



# Cost of Living Support Guide

## Wakefield District



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We understand that the cost of living crisis is a concern for everyone. That is why the council is working with partner organisations from across the district through the Residents Recovery Group (RRG) to offer help, support, and advice to all residents through their local Help at the Hub venue.

The RRG was originally created to support residents through the Covid-19 pandemic but has since evolved to offering support with the cost of living crisis. The support available is vast, from foodbanks and pantries to money and debt advice, with the group working hard to ensure residents have support where needed.

More information, advice, and resources can be found at:

 [wakefield.gov.uk/more-money-in-your-pocket](https://wakefield.gov.uk/more-money-in-your-pocket)

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# Upcoming campaigns

We are working closely with the RRG and council services to ensure that the public are aware of the support and advice available to them. The campaigns team will also share a select number of social media assets on a regular basis with Councillors. If support is needed when using these, please email

✉ [campaigns@wakefield.gov.uk](mailto:campaigns@wakefield.gov.uk)

**Over the coming months, the following campaigns will be produced and promoted using a mix of traditional and social media channels:**



**Wakefield Energy Schemes.** Promotion of the free heating and insulation improvements available to homeowners and private renters. For more information on support available, see [page 12](#).



**Energy Saving Advice.** A series of easy-to-follow tips on how people can use less energy at home, showing the cost and carbon savings involved. For more information on support available, see [page 13](#).



**Winter Wellness.** The winter months often bring a range of respiratory and mental health issues. Messages will signpost to available support to help manage emotional and physical wellbeing.



**WF Connect Cafés.** A series of spaces called 'WFConnect Cafés' have launched in community venues across the district to support children, young people, and their families to be digitally connected. This campaign is currently being shared with CYP partners, schools, and staff working with children and young people. For more information on support available see [page 18](#).



**Household Support Fund (£100 supermarket vouchers in December & January).** Eligible residents will be contacted directly but the support package available will be promoted on the corporate council social media channels and on the website during the period of activity. More information on the fund is available on [page 10](#).



**Warm Spaces.** Warm spaces for residents will be promoted as part of a joint campaign under the Help at the Hub branding. More information is available on [page 18](#).



**Help at the Hub.** There will be ongoing promotion of the hubs as a resource for all residents, regardless of income, for support. This will replace promotion of the roadshows going forward, and more information on support is available on [page 4](#).



**Benefits Calculator.** Designed by Entitled To, the calculator will be promoted on social media and by partners as a useful tool for residents to find out more about any financial support available to them. Previous communication campaigns over the last year have helped residents access over £700k in additional benefits. More information on [page 10](#).



# Help at the Hub



Help at the Hub is free for all residents in the Wakefield district to access and puts them in touch with a range of organisations who can offer impartial help and advice to anyone worried about **money, jobs, housing or health**.

The friendly advisers will:

- Never judge or make residents feel bad about their situation.
- Always be happy to talk to residents, however big or small the problem might be.

Citizens Advice advisers (available at the times mentioned below) can look at a resident's situation and check whether they are able to claim additional help or take steps to improve things. They can also refer them to a qualified debt adviser to find ways to manage debts - even if they think they have no spare money - or suggest ways to deal with the debts.

Some of the hubs also offer access to the internet and onsite staff can help residents use email or the web. Check with the venue for details of services available.

## Help at the Hub venues

### 1 QUEENS MILL, CASTLEFORD

- 🕒 *Wednesday 10am–12pm*
- 📍 Aire Street, Castleford WF10 1JL
- ☎️ **01977 556 741**

### 2 ST MARYS, PONTEFRACT

- 🕒 *Friday 10am–12pm*
- 📍 The Circle, Chequerfield Pontefract WF8 2AY
- ☎️ **01977 705 341**

### 3 HAVERCROFT & RYHILL COMM LEARNING CENTRE

- 🕒 *Thursday 10am–12pm*
- 📍 Mulberry Place, Ryhill, Wakefield WF4 2BD
- ☎️ **01226 727 824**

### 4 KELLINGLEY CLUB

- 🕒 *Monday 10am–12pm*
- 📍 Kellingley Social Centre, 25 Marine Villa Rd, Knottingley WF11 8ER
- ☎️ **01977 673 115**

### 5 ST GEORGES, LUPSET

- 🕒 *Tuesday 10am–12pm*
- 📍 Broadway, Lupset, Wakefield WF2 8AA
- ☎️ **01924 369 631**

### 6 EASTMOOR COMMUNITY PROJECT

- 🕒 *Tuesday 10am–12pm*
- 📍 St. Swithun's Community Centre, Arncliffe Rd, Wakefield WF1 4RR
- ☎️ **01924 361 212**

### 7 WESTFIELD CENTRE, SOUTH ELMSALL

- 🕒 *Tuesday 10am–12pm*
- 📍 26 Westfield Ln, South Elmsall, Pontefract WF9 2PU
- ☎️ **01977 642 335**

### 8 LIGHTWAVES LEISURE AND COMMUNITY CENTRE

- 🕒 *Wednesday 10am–12pm*
- 📍 Lower York St, Wakefield WF1 3LJ
- ☎️ **01924 360 158**





# Help at the Hub (continues)



## Benefits Review

The Help at the Hubs team can also give residents a free benefits review, including:

- Assessing current benefits.
- Informing them of other benefits they may be able to claim.
- Supporting residents to make the claims.
- Helping residents appeal decisions.

If residents can't visit their local Help at the Hub venue, they can also contact Cashwise or Citizens Advice Wakefield District for free.



### Cashwise

☎ **01977 724 651**

🌐 [getcashwise.co.uk](http://getcashwise.co.uk)



### Citizens Advice Wakefield District

☎ **0800 144 8848** (freephone)

🌐 [wakefielddistrictcab.co.uk](http://wakefielddistrictcab.co.uk)



# Money



## Citizens Advice Wakefield District



Wakefield District

Citizens Advice is an independent, local charity which offers free, confidential, and impartial advice to residents in the Wakefield district. Residents can access the specialist team by visiting one of the drop-in advisers at Citizens Advice locations and Help at the Hubs, which are open at multiple locations across the district.

Monday	<b>Citizens Advice Wakefield District</b> 27 King Street Wakefield WF1 2SR	<b>Kinsley &amp; Fitzwilliam Learning &amp; Community Ctr</b> Wakefield Road Kinsley WF9 5BP	<b>Kellingley Social Club</b> 25 Marine Villa Road Knottingley WF11 8ER		
	<b>Drop in: 10am–3pm</b>	<b>Drop in: 10am–12pm</b>	<b>Drop in: 10am–12pm</b>		
Tuesday	<b>Citizens Advice Wakefield District</b> 27 King Street Wakefield WF1 2SR	<b>South Elmsall</b> Westfield Centre, Westfield Lane South Elmsall WF9 2PU	<b>St Georges Community Centre</b> Broadway Lupset WF2 8AA	<b>St Swithun's Community Centre</b> Arncliffe Road Eastmoor WF1 4RR	<b>Featherstone Library and Community Centre</b> Victoria Street, Off Station Ln Featherstone WF7 5BB
	<b>Drop in: 10am–1pm</b>	<b>Drop in: 10am–12pm</b>	<b>Drop in: 10am–12pm</b>	<b>Drop in: 10am–12pm</b>	<b>Drop in: 10am–12pm</b>
Wednesday	<b>Lightwaves Leisure Centre</b> Lower York Street Wakefield WF1 3LJ	<b>Upton &amp; North Elmsall</b> The Village Hall, Harewood Ln Upton WF9 1JB	<b>St Giles Parish Church</b> Market Street Pontefract WF8 1AT	<b>Castleford Heritage Trust</b> Queens Mill, Aire Street Castleford WF10 1JL	<b>Baghill House Health &amp; Wellbeing Centre</b> Walkergate Pontefract WF8 1QW
	<b>Drop in: 10am–12pm</b>	<b>Drop in: 10am–12pm</b> <i>(1st &amp; 3rd Weds of each month)</i>	<b>Drop in: 10am–12pm</b>	<b>Drop in: 10am–12pm</b>	<b>(Service Users Only) 10am–12pm</b>
Thursday	<b>Citizens Advice Wakefield District</b> 27 King Street Wakefield WF1 2SR	<b>South Kirkby &amp; Moorthorpe</b> Millennium Hall, Barnsley Rd Moorthorpe WF9 2BJ	<b>Havercroft and Ryhill</b> Havercroft Community Learning Project, Mulberry Pl Ryhill WF4 2BD	<b>Hemsworth Town Council</b> Community Ctr, Bullenshaw Rd Hemsworth WF9 4NE	<b>Yorkshire Building Society*</b> 85 Carlton Street Castleford WF10 1BP
	<b>Drop in: 10am–3pm</b>	<b>Drop in: 10am–12pm</b> <i>(1st &amp; 3rd Thurs of each month)</i>	<b>Drop in: 10am–12pm</b>	<b>Drop in: 10am–12pm</b> <i>(2nd &amp; 4th Thurs of each month)</i>	<b>(By appointment only) 10am–1pm</b>
Friday	<b>Warwick Ahead Hub</b> 5 Pinewood Place Knottingley WF11 0QH	<b>St Marys Community Centre</b> The Circle, Chequersfield Pontefract WF8 2AY	<b>The Mental Health Museum</b> Fieldhead Hosp, Ouchthorpe Ln Wakefield WF1 3SP	<b>Drury Ln Health &amp; Wellbeing Ctr</b> Drury Lane Wakefield WF1 2TE	<b>Yorkshire Building Society*</b> 30–32 Kirkgate Wakefield WF1 1TQ
	<b>Drop in: 10am–12pm</b>	<b>Drop in: 10am–12pm</b>	<b>(Service Users Only) 10am–12pm</b> <i>(1st &amp; 3rd Friday of each month)</i>	<b>(Service Users Only) 10am–12pm</b> <i>(2nd &amp; 4th Friday of each month)</i>	<b>(By appointment only) 10am–1pm</b>

\* For Internal use only.

They also offer a wide range of online, telephone, and in-person advice. The Adviceline telephone service is open 9am–4pm weekdays.

☎ **0800 144 8848** (freephone)

🌐 [wakefielddistrictcab.co.uk/find-us](http://wakefielddistrictcab.co.uk/find-us)



# Money (continues)



## National debt advisers

**Debt Service.** The Citizens Advice Money Advice Team can help residents who are worried about money and struggling with bills and debt. The free, confidential service gives residents specialist debt advice (regulated by the Financial Conduct Authority) and support with the Breathing Space Scheme. The team are also registered Debt Relief Order Intermediaries.

The specialist debt advisers will help residents:

- Explore debt problems.
- Look at ways to reduce their outgoings.
- Explore the debt options they have and how they will affect them.
- Arm them with the facts so they can make an informed choice
- Offer practical assistance if needed, such as help filling in forms, writing letters or negotiating with third parties.

Specialist debt and money advice is open 9am–5pm Monday to Friday.

☎ **0800 144 8848** (freephone)

✉ [moneyadvice@wakefielddistrictcab.co.uk](mailto:moneyadvice@wakefielddistrictcab.co.uk)





# Money (continues)



## Citizens Advice Financial Capability Project

Citizens Advice Wakefield District are also working on the Financial Capability Project, which was funded by the council for 12 months and commenced on 1 July 2022. The project offers tailored guidance to residents and aims to help them gain the appropriate skills, knowledge, habits, and behaviours to maximise their current and future finances.

### The project also helps residents to:

- Understand their budget and how to deal with flexi incomes to meet monthly expenditure.
- Budget effectively using budgeting tools.
- Look at ways to increase income and/or reduce expenditure.
- Understand banking, open an account that works for them; understand bank statements/fees and banking jargon.
- Understand the importance of savings and future planning.
- Understand credit and borrowing.
- Understand insurance, tax, and credit referencing.
- Get the best deals on energy, apply for grants, trust funds and energy efficiency measures to reduce cost.

The team can offer this guidance on a **one-to-one** basis and via **group** sessions. A one-to-one appointment can be booked by email.

✉ [moneyadvice@wakefielddistrictcab.co.uk](mailto:moneyadvice@wakefielddistrictcab.co.uk)

The location of the appointments will take account of the clients need, however currently sessions are available across the week at:

- King Street (Wakefield City Centre).
- Warwick Ahead (Hub).
- Havercroft/Ryhill (Community Learning Project).
- Pontefract Library (One Stop Shop).

As the project develops, the project hopes to expand its community reach, taking account of demand and staffing availability. If you would like to discuss establishing a regular venue for residents in your ward, please contact Mandy

✉ [mandylarder@wakefielddistrictcab.co.uk](mailto:mandylarder@wakefielddistrictcab.co.uk)





## Money (continues)



If you know of a group or community organisation that would like to set up a group session, this can be discussed and set up via the Financial Capability Team.

✉ [mandylarder@wakefielddistrictcab.co.uk](mailto:mandylarder@wakefielddistrictcab.co.uk)



### Discretionary Housing Payments (DHP)

If a resident is in receipt of Housing Benefit or the housing cost element of Universal Credit but the amount does not meet all their housing costs, they may be entitled to extra financial help.

The council has a limited fund of money which they can spend each year to help people who need extra help with these housing costs. A discretionary housing payment can cover housing costs including removal costs and rent in advance.

For more information and the referral form visit

🌐 [wakefield.gov.uk/housing/rented-homes/information-for-tenants/need-help-rent/discretionary-housing-payment](http://wakefield.gov.uk/housing/rented-homes/information-for-tenants/need-help-rent/discretionary-housing-payment)



### Prosper Together Fund

Wakefield and District Health and Community Support (WDHCS) has a Prosper Together Fund which is administered through Trusted Referrers such as Community Hubs, Anchors, CAB, WDH, WDH and the hospices. The funding is aimed at supporting:

- Households on The Edge
- Children and Young People
- Connectivity

📞 **01924 373 500**

✉ [info@wdhcs.com](mailto:info@wdhcs.com)



# Money (continues)



## Household Support Fund

Like previous support given in the Summer, the council’s Benefits Team will be issuing supermarket vouchers to eligible residents over the winter period as follows:

- **Between 12 and 23 December 2022** a £100 supermarket voucher will be sent to families who receive council tax support.
- **Between 11 January and 10 February** a £100 supermarket voucher will be sent to residents who receive council tax support and are either a pensioner or receive a disability-related benefit residents who do not have any children in the household – any qualifying residents with children will already have received a voucher in December.

Once the voucher has been redeemed, it does not need to be spent all at once and can be used several times until the entire amount has been spent. All vouchers will be sent out automatically, and residents do not need to contact the council regarding this.

Some residents are not eligible for the vouchers but may still need support with food, energy and water bills. In these cases, our Trusted Referrer organisations including the Community Hubs, Community Anchors, CAB, WDH, DWP and the Hospices can refer residents to Local Welfare Provision.

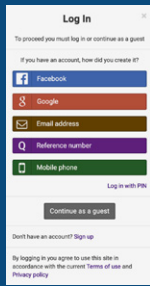


## Benefits Calculator

The benefits calculator is a new tool that residents can use to calculate the support they may be entitled to. It is a free and confidential tool which only aims to educate them. If residents need support applying for any of the benefits mentioned in the calculator, they can then access the Help at the Hub venues for support.

The calculator can be accessed through this link

- 🌐 [wakefield.gov.uk/more-money-in-my-pocket/money](https://wakefield.gov.uk/more-money-in-my-pocket/money)



*Please note that there is a login page to the calculator, but this is for residents to be able to return to the form later. Residents are not required to log in and can access the calculator as a 'guest' which will provide them with a reference number to use if they require to return to the information.*



# Money (continues)



## Cashwise from WDH



The Cashwise service offers free support and guidance to help service users to address financial issues and take control of their finances, whilst building financial confidence and resilience.

The Cashwise service is currently available to WDH tenants and/or young families across the district with children under 12, through the WDH Healthier Wealthier Wakefield Families initiative working in partnership with Public Health.

### Cashwise can help service users to:

- Better understand their benefit options and identify benefit underclaim.
- Set up household budgets and offer support to budget effectively.
- Reduce outgoings.
- Begin to address problem debts.
- Maximise income by accessing appropriate grants and funds.
- Engage with other support services, both within WDH and with other external partners to encourage positive outcomes.
- Take steps to improve financial confidence and general wellbeing.

Residents can visit a WDH access point at two locations

**📍 WDH Hub Pontefract**  
**1 Horsefair**  
**Pontefract WF8 1PE**

**📍 WDH Hub Wakefield**  
**2 Bull Ring**  
**Wakefield WF1 1HA**

Many clients are signposted to the Cashwise service via other agencies, however, individuals who feel that they are struggling to manage their money can get in touch with the team.

**📞 01977 724 651 or 0345 850 7507**

**✉ [cashwise@wdh.co.uk](mailto:cashwise@wdh.co.uk)**

**🌐 [getcashwise.co.uk](http://getcashwise.co.uk) (using the self-referral form)**



# Energy



## Wakefield Energy Schemes

The council has various schemes running throughout the year that can support with the cost of heating and insulation improvements. The schemes change on a regular basis, and, for some schemes, residents may even qualify for the work to be completed free of charge.

Each scheme will have different qualifying criteria, and, for most schemes, residents don't need to be claiming a benefit to qualify. Plus, even if a resident has not been eligible before, this may change so they are encouraged to get in touch to find out what's available.

For information on the schemes available and eligibility

🌐 [wakefield.gov.uk/housing/energy](https://wakefield.gov.uk/housing/energy)

For the latest advice and support guidance follow the Wakefield Housing Support team on Facebook

f [facebook.com/WakefieldHousingSupport](https://facebook.com/WakefieldHousingSupport)



## Government Winter Assistance

### Winter Fuel Payments

A tax-free payment to help older people with fuel bills during winter months. Residents can call the office that pays their benefits Monday to Friday 8am–6pm.

☎ **0800 731 0160**

### Cold Weather Payments

A payment of £25 for each 7-day period of very cold weather between 1 November and 31 March.

🌐 [gov.uk/cold-weather-payment](https://gov.uk/cold-weather-payment)

### Warm Home Discount Scheme

A rebate of £140 off the resident's electricity bill, which is run by electricity suppliers. To see if they qualify, residents can call (Monday to Friday 8:30am-4:30pm) or visit the website.

☎ **0800 730 0214**

🌐 [gov.uk/the-warm-home-discount-scheme](https://gov.uk/the-warm-home-discount-scheme)



# Energy (continues)



## Energy Bill Relief Scheme

The government has an Energy Bill Relief Scheme for **non-domestic customers** such as businesses, voluntary sector organisations (such as charities) and public sector organisations (such as schools, hospitals, and care homes) who are:

- On existing fixed price contracts that were agreed on or after 1 December 2021.
- Signing new fixed price contracts.
- On deemed / out of contract or variable tariffs.
- On flexible purchase or similar contracts.

The support will be automatically applied to all eligible bills so no action is needed, however, to find out more about the scheme visit

- 🌐 [gov.uk/guidance/energy-bill-relief-scheme-help-for-businesses-and-other-non-domestic-customers](https://www.gov.uk/guidance/energy-bill-relief-scheme-help-for-businesses-and-other-non-domestic-customers)



## Energy Saving Tips\*



- Sticking to a 4-minute shower can save £95 a year.
- Stopping using the tumble dryer can save £70 a year.
- Switching appliances off at the plug instead of leaving them on standby can save £65 a year.
- Keep room temperatures at 18-21°C. Turning the heating down by 1°C can save £60 a year.
- Close the curtains at dusk to stop heat escaping through the windows.
- Fill up the washing machine or dishwasher - one full load uses less energy.
- Only boil as much water as needed.
- A dripping hot water tap wastes energy and, in one week, wastes enough hot water to half fill a bath.

\* Typical installation costs and energy bill savings based on 3 bed semidetached property.  
Source: Energy Saving Trust 🌐 [energysavingtrust.org.uk](https://www.energysavingtrust.org.uk)



# Food



## Community Pantry

Community Pantries stock a wide range of top-quality food including fresh fruit and veg, frozen and chilled food, meat and dairy products, and long-life tinned and packaged food. Residents pay a small subscription of a few pounds a week, and in return can choose groceries worth many times more, often saving up to £1,000 a year on shopping bills. Pantries are just like a shop; in that you choose the food you want from the shelves.

The below list is of the current Community Pantries, although this list may change in the future as the number of pantries in our district grow.

### St Swithun's

 St Swithun's Community Centre  
Arncliffe Road, Eastmoor  
Wakefield WF1 4RR  
 **01924 361 212**


### St Catherine's

 St Catherine's Church  
Doncaster Road, Belle Vue  
Wakefield WF1 5HL  
 **01924 211 130**

### St George's

 St George's Community Centre  
Broadway, Lupset  
Wakefield WF2 8AA  
 **01924 369 631**

### Lightwaves

 Lightwaves Leisure Centre  
Lower York Street  
Wakefield WF1 3LJ  
 **01924 360 158**



## Healthy Start Scheme

The Healthy Start Scheme provides eligible pregnant women and families with children aged under 4 years old with vouchers for milk, fresh, frozen, and tinned fruit and vegetables, fresh, dried, and tinned pulses, and infant formula milk. Free vitamins are also available.

 [healthystart.nhs.uk/how-to-apply](https://healthystart.nhs.uk/how-to-apply)



# Food (continues)



## Foodbanks

If a resident needs support from a foodbank, they can be referred by several organisations or access points, including:

- Cashwise.
- Help at the Hubs.
- Wakefield Council (call Wakefield Council’s customer service team on ☎ **0345 850 6506**).
- Local schools may also be able to make a referral for families.
- Wakefield Families Together.

The district has a network of foodbanks, which can be seen below.  
(For Internal use only)

Name & location	Type of service
Airedale Food Bank	Food Parcels
Trinity Mission Castleford	
Upton Friends of the Community	Food Parcels
Hemsworth Food Bank	Food Parcels
Pontefract Food Bank	Food Parcels Delivery Service Trussell Trust e-voucher
Kinsley Food Bank	Food Parcels
Westfield Centre Facilities Food Aid, South Elmsall	Cook Hot Food Provision (token charge) & Food Parcels
Havercroft Food Bank	Food Parcels
Resource Centre Ossett	Food Parcels
Smawthorne Community Church The Link, Castleford	Food Parcels
St Catherine’s	Food Pantry
South Featherstone Gospel Hall	Food Parcels
SESKU South Kirkby	Food Parcels
Crofton Food Bank	Food Parcels
Upton Food Bank	Food Parcels
Wakefield Elim Community Food Bank	Food Parcels

Name & location	Type of service
Millennium Community Hub South Kirkby & Moorthorpe	Food Parcels delivered No public to the premises
Wrenthorpe Assist	Food Parcels
Soup4em, South Kirkby	Cooked hot food & food to go
Salvation Army, Castleford	Food Parcels
St Georges Lupset	Cooked hot food & Food Pantry
Kinsley & Fitzwilliam Food Bank	Food Parcels
Pontefract Community Kitchen	Cooked Hot Food
Calder Grove Food Bank	Food Parcels
Stanley St Peters	Cooked Hot Food to take away
City of Sanctuary	Food Parcels
Knottingley Food Bank	Food Parcels
The Well Project	Food Parcels
St Swithun’s Community Centre	Food Pantry
Kellingley Club	Food Parcels
Lightwaves	Food Pantry
CAP	Hot meals only





# Yorkshire Water



Yorkshire Water don't want anyone to worry about paying for the water they need. If residents are struggling to pay, there's immediate, short-term, and longer-term schemes they can apply for, such as:

- **Water Sure.** A bill cap scheme for customers who have a water meter, claim an income-based benefit, or who claim universal credit and need to use extra water because they have a medical condition or 3 or more children.
- **Water Support.** A bill cap scheme for customers who have a low household income, and their annual water bill is more than £350.
- **Community Trust.** A debt support scheme for customers who have arrears with Yorkshire Water between £50 and £2,000 and at least one priority debt.
- **Water Direct.** A debt support scheme for customers who receive a deductible income-based benefit.
- **Resolve.** A debt support scheme for customers who are struggling to catch up on previous water bills. The Resolve scheme could help residents be debt-free so they can continue paying their water bill in affordable amounts.
- **Payment Break.** If a resident's circumstances have changed and they are struggling to pay their bill or are concerned they may struggle in the future, they can apply for a payment break. For residents whose income has stopped, income has been significantly reduced or they are unable to travel to pay their bill.

For more information, advice, and how to apply visit

🌐 [yorkshirewater.com/bill-account/help-paying-your-bill](https://yorkshirewater.com/bill-account/help-paying-your-bill)




# Housing



## Risk of homelessness

The Housing Advice Team offer advice and advocacy on housing and housing related problems.

 **01924 302 085**

 [wakefield.gov.uk/housing/rented-homes/information-for-tenants/housing-advice](https://wakefield.gov.uk/housing/rented-homes/information-for-tenants/housing-advice)



## Sustain Wakefield

Sustain is the council's Housing Sustainment Pathway, which provides housing-related support to people at risk of homelessness to enable them to keep and maintain their housing.

 [turninglivesaround.co.uk/sustain-wakefield](https://turninglivesaround.co.uk/sustain-wakefield)



## Advice for homeowners

For help with mortgages, interest free loans, advice, and support.

 [wakefield.gov.uk/housing/help-for-homeowners-and-empty-properties](https://wakefield.gov.uk/housing/help-for-homeowners-and-empty-properties)



## Finding a new home

For advice and support on applying for social housing, buying a home, housing for vulnerable adults, supported housing and choice-based lettings.

 [wakefield.gov.uk/housing/housing-in-the-wakefield-district](https://wakefield.gov.uk/housing/housing-in-the-wakefield-district)



# Other support available



## Community Support

### Family Hubs and Youth Hubs

Raising a family can have its difficulties and challenges, but just know that when support is needed, there are people and places on hand who can help. Family Hubs provide a venue and a linked network of local community venues, specialist services, and partner organisations so that families can access early help, meet other local families, take part in activities, and join helpful groups.

🌐 [wakefieldfamilies.together.co.uk/community-support/family-hubs](https://wakefieldfamilies.together.co.uk/community-support/family-hubs)

### WF Connect Cafés

WFConnect Cafés are spaces that have been set up in community buildings across the district to support children, young people, and their families to be digitally connected. At each café there are computers, tablets, and internet access available. Alternatively, all council libraries have free Wi-Fi and can provide residents with two free hours of access to library computers.

🌐 [wakefield.gov.uk/schools-and-children/wfconnect-cafes](https://wakefield.gov.uk/schools-and-children/wfconnect-cafes)

### Warm Spaces

We are working alongside voluntary, community and social enterprise organisations to establish a network of Warm Spaces across the whole district this winter.

Warm Spaces are places where people can gather for free in a warm, safe, welcoming place and enjoy a hot drink or food and some company.

A full list of venues will be distributed to members in the coming weeks when details are finalised, alternatively more information can be found at

🌐 [wakefield.gov.uk/more-money-in-your-pocket/warm-spaces](https://wakefield.gov.uk/more-money-in-your-pocket/warm-spaces)

Libraries will also be available as a warm community space for residents, where they can access books, free internet access, events, activities, learning opportunities, local history resources and more.

🌐 [wakefield.gov.uk/libraries-and-local-history](https://wakefield.gov.uk/libraries-and-local-history)

### Cost of Living Emergency Fund

We will be meeting with Leaders of Bradford, Calderdale, Kirklees and Leeds to consider a set of proposals designed to provide emergency help to those who need it most across the region.

The package of measures includes a new £3 million Cost of Living Emergency Fund from the West Yorkshire Combined Authority to help local charities and voluntary organisations to meet surging demand for services like food banks and warm rooms on the frontline.



## Other support available (continues)



### Jobs and skills

#### Step Up

'Step Up' is a free service providing advice to help residents find work, improve their skills or make a career change, or find opportunities to learn and develop.

🌐 [stepupwakefield.com](https://stepupwakefield.com)

#### Wakefield Adult Education Service

The service offers lots of easily accessible courses in centres across the Wakefield district. Many of the courses are free and depending on the residents' circumstances, they may also be entitled to financial support for travel, resources or childcare expenses.

🌐 [wakefield.gov.uk/jobs-and-learning/adult-education](https://wakefield.gov.uk/jobs-and-learning/adult-education)

#### Wakefield Recovery College

The Recovery and Wellbeing College is led by South West Yorkshire Partnership NHS Foundation Trust. They work in partnership with volunteers and other supporting organisations to run a range of free courses and workshops, in small group sizes, that promote wellbeing and good health.

🌐 [wakefieldrecoverycollege.nhs.uk](https://wakefieldrecoverycollege.nhs.uk)




## Other support available (continues)



### Health

#### Live Well Wakefield


Live Well Wakefield is a social prescribing and self-management service supporting residents (18+) in the Wakefield District to access non-medical support locally. They can link individuals to support and information for bereavement, low level mental health, social isolation, loneliness, finances, falls prevention, self-managing long term conditions, personal safety and more. Residents can refer themselves by phone, or with consent professionals can also refer.

 **01924 255 363**

 [livewellwakefield.nhs.uk](http://livewellwakefield.nhs.uk)

#### Turning Point Talking Therapies

Specialist services and support focusing on substance misuse, learning disabilities, mental health, and employment. The service is designed to provide quick and easy access to a range of psychological therapies – so residents can get the help they need, when they need it.

 **01924 234 860**

 [talking.turning-point.co.uk/wakefield](http://talking.turning-point.co.uk/wakefield)

#### Andy's Man Club

A talking group which provides a place for men to come together in a safe environment to talk about issues/problems they have faced or are currently facing.

 [andysmanclub.co.uk](http://andysmanclub.co.uk)

#### Spectrum People

Supporting individuals of any age experiencing mental health issues; helping people take their own steps towards overcoming these barriers.

 **07720 899 781**

 [spectrumpeople@spectrum-cic.nhs.uk](mailto:spectrumpeople@spectrum-cic.nhs.uk)


 [spectrumhealth.org.uk/spectrum-people-2](http://spectrumhealth.org.uk/spectrum-people-2)



## Other support available (continues)

### Carers Wakefield and District


Providing support for unpaid adult carers in the Wakefield district who give their time and energy to look after a family member or friend who needs support due to an illness or disability.

 **01924 305 544**

 [carerswakefield.org.uk](http://carerswakefield.org.uk)

### Healthwatch Wakefield

Healthwatch Wakefield pride themselves on being the health and social care champion in the Wakefield district. They make sure NHS and social care decision makers hear the resident's voice.

 **01924 787 379**

 [healthwatchwakefield.co.uk](http://healthwatchwakefield.co.uk)

### Samaritans Wakefield

Offering a safe place to talk any time needed – about any topic. People don't have to feel suicidal. Telephone support is available 24hrs a day – 365 days a year.

 **0330 094 5717**

 [samaritans.org/branches/wakefield](http://samaritans.org/branches/wakefield)



## Other support available (continues)



### Money and debt advice

#### Money Helper

An independent service set up by the Government to help people make the most of their money by giving free, impartial advice.

🌐 [moneyhelper.org.uk](https://moneyhelper.org.uk)

#### Money Advice Trust

Help tackling debts and managing money with confidence.

🌐 [moneyadvicetrust.org](https://moneyadvicetrust.org)

#### National Debtline

An independent UK charity dedicated to providing free, impartial and confidential debt advice.

☎️ **0808 808 4000** (freephone)

🌐 [nationaldebtline.org](https://nationaldebtline.org)

#### StepChange

StepChange experts help citizens to deal with their debt problems, providing the advice and support needed to achieve long-term financial control. Call Monday to Friday 8am–8pm and Saturday 8am–4pm.

☎️ **0800 138 1111**

🌐 [stepchange.org](https://stepchange.org)

#### PayPlan

Free debt advice and debt management plans to protect family and home; they will deal with creditors directly on residents' behalf.

🌐 [payplan.com/free-online-debt-help](https://payplan.com/free-online-debt-help)

#### Royal British Legion

Specialist compensation advice and advice on debt and money management for service or ex-service citizens. Support is also available for applying for grants and loans. Call 8am–8pm, 7 days a week.

☎️ **0808 802 8080**

🌐 [britishlegion.org.uk/get-support/financial-and-employment-support/finance](https://britishlegion.org.uk/get-support/financial-and-employment-support/finance)





## Other support available (continues)

### Leeds Credit Union

Leeds City Credit Union can help members apply for loans or to consolidate debts into one more affordable payment at a lower interest rate. They also offer a range of savings plans and accounts that help members save and manage their money.

🌐 [leedscreditunion.co.uk](https://leedscreditunion.co.uk)

### Debt Advice Foundation

Debt Advice Foundation offer free, confidential support and advice to anyone worried about loans, credit and debt.

🌐 [debtadvicefoundation.org/personal-debt-analyser](https://debtadvicefoundation.org/personal-debt-analyser)

### CAP

Christians Against Poverty (CAP) offer free debt counselling in the Wakefield district. The Church run a debt centre, job club and money courses.

🌐 [capuk.org](https://capuk.org)

### Turn 2 Us

A national charity helping people when times get tough, providing financial support to help people get back on track.

🌐 [turn2us.org.uk](https://turn2us.org.uk)

### Wakefield Hopeful Families

A variety of help and advice is available regarding debt, managing money and housing matters.

🌐 [groundwork.org.uk/projects/hopeful-families-in-wakefield](https://groundwork.org.uk/projects/hopeful-families-in-wakefield)

### Age UK

Age UK Wakefield District support older people with money management, concerns around utility comparisons, budgeting and paying for care.

📞 **01977 552 114**

🌐 [ageuk.org.uk/wakefielddistrict](https://ageuk.org.uk/wakefielddistrict)

### SSAFA Armed Forces Charity

SSAFA assist those who have been in the armed forces or are currently serving and can also support former partners, widowed partners and dependent children.

🌐 [ssafa.org.uk/west-yorkshire](https://ssafa.org.uk/west-yorkshire)



## Other support available (continues)



### Specialist support for minorities

#### Wakefield District City of Sanctuary

Wakefield District City of Sanctuary supports refugees, asylum seekers and victims of trafficking by signposting them to appropriate advice, foodbanks, clothing, social and educational activities e.g., conversational English. They take referrals for all people via email or by phone to St Michaels centre.

- ✉ [fsteam@wdcos.org.uk](mailto:fsteam@wdcos.org.uk)
- ☎ **07800 605 397**
- 🌐 [wakefield.cityofsanctuary.org](http://wakefield.cityofsanctuary.org)

#### MJ Languages

MJ Languages supports people mainly from Polish and other Eastern European communities in the Wakefield District with local employment and translation information, alongside offering Polish Saturday schools for children. For referrals, please contact them by email or phone.

- ✉ [referrals@mjlanguages.co.uk](mailto:referrals@mjlanguages.co.uk)
- ☎ **01924 365 644** or **07768 157 674**
- 🌐 [mjlanguages.co.uk](http://mjlanguages.co.uk)