



**Directory of useful Advice Services
and Helplines**

During times of Pandemic

Diocese of Middlesbrough

Central Deanery Area

Summer 2020

Directory of Support, Advice Services and Helplines

This directory is intended to highlight just some of the services that people may need assistance with at this very difficult time. It is not intended to be exhaustive but merely to help in signposting you and anyone coming to you for help or support. If there are any gaps in this provision please feel free to add those groups, organisations or agencies that you know of.

Central Deanery Area

Bereavement and Mental Health Counselling: Many local authorities or the NHS can signpost you to these services in your area.

MIND: <https://www.mind.org.uk/> Tel: **0300 123 3393** There are also local branches of Mind. These can be found on the website above.

Samaritans: Web <https://www.samaritans.org/> Tel: **(FREE) 116 123** (24 hours a day, 365 days a year)

Debt Advice and Counselling

Many local authorities provide these services or will signpost an enquirer to other relevant agencies. Also;

Citizens Advice Bureau North Yorkshire and York (CAB) Advice is confidential and free. Advice on Benefits, work, debt and money, consumer rights, housing, law and courts, family, immigration, health.

Web: <https://cany.org.uk/> **Tel: 01748 823862** (lines open 9.00am to 5.00pm Monday to Friday)

Also branches in: York, Phone Adviceline on **03444 111 444** (Monday-Friday 10.00 – 4.00 pm), Web: <http://www.citizensadviceyork.org.uk/>

Ryedale CAB: Phone Advice Line 0300 3309 036 Web: <https://citizensadvicehrs.org.uk/>

CAB also has a **Universal Credit** Helpline to help people put their claim together in order that they can receive their entitlement in a timely fashion: **0800 144 8444 (8am to 6pm)**. There is also a webchat service available: <https://www.citizensadvice.org.uk/>

Carers: Ryedale Carer Support, a charity providing practical and emotional help to carers, the people they care for and older people living on their own.

Web: <http://www.ryedalecarers.org.uk/> **Tel: 01752 432288**

Elderly Services: See local authorities and CAB

AGE UK, Freephone 0800 055 6112 Web: <https://www.ageuk.org.uk/>

Financial Assistance/Advice/Support

Citizens Advice Bureau As above

Credit Unions: there are many credit Unions throughout the region. These can offer relatively cheap loans with a low interest rate. They also help to provide ways of helping people put aside something for a rainy day. Local authority offices will be able to tell you where the nearest one is to you in your area or you can simply search for "Credit Unions "in your area.

Food Banks

Malton: Ryedale Foodbank (Trussell Trust): Web <https://ryedale.foodbank.org.uk/> **Tel: 07990 264008**

York Foodbank (Trussell Trust) based in: Gateway Centre, Acomb; Citadel, Gillygate; Living

Word Church, Huntington; Cornerstone, Tang Hall.
Web: <https://york.foodbank.org.uk/> Tel: 07871 610 894

Housing and homelessness: Housing related issues can often be complex and difficult to navigate and issues can range from repossession of a property or eviction to rent deposits etc... **CAB, Local Authorities** and there are a number of voluntary housing agencies such as

Shelter: https://england.shelter.org.uk/get_help Tel: 0808 800 4444 (8am to 8pm on weekdays)

Housing Justice: <https://housingjustice.org.uk/> can help with advice and support

LGBT+ Contact Fr Tony Lester on 01904 791242 or email: frtony@lgbtmiddlesbroughcatholic.org.uk Web: www.lgbtmiddlesbroughcatholic.org.uk

Local Authorities Can provide a wide range of information and services ranging from Council Tax to advice on benefits entitlements, housing/homelessness, care of the elderly and vulnerable, foodbanks and community services.

Ryedale District Council: Web <https://www.ryedale.gov.uk/> Tel: 01653 600666

York City Council: Web <https://www.york.gov.uk/>

Refugee & Asylum Support

Refugee Action York (RAY): Web <http://www.refugeeactionyork.org/> Tel: 07545 060694

Ryedale District Council links to North Yorkshire County Council website for assistance for refugees and those seeking asylum: <https://www.northyorks.gov.uk/refugees-playing-key-role-pandemic-response>

Homestart York: Web <http://www.homestartyork.org/> Tel: 01904 674 764

See also your Local Authority website for information in your area

Society of St Vincent de Paul (SVP) If you need practical or emotional help during these challenging times please contact your local parish conference or if you don't have one or don't know who they are then contact our Membership Development Officer Sebastian by email at Sebs@svp.org.uk or phone 007774 256129. He will find you a local contact who can help.

Unemployment/Universal Credit, Welfare Benefits: CAB or Local Authority can assist but there maybe advice projects in some local Community Hubs where they exist. E.G, Library or Community Centre. These can be found online or in Telephone Directories.

Vulnerable Adults & Children's Services: If you are at risk or you know of someone that you fear to be at risk you can get in touch with Social Services at your Local Authority. In some cases you may feel the problem is urgent enough to call the Police on 999.

Domestic Abuse:-

Independent Domestic Abuse Services. Web: <https://www.idas.org.uk/>
Tel: 03000 110 110 or 0808 2000 247 (This is a national helpline available 24 hours a day)

Foundation UK can be contact by telephone on 0300 4562214 or visit <https://www.foundationuk.org/>;

Government website: <https://www.gov.uk/guidance/domestic-abuse-how-to-get-help?qclid=CN3lz8aHz-oCFYG3GwodzXYOpQ&qclsrc=ds>

National Domestic Violence Helpline 0808 2000 247

National Society for the Prevention of Cruelty to Children (NSPCC) 0808 800 5000

Web: <https://www.nspcc.org.uk/>

National Stalking Helpline 0808 802 0300

Mens Advice Helpline 0808 8010327

Victim Support. Web: <https://www.victimsupport.org.uk/>

Young People: Local Authorities often have their own directories of young peoples services and will be willing to signpost you to these.

Youth Support Services in North Yorkshire:

Web http://www.york.gov.uk/info/200403/youth_support/1044/youth_support

Tel: 01904 552350 Email: yss@york.gov.uk