

NORTH YORKSHIRE COUNTY COUNCIL

CARE AND INDEPENDENCE OVERVIEW AND SCRUTINY COMMITTEE

3 July 2014

WORK PROGRAMME REPORT

1.0 Purpose of Report

- 1.1. The Committee has agreed the attached work programme (Appendix 1).
- 1.2. The report gives Members the opportunity to be updated on work programme items and review the shape of the work ahead.

2.0 Background

- 2.1 The scope of this Committee is defined as:

'The needs of vulnerable adults and older people and people whose independence needs to be supported by intervention from the public or voluntary sector.'

3.0 Group Spokespersons Mid-Cycle Briefing**Integrated Reablement and Intermediate Care**

- 3.1 At your last meeting you reviewed the progress of the Reablement Service, START, current performance and future options for service delivery - particularly the notion of a combined service with Health. You asked your Group Spokespersons to consider workforce issues resulting out of a potential reconfiguration of the service.
- 3.2 The briefing covered workforce issues regarding integration of NHS and County Council teams, detailing the matters which would be considered including, for example, terms and conditions, potential management operations, professional relationships, accountability, training requirements through to cultural differences and work that would be undertaken to help move from silo working to an integrated approach. The briefing also highlighted the number of options for integration and what various forms that might be, ranging from procuring from existing NHS trusts, an element of in-house provision, open tender through to promoting and establishing the social enterprise arrangement. We are in the very early stages of this process and therefore your Group Spokespersons agreed to return to this issue later in the year.

Long-Term Conditions

- 3.3 Your Group Spokespersons considered the key Health and Adult Services Performance Indicators as at 31 March 2014. In addition the report also introduced some national information on Long-Term Conditions as a pre-cursor to more detailed work suggested for future meetings. Your Group

Spokespersons had the option of deciding whether to take this topic further. Appendix 2 details the information given.

- 3.4 Clearly, because Long-Term Conditions are more prevalent in older people it is a significant issue for the County Council, Health and Adult Services and partnership working with Health. Like so many issues, the close involvement of public health in local authority services work will assist in this. Your Group Spokespersons decided, based upon the information given in the Appendix, that other items on your agenda today, notably the Care Bill and Better Care Funding should take prominence.

North Yorkshire Local Assistance Fund

- 3.5 Group Spokespersons reviewed the North Yorkshire Local Assistance Fund which was established in April 2013 to replace the Discretionary Social Fund Scheme. A copy of the relevant report is attached as Appendix 3. Group Spokespersons were reassured at the success of the Scheme locally, especially as many national media reports had shown that local authorities in some areas had not committed expenditure for the whole year.
- 3.6 Of concern to Group Spokespersons was the notion that in future years payment to the local authority for this work might be part of the local authority's mainstream budgets.

4.0 Other Items Coming to Committee

- 4.1 Group Spokespersons agreed that a report on smoking cessation will now be considered at the October meeting; as will the configuration of Adult Drug and Alcohol Services Provision that the Council is responsible for commissioning under its public health responsibility. A new integrated service will be in place by October 2014 and it is important that the Committee is made aware by regular updates of what is happening. Consideration is to be given as to whether a specific written or verbal update briefing will be given at the Committee or at the Group Spokespersons' meeting.

5.0 Recommendations

- 5.1 The Committee is recommended to consider the attached work programme and determine whether any further amendments should be made at this stage.

BRYON HUNTER SCRUTINY TEAM LEADER

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13 June 2014

Background Documents: None

Care and Independence Overview and Scrutiny Committee – Work Programme Schedule 2014/15

Scope

The needs of vulnerable adults and older people and people whose independence needs to be supported by intervention from the public or voluntary sector

Meeting dates

Scheduled Mid Cycle Lead Members of Committee	Thurs, 15 May at 10:30am	Thurs, 4 September at 10:30am	Thurs, 4 December at 10:30am	Tues, 24 March 2015 at 10:30am
Scheduled Committee Meetings <i>Agenda briefings to be held at 9.30am prior to Committee meeting. Attended by Lead Members of Committee</i>	Thurs, 3 July at 10:30am	Thurs, 2 October at 10:30am	Thurs, 22 January 2015 at 10:30am	Thurs, 23 April 2015 at 10:30am

Overview Reports

MEETING	SUBJECT	AIMS/TERMS OF REFERENCE	ACTION/BY WHOM
Thursday, 2 October 2014 at 10:30am	Out of County Placements/Complex Needs	Update	Report from HAS
	Safeguarding Issue	to be determined. <i>(possibly specialist work to safeguard vulnerable people?)</i>	
	Developing the local market - services to support personalisation		Report from HAS
	Integrated Community Equipment/Centres for Independent Living/User led organisations		Report from HAS

Please note that this is a working document, therefore topics and timeframes might need to be amended over the course of the year.

**NORTH YORKSHIRE COUNTY COUNCIL
CARE AND INDEPENDENCE OVERVIEW AND SCRUTINY COMMITTEE
Mid Cycle Briefing
15th May 2014**

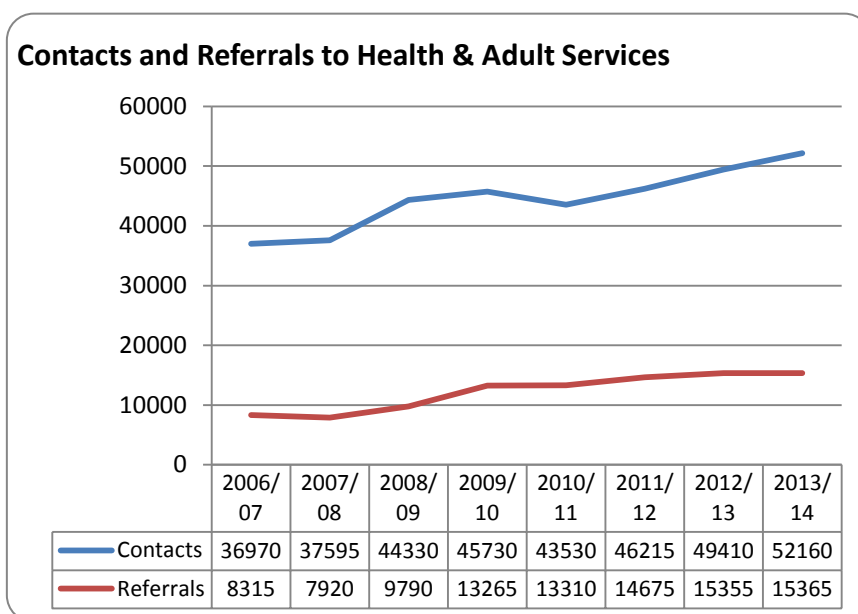
**Quarter4 Performance Figures
Long Term Conditions**

Purpose of Report

To report to Mid Cycle Briefing of the Overview and Scrutiny Committee regarding the key Health and Adult Services performance indicators as at 31 March 2014 , Quarter4 In addition the report also introduces some national information on Long Term Conditions as a pre cursor to more detailed work being produced for future meetings.(dependant on the direction group spokespersons would wish to take on the topic)

Quarter4 (31March 2014) key performance

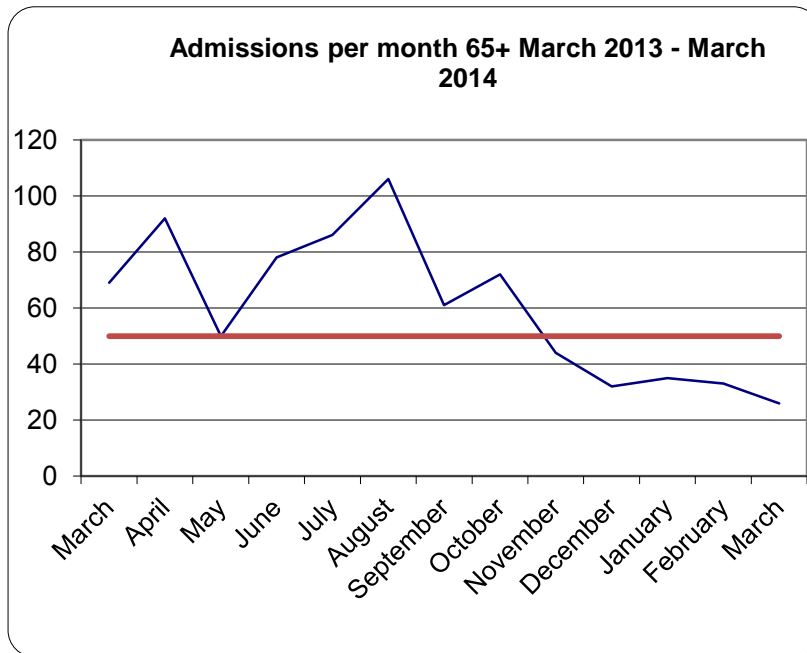
Contacts and Referrals



The graph shows the year-end position since 2006/07 plus an estimated outturn for 2013/14 for the number of contacts from the public, with a social care matter. In addition, following on from these contacts, the graph also shows the number of referrals that are passed to teams for further action. The general trend since 2006 reflects an increasing conversion rate from contact to referrals, as well as an absolute increase in the number of referrals for social care assessments.

Current estimates show that by 2020 there will be a 20% increase in the over 65 population and a 35% increase in the over 85 population which we anticipate will result in an increased number of contacts and referrals for service. Although there has been a sharp increase in contacts over the previous three years, improved management of the presenting demand through signposting has resulted in a slower increase in referrals. The 2013/14 outturn figures are based on the first nine months actuals. This indicates that over the summer months contacts are down but referrals continued to increase.

Admissions to residential & nursing care 65+

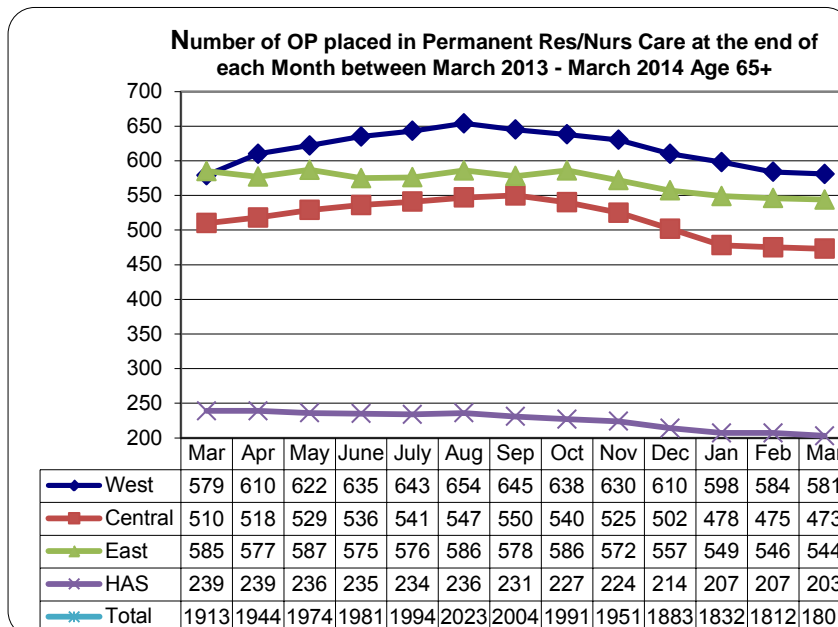


Ensuring that the numbers of permanent admission is kept under review is a key indicator for HAS Placement in residential care is an option that is considered after alternatives such as Extra Care or support to live independently in the community have been explored.

The graph shows that the number of permanent admissions to residential and nursing care have fluctuated over the year with a peak in August before steadily decreasing. In comparison to other years this graphs does

show seasonal increase in placements between June and July. The decrease between August and September is also typical based on 3 of the last 4 years.

Numbers of older people supported in Residential and Nursing Care

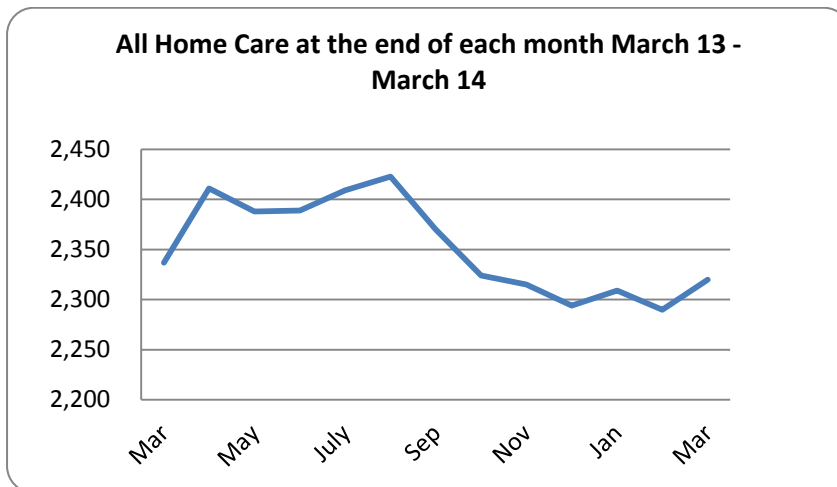


The graph shows the number of older people supported by HAS in residential and nursing care, including the in-house provision. As at the 31 March 2014 there were 1801 older people in care. In the last month there has been a net decrease of 11 placements evenly spread across the county. Over the last 12 months there has been an overall reduction in older people supported in care of 112 people or 5.8% of the total. The number of people placed in HAS managed homes has reduced by 36 over the past

12 months, this is due to the re-provision programme, this is expected to drop further as more Extra Care units go live in line with the directorates Extra Care Housing development programme.

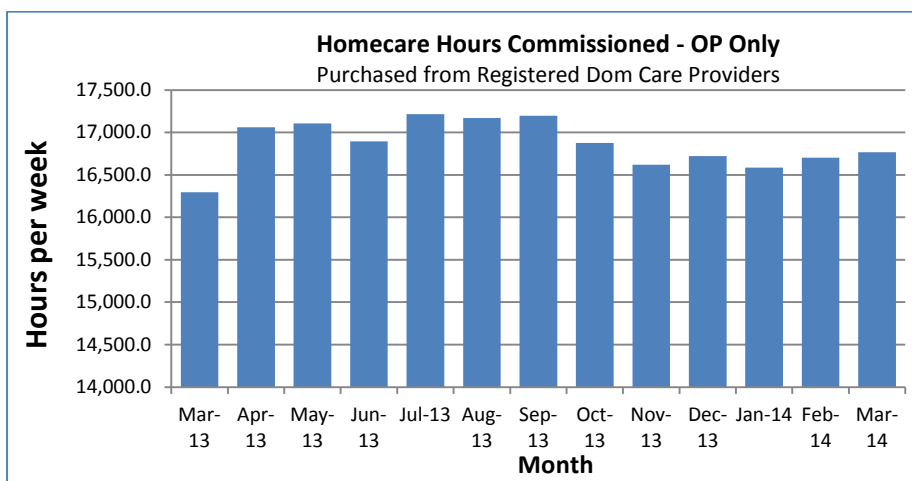
Home care commissioned from independent providers

Commissioned Homecare



The total number of people receiving purchased home care including Supported Living at the end of March 2014 is 2320, which is a decrease of 17 people since March 2013.

Within the overall figure of 2320 the largest group is older people with 1654 receiving home care as at March 2014. There has been a slight dip in the overall numbers since August, whilst the overall number of hours being commissioned continues to rise



The above graph shows the average weekly volume of hours purchased from independent home care providers. In March 2014 there was on average 16750hr purchased per week which is 500 more per week than in 2013 for approximately the same number of clients. This in conjunction with the reduction in the numbers supported in residential care would indicate that service users are being supported in the community or extra care with higher levels of need.

Long-term conditions and multiple conditions

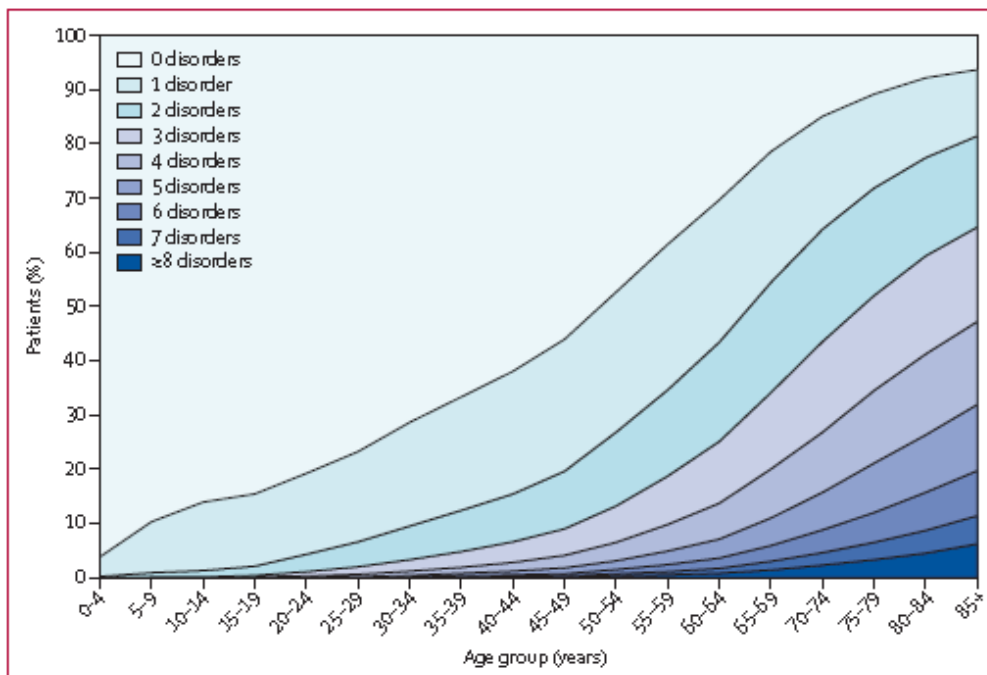
About 15 million people in England have a long-term condition Long-term conditions or chronic diseases are conditions for which there is currently no cure, and which are managed with drugs and other treatment, for example: diabetes, chronic obstructive pulmonary disease, arthritis and hypertension.

Long-term conditions

Long-term conditions are more prevalent in older people (58 per cent of people over 60 compared to 14 per cent under 40) and in more deprived groups (people in the poorest social class have a 60 per cent higher prevalence than those in the richest social class and 30 per cent more severity of disease) People with long-term conditions now account for about 50 per cent of all GP appointments, 64 per cent of all outpatient appointments and over 70 per cent of all inpatient bed days.

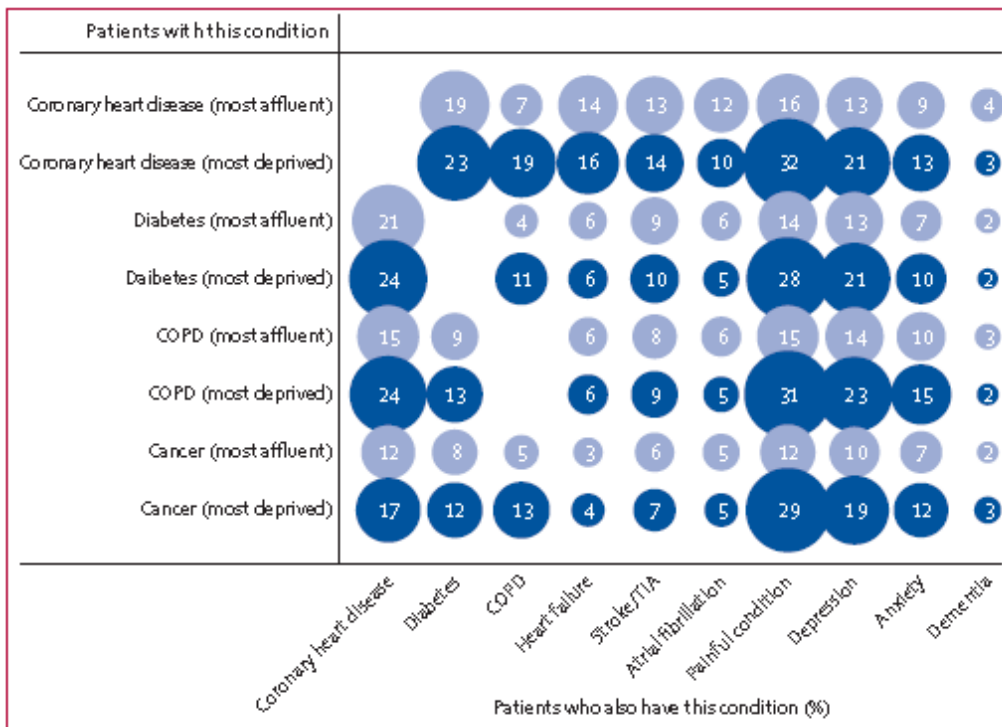
Treatment and care for people with long-term conditions is estimated to take up around £7 in every £10 of total health and social care expenditure Projections for the future of long-term conditions are not straightforward. The Department of Health (based on self-reported health) estimates that the overall number of people with at least one long-term condition may remain relatively stable until 2018. However, analysis of individual conditions suggests that the numbers are growing, and the number of people with multiple long-term conditions appears to be rising (Source The Kings Fund)

Numbers of people with multiple long term conditions



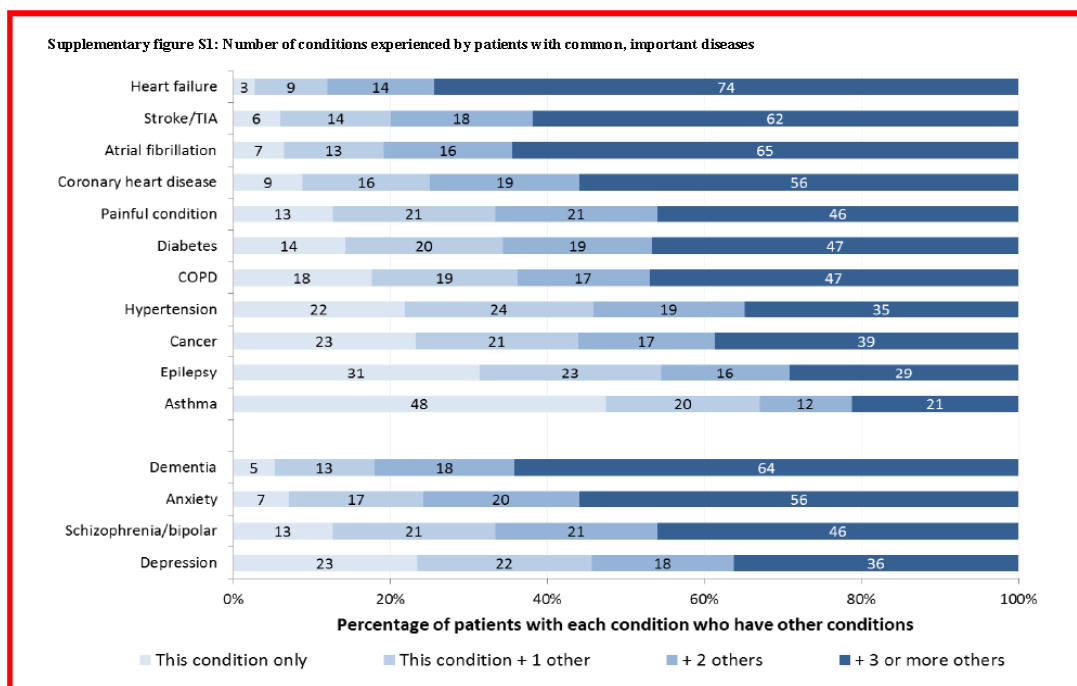
The above graph shows that with age the likelihood of having multiple conditions increases.

Multiple Conditions



The above diagram shows the relationship between the 4 most common conditions and a range of other conditions. For example, if you have coronary heart disease, there is a 23% chance you will also have diabetes too.

Other Conditions experienced by patients with common important conditions



The above graph shows that for certain conditions such as heart failure or dementia there is a high likelihood that you will have 3 or more other conditions , whereas if you have asthma that will be your sole condition.

Looking forward a number of these conditions can be mitigated by adopting healthier lifestyles such as exercising more, drinking less and quitting smoking. This is one of the main aims of the Public Health prevention agenda.

Care & Independence Overview & Scrutiny Committee Mid-Cycle Briefing

15 May 2014

North Yorkshire Local Assistance Fund (NYLAF)**1 Why was NYLAF established and what did it replace?**

The NYLAF was established April 2013 to replace the discretionary Social Fund scheme. The Welfare Reform Act 2012 abolished the Social Fund and meant that new locally based provision would now be delivered by local authorities instead of the Department for Work and Pensions (DWP).

The Social Fund previously provided crisis loans, crisis loan alignment payments and community care grants. These were to provide finances for general living expenses and see people through during times when there were issues with their benefits.

The NYLAF provides emergency support for vulnerable adults to move into or remain in the community, and to help families under exceptional pressure to stay together. The NYLAF does not replicate what was previously provided by DWP. No cash payments, crisis loans or community care grants are available. Awards are made in kind, for example by supplying vital household goods and basic necessities.

2 Budget

Budget 2013/14 – a specific grant from DWP to NYCC

- Awards: £793,346
- Admin: £167,640

Budget 2014/15 – a specific grant from DWP to NYCC

- Awards: £793,346
- Admin: £153,660

Budget 2015/15 – For this and subsequent years there will not be a specific grant from DWP. Government ministers have said that there will be an allocation included within the main revenue support grant but the main revenue support grant has not been increased.

3 How the NYLAF works

Awards are made in the form of goods. Items requested must be essential and critical to the needs of the applicant or those of their family. Available items include essential items of household furniture and equipment, beds and bedding, food vouchers, clothing vouchers, utility top-up vouchers, utility reconnection charges and essential home repairs (full list in Appendix 1).

Applications to the fund are made through authorised agencies (e.g. selected county council front line services, registered social landlords, and voluntary organisations). It is the role of the authorised agencies to assess the applicant and identify them as

eligible and vulnerable. It is expected that authorised agencies will see an application to the NYLAF as part of a package of support. In exceptional circumstances it is possible to apply without going through an authorised agency.

All applicants must fulfil the eligibility criteria and fit into one of the vulnerability categories (as described in appendix 2).

However, if there is an urgent need for food/utility top-up but the applicant does not strictly fall into one of the vulnerability categories then the NYLAF may be able to issue a one-off food/utility top-up voucher without going through an authorised agency. Any second request must go through an authorised agency and meet the full requirements.

A customer may apply for up to two awards of emergency food and/or utility top-ups in any twelve month period. For other items provided under the fund, a maximum entitlement of three items (including a maximum of one white good) may also be awarded within the same twelve month period.

Day to day management is undertaken by Charis Grant Ltd. This includes managing the application process, making the decision on awards within the criteria specified by the county council, and ensuring the supply and delivery of all items that are awarded. All awards over £1000 have to be approved by the county council.

Unsuccessful applicants can ask for the decision to be reviewed. Initially this is undertaken by Charis Grants Ltd, but any subsequent review would be undertaken by the county council.

We also have an agreement with the Rainbow Centre in Scarborough to provide food parcels five day a week to people who meet the NYLAF eligibility criteria (all awards are documented on the main system operated by Charis Grants Ltd).

4 Summary of activity during financial year 2013/14

Total applicants:	2,796
Total applications:	3,211
Total items awarded (including food)	4,616
Food awards:	1,581

Total spend for the financial year 2013/14 was £628,243. This equates to 79.2% of the total budget.

Expenditure was low in the first few months of the year, but in the second half of the year the NYLAF came under increasing financial pressure and the total spend was 105.7% of the equivalent budget for these six months. Because of this a decision was made to remove rent deposits and rent in advance from its provision and to restrict white goods to one award per application.

5 Items awarded in 2013/14 (% of awards):

White goods:	35%
Furniture and beds:	11%
Rent deposits (withdrawn February 2014):	1%
Utility top-up (started November 2014):	16%
Food (including food issued by the Rainbow Centre):	34%
Clothing:	3%

6 Vulnerability groups assisted in 2013/14 (% of awards)

Homeless/Risk of Homelessness:	12%
Learning disability:	2%
Released from prison/Supervised on community order:	2%
Drugs/Alcohol dependency:	3%
Family under exceptional pressure:	40%
Mental health problem:	10%
Domestic abuse:	3%
Physical disability:	8%
Carer:	1%

(Please note these percentages are incomplete as the remaining percentage (19%) was awarded via the Rainbow Centre food bank, Scarborough. The Rainbow Centre's main client group are 'Homeless/Risk of homelessness'.)

7 Location of successful applicants in 2013/14 (% of awards)

Craven:	5%
Hambleton:	10%
Harrogate:	13%
Richmondshire:	6%
Ryedale:	8%
Scarborough:	46%
Selby:	11%

8 Overall cost of awards by item in 2013/14 (% of awards budget)

White goods:	65.7%
Furniture and beds:	14.8%
Rent deposits (withdrawn February 2014):	2.4%
Utility top-up (started November 2014):	4.4%
Food (Not including food issued by the Rainbow Centre):	7.6%
Clothing:	4.9%

8 Additional information

Also attached are two leaflets. One is for potential applicants. The other signposts people to other organisations that may be able to help, whether or not an application to the NYLAF has been successful. There is also information about the NYLAF on the county council website www.northyorks.org.uk/nylaf.

Appendix 1 – List of goods available under the NYLAF

White goods

- Electric cooker: free standing
- Gas cooker
- Table top hob
- Built-in electric hob
- Built-in electric hob and electric oven
- Built-in electric oven
- Microwave
- Microwave with roasting function
- Washing machine
- Fridge
- Fridge / freezer
- Freezer

Furniture, household items & bedding

- Table and four chairs
- Utensil set and 16 piece dinner set and pans
- Single bed and bedding
- Double bed and bedding
- Bunk beds and bedding
- Cots
- Waterproof mattress and pillow covers

Utility

- Electricity meter top-up
- Gas meter top-up
- Utility reconnection charges

Clothing

- Adult clothing
- Child clothing
- Baby clothing (for children up to 12 months)

Food

- Adult food voucher
 - Child food voucher
 - Baby food voucher
- (Food vouchers contain a set amount which should be enough to buy at least 5 days food. These vouchers are for either ASDA, Morrisons, Sainsbury's or Tesco).

Other Household Costs

- Essential home repairs

Appendix 2 – Eligibility criteria and vulnerability categories

The eligibility criteria are:

- 16 years old or over; and
- Live in North Yorkshire; and
- Receive a means-tested benefit or have a household income below the current HMRC low income threshold (for 2013/14 this was £15,910) and less than £1,000 capital; and
- Have a need that cannot be met from other forms of support

The vulnerability categories are:

- Homeless/Risk of homelessness
- Learning/Physical disabilities
- Mental health problems
- Recently released from prison/Supervised on community order
- Victim of domestic abuse
- Carer
- Drugs or alcohol dependent
- Couples and single parents with children, and people caring for children who are under exceptional pressure



North

Yorkshire County Council

North Yorkshire Local Assistance Fund



What is it?

The North Yorkshire Local Assistance Fund ("the Fund") provides support for vulnerable adults to move into or remain in the community, and for families under exceptional pressure to stay together.

Awards are made in the form of goods, not cash. Items requested must be essential and critical to your needs or those of your family. They include essential items of household furniture and equipment, beds and bedding, food vouchers, clothing vouchers, utility top-ups, utility reconnection charges and essential home repairs.

Can I apply?

You can apply if:

1. you are over 16 years old; **and**
2. you live in or are moving to North Yorkshire (including if you are leaving an institution and resettling in North Yorkshire); **and**
3. you are in receipt of specific means-tested benefits or you have a household income below the government's 'low income threshold' (for 2013/14 this is £15,910) and have less than £1,000 in capital; **and**
4. you have a need that cannot be met from other forms of support; **and**
5. you fall into one or more of the following categories:
 - Homeless
 - Learning / physical disabilities
 - Mental health problems

- Recently released from prison / supervised on Community Order
- Victim of domestic abuse
- Carer
- Drugs or alcohol dependent
- Couples and single parents with children and people caring for children, who are under exceptional pressure ('Exceptional pressure' may be the result of acute domestic difficulties. An award under this category would normally be to help members of a family to stay together).

If you have an urgent need for food or a utility top-up (that is, credit added to your gas or electricity account) but do not strictly fall within one of our categories above, then we may be able to provide a one-off food voucher and/or a utility top-up (see also "How do I apply for food and/or utility top-up?" below).

Each case will be looked at individually and awards depend on funds available. Support will be given to those most in need.



How can I apply?

You will need to contact North Yorkshire County Council's Customer Services Centre on **0845 8 72 73 74** to talk about your circumstances and what support you feel you need.

Lines are open Monday to Friday from 8am to 5:30pm.

If you have an urgent need for support, the County Council will put you in contact with an organisation in your local area who will want to discuss your needs with you a bit more and talk about the kind of support that they may be able to help you access. This may include the agency completing an online application for the Fund for you, if you are eligible for assistance.

Can I apply myself, without seeing another agency?

In exceptional circumstances, we can help individuals who need to make their own application, without the need for them to attend another agency in their area. For example, this might be because:

- the local agency is unable to urgently get access to the internet;
- there is an access issue and the individual simply can't get to the local agency; or
- there isn't an agency who has access to the online application form in that area.

This process can be slightly slower though, as individuals will need to make

sure they send all the documentary evidence required to support their application (see the criteria in "Can I apply?", above). Online applications through an agency are preferred, to make sure we get assistance urgently to people who need it.

If an individual application is needed, then please call NYCC Customer Services on **0845 8 72 73 74**.

How often can I apply?

You will only be able to apply for a maximum of three items in any rolling 12 month period, unless your circumstances change, and this can be demonstrated to the agency that is helping you to apply.

The exception to this rule is for people who have an urgent need purely for food or utility top-up and who are eligible for support from the Fund. If you need a food voucher or a utility top-up, you will be able to apply to the Fund for both of these, if needed, up to two occasions within 12 months. You will also be able to submit an additional application that year for other items from the Fund, such as household goods or clothing, up to a maximum of three items.

Additionally, if you meet all of our basic criteria around age, residency and income and have an urgent need for food or utility top-up but do not strictly fall within one of our categories at point 5 above, then you may still be able to apply for a one-off food voucher or a

one-off utility top-up (see “How do I apply for food?” below). This exception is only made for food vouchers and utility top-ups from the Fund.

How do I apply for food and/or utility top-up?

You will need to contact NYCC Customer Services (**0845 8 72 73 74**) to ask about any kind of support from the Fund, including food and utility top-up. You can call us between 8am and 5:30pm, Monday to Friday.

When you call for the first time to ask for either food or utility top-up, Customer Services will obtain your details and ask you some questions to identify whether you meet all of the key eligibility criteria for the Fund. If you do then we will put you through to the company who process our applications. If you cannot pay for the full call, we will take a number from you and ask the company to get in touch with you urgently. They will speak to you to ask you a few more questions about your circumstances, but you will not need to visit an agency in your area, nor will you be asked to send evidence of your circumstances. The application will be automatically approved and, depending on your application, either a food voucher will be sent out to you directly or a PayPoint voucher will be issued to you via email, text or post, for you to take to a PayPoint outlet to scan and credit your energy account. For more information about how this process works, please see “How does utility top-up work?”, below.

If you'd like to apply for food or utility top-up a second time within twelve months, you will need to contact NYCC Customer Services again, but this time we will ask you to make contact with another agency in your area as you may have a need for longer term support. This will involve you providing some documentary evidence of your circumstances to the agency that helps you to apply.

Food vouchers are credited with enough money to enable you to purchase enough food to last for at least five days. The value of the voucher is enough to buy a healthy diet and it is hoped this will be spent on a mixture of fresh and preserved foods. We guarantee that a voucher will be delivered to you within 24 hours, if your call is received before 11:30am, Monday to Friday. We cannot guarantee to get a food voucher to you within a shorter period of time so if your need is urgent then you may need to get support from another agency. NYCC Customer Services may be able to help with information about other places which provide food in your area.

How does utility top-up work?

Once your application for utility top-up has been approved (either by phone, for the first application, or via an online application through an agent for the second application), you will be sent a pre-credited voucher or code with a set amount to help top up your energy supply. You will be able to receive the voucher by post or email. You will be

able to specify how you would like to receive your voucher or code when you apply. Vouchers will need to be taken to any PayPoint outlet, such as a local newsagent, along with your gas prepayment card or electricity key. Outlets offering the PayPoint service can be identified with the PayPoint logo in the window. Once the voucher barcode has been scanned against your card or key, this will automatically credit your account with one of the amounts below.

- Individual - £28
- Family (more than one adult in the household) - £45

You will not be required to provide identification to the PayPoint merchant and as such it is important that you make sure that we know what is the best way of sending the voucher on to you. Repeat vouchers cannot be provided in the event that you mislay your voucher. Each voucher will only work once and, once redeemed, cannot be used again.

In circumstances where a customer only has access to a coin meter or requires other fuel such as coal, it may be possible to provide utility top-up in the form of a voucher which can be redeemed for cash at a PayPoint outlet. Customers requiring a voucher for a coin meter or other fuel must indicate this to NYCC Customer Services or to the referring agent when requesting support.

Please note that where a standard voucher is issued by us for direct top up of gas or electricity accounts, these cannot be exchanged for cash and the PayPoint merchant will be unable to provide you with a cash alternative.

If you desire a utility top-up voucher to be sent to you in the post we guarantee a next day delivery providing your call is received before 1:45pm, Monday to Friday. If you desire a utility top-up voucher to be issued by email we can guarantee the voucher will be issued within 24 hours providing your call is received before 3:45pm, Monday to Friday. Unfortunately we cannot guarantee to help you within a shorter period of time.

Please note that utility top-up vouchers will expire after a month of the date they were issued.

Can I still get some support if I don't meet all of the criteria?

If you do not strictly fall within one of our categories (see "Can I apply" on page 1) but meet our other criteria and have an urgent need for food or utility top-up which cannot be met through other forms of support, then we may be able to issue a food voucher and/or utility top-up to you on a one-off basis. To apply for this, you will need to contact NYCC Customer Services in the usual way to discuss your circumstances. These applications will be processed in the same way as other first-time applications for food or utility top-up from the Fund.

I don't have money to pay for a call to NYCC Customer Services - how do I get in touch?

You can go to any NYCC Library and Information Centre in North Yorkshire and ask them to put you through to NYCC Customer Services. Alternatively, if you call the Customer Services Centre and give a phone number that we can contact you on then we will call you back directly so that you are not charged for the full call.

What if I apply to the Fund for assistance and I am not happy with the decision?

You can ask for the decision to be looked at again. Details about how to get the decision reviewed will be provided in the response to your application.



Where can I get urgent help if my application is not successful or if I am not eligible?

Information will be available for those who are not eligible for the Fund or not successful with their application to get other forms of support elsewhere in the county.

Where can I get help with other costs that aren't included within the Fund?

The Department for Work and Pensions are responsible for providing a number of payments and advances for those who meet the eligibility criteria. These include:

- Funeral Payments
- Sure Start Maternity Grants
- Winter Fuel and Cold Weather Payments
- Short-term Benefit Advances
- Budgeting Advances

For further information please speak to your local JobCentre Plus office.

Contact us

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

Our Customer Service Centre is open Monday to Friday 8.00am - 5.30pm (closed weekends and bank holidays).

Tel: **0845 8727374** email: **customer.services@northyorks.gov.uk**

Or visit our website at: **www.northyorks.gov.uk**

If you would like this information in another language or format such as Braille, large print or audio, please ask us.

Tel: 01609 532917 Email: communications@northyorks.gov.uk



North Yorkshire Local Assistance Fund

Other forms of support



Contents	Page
Financial Help	3
Housing	4
Help with Utilities	5
Furniture	6
The Elderly	6
Mental Health	7
Wider Support	7

Other forms of support

Whether you have benefitted from the North Yorkshire Local Assistance Fund or not you may still benefit from further help and support. You will find details of other agencies below who may be able to help you whether this is in the form of advice, material provisions or signposting you to somebody who can help.

Please note, each council can only help you if you are a resident in their district, if you are resident outside their district or resident outside of North Yorkshire you will need to contact your own council.

Financial Help

Various agencies are there to help if you are struggling to manage your finances.

Debt Advice

My Money Steps

My Money Steps offers free personalised debt management solutions to help you get back in control of your debts and learn how to manage your finances going forward.

www.mymoneysteps.org

Step Change

Step change offers free debt help either via the phone or online.

www.stepchange.org

Tel. 0800 1381111

The Money Advice Service

The Money Advice Service offer free advice about money and financial issues.

www.moneyadviceservice.org.uk

The National Debt Line

Those who don't have access to the internet can ring the National Debt Line on 0808 808 4000. This service is available Monday to Friday 9am – 9pm and Saturday 9:30am – 1pm.

Benefits Advice

Turn 2 Us

This tool allows you to check whether you are missing out on any financial help available to you through welfare benefits.

www.turn2us.org.uk

Loans

South Yorkshire Credit Union

Credit unions offer a host of financial service including low cost loans. They are not-for-profit organisations and are owned and controlled by their members.

Tel. **03030 30010**

info@sycu.co.uk

Housing

District Councils

Each District Council can be contacted to provide free advice and support for any housing issues you may currently be facing. Each district council also has provisions to help you with housing costs should you meet the eligibility criteria. Contact details and details of each scheme can be found on their website or by ringing the council directly.

Craven: www.cravenc.gov.uk

Tel. **01756 700600**

Hambleton: www.hambleton.gov.uk

Tel. **01609 779977**

Harrogate: www.harrogate.gov.uk

Tel. **01423 500600**

Richmondshire: www.richmondshire.gov.uk

Tel. **01748 829100**

Ryedale: www.ryedale.gov.uk

Tel. **01653 600666**

Scarborough: www.scarborough.gov.uk

Tel. **01723 232323**

Selby: www.selby.gov.uk

Tel. **01757 705101**

Shelter

Shelter offer free advice, help and support for people facing problems with housing. They also have regional centres which can be found on their website.

www.shelter.org.uk

Homeless UK

Homeless UK offers a search facility allowing the user to search to find advice and support services specific to their issue and locality. This includes hostels and other accommodation projects.

www.homelessuk.org

Help with Utilities

Home Heat Helpline

The Home Heat Helpline advises people worried about paying their energy bills. It also gives advice to low income households in urgent need of heating help and advice.

Their website can also be used to find out if you may be eligible for help with your energy bills.

www.homeheathelpline.org.uk

Tel. 0800 336699

Gas/Electricity

If you are a low income household and are a customer of one of the following energy companies you may be eligible to apply for help with your energy bills and any debt you may have accrued. More information and the application process can be found on their website.

The British Gas Energy Trust

www.britishgasenergytrust.org.uk

The Npower Energy Fund

www.npowerenergyfund.com

The EDF Energy Trust

www.edfenergytrust.org.uk

Northern Gas Networks

Northern Gas Networks own and maintain all of the piping in North Yorkshire. For low income households and for those struggling with their utility payments they offer a free connection service. If you are currently not connected to mains gas and electricity this may be something you would consider. More information can be found on their website or by the telephone.

www.northerngasnetworks.co.uk

Tel. 0113 2372720

Oil

Oil Club

Oil club are the leading heating oil club in the UK with over 2,500 clubs and tens of thousands of members. Membership is free and their website allows you to search for your nearest oil club.

www.oil-club.co.uk

Broadacres oil purchase scheme

Broadacres offer advice and support on a range of issues, including debt advice and handyman schemes. They run an oil club for all Broadacres tenants. More information can be found on their website or by getting in touch.

www.broadacres.org.uk

email: info@broadacres.org.uk

Tel. 0800 5875291

Water

Yorkshire Water Community Trust

The Yorkshire Water Community Trust exists to help those in real need, and who are unable to pay their water charges. Details of the trust can be found on their website, or you can call the community trust helpline.

www.yorkshirewater.com

Tel. 0845 1242426

Furniture

Furniture Re-use Network

The Furniture Re-use Network website can be used to locate your nearest re-use supplier. Local furniture re-use stores sell good quality, used furniture and electrical items at an affordable rate. You can find contact details for your local re-use store by entering your postcode into the furniture re-use network site.

www.frn.org.uk

Local Councils

Local Councils also offer advice and support on how to acquire affordable furniture and white goods. For information on how to contact your local council please see the information listed under the heading 'Housing'.

The Elderly

Age UK

Local Age UKs provide vital direct services to people in later life, working in partnership with the national organisation. Local services can include: information, advice and advocacy services, day centres and lunch clubs, home help and 'handyman' schemes, and various training. To find your local Age UK visit the website.

www.ageuk.org.uk

Mental Health

Mind

Mind exists specifically to help those with mental health problems. Local Mind services include supported housing, crisis helplines, drop-in centres, employment and training schemes, counselling and befriending. To find your local Mind visit the website.

www.mind.org.uk

Wider Support

Citizens Advice Bureau

Citizens Advice can offer support and help with a whole number of issues issues from help with debt to advice on health services.

Citizens Advice offer free help and their nearest centre can be found on their website where you can also find other contact details.

www.citizensadvice.org.uk

Citizens Advice also offers a separate advice page.

www.adviceguide.org.uk

Salvation Army

The Salvation Army offer practical and unconditional help, support and assistance on any issue you may be experiencing. The website allows you to search for your nearest Salvation Army centre.

www.salvationarmy.org.uk

Contact us

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

Our Customer Service Centre is open Monday to Friday 8.00am - 5.30pm (closed weekends and bank holidays). Tel: **0845 8727374** email: **customer.services@northyorks.gov.uk**

Or visit our website at: **www.northyorks.gov.uk**

If you would like this information in another language or format such as Braille, large print or audio, please ask us.

Tel: 01609 532917 Email: communications@northyorks.gov.uk

