

Emergency Support – Richmondshire 2022

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, DL10 4AS – Tel - 01748 823161. To access times / dates

Richmond: Thursdays, 4pm – 6pm

Barnard Castle: Fridays, 4pm – 6p

MORE HELP

Running alongside StoreHouse we have a other programmes designed to help you and your family in whatever situation you may find yourself in.

WARM WINTER SCHEME

With rising fuel and energy prices affecting many families and people in our communities, our Warm Winter Scheme is designed to meet this need by providing basic warm wear essentials for those struggling to heat their homes effectively.

We can provide a box of essential items to help keep people warm this winter including blankets, hand warmers, hot water bottles, thermal flasks, hats, gloves, scarves, socks and coats

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



Grants to help pay off your energy debts

If you're in debt to your energy supplier, you might be able to get a grant to help pay it off.

The following energy suppliers offer grants to their customers:

- British Gas Energy Support Fund - [apply for a grant on the British Gas Energy Trust website](#)
- Scottish Power Hardship Fund - [apply for a grant on the Scottish Power Hardship Fund website](#)
- Ovo Energy Fund - [apply for a grant on the Ovo Energy Fund website](#)
- E.ON Energy Fund - [apply for a grant on the E.ON Energy Fund website](#)
- E.ON Next Energy Fund - [apply for a grant on the E.ON Next Energy Fund website](#)
- EDF Energy Customer Support Fund - [sign up to the priority services register to apply for a grant on the EDF Energy website](#)
- Bulb Energy Fund - [apply for a grant on the Bulb Energy Fund website](#)
- Octopus 'Octo Assist Fund' - [apply for a grant on the Octopus website](#)
- Shell Energy Support Fund - [apply for help on the Shell Energy website](#)

If your supplier isn't listed it's a good idea to contact them directly to see what extra support they can give you.

If you can't get a grant from your supplier, you might be able to get a grant from the British Gas Energy Trust. These grants are available to anyone - you don't have to be a British Gas customer. You'll need to get debt advice before applying - [get help from a debt adviser](#).

If you've already spoken to a debt adviser - [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**

Health Emergency

Choosing which service is right for you at a given time may not always be easy – often you have more than one option. If you're not sure where to start, use the checklist below to guide you.

Call NHS **111** if you urgently need medical help or advice but it's not a lifethreatening situation. You can also call NHS 111 if you're not sure which NHS service you need.

Call **999** if someone is seriously ill or injured and their life is at risk.

Visit a **walk-in centre**, minor injuries unit or urgent care centre if you have a minor illness or injury (cuts, sprains or rashes) and it cannot wait until your GP surgery is open.

Ask your local **pharmacist** for advice – your pharmacist can give you advice about many common minor illnesses.

Make an appointment with your **GP** if you're feeling unwell and it is not an emergency.

Social Care

Emergency Duty Team – Tel **01609 780780**

Urgent situations the emergency duty team deal with

Situations where the team will become involved to ensure safety include those where:

- There are serious child protection and welfare concerns (for example if you think a child is being ill-treated or neglected);
- Urgent assistance and advice is required by families and/or carers;
- Older people are at risk;
- We receive a request for a Mental Health Act assessment; or
- People who are vulnerable because of a disability who need assistance.

Most cases are dealt with over the phone but there are some more urgent situations that may require a team member to visit you or the person with the problem.

If the problem is not an emergency

You can still contact us. The team may be able to provide you with advice or refer you to another agency.

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

Housing Issues

Richmondshire District 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,

or email housing.options@richmondshire.gov.uk

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 \(emergencynorthyorks.gov.uk\)](#)

Shelter - [0808 800 4444](tel:08088004444)

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](#)

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 Supportline for free on **08 08 16 89 111** or request support via our website.

[North Yorkshire - Victim Support](#)

44 300 011 0110

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](#)

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



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
Headache	Head Injury	My Baby has Jaundice	Sore Throat or Tonsillitis
<p>Healthier Together Improving the health of babies, children & young people in the North East & North Cumbria</p>			
		My Baby has a Rash	Childhood Vaccinations - Essential Information
		Rashes	