

You are not alone

Financial and wellbeing support



Financial help and support

There is support available to you if your financial situation has changed and you need help with household payments, debts or living costs.

£ Help with paying rent

- **Housing options team** - If you feel your financial situation or mental health is affecting your ability to manage your tenancy or housing costs please contact our housing options team who can provide advice and assistance. Contact **01423 500600**.
- **Housing benefit** - If you are pension age, severely disabled or live in temporary or supported accommodation, you may be able to claim help with housing benefit. Contact **01423 500600** or visit **www.harrogate.gov.uk/housingbenefit**
- **Discretionary Housing Payment** - If you receive some housing benefit or the housing element of Universal Credit and may struggle to pay the remainder of your rent, Harrogate Borough Council may be able to give you a temporary, extra rent top-up. Contact **01423 500600** or apply on line **www.harrogate.gov.uk/dhp**
- **Universal Credit** - If you are working age you can claim help with rent at **www.gov.uk/universalcredit**

£ Help with paying Council Tax

- **Council Tax reduction scheme** - if your income has changed you can apply to have your council tax reduced. Harrogate Borough Council can also review your monthly payments, spread them across 12 months, or arrange a payment holiday. Contact **01423 500600** or visit **www.harrogate.gov.uk/counciltaxreduction**

Financial help and support

£ Help with living costs

- **Welfare benefits** - You may be entitled to other welfare benefits. For information about Coronavirus and claiming benefits. Visit www.understandinguniversalcredit.gov.uk/coronavirus
- **Financial support and advice** - If you are struggling to pay your bills Harrogate Borough Council can provide help with managing debt, budgeting and other financial support. Contact **01423 500600**.

£ Energy advice

- **Energy Trusts** - get financial help with household energy costs and debts. Visit www.britishgasenergytrust.org.uk, www.npowerenergyfund.com, www.edfenergytrust.org.uk
- **Yorkshire Water Community Trust** - you may be able to get help with your water bills. Visit www.yorkshirewater.com/billing-payments/help-paying-your-bill
- **Warm and well** - get help with high energy bills, switching to cheaper energy suppliers and advice on keeping warm in the home. Contact **01609 767555** or visit www.warmandwell.org.uk

£ Further financial support and advice

- **Citizens Advice** - get advice on benefits and money management. Contact **01423 503591** or visit www.cachd.org.uk/email
- **National debt line** - get help with debt visit www.nationaldebtline.org
- **Step change** - get free, impartial debt advice from the charity Step Change. Contact **0800 138 1111** or visit www.stepchange.org.uk
- **Leeds Credit Union** - provide weekly savings tips, budgeting solutions, low cost loans (rates from 3.9%) and savings accounts. Visit www.leedscreditunion.co.uk
- **Shelter** - get confidential advice on housing, welfare benefits and debt management. Contact **0808 8004444** or visit www.england.shelter.org.uk
- **The Money Advice Service** - offer free debt advice. Contact **0800 1387777** or visit www.moneyadvice.service.org.uk
- **North Yorkshire Local Assistance Fund** - this scheme provides vulnerable people and families with household essentials including beds, home repairs, children's clothing, top-ups and utility reconnection charges and food vouchers. Contact **01904 550030**.

Wellbeing and mental health support

Taking care of your mind as well as your body is really important while you're at home because of the coronavirus (Covid-19) pandemic.

Follow these tips to help support and manage your wellbeing:

- **Try to stay connected** - keep in touch with friends and family, or if that's difficult your local Community Support Organisation can connect you with a befriender or local organisation. Contact NYCC on **01609 780780** to find your local Community Support Organisation.
- **Maintain a healthy lifestyle** - try to have a proper diet, recommended sleep and exercise. Avoid using smoking, alcohol or other drugs to deal with your emotions.
- **Try to avoid speculation** - only use reputable trusted sources of information on the pandemic
- Restart an old hobby you can do at home or start a new one
- **Follow further advice from the NHS** - they have provided information about mental wellbeing while staying at home. Visit **www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips**
- **Seek support to help you feel mentally stronger** - whether you call it stress, depression, fed up, sad, just not yourself, it's OK to be not OK. There are a range of sources of support available including:
 - **Your GP** - They are there to help if you're feeling worried about your mental health and may be able to offer an emergency appointment.
 - **Harrogate Mind** - If you are struggling with your mental health and need someone. Contact **01423 503335** (available 8.30am - 5pm every week day).
 - **North Yorkshire Out of Hours Mental Health Support helpline** - Get mental health advice and support from 5pm - 8.30am weekdays and over 24 hours at the weekend. Contact **0333 0000 309** (calls are confidential and anonymous to anyone registered with a North Yorkshire GP).
 - **TEWV Crisis and Support Team** - If you are experiencing a mental health crisis or feeling unable to cope with mental distress. Contact **0300 0200317** to speak to a mental health professional from the crisis team.

Wellbeing and mental health support

Further self-help resources and support

- **Calm or Headspace apps** - find them on your mobile app store or find a list of NHS approved apps at www.nhs.uk/apps-library/
- **Samaritans** - they are not just for people in crisis, but for anyone who wants to talk about how they are feeling. It's free to call **116 123** from a landline or mobile 24/7.
- **CALM (Campaign Against Living Miserably)** - Advice available from 5pm - midnight. Contact **0800 585858** or through their web chat facility on their website www.thecalmzone.net/2020/03/calm-is-here-for-you-through-these-tough-times
- **Childline** - free advice and support for anyone under 19. Contact **0800 1111** or visit www.childline.org.uk
- **Anxiety UK** - For support with anxiety and coronanxiety. Contact **03444 775774**, text **07537 416 905** or visit www.anxietyuk.org.uk
- **Rethink Mental Illness** - Learn more about mental illness and get advice, information and support visit www.rethink.org

If you are feeling suicidal talk to someone now at the Tees Esk and Wear Valley NHS crisis line on **0300 0200 317**.

If you or someone else is in immediate danger call **999**.

For more local coronavirus information, advice and support please go to:

Harrogate
BOROUGH COUNCIL

www.harrogate.gov.uk/covid19
Tel: 01423 500600



www.northyorks.gov.uk/coronavirus-adviceand-information
Tel: 01609 780 780