**Breckland Council Christmas and New Year opening arrangements 2020**

**Opening times**

Breckland Council will be open for business during normal office hours through until December 23rd. We will then reopen at 9am on 29 December, but close on January 1 for the Bank Holiday. Full details below:

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| December 21 | Open as normal – 9am-5pm |
| December 22 | Open as normal – 9am-5pm |
| December 23 | Open as normal – 9am-5pm |
| December 24 | Closed – Emergency cover only |
| December 25 | Closed (Bank Holiday) – Emergency cover only |
| December 26 | Closed (weekend) – Emergency cover only |
| December 27 | Closed (weekend) – Emergency cover only |
| December 28 | Closed (Bank Holiday) – Emergency cover only |
| December 29 | Open as normal – 9am-5pm |
| December 30 | Open as normal – 9am-5pm |
| December 31 | Open as normal – 9am-5pm |
| January 1 | Closed – Emergency cover only |
| January 2  | Closed (weekend) – Emergency cover only |
| January 3 | Closed (weekend) – Emergency cover only |
| January 4 and beyond | Open as normal – 9am-5pm |

**Contacting the council**

As is the case throughout the year, during the festive period residents should be encouraged to make use of the online functionality available, as this is to hand 24/7 and will be received directly by the relevant team as quickly as possible:

* Applications - <https://www.breckland.gov.uk/applyforit>
* Payments - <https://www.breckland.gov.uk/payforit>
* Report a problem - <https://www.breckland.gov.uk/reportit>
* Other information: <https://www.breckland.gov.uk/contactus>

If residents are unable to access the support they need via the above webpages, the Customer Contact Centre can be reached during open hours via contactus@breckland.gov.uk or 01362 656870.

During the festive period, our bin collection service will operate a temporary rota. People can find details of this at <https://www.breckland.gov.uk/article/10185/Christmas-Holiday-Bin-Collections>

**Out of office hours**During periods of closure / outside of office hours, the council’s normal Out of Hours service will be operational. This can be reached using the normal (in-hours) phone number (**01362 656870**).

This service is primarily for requests for **urgent support** eg. homelessness. Calls to this number for non-urgent queries should be discouraged, but any that are received will be triaged back to the council to be picked up by the relevant team during the next period of normal opening.

**Covid Officers**

Our team of Covid Support Officers and Covid Compliance Officers are currently working in our market towns to provide a reassuring presence to shoppers, offer advice and speak with business owners to help them operate safely and in the guidance.

They are working until 8pm during the week and 10pm at weekends. On Christmas Eve they will be working until 4pm and until 8pm on New Year’s Eve. The team will also be holding proactive visits with the Police.

**Emergency support**

A Public Protection Duty Officer will be on call 24/7 throughout the festive period, in case of any emergencies. They can be notified of any emergency issues via our out of hours service (as above).