**CHRISTMAS HOLIDAY ARRANGEMENTS – MORAY FRONT LINE SERVICES**

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| **SERVICE**  | **CHRISTMAS ARRANGEMENTS**  |
| DEPARTMENT FOR WORK AND PENSIONS  | **Scotland**

| **Date** | **Opening times** |
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| Thursday 24 December | Offices are open. Phone lines are open for missing or urgent payments only |
| Friday 25 December | Offices and phone lines are closed   |
| Monday 28 December | Offices and phone lines are closed   |
| Tuesday 29 December | Offices and phone lines are open as usual   |
| Wednesday 30 December | Offices and phone lines are open as usual |
| Thursday 31 December | Offices and phone lines are open as usual   |
| Friday 1 January | Offices and phone lines are closed |
| Monday 4 January | Offices are closed. Phone lines are open for missing or urgent payments only |

 **Payments over Christmas and New Year**Some payments will be made earlier if they’re due between 24 December 2020 and 4 January 2021.There are different payment dates for [tax credits](https://www.gov.uk/when-is-your-next-tax-credits-payment).Tell the office that pays your benefit if you do not get your payment on the day it’s scheduled.

| **When your payment is due** | **When Universal Credit will be paid** | **When other benefits will be paid (not Universal Credit)** |
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| Thursday 24 December | Thursday 24 December | Wednesday 23 December |
| Friday 25 December | Thursday 24 December | Wednesday 23 December |
| Monday 28 December | Thursday 24 December | Wednesday 23 December |
| Friday 1 January | Thursday 31 December | Thursday 31 December |
| Monday 4 January | Monday 4 January | Monday 4 January (or Thursday 31 December if you live in Scotland) |

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| MORAY FOOD PLUS | Close at 1pm on Wed 23 Dec (referral cut off 11.30am but please refer as early as possible)Reopen at 9am on Tue 5 JanSupplementary food has been distributed to partner agencies; contact Out of Hours Social Work during closure period to access food support. |
| EMERGENCY COUNCIL SERVICES | Over the holiday period the emergency out-of-hours service will operate as normal on 03457 565656 for all council services, including matters of child protection.You can make payments, report non-emergency faults and submit certain requests at [www.moray.gov.uk](http://www.moray.gov.uk/) |
| SCOTTISH WELFARE FUND | Crisis grants under the Scottish Welfare Fund offers a service on Tuesday 29 to Thursday 31 December inclusive. Applications can be made online (www.moray.gov.uk/scottishwelfarefund) or by calling 03457 565656.Closed at 3pm on Thursday 24 December. Closed: Friday 25 to Monday 28 December inclusive; Friday 1 to Monday 4 January inclusive  |
| FLEXIBLE FOOD FUND & MONEY ADVICE SERVICES | Closed at 3pm on Thursday 24 December. Reopens Tuesday 05 January at 8.45am. |
| SELF-ISOLATION SUPPORT GRANT | Closed at 3pm on Thursday 24 December. Closed: Friday 25 to Monday 28 December inclusive; Friday 1 to Monday 4 January inclusive0808 196 3384 |
| BENEFIT SERVICES – MORAY COUNCIL | Closed at 3pm on Thursday 24 December. Reopens Tuesday 05 January at 8.45am.Benefit Services – Housing Benefit, Council Tax Reduction, Discretionary Housing Payment, Free School Meals, School Clothing Grants, Educational Maintenance Allowances. |
| LIBRARIES | Normal opening hours: Wednesday 23 DecemberElgin Library only open: Thursday 24 December between 10am-12.30pm for order and collect (no services available other than order and collect).Closed (all libraries): Friday 25 December to Monday 4 January inclusive.The mobile library service will not operate from Monday 21 December to Friday 8 January inclusive. |
| MORAY CITIZENS ADVICE BUREAU | Closed at 2 pm Friday 18th Dec and resume service delivery on Tuesday 5th January 2021 at 10 amNational Helpline: Help to Claim, Universal Credit 0800 0232581: Closed 25 and 28 Dec, 1 and 4 Jan, 5 pm closure on 24th and 31 December (open 29-31 Dec)Scotland’s Citizens Advice Helpline: Closed from 5 pm Dec 18 to Jan 4, reopens Jan 5th. |
| SOCIAL SECURITY SCOTLAND | Closes 4pm Thursday 24th December and will reopen Tuesday 29th December 2020 8amCloses 4pm Thursday 31st January and will reopen Tuesday 5th January 2021 8amOnline applications will still be available throughout this time. |
| MORAY EMRGENCY RELIEF FUND | Closed: Tuesday 22nd December. Re-opens Monday 4th January. |
| REAP – energy advice and fuel payments | Normal hours – Monday to Friday for phone/ email referrals for energy advice/ emergency fuel helpXmas closure – 1pm Tuesday 22nd December – Re-open 9am Tuesday 5th JanuaryOver the closure period Clients should contact their energy supplier for fuel bill enquiries. |
| MORAY FIRTH CREDIT UNION | Week commencing 21 December MFCU will be open to the public on 21 December.Week commencing 28 December MFCU will be open to the public on 29 December.Reopens Monday 4 January in the New Year. Facebook and website will contain updates. |
| WALK MORAY (MORAY HEALTH WALKS) | Some of our walks are taking a festive break whilst others will continue to run. Please get in touch with Claire on 07931 228444 who can let you know what the most updated festive timetable is.There will be a Christmas Day walk in New Elgin, meeting for 10am by the side of the Linkwood Medical Practice. Get in touch with Claire to register your interest. |
| **tsi**MORAY - Connected People Create Change | Our ‘virtual’ offices will be closed between 5pm on 18th December and 9am on 4th January 2021.Please check <https://www.tsimoray.org.uk/community-database> to explore the range of community resources designed to support you and your community through the pandemic, and see Facebook for updates. |
| MORAY BABY BANK | Open as usual except:25th Dec - Closed26th Dec - Open only for genuine emergencies e.g. baby milk, nappies and toiletries31st Dec - Open only for genuine emergencies e.g. baby milk, nappies and toiletries1st Jan – Closed |
| MORAY SCHOOL BANK | Closed Friday 18th December 3pm. Re-opens Monday 4th January 2021 |