

Crisis support in Richmond

Financial issues

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 basic 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:

- 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.

To apply contact North Yorkshire Local Assistance Fund on **01904 550030** or visit their [Application Portal website](#).

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 or visit the [Warm and Well website](#).

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.

Contact Darlington Credit Union (covers Richmondshire) on 01325 520005 or email info@darlingtoncreditunion.co.uk

Food bank

Influence Church can provide practical support, and this may include food or clothing. The main centre is at Victoria Road, Richmond, DL10 4AS or call on **01748 823161**.

Colburn Village Hall is open Tuesday, Thursday and Friday between 9am-11am and on Saturdays from 10am-11am. If anyone is unable to get to the hall they can contact Angie Dale on **07833 490502** or Helen Grant on **07791 768903** and they will try to arrange a delivery.

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 from a charitable trust to help pay it off.

The [British Gas Energy Trust](#) offer grants and schemes that are **open to anyone** - you don't have to be a customer.

There are also companies who offer grants specifically for **their customers**:

- [Scottish Power Hardship Fund](#)
- [Ovo Energy Fund](#)
- [E.on Energy Fund](#)[EDF Energy Trust](#)
- [SSE \(Southern Electric\) Priority Assistance Fund](#)

When you apply for a grant, you'll have to provide detailed information about your financial situation in your application. It could take a while to complete, and it might be worth getting help applying.

Health

Mental health helplines

North Yorkshire County Council - If you need to discuss your mental health or that of someone you are caring for then please give us a call. This is a confidential and anonymous service. The number is free to call from mobile phones.

Open from Monday to Thursday, 5pm to 8.30am. Open on a Friday from 4.30pm (24 hours at weekends, including bank holidays). Call **0800 561 0076**.

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

Social care

The North Yorkshire County Council team carries out urgent assessments of adults, young people and children and solves more than 90 per cent of cases by giving telephone advice.

The team can be contacted outside office hours, including weekends and public holidays, on **01609 780780**.

Crisis resolution and home treatment team (mental health)

The intensive home treatment team provides assessment in an emergency situation. This means someone who needs to be seen within 4 hours. The service runs 24 hours a day, 7 days a week.

The team accepts referrals from GPs, other health and social care professionals and A&E department. Call **0800 5610076**.

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 this checklist to guide you:

Call NHS 111 if you urgently need medical help or advice but it's not a life-threatening 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.

Housing

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 – visit the [GOV.UK website](#).

Victim of crime

Supporting Victims provides support for anyone affected by crime. That includes people who have been a victim of crime themselves, people who have suffered a bereavement as a result of crime, people who are the family spokesperson for a victim, the parents or guardians of victims under 18, and members of staff where their business has been subject to crime.

If you have suffered as the result of a crime and you are finding it hard to cope, Supporting Victims can help you – even if you have decided not to report that crime to the police.

How does it work?

The first step is to get in touch with the Supporting Victims team. You can do this by:

- phone: 01609 643 100
- email: help@supportingvictims.org
- website: www.SupportingVictims.org

Experienced Supporting Victims Coordinators will listen to you, and will ask you a few questions to help them understand what has happened, and how you have been affected by crime. They will then tell you what they can do to help, or explain what support services you can access from other organisations, and build this into a personalised plan.

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.

IDAS can help you. Please call **01609 643100**. Calls are always treated in confidence.

Open Monday to Friday between 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.