

# ourcity

COST OF LIVING SUPPORT | Autumn 2022

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# No matter what challenges you face, you're never alone

If the last few years have taught us anything, it's that York is a city made up of resilient and supportive communities.

During the pandemic, the people of York came together in the face of adversity, and now during cost-of-living crisis we will face these challenges together once again. We hope that this edition of Our City will be helpful to everyone in the coming months.

No matter what your personal circumstances are, there are three steps we can all take to make sure we're in control of our finances. Whether you're struggling with money or not, going through these steps can make a big difference.

## 1 Make sure you're getting everything you're entitled to

You may already know about some benefits, but there may be others that you haven't heard of and may be entitled to. If you're eligible for benefits or support, please make sure you take them. Please don't assume you're not entitled to anything just because you have savings or live in your own home.

## 2 Maximise your income and reduce your outgoings

This could mean cutting down on energy usage, swapping to cheaper suppliers for your bills, checking for any service you don't use any more say goodbye to the un-used gym memberships or a host of other things that can make a big difference.

## 3 Don't suffer alone

This crisis has made it more important than ever to start conversations about money. Talking about money helps you to be more financially confident, resilient and face whatever the future throws at you. In this edition you'll find advice, organisations, and links that will be helpful to everyone, no matter what your situation is.

Find more tips to help you look after your mental wellbeing on page 10.

## Make sure you're accessing all the help you can

You can apply for a range of support depending on your circumstances. Some benefits and support schemes are administered by local authorities and others by central government.

The government offers three free, independent, and anonymous benefits calculators on their website. Find out now if you're missing out on financial support, what benefits you could get and how to claim at [www.gov.uk/benefits-calculators](https://www.gov.uk/benefits-calculators)

Over the following pages you'll find information on some of the benefits you might be able to claim. More information is also on our website at [www.york.gov.uk/benefits](https://www.york.gov.uk/benefits) and at [www.livewellyork.co.uk/talkmoney](https://www.livewellyork.co.uk/talkmoney)

If you need more help you can contact advice services across the city or visit your local community venue or library.



# Local Discretionary support schemes



These are some of the benefits and services that the Council is responsible for administering and you could be eligible for:

## Discretionary Housing Payments and Council Tax Reduction

There are two schemes you can apply for. Discretionary Housing Payment (DHP) is extra help for people who receive housing allowance as part of their Universal Credit, or Housing Benefit.

A DHP is not a benefit, and it cannot be guaranteed for the long-term. The budget for DHP is set each year by the government and the Council must make sure that it goes to those who need it most.

Discretionary Council Tax Reduction is extra help for people who receive Council Tax Support and other people who are struggling to pay their Council Tax.

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

## Emergency and community assistance

York Financial Assistance Scheme (YFAS) provides support to people who need urgent help due to an emergency or unforeseen events.

The support can take the form of goods, services, gas and electricity top-ups and supermarket vouchers.

YFAS can help with the costs of food or fuel if you are struggling to pay for it. It can also help with exceptional travel expenses (like if you have to attend a funeral or visit a sick relative) or if you have lost possessions following a disaster and are not insured.

Before applying to YFAS you should check if you're eligible for emergency assistance from the Department for Work and Pensions (DWP). If you do qualify for that help, you won't be able to apply for YFAS.

You can find more information by visiting 🔗 [www.york.gov.uk/YFAS](http://www.york.gov.uk/YFAS)

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# National benefits and financial support

## Government Cost of Living Package

- **Energy Bill Support Scheme** - from October everyone will receive £400 off their energy bills, paid in six instalments. You don't need to apply or qualify for this; the discount will be applied to your bill automatically by your energy supplier.
- **Cost of living payment** – this is a means-tested benefit paid to eligible households in two parts. The first payments were made in the summer, and the second payments will be paid in autumn or winter, depending on your circumstances.
- **Increase to Winter Fuel Payment** – this winter pensioner households will receive an extra £300 as part of their Winter Fuel Payment (paid from mid-November). If you're entitled to this payment you won't need to apply for it, you'll get it automatically.
- **Disability support payments** - there has also been a one-off payment of £150 in September, which was paid automatically to eligible people on disability benefits, you didn't need to apply for this.

## Energy Price Guarantee

In September the government announced a new cap of £2,500 on the annual energy bills for households. We don't have details of how this will be administered yet, but you won't need to apply for it, future updates will be provided once we know more. This doesn't mean that your energy bill will be capped at £2,500, it's the unit prices that are being capped. Your bill could be higher or lower than £2,500 depending on how much energy you use.

## Universal Credit

Universal Credit is a monthly payment to help with your living costs. You could qualify for it if you have a low income, are out of work or cannot work.



**You must apply for Universal Credit online. You can get free internet access at West Offices customer centre, at Explore York libraries, at Tang Hall Community Centre and at Sanderson House Community Hub. Citizens Advice York can also help you.**

For more information see

[www.understandinguniversalcredit.gov.uk](http://www.understandinguniversalcredit.gov.uk)

## Pension Credits

If you have a retirement pension and your weekly income is less than £182.60 (if you are single) or £278.70 (if you're a couple), you could qualify for Pension Credit. You can still qualify if you have savings, but if they're more than £10,000 you may receive a reduced amount.

Find out more and apply at:

[www.gov.uk/pension-credit-calculator](http://www.gov.uk/pension-credit-calculator)

0800 991 234

(you can call the phone line to request a paper application form for you to return by post)

## Help with rent

Help is available with rent through Universal Credit for working-age people, or through Housing Benefit if you are pension age. Find out more at

[www.york.gov.uk/housingbenefit](http://www.york.gov.uk/housingbenefit). If you're worried about paying your rent speak to your landlord or your Housing Management Officers. Information and support is available from [Shelter.org.uk](http://Shelter.org.uk) or calling 0808 800 4444.

## Council Tax discounts

You could be entitled to a discount to your Council Tax if you are a single person, have disabilities, are a student or have (or live with an adult who has) a severe mental impairment.

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

## Council Tax Support

Council Tax Support (CTS) helps people on a low income who are struggling to pay their Council Tax. You can also get this as well as other benefits, if you're claiming Universal Credit or Pension Credit, you should check if you're eligible.

If you don't qualify for any support but are still struggling to pay your Council Tax, please get in touch with us as soon as possible to discuss what arrangements can be made.

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

01904 551558

## Disability benefits

If you're disabled, there is a range of disability-related financial support, including benefits, tax credits, payments, grants, and concessions that you could be entitled to. If you're aged between 16 and 64 Personal Independence Payment (PIP) can help with some of the extra costs.

If you care for someone who receives PIP you may also be entitled to a Carer's Allowance. Disability Rights UK have more information and a guide to making a claim on their website at [www.disabilityrightsuk.org/carers-allowance-ca](http://www.disabilityrightsuk.org/carers-allowance-ca).

## Support for families of disabled children

If you're the parent or carer of a disabled child under 16, you may be entitled to Disability Living Allowance (DLA) for children. It's a tax-free benefit that can help with the extra costs of caring for a child who needs more support.

[www.gov.uk/disability-living-allowance-children](http://www.gov.uk/disability-living-allowance-children)

## Household Support Fund

Further funding for the Household Support Fund (HSF) was announced by the government in September. The funding is to support households in most need with significantly rising living cost. The details of the new scheme haven't been confirmed yet. Payments of this support are likely to be made in early 2023. More information will be available once the new scheme has been approved at




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

# Keep your home warm and cut down on heating bills

You could help keep your home warmer and cheaper to heat through the Green Homes Grants. The grant can be used to fund improvements including loft insulation, under floor insulation, external wall insulation, PV solar panels and air source heat pumps.

To be eligible for the funding, you must own or privately rent your home, have a household income of less than £30,000 per year (or receive a means tested benefit) and have an Energy Performance Certificate (EPC) of D, E or G. Don't worry if you don't know what your rating is, we can help with this. If you live in rented accommodation your landlord will need to give their permission.

The scheme will be delivered by our partner E.ON, who will manage the application process, but you don't need to be an E.ON customer to take part.

-  [www.york.gov.uk/GreenHomesFunding](http://www.york.gov.uk/GreenHomesFunding)
-  [www.eonenergy.com/green-homes-grant.html](http://www.eonenergy.com/green-homes-grant.html)
-  0333 202 4820

## Warm places this winter

With heating bills increasing and the weather getting colder we are working with a range of venues in the community to see if they could be used as warm places during the winter. These would be places people can visit if they are struggling to keep warm at home.

When we have more information available, it will be shared through Live Well York, and your local community venue will be able to sign post you to warm places.

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

## Energy saving tips

Lots of experts have shared lists of 'top tips' to help cut down on your energy usage. You will probably already have seen or heard them, but why not make sure you've already got these ticked off your list?

- Are your lightbulbs all energy saving? If they're LED bulbs that can save you even more
- Have you checked for draughts? Using draught excluders and blocking draughts can cut energy bills
- Are you heating too much water? Is your kettle normally full or are you only heating the water you need right now?
- Is 'standby' costing you money? Whilst it's not the problem it used to be, switching devices off at the wall is still better than leaving them on standby



### York Energy Advice Centre

Free advice and support is available for residents struggling with energy bills who are either on a low income, or aged 50+ or with long term condition. Find out more at:

 <https://yorkenergyadvice.org.uk/>

 01904 922249



## Help with food

If you're struggling to pay for food, the first step is to make sure you're getting everything you're entitled to. Don't assume you won't qualify for any support just because you have savings or live in your own home.

Get in touch with us or speak to your support worker to check if you're missing out on any benefits, especially if your circumstances have changed recently. Along with offering support and advice they can also help you find cheaper deals on utility bills and make sure you're not missing out on things like free school meals.

If you're getting as much as you can and you're still struggling to pay for food they can also provide you with extra support through a food bank voucher, or a Council Food and Fuel Voucher.

Along with the Trussell Trust food banks, York also has a number of community food banks and cafes. These range from providing free produce to operating a 'pay as you feel' system.

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

 01904 552044

## Get help staying connected

Internet access is essential for many households, if you're struggling with paying your internet bills there are options available.

Some broadband providers offer cheaper tariffs to help customers on low incomes. Ask your provider if they can offer you cheaper phone or broadband through a 'social tariff'.


Don't forget to shop around. Broadband customers who switch provider save an average of £48 per year. Check out comparison websites (like compare the market or money supermarket) to find the best deal and make a saving.

Families struggling to pay for internet access could be eligible for affordable mobile data tariffs, which are available from some telecom providers. At the moment EE, Three, Sky Mobile, SMARTY, Tesco Mobile and Virgin Mobile are all part of the scheme, and further suppliers may join in the future.

Schools, trusts and local authorities can request free mobile data increases for families if they're experiencing disruption to face-to-face education. Talk to your school to learn more.

## Furniture and household goods

York Community Furniture Store is open to everyone to buy new and good quality pre-owned furniture and white goods at affordable prices. They also offer donated paints at affordable prices as part of the Community RePaint scheme.

If you're not looking for something new (or new to you) why not also try your hand at upcycling? Or picking up free items from sites like Facebook marketplace, Gumtree and Freecycle  <https://www.facebook.com/cfstores.york/>



# Help with school costs

All children from Reception to Year 2 at primary school receive free school meals, but did you know that you may also be able to get free school lunches as the children get older?

Your family may be able to get free lunches if you receive an income-related benefit such as:

- Income Support
- Income-based Job Seekers' Allowance
- Income-related Employment and Support Allowance
- Child Tax Credit combined with both a household income below £16,190 per annum and not in receipt of any Working Tax Credit
- Support under part VI of the Immigration and Asylum Act 1999
- Guarantee Element of state Pension Credit
- Universal Credit, with annual household earnings of less than £7,400.

Or if:

- you've just started working less than 16 hours a week, or

- your employment has stopped for a temporary 4-week 'run-on' period.

Registering for free school meals also means that your school gets extra funding to increase support for children who are eligible for free school meals.

Help isn't just available in term time. The government's Holiday Activities and Food Programme (HAF) runs during the main school holidays, with fun activities throughout the day and a nutritious lunch for children who receive free school meals.

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

If your child receives free school meals, you may also be able to get a voucher to help with the cost of their school uniform.

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

 01904 551554

## Could you change a child's life through fostering?

We're looking for people to join our team of foster carers in York, providing care for local children and young people who can't live safely with their birth families.

Fostering really can help change a child's life, and the benefits of foster care go beyond the child being fostered. The effect on the family and people that surround them can be immensely rewarding.

As well as the satisfaction which comes from providing care for children and young people, we provide a range of allowances and support for our registered foster carers.

Fostering:

- allows you to use your existing skills with children and young people





- is flexible, home-based, self-employed work
- allows you to earn up to £25,000 per year
- offers fantastic training and support
- is open to anyone, whether you're single, married, in a relationship, work full-time, part-time, or not at all.

We're looking for people who have experience of working with or bringing up children and young people. You need to have a spare bedroom and be willing to welcome a young person into your home and family life.

To find out more about how you can change a child's life through fostering, as well as changing your own visit:

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



## Finding help with childcare costs

Struggling with childcare? You may be able to get financial support from the government to help ease the cost.

Support is available to parents to help pay for 'approved childcare'. This includes childcare provided by registered childminders, home care workers or schools. After school clubs and breakfast clubs are included, but it cannot help pay for compulsory education or private lessons during school time. You will not be able to get help for childcare provided by your partner or relative unless they are a registered childminder and care for your child outside your home.

### What help could you get?

You could be eligible for up to 30 free hours of childcare a week or tax-free childcare for each of your children under the age of 16. You may also be able to claim back up to 85 per cent of your childcare costs if you receive Universal Credit.

Eligibility may depend on if you are working, your income, your partner's income and your child's age and circumstances.

The online calculator can help you find out more.

 [www.gov.uk/help-with-childcare-costs](http://www.gov.uk/help-with-childcare-costs)



## Help to buy food and milk

If you're more than ten weeks pregnant or have a child under four, 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 that is automatically topped up every four weeks and can be used in some shops.

Find out if you're eligible and to apply

 [www.healthystart.nhs.uk](http://www.healthystart.nhs.uk)



## Help getting healthy

The Health Trainer team offer free, confidential one-to-one support and guidance to help you: reduce your alcohol intake, quit smoking, eat healthier and manage your weight, find new ways to be more active or help you get back out in the community.

🔗 Online form: [www.york.gov.uk/CYCHHealthTrainers](http://www.york.gov.uk/CYCHHealthTrainers)

☎ 01904 553377

**Do you know how much you're drinking?**



## How much is gambling affecting your life?

Gambling can be more than just losing money.

For many people gambling is a fun form of entertainment, but it can easily become a problem. Are you:

- Spending more than you want on gambling?
- Struggling to find the money for bills?
- Taking out loans to cover gambling debts?

If you are not sure how much gambling has become a problem for you, find out how much of an impact gambling is having on your life.

🔗 [www.gamcare.org.uk/understanding-gambling-problems/self-assessment-tool/](http://www.gamcare.org.uk/understanding-gambling-problems/self-assessment-tool/)

**Don't suffer in silence - General mental health support**



## The link between money and mental health

Worries about money can have an impact on your mental health, and your mental health can affect how you manage your money. Sometimes it can feel like a vicious cycle.

If you're struggling with your mental health issues you may not feel motivated to manage your finances, you might be making more impulsive decisions or using spending to feel better for a little while.

Dealing with money can also be an emotional experience. Getting to know the feelings and emotions you have around money can help

you identify patterns in your behaviour and feel more in control.

### Getting things sorted

Sorting things out might feel like an overwhelming task, and lots of things may be out of your control. But try taking things one step at a time.

First try to organise your finances so you know exactly what your

situation is. Next make sure you're claiming everything you're entitled to. Then if you need further help, get in touch with the relevant support services or organisations.

🔗 [www.mind.org.uk/information-support/tips-for-everyday-living/money-and-mental-health/](http://www.mind.org.uk/information-support/tips-for-everyday-living/money-and-mental-health/)

☎ 0300 123 3393





# Proposed Devolution Deal

On Yorkshire Day 2022 the government announced a proposed devolution deal - a major milestone towards devolution for York and North Yorkshire.

If agreed, the proposal would mean government funding for 30 years to invest in local priorities. These would include: financial support to deliver the York Central brownfield regeneration scheme - subject to a full business case, schemes to create green economic growth so the region became carbon negative, the construction of affordable, low carbon homes and the construction of new homes on brownfield land during 2023/24 and 2024/25.

It would also include a commitment to establish a working group to support the development of BioYorkshire. The region would also gain new powers to drive regeneration and build more affordable homes, plus new transport powers to improve and integrate the region's transport network.

Following consideration of the proposed deal by all Councillors at a full council meeting, residents, businesses, and stakeholders can now take part in a public consultation from October to December. You can find out more here: [🔗 www.ynydevolution.com](https://www.ynydevolution.com)

Following that consultation, Councillors will then be asked to consider its feedback and whether to agree the deal at a future meeting of Full Council.

If agreed, the proposal will see the movement of significant government money to allow for:

- Gainshare funding for 30 years to invest in local priorities.
- Financial support to deliver the York Central brownfield regeneration scheme, subject to a full business case.
- Driving green economic growth towards becoming a carbon negative region.
- Delivering affordable, low carbon homes.
- Building new homes on brownfield land during 2023/24 and 2024/25.

It also includes:

- A commitment to establish a working group to support the development of BioYorkshire
- New powers to drive regeneration and build more affordable homes
- New transport powers to improve and integrate the regional transport network

# Where to find help

If you're struggling with the rising cost of living, it can seem overwhelming, but you don't have to do it alone. Here is a list of organisations you can turn to for help. Some of these only support specific groups, please check 'who it's for' before getting in touch.

Organisation	What advice they offer	Who it's for	How to get in touch		
Age UK York	Benefits, money, community care, housing, other issues	For people state pension age or over	<a href="http://www.ageuk.org.uk/york/about-us/contact-us/">www.ageuk.org.uk/york/about-us/contact-us/</a>	<a href="mailto:firstcall@ageukyork.org.uk">firstcall@ageukyork.org.uk</a>	01904 634061 (9.30am - 3.00pm, Monday to Friday)
Christians Against Poverty (CAP) Debt Advice	Debt, money	Anyone	<a href="http://www.capuk.org">www.capuk.org</a>	<a href="mailto:york@capuk.org">york@capuk.org</a>	0800 328 0006
Citizens Advice	Benefits, employment, housing, immigration, relationships, debt, money, consumer, legal issues	Anyone	<a href="http://www.citizensadvice.org.uk/">www.citizensadvice.org.uk/</a>		0800 144 8848 (Monday - Friday 10:00 - 16:00)
CYC Benefits Advice	Benefits	Anyone	<a href="http://www.york.gov.uk/BenefitsAdvice">www.york.gov.uk/BenefitsAdvice</a>	<a href="mailto:incomeservices@york.gov.uk">incomeservices@york.gov.uk</a>	01904 552044 Monday – Friday 10.00 – 4.00 pm
York Families Wellbeing Service	Benefits, money, other issues	Families with rent or mortgage arrears	<a href="http://www.commlinks.co.uk/yfws">www.commlinks.co.uk/yfws</a>		01904 552816
Independent Domestic Abuse Service - IDAS	Helpline. Practical and emotional support, group work, 1:1 support, assistance with criminal justice system, safe accommodation and benefits	Anyone who has or is experiencing domestic abuse and/or sexual violence	<a href="http://idas.org.uk/">idas.org.uk/</a>	<a href="mailto:info@idas.org.uk">info@idas.org.uk</a>	03000 110 110
Local Area Coordinators	Community care, housing, money, benefits, other issues	Anyone	<a href="http://www.york.gov.uk/LACDirectory">www.york.gov.uk/LACDirectory</a>		01904 555205
York Cares Centre	Benefits, community care, other issues	Unpaid carers	<a href="http://yorkcarerscentre.co.uk/adult-carers/benefits-advice/">yorkcarerscentre.co.uk/adult-carers/benefits-advice/</a>	<a href="mailto:enquiries@yorkcarerscentre.co.uk">enquiries@yorkcarerscentre.co.uk</a>	01904 715490
York Energy Advice	Energy saving, Gas, Electricity	Any York resident either on a low income, aged 50+, or experiencing a long term health condition or disability.	<a href="http://yorkenergyadvice.org.uk/">yorkenergyadvice.org.uk/</a>	<a href="mailto:info@yorkenergyadvice.org.uk">info@yorkenergyadvice.org.uk</a>	01904 922249
York Housing Association	Housing, benefits, other issues	York HA tenants	<a href="http://www.yorkha.org.uk/managing-your-money">www.yorkha.org.uk/managing-your-money</a>	<a href="mailto:info@yorkha.org.uk">info@yorkha.org.uk</a>	01904 636061
<b>National Organisations</b>					
Money Helper	Benefits, family and care, homes, pensions, savings and work	Anyone	<a href="http://www.moneyhelper.org.uk">www.moneyhelper.org.uk</a>		0800 138 7777
StepChange	Debt and debt management	Anyone	<a href="http://www.stepchange.org">www.stepchange.org</a>		0800 138 1111



# Help for businesses

Just like residents, local businesses are facing the challenges brought about by the cost of living crisis. There is national and local support available for York businesses to help with rising energy costs. To read more about the UK Government's Energy Bills support, energy efficiency measures and other programmes, visit [www.york.gov.uk/BusinessEnergyCostSupport](https://www.york.gov.uk/BusinessEnergyCostSupport)

Sign up to our business newsletter to receive the latest business support news and updates:

[www.york.gov.uk/form/EmailUpdates](https://www.york.gov.uk/form/EmailUpdates)

York Business Festival, taking place in November, is a month-long programme of free events celebrating and supporting businesses in York. This year's focus is 'Growing the Economy for Today and Tomorrow'

Various events during the festival will focus on the cost-of-living crisis faced by York's business community and ways to deal with the rising cost of energy. Other events will also highlight opportunities within York's growing green economy.

For more information and programme of events, visit: [www.yorkbusinessfestival.co.uk/](https://www.yorkbusinessfestival.co.uk/) or join the conversation on social media by using the hashtag #YorkBizFest22.

In September the government announced new support for businesses including a discount on wholesale gas and electricity prices. The support will apply to energy usage from 1 October 2022 to 31 March 2023. Businesses will not need to apply for this discount, it will be applied automatically by your provider.

## Want to get back into work or upskill?

If you're looking to get back into work or change your job, there are lots of ways you can increase your skills and learn new ones, whatever your age.

York Learning can help anyone aged 19 and over gain confidence and skills with courses from essential skills like maths and English to vocational learning such as Counselling, Business Admin, Childcare and Adult Care. They also offer classes for people with English as a second or other language. Help with grammar, vocabulary, and confidence in English is free if you're on a low income.

And if technology isn't your strong point, you can access free courses to help 'digital beginners' learn to use email, Microsoft Office, Zoom/Teams and the internet.

To book courses call [01904 55427](tel:0190455427) or for more information visit

[www.york.gov.uk/Skills](https://www.york.gov.uk/Skills).



# Who is your councillor?

## Acomb Ward



Cllr Stuart Barnes L  
cllr.sbarnes@york.gov.uk  
07983 987656



Cllr Katie Lomas L  
cllr.klomas@york.gov.uk

## Bishopthorpe Ward



Cllr John Galvin I  
cllr.jgalvin@york.gov.uk  
01904 704829

## Clifton Ward



Cllr Danny Myers L  
cllr.dmyers@york.gov.uk  
07419 209928



Cllr Margaret Wells L  
cllr.mwells@york.gov.uk  
01904 766716

## Copmanthorpe Ward



Cllr David Carr I  
cllr.dcarr@york.gov.uk  
01904 700851

## Dringhouses & Woodthorpe Ward



Cllr Stephen Fenton LD  
cllr.sfenton@york.gov.uk  
01904 787988



Cllr Ashley Mason LD  
cllr.amason@york.gov.uk  
01904 551030



Cllr Paula Widdowson LD  
cllr.pwiddowson@york.gov.uk  
01904 551030

## Fishergate Ward



Cllr Andy D'Agorne G  
cllr.adagorne@york.gov.uk  
01904 551030



Cllr Dave Taylor I  
cllr.dtaylor@york.gov.uk

## Fulford & Heslington Ward



Cllr Keith Aspden LD  
cllr.kaspden@york.gov.uk  
01904 555314

## Guildhall Ward



Cllr Denise Craghill G  
cllr.dcraghill@york.gov.uk  
01904 55130



Cllr Fiona Fitzpatrick L  
cllr.ffitpatrick@york.gov.uk  
01904 541220



Cllr Janet Looker L  
cllr.jlooker@york.gov.uk  
07989 720016

## Haxby & Wigginton Ward



Cllr Ian Cuthbertson LD  
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## Watch out

Not all scams are easy to spot. Scammers are using increasingly sophisticated tactics to target people and steal your money. If you have concerns about any messages you get, follow the 'Take five to stop fraud' steps:

- 1 STOP:** Take a moment to stop and think before giving anyone your money or information
- 2 CHALLENGE:** It's ok to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.
- 3 PROTECT:** Contact your bank immediately if you think you've fallen for a scam and report it to Action Fraud.

Find more tips, and report any scams, to Action Fraud.

 [www.actionfraud.police.uk](http://www.actionfraud.police.uk)

 0300 123 2040

## We're here to help

If you need support or advice, your local Councillors are here to help. Their job is to represent you and the area you live in. They represent residents and can direct you to the right Council staff and services.

You can get in touch with them directly to discuss any concerns you have and they will try to help connect you with the help you need.

If you don't know who your local Councillor is, you can find their details on these pages. If you're not sure which ward you live in, you can find more information on our website at

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

# Say no to domestic abuse



Domestic abuse can affect anyone. There's a greater risk of domestic abuse when financial pressures are present and, so it's important to be aware of this with the cost of living crisis. Adding alcohol to the mix can also increase the risk of abuse particularly during the cost of living crisis. So now is the time to take action and say no to domestic abuse.

Anyone experiencing domestic abuse in York can get help from IDAS. The charity offers free and confidential services. Find out more:

Online at <https://idas.org.uk>

Through live chats (3pm – 6pm daily)

<https://idas.org.uk/contact/> or

By calling 03000 110 110, or  
by emailing [info@idas.org.uk](mailto:info@idas.org.uk)

Any York resident seeking support to change their potentially abusive thoughts or behaviour, should visit [www.foundationuk.org](http://www.foundationuk.org), or call 01904 557491, or email [foundationapp@foundationuk.org](mailto:foundationapp@foundationuk.org)



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@ [our.city@york.gov.uk](mailto:our.city@york.gov.uk)

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

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

@CityofYork @cityofyork

It is available in the following languages:

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی میا کی جا سکتی ہیں۔ (Urdu)

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