

# You are not alone

Financial and wellbeing support in the former Harrogate district area



We know times can be hard as day-to day costs go up and personal circumstances change.

There is local support available to you if you need it.



# Financial help and support

## Help with paying rent

If you require support for any of the North Yorkshire Council services below and wish to speak to someone please contact 0300 131 2131

**Housing options team:** If you feel your financial situation is affecting your ability to manage your tenancy or housing costs please contact our housing options team who can provide advice and assistance. Contact [housingoptionsHAR@northyorks.gov.uk](mailto:housingoptionsHAR@northyorks.gov.uk)

**Housing benefit:** If you are pension age or live in temporary or supported accommodation, you may be able to claim help with housing benefit. Visit [www.northyorks.gov.uk/har-hb](http://www.northyorks.gov.uk/har-hb)

**Discretionary housing payment:** If you receive some housing benefit or the housing element of Universal Credit and are struggling to pay the remainder of your rent, we may be able to give you a temporary, extra rent top-up or assist with move-on costs to help you move somewhere more suitable for your needs. Visit [www.northyorks.gov.uk/har-dhp](http://www.northyorks.gov.uk/har-dhp)

**Council Tax reduction scheme:** If you have a low income, you may be able to claim help to pay your council tax bill. If you receive some Council Tax Reduction already but are struggling to pay the remainder of your council tax, we may be able to give you extra help. We can also review your monthly payments, spread them across 12 months, or arrange a payment holiday. Visit [www.northyorks.gov.uk/har-ctr](http://www.northyorks.gov.uk/har-ctr)

If you are a Council tenant and need support or advice on budgeting or money saving tips please contact your Housing Officer by email through the North Yorkshire Council website using the 'Contact Us' procedure. Contact 0300 13 1 2131

Visit [www.northyorks.gov.uk/your-council/get-touch](http://www.northyorks.gov.uk/your-council/get-touch)

**Housing advice for armed forces personnel:** If you are going to be homeless when you leave the armed forces or are a former member, we can provide advice and assistance.

Visit [www.northyorks.gov.uk/armed-forces-housing](http://www.northyorks.gov.uk/armed-forces-housing)

## Help with living costs

Information, advice and support on benefits including; Universal Credit and Household Support fund. Visit [www.northyorks.gov.uk/benefits](http://www.northyorks.gov.uk/benefits)

For information on the national support available visit <https://helpforhouseholds.campaign.gov.uk/>



**North Yorkshire Local Assistance Fund (NYLAF):** provides emergency financial support to those unable to meet essential living costs, such as energy bills or food. NYLAF can also make awards in kind, such as supplying basic necessities or household goods such as a fridge. Contact [www.northyorks.gov.uk/local-assistance-fund](http://www.northyorks.gov.uk/local-assistance-fund)

**Financial support and advice:** If you are struggling to pay your bills, North Yorkshire Council can provide help with managing debt, budgeting and other financial support. **Contact 0300 131 2131**

**Leeds Credit Union (LCU):** provide ethical savings, loan products and assistance in opening a bill paying account, helping to remove the stress of budgeting for living expenses.

**Contact 0113 242 3343** or visit [www.leedscreditunion.co.uk](http://www.leedscreditunion.co.uk)

There are a wide variety of support schemes and organisations in North Yorkshire which may be able to help or advise if you are struggling to pay for essentials.

Visit [www.northyorks.gov.uk/childcare-support-costs](http://www.northyorks.gov.uk/childcare-support-costs)

**Universal Credit:** If you are working age and are on a low income or are out of work or cannot work, you can claim help with rent and living costs. Your local Job Centre has computers available that you can use to make a claim online and can help you set up a claim.

Visit [www.gov.uk/universalcredit](http://www.gov.uk/universalcredit)

**Welfare benefits:** You may be entitled to other welfare benefits. For information about claiming benefits visit [www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits) or <https://www.citizensadvice.org.uk/benefits/>

**Discounted broadband and phone packages:** If you are in receipt of Universal Credit or other benefits, you may be able to get a cheaper broadband and phone package. For more information contact your provider to discuss 'social tariffs'.

Visit [www.ofcom.org.uk /social-tariffs](http://www.ofcom.org.uk/social-tariffs)

## Utilities advice

**Warm and Well:** Get local help with high energy bills, switching to cheaper energy suppliers, grants, energy debt and energy efficiency as well as advice on keeping warm in the home.

**Contact 01609 767555**, email [wnw@northyorksca.org.uk](mailto:wnw@northyorksca.org.uk) or visit [www.warmandwell.org.uk](http://www.warmandwell.org.uk)



**Warm home discount:** Check your eligibility at [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)

**Energy Trusts:** Get financial help with household energy costs and debts at [www.britishgasenergytrust.org.uk](http://www.britishgasenergytrust.org.uk)

**Yorkshire Water:** You may be able to get help with paying your water bills through Yorkshire Water Community Trust. Visit [www.yorkshirewater.com/bill-account/help-paying-your-bill](http://www.yorkshirewater.com/bill-account/help-paying-your-bill)

**Water meter:** If there are more bedrooms than people in a household you could save money by installing a water meter as you only pay for what you use. Visit: [www.yorkshirewater.com/bill-account/water-meters/request-a-meter](http://www.yorkshirewater.com/bill-account/water-meters/request-a-meter)

**Energy advice:** Anyone on a prepayment meter who is struggling to top-up should contact their existing energy provider.

For simple advice and self-help on energy efficiency and reducing energy bills visit [www.simpleenergyadvice.org.uk](http://www.simpleenergyadvice.org.uk) or Citizens Advice at: [www.citizensadvice.org.uk/consumer/energy/energy-supply](http://www.citizensadvice.org.uk/consumer/energy/energy-supply)

## Struggling to feed or clothe you and your family

Our local community providers are here to help you and your family if you find yourself in need of food, clothing or furniture. Contact your nearest provider to find out how they can help you. All enquiries are dealt with in strict confidence. Visit [www.hadca.org.uk/CommunityFood](http://www.hadca.org.uk/CommunityFood)



## Children and families

**Free school meals:** Children in Reception, Year 1 and Year 2 are automatically entitled to free school meals. Parents and carers who are eligible for certain financial support may also be able to obtain free school meals for children in Years 3 to 6 at Primary school or secondary school.

Visit [www.northyorks.gov.uk/education-and-learning/free-school-meals](http://www.northyorks.gov.uk/education-and-learning/free-school-meals)

**FEAST holiday clubs:** For help in the school holidays, FEAST provides activities for children and young people in North Yorkshire. The activities are free to children on benefits-related free school meals. A hot meal or packed lunch is included each day.

Visit [www.northyorkshiretogether.co.uk/feast](http://www.northyorkshiretogether.co.uk/feast)



**Funding support for childcare costs:** Some two-year-old children are eligible for 15 hours of free childcare, depending on income and the receipt of certain benefits.

After a third birthday children are automatically eligible for 15 hours of universal funding for up to 38 weeks per year. You do not need to apply for this, but you need to discuss and arrange this with your childcare provider. In addition to the universal 15 hours of government funding, some families may be entitled to claim an extra 15 hours of childcare per week, bringing the total to 30 hours. Tax free childcare: Funding is available to support childcare costs including tax free childcare which is for all working families with children under 12 years old (or under 17 for children with a disability).

For further information on accessing support with your childcare costs, including tax credit, tax free childcare and government funding. Visit [www.northyorks.gov.uk/childcare-support-costs](http://www.northyorks.gov.uk/childcare-support-costs)

## Other places you can go for independent financial support and advice

**Citizens Advice:** Advice on benefits, money management, employment, housing, social care, immigration and consumer issues. For local support and face-to-face appointments **contact 0800 144 8848** or visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**National debt line:** For help with debt visit [www.nationaldebtline.org](http://www.nationaldebtline.org)

**Step Change:** provides free, impartial debt advice.  
**Contact 0800 138 1111** or visit [www.stepchange.org](http://www.stepchange.org)

**Turn2us:** Check which means-tested benefits you may be entitled to, including tax credits. Visit [www.turn2us.org.uk/Get-Support](http://www.turn2us.org.uk/Get-Support)

**Shelter:** Get confidential advice on housing, welfare benefits and debt management. **Contact 0808 8004444** or visit [www.shelter.org.uk](http://www.shelter.org.uk)

**The Money Advice Service** offer free debt advice.  
**Contact 0800 138 7777** visit [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

**Christians Against Poverty** provide debt advice.  
**Contact 0800 328 0006** or visit [www.capuk.org](http://www.capuk.org)



# Improving your skills

**Help with technology:** Do you or does someone you know need help using technology, using a smart phone, tablet or computer or want to build confidence to do more online? If so, **contact 0808 196 5883** and one of the team of trained digital champions will offer free, friendly, patient support over the phone. Visit [www.citizensonline.org.uk](http://www.citizensonline.org.uk)

**Volunteering:** Have you ever thought about volunteering? It's a great way to gain new skills and confidence or experience for a CV, meet new people, develop new interests and get involved with your local community. There are many different and flexible ways you can volunteer to match your interests and availability. North Yorkshire Connect provide information about volunteering opportunities in the local area. Visit [www.northyorkshireconnect.org.uk](http://www.northyorkshireconnect.org.uk)

**Learn a new skill:** Adult learning and skills service offer a range of courses, whether you wish to improve your skills for work or your health and wellbeing or just learn a new skill. Visit [www.northyorks.gov.uk/adult-learning-courses-search](http://www.northyorks.gov.uk/adult-learning-courses-search)



# Wellbeing and mental health support

Taking care of your mind as well as your body is really important. Seek support to help you feel mentally stronger whether you call it stress, depression, fed up, sad, just not yourself, it's OK not to be OK. There is lots of local support to help you if you are struggling.

**Follow advice from the NHS:** The NHS has expert advice and practical tips to help you look after your mental health and wellbeing. Visit [www.nhs.uk/every-mind-matters/](http://www.nhs.uk/every-mind-matters/)

**Your GP** Is there to help if you're feeling worried about your mental health.

**North Yorkshire out of hours mental health support helpline:** provides mental health advice and support from 5pm to 8.30am weekdays and 24 hours at the weekend. **Contact 0800 567 0076** (calls are confidential and anonymous to anyone registered with a North Yorkshire GP).

**Harrogate Mind:** If you are struggling with your mental health and need someone. **Contact 01423 503335** (available 8.30am to 5pm every week day).

**Samaritans:** Are there for anyone who wants to talk about how they are feeling. It's free to **call 116 123** from a landline or mobile and they are available at any time.

**Childline:** Free advice and support for anyone under 19. **Contact 0800 1111** or visit [www.childline.org.uk](http://www.childline.org.uk)

**Anxiety UK:** For support with anxiety **contact 03444 775774**, **text 07537 416 905** or visit [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

**IDAS:** Abuse isn't always physical abuse. It can also include controlling your finances and emotional abuse. If your partner hurts, harms or controls you, makes you feel anxious or afraid, IDAS can offer emotional and practical support. **Contact 03000 110 110** or visit [www.idas.org.uk](http://www.idas.org.uk)

In a mental health emergency, **contact 0800 0516 171**. The line is open 24/7 for people living in County Durham, Darlington, Teesside, North Yorkshire and York.

**If you or someone else is in immediate danger call 999**



## Local advice and support

**Where to Turn Directory:** Regular updates on community activities, support groups and services provided by voluntary organisations across the area. Visit [www.hadca.org.uk/wheretoturn](http://www.hadca.org.uk/wheretoturn)

- Harrogate Easier Living Project (HELP): Information and signposting for accessing local services and activities. Also provides gardening, decorating and odd job assistance as well as a volunteer driver service. Volunteering opportunities are available.  
**Contact 01423 813096** or visit [www.helpharrogate.org.uk](http://www.helpharrogate.org.uk)
- Boroughbridge Community Care: Help for disadvantaged and disabled members of the community regardless of age.  
**Contact 01423 324504** or email [admin@bcccharity.co.uk](mailto:admin@bcccharity.co.uk)
- Knaresborough Connectors - Information on where to obtain advice and support in the Knaresborough Area. Visit [www.knaresboroughconnectors.org.uk](http://www.knaresboroughconnectors.org.uk) or **contact 07593 882340**
- Ripon Community House: Provide adult education classes, exercise classes and a range of community groups.  
**Contact 01765 603631** or visit [www.riponcommunityhouse.co.uk](http://www.riponcommunityhouse.co.uk)
- Masham Community Office: Drop-in for local Council services, local job opportunities and access to PC & Internet.  
**Contact 01765 680200** or visit [www.visitmasham.com](http://www.visitmasham.com)
- Nidderdale Plus: Access to services in the area as well as a Digital help service. **Contact 01423 714953** or visit [www.nidderdaleplus.org.uk](http://www.nidderdaleplus.org.uk)

### Contact us

Online: [www.northyorks.gov.uk/contact-us](http://www.northyorks.gov.uk/contact-us)

By telephone: **0300 131 2 131**

North Yorkshire Council, County Hall,  
Northallerton, North Yorkshire, DL7 8AD

You can request this information in another language or format at [www.northyorks.gov.uk/accessibility](http://www.northyorks.gov.uk/accessibility)