

Emergency Support – Richmondshire 2023

Financial Issues

**IN CASE OF
EMERGENCY**

Local Assistance Fund The fund supports vulnerable adults to move into or remain in the community, and to help families under great pressure to stay together. Awards are made in-kind, for example, by supplying household goods and necessities.

The fund provides practical support for vulnerable people who are moving into or seeking to remain within the community; for example, you may have recently experienced a crisis and need a few basic essential items to help you cope. You may apply for up to two awards of emergency food and / or utility top-up in any 12-month period.

For other items provided under the fund, a maximum entitlement of two items may also be awarded within the same 12-month period, only one of which may be a white good item.

To be eligible for support, you must also be able to demonstrate that you: are 16 years or over; live in North Yorkshire; receive a means-tested benefit or have a household income below the low income threshold (currently £16,105) and less than £1,000 in capital; or have a need that cannot be met from other forms of support.

Submitting an application

Applications are made through authorised agencies that will provide support to those who are eligible and are identified as vulnerable.

[You can find a list of the authorised agents who are available.](#)

If you are wanting to apply for food and/or utility support, and it's your first time applying or you are applying for the temporary additional award described at the top of this page, you can contact the fund's administrator to apply on [01904 550030](tel:01904550030).

Website - [Local assistance fund | North Yorkshire County Council](#)

Warm & Well – North Yorkshire

This scheme is managed by Citizens Advice. Referrals can be made into the project if someone is living in or at risk of a cold home or fuel poverty, struggling to afford their energy bills, or worried about winter.

These can be made by professionals and by individuals themselves for further information about the project call the helpline on 01609 767555 – website - [Warm and Well > Home](#)

Warm & Well
in North Yorkshire

Benefit delays If you're waiting for an award of Universal Credit from the Department for Work and Pensions and you have no money due to a delay in your initial payment being made, you can apply for a short-term benefit advance. Contact the Department for Work and Pensions on **0800 328 5644** and select the option for the benefit you are waiting for. Alternatively, if the option is available you can apply through your Universal credit account

Credit Unions Credit unions offer a host of financial services including savings and budget accounts to assist you to manage your payments and debts. They are a not-for-profit organisation and are owned and controlled by their members. Darlington Credit Union (Hambleton & Richmondshire) Tel: 01325 520005 Email: info@darlingtoncreditunion.co.uk

Foodbank Influence Church Storehouse, Victoria Road, Richmond. Open 21st December 4pm – 6pm To access emergency provision 01748 823161.

Richmond: Thursdays, 4pm – 6pm

Foodbank – Colburn Hub Catterick – Christmas arrangements – Tel 07833490502. Foodbank will open as and when able and subject to demand,

Facebook--www.facebook.com/profile.php?id=1000636...

Telephone--[07833490502](tel:07833490502)

Email--dale_angela@sky.com



Grants and funding to pay for energy bills

There is help available if you are:

- On a low income or
- Receiving benefits

There are grants you can apply for to help you to pay your bills.

[Gas and electricity debts](#) are priorities. Your supply could be cut off if you do not pay. We can work with you on a plan to make repayments.

Energy supplier grants

Your energy supplier may offer grants if you are falling into debt with them.

Find your supplier below to see if you can apply.

- [British Gas Energy Trust](#)
- [Scottish Power Hardship Fund](#)
- [Ovo Energy Fund](#)
- [ON Energy Fund](#)
- [ON Next Energy Fund](#)
- [EDF Energy Customer Support Fund](#)
- [Octopus 'Octo Assist Fund'](#)
- [Boost Power Energy Bills Support Fund](#)

If your supplier is not listed: Charis have partnered with UK energy companies to support households through the [Let's Talk Energy Fund](#).

British Gas Energy Trust

The British Gas Energy Trust help people with gas or electricity debts.

- You need to get debt advice from a trusted organisation like StepChange
- You must not be able to get a grant from your current supplier.
- You do not have to be a British Gas customer - Check if you can get a grant from the [British Gas Energy Trust](#).

Health & Wellbeing

In a mental health emergency, call **Crisis Team** -: **0800 0516 171**

We are here to talk. The line is open 24/7 for people living in North Yorkshire and York.

Samaritans You can talk to the Samaritans any time you like, in your own way, and off the record - about whatever's getting to you. You don't have to be suicidal. **Telephone 116 123**

Email: jo@samaritans.org

If you, or someone you know, are in immediate danger of serious harm (for example, if someone has taken an overdose) and you need immediate medical help Tel. **999**.

Call NHS 111 if you urgently need medical help or advice, but it's not a life-threatening situation. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. **Telephone: 111 - Text phone: 18001 111**

Self-care	Common illnesses	Treat yourself at home with a well-stocked medicines cabinet and first aid kit
Pharmacy	Need advice about a minor ailment, illness or problem such as headache, diarrhoea, infection?	Your local pharmacist can help and give you expert advice.
NHS 111	Feel unwell and don't know where to go?	Call NHS 111 for expert clinical advice
GP services	Need care for an ongoing illness or are you concerned about your health?	Contact your local GP practice. If you need help outside of normal hours, call 111
A&E 999	For serious injuries or life threatening illnesses	Call 999 or go immediately to A&E

JUST 'B'

Anxiety, grief, low mood, isolation. . .

**If you want to talk
we're Hear to Help**

Call (01423) 856 799
8am – 8pm, seven days a week

Available seven days a week to all across North Yorkshire.

Calls are charged at local rates. Visit
<https://bit.ly/localcallcharges>.

Free, confidential support line for adults, young people and children.

We can also offer support for you - or your family and friends - around plans for end of life, including matters relating to bereavement and funerals.

North Yorkshire Hospice Care is a registered charity in England and Wales (518905) with a family of services operating as Herriot Hospice Homecare, Just 'B', Saint Michael's Hospice and Talking Spaces. North Yorkshire Hospice Care is a company limited by guarantee, registered in England and Wales (2121179). Registered address Crimple House, Hornbeam Park Avenue, Harrogate, HG2 8NA

JUST 'B' OASIS

**COUNSELLING AND EMOTIONAL
SUPPORT FOR FAMILIES AND
FRIENDS OF PEOPLE
WHO GAMBLE.**

If someone close to you gambles, we can give you the emotional support you need.
Free, confidential service available across North Yorkshire.

HELPLINE 

0300 303 4434*
SEVEN DAYS A WEEK, 8AM-8PM

For information on our support, visit justb.org.uk
*Calls are charged at local rates. Go to ofcom.org.uk for call charge guides and check with your mobile provider.

This service is funded by
GambleAware's Community Resilience Fund 

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Just 'B'(part of a family of services which includes Herriot Hospice Homecare and Saint Michael's Hospice) provide multiple helpline services to support people in North Yorkshire.

Hear to Help offers emotional wellbeing support to adults, children, and young people.

Oasis Helpline is there to support family and friends of people who gamble.

- Hear to Help 01423 856799 is open 7 days a week from 8am to 8pm and is available to any individual looking for all types of emotional support for anxiety, low mood, feelings of isolation, as well as bereavement support.

- Oasis 0300 3034434 is open 7 days a week from 8am to 8pm and is available to those who are an affected other of gambling.

Email: ifish@justb.org.uk

Website: www.justb.org.uk

Proactive Actions

The **Ellam Protocol** is a national scheme being introduced by police in partnership with other agencies, it supports people with mental health issues and those who care for them, to provide information to the police that will help to locate that person should they go missing.




Ellam Protocol
Form.pdf

We Care Scheme - North Yorkshire Police

The We Care scheme looks to provide a sense of safety and independence for those who may be more vulnerable and enables the police to provide them with a better level of service. It also provides important information to the police about a scheme member, so if they ever need to dial 999 or 101, the police are aware of any special needs the caller has and can assist them and provide a level of service in line with their requirements.



We care information
form.pdf




| THE ELLAM PROTOCOL

Are you struggling with mental ill health or support a family member/friend who is? Are you a carer/support worker of those experiencing mental ill health?

The Ellam Protocol has been developed following concerns raised about reporting someone missing at a time when they may be experiencing mental ill health or crisis. The scheme will be used by police across the Gwent area along with partners from other agencies.

This protocol aims to provide information to support the police in their role in locating a missing vulnerable person.

COMPLETING THE FORM



The form is made up of **two parts**, and **both must be completed**.

The **first part** of the form:

- is to be completed in advance and will provide personal information to support the police in their work to locate the individual;
- should be completed by the individual themselves, and could be completed as part of the crisis planning with a health or social care worker, carer, family member or friend;
- once completed this will be stored electronically in police systems so it can be easily located in the event the subject of the protocol goes missing. The person completing the form should provide any future updated information to CrimePrevention@gwent.police.uk.

The **second part** of the form:

- is completed by an officer when an individual is reported missing to police;
- it provides information about the individual on the day they are reported;
- must be provided along with Part One to support the police by providing information on the persons' current circumstances.

People must regularly review completed forms to ensure they are up to date, accurate and relevant. If the form is used as part of the crisis planning process then it must be reviewed as part of the review of the crisis plan.

Children & Young People

Reminder of what to do when children are unwell.

Download the @HT_NENC app from your app store.

Designed to reduce anxiety and worry for parents and carers and help you access the right NHS services:

Worried that your child is ill?



Got a phone? Great! Access our information on your smartphone.

Open or download QR scanner Scan QR code View landing page

Download the NHS Healthier Together app

Scan the QR codes for advice about:

- Asthma Attack
- New Tummy Ache
- Bronchiolitis and RSV
- Cough and Colds
- My Baby is Crying all the Time
- Diarrhoea and Vomiting
- Earache
- Fever / High Temperature
- Conjunctivitis
- Headache
- Head Injury
- My Baby has Jaundice
- Sore Throat or Tonsillitis
- Safe Sleeping
- My Baby has a Rash
- Childhood Vaccinations - Essential Information
- Rashes

Healthier Together
Improving the health of babies, children & young people in the North East & North Cumbria

Major Incident Response Team North Yorkshire

Website - [Major Incident Response Team | North Yorkshire Council](#)

The team works closely with multi-agency professionals, such as the police, local authorities and coroners, to provide confidential support to anyone who may find themselves caught up in an incident or event that is outside of normal life.

Examples could include:

- road traffic accidents
- sudden deaths
- community evacuations
- witnessing or being caught up in larger emergencies.

The team comprises a group of trained volunteers who offer their time to help with emotional and practical support. All members are trained in mental health and psychological first aid, along with safeTALK, applied suicide intervention skills training and assisting those bereaved by suicide. The team have also received training from other professional organisations such as Cruse Bereavement, Alzheimer's Society and Autism Awareness.

Who the team supports

In the immediate aftermath of a major incident many people will be affected. They may be survivors of the incident, relatives of the survivors or those who die, or they may be affected simply by being involved in the response to the incident.

Some of these people may need trauma support after such an incident, but in a short time they recover sufficiently to readjust to some sort of normality. Some people, however, will need a higher level of trauma support for some time after the incident and a few will need continued support over many years. This also applies to anyone involved in the rescue and support.

For confidential support and advice contact the Major Incident Response Team (MIRT)

Contact us

Alex Sutcliffe
Major Incident Response Team
Resilience and Emergency Unit,
County Hall, Northallerton,
North Yorkshire, DL7 8AD

Tel: 07974 745194 (24 hr)
email: MIRT@northyorks.gov.uk /
MIRT@York.gov.uk



Other contacts for advice and support

Survivors of Bereavement by Suicide
Tel: 0844 561 6855
www.uk-sobs.org.uk

Bereaved Parents' Network
Tel: 029 2081 0800
www.careforthefamily.org.uk

Child Death Helpline
Tel: 0800 282 986
www.childdeathhelpline.org.uk

Compassionate Friends
Tel: 08451 232304
www.tcf.org.uk

Cruse Bereavement Care
Tel: 08444 779400
www.cruse.org.uk

Despair after Suicide
Tel: 01772 760662
www.supportline.org.uk

Rural stress helpline
Tel: 0845 094 8286
www.ruralstresshelpline.co.uk

Samaritans
Tel: 08457 909090
www.samaritans.org

Social Care

Out of hours

For urgent social care issues that cannot wait until the next working day and the situation requires an emergency response you can contact the emergency duty team on [0300 131 2131](tel:03001312131). They provide a contact point for advice and, where necessary, immediate service to individuals and families who are experiencing crisis in their lives.

This may include, but is not limited to:

- a child or young person who is at immediate risk of harm.
- a child protection investigation is needed because of physical, sexual or emotional abuse or neglect.
- a child or young person needs immediate mental health support.
- a vulnerable adult is at risk of neglect or abuse and requires immediate safeguarding.
- the care provision for a vulnerable adult has broken down.
- an adult is in need of a mental health act assessment.

[Social care - out of hours support | North Yorkshire County Council](#)

Office Hours

Email

[Send us an email using our online form.](#)

Telephone

You can contact them by telephone on: [0300 131 2131](tel:03001312131).

Opening hours are Monday and Tuesday 9am to 5pm; Wednesday 9.30am to 5pm; Thursday 9am to 5pm and Friday 9am to 4.30pm.



Housing Issues

North Yorkshire County Council

If you are experiencing problems with your tenancy/mortgage, you're homeless or fear you are likely to become homeless within 56 days you can contact our Housing Options Team on 01748 901150 / 03001312131.

You can also contact the out-of-hours emergency service on 01653 697737.

Floods

Sign up to get warnings in England by phone, email or text message if your home or business is at risk of flooding. The service is free. <https://www.gov.uk/sign-up-for-flood-warnings>



Power cuts

You can call **105** to report or get information about power cuts in your local area. You can also call 105 if you spot damage to electricity power lines and substations that could put you, or someone else, in danger. If there's a serious immediate risk, you should call the emergency services too.

You should call your electricity supplier for any other issues eg if you are having metering or boiler problems.

Incidents - Keep up to date with incidents in North Yorkshire by accessing North Yorkshire Local Resilience Forum

[Current incidents in North Yorkshire | North Yorkshire Local Resilience Forum \(emergencynorthyorks.gov.uk\)](https://www.emergencynorthyorks.gov.uk)

Shelter - [0808 800 4444](https://www.shelter.org.uk)

Provide guidance on:-

- [Homelessness](#) - [Private renting](#)
- [Eviction](#) - [Tenancy deposits](#) - [Repairs](#)
- [Benefits and money problems](#)
- [Council housing](#) - [Mortgage repossession](#)



Website - [Housing advice from Shelter - Shelter England](https://www.shelter.org.uk)

Victim of Crime

Victim Support

If you've been affected by crime and need support or information, call Supporting Victims in North Yorkshire. Lines are open Monday to Friday 8am-7pm.

Phone **01609 643 100**

If you need support outside of these open hours, call our Support line for free on **08 08 16 89 111** or request support via our website.

[North Yorkshire - Victim Support](#)

44 300 011 0110

Domestic Abuse IDAS

Domestic Abuse is any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence, or abuse between those who are, or have been, intimate partners or family members regardless of gender or sexuality.

We are here to help you, please Call

: 0300 011 0110-

Calls are always treated in confidence
Open Monday – Friday 8am to 7pm Calls charged at standard rate for landline and mobiles.

Call **101** to report crime and other concerns that do not require an emergency response

Call **999** to report a crime that is in progress or if someone is in immediate danger

TSB launches emergency fund for domestic abuse victims

TSB has launched an emergency flee fund with payments of between £50 and £500 for victims of domestic abuse.

The money will be available for those fleeing from domestic abuse to pay for essentials such as travel, clothing and toiletries.

It will be paid into a bank account that only they can access.

Those who are in need of help can contact the bank for help and the amount paid will be dependent on their circumstances.

The emergency scheme will operate out of TSB's 220 branches

[TSB launches emergency fund for domestic abuse victims - Your Money](#)

