



# Financial Wellbeing and support in your area

Supported by Staff Benefits  
and Wellbeing



**Staff Benefits  
and Wellbeing**

With the recent increase in gas, electric, fuel, food and overall cost of living for everyone, we understand that times are hard!

Staff Benefits have been busy exploring avenues to help support staff, providing the tools and information you need to help you make the most of your salary and get support where its needed.

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In this publication we will share with you schemes and support available from the following areas listed to the left

For more information, helpful websites and to download a digital copy of this booklet, visit our website [www.yorkhospitals.nhs.uk/staffbenefits](http://www.yorkhospitals.nhs.uk/staffbenefits)

# York and Surrounding areas

Covered by City of York Council

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# York and Surrounding areas

## Council Tax Support

If you are struggling to pay your council tax, claim Council Tax Support online by visiting [www.york.gov.uk/CouncilTaxSupport](http://www.york.gov.uk/CouncilTaxSupport)

## Council Tax Discretionary Reduction Scheme

The Council Tax Discretionary Reduction Scheme provides assistance to people who are struggling to pay their council tax bill.

We can only make reductions on the basis of hardship, for example:

you may be receiving benefits but your Council Tax Support doesn't cover all your council tax bill you do not qualify for Council Tax Support and a you have a change in your circumstance which are affecting your payments, for example you are not working due to Covid 19 and have no savings.

For more information see [www.york.gov.uk/TaxReductionScheme](http://www.york.gov.uk/TaxReductionScheme)

## Housing costs

If you're struggling to pay your rent and aren't already receiving Housing Benefit or Universal Credit, you should apply for Universal Credit for support with housing cost

If you're in receipt of Housing Benefit or Universal Credit housing costs, you can also apply for extra help with your rent by claiming Discretionary Housing Payments.

For more information see [www.york.gov.uk/dhp](http://www.york.gov.uk/dhp)



## Household Support Fund -New scheme for 2022/23

The Government announced on 23 March 22 additional funding will be provided for a new Household Support Fund scheme for 2022/23. New guidance has been received from the Government. A new CYC scheme will be developed to meet the new guidance and will be available in May.

[www.york.gov.uk/householdsupportfund](http://www.york.gov.uk/householdsupportfund)

# York and Surrounding areas

## York Fuel Voucher Scheme

### Fuel Voucher Scheme eligibility

The application is for a household within City of York boundaries.

The household is seeking advice and support from partner advice and support services due to fuel poverty\* and/or have fuel debt.

**AND** they are a vulnerable household

A vulnerable household may include, but is not restricted to:

A person who has a physical or sensory impairment, learning disability or mental health problem<sup>1</sup> and who may be unable to protect themselves from harm or abuse, or their carer.

Elderly, frail or confused older people

People who are seriously ill or have a severe long-term health condition.

People who are recently bereaved

Pregnant women or those who have recently given birth

Those who have obvious difficulty in understanding, speaking or reading English

Care leaver

Those fleeing domestic abuse

Anyone suffering severe hardship

Applications must be made via advice and support workers including Local Area Coordinators, Peasholme Charity, Mental Health Social Workers, CYC Benefits Advisers.

Detail of local advice and support services: [www.livewellyork.co.uk/information-and-advice/money-legal/money-and-benefits-advice](http://www.livewellyork.co.uk/information-and-advice/money-legal/money-and-benefits-advice)

## York Financial Assistance Scheme (YFAS)

YFAS provides help to York residents in financial difficulties due to exceptional circumstances. Additional funding has been made available to help people affected by COVID-19.

Two types of assistance are offered:

Emergency Assistance, such as food and fuel

Community Assistance to help with exceptional pressures or financial difficulties

If you apply to YFAS because you're affected by coronavirus it will be treated as Emergency Assistance, and our usual annual income rules will not apply - instead

YFAS will consider your individual financial circumstances.

For more information see [www.york.gov.uk/yfas](http://www.york.gov.uk/yfas)



# York and Surrounding areas

## Council Tenants with rent arrears

Financial support is available for CYC housing tenants who are struggling to pay their rent, through the Covid-19 Housing Hardship Fund 2020.

This support can help with rent arrears and other one off cost that will help the household situation and prevent arrears.

Applications must be made by Housing Management Officers or support workers on the tenant's behalf.

Detail of local advice and support services -

[www.livewellyork.co.uk/information-and-advice/money-legal/money-and-benefits-advice/](http://www.livewellyork.co.uk/information-and-advice/money-legal/money-and-benefits-advice/)

Any queries regarding the scheme contact Helen. [Williams@york.gov.uk](mailto:Williams@york.gov.uk),  
Emma. [thorpe@york.gov.uk](mailto:thorpe@york.gov.uk) or  
Charlotte. [Stokes@york.gov.uk](mailto:Stokes@york.gov.uk)

## Early Support Fund

The Early Support Fund provide a grants of up to £250 for residents in financial difficulty. Grants to be paid to improve the overall financial position of customers identified as needing a financial support to facilitate this.

Grant will be part of an overall action plan to secure the longer term financial security, social inclusion and wellbeing of the person in question.

Requests can be made by support workers working to provide advice, support and advocacy to residents experiencing financial and / or social hardship, where an assessment of their financial situation has been done.

Applications can currently be made via Local Area Coordinators, Community Officers or Housing Management Officers.  
[www.york.gov.uk](http://www.york.gov.uk)

## Internet – tariffs for people on low income

Some broadband providers – such as BT, KCOM and Virgin Media – offer cheaper tariffs to help customers on low incomes.

Information on choosing a mobile phone calls and data package.  
[www.citizensadvice.org.uk/consumer/phone-internet-downloads-or-tv/switch-broadband-phone-or-tv-provider/](http://www.citizensadvice.org.uk/consumer/phone-internet-downloads-or-tv/switch-broadband-phone-or-tv-provider/)



# York and Surrounding areas

## Energy advice & switching



Connect for Help is a free service that is helping people reduce their energy bills, stay warm and access the local help available to them - all without costing them any money.

Connect for Help offers a free telephone assessment of your needs, extra advice sessions to help with energy and money issues, and referrals to other services in your area that can help.

[www.connectforhelp.org.uk/are-you-eligible](http://www.connectforhelp.org.uk/are-you-eligible)

**York Energy Advice**  
York offer free support on energy issues to anyone in York on a low income, aged 65 or over, or experiencing a long term physical or mental health condition or disability.

Phone: 01904 922249

Email:

[info@yorkenergyadvice.org.uk](mailto:info@yorkenergyadvice.org.uk)

Web: Fill in the online referral form and/or check out Events page



**York Energy Advice**

## It Reuse – Computers, phones, internet connection

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

- Information for Individuals -Find the best organisation to help you in your application: [www.livewellyork.co.uk/information-and-advice/money-legal/money-and-benefits-advice/](http://www.livewellyork.co.uk/information-and-advice/money-legal/money-and-benefits-advice/)
- Using the internet: [www.livewellyork.co.uk/information-and-advice/learning-training-employment/using-the-internet/](http://www.livewellyork.co.uk/information-and-advice/learning-training-employment/using-the-internet/)
- Community Groups -Accessing IT equipment can be difficult for groups as much as individuals. We offer a limited number of machines to community organisations in need: [www.itreuse.org.uk/contact/](http://www.itreuse.org.uk/contact/)

## Household goods & furniture

York Community Furniture Stores are open to everyone to buy new and good quality pre-owned furniture and white goods at affordable prices.

Paint at affordable prices - As part of the Community RePaint scheme, donated paint is available to buy at all Community Furniture Stores.

# York and Surrounding areas

## Water bills

We don't want anyone to worry about paying for the water they need. If you're struggling to pay, there's immediate short term and longer-term schemes you can apply for.

### Payment holidays

You can apply for a payment holiday if:

your income has stopped and you need to pause your payments

your income has significantly reduced and you need to lower your payments for a while

you're unable to get out to pay your bill.

### Ongoing help

Are your bills mounting up? There are a range of ongoing help schemes you can apply for -

**WaterSure** - If you have a water meter, claim an income-based benefit and need to use extra water because you have a medical condition or three or more children, you might be able to get help with our WaterSure scheme.

**WaterSupport** - If you have a low income and your annual water bill is more than £430, you may be able to get help from WaterSupport scheme.

**Community Trust** - If you have arrears with Yorkshire Water that are over 12 months old and at least one priority debt, you might be able to get an award towards water arrears.

**Water Direct** - If you receive a deductible income-based benefit, we can take payments directly from your benefits. Less hassle, less worry!

**Resolve** - If you're struggling to catch up on previous water bills, our Resolve scheme could help you be debt-free so you can continue paying your water bill in affordable amounts

Call Yorkshire Water to apply or for advice on 0345 1 299 299

[www.yorkshirewater.com/bill-account/help-paying-your-bill/Help-paying-your-bill](http://www.yorkshirewater.com/bill-account/help-paying-your-bill/Help-paying-your-bill)



# York and Surrounding areas

## Internet access for disadvantaged children

Disadvantaged families may be able to benefit from free increases to their mobile data if they're a customer of either:

- EE
- Three
- Sky Mobile
- SMARTY
- Tesco Mobile
- Virgin Mobile

More providers may join the scheme soon.

Schools, trusts and local authorities can request free mobile data increases for families if they're experiencing disruption to face-to-face education.

[www.gov.uk/guidance/get-help-with-technology-for-remote-education-during-coronavirus-covid-19#get-laptops-and-tablets-for-children-who-cannot-attend-school-due-to-coronavirus-covid-19](http://www.gov.uk/guidance/get-help-with-technology-for-remote-education-during-coronavirus-covid-19#get-laptops-and-tablets-for-children-who-cannot-attend-school-due-to-coronavirus-covid-19)

[www.get-help-with-tech.education.gov.uk/internet-access](http://www.get-help-with-tech.education.gov.uk/internet-access)

## Community food support

Community food provision is available throughout the City.

For information about community food banks see

[www.yorkfoodpoverty.org/whats-happening/](http://www.yorkfoodpoverty.org/whats-happening/)

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

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



**York  
Community  
food banks**

### **Bell Farm**

**Bell Farm BCA/BSH foodbank**

**12 -4pm weekdays, 12 -4pm Saturdays**

**01904 655934 for emergencies**

**Bellfarms social hall, Roche Ave,**

**YO31 9BB**

**Continued on next page**

# York and Surrounding areas

## York Community Food Banks

### Scarcroft

Collective Sharehouse  
Tuesdays and Fridays, 9:15 -11am  
Wednesdays 5 -6pm  
Clements Hall, Nunthorpe Road  
YO23 1BW

### City Centre

I Am Reusable  
Monday –Tuesday, Thursday –  
Sunday 10am till 5pm  
45 Aldborough Way,  
YO26 4UX (Off Leeman Road)

### Tang Hall

Wednesdays, 11am -12:30pm  
Tang Hall Community Centre  
Fifth Avenue  
YO31 0UG

### Clifton

Luke's Larder  
Wednesday, 12:30 -13:30pm  
St Luke's Church Hall  
Burton Stone Lane  
YO30 6DG

### Acomb

Lidgett Grove  
Tuesdays and Fridays, 9am onwards  
Lidgett Methodist Church,  
Wheatlands Grove,  
YO26 5NH

### Clifton

York Travellers Trust  
Thursdays 10:30am till 12:30pm  
20 Faisgrave Crescent,  
Clifton,  
YO30 7AZ

### The Groves

Door 84 Youth and Community  
Centre. Friday, 11am -1pm  
Pay as you feel café, advice and  
support and community food bank.  
Lowther Street, The Groves  
YO31 7LX

### Haxby Foodshare Project

Wednesdays, 11am till 1:30pm,  
Fridays 12:20 -2pm  
Haxby Memorial Hall, 16 The  
Village, YO32 3HT  
Contact 07989193758

# Scarborough

## and Surrounding areas

Covered by Scarborough Borough Council

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# Scarborough and Surrounding areas

## Safe and Secure Grants

Grants for small repairs and contributions to energy efficiency measures (max £500), eg.

- Gas heating repairs/servicing
- Electric heating/lighting repairs
- Contribution to insulation costs
- Emergency mobile radiators
- Guttering/leaks/damp repairs
- Window repair
- Electric blankets

To assist vulnerable people who are unable to fund housing related repairs. (eg. elderly, poor health, low income) All grants agreed on a one-by-one basis through assessment by a WRHIA officer.

- Homeowners
- Private tenants
- Social housing tenants on a case by case basis.

Make a referral to the White Rose Home Improvement Agency's Well Being Service or Choices4Energy online, email [hia@scarborough.gov.uk](mailto:hia@scarborough.gov.uk) or by phone 07123 232323



## Collective Switch

To help residents in Ryedale and the Scarborough Borough to get a better deal on their energy bills. The aim of the scheme is to make it easy and simple for people to consider switching. Using collective purchasing power to try and secure better deals for everyone, this scheme is available to anyone

To register online or find out more please go to:  
[www.scarborough.gov.uk/choices4energy](http://www.scarborough.gov.uk/choices4energy)

## Oil Buying Groups

Residents can save money on their heating bills by being part of an oil buying cooperative. Through setting up oil cooperatives which bulk buy oil in a small geographical area, preferential rates can be achieved on your oil purchase, reducing the cost per litre of oil. The more members the oil buying cooperatives has, the better the savings that can be achieved.

To register online or find out more please go to [www.scarborough.gov.uk/choices4energy](http://www.scarborough.gov.uk/choices4energy)

# Scarborough and Surrounding areas



## ECO and ECO Flex Funding / Warm up the Borough

Eco Flex funding for a variety of energy efficiency measures, subject to relevant qualifying criteria. The levels of funding may change year by year subject to ECO guidelines.

Applicable measures may include:

- Cavity wall insulation
- Loft insulation
- Solid wall insulation
- Underfloor insulation
- Room in roof insulation
- New electric heating
- Installation of new central heating systems
- Installation of new efficient gas boiler (existing boiler must be broken or uneconomical to repair)

People with low household income or those that claim income related and state benefits. Eco Flex may also be used to qualify.

- Owner occupier
- Private rented

Some measures such as new electric heaters must be 100% inefficient or require another measure to qualify (eg. Room in roof insulation)

Via Choices4Energy or Wellbeing Service online or by phone  
01723 232323  
for referral to relevant contractor.

Contractors approved for Flex (Scarborough & Ryedale): YES  
Energy Solutions (CIC)

Scarborough Only: J&J Crump & Son (Warm up the Borough),  
Eco Providers, Broad Oak Properties, IHI Ltd, SO Eco



# Scarborough and Surrounding areas



## Choices4Energy

Choices4Energy provides free and impartial advice to residents to help them save money on their energy bills.

Choices4Energy can offer...

Advise on your energy tariff and help you change supplier.

Identify if you are eligible for funding for insulation/boilers.

Provide information on renewable technologies.

Provide information on oil buying groups which are set up across Scarborough and Ryedale.

Give you tips on ways to reduce your energy/water consumption.

Available to residents in the Scarborough Borough and Ryedale District

To find out more please go to [www.scarborough.gov.uk/choices4energy](http://www.scarborough.gov.uk/choices4energy) or email Choices4Energy @ [Choices4Energy@scarborough.gov.uk](mailto:Choices4Energy@scarborough.gov.uk) or by phone 01723 232323

## Well Being Service

A home visit will be undertaken and the assessment will cover energy efficiency, safety and security, accident prevention and income maximisation. Resulting in tailored information and advice to the individual

Available to residents in the Scarborough Borough and Ryedale District.

An assessment can be requested for any individual regardless of their age or property tenure.

Make a referral to the White Rose Home Improvement Agency's **Well Being Service** online via **Dash**, email [hia@scarborough.gov.uk](mailto:hia@scarborough.gov.uk) or by phone 01723 232323



# Scarborough and Surrounding areas

## Handyperson Service

The service is available to older residents in the Scarborough Borough and Ryedale District, disabled and vulnerable people.

Fitting grab rails and banister rails

- Fitting shelves
- Fitting window & door locks and door chains
- Fitting smoke alarms
- Fitting curtain rails and curtains
- Changing light bulbs

And many other minor repairs

Small repairs work is charged at £15 per hour plus material costs.

Minor Adaptations cannot be made to properties owned by Housing Associations or privately rented properties without a letter of consent. Requests for minor adaptations may need to be authorised by North Yorkshire County Council.

Make a referral to the White Rose Home Improvement Agency's Handyperson Service online via Dash, email [hia@scarborough.gov.uk](mailto:hia@scarborough.gov.uk) or by phone 01723 232323.

Make a referral to the Well Being Service for Minor Adaptations.

For more information, please visit [www.scarborough.gov.uk/hia](http://www.scarborough.gov.uk/hia)  
This is available to residents in the Scarborough Borough and Ryedale District.

## Housing/homelessness support

**Discretionary housing payment**  
Where people are receiving housing benefit but it doesn't cover all of the rent and where people are finding it difficult to make up the shortfall.  
<https://www.scarborough.gov.uk/home/housing/housing-benefit/discretionary-housing-payments>

**Advice on housing and homelessness**  
Available from the Borough Council's housing options team – website below also includes a link to other useful organisations that can provide support  
<https://www.scarborough.gov.uk/home/housing/homelessness/homelessness-prevention-and-relief>



# Scarborough and Surrounding areas

## Scarborough Community Food Banks

### Rainbow Centre

Large foodbank, which covers all of Scarborough (and Filey)  
Also offers general advice and signposting and Rainbow Money  
01723 500663

### Westway Open Arms

Foodbank and debt advice for people in Eastfield  
<http://westwayopenarms.org.uk/>

### Community Fridge

Scarborough

<https://www.facebook.com/ScarboroughFridge/>  
See Facebook page for opening time  
Westborough Methodist Church

### Community Fridge

Filey

<https://www.facebook.com/fileycommunityfridge/>

### Community Fridge Hunmanby

35 Stonegate, Hunmanby  
<https://www.facebook.com/Hunmanbycommunityfridge/>

### Gallows Close

Provides a range of advice, support and activities for individuals and families in the Barrowcliff, Northstead and Newby areas.  
Up to date information on facebook page Gallows Close Centre  
[www.gallowsclosecentre.co.uk](http://www.gallowsclosecentre.co.uk)  
01723 378102

## Support on an individual basis



If you live in the Scarborough area and cannot find the support you need from the information contained in this leaflet, Scarborough Council have kindly offered to help look at your individual situation and offer you advice and support. Please email [staffbenefits@york.nhs.uk](mailto:staffbenefits@york.nhs.uk) for a referral to this service.

# Malton

and Surrounding areas

Covered by Ryedale Council

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# Malton and Surrounding areas

## Safe and Secure Grants

Grants for small repairs and contributions to energy efficiency measures (max £500), eg.

- Gas heating repairs/servicing
- Electric heating/lighting repairs
- Contribution to insulation costs
- Emergency mobile radiators
- Guttering/leaks/damp repairs
- Window repair
- Electric blankets

To assist vulnerable people who are unable to fund housing related repairs. (eg. elderly, poor health, low income) All grants agreed on a one-by-one basis through assessment by a WRHIA officer.

- Homeowners
- Private tenants
- Social housing tenants on a case by case basis.

Make a referral to the White Rose Home Improvement Agency's Well Being Service or Choices4Energy online, email [hia@scarborough.gov.uk](mailto:hia@scarborough.gov.uk) or by phone 07123 232323

This is available to residents in the Scarborough Borough, with limited funding for residents in Ryedale District

## Choices4Energy

Choices4Energy provides free and impartial advice to residents to help them save money on their energy bills.

Choices4Energy can offer...

Advise on your energy tariff and help you change supplier.

Identify if you are eligible for funding for insulation/boilers.

Provide information on renewable technologies.

Provide information on oil buying groups which are set up across Scarborough and Ryedale.

Give you tips on ways to reduce your energy/water consumption.

Available to residents in the Scarborough Borough and Ryedale District

To find out more please go to [www.scarborough.gov.uk/choices4energy](http://www.scarborough.gov.uk/choices4energy) or email Choices4Energy @ [Choices4Energy@scarborough.gov.uk](mailto:Choices4Energy@scarborough.gov.uk) or by phone 01723 232323



# Malton and Surrounding areas

## **Ryedale Energy Saver Scheme**

Ryedale District Council Energy Efficiency Grant  
ECO Insulation Grant  
ECO Help to Heat Grant

The Ryedale Energy Saver Scheme provides a range of different grants that can cover or contribute towards the cost of various heating and insulation improvements including:

Cavity wall insulation, Loft insulation, External wall insulation, Room in roof insulation, Central heating systems, Gas, oil and LPG boiler replacement

## **Ryedale District Council Property Improvement Loans**

Certain residents may be able to access a low cost loan to support the cost of installing energy saving measures.

These loans can also be used in conjunction with the energy saving grants available through the scheme.

YES Energy Solutions will check your eligibility to see what support you are entitled to:

### **RDC Energy Efficiency Grant**

Homeowners and private renting tenants on a low household income or those that claim income related and state benefits.

### **ECO Insulation Grant**

No personal eligibility criteria required - available to all homeowners and private renting tenants.

### **ECO Help to Heat Grant**

Homeowners and private rented tenants on specific state benefits.

### **Property Improvement Loans**

Homeowners on a low household income or those that claim state benefits.

To find out what energy saving support you are entitled to, contact the **Ryedale Energy Saver Team** today:

**Call:** 0330 053 5631 (office hours 9am - 5pm, Mon - Fri)

**For more information visit:** [www.yesenergysolutions.co.uk/ryedale-energy-saver.html](http://www.yesenergysolutions.co.uk/ryedale-energy-saver.html)

If a home visit has been carried out, complete **Partner Referral Form** Ryedale Energy Saver and email to [projects@yesenergysolutions.co.uk](mailto:projects@yesenergysolutions.co.uk)



# Malton and Surrounding areas

## Handyperson Service

The service is available to older residents in the Scarborough Borough and Ryedale District, disabled and vulnerable people.

Fitting grab rails and banister rails,  
Fitting shelves, Fitting window & door locks and door chains, Fitting smoke alarms, Fitting curtain rails and curtains, Changing light bulbs

And many other minor repairs

Small repairs work is charged at £15 per hour plus material costs.

Minor Adaptations cannot be made to properties owned by Housing Associations or privately rented properties without a letter of consent. Requests for minor adaptations may need to be authorised by North Yorkshire County Council.

Make a referral to the White Rose Home Improvement Agency's Handyperson Service online via Dash, email [hia@scarborough.gov.uk](mailto:hia@scarborough.gov.uk) or by phone 01723 232323.

Make a referral to the Well Being Service for Minor Adaptations.

For more information, please visit

[www.scarborough.gov.uk/hia](http://www.scarborough.gov.uk/hia)

This is available to residents in the Scarborough Borough and Ryedale District.



## Well Being Service

A home visit will be undertaken and the assessment will cover energy efficiency, safety and security, accident prevention and income

maximisation. Resulting in tailored information and advice to the individual Available to residents in the Scarborough Borough and Ryedale District.

An assessment can be requested for any individual regardless of their age or property tenure.

Make a referral to the White Rose Home Improvement Agency's Well Being Service online via Dash, email [hia@scarborough.gov.uk](mailto:hia@scarborough.gov.uk) or by phone 01723 232323

For more information, please visit [www.scarborough.gov.uk/hia](http://www.scarborough.gov.uk/hia)

## Collective Switch

To help residents in Ryedale and the Scarborough Borough to get a better deal on their energy bills. The aim of the scheme is to make it easy and simple for people to consider switching. Using collective purchasing power to try and secure better deals for everyone, this scheme is available to anyone

To register online or find out more please go to:

[www.scarborough.gov.uk/choices4energy](http://www.scarborough.gov.uk/choices4energy)

This is available to residents in the Scarborough Borough and Ryedale District.

# Malton and Surrounding areas

## Ryedale Community Food Banks

7A Howe Road, Norton, Malton,  
YO17 9BH  
general@ryedalecommunityfoodban  
k.co.uk  
Opening Times: Wednesday 10 -  
12am  
Friday AM (Deliveries only)

Hungate Centre, Hungate,  
Pickering, YO18 7DG  
Tel: 07956 403899  
Opening Times: Thursdays 4 -6pm

Kirbymoorside Methodist Church  
School, Piercy End,  
Kirkbymoorside, YO62 6DQ  
Opening Times: Thursdays 09:30 -  
11:30am



# Bridlington

## and Surrounding areas

Covered by East Riding of Yorkshire Council

### The Welfare Visiting Team

The Welfare Visiting team is available to help any resident in the East Riding who is struggling with rent and/or Council Tax payments or repaying overpaid housing benefit.

They can negotiate affordable repayment rates and offer debt and budgeting advice. The team also carries out benefit checks to maximise your income, assist in claiming housing benefit and/or Council Tax support and also ensure you are receiving all the discounts you are entitled to on your Council Tax

[www.eastriding.gov.uk/housing/housing-benefit-and-council-tax-support/welfare-visiting-team/](http://www.eastriding.gov.uk/housing/housing-benefit-and-council-tax-support/welfare-visiting-team/)

**Brid Mental Health  
Resource Team**  
01262 401292

### Are you having difficulty in paying your rent or council tax?

The first thing you need to do is let East Riding Council know so they can help you, call them on (01482) 393939 or email [benefit.takeup@eastriding.gov.uk](mailto:benefit.takeup@eastriding.gov.uk) and ask for an appointment.

#### Council Tax Reductions

There are many discounts and exemptions that can be applied to Council Tax. To find out if they are entitled to a discount or exemption on council tax visit:

<https://www.eastriding.gov.uk/housing/council-tax/>

### Food Bank & Vital Help in Bridlington

Re-Store Food Bank – 01262 679103 Mon & Wed 11-12noon

The Hinge Centre – 01262 679671 For advice for homeless, benefits, welfare, domestic violence and food parcels for those in need

Salvation Army – 01262 603009 Crisis Food Help (Mon & Weds 9am -1pm)

Real Aid Food Bank - [www.facebook.com/realaidchangingchildrenslives](https://www.facebook.com/realaidchangingchildrenslives)

Bridlington Town Council for a copy of this list 01262 409006

# Selby and Surrounding areas

Covered by Selby District Council

## Household Support Fund

**About the Household Support Fund**  
The Household Support Fund was set up to help people who are struggling with the increase in living costs and feeling the financial pressure of paying their bills.

The Government announced a second phase of the Household Support Fund scheme in March 2022. People who are eligible as of 31 May 2022 will get a single Household Support Fund e-voucher payment to pay for food and other essentials over the coming months.

<https://www.northyorks.gov.uk/household-support-fund>

### Selby District foodbank

1811 Building, 6-8 New Ln, Selby YO8 4QP  
Monday, Wednesdays, Friday 10am -1pm

### Selby Community Fridge

Community House, Portholme Road,  
Selby, YO8 4QQ  
Monday's 12-3, Wednesday's 2-5 and  
Fridays 12-4

For more information for support available to residents that live with the Selby District, visit the local council website

<https://www.selby.gov.uk/resident>



# Government Help

## and useful websites

Available to all

**DWP benefits  
for people who  
are looking for  
work or on a  
low income**

### **Pension Credit**

Pension Credit gives you extra money to help with your living costs if you're over State Pension age and on a low income.

Pension Credit can also help with housing costs such as ground rent or service charges.

You might get extra help if you're a carer, severely disabled, or responsible for a child or young person.

Pension Credit is separate from State Pension.

You can get Pension Credit even if you have other income, savings or own your own home.

### **Universal Credit and / or 'New style' Jobseekers Allowance**

To be eligible for 'new style' JSA you'll need to have worked as an employee and paid Class 1 National Insurance contributions, usually in the last 2 to 3 years. National Insurance credits can also count.

You may be able to get Universal Credit if:

- you're on a low income or out of work
- you're 18 or over (there are some exceptions if you're 16 to 17)
- you're under State Pension age (or your partner is)
- you and your partner have £16,000 or less in savings between you

### **Employment Support Allowance**

You can apply for Employment and Support Allowance (ESA) if you have a disability or health condition that affects how much or whether you can work.

Check whether you may be eligible for these or other DWP benefits and how to claim . Use an independent benefits calculator at [www.gov.uk/benefits](http://www.gov.uk/benefits)

# Government Help and useful websites

## Government help with energy costs

The government has announced two schemes to help with household energy costs:

**Council Tax £150 Rebate Scheme**

**Council Tax Discretionary Energy Payment Scheme**

These schemes are intended to reduce the impact of national increases to energy costs in 2022.

Both schemes will be being administered by local authorities on behalf of central government.

These schemes are not a **council tax discount or exemption**, which you may be separately eligible for if you are in financial difficulty.

## Council Tax Discretionary Energy Payment Scheme

The Council Tax Discretionary Energy Payment Scheme is separate to the Council Tax £150 Rebate Scheme, and is for those who do not qualify for the Rebate Scheme.

Eligibility will be based on certain criteria, with an application form to be completed by those who feel they are eligible for payments.

The Discretionary Scheme is designed to support vulnerable people and individuals on low incomes, who pay Council Tax for properties in Bands E to H, or who do not pay Council Tax. Payments will be made as one-off grants of £150 to households eligible under the criteria. For more information or to apply, contact your local council.

## Council Tax £150 Rebate Scheme

To qualify for the payment you must live in a property in council tax bands A to D and be responsible for payment of the energy bills.

The Council Tax £150 Rebate Scheme will be issued automatically to qualifying council tax payers who pay their council tax by Direct Debit. Your council will pay the £150 Rebate directly into the bank account of those who pay by Direct Debit by the end of April.

You can sign up online to pay your council tax by Direct Debit. Second homes and holiday lets will not qualify for the payment. If you're unsure which council tax band you are in, you can check your bill or you can check your council tax band online.

Payments for customers without a Direct Debit – Your local council will be providing an online application form for those who are eligible for the £150 rebate, but who don't pay council tax by Direct Debit.

If you are unable to access the form online please contact your local council by phone.



# Other

## **Employee Assistance Programme (EAP)**

**Spectrum.Life Employee Assistance Programme (EAP) offers free 24 hour counselling wellbeing support to all employees.**

**Our EAP offers free 24 hour advice and counselling, 7 days a week, 365 days a year.  
Please call: 0808 196 2016.**

**Issues include: family matters, stress and anxiety, relationship issues, domestic abuse, bereavement, family care, debt and financial issues, tax information, housing concerns, medical information, consumer issues, legal advice, drug and alcohol issues, gambling issues, retirement, and manager advice.**

**Call: 0808 196 2016**

**Website: <https://app.spectrum.life/login>**

**Organisation code: NHSYork**

**The Spectrum Life app can be downloaded from the Apple app store or Google Play store.**

### **Important Information**

**All services mentioned within this document were correct at the time of publication (July 2022). Please contact the council services direct for more information. If you want to donate to any of the food banks or services please contact them directly.**

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