

Service List- Christmas 2024/25

Service	Where	Open	Telephone
Family Hub Network - Services	Rawtenstall Family Hub and The Zone Rawtenstall, Burnley Road, Rawtenstall, BB4 8EW The Maden Family Hub, Bacup Rochdale Road, Bacup, OL13 9NZ Haslingden Community Link and Family Hub, Bury Road, Roseendale, BB4 5PG Family Hubs Website	Open on 31st December 2024 and the 2nd January Open the 30th December 2024 and Friday the 3rd January. Open 24th December 2024 – 9am–12pm Closed until 2nd January 2025, open as usual afterwards Lancashire Family Hubs Network - Lancashire County Council	01706 237788 01706 237780 01706 237782
Talk Zone 	Confidential advice and support to children and young people in Lancashire 0 – 19 or upto 25 with SEND	2pm to 10pm, every day of the year including Christmas.	Tel: 0800 51 11 11 Text 07786511111 https://www.lancashire.gov.uk/youthzone/get-in-touch/
Mental Health Crisis			
Initial Response Service (IRS)	The Initial Response Service (IRS) is a service that provides 24-hour access to mental health care, advice, support, and treatment¹. The service can be accessed by calling the freephone.		0800 6522 867
Campaign Against Living Miserably (for men)		5pm to midnight every day of the year	0800 58 58 58
Mind (Mental Health Support) SANEline (16 years+)		4.30pm–10.30pm	0300 304 7000

Samaritans		24 hours every day	116 123
Papyrus (Under 35)		Monday to Friday 9am to 12 midnight phone service is open 24 hours per day,	Call: 0800 068 41 41 Text: 07860 039967 Email: pat@papyrus-uk.org
Childline (Under 19)	<i>The number won't show up on your phone bill.</i>	24 hours a day, 7 days a week	0800 1111
The Silver Line (older people)		24 hours every day	0800 4 70 80 90
Emergency Services	999	IF YOU NEED IMMEDIATE HELP	Call 999

Wellbeing Support:

Lancashire Women 		Call- 0300 330 1354 (local call) Our phone-lines are open between 9am- 5pm Mon-Thurs and 9am-4:30pm on Fridays. (local rate) You can also leave a voicemail out of hours, and we will get back in touch with you. Closed over all the Christmas period	0300 330 1354
Inspire East Lancs 	inspire Substance Misuse Service encourages individuals struggling with drug (including alcohol) issues to find the strength and resources within themselves to achieve and sustain the life and behavioural changes they seek.	Monday to Friday 9am to 5pm Closed Bank Holidays	01254 495382
We are with you (Under 25's) 	provide free and confidential support to adults and young people facing challenges with drugs, alcohol and mental health.	Open every day 9-5pm Closed Christmas Day	0808 1640074
CALM	Campaign Against Living Miserably	Daily 5pm- midnight	0800585858
Red Rose Recovery (East Lancs)		01254 352580 or 07753 223735	01254 352580
National Domestic Violence Helpline	Chat online, live: Monday Friday, 3pm 10pm. BSL interpreter - Monday to Friday, 10am – 6pm	24 hours to call	0808 2000247
Be Free 	Domestic Abuse charity BE FREE (Support for Children & Young People) is Pendle's and Rossendale's specialist support provision for young victims of domestic and sexual abuse.	Online forms and emails 24 hours	01282 726000
Kooth 	Provides free, safe and anonymous mental health and wellbeing support and online counselling for children	Free and safe anonymous support	https://www.kooth.com/

	and young people aged 10 to 25 years.		
Anya 	Infant feeding app	Free feeding support on your phone	https://anya.health/
National Breastfeeding Helpline		0300 1000 212	
Barnardo's		Closed over Christmas Holidays	Barnardos.org.uk

Maternity Services:

Burnley General Teaching Hospital Switchboard	Lancashire Women and Newborn Centre, Casterton Ave, Burnley, BB10 2PQ	24 hours	01282 425071
Antenatal Day Assessment Unit		24 hours	01282 804274
Antenatal Ward		24 hours	01282 805194
Burnley Birth Centre		24 hours	01282 803434
Central Birth Suite		24 hours	01282 804232 / 01282 804233
Early Pregnancy Assessment Unit	For women experiencing complications of early pregnancy such as pain and bleeding up to 20 weeks of pregnancy). Please call first as appointment-only.	24 hours	01282 804268
Maternity Triage	From 20 weeks of pregnancy). Please call first as appointment-only.	24 hours	01282 804213
Neonatal Intensive Care Unit (NICU)		24 hours	01282 804255
Postnatal Ward - Zone A		24 hours	01282 803244
Postnatal Ward - Zone B / Transitional Care		24 hours	01282 804010
Postnatal Ward - Zone C		24 hours	01282 804394
Rossendale Birth Centre	Rossendale Primary Health Care Centre, Bacup Road, Rossendale, BB4 7PL	24 hours	01282 803434
Royal Blackburn Teaching Hospital Switchboard	Royal Blackburn Teaching Hospital, Haslingden Road, Blackburn BB2 3HH.	24 hours	01254 263555

Blackburn Birth Centre		24 hours	01254 733434
Pharmacies:			
Bacup Pharmacy	Irwell Mill, Rochdale Road, Bacup	Monday to Friday 9am to 6pm Closed Bank holidays and weekends	01706 876201
Boots Pharmacy	15 St James Square, Bacup	Closed 25 th and 26 th of December. Closed all Sundays.	01706 873542
Cohens Chemist	278 Newchurch Road, Bacup	Monday to Friday 9-5.30 Closed bank holidays	01706 873155
Rowlands Pharmacy	St James Medical Centre, Burnley Road	Monday to Friday 9am to 6pm Closed Christmas bank holidays opens 4 th Jan	01706 215654
A J Nuttall	Market Street, Whitworth	Christmas day / Boxing Day/ New Years Day – CLOSED	01706 853284
Asda Pharmacy	Rawtenstall superstore, Hollymount Way, Rawtenstall	Christmas day / Boxing Day/ New Years Day – CLOSED	01706 242410
Tesco Pharmacy	Bocholt Way, Rawtenstall	Christmas Eve Tuesday 24 December 9 AM - 7 PM Christmas Day Wednesday 25 December Closed Boxing Day Thursday 26 December Closed New Year's Eve Tuesday 31 December 9 AM - 7 PM New Year's Day Wednesday 1 January Closed	0161 602 8949
Tesco Pharmacy		Christmas Eve Tuesday 24 December 9 AM - 7 PM Christmas Day Wednesday 25 December Closed Boxing Day Thursday 26 December Closed New Year's Eve Tuesday 31 December 9 AM - 7 PM New Year's Day Wednesday 1 January Closed	0161 602 8940
Boots Pharmacy	9 Bank Street	25th December (Closed) 26th December (Closed) 01st January (Closed)	01706 215900
Cohens Chemist	11 Manchester Road, Haslingden	25th December (Closed) 26th December (Closed) 01st January (Closed)	01706 216429
Whitworth Pharmacy	3 The Parade	25th December (Closed) 26th December (Closed) 01st January (Closed)	01706 219920
Lloyds	Irwell Mill, Rochdale Road, Bacup	Monday to Friday 9am to 6pm Closed Bank holidays.	
Online Doctor Care			
Doctors/Hospital/Emergency:			
Emergency call 999 (Ambulance/Fire/Police)			
Non-Emergency Fire – Michelle Chapman Community Safety Advisor 07395 850072 Working Hours Mon-Fri 8:00am – 4:00pm Closes 22nd December 2023 – Re opens 4 th January 2024			
Non-emergency medical need, including dental 111			
Non-emergency police need 101			
Check with your doctor and dentist for opening times and emergency appointments.			
Social Services	24 HOURS	Out of Hours Emergencies	0300 123 6722

National Gas Emergency Service			0800 111999
Npower			0808 1560056
United Utilities water emergencies-			0345 672 3723
Power Cut			105
Age UK			0800 6781174
Emergency Homelessness Number			01257 515142
Domestic abuse Helpline-		24hrs	08082 000247

Food banks:

EMERGENCY FOOD PARCEL WHEN FOOD BANKS ARE CLOSED	30 th and 31 st December 2 nd and 3 rd January	Rossendale Family Hubs	01706 237 788 01706 237 780 01706 237 782
Raft Foundation	Unit 5, New Hall Hey Business Centre, New Hall Hey Road, Rawtenstall, BB4 6HR	Referral by agency Closes Wednesday 20th December 2023 Re-opens 2nd January 2024	info@raftfoundation.org
Haslingden Community Link	Bury Road, Haslingden, BB4 5PG	Referrals until 12pm on 22 nd December 2023 Closes for Christmas 22nd December 2024 Re-opens 2nd January 2025	01706 231106
Salvation Army	Richard St, Burnley BB11 3AJ	Ring to enquire about food parcels. Also offering Christmas Dinner for the homeless	01282 415840 https://www.salvationarmy.org.uk/
Trinity Baptist church	Bank House Lane, Bacup, OL13 0AL	Open on the 27 th December and 3 rd January	01706 597376 https://www.facebook.com/tbcbacup/?locale=en_GB
Positive Start		Only contactable through Facebook	Positive Start Facebook
The Lighthouse	551-553 Market Street Whitworth OL12 8QW		lighthousefoodshare@gmail.com 07922951096
Lancashire County Council	Benefits and Financial help and support. https://www.lancashire.gov.uk/health-and-social-care/benefits-and-financial-help/		
Help Direct	Non-urgent help and advice		0303 333 1111
Housing/ Homelessness			
Together Housing Group		Our phone lines are open 24/7 for emergency repairs and calling us is the fastest way to get a response in an emergency.	0300 555 560
B-with-us		Most of our Partner Organisations will be closed over the Festive period, closing on Friday 22 nd December 2023 and reopening on Tuesday 2 nd January 2024.	0300 123 2200
Emmaus	Burnley and Rossendale	https://emmaus.org.uk/get-help/	01282 430860
Shelter		Lancashire County Council – Crisis Support Scheme	0344 515 1831
Rossendale Borough Council	Futures Park, Bacup, OL13 0BB	Out of Hours	0300 222 5946 (Option 9)



Finance and legal:			
Bacup Credit Union	9 St James Square, Bacup, OL13 9NH	Opening Hours Tuesday, Wednesday, Friday 10.30am – 3.00pm Thursday 10.30am – 1.00pm	01706 601809
Citizens Advice Bureau Rossendale and Hyndburn	Stubby lee Hall, Stubby lee Park, Bacup, Lancashire, OL13 0DE	https://www.cael.org.uk/citizens-advice-rossendale	0808 278 7975 Monday – Friday 9.30am – 5.00pm
My Important contact numbers:			
Our Vision Children, Young people and their families are safe, healthy and achieve their full potential			