



HAMBLETON
DISTRICT COUNCIL



Enjoy Hambleton Safely



Welcome

Dear Resident,

Welcome to “Enjoy Hambleton Safely” – a booklet aimed at providing you with advice and information to help you stay safe and enhance your health and wellbeing.

Inside you’ll find safety advice from your local North Yorkshire Police Teams and North Yorkshire Fire and Rescue Service. There are also pages of information to help you enhance your wellbeing through information provided by Hambleton District Council and many of our community and charitable partners from across the district.

Working with others to keep our residents safe and secure is core to the work of the Safer Hambleton Hub that comprises of officers from Hambleton District Council and North Yorkshire Police. The Hub works with a collective partnership of agencies to co-ordinate measures to reduce, prevent or detect crime, disorder or anti-social behaviour across the district. These include:

- Hambleton District Council
- North Yorkshire Police
- North Yorkshire Fire and Rescue Service
- Broadacres Housing Association
- Health services including mental health, Drugs and Alcohol services
- North Yorkshire County Council services including social care and education
- Youth Justice Service and Youth services.

The agencies work together to reduce issues that are impacting on the community and participate in proactive problem solving to agree actions to find long term resolution. The Hub has a number of powers available to enforce sanctions against those who do not engage and continue their anti-social or disorderly behaviour; this can include court action where appropriate.

I hope that you find the information contained in these pages useful; please do contact any of the organisations featured if you think they can help to resolve any issue affecting you or your wellbeing. Remember to check services offered via the contact details provided before making any travel plans.

Here’s to staying safe and well!

Councillor Mrs Bridget Fortune
Portfolio Holder for Leisure



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Crime Prevention

Don't make your home an easy target for burglaries. A burglar only needs to spot an open window, unlocked side gate or dodgy security alarm to make their move.

NEVER LEAVE

- A window open or a side gate unlocked
- Spare keys hidden outside or in a garage or shed
- Ladders or tools outside as they may be used to gain entry
- Valuables like laptops visible from the window
- Any cash or valuables hanging around
- Notes for delivery drivers as this can alert thieves.

ALWAYS

- Check that all doors and windows are locked
- Fit deadlocks to all outside doors
- Hide your car and house keys
- Install a burglar alarm and turn it on when you leave the house.

HANDY HINTS

- If you are going out for the evening leave lights and a radio on a timer
- If you are going on holiday arrange for a neighbour or friend to collect your post and put the bins out
- Photograph and make a record of your valuable possessions and keep them in a secure place. Mark garden tools, ornaments and planters with your postcode, using a UV pen.

PREVENTION

- Fit British Standard deadlocks to all outside doors to reinforce them with strong bolts, preferably key operated
- Fit a security chain and wide angle door view or spyhole
- Check the identity of callers you don't know, contact the company direct
- Make use of password schemes which most utility companies use
- Install window locks on the ground floor windows near flat roofs and drainpipes
- Put up stickers advising CCTV has been installed.

Contact 101 – in an emergency dial 999

Register your property for free at www.immobilise.com – it only takes a couple of minutes and once you have registered you will have a better chance of getting your property back if it is stolen.



Dealing with Hate Crime

Hate crime is a crime which is committed against a person because of their race, religion, sexual orientation, gender, transgender or disability. North Yorkshire Police adopted Misogyny (hate directed at women because of their gender) under its hate crime policy in 2017.

Further information and also translations of information into nine other languages can be found at:

www.northyorkshire.police.uk/staying-safe/hate-crime/

How to Report Hate Crime

You should always report all incidents of hate to the police. For example, if someone has shouted a name at you, or made an offensive gesture towards you or committed a more serious crime towards you such as damaging your property or physically assaulting you and you believe it is because of your race, religion, gender, sexual orientation or disability, you should tell the police.

If it's an emergency and you are in immediate danger, always dial 999.

Otherwise, please contact North Yorkshire Police on **101** and make a report. You can also report a hate crime you have witnessed if you were not the victim.

North Yorkshire Police want to know about all incidents of hate and will always follow up and investigate your report. It may sound obvious but for a report of hate to be recorded as a crime, a law must have been broken and a crime must have been committed. If this is the case and we have enough evidence to satisfy the Crown Prosecution Service, we will always look to support a prosecution.

If following investigation, the result is that a law has not been broken, a crime has not been committed and a prosecution cannot be pursued, we will record your report as a hate incident and you will still be offered support.

We understand that not being able to pursue a prosecution is disappointing to victims of hate and we recognise the upsetting experience they have been through. However, it is important to report and record hate incidents, as it helps us to understand and build a picture of intelligence which will inform our local policing resourcing decisions. For example, if we know through reports of hate that there is a local 'hot spot' where incidents are happening, we can change our patrol routes to ensure our officers and PCSOs are visible in the area. Reporting all incidents of hate to the police also means that we can engage with support services and ensure you can get access to the help and advice you may need to help you move past the experience. Support agencies include:

Supporting Victims in North Yorkshire
www.supportingvictims.org

Reporting hate crime online –
True Vision www.report-it.org.uk

For victims of anti-Muslim hate –
Tell MAMA www.tellmamauk.org

For victims from the Jewish community –
CST www.cst.org.uk

For victims of hate from the LGBT+ community – Galop www.galop.org.uk



Dealing with unwanted calls



Dealing with unwanted calls on a landline has become much easier. Anyone receiving unsolicited calls via their home phone should contact their telephone provider and ask them if they provide a free call blocking service. BT, Talk Talk, Plus Net, EE and Sky all provide call blocking services that can prevent unwanted calls reaching vulnerable people. Alternatively call blocking devices and replacement telephones with call blocking software pre-installed are available to purchase.

PLEASE NOTE: IF A FRAUDSTER USES SPOOFING SOFTWARE TO GIVE THE APPEARANCE OF A TRUSTED NUMBER (SUCH AS A BANK) IT WILL BYPASS ANY CALL BLOCKING IF THAT NUMBER HAS BEEN ACCEPTED PREVIOUSLY.

If you receive a call from your bank, leave it for 10 minutes and then call them back on a different phone and ask them if they have rung you.

For further advice on call blocking products contact the relevant phone provider:

BT: 'Call Protect' – www.home.bt.com/tech-gadgets/tech-news/bt-call-protect-free-service-crackdown-nuisance-calls-11364136279348

Sky: www.sky.com/help/articles/sky-talk-shield-getting-started

Talk Talk: www.community.talktalk.co.uk

EE: www.ee.co.uk/help/help-new/safety-and-security/content-lock/blocking-unwanted-calls-and-texts

Plusnet: www.plus.net/home-broadband/plusnet-call-protect



Tackling the Fraudsters



Older people are often vulnerable to telephone and cyber fraud and when we visit them, or talk to them during our roadshows, we are able to explain the warning signs.

TELEPHONE FRAUD

Some simple security measures you need to take to remain vigilant:

ALWAYS

- Make sure the person is genuine on the phone
- Avoid giving personal or financial details over the phone without making sure they are genuine and you have gone through security checks with them
- Hang up on suspicious callers and wait 30 minutes to clear the line
- Keep a list of your regular numbers that are genuine.

NEVER

- Call back unknown telephone callers
- Speak to someone just because they have called you – you can call back in your own time.

ONLINE BANKING FRAUD

Never give any personal information (name, address, bank details, email or phone number) to organisations or people before verifying their credentials. Banks and financial institutions will not send you an email asking you to click on a link and confirm bank details.

SCAM MAIL

Some scams can be very elaborate and seem like a genuine chance to win a prize or make money. When you have responded once to scam mail you will be inundated with more and targeted by other fraudsters.

DOOR TO DOOR FRAUD

Beware of criminals knocking on your door offering products or services. They will try and get you to pay for non-existent services or overpriced goods and will often put pressure on you to agree quickly to their demands asking for payment upfront and even intimidate you.

Always ask for identification and tell them to wait outside while you check. Call the company, not the number on their ID card. If you are unsure speak to a relative or friend.

WHAT TO DO IF YOU GET SCAMMED

If you think you have uncovered a scam, have been targeted by a scam or fallen victim, there are many authorities you can contact for advice or to make a report. It is important to report crimes, including fraud so that authorities know it has happened and are able to do something about it.

CYBERCRIME & FRAUD HELPLINES AND CONTACTS

If you have been affected by any type of fraud report it to Action Fraud via www.actionfraud.police.uk or call **0300 123 2040**

Action on Elder Abuse work to protect the abuse of vulnerable older adults including a confidential Freephone helpline – **080 88808 8141**
www.elderabuse.co.uk

Dementia and the Herbert Protocol



When a person goes missing, it is very distressing for family and friends and can be even more worrying when the missing person has dementia.

The Herbert Protocol is a simple risk reduction tool to help the police in their search for people with dementia who go missing.

The Herbert Protocol is a form that contains vital information about the missing person.

The form is filled in by the person with dementia, their family or carers. The completed form should be kept safely by carers, family or friends but where it can be found quickly in the unfortunate event of the person going missing. The police will only ever ask for the form if the person is reported missing.

Please don't send it beforehand and do not give it to anyone who you do not know or trust. When a person is reported missing, the police need a vast amount of information from people who are likely to be in a heightened state of anxiety. Extracting that information takes time and may not always be accurate particularly when it relates to historic information which can be important when searching for a person with dementia.

The Herbert Protocol is designed to collect most of the information in slow time, so that it can be passed to the police quietly if it is ever needed. It will help the police in their search for the missing person, saving valuable time

and help return them to safety. The form should be kept up to date with a recent photograph of the person that can be passed to the police if needed. If you believe a person has gone missing and you are concerned for their safety, call the police on 999 and tell the police operator that you have a Herbert Protocol.

You can find out more and access the Herbert Protocol form on the North Yorkshire Police website.

northyorkshire.police.uk/staying-safe/personal-safety/the-herbert-protocol

CONTACT:

Alzheimer's Society are continuing to offer support to people living with dementia and their family carers by telephone/email over the coming months.

Our Dementia Connect number is **0333 150 3456** which is open 9am - 5pm Mon to Fri and 10am - 4pm Sat & Sun.



Dementia Forward

We are North Yorkshire's leading support charity for people living with and affected by dementia.

To find out more, call our helpline on

Tel: 03300 578592

Web: www.dementiaforward.org.uk

We provide highly responsive, personalised information, advice and signposting service to anyone whose everyday life may be touched by the condition.

We achieve this through our experienced team of dementia support advisors, a specialist Dementia Nurse, a local helpline, home visits, wellbeing activities and educational programmes.



Alzheimer's Society

25A Olav Road, Richmond DL10 4PU Tel: 01748 825817

Email: richmond@alzheimers.org.uk

Web: www.alzheimers.org.uk

Dementia Connect support line: 0333 150 3456

Getting a diagnosis of dementia can be scary and isolating. Alzheimer's Society research shows two-thirds of people living with dementia feel isolated and lonely, even though more than half of the UK public know someone with the condition.

Friends and family often find they don't know what to say or do and can end up visiting less and less.



Dementia Information Service, Hambleton and Richmondshire

Our dementia advisers offer people with dementia, their carers, family and friends information and practical guidance to help you understand dementia, cope with day-to-day challenges and prepare for the future. They offer information to people who are worried about their memory and ongoing support to people affected by dementia face to face, over the phone or in writing.

Top 10 Fire Safety Tips

Fire Safety Advice Line – 01609 788545

www.northyorksfire.gov.uk/communitysafety/sw

People can request visits either by filing in our online form or by calling the advice line (see link and phone number above).

This link allows friends/family members to make referrals on behalf of someone else too, which is useful for some of the more vulnerable members of the community.

Follow our top 10 fire safety tips:

1. Fit a smoke alarm on each level of your home and test them regularly.
2. Make a fire action plan so that everyone in your house knows how to escape in the event of fire.
3. Never overload plug sockets.
4. Never leave washing machines, dishwashers, tumble dryers or electrical items charging overnight.
5. Ensure cigarettes are stubbed out and disposed of carefully.
6. Never leave your cooking unattended.
7. Never leave lit candles unattended.
8. Keep clothing and curtains away from heating appliances.
9. Take special care when you are tired or when you've been drinking.
10. If a fire occurs get out, stay out and call the Fire Service by dialling 999.



Safe and Well Visits

A Safe and Well visit involves us coming to your home to offer fire safety advice, including:

- how to reduce and prevent fires
- looking at possible fire risks in the home
- advice on bedtime routines to help keep you safe at night
- helping you think about an escape plan
- checking you have working smoke alarms and know how to test them.

We can also offer advice about health and wellbeing. This may include where to find advice and support on:

- giving up smoking
- avoiding falls
- keeping your home warm.



**NORTH YORKSHIRE
FIRE & RESCUE SERVICE**

To book a visit you can:

Request a visit online: www.northyorksfire.gov.uk

Call our advice line: **01609 788545**

Contact our switchboard: **01609 780150**



Crisis Resolution and Intensive Home Treatment Team (CRHT)

Urgent Care Services

Web: tewv.nhs.uk/services/crisis-and-intensive-home-treatment-team/

Tel: 0300 0200317

Open 24 hours a day, seven days a week

What is the crisis resolution and home treatment team?

We provide specialist assessment for people aged 16yrs* and older who need urgent mental health care. This assessment helps us to understand and agree:

- what your current needs are
- how we may be able to support you.

This includes your mental and physical health needs as well as any social care needs you may have.

We will also identify if there are any risks to yourself or others. This is to minimise any possible harm and support your well being.

A range of professionals work in the team including nurses, psychologists, occupational therapists, social workers, support workers, doctors and trainee staff.

* In some areas, where people have been supported by child and adolescent mental health crisis services, support will be given from the age of 18yrs.

Your assessment

We may ask you:

- what is happening for you at the moment
- what you are finding difficult
- what you would like help with
- what matters to you
- what has or hasn't helped in the past
- about your physical health needs
- what support you have in place
- what care you are currently receiving for your mental health (for example, if you have support from mental health services).

The time it takes to complete an assessment depends on each individual circumstance. Sometimes we need longer to understand your mental health needs.

This means we may continue to assess you for up to three days following your initial assessment.

For many people, family members and carers play an important role in supporting their wellbeing and can be involved in our assessments if this is something you would like.



Tees, Esk and Wear Valleys
NHS Foundation Trust

Helplines and other useful sources of information

<p>The Samaritans www.samaritans.org Confidential, non-judgemental emotional support 24 hours a day for people who are experiencing feelings of distress or despair. No credit is required to call and numbers do not show on any bills.</p>	<p>Tel. 116 123 Text. 07725 909090 Email. jo@samaritans.org</p>
<p>Sane www.sane.org.uk A national mental health charity providing information and emotional support to anyone affected by mental illness 4.30pm-10.30pm daily.</p>	<p>Tel. 0300 304 7000</p>
<p>Autism Helpline Helpline opening hours: Monday-Thursday 10am-4pm, Friday 9am-3pm (excluding Bank holidays)</p>	<p>Tel. 0808 800 4104</p>
<p>Anxiety UK www.anxietyuk.org.uk Support for those living with anxiety and anxiety-based depression by providing information, support and understanding.</p>	<p>Tel. 08444 775 774 Text. 07537 416905 Email. support@anxietyuk.org.uk</p>
<p>Relate www.relate.org.uk Provider of relationship support.</p>	<p>Tel. 0300 100 1234</p>
<p>MIND www.mind.org.uk Provide advice and support to empower anyone experiencing a mental health problem.</p>	<p>Tel. 0300 1233 3399 Text. 86463 Email. info@mind.org.uk</p>
<p>Rethink Mental Illness www.rethink.org Provides a national advice service and emotional support helplines for those experiencing severe mental illness and their carers and relatives.</p>	<p>Tel. 0300 5000 927</p>
<p>CRUSE www.crusebereavementcare.org.uk Provides people who have recently lost a loved one with information and support on grief and legal matters.</p>	<p>Tel. 0808 808 1677</p>
<p>National Debt Line www.nationaldebtline.co.uk Independent charity providing free debt advice.</p>	<p>Tel. 0808 808 4000</p>
<p>NHS Choices www.nhs.uk</p>	<p>Tel. 111</p>
<p>FRANK www.talktofrank.com Friendly confidential drug advice</p>	<p>Tel. 0800 776 600</p>
<p>Drugs line drugsline.org Free drug crisis and support line</p>	<p>Tel. 0808 1606 606</p>
<p>Drink line 9am-11pm weekdays, 6pm-11pm Sat & Sun Advice and information for people with alcohol problems or anyone concerned about alcohol misuse.</p>	<p>Tel. 0300 123 1110</p>
<p>Welfare Rights www.welfarerights.net Free benefits advice.</p>	<p>Tel. 01387 266888 Email. info@welfarerights.net</p>

North Yorkshire County Council

Living Well Service



How do you access the service?

When you or a professional on your behalf contacts us, an adviser will refer you to the Living Well team if you meet the requirements for the service.

Please call our Customer Service Centre on: **01609 780780**

(Social Care option 2)

Web: www.northyorks.gov.uk/living-well-north-yorkshire/

What is Living Well?

Living Well Coordinators work with you to find ways to avoid being isolated, to take steps to improve your health and to discover opportunities to develop more interests. They provide help with practical and emotional issues. This is a free, time limited service for those people who are eligible.

Who can we help?

- People who are bereaved or have lost a support network
- People who have had a recent loss of confidence
- People who are lonely or socially isolated
- People who need help with finding information, advice and guidance
- People who need help finding or maintaining employment.

We cannot help people who have had a social care assessment and have ongoing care and support needs.

We help adults who need a little extra help to overcome some of life's challenges and changes; people who have a caring role, who are frail or physically disabled, people with a learning disability or autism, people with mental health problems or sensory impairments.

What can you expect?

A Living Well Coordinator will:

- Talk to you and find out more about what support is required
- Spend time with you on a one-to-one basis to help you to think about areas of your life that you would like to change
- Work alongside you and listen to what help you may need
- Support you to make simple changes to manage your health and stay well
- Support you to make a plan of what you need to do to make those changes and help you to achieve your goals in an agreed time frame.

There isn't a definitive list of 'things' that the Living Well Coordinator does because it is a personalised service and it will vary as to what the person wants to achieve. Some of the types of support that have been provided so far include:

- Support to build self-confidence
- Support with practical advice and skills
- Advice on healthy living and sign posting to lifestyle services such as stop smoking or exercise
- Help to get online either in the home or using a universal/community service e.g. library or cyber café
- Help to become a volunteer or to access community activities
- Helping a person to be connected to, linked with or signposted to a voluntary agency for support or involvement for a specific support e.g. befriending, shopping, transport, advocacy etc.

Help to Stop Smoking

Living Well Smokefree is a team of advisors who have plenty of experience in helping people to stop smoking. We see anyone from the age of 12 upwards, who live, work or are registered with a GP in North Yorkshire. We have community based locations across North Yorkshire and can arrange home visits for people who have mobility issues.

We also have a specialist stop smoking advisor specifically for pregnancy so if you are pregnant and would like to quit, you can access the service yourself or ask your midwife to refer you. You will be offered a choice of a home visit or an appointment in a clinic if you prefer.

Living Well Smokefree offers personalised, one-to-one support over 6 to 12 weeks including:

- access to a dedicated stop smoking advisor
- a supply of either Nicotine Replacement Therapy (NRT) or Champix
- local weekly one-to-one behavioural support.

We know that people who use this combination of support are three times more likely to quit for good.



Contact Living Well Smokefree for advice about stopping smoking on:

Phone: **01609 797272** or Email: **stop.smoking@northyorks.gov.uk**

Website: **www.northyorks.gov.uk/stopsmoking**

North Yorkshire Horizons

Adult Drug and Alcohol Recovery Service

We're rated Outstanding by the CQC.

Call us on **01723 330730**

Northallerton Hub

You'll feel welcome at North Yorkshire Horizons. We're at 5 The Applegarth, Northallerton. That's the road that runs behind and parallel to the High Street, on Barker's side.

You can call us free on **08000 141480**

www.nyhorizons.org.uk We're open 9am - 5pm

How we can help

You'll get your own worker, who will support and guide you. Everyone's road to recover is different – we know that.

You can get....

- one-to-one support,
- support in groups,
- a health and well-being check including health screenings,
- blood testing and vaccinations.

We look at underlying problems, at what sets you off and we help you cope with your emotions as you recover from addictions. We also provide substitute medication where appropriate and detox support in the community.

The Horizons service is made up of three organisations, led by Humankind. We use flexible, wraparound services to focus on clients' needs. We support them to reduce or end their substance misuse and to rebuild their lives.

The people who use our services can access brief interventions and structured treatments. The recovery journey also draws upon our charity's expertise in community and family work, residential rehabilitation, and employment support.

Our partners, Changing Lives assist with the recovery element of treatment, working with people from the start of their recovery journey right through to completion. Workers have found that this aftercare helps you to maintain the changes you have made.

Workers bring an all-round approach to recovery, supporting people with the full range of issues they face, not just addiction.

We can give you one to one support. We listen to what you're saying. Then, we set goals that you can achieve, helping you to reach a positive place.



Mind in Hambleton

Darlington Mind in Hambleton

2 The Link, Crosby Road, Northallerton DL6 1DG

Tel: 01609 780758

Email: nyteam@darlingtonmind.com Web: www.darlingtonmind.com



Mind offer a wide range of services for working age and older adults, children and young people aged 11 to 18 (and their parents and families). Call us or visit our website for further details.

Based in Northallerton, we offer 1-1 counselling, befriending, self-help courses to help develop coping skills and emotional resilience, art & craft skills sessions, creative writing, knitting group, quiet relaxation room and peer support.

Peer support groups, lunch clubs and services for older people are also available at outreach centres throughout Hambleton.

We are here to listen and provide impartial support – you only need to ask.

We are always pleased to hear from anyone with ideas and suggestions about what services and activities they want to see plus if we can't help we will know someone who can.

Helping you to maintain good health and wellbeing is our priority.

Age UK North Yorkshire & Darlington

1 Zetland Street, Northallerton DL6 1NB

Tel: 01609 771624

Email: enquiries@ageuknyd.org.uk Web: www.ageuknyd.org.uk

Opening Hours: Monday to Friday: 9am – 3pm

Support & Advice

- Information & Advice
Offering free, impartial and quality assured advice on a wide range of subjects including General Benefits Checks, Attendance Allowance, switching from Disability Living Allowance to Personal Independence Plans, Pension claims, support concerning Welfare Rights, Consumer Rights, Housing and Care

Health & Wellbeing

- Good Friends
Good Friends is about creating a network of informal volunteers who share their time with people in need of extra support

- Befriending
Companionship for lonely and isolated older people who just need somebody to talk to
- Good Friends Telephone Befriending
- Classes and Activities
Contact us for details of our current programme
- Meals at home - we can deliver an affordable, ready to eat, nutritionally balanced two course hot meal in the Northallerton area 7 days a week



Services available from Hambleton District Council

Civic Centre, Stone Cross, Rotary Way, Northallerton DL6 2UU

Tel: **01609 779977**

Email: **info@hambleton.gov.uk**

Web: **www.hambleton.gov.uk**

Housing

You can contact our housing team by telephone on **01609 779977** or emailing **housing3@hambleton.gov.uk** or visit our website **www.hambleton.gov.uk**

Our housing team can help with:

- Homelessness prevention (see below for further details)
- Housing adaptations through the disabled facilities grants.

Homelessness

We can offer support and help to people who are homeless or to those worried about becoming homeless. We have a responsibility to help and support people who either are homeless or are at risk of homelessness within 56 days. Wherever possible we want to prevent homelessness and we will work with people to help them stay in their home but if that isn't possible, we will help them find suitable alternative housing.



Private rented properties

If you think your home's unsafe, contact the housing department. They will arrange a housing health and safety rating system (HHSRS) assessment and must take action if they think your home has serious health and safety hazards.

Landlords also have legal responsibilities for gas and electrical safety testing, to provide a smoke alarm on each floor and a carbon monoxide alarm in any room with a solid fuel burning appliance. They also need to ensure the energy efficiency of the property is up to a suitable standard so the property can be adequately heated in the winter months.

For more information contact us on **01609 767138** or email ehs@hambleton.gov.uk or visit our website www.hambleton.gov.uk

Energy efficiency schemes

There are many schemes, services and grants available to keep your home warm and save you money. Some are run by Hambleton District Council and some are run by partner organisations. Depending on what is needed in the property, your current financial circumstances and any health concerns, you may be eligible for a range of home energy efficiency measures. These can range from a new gas central heating system, connection to a local gas main, loft and cavity wall insulation or renewables such as air source heat pump.

Visit our web page for further details on the various schemes:

www.hambleton.gov.uk/info/20036/housing/797/warm_homes_and_energy_efficiency

Property repair assistance

The home appreciation loan allows you to carry out work to repair or improve your home without making regular repayments, it's not a grant but an equity release loan with no monthly payments to make. You only have to repay the loan when you no longer own your home, for example if you sell it. The amount you'll repay is based on how much your property has changed in value when you sell it, or no longer own it. There is no set repayment term.

For more information contact us on **01609 767138** or email ehs@hambleton.gov.uk or visit our website www.hambleton.gov.uk

Hambleton Leisure Centres

Our leisure centres in Northallerton, Thirsk & Sowerby, Bedale and Stokesley work together to enhance the health and wellbeing of the local community. We deliver a wide range of high quality, accessible and customer focused services. For those who meet eligibility criteria, this includes a free 12 week structured weight management programme 'Take that Step'. Our staff have a passion to get our community physically and mentally active. We always create a friendly and supportive environment for our customers.

Find out more at: www.hambleton.gov.uk/zest

Tel: **01609 779977**

Broadacres Housing Association

Broadacres House, Mount View, Standard Way, Northallerton DL6 2YD

Tel: 01609 767900

Email: info@broadacres.org.uk Web: www.broadacres.org.uk

Broadacres is a successful, innovative, not for profit housing association based in the market town of Northallerton in North Yorkshire.

Currently we own and manage more than 6,000 homes and have stock in Hambleton, Darlington, Richmondshire, Harrogate, Redcar and Cleveland, Ryedale, Scarborough, Selby, the East Riding of Yorkshire, York and Leeds.

We have over 25 years' experience delivering affordable homes in partnership with developers, and our dedicated Housing Team help our customers and local communities to be happy and prosperous. Our in-house repairs team maintain all our rental properties, delivering the highest standards possible, and we are accountable for ensuring our homes are well maintained and managed.

We provide a range of services to our customers aimed at meeting our vision; 'to be the best rural housing association in the country', whether that's carrying out high quality repairs or providing customers with ways of saving money, we strive to make sure they receive a first-class service and that, ultimately, our customers are proud to say they live in a Broadacres' home. Our colleagues are here to help.

If you are a current Broadacres' customer and have concerns about tenancy issues, rent arrears or Anti-Social Behaviour you can contact us by telephone or email.

Broadacres have a number of services including the following;

- Mental Health Team;
- Learning Disability Team;
- Domestic Abuse Team;
- Young Persons Team; and
- Debt and Welfare Team.

Please contact us for further information, or visit our website.

We are part of the North Yorkshire Home Choice Scheme where available Broadacres properties are advertised weekly. Those eligible can register on the scheme and express an interest (bid) on up to 3 properties they would like to be considered for.

Full details of how to apply to join the North Yorkshire Home Choice register, and details of all the housing options, are available at:

www.northyorkshirehomechoice.org.uk



Hambleton and Richmondshire Carers Centre

2, Omega Business Village, Thurston Road, Northallerton DL6 2NJ

Tel: 01609 780872

Email: info@hrcarers.org.uk Web: www.hrcarers.org.uk

Our professional and motivated workforce support unpaid carers of all ages from age 8. We support carers to improve their lives and make informed choices and decisions that enable them to lead the life they choose.

We can help you find the information you need as a carer and provide guidance through the Health and Social Care systems. We will listen to you and provide a confidential and non-judgemental place to talk. We also help you to take time-out for yourself and meet with other carers.

Please contact us as above to talk about your support needs, make a referral for a carer's assessment or for general advice and guidance.

Hambleton & Richmondshire
Carers Centre

Support for unpaid carers



The Living Rooms Northallerton

5 Garthway Arcade, Northallerton DL7 8NS

Tel: 01609 779285

Web: www.facebook.com/thelivingroomsnorthallerton

Web: www.thelivingrooms.org.uk

Open: Most days – see our notice board.



The Living Rooms, based on Garthway Arcade, Northallerton is a registered charity (charity no. 1181883) that aims to provide a welcoming environment and support for people to find the help they need to improve their wellbeing.

We offer a wide range of assistance and activities for people with life issues ranging from stress and anxiety to depression and loneliness.

The project, complete with sofas and a quiet room, allows visitors to chat over a hot drink, sit quietly or join in various craft or other activities. It is also partnering with several organisations including Hambleton FoodShare, Renew Wellbeing, Jubilee Debt Advice, North Yorkshire County Council and NHS mental health teams.

Hambleton Foodshare

Are you in need of an emergency food parcel?

Based at The Living Rooms, 5 Garthway Arcade DL7 8NS

Tel: 07514 244158

Email: info@hambletonfoodshare.org.uk

Web: www.hambletonfoodshare.org.uk

Open Monday evenings 4pm – 6pm



Hambleton FoodShare is a community partnership which provides emergency food parcels for people who are struggling to feed themselves and their families. The aim of this scheme is to provide a three-day emergency food parcel to people in temporary financial crisis. We can accept self-referrals for your FIRST visit – then we will give you information on how to get further referrals from one of our agency partners. Please don't struggle or feel any embarrassment we are here to help. Call us or email if you need help or advice on where to get a referral.

There are also many ways that you can help us at Hambleton Foodshare from volunteering to making a donation. Please visit our website.

A further independent service exists for residents of Easingwold and surrounding villages:

For those in the Easingwold area and surrounding villages needing support with food and toiletries, please contact **07724 444750**, leave a message and we will get back to you as soon as possible to find out how we can help.

Citizens Advice Hambleton

277 High Street, Northallerton DL7 8DW

Tel: 01609 776551

Email: receptionh@northyorksca.org.uk

Web: www.citizensadvicehrs.org.uk

Adviceline

Tel: 0300 3309 036

Call the advice line above for the quickest way to speak to an adviser on any issue including benefits, debt, employment, housing and other issues

Please visit our website citizensadvicehrs.org.uk to check our latest drop-in advice session opening times or call 01609 776551.

Free disc parking outside (maximum stay 1 hour).

Pay and display – High Street and Applegarth Car Park.

Outreach

We have drop-in sessions at the following locations:

Bedale Library

Easingwold Library

Stokesley Library – The Globe

Thirsk Community Works

Call 01609 776551 for more information

Advice Bus

Visit our website to find out where our Advice Bus will be.

Home visits

We may be able to provide home visits for vulnerable people unable to visit our main office or outreach locations. For more information about appointments or home visits please telephone our Richmond office on 01748 823862

Citizens Advice Consumer Service

Tel: 0808 223 1133

Expert help with consumer problems

Universal Credit - Help to Claim

Tel: 0800 144 8 444

Support with your first Universal Credit claim

Warm & Well

Tel: 01609 767555

Web: warmandwell.org.uk

Help with energy debt, switching suppliers, energy efficiency and emergency money for fuel top-ups

Online advice is available at

citizensadvice.org.uk

Or use the form on our website to ask for email advice

citizensadvicehrs.org.uk



Mid-North
Yorkshire

Your Local Community Voluntary Centre

Please contact your local voluntary service organisation (listed below) if you are in need of support or advice on a wide range of subjects from dealing with isolation, joining local activities, support for carers, volunteering, local transport solutions, benefits advice and signposting for help to put you in touch with other services available in your local area.

Please be sure to make contact with the organisation closest to you to check on opening times before making any travel plans.



Hambleton Community Action

159-160 High Street, Northallerton DL7 8JZ

Tel: 01609 780458

Web: www.hambletoncommunityaction.org

Email: admin@hambletoncommunityaction.org

Covering Northallerton, Bedale and surrounding villages.

Open: Monday-Friday 9am – 1pm



Easingwold District Community Care Association

Police House, Church Hill, Easingwold, York YO61 3JX

Tel: 01347 822875

Web: www.edcca.org.uk

Email: info@edcca.org.uk

Covering Easingwold and surrounding villages.

Open: Monday, Tuesday, Thursday & Friday 9:30am – 12:30pm



COMMUNITYWORKS

Opening Doors ■ Unlocking Opportunities

Community Works

Church Hall, St James Green, Thirsk, YO7 1AQ

Tel: 01845 524494

Email: info@communityworks.uk

Web: www.communityworks.uk

Covering Thirsk and surrounding villages.

Open: Monday 2:30pm-4:30pm, Wednesday 9.15am-11.15am,

Thursday 11:00am-12:30pm



Stokesley & District

Community Care

Association

Stokesley & District Community Care Association

First Floor, Town Close, North Road, Stokesley TS9 5DH

Tel: 01642 710085

Email: enquiries@stokesleycca.org.uk

Web: www.stokesleycca.org.uk

Covering Stokesley and surrounding villages.

Opening Times: Monday to Friday 9am to 5pm

Useful Contacts

Dementia Forward

Tel: 03300 578592

Email: nyteam@darlingtonmind.com

Web: www.dementiaforward.org.uk

Alzheimer's Society

Tel: 01748 825817

Email: Richmond@alzheimers.org.uk

Web: www.alzheimers.org.uk

Dementia Connect support line: 0333 150 3456

North Yorkshire Fire and Rescue Service

Fire Safety Advice Line: 01609 788545

Web: www.northyorksfire.gov.uk/communitysafety/sw

Crisis Resolution and Intensive Home Treatment Team (CRHT)

Tel: 0300 0200317

Web: tevv.nhs.uk/services/crisis-and-intensive-home-treatment-team

North Yorkshire Horizons

Tel: 01723 330730

Freephone: 08000 14 14 80

Web: www.nyhorizons.org.uk

North Yorkshire County Council

Living Well Service

Tel: 01609 780780 (Social Care option 2)

Web: www.northyorks.gov.uk/living-well-north-yorkshire/

Mind in Hambleton

Tel: 01609 780758

Email: nyteam@darlingtonmind.com

Web: www.darlingtonmind.com

Age UK North Yorkshire & Darlington

Tel: 01609 771624

Email: enquiries@ageukyd.org.uk

Web: www.ageuknyd.org.uk

Hambleton District Council

Tel: 01609 779977

Email: info@hambleton.gov.uk

Web: www.hambleton.gov.uk

Warm & Well in North Yorkshire

Tel: 01609 767555

Email: wnw@northyorksica.org.uk

Web: www.warmandwell.org.uk

Broadacres Housing Association

Tel: 01609 767900

Email: info@broadacres.org.uk

Web: www.broadacres.org.uk

The Living Rooms Northallerton

Tel: 01609 779285

Web: www.thelivingrooms.org.uk

Hambleton Foodshare

Tel: 07514 244158

Email: info@hambletonfoodshare.org.uk

Web: www.hambletonfoodshare.org.uk

Independent Service

Easingwold Area: 07724 444750

Citizens Advice Hambleton

Adviceline: 0300 3309 036

Tel: 01609 776551

Email: receptionh@northyorkslca.org.uk

Web: www.citizensadvicehrs.org.uk

Hambleton Community Action

Tel: 01609 780458

Email: admin@hambletoncommunityaction.org

Web: www.hambletoncommunityaction.org

Easingwold District Community Care Association

Tel: 01347 822875

Email: info@edcca.org.uk

Web: www.edcca.org.uk

Community Works

Tel: 01845 524494

Email: info@communityworks.uk

Web: www.communityworks.uk

Stokesley & District Community Care Association

Tel: 01642 710085

Email: enquiries@stokesleycca.org.uk

Web: www.stokesleycca.org.uk



Enjoy Hambleton Safely



HAMBLETON
DISTRICT COUNCIL

Civic Centre, Stone Cross, Rotary Way, Northallerton, North Yorkshire DL6 2UU
01609 779977

hambleton.gov.uk

This information is available in alternative formats and languages

