



LOCAL SUPPORT & ADVICE (NORTH YORKSHIRE)

We recognise that these are difficult times and we want to make sure nobody feels alone or unable to access help. Our teams are still available to offer support and advice. You can contact us by phone: **0113 278 3335**, by email info@lyha.co.uk, or visit our website: www.lyha.co.uk

We've also put together this directory of support, advice and information links, covering a variety of topics, which we hope might be useful to you at this time.

COMMUNITY SUPPORT

North Yorkshire County Council has set up this [Coronavirus advice and information](#) web page and provided a [List of all the changes to council services](#) during this period.

If you, or anyone you know, is vulnerable/self-isolating in North Yorkshire and doesn't have anyone local who can help, please visit this web page: [Help for you during the Coronavirus Outbreak](#) for details of community support available or call 01609 780780 (Monday - Friday 8am - 5.30pm).



Whitby/Scarborough

Scarborough Borough Council is providing a range of support through local agencies for people who don't have family or neighbours to help e.g. delivering prescriptions, buying and delivering shopping, running errands and providing support via telephone/Skype. Please call 01723 232323 or visit: <https://www.scarborough.gov.uk/node/7937>. Other local sources of support include Age UK (Scarborough) - 01723 379058 and CAVCA (covering Whitby and the Esk Valley) - 07375 668992.

Settle/Craven

Craven District Council also provides online [advice and information about Coronavirus Changes to local services](#)

[How you can help your community and what to do if you need help](#)

If you, or anyone you know, is potentially vulnerable/isolated without local support, please contact the North Yorkshire County Council customer service centre on 01609 780 780.

Or you can contact the [NHS Responders Programme](#) on 0808 1963646.

MONEY, EMPLOYMENT AND BENEFITS

If you are struggling with finances, please speak to one of our Income Officers, as soon as possible, as they will be able to help answer your questions and signpost you to sources of support, Tel: **0113 278 3335** or Email: info@lyha.co.uk

To find out more about local benefits and money advice please visit:

Whitby/Scarborough - <https://www.scarborough.gov.uk/node/7937#benefits>

Skipton/Craven - <https://www.cravencdc.gov.uk/coronavirus-advice-and-information/coronavirus-benefits-and-money/>

<https://www.northyorks.gov.uk/help-your-business-during-coronavirus-covid-19>

You can also read the latest government advice here:

[Support for employees, benefit claimants and businesses](#)

[Help and support if you are self-employed](#) [Coronavirus and claiming benefits](#)

- If you currently receive Universal Credit and your income has changed (or to make a new claim), please visit the DWP website for advice: <https://www.gov.uk/universal-credit>
- If you receive Housing Benefit and your income has changed, you should contact your local council
- You may also be eligible for Council Tax Support - again please contact your council

The following organisations also offer useful, impartial financial advice:

Citizens Advice Bureau

<https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>

<https://www.citizensadvice.org.uk/benefits/coronavirus-check-what-benefits-you-can-get/>

Money Advice Service

<https://www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you>

The Federation of Small Businesses has some great advice for the self employed:

<https://www.fsb.org.uk/>

SHOPPING

Most of the major supermarkets are providing dedicated shopping hours and priority access to online shopping slots for the elderly and vulnerable groups.

Age UK has a useful page on this on its website, including details of priority access, which types of shops remain open and links to all the major supermarket chains' online shopping websites:

<https://www.ageuk.org.uk/information-advice/coronavirus/doing-your-shopping--coronavirus-advice/>



UTILITIES

UK gas and electricity suppliers have agreed to ensure that vulnerable customers, and those who fall into debt during the coronavirus outbreak, remain supplied with energy and Ofgem has announced a freeze on all disconnections during the outbreak. This includes customers with pre-paid meters. To find out more, please visit:

<https://www.which.co.uk/news/2020/03/help-with-energy-bills-announced-by-uk-government/> or contact your energy supplier:

British Gas – T: 0333 202 9802; <https://www.britishgas.co.uk/>

EDF – T: 0333 200 5100; <https://www.edfenergy.com/>

EON – T: 0345 052 000; <https://www.eonenergy.com/>

Npower – T: 0800 073 3000; <https://www.npower.com/>

Scottish Power – T: 0800 027 0072; <https://www.scottishpower.co.uk/>

SSE – T: 0345 026 2658; <https://sse.co.uk/home>

Yorkshire Water – 0345 124 2424; <https://www.yorkshirewater.com/>

PERSONAL AND COMMUNITY SAFETY

Online scam warnings - be careful what you open. Some official looking coronavirus messages may actually be fakes and trying to access your personal information:

<https://www.actionfraud.police.uk/campaign/covid-19-guidance-and-advice>

<https://www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/>



Domestic abuse - Everyone should live without the fear of domestic abuse (whether it be from physical, threatening, emotional or controlling behaviour). If you are worried about yourself or another LYHA customer, please report it immediately by calling **0113 278 3335** or complete this incident log:

<https://www.lyha.co.uk/community-safety-reporting>

LYHA takes all kinds of domestic abuse very seriously and has signed up to the Chartered Institute of Housing's #makeastand campaign.

There are a number of charities that offer advice and support for victims of domestic abuse. This [NHS page](#) has further information about who to contact or visit the Women's Aid website: <https://www.womensaid.org.uk/covid-19-coronavirus-safety-advice-for-survivors/>

The government has also launched a new #YouAreNotAlone campaign to highlight that help is still available for those at risk of or experiencing domestic abuse: <https://www.nationaldahelpline.org.uk/>

HEALTH

There is lots of useful health information available online. Please follow these links for the latest NHS advice: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

[Advice for people at high risk](#)

[Symptoms and what to do](#)

[Report your symptoms to the NHS](#)

Coronavirus advice for people in 23 languages - if English isn't your first language, Doctors of the World have shared COVID-19 advice for patients in 23 different languages, produced in partnership with The British Red Cross and Migrant Help:

<https://www.doctorsoftheworld.org.uk/coronavirus-information/#>

Mental Health support and wellbeing resources - Many people are understandably anxious and worried at this time. While the focus is often on physical health, it's important to look after our mental health too.

If you need to discuss your mental health or are concerned about someone else, please visit:

<https://www.northyorks.gov.uk/mental-health> or contact the North Yorkshire Mental Health Hotline - 0800 561 0076. This is a confidential and anonymous service available from Monday to Thursday, 5pm to 8.30am, Fridays from 4.30pm and 24 hours at the weekends (including bank holidays).

The following charities can also provide support:

[Mind](#)

[The Samaritans](#)

[Making Space](#)

[Together for Mental Wellbeing](#)

Bereavement support - Details of support available for bereaved families is listed on the council website: <https://www.northyorks.gov.uk/bereavement-support> or visit:

<https://www.supportingvictims.org/support-services/bereavement/>

YOUNG PEOPLE AND EDUCATION IDEAS

There are lots of useful links for keeping children happy, learning and entertained whilst they're not in school.



Home schooling ideas

<https://www.bbc.co.uk/bitesize>

<https://www.twinkl.co.uk/resources/parents/age-specific-resources-parents/english-main-subjects-parents>

[English lessons 5-7](#)

[English lessons 7-11](#)

[Fun at home with authors and illustrators](#)

[Elevenses with the world of David Walliams](#)

[Children's free audiobooks](#)

PE sessions with Joe Wicks on [YouTube](#)

[Talking to your children about Coronavirus](#)

[Coronavirus: a guide for children](#) - Axel Scheffler has illustrated a digital book for primary school age children which is free to access

[Children's guide to coronavirus](#)

www.lyha.co.uk