

# Here to help

We're all affected by the high cost of food, fuel and energy. You're not alone.

Here are some sources of information or support, and some ideas to help you manage.



## Get benefits and money advice

To make sure you're getting all the help available, find out:

- what benefits you could get
- how to claim them
- how your benefits will be affected if your circumstances change.

A range of advice and information services are working across the city to help you.

For loads of helpful information and advice on money and how to manage it, please visit:  
[www.livewellyork.co.uk/TalkMoney](http://www.livewellyork.co.uk/TalkMoney)

## Household support fund (HSF)

The HSF grant scheme supports people who need help with paying increased household bills.

Anyone struggling with bills can apply for a discretionary grant, particularly families, pensioners, carers and disabled people.

Find out more and apply at [www.york.gov.uk/HouseholdSupportFund](http://www.york.gov.uk/HouseholdSupportFund), email [benefits@york.gov.uk](mailto:benefits@york.gov.uk) or call 01904 551556.

Use a benefits calculator to find out what you're entitled to at:  
[www.york.gov.uk/BenefitsAdvice](http://www.york.gov.uk/BenefitsAdvice) or call 01904 552044.

## Family finances

Parents and carers of children and young people aged 0-19 can get advice on childcare costs and activities from the Family Information Service.

Visit [www.yor-ok.org.uk/families/](http://www.yor-ok.org.uk/families/) or call 01904 554444 or email: [fis@york.gov.uk](mailto:fis@york.gov.uk)

## Pension Credit

This provides extra money to help with your living costs if you're over State Pension age and on a low income.

Pension Credit is separate from your State Pension. You can get it even if you have other income, savings or own your home. You might get extra help if you're a carer, severely disabled, or are responsible for a young person.

Find out more at [www.gov.uk/pension-credit](http://www.gov.uk/pension-credit).



## Warm House Discount

This Government scheme offers a £140 discount off your energy bill.

You can qualify if you:

- get the Guarantee Credit element of Pension Credit
- are on a low income and meet your energy supplier's scheme criteria.

Find out more at: [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)

## Cold weather payments

If you receive Pension Credit or certain other benefits, you'll be given a cold weather payment of £25 for each 7-day period of very cold weather, each winter.

Find out more at [www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment).

## Winter fuel payments

If you were born on or before 26 September 1956, you could get a payment of between £100 and £300, tax-free, to help pay your heating bills.

Most eligible people get this payment automatically.

More information at [www.gov.uk/winter-fuel-payment/how-to-claim](http://www.gov.uk/winter-fuel-payment/how-to-claim).



## Help with utility bills

Struggling to pay your electricity or gas bills? Contact your energy supplier - they may be able to help.

Check if you are on the lowest tariff available and find out if other support is available at:

[www.york.gov.uk/HelpWithUtilityBills](http://www.york.gov.uk/HelpWithUtilityBills)

## Personalised energy advice

Free support with your energy bills, and with keeping warm in winter or cool in summer is available.

If you're on a low income, aged 65+, have a long-term illness or are disabled, you will be eligible for this support.

You can get advice from [www.yorkenergyadvice.org.uk](http://www.yorkenergyadvice.org.uk) or call 01904 922249, or call the National Energy Action on 0800 304 7159.

## Help with other bills

If you are finding it difficult to pay your bills, other support is available.

Get what you're entitled to! For:

- benefits - visit [www.york.gov.uk/benefitsandmoney](http://www.york.gov.uk/benefitsandmoney) or call 01904 552044
- Council Tax discounts or Council Tax support - visit [www.york.gov.uk/DiscountsAndExemptions](http://www.york.gov.uk/DiscountsAndExemptions) or call 01904 551558

Fuel vouchers to help meet your household bills are available from support workers as part of money and benefits advice.

Find savings on bills and money saving hints, tips and advice at [www.livewellyork.co.uk/TalkMoney](http://www.livewellyork.co.uk/TalkMoney).

If your circumstances have changed or if you have an emergency, contact York Financial Assistance Scheme. Visit [www.york.gov.uk/yfas](http://www.york.gov.uk/yfas) or call 01904 551556

## Small wins to help your bills

### Our top tips include:

#### Heating:

- when it's colder, set your heating to 18°C to keep your home warm and bills lower
- close curtains at dusk and tuck them behind radiators to help keep heat inside
- Let your radiators' warmth out into the room: don't block it with furniture or curtains
- draught-proof your doors and windows
- Insulate lofts and cavity walls
- Insulate your hot water cylinder and pipes.

#### Save on lighting:

- fit low-energy light bulbs - they cost more to buy but savings come quickly

- switch off all lights when you leave the room or settle down to sleep.

#### Unplug or switch off:

- turning off appliances after use could save you £30 a year
- unplug your phone charger after it's done
- only boil the water you need.

#### Laundry:

- wash a full load at 30°C
- dry clothes outside if you can rather than tumble drying
- when drying clothes indoors, open the room's window and close the door to stop wet air moving into other rooms.

Find out more at [www.york.gov.uk/EnergyEfficiency](http://www.york.gov.uk/EnergyEfficiency) or visit [www.livewellyork.co.uk/TalkMoney](http://www.livewellyork.co.uk/TalkMoney)

## Help with food

### Food in your community

Community groups offer a variety of support including pay-as-you-fee cafes, Fare Share and community larders.

Food vouchers are available from support workers as part of money and benefits advice.

Find York's food banks at [www.york.gov.uk/HelpWithFood](http://www.york.gov.uk/HelpWithFood)



# Help with children

## Help with childcare costs

You may be eligible for funded childcare for your two year old, depending on your circumstances.

This could help pay for 15 hours of childcare or early years education for 38 weeks.

This could be used at either a playgroup, day nursery or with a childminder.

Find out more at [www.york.gov.uk/childcare](http://www.york.gov.uk/childcare) or call the York Family Information Service on 01904 554 444.

## Healthy Start

If you have a child aged under four or you're over 10 weeks pregnant, you may be entitled to get help to buy healthy food and milk.

If you're eligible, you'll be sent a Healthy Start card with money on it that you can use in some shops. Your benefit will be added onto this card every four weeks.

Find out more at [www.healthystart.nhs.uk](http://www.healthystart.nhs.uk)

## Free school meals

If you get an income-related benefit, your children may be entitled to free school meals.

Benefits include help with school uniform, joining in holiday activity schemes, and their school will get extra funds.

Find out more and apply at [www.york.gov.uk/FreeSchoolMeals](http://www.york.gov.uk/FreeSchoolMeals), call 01904 551554 or email: [education@york.gov.uk](mailto:education@york.gov.uk)

## Holiday activities and food

A range of holiday activity schemes for children and young people are run in Christmas, Easter and summer school holidays.

Details are at [www.yor-ok.org.uk/young-people/haf](http://www.yor-ok.org.uk/young-people/haf) or call the Family Information Service on 01904 554444.



# Support in your community

## Community hubs

Community hubs across the city are warm friendly places you can go for a cuppa, company and information.

Anyone's free to stay in them as long as the venue is open. Libraries, local community hubs and other venues open their doors to all residents too.

Find out more at:  
[www.livewellyork.co.uk](http://www.livewellyork.co.uk)

## Please check on your neighbours

Please keep an eye out for any neighbours, friends or family who might be alone or struggling.

A friendly knock on the door and an offer of help or company could be just what they need.

## Advice and information in your community

Find out about the many community activities, support and advice that's available in York.

Search [www.livewellyork.co.uk](http://www.livewellyork.co.uk) or, if you can't get online, call 01904 551550.

# Health and wellbeing

## Stay well

The NHS wants us to get the right care from the right place:

- keep your first aid cabinet stocked – especially with essential medicines over the bank holidays
- ask a pharmacist for advice
- get advice from [nhs.uk](http://nhs.uk)
- call 111 if you're worried
- contact your GP practice
- only call 999 or go to A&E if it's life-threatening.

Find out more at [www.nhs.uk](http://www.nhs.uk)

## Keep independent

To help keep well and cared for:

- get a flu and covid jab
- for equipment and aids, visit [www.york.gov.uk/BelIndependent](http://www.york.gov.uk/BelIndependent) or call: 01904 645000, or email: [be.independent@york.gov.uk](mailto:be.independent@york.gov.uk)
- talk to your family and friends about how they can help you.

Find out about activities, support and advice to support you at [www.livewellyork.co.uk](http://www.livewellyork.co.uk).





## Take care of your wellbeing

From time to time, our mental health may need some help - this happens to 1 in 4 of us.

You can find a range of support at [www.livewellyork.co.uk/FeelRealYork](http://www.livewellyork.co.uk/FeelRealYork).

## Keeping well whatever the weather

In more extreme weather, our risk of ill health can increase.

Whether in high summer or in the coldest winters, older people and those with long-term, chronic conditions as well as very young children can be affected.

There are things we can do and ways to get support to look after ourselves. Find out more on keeping well at:

[www.livewellyork.co.uk/SeasonalChanges](http://www.livewellyork.co.uk/SeasonalChanges).

## A healthier home

### Tackling condensation & mould

Cooking, cleaning and bathing can add moisture to the air in our homes. This can condense on cold walls.

If it's not ventilated or wiped away, it can lead to mould growing which can affect chest infections, allergies, asthma or your immune system.

You can reduce this risk by:

- Preventing moisture being released into the air
- Ventilating by opening windows
- Keeping your home at 18°C
- Insulate your home.

Keep a lid on steam by:

- Covering pans when cooking
- Opening windows when cooking and after a shower
- Drying washing outside
- Venting tumble driers outside
- Dry washing indoors in one heated, ventilated room with the door closed.



## A healthier home continued...

You can help prevent mould growing in your home:

- Wipe away moisture from windows and windowsills
- Keep furniture away from outside walls
- Try to keep indoor temperatures at about 18°C, if possible
- Wipe away signs of speckled black mould using a fungicidal wash, or a weak solution of water and bleach.

Further information is at:  
[www.york.gov.uk/condensation](http://www.york.gov.uk/condensation).

## Is your home in good repair?

If you live in a privately rented or housing association home and your landlord is not carrying out repairs, please let us know. Officers will check if there is a hazard at your property and take the necessary action. Tell us by emailing: [housing.standards@york.gov.uk](mailto:housing.standards@york.gov.uk).

If you are a City of York Council tenant, please tell us if a repair is needed in your home.

Report it online at [www.york.gov.uk/CouncilHomeRepairs](http://www.york.gov.uk/CouncilHomeRepairs) or call 01904 551550 (option 4, option 1).

If you would like this document in an alternative format, please contact:

 (01904) 551550     [ycc@york.gov.uk](mailto:ycc@york.gov.uk)

