

# Christmas Break Opening Hours and Student Support Services

Please see the information below about what services are available to BPP students across the Christmas period (23 December – 1 January). All centres will re-open as normal on 2 January 2025.

<p><b>Monday 23 December 2024</b></p> <ul style="list-style-type: none"> <li>All offices open business-as-usual hours</li> </ul>	<p><b>Tuesday 24 December 2024:</b></p> <ul style="list-style-type: none"> <li>All offices open at business-as-usual opening hours</li> <li>All office close at 5pm for Christmas</li> </ul>
<p><b>Friday 27 December 2024:</b></p> <ul style="list-style-type: none"> <li>Portsoken (8am - 5pm)</li> <li>Holborn (8am - 5pm)</li> <li>Manchester (8.30am - 5pm)</li> </ul>	<p><b>Saturday 28 December 2024:</b></p> <ul style="list-style-type: none"> <li>Portsoken (8am - 5pm)</li> <li>Holborn (8am - 5pm)</li> <li>Manchester (8.30am - 5pm)</li> </ul>
<p><b>Sunday 29 December 2024</b></p> <ul style="list-style-type: none"> <li>Holborn (8am - 5pm)</li> <li>Manchester (8.30am - 5pm)</li> </ul>	<p><b>Monday 30 December 2024</b></p> <ul style="list-style-type: none"> <li>Portsoken (8am - 5pm)</li> <li>Holborn (8am - 5pm)</li> <li>Manchester (8.30am - 5pm)</li> </ul>
<p><b>Tuesday 31 December 2024</b></p> <ul style="list-style-type: none"> <li>Portsoken (8am - 5pm)</li> <li>Holborn (8am - 5pm)</li> <li>Manchester (8.30am - 5pm)</li> </ul>	<p><b>Thursday 2 January 2025</b></p> <ul style="list-style-type: none"> <li>All offices open business as usual hours</li> </ul>

## Support services available over the Christmas break

BPP's Support and Welfare Services will be closed from 4pm on 24th December 2024 and will reopen at 9.00am on 2nd January 2025.

Our teams are here for you and working up until 4pm on the 24<sup>th</sup> December 2024 and back again on the 2<sup>nd</sup> January 2025. Outside of these times please see below the external services that are available to you.

## Emergencies

If you are in an emergency situation, including a mental health crisis, or a crime is being committed, then your first port of call should be the appropriate emergency services on 999 for urgent, or 101 for non-urgent queries.

Further support for wellbeing and mental health can be found on the Support Pages on the Hub: [BPP Students Association Site](#)

## Medical support

Call NHS Direct for all medical non-emergencies on 111 or visit the website <https://111.nhs.uk/>

## Wellbeing Support

- Samaritans - 24hr service offering emotional support: Helpline: 116 123  
<https://www.samaritans.org/how-we-can-help/contact-samaritan/>
- We have a 24/7 out of hours wellbeing service available here:  
<https://www.togetherall.com/joinnow/BPP> if you need support during this time. The service is free to anyone with a BPP email address
- Mind (<https://www.mind.org.uk/information-support/>) – A great website with lots of information and support available, it also has a crisis button in case you need urgent help
- Other support services in your area can be found here - <https://hubofhope.co.uk/>

## Homelessness

Should you find yourself in an unexpected housing crisis:

<https://centrepoin.org.uk/youth-homelessness/get-help-now/>

[https://england.shelter.org.uk/get\\_help](https://england.shelter.org.uk/get_help)

## Brook Young People's Information Service

<https://www.brook.org.uk/>

Information, support and signposting service for young people under 25 on sexual health. Also run a confidential enquiry service via the Brook website. Details of local services available via text message (see website for details). Centres throughout the UK offering free contraception, pregnancy testing and counselling.

## The Care Leavers Association

0161 826 0214

<https://www.careleavers.com/>

The Care Leavers Association is a national user led charity aimed at improving the lives of care leavers of all ages. They bring together the voices and experiences of care leavers to support care leavers of all ages, improve the current care system and change for the better society's perception of people in care. The Care Leavers Association work with individuals through specific projects, campaign, lobby, and advocate for change at all levels of government and provide training and awareness for a range of organisations.

## **Forced Marriages**

020 7008 0151

<https://www.gov.uk/stop-forced-marriage>

Contact the Forced Marriage Unit (FMU) if you're trying to stop a forced marriage or you need help leaving a marriage you've been forced into.

## **LGBTQ Support Info**

<https://www.studentminds.org.uk/lgbtq.html>

## **Runaway Helpline**

116 000

<https://www.runawayhelpline.org.uk/>

Runaway Helpline is here if you are thinking about running away, if you have already run away, or if you have been away and come back. You can also contact the Helpline if you are worried that someone else is going to run away or if they are being treated badly or abused. You can call or text for free, 24 hours a day. It's all confidential.

## **The Mix**

0808 808 4994

<https://www.themix.org.uk/>

### **Essential support for under 25s. Phone, Email, Web support and Counselling**

The Mix's Crisis Messenger text service is available 24/7 and open to anyone aged 25 or under living in the UK.

If you're in crisis and need to talk, text THEMIX to 85258

## **Support for domestic violence/abuse**

<https://www.nationaldahelpline.org.uk/>

<https://www.womensaid.org.uk/information-support/>

<https://www.mankind.org.uk/>

## **BPP Safeguarding Team**

Visit the Safeguarding page for resources

[BPP Safeguarding Page](#)

If you have any safeguarding concerns relating to someone who is under 18 years of age or a vulnerable adult, please call your Local Authority Social Care phone number. The number you call will be different depending on where you live. You can find details on the following web page by putting in the postcode of where you are reporting from: [www.gov.uk/report-child-abuse-to-local-council](http://www.gov.uk/report-child-abuse-to-local-council).

### **University Course Related Enquiries (*will be responded to from 2<sup>nd</sup> January 2025 onwards*)**

If your enquiry is course related please use the University Student Query Form available on the Hub in the Help and Support > Get in Touch section here: [Student Query Form](#) (you must be logged into the Hub to use this link). Click on the appropriate **Course and Query option** in the drop-down menu in the form and then type in your query. A member of the Programme team will then respond to your query.

### **Additional guidance**

Download our Pocket Guides to Equality, Diversity and Inclusion and Wellbeing and Learning Support from the [Students Association Website](#).