



# Christmas and New Year Opening Hours 2022–23

The Council will close at 2.30pm on Friday 23 December 2022 and will reopen on Thursday 5 January 2023 at 8.45am.

Although most council offices will be closed over this period, all essential services will be operating.

This booklet provides information on how to access these services.

For further information, visit

**[www.renfrewshire.gov.uk/RenReady](http://www.renfrewshire.gov.uk/RenReady)**  
**#RenReady**

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## Customer Service Centre

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The Customer Service Centre in Paisley will close on Friday 23 December at 2.30pm and re-open again from Thursday 5 January 2023

The Renfrew and Johnstone offices are currently closed.

If you are not able to use our MyAccount service online, you can call us on the following dates:

24-27 December 2022: Closed

(Emergency Calls only—0300 300 0300)

28-29 December 2022: Open 10am–4pm

(Limited services available—emergency calls only)

30 December 2022: Open 10am–2.30pm

(Limited services available—emergency calls only)

31 December 2022, 1–3 January 2023 : Closed

(Emergency Calls only—0300 300 0300)

4 January 2023: Open 10am–4pm

(Limited services available—emergency calls only)

5 January 2023: Return to normal service

(8.45am–4.45pm)

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## Environment and Infrastructure

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### **BIN COLLECTIONS**

Services will operate as normal except on Christmas Day and New Year's Day when there will be no collections.

#### **Grey bin collections**

- Due 25 December, collected 24 December
- Due 1 January, collected 31 December

#### **Blue and Green collections**

- Due 25 December, collected 26 December
- Due 1 January, collected 2 January

The last brown bin collection of the year will take place on 21 December 2022 and will resume on 5 January 2023.

If you are due a collection on any other day over the festive period, it will take place as normal.

A collection calendar has been sent to all households, except flats receiving bulk bin collections.

Please remember to put out your bin before 7am on the day of collection.

If your bin is missed, you can report this online here:

[www.renfrewshire.gov.uk/mybins](http://www.renfrewshire.gov.uk/mybins) or call the customer service centre on 0300 300 0300 during opening hours.

### **HOUSEHOLD WASTE RECYCLING CENTRES AND SPECIAL UPLIFT SERVICE**

All Household Waste Recycling Centres will close at 4pm on Saturday 24 December 2022 and reopen on Monday 26 December 2022.

They will close at 4pm on Saturday 31 December 2022 and reopen on Monday 2 January 2023.

Normal opening hours apply on all other days. All sites are open from 8am to 6pm, except Underwood Road which is open from 8.30am to 6pm.

There will be no special uplift service operating from Monday 19 December 2022 to Sunday 1 January 2023 (inclusive).

Services will resume on Monday 2 January 2023.

### **CEMETERIES**

There will be no burials on Sunday 25, Monday 26 or Tuesday 27 December 2022 or on Sunday 1 and Monday 2 January 2023.

Services will operate as normal on all other days.

The burials administration service can be contacted from 10am-12pm on Wednesday 28, Thursday 29 and Friday 30 December 2022.

Normal office hours resume on Thursday 5 January 2023.

Cemeteries will remain open for public access throughout the festive period.

Cemetery Staff can be contacted on 0300 300 0380 during opening hours.

### **BUILDING SERVICES**

Building Services will operate an emergency service from 1pm on Friday 23 December 2022 until 8am on Thursday 5 January 2023.

Building Services' emergency team can be contacted on 0300 300 0300.

### **ROADS, POTHoles, FLOODING, WINTER EMERGENCIES AND STREET LIGHTING FAULTS**

Faults can be reported online at [www.renfrewshire.gov.uk/article/3134/Road-and-street-lighting](http://www.renfrewshire.gov.uk/article/3134/Road-and-street-lighting)

or by calling 0300 300 0300.

### **MOTORWAYS, TRUNK ROADS AND ERSKINE BRIDGE**

For all enquiries, phone Traffic Scotland on 0800 028 1414.

### **RECYCLING OF CHRISTMAS TREES**

You can recycle your real Christmas tree from 2-9 January 2021 at the following places:

- Paisley Recycling Centre, 52 Underwood Road
- Renfrew Recycling Centre, Dean Park Road
- Linwood Recycling Centre, Middleton Road
- Barshaw Park, Paisley
- Lochwinnoch Public Park
- Thomas Shanks Park, Johnstone
- Barwood Park, Erskine.

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## Community Safety Partnership

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Community Safety Partnership services, including the Renfrewshire Wardens, will operate a reduced service between 11am and 8pm on Sunday 25 and Monday 26 December 2022 and Sunday 1 and Monday 2 January 2023.

Services will operate as normal on all other days.

Calls for anti-social behaviour (inc. noise) should be made via the Wardens Service, who can attend incidents and act as witnesses in the absence of anti-social behaviour staff, by contacting 0300 300 0380 (option 1).

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## Registering Births and Deaths

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Paisley Registration Office will close on Friday 23 December 2022 at 2.30pm. Birth registrations will be available again from Monday 9 January 2023.

The Renfrew and Johnstone offices are closed.

Death registrations are being carried out remotely and families will be contacted by registration staff during the following dates and times:

- Wednesday 28 December 2022: 10am–4pm
- Thursday 29 December 2022: 10am–4pm
- Friday 30 December 2022: 10am–2.30pm
- Wednesday 4 January 2023: 10am–4pm
- Thursday 5 January 2023: 8.45am–4.45pm (normal working hours resume)

You can contact registration staff with enquiries during the times detailed above.

### Emergency death registrations

Where the body is being transported out of Scotland or the registration must be completed so the burial can take place due to religious beliefs.

Christmas Closure—07483 914 618 (emergencies only)

New Year Closure—07483 914 643 (emergencies only)

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## Housing Services

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### EMERGENCY REPAIRS

The repair service will deal with emergencies only from Saturday 24 December 2022 to Wednesday 4 January 2023.

Emergency repairs should be reported by phoning 0300 300 0300 (24 hours).

### HOMELESS SERVICES

We operate a 24-hour emergency stand-by service for anyone who becomes homeless.

On Wednesday 28 and Thursday 29 December, we will have Housing Options staff available on 0141 618 7200 from 9.15am–3.00pm and on Friday 30 December from 9.15am–2.30pm.

At all other times, the telephone number to call is 0800 121 4466.

### RENT PAYMENT

You can access your rent account online with MyAccount: [www.renfrewshire.gov.uk/MyAccount](http://www.renfrewshire.gov.uk/MyAccount).

You can also pay your rent at your local post office, at PayPoint at local stores throughout Renfrewshire or over the phone on 0300 300 0300 (Option 2, then Option 1).

### NEIGHBOURHOOD OFFICES

All housing neighbourhood offices are closed.

The Homexchange shop at Moss Street in Paisley is closed.

### SHELTERED HOUSING

Normal service will be in operation throughout the Christmas and New Year holidays.

### CONCIERGE SERVICE

Normal service will be in operation throughout the Christmas and New Year holidays.

### LAUNDERETTES

Notices detailing daily opening hours will be displayed at all launderettes.

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## Renfrewshire Health and Social Care Partnership (RHSCP)

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### RHSCP HQ SERVICES (BASED IN RENFREWSHIRE HOUSE)

Services will operate normal opening hours apart from public holidays. Social work services will resume on Thursday 5 January 2023.

### ADULT SERVICES SOCIAL WORK LOCALITY TEAMS

Adult Services and Renfrewshire Learning Disability Service Community Team will close at 2.30pm on Friday 23 December 2022.

A limited service will operate on the following days:

- Wednesday 28 December 2022
- Thursday 29 December 2022
- Friday 30 December 2022

Adult social work services will resume on Thursday 5 January 2023.

### Royal Alexandra Hospital Social Work Team:

open as normal, with the exception of Christmas Day.

### EMERGENCY SOCIAL WORK SERVICES

Glasgow & Partners Emergency Social Work Services (Standby) can be contacted for emergencies on 0300 343 1505.

### GP SURGERIES

Surgeries will be closed from 23 December 2022 until 28 December 2022 and again from 30 December 2022 until 4 January 2023.

When your GP surgery is closed, and you are too ill to wait until it reopens, you should contact the GP Out of Hours Service by calling NHS 24 on 111.

### LEARNING DISABILITY SERVICES

Learning Disability Services will close at 2.30pm on Friday 23 December 2022 and re-open on Thursday 5 January 2023.

This includes:

- Gateway Intensive Support Service
- Anchor Day Service
- Day Opportunities: Mirin and Milldale
- Community Networks
- Flexicare
- Autism Connections

### COMMUNITY MEALS SERVICE

The Community Meals Service will operate throughout the festive period. Enquiries should be directed to 0141 618 2866.

## PHYSICAL DISABILITY SERVICE

The Physical Disability Service, will close at 2.30pm on Friday 23 December 2022 and reopen on Thursday 5 January 2023.

Care at Home (CAH) services

Support from Care at Home services will continue to operate between 7am–10pm.

A restricted Care at Home Management presence will be in operation from 2.30pm on Friday 23 December 2022 until normal services resume on Wednesday 28 December 2022 and thereafter from Friday 30 December–Thursday 5 January 2023.

Offices will close at 2.30pm on Friday 30 December 2022 and will reopen at 8.45am on Thursday 5 January 2023.

CAH will continue to operate an out of hours service for urgent supports to staff and users or representatives.

## ADULT SERVICES REFERRAL TEAM (ASERT)

ASERT will be closed on Sunday 25 to Tuesday 27 December 2022 and will operate as normal on Wednesday 28 December and Thursday 29 December 2022. It will close at 2.30pm on Friday 30 December 2022 and will reopen as normal on Thursday 5 January 2023. Referrals to the ASERT Team should be directed to 0300 300 1380.

## DAY CENTRES

Older People Day Centres will close on Friday 23 December 2022 and reopen on Thursday 5 January 2023.

## CARE HOMES

All care homes are open to visitors, please speak to the care home manager directly about visiting arrangements.

## MENTAL HEALTH SERVICES

The Intensive Home Treatment Team will provide a limited service from 9am–5pm on each of the public holidays. Paisley, West Renfrewshire and Older People's Community Mental Health Team will operate on Wednesday 28, Thursday 29 and Friday 30 December 2022. There will be no mental health social work services on Wednesday 4 January 2023. Services will fully resume on Thursday 5 January 2023. Renfrewshire Alcohol and Recovery Services (including CIRCLE)

- 23 December 2022 – open
- 24–27 December 2022 – closed
- 28–30 December 2022 – open (limited service)
- 2–3 January 2023 – closed
- 4 January 2023 – open (limited service)
- 5 January 2023 – open

Full festive closure information for Health and Social Care services can be found on their website – [www.renfrewshire.hsc.scot/FestiveHours](http://www.renfrewshire.hsc.scot/FestiveHours)

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## Children's Services – Childcare and Criminal Justice

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Paisley, Renfrew and Johnstone locality offices and Criminal Justice Fieldwork Services based in Abbey House will close at 2.30pm on Friday 23 December 2022 and reopen on Wednesday 28 December 2022.

They will close at 2.30pm on Friday 30 December 2022 and resume normal service on Thursday 5 January 2023.

This will also apply to the Pathways Project, Women's Community Justice Service and Drug Treatment and Testing Orders teams at Backsneddon Centre.

Referrals should be made via the First Response Team: 0300 300 1199.

Paisley Sheriff Court social work service will be open in line with the court operation.

Outside of these times, Glasgow and Partners Emergency Social Work Services (Standby) will deal with any emergencies on 0300 343 1505.

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## Schools and Early Learning and Childcare Centres

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All schools and term-time early learning and childcare classes will close at 2.30pm on Wednesday 21 December 2022 and reopen on Thursday 5 January 2023.

Early learning and childcare centres and extended day/year classes will close at their normal time on Friday 23 December 2022 and will reopen on Thursday 5 January 2023.

Children's Services provides an essential holiday service for families in need over the Christmas period. Your Head of Centre can provide further information on the criteria for accessing this service, which is provided on Wednesday 28, Thursday 29 and Friday 30 December 2022.

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## OneRen

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### LIBRARIES

On Saturday 24 December 2022, all libraries will close at 2.30pm. Libraries will resume normal opening hours from Thursday 5 January 2023.

Our e-book library is available 24/7. You can join online now to borrow e-books, e-magazines, reserve books and use our e-resources right away at: [www.renfrewshirelibraries.co.uk](http://www.renfrewshirelibraries.co.uk)

### HERITAGE CENTRE

The Heritage Centre will close at 5pm on Friday 23 December 2022 and will reopen on Thursday 5 January 2023.

## CULTURAL VENUES

### Paisley Museum

Closed for refurbishment.

### Paisley Town Hall

Closed for refurbishment.

### Paisley Arts Centre

Closed for refurbishment.

### Renfrew Town Hall

The town hall will close at 2.30pm on Friday 23 December 2022 and reopen on Thursday 5 January 2023.

### Tweedie Hall

The hall will close at 2.30pm on Friday 23 December 2022 and reopen on Thursday 5 January 2023. The library will be open on Saturday 24 December.

### Johnstone Town Hall

The town hall will close at 5pm on Friday 23 December 2022 and at 2.30pm on Saturday 24 December 2022 and will remain closed until Thursday 5 January 2023, when normal operating hours will resume.

## LEISURE CENTRES

### Lagoon Leisure Centre

Friday 23 December 2022: normal opening hours

Saturday 24 December 2022: Gym—9am–4pm, Swimming—10am–4pm

Sunday 25–Monday 26 December 2022: closed

Tuesday 27–Friday 30 December 2022: Gym—9am–5pm, Swimming—10am–5pm

Saturday 31 December 2022: Gym/Swimming—10am–4pm

Sunday 1–Tuesday 3 January 2023: closed

Wednesday 4 January 2023: reopens as normal

### Lagoon café

Saturday 24–Monday 26 December 2022: closed

Tuesday 27–Friday 30 December 2022: open 10am and 2pm

Saturday 31 December 2022–Monday 2 January 2023: closed

Tuesday 3 January 2023: open from 9.30am

### On-X Linwood

Friday 23 December 2022: normal opening hours

Saturday 24 December 2022: Gym—9am–4pm, Swim/Hall—10am–4pm

Sunday 25–Tuesday 27 December 2022: closed

Wednesday 28–Friday 30 December 2022: 10am–4pm (Swim – main/learner pool only), Gym/Hall—10am–4pm

Saturday 31 December–Monday 2 January 2023: closed

Wednesday 4 January 2023: reopens

The On-X cafe will close at 6pm on Friday 23 December 2022 and reopen at 12pm on Tuesday 3 January 2023.

**Renfrew Leisure Centre, Renfrew Victory Baths, Erskine Sports Centre, Johnstone Hub, Park Mains Sports Complex, Ralston Sports Centre, Seedhill Sports Ground, Ferguslie Sports Centre & KGV Sports Pavilion**

Closed from Saturday 24 December 2022

and will reopen on Wednesday 4 January 2023.

For more details, visit [www.oneren.org](http://www.oneren.org)

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## Financial Support Grants— Scottish Welfare Fund, Crisis Grants

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To speak to the team, call 0300 300 0204.

Friday 23 December 2022: 8.45am–2.30pm

Saturday 24–Monday 26 December 2022: closed

Tuesday 27 December 2022: 10.00am–2.00pm

Wednesday 28–Thursday 29 December 2022: 10am–4pm

Friday 30 December 2022: 10.00am–2.30pm

Saturday 31 December 2022–Monday 2 January 2023: closed

Tuesday 3 January 2023: 10.00am–2.00pm

Wednesday 4 January 2023: 10.00am–4.00pm

Thursday 5 January 2023: open as normal

