



# Crisis Support for the Festive Period

## Using this Document

Although the festive period is the season of cheer for many, it can also be a challenging time if you are struggling with your mental wellbeing. Depression and Anxiety can make it difficult to enjoy the festivities and the pressures of Christmas and New Year can be stressful and overwhelming. If you have a limited social or support network, it can be a lonely time of the year.

This document contains some helpful information and contact details to support you through this festive period.

We are all individuals and respond to situations in different ways therefore not every self-help suggestion will work for everyone. There are no set rules for managing emotions so a helpful way of thinking about this could be to think “is my current method working for me?” If the answer is yes, then great, but if not, these strategies may be an alternative way to help you through a difficult time.

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## Self-help tips for the Festive Period

- Keep active and get outside for some fresh air – even when it's chilly
- Get enough rest and sleep to keep your energy levels up
- Don't compare your celebrations to others', especially the things people post on social media... remember: they only share the best bits!
- Manage your expectations and be realistic. Having an expectation of perfection can lead to disappointment, especially with the financial difficulties that the winter months may bring
- Limit your alcohol intake. Drinking within government guidelines means you can still enjoy a festive tipple with less negative effects on physical and mental wellbeing
- Eat well and try to keep your diet balanced, but don't punish yourself too much for having that extra mince pie, pig in blanket or chocolate!
- Plan ahead to avoid stress. Prepare what you can in advance and don't take on too much. If buying presents online, factor in the Christmas delay that many delivery services experience at this time of year
- Keep a to-do-list of things you need to get done – everything is much clearer when it's written down
- Prioritise self-care and give yourself a present. It may be some time to relax, doing an activity that helps you reduce stress, buying a book you've been meaning to read, signing up to a course you're interested in or reconnecting with old friends
- Ask for help or delegate tasks, and talk to someone if you're feeling overwhelmed e.g. family members, friends or mental health services
- As the year comes to an end, celebrate the small things you have been grateful for and the resilience you have developed through the year. Try setting yourself a small goal for the coming year
- Be kind to yourself and allow yourself to enjoy the celebrations and spend time with your loved ones where possible

## Safe Haven

If you need support or are in emotional crisis, the Safe Haven services are open every evening of the year in Aldershot, Epsom, Guildford, Redhill and Woking. Safe Havens provide out of hours help and support to people and their carers who are experiencing a mental health crisis or emotional distress. They are designed to give adults an alternative to A&E and are staffed by mental health practitioners who will be able to provide you with support when you arrive.

### Aldershot

Walpole House  
Pickford Street,  
Aldershot,  
GU11 1TZ

### Open

Mon to Fri: 6.00pm – 11.00pm  
Weekends: 12:30pm– 11.00pm  
Bank Holidays: 12:30pm – 11.00pm

### Epsom

The Brickfield Centre,  
Portland Place,  
Epsom,  
KT17 1DL

### Open

Mon to Fri: 6.00pm – 11.00pm  
Weekends: 6.00pm– 11.00pm  
Bank Holidays: 6.00pm – 11.00pm

### Guildford

Oakleaf Enterprise,  
101 Walnut Tree Close,  
Guildford,  
GU1 4UQ

### Open

Mon to Fri: 6.00pm – 11.00pm  
Weekends: 6.00pm– 11.00pm  
Bank Holidays: 6.00pm – 11.00pm

### Redhill

Wingfield Resource Centre,  
St Anne's Drive,  
Redhill,  
RH1 1AU

### Open

Mon to Fri: 6.00pm – 11.00pm  
Weekends: 6.00pm– 11.00pm  
Bank Holidays: 6.00pm – 11.00pm

### Woking

Moorcroft Community Centre,  
Old School Pl,  
Westfield, Woking,  
GU22 9PB

### Open

Mon to Fri: 6.00pm – 11.00pm  
Weekends: 6:00pm– 11:00pm  
Bank Holidays: 6:00pm – 11:00pm

**Virtual Safe Havens** are also in operation allowing you to access support from the comfort of your own home. Open from 6.00 pm to 11.00 pm, 7 days of the week: [www.sabp.nhs.uk/our-services/mental-health/safe-havens](http://www.sabp.nhs.uk/our-services/mental-health/safe-havens)

## Crisis and Advice Helplines

**Mental Health Crisis helpline** – call: 0800 915 4644, text: 07717 989 024 (Text service available for adults 18+)

Open 24/7, 365 days of the year

People with speech or hearing difficulties can dial through to the BT Relay App or Textphone: 18001 0800 915 4644

**Samaritans** – call: 116 123 or Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Open 24/7, 365 days a year, to provide confidential emotional support for people who are experiencing feelings of distress, despair or suicidal thoughts

**Campaign Against Living Miserably (CALM)** – call: 0800 58 58 58

Or visit the webchat page: [www.thecalmzone.net/help/webchat/](http://www.thecalmzone.net/help/webchat/)

5pm to midnight, 365 days a year

**SANEline** – call: 0300 304 7000

4pm to 10pm, 365 days a year. Mental Health Support line

**SHOUT** – Text 'SHOUT' to 85258

24/7, 365 days a year

Text service if you're struggling to cope and you need immediate help

**National Domestic Violence Support Helpline** – call: 0808 2000 247

24/7, 365 days a year. Or use the Live chat from Monday to Friday between 10am–10pm: <https://www.nationaldahelpline.org.uk/en/Chat-to-us-online>

A helpline for those experiencing domestic abuse to support you in increasing your safety and find specialist services

**Surrey Drug and Alcohol Care** – call: 0808 802 5000, text: 07537 432411

All SDAC services are available from 9am to 7pm Monday to Friday. You can leave a voicemail or send an SMS outside of these hours.

You can chat online via their website-<https://www.surreydrugandalcoholcare.org.uk/>

Offering information to anyone with queries or concerns about drug/alcohol misuse

**Action for Carers support line** – call: 0303 040 1234

9am-5pm, Mon, Thurs and Fri and 9am-6pm on Tues and Wed

<https://www.actionforcarers.org.uk/about-us/contact-us/>

First point of call for carers to receive advice, information and support with any practical, emotional or financial concerns

**Silverline** – call: 0800 470 80 90

24/7, 365 days a year. A free, confidential helpline providing information, friendship and advice to older people

**CRUSE bereavement helpline** – call: 0808 808 1677 for bereavement support.

9:30am-5pm on Mon, Wed, Thurs and Fri, and 1pm-8pm on Tues.

## **Crisis Support: Children & Young People**

**Childline** – call 0800 11 11 - available 24/7

For under 19's, call, chat online or email for support. One-to-one counsellor chat support also available.

<https://www.childline.org.uk/>

**Children & Young People Safe Haven;** Based at Ash, Epsom, Redhill and Shepperton for 10-18 year olds

<https://www.cyphaven.net/>

**Mental Health Crisis helpline** – call: 0800 915 4644, Select option 1

Open 24/7, 365 days of the year

People with speech or hearing difficulties can dial through to the BT Relay App or

Textphone: 18001 0800 915 4644

The 24/7 mental health crisis line is available for children aged from six years, young people and their families/carers who are in crisis.

**Papyrus HOPELINE 247** – call 0800 068 4141, text 88247 or email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org) - available 24/7

<https://www.papyrus-uk.org/papyrus-HOPELINE247/>

Suicide prevention support for young people. Confidential advice for your people as well as those concerned about young people.

**Samaritans** – call: 116 123 or Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Open 24/7, 365 days a year, to provide confidential emotional support for people who are experiencing feelings of distress, despair or suicidal thoughts

**YoungMinds** – Text 'YM' or 'SHOUT' to 85258

24/7, 365 days a year

Text service if you're struggling to cope and you need immediate help

## Domestic Violence Support

Christmas can be a difficult time. If you feel like you are at risk of harm this winter, and would like support, advice, or guidance, please see the services below. However, if you feel like you are at imminent risk of harm please call 999 in an emergency or 101 in a non-emergency.

### Refuge

Refuge can provide advice and guidance, as well as supporting you in accessing refuge. They can also signpost you to other specialist services in your community.

- <https://www.nationaldahelpline.org.uk/>
- Free 24-hour help line: 0808 2000247
- Online chat support available Mon- Fri 10am-10pm

### Respect

Respect is a helpline for male victims of domestic abuse.

- 0808 8010327 - Mon-Fri 10am-5pm
- Email support: [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk) - Mon-Fri 9am-5pm
- Webchat support – Wednesday 10am-11:30am, Thursday 2–4pm

### Your Sanctuary

A Surrey based charity for victims of domestic abuse, who can provide advice, women's outreach and refuge houses.

- Free help line: 01483 776822 – 9:00-21:00, every day of the year.
- Please contact the helpline above to enquire about safe houses. There are 2 located in North west Surrey.
- Online chat: Monday to Friday 9.30-17:00
- <https://www.yoursanctuary.org.uk/ourservices>

### North Surrey Domestic Abuse service

NSDAS have a Domestic Abuse Team including qualified Independent Domestic Violence Advisers who can support and advise you on a wide variety of problems caused by domestic abuse, as well as providing you with emotional support.

- 01932 260690 Open: Monday to Friday 9am – 12.00 noon and 1pm – 4pm
- Email: [outreach@nsdas.org.uk](mailto:outreach@nsdas.org.uk)

### East Surrey Domestic Abuse Service

Similar to NSDAS, they provide practical advice and services in terms of the wider problems of domestic abuse, as well as providing emotional support.

- Confidential call – 01737 771350 Mon-Fri 9:00-16:00
- Email : [support@esdas.org.uk](mailto:support@esdas.org.uk)
- <https://www.esdas.org.uk/useful-contacts>
- Out of hours number: Surrey Domestic Abuse on 01483 776822 between 9am-9pm Monday to Friday



## Managing your Money over the Festive Period

We know times can be tough and the festive period can stretch funds even further.

The Money Saving Expert has some handy hints and tips to follow to keep the spending low ([www.moneysavingexpert.com](http://www.moneysavingexpert.com)):

1. Ban unnecessary presents, set a low budget, give homemade presents or consider not giving presents at all
2. Create fun festive memories with your loved ones – read festive books, do some festive baking, make your own decorations, watch festive films, go to your local light switch on or camp out around the Christmas tree
3. Save up your supermarket points to use over the festive period
4. Make sure to plan ahead and book train tickets in advance
5. Don't feel the need to buy higher-end food for your festive celebrations, lower brand items can be just as tasty
6. Set a budget before December and be strict with yourself
7. Leave the bank card at home when heading out and only take the cash you can afford to spend

The Money Helper Service has a useful budget planner on their website to help you plan your budget and spending over the festive period. Go to [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk) and search 'Saving Money for Christmas'.



## Food Banks

Food banks can be there to lend a hand by providing non-perishable food parcels to tide you over until your circumstances improve. Most food banks work with local agencies who will issue you with a foodbank voucher if you are struggling to put food on the table. Agencies can include but are not limited to: Citizens Advice, housing support officers, children's centres, health visitors, social services and some local charities. Please find further details on foodbank vouchers via your local food bank website. Please note: Most of the food banks listed below will be closed on bank holidays.

### **Caterham** - 07523 983122 – [www.caterham.foodbank.org.uk/](http://www.caterham.foodbank.org.uk/)

- Caterham Baptist Church, 4-6 Beechwood Rd, Caterham, CR3 6NA
  - Open Thursday 12:00-14:00
- Oakhall Church, 181 Chaldon Road, CR3 5PL
  - Open Monday 12:00-14:00
- Kings Church, Oxted – Order and Collection services, put requests in advanced to 33 Amy Road, Oxted, RH8 0PW
  - Open Wednesday 12:00-14:00

### **Cobham** - 01932 450282 – [www.cobhamarea.foodbank.org.uk/](http://www.cobhamarea.foodbank.org.uk/)

- Cobham United Church, 38 Stoke Road, Cobham, KT11 3BD
  - Open Tuesday 12:00 – 13:30

### **Dorking** - 07494226743 – [www.dorkingarea.foodbank.org.uk/](http://www.dorkingarea.foodbank.org.uk/)

- The Christian Centre, Church Street, Dorking , RH4 1DW
  - Open Tuesday 16:45-17:45 and Thursday 14:30 – 15:30

### **East Elmbridge** - 07908 777475 – [www.eastelmbridge.foodbank.org.uk/](http://www.eastelmbridge.foodbank.org.uk/)

- St Nicholas Church Hall, Summer Rd, Thames Ditton, KT7 0QQ
  - Open Tuesday 10:00-11:30
- St Peter's West Moseley Community and Youth Hub, Ray Road, West Molesey, KT8 2LG
  - Open Thursday 09:30-11:30

### **Epsom and Ewell** - 0208 786 8221 – [www.epsomewell.foodbank.org.uk/](http://www.epsomewell.foodbank.org.uk/)

- St Barnabas Church, Temple Road, Epsom, KT19 8HA
  - Open Friday 13:00-15:00
- Leatherhead Community Hub, Kingston Rd, Leatherhead, KT22 7PX
  - Open Saturday 10:00-11:30
- Merland Rise Church, Merland Rise, Tadworth, KT20 5JG
  - Open Tuesday 10:00-12:00
- Ruxley Church, Ruxley Lane, Ewell, KT19 0HY
  - Open Wednesday 13:00-15:00
- The Banstead Centre, The Horse Shoe (off Bolters Lane), Banstead, SM7 2BQ
  - Open Thursday 15:30-17:30

**Godalming** - 01483 418741- [www.parishofgodalming.org.uk](http://www.parishofgodalming.org.uk)

- St Mark's Church & Community Centre, Godalming Minster, Franklyn Road, GU7 2LD
  - Open Monday-Wednesday 13:00-14:15, Thursday 11:00-12:30 (emergencies only)

**Guildford and Waverly** – [www.northguildfordfoodbank.co.uk](http://www.northguildfordfoodbank.co.uk)

- St Clare's Church, Cabell Road, Park Barn, Guildford, GU2 8JW (07583025435)
  - Open Tue 13:00-14:00, Wed 09:30-10:30 and Fri 17:00-18:15
- Cranleigh Food Bank, Cranleigh Baptist Church, 262 High St, GU6 8RT
  - Open Friday 10:00-11:15 – see website for dates

[www.cranleighfoodbank.org/contact-us](http://www.cranleighfoodbank.org/contact-us)

**Runnymede** - 01932 943056 – [www.runnymede.foodbank.org.uk/](http://www.runnymede.foodbank.org.uk/)

- Virginia Lodge, Waspe Farm Carpark, Off Station Road, Egham, TW20 9LF
  - Open Monday 10:00-12:00
- Addlestone Baptist Church, Crouch Oak Lane, Addlestone, KT15 2AN
  - Open Tuesday and Thursday 10:00-12:00
- The Kings Church, 21 Marsh Lane, Addlestone, KT15 1UL
  - Open Friday 10:00-12:00
- The Beacon Church, 95 Guilford Street, Chertsey, KT16 9AS
  - Open Wednesday 10:00-12:00
- St James' Church, 27 Church Street, Weybridge, KT13 8DF
  - Open Thursday 13:00-15:00
- The Village Centre, 68 Victoria St, Englefield Green, Egham, TW20 0QX
  - Open Wednesday 13:00-15:00
- St Paul's Church, Thorpe Road, Staines upon Thames, TW18 3HJ
  - Open Tuesday 19:00-20:30

**Redhill and Reigate**

- St Matthew's Church, 71 Station Road, Redhill, RH1 1DL - 07849 253085
  - [www.redhillfoodbank.org.uk](http://www.redhillfoodbank.org.uk)
  - Open Monday, Wednesday and Friday 12:00-14:00
- Merstham Hub, Portland Drive, Surrey RH1 3HY – 01737 457160
  - [www.lovethe.org.uk](http://www.lovethe.org.uk)
- The Reigate Baptist Church, Sycamore Walk, Reigate RH2 7LR
  - 01737 248258 [www.openhandsreigate.com/](http://www.openhandsreigate.com/)

**Salvation Army**

The Salvation Army deliver community support across Surrey and can provide support such as lunch clubs, food banks, social support and warm spaces. To find what support your local Salvation Army is offering, please visit; [www.salvationarmy.org.uk/map-page](http://www.salvationarmy.org.uk/map-page)

**Walton and Hersham** - 07884 046665 – [www.waltonhersham.foodbank.org.uk/](http://www.waltonhersham.foodbank.org.uk/)

- St Peter's Church, 1 Burwood Road, Hersham, Surrey, KT12 4AA
  - Open Wednesday 10:00-12:00
- St John's Church, The Furrows, Walton on Thames, KT12 3JQ
  - Open Thursday and Friday 10:00-12:00
- St Andrews Church, Hersham Road, Walton on Thames, Surrey, KT12 1LG
  - Open Monday 13:00-15:00

**Woking** – 07896 077760 – [www.woking.foodbank.org.uk/](http://www.woking.foodbank.org.uk/)

- The Lighthouse, 8-10 High Street, Woking, GU21 6BG
  - Open Mon, Wed and Thur 10:30-12:30. Thursday also open in evening 17:30-18:30
- Byfleet Methodist Church, Rectory Lane, Byfleet, KT14 7LL
  - Open Wednesday 12:00-14:30
- The Mascot Hub, 43 Dartmouth Avenue, Sheerwater, Woking, GU21 5PE
  - Open Wednesday 14:00-16:00
- The Salvation Army, Working Corps, Sythwood, GU21 3BE
  - Open Tuesday 12:30-14:30 and Friday 10:00-12:00



## Community Meals

### Community Christmas Day Lunch

At the Greeno Centre, Shepperton. From 10:30-3pm, booking is essential. Free 3 course Christmas Lunch, entertainment, gifts and tombola.

**Website:** [www.communitychristmasdaylunch.com/](http://www.communitychristmasdaylunch.com/)

**E-mail:** christmasgreeno@gmail.com

**Telephone:** 07407 491027

### Dorking Christian Centre

Christmas lunch, followed by gifts, entertainment and The King's speech at 3pm. Suggested donation £5 per head. For more information:

**E-mail:** centremanager@dorkingchristiancentre.org.uk

**Telephone:** 01306 886830

### Free Christmas Lunch - Guildford

Offer a free Christmas Lunch delivery to those within a 10-mile radius of Guildford. For more information and to request a meal:

**Website:** [www.freechristmaslunch.com/](http://www.freechristmaslunch.com/)

### St Mark's Church - Tattenham

"Christmas Together" for those who might be alone this year for whatever reason, for Christmas lunch and festivities. For more information:

**Telephone:** 01737 339013

**Website:** [www.stmarkschurch.me.uk/christmas/christmas-together/](http://www.stmarkschurch.me.uk/christmas/christmas-together/)

### The Salvation Army

The Salvation Army deliver community support across Surrey and can provide support such as lunch clubs, food banks, social support and warm spaces. To find what support your local Salvation Army is offering, please visit;

[www.salvationarmy.org.uk/map-page](http://www.salvationarmy.org.uk/map-page)

For further information on support offered by The Salvation Army at Christmas time, please visit; [www.salvationarmy.org.uk/christmas](http://www.salvationarmy.org.uk/christmas)

## Finding Shelter over the Festive Period

If you are homeless or at risk of homelessness and in need of somewhere safe and warm, the following places can provide you with the support you're looking for.

### **Surrey Wide Warm Welcome Venues**

Warm venues are community spaces across Surrey that can provide temporary shelter during operating hours for social connection, something warm to eat or drink and further community support. For further information please visit;

[www.surreycc.gov.uk/health-and-welfare/support/welfare-support/everyday-living/warm-welcome-venues/list-of-warm-welcome-in-surrey#mole](http://www.surreycc.gov.uk/health-and-welfare/support/welfare-support/everyday-living/warm-welcome-venues/list-of-warm-welcome-in-surrey#mole)

### **Elmbridge**

#### **Elmbridge Borough Council**

If you are homeless, or at risk of homelessness, contact our homelessness prevention and advice team by email [housingoptions@elmbridge.gov.uk](mailto:housingoptions@elmbridge.gov.uk) or call us on 01372 474590.

#### **Out of hours - emergency accommodation**

If you are homeless and need assistance (emergency placement) outside of our normal opening times, please call our out of hours service on: 0300 123 7718.

**Website:** [www.elmbridge.gov.uk/housing/homelessness/help-homelessness](http://www.elmbridge.gov.uk/housing/homelessness/help-homelessness)

#### **Elmbridge Rent Start**

The team can provide advice and support you in providing a safe space, food, clean clothes and washing facilities and help you to access short term emergency accommodation if needed.

**Website:** [www.rentstart.org/](http://www.rentstart.org/)

51-55 High Street  
Walton-on-Thames,  
Surrey  
KT12 2TZ

Monday – Friday: 9.00am – 17:00pm  
01372 477167  
[hello@rentstart.org](mailto:hello@rentstart.org)

### **Epsom & Ewell**

#### **Epsom & Ewell Borough Council**

If you are homeless or threatened with homelessness and need help please contact [housing@epsom-ewell.gov.uk](mailto:housing@epsom-ewell.gov.uk) as soon as possible.

**16-17 year olds**

If you are aged 16-17 and are homeless or threatened with homeless, contact Surrey County Council Homelessness Prevention Service on 01483 519198 or [ysshhomeless.prevention@surreycc.gov.uk](mailto:ysshhomeless.prevention@surreycc.gov.uk)(link sends e-mail)

### **Out of hours service**

If you have a homeless emergency in the evening or at the weekend, phone 01372 732000. An out of hours duty officer will speak to you.

**Website:** [www.epsom-ewell.gov.uk/residents/housing/homelessness](http://www.epsom-ewell.gov.uk/residents/housing/homelessness)

## **Guildford**

### **Guildford Borough Council**

If you're homeless or threatened with homelessness within the next 56 days, we can offer you help.

We can also refer single applicants to our Homeless Outreach and Support Team (HOST).

[www.guildford.gov.uk/homelessness](http://www.guildford.gov.uk/homelessness)

call 01483 505050 or email [housingadvice@guildford.gov.uk](mailto:housingadvice@guildford.gov.uk)

If you find yourself in a homelessness emergency out of hours, please call 01344 949371.

### **Guildford Homeless Outreach Support Team (HOST)**

An outreach and support service for people aged 18 and over that are rough sleeping, or at risk of rough sleeping, in the Guildford area. HOST actively supports people to prevent homelessness, including both support to access private rented accommodation as well as assisting a return home.

Vaughn House,  
5-7 Cherstey St,  
Guildford,  
GU1 4HD

Monday – Friday, 8am till 6pm  
Weekend on call service 9am-5pm.  
01483 302495.  
After 6.30pm call No'5 on 01483 303646.  
[guildfordhost@riverside.org.uk](mailto:guildfordhost@riverside.org.uk)

## **Mole Valley**

### **Mole Valley District Council**

Please call 01306 885001 and ask to speak to a Housing Options Officer.

If you need to come and see us, we can make an appointment for you.

If you have nowhere to stay and the offices are closed, please call our emergency out of hours on 0300 123 7718.

**Website:** [www.molevalley.gov.uk/housing/are-you-facing-homelessness/](http://www.molevalley.gov.uk/housing/are-you-facing-homelessness/)

### **LeatherHEAD START**

Emergency, direct access, short-term accommodation for homeless men and women over the age of 18.

3 Church Road  
Leatherhead  
Surrey  
KT22 8AT

24/7, 365 days a year  
Call 01372 377790 or drop into the Hostel  
Office between 8am and 11pm

## **Reigate & Banstead**

### **Reigate & Banstead Borough Council**

Contact our Housing Team on [01737 276 790](tel:01737276790) or you can email us at [housing.advice@reigate-banstead.gov.uk](mailto:housing.advice@reigate-banstead.gov.uk) where we can offer you advice and support.

**Website:** [www.reigate-banstead.gov.uk/info/20299/housing\\_options](http://www.reigate-banstead.gov.uk/info/20299/housing_options)

### **East Surrey Outreach Service**

- You can contact [East Surrey Outreach Services \(ESOS\) website](#). ESOS helps people who are currently sleeping on the streets, who are sofa-surfing or who are at risk of losing their home. They can help you find more secure accommodation. You can self-refer by contacting ESOS on [07436 273 614](tel:07436273614) or at [esos@thamesreach.org.uk](mailto:esos@thamesreach.org.uk).

### **Renewed Hope East Surrey**

Local charity based in Redhill providing practical solutions and emotional support to those who are homeless, vulnerable and isolated in East Surrey. Drop ins (free meals), Night shelter and Support provided.

Shrewsbury Chapel,  
Shrewsbury Road,  
Redhill, Surrey,  
RH1 6BH

Mon to Fri 9am to 4.30pm - 01737 886997  
Drop in Mon-Fri 11:00-15:00 Sat 12-13:30  
Night shelter via East Surrey Outreach Service  
(eSOS) - 07436 273 614

## **Runnymede**

### **Runnymede Borough Council**

The Council has a dedicated Housing Navigator who is able to support you if you are rough sleeping.

The Housing Navigator can be contacted by email

Email: [roughsleeping@runnymede.gov.uk](mailto:roughsleeping@runnymede.gov.uk)

The Housing Solutions team can also be contacted by email

Email: [housingsolutions@runnymede.gov.uk](mailto:housingsolutions@runnymede.gov.uk) or by telephone

Telephone: 01932 838383 Monday to Thursday 8:30am – 5pm and Friday 8:30am – 4:30pm.



Should you experience a housing crisis or homeless emergency outside of the Council office opening hours, the Council do operate an out of hours officer that can be contacted on 01932 838383.

**Website:** [www.runnymede.gov.uk/preventing-homelessness-1](http://www.runnymede.gov.uk/preventing-homelessness-1)

## **Spelthorne**

### **Spelthorne Borough Council**

During office hours, please call our Housing Options team on 01784 446380. If you become homeless after the offices shut, please contact our out of hours service on 0300 123 7718.

If you are aged 16 or 17-years-old, you can contact Surrey's [Children's Single Point of Access \(C-SPA\)](#) by phone on 0300 470 9100 (Monday to Friday 9am to 5pm) or send an email to [cspa@surreycc.gov.uk](mailto:cspa@surreycc.gov.uk). If you need to contact someone outside of these times, call the Emergency Duty Team on 01483 517898.

**Website:** <https://www.spelthorne.gov.uk/homelessness>

## **Surrey Heath**

### **Surrey Heath Borough Council**

If you are homeless or at risk of losing your home, you should call our contact centre on 01276 707 100, or visit our offices at Surrey Heath House and speak to a Housing Officer.

If you need support after the offices shut, the out of hours number can be reached by calling 01276 707 100.

### **The Hope Hub**

Working to prevent and end homelessness in Surrey Heath Borough and surrounding areas offering support to find temporary housing and employment as well as wellbeing support and debt management support.

The Hope Hub Building  
Rear of Library  
Knoll Road  
Camberley  
Surrey GU15 3SY

01276 581174  
Outreach Services: Mon-Fri 08:00-20:00,  
Sat 09:00-12:00  
Day services: Tues-Fri from 10:00-14:00  
CRISIS drop in: Tues-Fri 10:30-14:00

## **Tandridge**

## **Tandridge District Council**

If you are worried about your housing situation, please phone 01883 722000, this number is also monitored out of normal working hours.

**Website:** [www.tandridge.gov.uk/Housing/Finding-a-home/Homeless-or-need-housing-advice](http://www.tandridge.gov.uk/Housing/Finding-a-home/Homeless-or-need-housing-advice)

## **Waverley**

### **Waverley Borough Council**

During office hours, Monday - Friday, 9am - 4.45pm, call [01483 523188](tel:01483523188)

Out of hours; 01483 523200

You can email [housingoptions@waverley.gov.uk](mailto:housingoptions@waverley.gov.uk)

**Website:** [www.waverley.gov.uk/Services/Housing/Finding-a-home/Worried-about-becoming-homeless/How-the-Housing-Options-team-can-help](http://www.waverley.gov.uk/Services/Housing/Finding-a-home/Worried-about-becoming-homeless/How-the-Housing-Options-team-can-help)

## **Woking**

### **Woking Borough Council**

If you're homeless or at risk of being homeless in the near future:

- contact us to book an appointment - phone 01483 743 834 (Monday to Friday, 9am to 4.45pm) or 0203 701 3590 (evenings, weekend and bank holidays)
- drop in to see us at the Civic Offices - located in Gloucester Square in Woking town centre (postcode: GU21 6YL)

**Website:** [www.woking.gov.uk/housing/preventing-homelessness/risk-being-homeless](http://www.woking.gov.uk/housing/preventing-homelessness/risk-being-homeless)

## **Hostels in the Surrey Area**

### **Acacia House, Woking**

1 Acacia Avenue

Woking  
GU22 0BE

01483 740 774

### **Crawley Open House**

Hostel for homeless men and women over the age of 18. People from Crawley and West Sussex prioritised, but if they have a bed-space available then they will offer it to anyone in need of it.

Riverside House  
Stephenson Way, Three Bridges  
Crawley, West Sussex  
RH10 1TN

01293 447 702

[www.crawleyopenhouse.co.uk](http://www.crawleyopenhouse.co.uk)

**English Churches Housing Association**

Vaughan House, 5-7 Chertsey Street  
Guildford, Surrey  
GU1 4HD

01483 504 704

**LeatherHead Start Hostel**

3 Church Road,  
Leatherhead,  
Surrey, KT22 8AT

01372 377 790

[www.leatherheadstart.org](http://www.leatherheadstart.org)

**Mulberry House**

32 Epsom Road  
Guildford  
GU1 3LE

01483 577 375 (call first)

**Number 5 Hub**

3-5 York Road  
Guildford  
Surrey  
GU1 4DR

<https://www.riverside.org.uk/in-your-neighbourhood/surrey/care-and-support/number-5-project/>

**Wayside**

42 Croydon Road,  
Reigate  
Surrey  
RH2 0PQ

01737 248 304

[waysidehostel@keychange.org.uk](mailto:waysidehostel@keychange.org.uk)

[www.waysidehostel.org.uk](http://www.waysidehostel.org.uk)

**YMCA**

Hillbrook House, 68 Brighton Road  
Redhill  
RH1 0PQ

01737 773 089

[housing@ymcaeastsurrey.org.uk](mailto:housing@ymcaeastsurrey.org.uk)

[www.ymcaeastsurrey.org.uk](http://www.ymcaeastsurrey.org.uk)

**York Road Project**

Providing support to anyone who is at risk of or experiencing homelessness in Woking. In addition to their Day Centre and direct access accommodation, they offer day to day support, signposting and ongoing guidance.

1 York Road  
Woking  
GU22 7XH

08:00-16:00 Mon-Fri: 01483 728739

01483 728 739

[info@yorkroadproject.org.uk](mailto:info@yorkroadproject.org.uk)

[www.yorkroadproject.org.uk](http://www.yorkroadproject.org.uk)

## **Other resources**

**Shelter** can provide a free housing advice line - 0808 800 4444

[www.england.shelter.org.uk/](http://www.england.shelter.org.uk/)

**StreetLink** connect people sleeping rough with the local services that can support them. [www.streetlink.org.uk/](http://www.streetlink.org.uk/)



## **Staying Connected**

Although the festive period is a time for coming together, it may not always be possible to do this in person due to health, finances or travel difficulties. The below ideas may help you to feel connected with others during this time

**Zoom** or other video calling software could be a great way to spend time with far-away loved ones over the Christmas period. Why not have a Christmas quiz, have your dinner together, or just a quick chat to wish each other merry Christmas.

**Community Christmas Call Companions** is a free service for older people who are in need of companionship and feel they would enjoy a friendly weekly phone call throughout the month of December.

[www.reengage.org.uk/join-a-group/community-christmas-call-companions/](http://www.reengage.org.uk/join-a-group/community-christmas-call-companions/)

**Bee Tree Community** have a winter timetable for zoom sessions of various activities, from yoga, creative writing, knitting and natter, quiz nights a lot more.

[www.thebeetreecommunity.com/timetable](http://www.thebeetreecommunity.com/timetable)

**Surrey Coalition of Disabled People** have a weekly programme of virtual social activities that run alongside a usual schedule of meetings, forums and events.

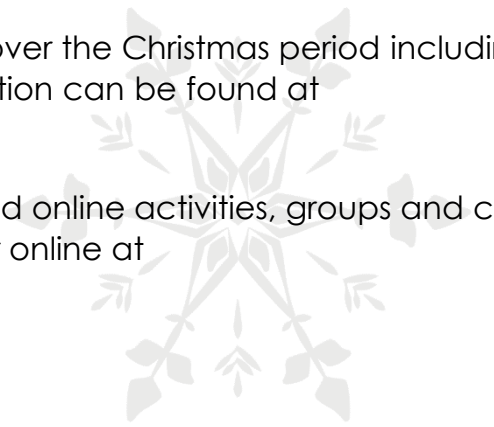
[www.surreycoalition.org.uk/](http://www.surreycoalition.org.uk/)

**The Meeting Room** host an annual Christmas Day Lunch in Fetcham Village hall as well as lunchtime time drop-in centres in Leatherhead, Ashted and Epsom.

[www.themeetingroom.org.uk/](http://www.themeetingroom.org.uk/)

**The Salvation Army** provides a lot of support over the Christmas period including lunches, food parcels and toys. More information can be found at [www.salvationarmy.org.uk/map-page](http://www.salvationarmy.org.uk/map-page)

**Mary Frances Trust** offer both face-to-face and online activities, groups and courses. You can find their updated monthly calendar online at [www.maryfrancestrust.org.uk/calendar/](http://www.maryfrancestrust.org.uk/calendar/)



## Supporting your Community

The festive period isn't just about the big lunch. It is also about creating connections for those who can't be with family and friends. Any connection can be meaningful and will help to provide a bit of cheer. Supporting your community and bringing a smile to someone's face can also have a really positive impact on your own mental wellbeing.

Here are a few simple ways to bring people together:

### **Make a call on Christmas Day**

Why not put together a list of neighbours who are on their own and would like to receive a phone call on Christmas day. You may well find a local group that offers this service and would appreciate the extra support. For anyone who may like a regular phone call in the longer term, you can refer them to a call companion service like Re-engage or SilverLine.

### **Check in on a neighbour**

Christmas can be a challenging time for those that are alone. Connecting and caring for others is shown to have a positive impact on our own mental health, therefore keeping in contact with our neighbours who might be lonely this Christmas not only can make a massive difference to them, but it can help us feel good too.

### **Organise a community walk**

Organise with your local community a time on Christmas Morning where you will head for a walk around the local area. This will allow people who are alone in their household, to pop out and see some familiar faces.

### **Team up with a local pub or restaurant**

Pubs and restaurants may have capacity to cook more meals than they can serve and may be happy to support any delivery service supported by volunteers.

### **Deliver a present to someone**

If you don't know where to send one to, this can be done through organisations such as The Salvation Army.

### **Volunteer at your local charity**

Many local charities that support the community are very busy over the festive period and will welcome an extra pair of hands.

### **Offer a taxi service**

Offer a taxi service for elderly people or non-drivers in your community who are unable to transport themselves on Christmas day.