

# Useful Support Services & Children's Activities in North Yorkshire



# Support Services

## 24/7 & Late Night Helplines

For young people

### YoungMinds

*Are you a young person in crisis?*

Text the YoungMinds Crisis Messenger for free 24/7 support if you are experiencing a mental health crisis.

**text YM to 85258**

**YOUNGMINDS**

### The Mix

*Do you need help now?*

Crisis messenger text service provides free, 24/7 crisis support

**text THEMIX to 85258**

**THE MIX**

### Papyrus

*If you are having thoughts of suicide or are concerned for a young person who might be you can contact HOPELINEUK for confidential support and advice.*

**Call 0800 068 4141**

9am – midnight every day of the year

### Samaritans

*Whatever you're going through, you can call anytime from any phone for FREE.*

**Call 116 123**



**YOUTH  
INSPIRED**



### CALM



*A helpline for people in the UK who are down or have hit a wall for any reason, who need to talk or find information and support.*

**Call 0800 58 58 58**

5pm – midnight every day of the year

**HOME  
START**

For support got to:

[www.home-start.org.uk/Pages/  
Category/things-we-can-help-with](http://www.home-start.org.uk/Pages/Category/things-we-can-help-with)

#### Things we can help with:

- Activities for families during self-isolation
- Disability & illness
- Forces Families
- Isolation
- Mental Ill Health & Post Natal Illness
- Money Issues
- When a relationship ends
- Twins, Triplets & Multiple children

# Support Services

## Harrogate

BOROUGH COUNCIL

### Support Services for Children & Families

Wellbeing Advice:

[www.hdft.nhs.uk/livingatourbest/hwb](http://www.hdft.nhs.uk/livingatourbest/hwb)

Early Years Child Care:

[www.northyorks.gov.uk/early-education-and-childcare](http://www.northyorks.gov.uk/early-education-and-childcare)

Childcare & Family Support:

[www.northyorks.gov.uk/children-and-family-care](http://www.northyorks.gov.uk/children-and-family-care)



### Support Services for Young Adults

SEND & Preparing for adulthood:

[www.northyorks.gov.uk/send-and-preparing-Adulthood](http://www.northyorks.gov.uk/send-and-preparing-Adulthood)

Transport for SEND Children:

[www.northyorks.gov.uk/transport-send-children-and-young-people](http://www.northyorks.gov.uk/transport-send-children-and-young-people)



# #SPEAKUP

Domestic Abuse Support Services



**Who to contact:** Call 999 if you or someone you know is in immediate danger from domestic abuse or sexual violence.

Call 101 if you want to report something that's happened or if you want to seek advice.

**Call the Independent Domestic Abuse Services (IDAS)**  
on 03000 110110 or 24 hour National Domestic Abuse  
Helpline on 0808 2000 247

## Harrogate

BOROUGH COUNCIL

### Bereavement Support

To get help go to:

[www.harrogate.gov.uk/bereavement-support-guidance](http://www.harrogate.gov.uk/bereavement-support-guidance)

## H&DCA

Harrogate and District  
Community Action

Supporting Communities,  
Charities and Volunteers to  
make Harrogate district a great  
place to live and work.

Email: [hadca@hadca.org.uk](mailto:hadca@hadca.org.uk)

Tel: **01423 504074**

# Support Services



**ManHealth is building a network of male peer support groups across the UK.**

Helping men to manage and prevent Depression or other Mental health conditions.

To find out more go to:  
[www.manhealth.org.uk](http://www.manhealth.org.uk)



**For brothers and sisters of disabled children and adults**

**You're not alone!**

Do you have a brother or sister who is disabled, has special educational needs or a serious long-term condition?

To find out more go to:  
[www.sibs.org.uk/youngsibs](http://www.sibs.org.uk/youngsibs)

**Respect**  
Men's advice line

The Helpline for male victims of domestic abuse.

**Talk it over!**

Freephone:

**0808  
8010327**



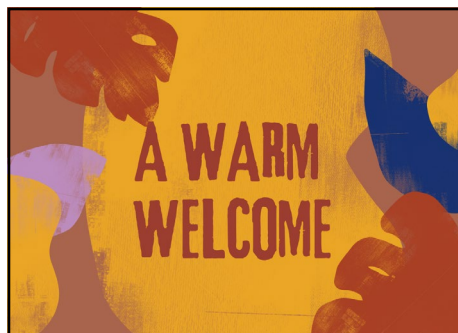
**#ANDYSMANCLUB**



**#ITSOKAYTOTALK**

To find your nearest group go to:  
[www.andysmanclub.co.uk/  
find-your-nearest-group](http://www.andysmanclub.co.uk/find-your-nearest-group)

# Support Services



## Energy Costs

Warm and Well North Yorkshire can help you if you're unable to afford your energy bills or worried about heating your home.

**You can call them on 01609 767 555**

There is also advice on the Yorkshire Energy Doctor website:

<https://yorkshireenergydoctor.org.uk>

## A Warm Welcome

Community venues, churches and local libraries are friendly, safe and inclusive places, offering not just warmth but a place to enjoy the company of others, and maybe a hot drink. Venues across the Harrogate district are being added to our HADCA Where To Turn Community Information Directory (<https://hadca.org.uk/wheretoturn>), searchable under the theme 'Warm Space'.

All venues in North Yorkshire offering a warm space are being encouraged to add their venue to the national Warm Welcome website - [www.warmwelcome.uk](http://www.warmwelcome.uk)

**H&DCA**

Harrogate and District  
Community Action



## Where to Turn

Free Online Community Directory  
for the Harrogate District

**HADCA's Community Information Directory  
for Harrogate District –**

<https://hadca.org.uk/WhereToTurn>

### Here to HELP

To chat through the options if you're struggling  
please give our **HELP Team** a call on:

Harrogate **01423 813090** or

[help@hadca.org.uk](mailto:help@hadca.org.uk)

Ripon **01765 645902** or [rip@hadca.org.uk](mailto:rip@hadca.org.uk)

**BRIMHAM** *active*

**Local activities for SEN /  
disability latest dates**

To find out more go to:

[www.brimhamsactive.co.uk/  
downloads/file/97/disability-  
activity-programme-1-september-  
until-31-december-2022](http://www.brimhamsactive.co.uk/downloads/file/97/disability-activity-programme-1-september-until-31-december-2022)





# Useful Services

Who you can call this  
Mental Health Awareness Week



**0300 123 3393**  
Open 9am-6pm weekdays

**SAMARITANS**

**116 123**  
Always open



**0800 58 58 58**  
Open 5pm - midnight

If you're in Wales:



**0800 132 737**  
Always open

If you're under 25:



**0808 808 4994**  
Open 4pm - 11pm



**North Yorkshire  
County Council**

## Free School Meals

are available to all  
reception, Year 1 and Year  
2 pupils and to children  
whose parents receive  
certain benefits.

**To apply go to:**

**[www.northyorks.  
gov.uk/free-school-  
meals](http://www.northyorks.gov.uk/free-school-meals)**



**Harrogate and District**  
NHS Foundation Trust

Growing Healthy North Yorkshire  
0-19 health visitors and school  
nursing team.

To find out more go to:

**[www.hdft.nhs.uk/coronavirus/ghny](http://www.hdft.nhs.uk/coronavirus/ghny)**



**North  
Yorkshire County Council**

## Local Personalised Learning Pathways

Information for young people  
and their families

To find out more email:

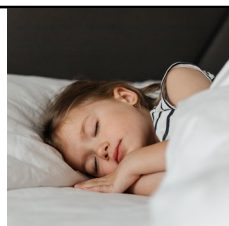
**[communications@  
northyorks.gov.uk](mailto:communications@northyorks.gov.uk)**

Tel: **01609 780 780**



If you'd like to talk about your  
child's sleep problems, you  
can call between 7pm and  
9pm, Sunday to Thursday

Tel: **03303 530 541**



# Useful Services

## Food Banks in your area:



[www.trusselltrust.org/  
get-help/find-a-  
foodbank](http://www.trusselltrust.org/get-help/find-a-foodbank)



**Mowbray**  
Community Church

[www.harrogate-mcc.com](http://www.harrogate-mcc.com)

**HOPE**  
CHURCH  
HARROGATE

[www.hopeharrogate.co.uk](http://www.hopeharrogate.co.uk)



[www.resurrectedbites.co.uk](http://www.resurrectedbites.co.uk)



SINGLE PARENTS SUPPORT AND ADVICE SERVICES

Visit us at:

[www.singleparentssupportandadvice.co.uk](http://www.singleparentssupportandadvice.co.uk)

Email us at: [hello@spsas.co.uk](mailto:hello@spsas.co.uk)



**Harrogate**  
BOROUGH COUNCIL

## Money & Debt Advice

To find out more go to:

[www.harrogate.gov.uk/  
council-tenants/debt-advice-  
services](http://www.harrogate.gov.uk/council-tenants/debt-advice-services)



**parentcarervoice**  
NORTH YORKSHIRE  
WORKING TOGETHER FOR POSITIVE CHANGE

**Parent Carer Voice North Yorkshire**

Your voice, your support, your resource

To get in touch go to:

[www.parentcarervoiceuk.org](http://www.parentcarervoiceuk.org)



# Useful Services

## Believe in children



## Barnardo's

To find out what services  
are in your area go to:

[www.barnardos.org.uk](http://www.barnardos.org.uk)



## National Autistic Society

### Advice and guidance

In-depth advice and guidance pages on the major challenges autistic people and their families face, including behaviour, education and health issues.

### Autism Services Directory

The UK's most comprehensive directory of services and support for autistic people, their families, and people who work with them.

### Branches

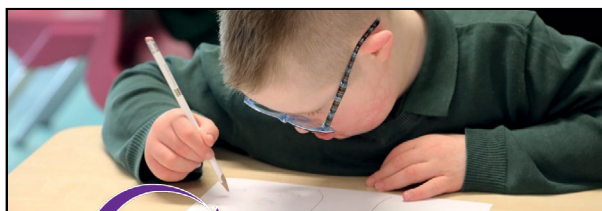
We have 116 volunteer-led branches across the UK offering support, information and social activities for autistic children, adults and their families.

### Online community

Our online community is a place for autistic people and their families to meet like-minded people and share their experiences.

To find out more go to:

[www.autism.org.uk/what-we-do/  
help-and-support](http://www.autism.org.uk/what-we-do/help-and-support)



## sendiass

NORTH YORKSHIRE

We offer information, advice, and support to:

- Children and young people (up to 25 years) with SEND
- Parents and carers of children with SEND
- Practitioners (who might support children, young people, or parents to access our service)

Tel: **01609 536923**

[www.sendiassnorthyorkshire.co.uk](http://www.sendiassnorthyorkshire.co.uk)

## @carers' resource

*you care for them, we care for you*

Unit 3, Grove Park Court,  
Grove Park Terrace,  
Harrogate HG1 4DP  
Tel: **01423 500555**





# Activities for the Holidays



## The MAX Card

The Max Card is the UK's leading discount card for foster families and families of children with additional needs.

Families can use their Max Card at venues across the UK to get **free** or **discounted admission**.

To register for a card go to: [www.mymaxcard.co.uk](http://www.mymaxcard.co.uk)



The Card enables a disabled cinema guest to **receive a complimentary ticket** for someone to go with them when they visit a participating cinema.



To find out more go to:  
[www.ceacard.co.uk](http://www.ceacard.co.uk)



Free holiday activities for eligible children and young people!

To Find out more go to:  
<https://northyorkshiretogether.co.uk/feast-activities>



**Mondays 4pm-5.30pm**

XBox Wii-U Game Board Snacks  
£5 per session (paid per half term)

at Time Together,  
Unit 10,  
Provincial Works,  
Laundry Road,  
Starbeck HG1 4QE

INSPIRE  
YOUTH

**BOOKING IS ESSENTIAL, PLEASE CONTACT:**  
01423 883992 or [office@time-together.org](mailto:office@time-together.org)

# Activities for the Holidays

## Kids eat for FREE or less during December 2022

### Angus Steakhouse

Kids under 10 can eat free from the children's menu when grown-ups order mains from the main menu. Available every day 12pm - 5pm including school holidays.

### ASDA Cafés

Kids eat for £1 All Day, Every Day with no adult spend required, until the end of the year.

### Bella Italia

Children can eat for £1 with any adult main. The offer is valid between 4-6pm Monday to Thursday.

### Future Inns

At Future Inns, under 5's always eat for free with any adult meal. During the school holidays, it's extended to under 12's.

### IKEA

From October 11th kids can enjoy Kids Pasta with Tomato Sauce and a soft drink for 95p or any other Kids Meal for £1.50 every day from 11am. \*Offers valid for IKEA Family members in participating stores. While stocks last.

### Morrisons

Kids eat free all day, every day in Morrisons cafes nationwide, daily from 3pm with every adult meal over £4.99. This offer is extended to all day during half terms.

### Pausa Cafés at Dunelm

Kids eat free everyday! With each paying adult spending £4 or more, get a kids meal deal free. Choose 1 main, 2 snacks and 1 drink. Offer runs from 23rd Dec 2022 to 23rd Jan 2023.

### SA Brains Pubs

Children can eat for £1 with any adult main. The offer is valid Wednesdays only but all day.

### Table Table

Two children under 16 years old can get a free breakfast every day with one paying adult!

### The REAL Greek

Kids eat FREE every Sunday for every £10 spent by an adult.

### Whitbread Inns


Purchase one great value £9.50 breakfast at any Whitbread Inns pub or restaurant and two kids under 16 eat for FREE.




# Energy Saving & Safety Tips


## Your Electricity, Gas and Water


How to save money, reduce waste and stay safe at home




### Infrastructure North

**NORTHERN GAS NETWORKS**

**NORTHERN POWERGRID**

**NORTHUMBRIAN WATER**  
*living water*

**YORKSHIRE WATER**

## Do you need any extra help?

If you're finding it difficult to pay your bills, contact your supplier as soon as possible to see how they can help. Check your water supplier's social tariff for support with your bills.

**Yorkshire Water**  
Visit [yorkshirewater.com/priority-services](http://yorkshirewater.com/priority-services)  
or call 0800 1 38 78 78

**Northumbrian Water**  
Visit [nwl.co.uk/your-home/your-services.aspx](http://nwl.co.uk/your-home/your-services.aspx)  
or call 0345 717 1100

**For further advice and support you can contact the following organisations for help:**

**Citizens Advice** are there for independent advice on debt and energy issues.  
Visit [citizensadvice.org.uk](http://citizensadvice.org.uk) or find your local branch in the phone book.

**Christians Against Poverty** offer debt counselling and help.  
Visit [capuk.org](http://capuk.org) or call 01274 760 720.

**Simple Energy Advice** can give you impartial advice on bills and energy issues.  
Visit [simpleenergyadvice.org.uk](http://simpleenergyadvice.org.uk) or call 0800 444 202.

**Mind**, the mental health charity information and support for people living with a mental health condition.  
Visit [mind.org.uk](http://mind.org.uk) or call 0300 123 3393  
[info@mind.org.uk](mailto:info@mind.org.uk)

**Samaritans**, providing emotional support to anyone in emotional distress or struggling to cope.  
Visit [samaritans.org](http://samaritans.org) or call 116 123

This document has been reviewed for Clear Print by RNIB.

### Infrastructure North

**NORTHERN GAS NETWORKS**

**NORTHERN POWERGRID**

**NORTHUMBRIAN WATER**  
*living water*

**YORKSHIRE WATER**

Created in collaboration with young people


**Believe in children**  
 **Barnardo's**

## About us

In your region, Northern Powergrid, Northern Gas Networks and either Yorkshire Water or Northumbrian Water are responsible for making sure you have a safe and reliable supply of electricity, gas and water to your home. Together, they work in partnership as 'Infrastructure North'.

There are lots of ways you can use your electricity, gas and water more efficiently to reduce your energy bills whilst helping the environment. This booklet will show you some top energy saving tips, as well as some potentially life-saving advice about staying safe in your home.

This document has been reviewed for Clear Print by RNIB.



## Emergency Contact Information

To report a power cut, call **105**.

**POWER CUT?**  
**CALL 105**



To report a gas emergency to the National Gas Emergency Service by calling **0800 111 999**.

To report a water leak to Yorkshire Water, call **0800 573 553** or visit [yorkshirewater.com/report](http://yorkshirewater.com/report).

To report a water leak to Northumbrian Water call **0345 717 1100** or visit [nwlcommunityportal.co.uk/Leaks](http://nwlcommunityportal.co.uk/Leaks).

In an emergency call Northumbrian Water's emergency leak line on **0800 393 084**.



# Energy Saving & Safety Tips

## Priority Services



We all need a little extra help from time to time - major life changes like a death in the family, losing a job, divorce or illness can all have a major effect on our ability to cope.

If you have mobility issues, visual or hearing impairment or just don't feel you would be able to manage without help if there was an interruption to your water, gas or electricity supply, please let us know.

There is a range of free services and advice, giving you, or those you care for, extra support and peace of mind.



Northern Powergrid  
**Priority Services Membership**  
Register for additional help during a power cut.

[northernpowergrid.com/care](http://northernpowergrid.com/care)  
or call 0800 169 2996



Northumbrian Water  
**Priority Services Register**  
Register for additional help in the event of interruption to water.

[nwl.co.uk/your-home/your-services.aspx](http://nwl.co.uk/your-home/your-services.aspx)  
or call 0345 717 1100



Northern Gas Networks  
**Priority Services Register**  
Find out if you're entitled to a free gas connection and additional home energy support.

[northerngasnetworks.co.uk/priority-customers](http://northerngasnetworks.co.uk/priority-customers) or call 0800 040 7766 option 3



Yorkshire Water  
**Priority Services Register**  
Let us know about your accessibility needs and how we can help to ensure you have water during an emergency.

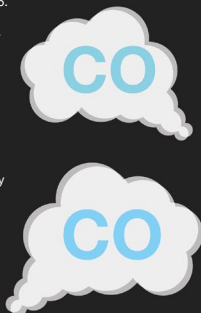
[yorkshirewater.com/priority-services](http://yorkshirewater.com/priority-services)  
or call 0800 138 7878

## Carbon Monoxide - The Silent Killer

**Fit a Carbon Monoxide alarm around gas appliances or open fires and be sure to test regularly.**

Every home should have an audio CO alarm. They're available from local DIY stores and supermarkets such as B&Q or Tesco, for around £15. Your energy supplier may also be able to provide you with one.

You can't see it, taste it, or smell it, but it can kill. Carbon Monoxide (CO) is a poisonous gas produced by the incomplete burning of gas, solid fuels and liquid petroleum gas (LPG). This can occur if an appliance (boiler, fire or cooker), has been incorrectly fitted, badly repaired or poorly maintained. It's important to get your gas appliances serviced every 12 months and if you rent a property, it is your landlord's responsibility to do this. They should provide tenants with a copy of the record of the annual safety check.



## Stay safe and healthy

### Spotting the signs

- If you have a gas cooker the flame should be crisp and blue. Lazy yellow or orange flames mean you need to get your cooker checked
- Dark staining around or on appliances
- Pilot lights that frequently blow out
- Increased condensation visible on windows

### Recognising the symptoms

CO poisoning is difficult to self diagnose as many of the symptoms are shared with common illnesses such as colds and flu or food poisoning.

The main symptoms to look out for are:

- Headaches
- Dizziness
- Nausea
- Breathlessness
- Collapse
- Loss of consciousness

If you suspect CO poisoning or smell gas, call the National Gas Emergency Service on 0800 111 999.

Please be aware of some of the Carbon Monoxide (CO) risks outside the home in particular leisure activities, such as:

- Caravanning
- Camping/Festivals - don't bring barbecues into tents to keep warm
- Boating
- Allotments



# Energy Saving & Safety Tips

## Water for health

Water helps every cell in our bodies stay healthy and it is important to drink water to keep our minds and bodies active.

By drinking plenty of water you can help to prevent a range of problems from headaches to kidney problems.

Why not try a healthier option?  
Many artificial drinks are high in sugar, caffeine and artificial additives.

Next time you make yourself a drink, try these healthier options:

- ✓ Replace your usual cup of tea or coffee with a glass of water.
- ✓ Liven up a glass of water with a squirt of lemon or lime juice.
- ✓ Keep a jug of water in the fridge with a supply of lemon slices.
- ✓ If you're out and about during the day, carry a re-usable, non-plastic bottle of tap water so you can have a drink whenever you want.



Did you know water makes up over two-thirds of the healthy human body?\*

For more information about the benefits of staying hydrated, visit [nhs.uk/live-well/eat-well/water-drinks-nutrition/](https://nhs.uk/live-well/eat-well/water-drinks-nutrition/)

\* Statistic from the NHS

## Frozen pipes

A cold, frosty spell could cause pipes to freeze, and then burst. If there's a freeze, and then a thaw, burst pipes will waste water and could also result in damage to your home and belongings. A few simple precautions can help keep everything safe and dry.

### Spot the potential problem areas

Keep an eye out for any pipes, taps, cisterns, tanks and water meters in unheated areas that might be exposed to freezing temperatures. This includes lofts, garages and outhouses.

Keep your central heating ticking over  
Heating a home is expensive, but so is a burst pipe. If you can, try to leave your heating on constantly at a low temperature.



Protect your pipes and taps  
After identifying the pipes and taps most at risk, wrap them in lagging. You can also use a tap guard to protect exposed outdoor taps.

Get to grips with your stop tap  
Shutting off the stop tap is the first thing you'll need to do if your pipes freeze and then burst. They are usually located under your kitchen sink.

To thaw frozen boiler pipes, hold a hot water bottle or heat wrap around the pipe. Alternatively, pour hot, NOT boiling, water over the frozen end of the pipe. If the boiler fires up, it's fixed. If it doesn't, pour hot water on the pipe again. If your pipes are still frozen, call your supplier.





# Energy Saving & Safety Tips

## In your kitchen

We use lots of appliances in the kitchen so little changes can make a big difference to the amount of energy and water you use.

Boiling water for pasta or vegetables in the kettle takes less time and uses less energy. Remember only boil the amount of water you need.

Use a bowl when hand washing your dishes or when washing vegetables, as running a kitchen tap will fill up a 10 litre washing up bowl in 95 seconds saving all that water from being wasted.



Wait to switch on your dishwasher until you have a full load. Reducing dishwasher use once less a week for year could save around 480 litres of water.

Make sure your washing machine has a full load. Reducing washing machine use once less a week for a year could save around 2,070 litres of water.

When you need to replace your fridge-freezer choosing a D-rated one over an F-rated one will save you around £25 a year.

Potential savings in your kitchen:  
**£45\*** per year.



## Top tip

Be energy savvy with your cooking.

Turn off the heat a couple of minutes before your food is cooked, especially if you have an electric cooker as they take a lot of time to cool down.



## Here's a bright idea...

Gas is one of the most cost effective ways to heat your home and water.

If your home isn't already connected to the mains gas network you may be able to get a free connection. To qualify you need to;

- live in an existing property,
- meet an assessment criteria of your household income and heating costs, or
- have someone living in your home who receives certain benefits

For more information and to check if you meet the requirements call Communitas Energy CIC on 0113 426 1616 or visit [ce-cic.org.uk](http://ce-cic.org.uk).

\*Based on reducing one run of your washing machine and dishwasher per week for a year, and replacing your fridge-freezer to a D-rated one over an F-rated one.

## In your bathroom

Long soaks in the bath, electric toothbrushes and razors and any bathroom luxuries, can all affect energy efficiency.

Repair a dripping tap and save up to 5500 litres a year.

Fill a basin when washing your face or shaving rather than letting the tap run and save up to 11 litres every minute you leave the tap running.



Take a shorter shower and save up to 6,450 litres a year.

Turn off the tap when brushing your teeth and save up to 36 litres a day.

Be conscious of when you're switching your immersion heater on and off. Make sure it is not on 24 hours a day.

A leaking toilet is one of the most common causes of unexpectedly high water use but they can be hard to see as the water often runs from the toilet cistern into the back of the pan.

The sound of a constant trickle is an obvious sign but some leaks are silent and easy to miss. A leaking toilet could be wasting an average of 215 litres of water a day. If you have a water meter and this is left undetected it could add an extra £240 on to your water bill.

Northumbrian Water will repair your leaking toilet for free.\*

\*In some circumstances it may not be possible to repair the toilet. When this occurs the technician will provide you with advice on what needs to be done. This service is free for Northumbrian Water customers.



## Here's a bright idea...

Did you know that you can order a free water saving kit from your water supplier?

Contact Northumbrian Water or Yorkshire Water depending on where you live to be sent a pack that includes:

- a shower timer
- tap aerator kit
- a shower saver and
- a 'save-a-flush'

to help reduce your water use and bills.

**NORTHUMBRIAN WATER** *living water*

[nwl.co.uk/your-home/using-water-wisely.aspx](http://nwl.co.uk/your-home/using-water-wisely.aspx) or call 0345 266 0585

**YORKSHIRE WATER**

[yorkshirewater.com/savewater](http://yorkshirewater.com/savewater) or call 0345 124 2424

# Energy Saving & Safety Tips

## In your living room

There are so many electronic devices that we can use smartly and efficiently to help save electricity and money.

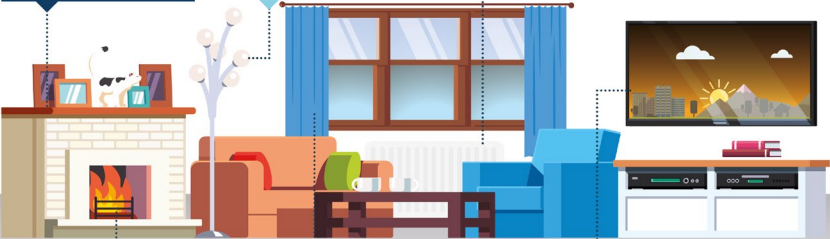
Potential savings in your living room: **£110** per year.

Turning off electrical appliances like a TV, phone and chargers at the wall as well as devices that are left on and idle will save you around £40 per year\*.

Use energy efficient light bulbs to save money. Replacing all your remaining bulbs to LEDs could save you around £35 per year.

Fit radiator foils behind radiators on external walls to direct heat into the room it could save around £15 a year. Also try moving furniture away from radiators and heaters.

Keeping your home warm is important for your health. To avoid potential health problems, keep the room you spend most time in between 18°C and 21°C (64°F and 70°F). The best temperature for other rooms is 18°C (64°F).



If you have an open fireplace that's out of use, try a chimney draught excluder to prevent loss of warm air and it could save you around £20 per year.

Draw your curtains at dusk to stop draughts and heat loss.

Look at turning the brightness down on your TV - the brighter the setting the more energy is being used.

**If there's a power cut**  
call 105 or visit [northernpowergrid.com](http://northernpowergrid.com) to stay updated.

\* Savings will vary depending on the energy efficiency of the appliance.

## Outside your home

Installing A++ double glazed windows, you've got single glazed windows, it could save from £115 per year.

Most heat is lost through walls - installing cavity wall insulation could save you up to £185 per year.

Loft insulation can save you up to £165 per year if you haven't already got some, or £15 per year if you have a little loft insulation.

Stop draughts by using sealants, brushes and rubber strips around doors and windows. This could save around £30 per year\*.

Dry clothes outside when you can, if you did this during summer you could save around £40 per year.



Approximately 90,000 litres of water falls onto a typical roof in any one year, that's enough to fill 473 water butts.

Capture some of this water by placing a water butt by sheds, greenhouses, and conservatories.

Not only will this provide you with a source of water without having to tap into your home's supply, rainwater is better for your plants.

Water Butts are available from both Northumbrian Water and Yorkshire Water's websites.

**NORTHUMBRIAN WATER** *living water*  
[nwl.co.uk/your-home/using-water-wisely.aspx](http://nwl.co.uk/your-home/using-water-wisely.aspx)

**YorkshireWater**  
[yorkshirewater.com/savewater](http://yorkshirewater.com/savewater)

Potential savings in your kitchen: **£385** per year.

\*Based on a three bedroom gas heated semi-detached house.

# Financial & Wellbeing Support

## You are not alone

### Financial and wellbeing support in the Harrogate district



We know times are hard at the moment as day-to-day costs go up and will continue to do so for some time.

There is local support available to you if your financial situation has changed and you need help with household payments, debts or living costs.

### Local community support

**Community support organisations:** If you need support with little jobs such as help with shopping or need help with getting to an appointment or just want to talk to someone or be more active in your local community please contact one of the six community support hubs across the district who can help sign post you:

- **Harrogate and surrounding villages:** Monday to Friday 9am to 4pm. Contact **01423 813096** or visit [help@hadca.org.uk](mailto:help@hadca.org.uk)
- **Boroughbridge and surrounding villages:** Monday to Friday 9am to 1pm. Contact **01423 324504** or visit [boroughbridgecommunitycare@gmail.com](mailto:boroughbridgecommunitycare@gmail.com)
- **Knaresborough and surrounding villages:** Monday to Sunday 8am to 8pm. Contact **07593 882340** or visit [www.knaresboroughconnectors.org.uk/](http://www.knaresboroughconnectors.org.uk/)
- **Ripon and surrounding villages:** Monday to Friday 9am to 4pm. Contact **01765 603631** or [reception@riponcommunityhouse.co.uk](mailto:reception@riponcommunityhouse.co.uk)
- **Masham and surrounding villages:** Monday to Friday 10am to 3pm. Contact **01765 680200** or visit [info@visitmasham.com](mailto:info@visitmasham.com)
- **Pateley Bridge, surrounding villages and the Nidderdale Valley:** Monday to Friday 10am to 4pm and Saturday 10am to 1pm. Contact **01423 714953** or visit [admin@nidderdaleplus.org.uk](mailto:admin@nidderdaleplus.org.uk)

**Where to Turn Directory:** If it's difficult to find out what's happening in your local area see the 'Where to Turn Directory' for regular community activities, support groups and services provided by voluntary organisations across the Harrogate District. Visit: [www.hadca.org.uk/wheretoturn](http://www.hadca.org.uk/wheretoturn)

[www.harrogate.gov.uk](http://www.harrogate.gov.uk)  
Tel: 01423 500600

Harrogate  
BOROUGH COUNCIL

Revised Sept 2022

### Financial help and support

#### Help with paying rent

If you require support for any of the Harrogate Borough Council services below and wish to speak to someone please contact **01423 500600**

**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. Visit [housingoptions@harrogate.gov.uk](mailto:housingoptions@harrogate.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.harrogate.gov.uk/housingbenefit](http://www.harrogate.gov.uk/housingbenefit)

**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 cheaper. Visit [www.harrogate.gov.uk/housing-benefit/discretionary-housing-payments](http://www.harrogate.gov.uk/housing-benefit/discretionary-housing-payments)

**Council Tax reduction scheme:** If your income has changed, you can apply to have your council tax reduced. We can also review your monthly payments, spread them across 12 months, or arrange a payment holiday. Visit [www.harrogate.gov.uk/counciltaxreduction](http://www.harrogate.gov.uk/counciltaxreduction)

If you are a council tenant we can assist with financial support including Council Tax rebate and Universal Credit as well as give support and ensure the smooth running of your tenancy.

#### Help with living costs

**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 **01904 550030** or visit [www.northyorks.gov.uk/local-assistance-fundassistance-fund](http://www.northyorks.gov.uk/local-assistance-fundassistance-fund)

**Financial support and advice:** If you are struggling to pay your bills, Harrogate Borough Council can provide help with managing debt, budgeting and other financial support. Contact **01423 500600**.

**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)

For a comprehensive guide to the latest support available visit [www.gov.uk/government/publications/cost-of-living-support](http://www.gov.uk/government/publications/cost-of-living-support)

**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.understandinguniversalcredit.gov.uk](http://www.understandinguniversalcredit.gov.uk)

**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.gov.uk/social-tariffs](http://www.ofcom.gov.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 [www@northyorksca.org.uk](mailto:www@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.britishtgasenergytrust.org.uk](http://www.britishtgasenergytrust.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)

# Financial & Wellbeing Support

**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)

If you are a council tenant speak to your housing officer. Harrogate Borough Council has an Energy Advice Officer who provides advice on energy saving, and reading meters. Contact **01423 500600**

## 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/free-school-meals](http://www.northyorks.gov.uk/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)

Government funding and is available to support childcare costs

Some two-year-old children are eligible for 15 hours of free childcare, depending on income and the receipt of certain benefits. Visit [www.northyorks.gov.uk/early-years-funding-two-year-olds](http://www.northyorks.gov.uk/early-years-funding-two-year-olds)

**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. Visit [www.northyorks.gov.uk/early-years-funding-3-and-4-year-olds](http://www.northyorks.gov.uk/early-years-funding-3-and-4-year-olds)

**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/information-about-childcare-support-costs](http://www.northyorks.gov.uk/information-about-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 278 7900** or visit [www.cacdh.org.uk](http://www.cacdh.org.uk)

**National debt line:** For help with debt visit [www.nationaldebtl ine.org](http://www.nationaldebtl ine.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 **0800 8004444** or visit [www.shelter.org.uk](http://www.shelter.org.uk)

**The Money Advice Service** offer free debt advice. Contact **0800 0113797** 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 **0800 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. Visit [www.hadca.org.uk/volunteer](http://www.hadca.org.uk/volunteer)

**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 **0333 0000 309** (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)

If you are feeling suicidal talk to someone now via the NHS line **0800 0516171**.

If you or someone else is in immediate danger call 999



Springwell  
Harrogate



**The Forest School**  
Every Child, Every Chance