



A guide to advice services across York

Updated January 2020

Advice York



Who is this leaflet for?

This guide is for anyone looking for information and advice services who offer free, independent, impartial, confidential advice on legal issues to people in York in areas of social welfare law, including welfare benefits, debt, housing and employment.

This guide includes:

- National advice services available online or by telephone
- Local advice services available online, by telephone and face to face

Many of the agencies operate a drop in service, appointments, home visiting, and community based advice surgeries around the City. For more information please contact the service directly.

Please note, a number of the agencies provide services on single issues such as welfare benefits or for particular client groups such as older people or young people. See agency details for more information.

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Local advice services - online, telephone and face to face

Age UK - York Information and Advice

Provides specialist information for people over 60 on health, housing, support in the community, benefits, finances, clubs, leisure activities, holidays and personal matters. Benefits and money advice is offered to people over state pension age. We support people getting home from hospital and after their stay and even with their pet care.

www.ageuk.org.uk/york

Tel: **01904 627995**

Email: ageukyork@ageukyork.org.uk

Christians Against Poverty (CAP)

Provides debt advice in association with Christians Against Poverty a national UK debt counselling charity. An appointment will be arranged to work out a realistic budget, as well as negotiating affordable payments with creditors.

www.capuk.org

Tel: **0800 328 0006**

Email: york@capuk.org

Citizens Advice York

Provides advice on a wide variety of legal issues; including welfare benefits, money advice, employment, immigration, homelessness, housing, relationships and advice on other legal issues.

When you go to the bureau, or ring AdviceLine, you will be given a short (10 to 15 minute) assessment so they can identify the most appropriate way to help you.

- Give the information you need to solve your problem
- Make an appointment for advice in person or by phone
- Direct you to another organisation better placed to help.

www.citizensadviceyork.org.uk

Tel: **03444 111 444**

Monday – Friday 10.00am – 4.00pm

Central York drop-in: Citizens Advice York, West Offices, Station Rise, York YO1 6GA **Monday, Wednesday and Thursday 9.30am-12.30pm** Please note: we have limited resources and sometimes the demand for these sessions is so high that we may have to close early.

Outreach services

We also have advice sessions around the city for residents of the following areas:

- Acomb (drop-in)
- Chapelfields (drop-in)
- Clifton (drop-in)
- Heworth (appointments)
- Hull Road ward area (appointments)
- Huntington (appointments)
- Micklegate ward area (appointments)
- Red Tower (information & signposting service – drop-in)
- Tang Hall (drop-in)
- Wigginton (drop-in)

In addition, we have specialist projects advising the following groups:

- Priory Medical Group patients (appointments)
- York Medical Group patients (appointments)
- People affected by Head Injury or Stroke (appointments)
- Refugees & Asylum Seekers (appointments)
- Members of the Gypsy and Traveller community (drop-in)

Due to changes in funding over time, our outreach programme is subject to change. For up-to-date venue and time details, visit our website at www.citizensadviceyork.org.uk or call us on **01904 623 648**.

We also have appointments available at West Offices for the following specialist services:

- Help to claim Universal Credit - call 0800 144 8444
- Help to apply to the EU Settlement Scheme - call 01904 623 648 (or attend a drop-in)



Housing Options, City of York Council

Duty to prevent homelessness, complete a housing assessment and personal housing plan for those who are homeless or at risk of homelessness. Provide temporary accommodation (criteria applies). Specialist housing advice for young people (16 and 17) and frail elderly 60+ or mature people with complex health needs.

Housing Options, West Offices, York, YO1 6GA

Tel: **01904 554500**

Email: housing.options@York.gov.uk

University of York Law School Clinic

Provides preliminary legal advice on a range of non-urgent issues. Clinic considers cases from September to March only. You will need to make an appointment to attend Clinic for an interview and advice is given in writing within 2 weeks.

Tel: **01904 325819** - you can leave a message and they will ring you back

Email: law-clinic@york.ac.uk

University Of York Students' Union (YUSU)

YUSU's Advice & Support Centre (ASC) provides free, independent and confidential advice and guidance to University of York students on academic, welfare and personal issues.

The service is open from 10.00 to 16.00, Monday to Friday and is located at the Student Centre on Campus West, University of York, YO10 5DD.

Tel: **01904 328102**

Email: asc@yusu.org

Advice Service, University of York Graduate Student's Association

The Advice Service at the University of York Graduate Student's Association provides free, independent and confidential advice to Postgraduate students at the University of York on academic and welfare matters. We are able to support students with academic issues including exceptional circumstances, appeals, academic misconduct, as well as welfare matters such as student misconduct and complaints. University of York Postgraduate students can book an appointment to speak with an Adviser in person, over the phone or via Skype on the GSA website here. We are able to offer appointments Monday - Friday between 10:00am and 4:00pm. Students can also access support via email at advice@yorkgsa.org.

We are based in Vanbrugh College, University of York, YO10 5DD.

Benefits and Contributions Advisers, City of York Council

Provide information, advice and support to residents regarding all aspects of social care funding, as well as supporting residents of all ages to claim the benefits they are entitled to.

We can also be found at Chapelfields Community Centre every Thursday between 09:00 – 12:00 and at Foxwood Community Centre every Friday between 11:00 – 14:00. In the event that the advisers are not available by phone, please leave a message. Please contact us on **01904 552044**, or e-mail your inquiry to incomeservices@york.gov.uk

York Carers Centre

Provides support for unpaid carers of all ages who live, or care for someone who lives, in York. Carers can also get advice and information on a range of issues including benefits, training, employment, carers' rights and how to plan for an emergency. Support can be given over the phone or in person.

www.yorkcarerscentre.co.uk

Tel: **01904 715490**

Email: enquiries@yorkcarerscentre.co.uk

Advice for Housing Association Tenants

If you rent your property from a housing association you may be able to get benefits, debt and/or money advice or information from your landlord, including:

York Housing Association Tel: **01904 636061**

Yorkshire Housing Tel: **0345 366 4404**

Joseph Rowntree Housing Trust Tel: **0800 587 0211**

National advice agencies - online and telephone

Advice Now

Advice Now provide information on rights and legal issues for people who need it.

www.advicenow.org.uk

ACAS

ACAS provide information, advice, conciliation and other services for employers and employees to help prevent or resolve workplace problems.

www.acas.org.uk

ACAS helpline **0300 123 1100**

Citizens Advice

Citizens Advice provide practical, reliable advice online. The information covers the law in England - including debt, benefits, housing, employment, consumer and advice on legal issues.

www.citizensadvice.org.uk

Citizens Advice Consumer Helpline

Information and advice on consumer issues.

Tel: **03454 04 05 06**

Monday to Friday 9m – 5pm

Civil Legal Advice

Government website provides information on where to get advice to help with legal problems. Online tool for people to assess if they are eligible for Legal Aid.

www.gov.uk/civil-legal-advice

Tel: **0345 345 4345**

Monday – Friday 9am-8pm, Sat 9am- 12:30pm

Entitledto

Entitledto provide online benefit calculators to help people determine what they can claim from national and local government via self-serve calculators.

Calculators are authoritative and accurate and are independent of government. They provide a reliable estimate of benefit entitlements.

www.entitledto.co.uk

Gov.uk

Gov.uk website offers a wide range of advice on government services and information.

www.gov.uk

Independent Age

Independent Age provide a national advice service for older people, their families and carers on benefits and entitlements, getting a care assessment, moving into a care home, paying for care, being discharged from hospital and much more.

www.independentage.org

Tel: **0800 319 6789**

Monday - 8am-8pm, weekends 9am-5pm

The Money Advice Service

The Money Advice Service helps people manage their money. The website provides interactive tools and information on a range of issues – from budgeting to savings, credit and borrowing, mortgages, insurance, debt, managing life changes, starting a family or losing a job.

www.moneyadviceservice.org.uk

Tel: **0800 138 7777**

Monday-Friday 8am-8pm, Sat 9am-1pm

My Money Steps

My Money Steps is an online debt advice service from National Debtline. They provide practical step-by-step money advice.

www.mymoneysteps.org

National Debtline

National Debtline provide online and telephone advice for individuals experiencing debt and financial difficulties.

www.nationaldebtline.org

Tel: **0808 808 4000**

Monday-Friday 9am-9pm, Sat 9.30am-1pm

Shelter

Shelter provide a range of information and advice services to support people to understand their housing rights and options.

www.shelter.org.uk

Tel: **0808 800 4444**

Monday-Friday 8am-8pm, Weekends 8am-5pm

StepChange

Step Change provide free, impartial debt advice for individuals online and by telephone only.

www.stepchange.org

Tel: **0800 138 1111**

Monday-Friday 8am - 8pm, Sat 9am-4pm

Stop Loan Sharks

Stop Loan Sharks offer confidential help and advice to people under threat and struggling to repay a debt to illegal money lenders (loan sharks).

www.stoploansharks.co.uk

Tel: **0300 555 2222**

Text: **loan shark (+ your message) to 60003**

Turn2us

Turn2us help people in financial need gain access to welfare benefits, charitable grants and other financial help.

www.turn2us.org.uk

Yorkshire Water

Yorkshire Water offers various payment options to help with the water bill. They have also established an independent registered charity called the Community Trust to help people in cases of extreme financial hardship.

For more information, contact: The Yorkshire Water Community Trust, Freepost BD3074, Bradford, BD3 7BR

www.yorkshirewater.com/watersure

Tel: **0345 1 24 24 24**

Young Minds

YoungMinds is the UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people. Driven by their experiences we campaign, research and influence policy and practice.

We also provide expert knowledge to professionals, parents and young people through our Parents' Helpline, online resources, training and development, outreach work and publications.

Parent helpline: **0808 802 5544**

www.youngminds.org.uk

Local information & support services - online, telephone and face to face

Better Homes Yorkshire

Better Homes Yorkshire helps residents pay less for energy and live in healthier, warmer homes by taking advantage of heavily discounted energy efficiency improvement works to their homes. Better Homes Yorkshire is open to homeowners, private tenants and landlords.

www.betterhomesyorkshire.co.uk/york

Tel: **0800 597 1500** or **0113 897 0977**

Changing Lives

Changing Lives provide housing support services which include long and short term accommodation options and a floating support service. Providing different options dependant on gender, age and level of need.

To be referred for accommodation or floating support please complete a Single Access Point referral by emailing

SAP@york.gcsx.gov.uk

For more information on our services

www.changing-lives.org.uk

Tel: **01904 630500**

Community Links

York Families Wellbeing Service

Flexible, supportive, responsive housing support to families in the York area concerned about losing their home, low income, debt, health problems or related issues.

www.commlinks.co.uk/yfws

Tel: **01904 552816**

York Housing Wellbeing Service

Flexible, creative, responsive housing and mental health support to adults in the community. We do this by supporting and enabling people to meet their day to day housing, health and financial needs.

www.commlinks.co.uk/yhws

Tel: **01904 526240**

Digital and Budgeting Support, City of York Council

You can get free access to the internet at the following locations:

- City of York council customer centre
- Tang Hall Big Local Community Centre
- Explore York libraries

Budgeting support services include:

- help setting up a monthly budget and budgeting advice
- advice on finding the right bank account and how to open an account
- different methods for paying your bills
- identifying priority and non-priority bills
- help with money worries
- advice on making your money go further

Tel: **01904 552044**

First Call

Offers signposting and information for people aged 50 and over on a wide range of issues including money and benefits, housing and accommodation, repairs and maintenance around the home, healthcare and social services, keeping your home warm and support for carers

This service is provided by Age UK York.

www.ageuk.org.uk/york

Tel: **01904 634061**

E-mail: firstcall@ageukyork.org.uk

Healthwatch York

Healthwatch York provides information about local health and care services to make sure you know how to access the help you need. We listen to your views on local services, good or bad, making sure these are taken into account when services are planned and delivered. We also provide information about how to complain and make referrals to complaints advocacy for those who need support to complain.

www.healthwatchyork.co.uk

Tel: **01904 621133**

Email: healthwatch@yorkcvs.org.uk

IDAS

Offers information, accommodation and support to people experiencing domestic abuse and sexual violence.

www.idas.org.uk

Tel: **03000 110 110**

McKenzie Friends

Offers support to people at court in a case about children. They can explain the process and support you at court. For more information contact Citizens Advice York (see 'Local advice services' section)

MySight York

MySight York (formerly York Blind & Partially Sighted Society) supports anyone affected by sight loss. We offer practical advice, information and emotional support to enable people to make confident choices about their lives. Our services include an equipment and information centre, activities and support groups, counselling, technology support and a volunteer home visiting service.

www.ybpss.org

Tel: **01904 636269**

Older Citizens Advocacy York (OCA Y)

Provides information to people over 50 about services, benefits and assessments and advocates to support you or simply to make sure your point of view is listened to and respected.

www.oldercitizensadvocacyyork.co.uk

Tel: **01904 676200**

Drop in sessions:

Acomb Explore Library, Front Street, York, YO24 3BZ

10.30am to 12pm. Third Tuesday of every month.

Clements Hall, Nunthorpe Road, York, YO23 1BW

1 to 2pm. Third Wednesday of every month.

**Nelli Community Café, New Earswick Folk Hall,
Hawthorn Terrace, York, YO32 4AQ**

10 to 11.30am. Fourth Wednesday of every other month.

Foxwood Community Hub, Cranfield Place, York, YO24 3HY

12 to 1.30pm. Last Friday in the month.

Red Tower Community Hub, Foss Islands Road, York, YO1 9UJ

12 to 1.30pm. Third Monday of every month.

The Centre @ Burnholme, Mossdale Avenue, York, YO31 0HA

10 to 11.30am. Second Wednesday of every month.

**Fulford Community Café, St Oswalds Church, Main Street,
York, YO10 4HJ**

10 to 11am. Second Wednesday of every month.

RAY (Refugee Action York)

Provides a weekly Sunday session (The Hub) for asylum seekers, refugees and migrants at Clifton Children's Centre with English language classes for adults, an information and support service, regular talks and advice sessions from a wide range of York services and organisations, Turkish and Arabic language classes for young and Turkish and Arabic speaking people, children's activities and a shared meal.

www.refugeeactionyork.org

Travellers Trust

Provides information, support and advocacy, empowering individuals and the community.

Drop in: 20 Falsgrave Crescent, York. YO30 7AZ

www.yorktravellerstrust.org.uk

Tel: **01904 630526**

Email: travellerstrustyork@yahoo.co.uk

Universal Credit Help To Claim, Citizens Advice York

Provides support for people who need help to make an online Universal Credit application.

To book an appointment tel: **0800 144 8444**

York Advocacy Hub

Provides 5 specialist advocacy services for people in York who have an additional need or who are disadvantaged and vulnerable. Services include NHS Complaints Advocacy, Care Act Advocacy, Independent Mental Capacity Advocacy and Independent Mental Health Advocacy.

We also have a welfare benefits project focusing on helping people get support at welfare benefit meetings and access the advice they need when it comes to their money. This project ends 30th November 2019.

www.yorkadvocacy.org.uk

Tel: **01904 414357**

Email: **office@yorkadvocacy.org.uk**

York Mind

Provides a range of services such as counselling, befriending, healthy eating, self-help groups and activities for anyone affected by mental ill-health or emotional distress.

www.yorkmind.org.uk

Tel: **01904 643364**

Email: **office@yorkmind.org.uk**

York Racial Equality Network – YREN

YREN provides an independent, impartial, information, support and advocacy service for people who are experiencing racial harassment, victimisation, discrimination or social isolation. YREN is one of York's designated hate crime reporting and support centres.

www.yren.co.uk

Tel: **01904 642600**

Email: **info@yren.co.uk**

