

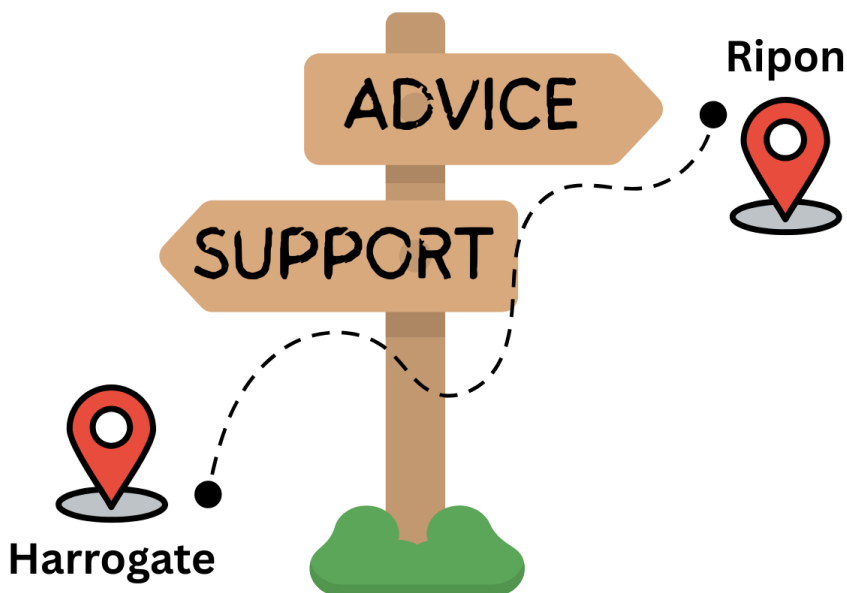


Harrogate and District  
Community Action

# Where to Turn

Information, support and advice available  
in Harrogate and Ripon

[www.hadca.org.uk/wheretoturn](http://www.hadca.org.uk/wheretoturn)



# Food Support

## Harrogate and Knaresborough Foodbanks

Emergency food parcels available to those in crisis. Everyone who comes to the Foodbank needs to have a valid voucher from a referring organisation which includes HADCA. Dates and locations:

### **Mowbray Community Church, Westmoreland Street, Harrogate**

- ♦ Tuesday and Friday 10.30am – 12.30pm

### **Holy Trinity Church, Briggate, Knaresborough**

- ♦ Wednesday 10.30am – 12.30pm

### **Jennyfield Evangelical Church, Grantley Drive, Harrogate**

- ♦ Wednesday 10.30am - 12.30pm

### **Life Destiny Church, High Street, Starbeck**

- ♦ Thursday 10.30am – 12.30pm

Call 07885 529864 or visit at [www.harrogatedistrict.foodbank.org.uk](http://www.harrogatedistrict.foodbank.org.uk)

## Resurrected Bites Harrogate & Knaresborough

### **New Park Community Hub, off Skipton Road, Harrogate**

Thursdays 9.30am – 4pm

### **Gracious Street Methodist Church, Knaresborough**

Fridays 8am – 2pm

Community Groceries is an affordable way for families and individuals to access good quality food. For a small annual fee, those experiencing financial hardship receive access to the shop and pay a low rate for groceries. Call 07396 798788 or visit [www.resurrectedbites.co.uk](http://www.resurrectedbites.co.uk)

They also run regular **Give As You Can Cafes:**

**St Wilfrid's Church, Harrogate** Wednesdays, 10am - 2pm

**Killinghall Methodist Church** Thursdays, 10am - 2pm

**Gracious Street Methodist Church, Knaresborough** Fridays, 10am - 2pm

## The Living Room, High Street, Starbeck

Community café and food pantry. Weekly classes and activities for children during the school holidays [www.livingroom-starbeck.co.uk](http://www.livingroom-starbeck.co.uk)

## **Food Ministry at St Peter's Church, Harrogate**

### **Hot Breakfast**

8.20am – 8.45am Monday to Saturday

### **Mini Supermarket**

4.20pm – 4.40pm Thursday (an opportunity to stock up on tins and bread). Breakfast and mini supermarket produce are provided for those in need on a 'no questions asked' basis.

## **Ripon**

### **Salvation Army, Lead Lane**

Tuesday drop-in 9am - 11.30am for tea, coffee, refreshments & games. They can help with requests for food, form filling, computers or budgeting advice, as well as a friendly chat. No booking necessary. 01765 692657.

### **Ripon Community House Food Support**

Food parcels can be collected either on a Tuesday or Thursday. You need to be referred by an organisation or professional e.g. GP, school, support worker. Call 01765 603631 or visit [www.riponcommunityhouse.co.uk](http://www.riponcommunityhouse.co.uk)

### **Waste Not Wednesday at Ripon Community House**

Donated surplus food from local supermarkets, allotments and gardeners, a selection of healthy freshly made food as well as dried and tinned goods, baby food and more. Everyone welcome. The aim of the project is to reduce food waste. Wednesdays 12pm - 1.30pm. £3 per basket, max 8 items.

### **Children & families**

Free school meals - all children in Reception, Year 1 & Year 2 are entitled to free school meals. Older children may also get free school meals if you are in receipt of certain benefits. Visit [www.northyorks.gov.uk](http://www.northyorks.gov.uk) and click on 'Education & Learning' or call 0300 131 2 131.

### **FEAST Holiday Clubs**

A range of holiday activities with free places, that includes a free meal, for eligible young people. There is a range of sessions from Reception to Year 11. For more information visit [www.northyorkshiretogether.co.uk](http://www.northyorkshiretogether.co.uk) call 01845 980141 or email [hello@northyorkshiretogether.co.uk](mailto:hello@northyorkshiretogether.co.uk)

## Independent Advice & Support

### Citizens Advice, Harrogate

Audrey Burton House, behind the Odeon carpark.

Drop in advice including benefit checks and budgeting help:

Monday, Tuesdays & Fridays 9.30am - 12.30pm

FREE advice line Mondays to Fridays 9am - 4.30pm: 0808 278 7900

Citizens Advice outreach sessions at **Ripon Library**

In person and video appointments available on the first Tuesday of each month. Contact Ripon library to book.

Email: [ripn.library@northyorks.gov.uk](mailto:ripn.library@northyorks.gov.uk)

Tel: 01609 536623

### Age UK North Yorkshire & Darlington

Free, confidential, impartial one to one advice. The service is for older people, their friends, relatives and carers and offers help with general benefit checks, attendance allowance, pension credit, housing and much more. You can book a face-to-face meeting at Harrogate Community House by calling 0300 30 20 100 or emailing [enquiries@ageuknyd.org.uk](mailto:enquiries@ageuknyd.org.uk)

## Wellbeing and Mental Health Support

**Mind in Harrogate District** - supporting positive mental health and wellbeing. 01423 503335 9am to 5pm every weekday.

[office@mindinharrogate.org.uk](mailto:office@mindinharrogate.org.uk)

**Just B 'Hear to Help'** - emotional wellbeing and bereavement support via phone, text or email. Call 01423 856799, text 01423 200118 or email [helplines@justb.org.uk](mailto:helplines@justb.org.uk)

**Samaritans** - free to call from a landline or mobile 116 123 at any time

**Papyrus** - prevention of young suicide. HOPELINE 247: 0800 068 41 41

## Pension Credit

**Pension Credit** can top up your pension when you have reached state pension age and there are lots of people who qualify but who are not claiming. It is worth checking if you are eligible as the Winter Fuel Payment is now means tested and to qualify you need to be of state pension age, born before the qualifying date and be in receipt of Pension Credit, Universal Credit or some other means-tested benefits.

If you qualify for Pension Credit you may also qualify for other help, including help with NHS costs, Housing Benefit (if you rent), reduced council tax, cold weather payments and Warm Home Discount.

Find out all you need to know at [www.independentage.org](http://www.independentage.org) or call the Independent Age free Helpline on 0800 319 6789.

To claim call the Pension Credit claim line on 0800 99 1234 or you can claim online if you have already applied for your state pension.  
[www.gov.uk/pension-credit/how-to-claim](http://www.gov.uk/pension-credit/how-to-claim)

## Maximising your income

Make sure that you are in receipt of all the benefits that you are entitled to. You can use the **turn2us** online checker  
[www.benefits-calculator.turn2us.org.uk](http://www.benefits-calculator.turn2us.org.uk)

**North Yorkshire Council** has a dedicated page of information about the support schemes available in the region including the Local Assistance Fund for food and utilities vouchers (referral required through authorised agency) [www.northyorks.gov.uk/costofliving](http://www.northyorks.gov.uk/costofliving)

If you are not sure who to turn to you can call the North Yorkshire Council customer service centre on 0300 131 2 131, Mon to Fri 9.30am – 4.30pm and ask for ‘cost of living support’.

# Cost of living support & Priority Services Membership

## How can I manage my energy bills?

Give regular monthly meter readings, this will ensure you receive accurate, not estimated bills. Check your bills and that your smart meter is sending readings to your supplier. If you are in debt speak to your supplier ASAP. If you can, increase your direct debit or ask your supplier if they have a Trust Fund that can help clearing energy debts.

The most expensive way to pay for energy is to pay when the bill comes. You could save an average of £112 per year by switching to a direct debit. If you have a pre-payment meter and don't have any debt on them, British Gas, E.ON, Next, EDF and SSE and Scottish Power will now exchange for a credit meter free of charge, but they will run a credit check first.

If you are struggling with the cost of living and are worried about your fuel bills you can contact:

## Warm and Well North Yorkshire

Offering practical solutions to reduce fuel poverty and supporting you to stay warm and well in your home.

Call on 01609 767 555, Mon to Fri 9am – 4.30pm

## Priority Services Membership (PSM)

This is a free, UK wide service which provides extra advice and support, including when there is an interruption, to your gas or electricity supply. For details of eligibility or to apply visit

[www.northernpowergrid.com/care](http://www.northernpowergrid.com/care) or call 0800 169 2996.

## Water bills

If you are struggling to pay your water bills, there is immediate short-term and longer-term help available. You can also request to join their Priority Services Register. Call Yorkshire Water 0345 1 299 299, Mon to Fri 8am – 6pm and Sat 9am – 3pm or visit

[www.yorkshirewater.com](http://www.yorkshirewater.com)

### **Essential Needs, Back Gladstone Street, Oatlands, Harrogate**

The charity re-uses and redistributes good quality used furniture, household items and white goods to residents in need of support. They stock tables, chairs, beds, chest of drawers, cupboards and wardrobes as well as appliances and small electrical items. Open to everyone, they run a two-tier price system – anyone in receipt of a means tested benefit or on a low income can register with them to receive a 35% discount. See details and check out what's in stock right now at [www.essentialneeds.org.uk](http://www.essentialneeds.org.uk) or call 01423 870040.

### **Harrogate Clothes Bank, Hornbeam Park, Harrogate**

FREE pre-loved clothes and shoes for all in need. Every Wednesday from 10am - 12pm and the 2nd Saturday of the month from 10am – 12pm [www.harrogateclothesbank.co.uk](http://www.harrogateclothesbank.co.uk) or 01423 589148

### **The Village, The Old Chapel, Skipton Road, Harrogate**

Baby bank, children's clothing bank and Uniform Swap Shop providing free essentials for new mums, families and children of all ages. Also a Conversation Café for those practising their English, tea and light refreshments served [www.thevillageharrogate.co.uk](http://www.thevillageharrogate.co.uk)

### **Harrogate Neighbours Community Hub, 16 High Street, Starbeck**

Open to all, offering wellbeing support, social opportunities and signposting to local resources, including digital help and financial guidance. Drop in for a cuppa and chat Monday to Friday between 10am and 4pm. [www.harrogateneighbours.co.uk/our-services/community-hub](http://www.harrogateneighbours.co.uk/our-services/community-hub)

### **Transport**

Community transport can help you access hospital, doctor and other medical appointments as well as social activities that support your health and wellbeing:

**Harrogate Community Transport:** 01423 206008

**Community Transport Knaresborough:** 01423 861066

**Ripon Community Transport:** 01765 357004

**Boroughbridge Community Transport:** 01423 324504

**Nidderdale Community Transport:** 01423 714983

## Local advice & support

**Where To Turn Directory** – regular community activities and services provided by voluntary organisations across the Harrogate District

[www.hadca.org.uk/wheretoturn](http://www.hadca.org.uk/wheretoturn)

**Harrogate Easier Living Project (HELP)** information and signposting to local services and activities as well as Help at Home handyperson service offering gardening, decorating and small DIY jobs. Call 01423 813090 (Mon – Thurs 9am – 3pm) [www.helpharrogate.org.uk](http://www.helpharrogate.org.uk)

**Ripon Community House** a community hub for the benefit of Ripon and the surrounding villages. Contact 01765 603631 or visit

[www.riponcommunityhouse.co.uk](http://www.riponcommunityhouse.co.uk)

**Boroughbridge Community Charity** supports residents and communities in Boroughbridge. Contact 01423 324504 (Mon to Fri 9am – 1pm).

[www.bcccharity.co.uk](http://www.bcccharity.co.uk)

**Chain Lane Community Hub** and **Knaresborough Connectors** information and advice on support in the Knaresborough area. Call Chain Lane on 01423 861066 or email [info@chainlane.org](mailto:info@chainlane.org) [www.chainlane.org](http://www.chainlane.org) and [www.knaresboroughconnectors.org.uk](http://www.knaresboroughconnectors.org.uk) 07934 527853.

**Masham Community Office** for information, activities and support for locals and visitors. Call 01765 680200 [www.visitmasham.com](http://www.visitmasham.com)

**Nidderdale Plus** supports local voluntary and community groups and helps residents to access local services. Call 01423 714953.

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

### Harrogate and District Community Action (HADCA)

Harrogate Community House, 46-50 East Parade, Harrogate, HG1 5RR

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

By phone: 01423 504074

Email: [help@hadca.org.uk](mailto:help@hadca.org.uk)

Monday to Thursday 9am – 4.30pm

Registered charity no. 1144758

