



# Information & signposting

## What is HELP?

We are a local charitable service offering support across the Harrogate district.

We work with volunteers to support you with:

- Transport for essential journeys
- Practical tasks in the home
- Befriending and connecting you with others
- Information about sources of support

## Who do you HELP?

We are here for anyone living independently who wants to maintain or develop their local support network.

## We're here to HELP

We can also let you know about:

- Help to reduce energy bills
- Sources of financial support
- Support for independent living
- What's on locally

Please get in touch and we'll be happy to assist you.

## Get in touch

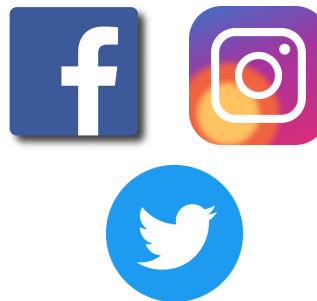
**Mon-Fri, 9am – 4pm**  
**Community House**  
**Sharow View**  
**Allhallowgate**  
**Ripon, HG4 1LE**  
**01765 645902**  
**ripon@hadca.org.uk**

If we're not here when you call, please leave your name and number on our answerphone and we will call you back

## Donate at



## Find us on



HELP Ripon & Rural is a service provided by:  
Harrogate & Area Council for Voluntary Service Limited  
Company limited by guarantee, Registered in England and Wales  
Registered Charity No. 1144758, Company No. 7760477



## How can we HELP?

Reliable, trusted support to help you live safe and well at home



**ripon@hadca.org.uk**

**www.helpripon.org.uk**

**01765 645902**



## Befriending & connecting

Our volunteer befrienders offer regular company and support either through visits to your home, accompanying you out and about or over the phone. Visits can be made any day of the week by mutual agreement.

We match you with a regular befriender based on your likes and interests. We also run a social group and ad hoc outings.

### Who do you help?

We are here for anyone living on their own who misses company, is feeling isolated or generally at a low ebb due to their circumstances, such as a deterioration in health or following bereavement.

### Which areas do you cover?

We cover the northern half of the Harrogate district, including Ripon, Masham and Pateley Bridge.

### How much does it cost?

Our service is free but we invite contributions to help us cover the cost of providing our service.



## Driving service

Our voluntary car drivers offer you door-to-door transport for non-urgent journeys to:

- Medical appointments both locally and further afield
- Day centres and lunch clubs
- Shops and other essential trips
- Social and community-based activities

### Who can use the service?

We are here for residents in Ripon and the surrounding rural areas who cannot access transport due to mobility and/or location. We also have a Harrogate office covering the Harrogate and Knaresborough area

### How much does it cost?

Our drivers give their time for free. You pay them £0.45 per mile on the day towards their vehicle running costs plus a £1 booking fee per journey.

### Will I be guaranteed a journey?

Journeys are subject to volunteer driver availability. You must request your journey with a minimum of two working days' notice.



## Help at Home

Our long-established service can help you with practical tasks such as:

- Annual garden tidy (spring/summer only)
- Giving walls a fresh lick of paint
- Basic DIY and small repairs
- Odd jobs

We can also help with small jobs that you may struggle with including: moving a bed, changing a light bulb, taking items to the tip or putting up a shelf. We do **not** undertake cleaning, electrical or plumbing work.

### How much does it cost?

You pay for any materials we use. We also request a voluntary contribution towards our costs. We will discuss this amount with you before we begin the work.

### How long will I have to wait?

Our waiting times vary; however, we will get to you as soon as we possibly can. We will call you beforehand to arrange a convenient time.