully trained advisors: 0800 111 4998 - [safetotalk.org.uk](https://www.safetotalk.org.uk)

For support and self-referral requirements, manned by fully trained support workers.

8.30am - 5.30pm Monday - Friday

10am - 1pm Saturday – Sunday

If someone is in immediate danger and their life is threatened, they should dial the Police on 999; if you are unable to talk, once connected to 999 press 55 and the police will attend.

If it is not an emergency but you need help from the police, please call 101.

Rough sleepers

The Council's Rough Sleeper Team will be working on 24 December and after 28 December including morning outreach walks. The public can let the team know of the whereabouts of someone rough sleeping by reporting here: www.streetlink.org.uk

These reports come directly through to the rough sleeper team who will physically go and look for those reported, assessing those they find for accommodation and responding to their immediate needs.

During periods of severe weather please refer to the local SWEP protocol: coventry.gov.uk/swep

Mental health and wellbeing support

If you need immediate support:

For Samaritans call 116 123 or e-mail jo@samaritans.org

Immediate support if in crisis: Shout 24/7 text service – text 85258

For urgent medical needs call your GP, or NHS 111.

If you are in a life-threatening situation call 999.

For urgent Mental Health Support call Freephone 08081 966798 (Hours of operation: 24 hours a day, seven days a week.) For more information visit coventry.gov.uk/mentalhealthsupport

Support for children and young people: Childline – call 0800 1111

Police

Police General Switchboard (24 hours) Telephone: 101

Police emergencies (24 hours) Telephone: 999



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