



Christmas and New Year Closure

Service and closure information

The Council will close at 2.30pm on Monday 24 December 2018 and will re-open on Friday 4 January 2019 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/readyforwinter

#RenReady

Environment and Infrastructure

BIN COLLECTIONS

Services will operate as normal except on Christmas Day and New Year's Day, where there will be no collections. If your bin is due to be collected on Tuesday 25 December or Tuesday 1 January, please check your calendar for the revised date. Your new date will be 23 or 24 December and 30 or 31 January. You can view and download your calendar at www.renfrewshire.gov.uk/mybins.

If your collection is due on any other day over the festive period, it will take place as normal.

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

HOUSEHOLD WASTE RECYCLING CENTRES

All Household Waste Recycling Centres will be closed on Tuesday 25 December and Tuesday 1 January.

Normal winter opening hours apply on all other days.

Special uplifts. There will be no special uplift service operating on Tuesday 25 December or Tuesday 1 January.

CEMETERIES: CONTACT 0300 300 0380

There will be no burials on Tuesday 25 or Wednesday 26 December or between Tuesday 1 January and Thursday 3 January.

Services will operate as normal on all other days.

The burials administration service can be contacted from 10am-12pm on 27, 28 and 31 December. Normal office hours resume on Friday 4 January.

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

BUILDING SERVICES: 0300 300 0300

Building Services will operate an emergency out-of-hours service on:

- Monday 24 December, 1pm until Friday 28 December, 8pm and;
- Friday 28 December, 4pm until Friday 4 January, 8am.

Services will operate as normal all other days.

DANGEROUS BUILDINGS: CONTACT 0300 300 0144

The out-of-hours service will only deal with emergencies over the festive period.

ROADS, FLOODING, WINTER EMERGENCIES AND STREET LIGHTING FAULTS

Faults can be reported online or by calling 0300 300 0300.

MOTORWAYS, TRUNK ROADS AND ERSKINE BRIDGE

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

Community Safety Partnership

Community Safety Partnership services including the Renfrewshire Wardens will operate a reduced service between 11am and 8pm on Monday 25 and Tuesday 26 December and Monday 1 and Tuesday 2 January. Services will operate as normal on all other days.

Calls for Anti-Social Behaviour services (including noise) should also be made via the Wardens Service, who can attend incidents and act as witnesses in the absence of anti-social behaviour staff. Contact 0300 300 0380.

Registering Births and Deaths

Registration offices will close on Monday 24 December in Renfrew, Johnstone and Paisley at 2.30pm.

Death registrations can be carried out at the Customer Service Centre in Paisley during the festive period— please phone 0300 300 0300 to book an appointment. You can call on the following dates/times:

- Thursday 27 December 10am–4pm
- Friday 28 December 10am–4pm
- Monday 31 December 10am–3pm
- Thursday 3 January 10am–4pm

On days when the office closes at 3pm, the last appointment will be 2pm. On days when the office closes at 4pm, the last appointment will be 3pm.

Birth registrations can be carried out from Thursday 10 January 2019.

For emergency death registrations outside these times, customers can contact Police Scotland on 101 or call into their nearest police station.

Housing Services

EMERGENCY REPAIRS

The repair service will deal with emergencies only over the holiday period. Emergency repairs should be reported by phoning 0300 300 0300 (24 hours).

HOMELESS SERVICES: CONTACT 0300 300 0222

The Abercorn Street Service will be open 9.15am–3.30pm on Thursday 27 December, 9.15am–2.30pm on Friday 28 December, and from 9.15am to 2.30pm on Monday 31 December.

Housing Advice and Homeless Services operate an emergency service for anyone made homeless outside the office hours above. The telephone number for the out-of-hours service is: 0800 121 4466.

RENT PAYMENT

Did you know you can now access your rent account online with MyAccount: 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 0222.

NEIGHBOURHOOD OFFICES

All housing neighbourhood offices will be closed from 2.30pm on Monday 24 December 2018 and re-open on Friday 4 January 2019. The Homexchange shop at Moss Street in Paisley will close at 12pm on Monday 24 December 2018 and re-open on Friday 4 January 2019.

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.

Renfrewshire Health and Social Care Partnership (RHSCP)

RHSCP HQ SERVICES (BASED IN RENFREWSHIRE HOUSE)

Services will operate normal opening hours apart from public holidays. Normal social work services will resume on Friday 4 January 2019

ADULT SERVICES SOCIAL WORK LOCALITY TEAMS

Adult Services, Royal Alexandra Hospital Social Work Team and Renfrewshire Learning Disability Service Community Team will close at 2.30pm on Monday 24 December 2018.

A limited service will operate on the following days:

- Thursday 27 December and Friday 28 December 2018
- Monday 31 December 2018, closing at 2.30pm

Normal adult social work services will resume on Friday 4 January 2019

EMERGENCY SOCIAL WORK SERVICES

Glasgow & Partners Emergency Social Work Services (Standby) will deal with any emergencies and can be contacted on 0300 343 1505.

GP SURGERIES

Surgeries will be closed from Saturday 22 December 2018 - Wednesday 26 December 2018 (inclusive) and again from Saturday 29 December 2018 to Wednesday 2 January 2019 (inclusive).

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

LEARNING DISABILITY SERVICES

Learning Disability Services will close at 2pm on Monday 24 December 2018 and re-open on Friday 4 January 2019. This includes:

- The Gateway
- Anchor Day Service
- Day Opportunities-
Mirrin and Milldale
- Community Network
- Autism Connections
- Flexicare

COMMUNITY MEALS SERVICE

The Community Meals Service will operate as usual throughout the festive period, with a limited service on Christmas Day and New Year's Day (one delivery only) and close at 3pm. Enquiries should be directed to 0141 887 4466.

PHYSICAL DISABILITY SERVICE

The Physical Disability Service, based in the DRC on Love St will close at 2.30pm on Monday 24 December 2018 and reopen on Friday 4 January 2019.

CARE AT HOME SERVICES

Direct Care Service provision will operate as normal throughout the festive period from 7am-10pm.

The Care at Home Out of Hours Management Service will operate during the public holidays (8am-10pm).

Any Care at Home enquiries during this time should be directed to the Care at Home Out of Hours service on 0141 618 5590.

ADULT SERVICES REFERRAL TEAM (ASERT)

ASERT will be closed on the public holidays and will operate as normal on:

Thursday 27 December and Friday 28 December 2018
Monday 31 December 2018, closing at 2.30pm
Referrals to the ASERT Team should be directed to 0300 300 1380.

DAY CENTRES

Learning Disability Day Centres and the Disability Resource Centre will close at 2.30pm on Monday 24 December 2018 and will re-open Friday 4 January 2019.

Older People Day Centres will close at 2.30pm on Monday 24 December 2018. They will be closed on 25 and 26 December and 1, 2 and 3 January. Normal services will resume on Friday 4 January 2019.

CARE HOMES

All care homes are open as normal throughout the festive period.

Hunterhill Respite Unit will operate as usual.

Weavers Linn Respite Service

The Weavers Linn Respite Service will close on 24 December and re-open 27 December at 3pm for pre-planned respite.

ROAR HEALTH & WELLBEING CLUBS

The clubs run by Roar 'Connections for Life' are closed from Friday 21 December and will start to re-open on Monday 7 January 2019.

Children's Services – Childcare and Criminal Justice

Paisley, Renfrew and Johnstone locality teams and Criminal Justice Fieldwork Services based in Abbey House will close at 2.30pm on Monday 24 December and resume normal service on Friday 4 January 2019.

Children's Services will operate a limited service, closing at 2.30pm, on the following dates:

- Thursday 27 December
- Friday 28 December
- Monday 31 December

Referrals to the First Response Team: 0300 300 1199.

Pathways project, Women's Community Justice Service and DTTO, based at Backsneddon Centre, will be open as above.

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

The Unpaid Work service will be open on 27, 28, 29 and 30 December and closed on 31 December and 1 January.

All children's houses are open as normal.

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

Schools and Early Learning and Childcare Centres

All schools and nursery classes will close at 2.30 on Friday 21 December 2018 and reopen on Monday 7 January 2019. Early learning and childcare centres will close at their normal time on Monday 24 December 2018 and will re-open on Friday 4 January 2019.

West Johnstone and Paisley Early Learning and Childcare Centres will provide a limited service and parents will already have been notified of arrangements for their child. This service will be available on Thursday 27 December, Friday 28 December and Monday 31 December 2018.

Renfrewshire Leisure

PAISLEY MUSEUM

Closed for refurbishment.



LIBRARIES

All libraries will close at 2.30pm on Monday 24 December 2018. All libraries will resume normal opening hours from Friday 4 January 2019.

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

CULTURAL VENUES

Paisley Town Hall

Monday 24 December: closes at 2.30pm

Friday 28 December: open for Festive Tea Dance and Festive Family Ceilidh

Closed for refurbishment after Friday 28 December

Paisley Arts Centre

Monday 24 December: closes after Panto at 10pm

Closed 25 and 26 December

Open for Panto performances on 27, 28, 29 and 31 December

Closed 30 December

Closed 1 January until 3 January

Open as normal from Friday 4 January

Renfrew Town Hall

Monday 24 December: closes at 2.30pm

Tuesday 25 December until Thursday 3 January: closed

Friday 4 January: open as usual

Tweedie Hall

Monday 24 December: open until 2.30pm for library access

Tuesday 25 December until Thursday 3 January: closed

Friday 4 January: open as usual

Johnstone Town Hall

Monday 24 December: open until 2.30pm for library access

Tuesday 25 December until Thursday 3 January: closed

Friday 4 January: open as usual

LEISURE CENTRES

The Lagoon and On-X Linwood will be open over the Christmas period as detailed below.

Lagoon Leisure Centre

Mon 24 December: 9am–4pm (pool)

8am–4pm (Fitness Suite)

Tue 25 December, Wed 26 December: closed

Thu 27 December–Mon 31 December: 7.30am–3.30pm

Tue 1 January–Thu 3 January: closed

Linwood On-X

Mon 24 December: 9am–4pm (pool) 8am–4pm (fitness Suite)

Tue 25 December, Wed 26 December: closed

Thu 27 December–Mon 31 December: 7.30am–3.30pm

Tue 1 January–Thu 3 January: closed

All other facilities will close on Monday 24 December at 4pm and will re-open on Friday 4 January 2019 (normal operating hours).