Like a lot of organisations in our local community, HELP has had front row seats on the ‘coronacoaster’ over the last few months, helping hundreds of families and individuals to stay safe and well at home. At times it has been overwhelming, with the sheer numbers of people needing our support. But thanks to our staff team pulling together and our army of 220 wonderful volunteers, we have been able to reach out to all those who asked for help. We hope we have been able to help you in some way during the crisis. Rest assured that while restrictions continue to ease, we will still be ‘Here to HELP’ throughout the recovery phase of the pandemic and you can still access all our services including:

*Shopping*
*Prescription pick ups*
*Errand running*
*Accessing food supplies for those on a low income*
*Telephone befriending via our partner organisations*
*Information & guidance – where to turn for support in the community*

We are Here to HELP...

We are working hard to ensure that we are ‘covid-secure’ across all of our support services and are looking at ways of reintroducing our voluntary car driving service ‘Driving Force’. We will only be able to do this when we are confident of keeping both our clients and volunteers as safe as possible.

We hope this newsletter will give you information and guidance on where to turn for support to keep you safe over the coming months but as always, please give the team a call if you have any questions or concerns on:

01423 813096
or visit www.helpharrogate.org.uk
Here to HELP

Our team have all been working from home since lockdown began and have faced various challenges from dodgy IT connections to home schooling kids of various ages. Here’s what the team were most looking forward to with the easing of lockdown restrictions:

**Lizzie:** A walk in the Yorkshire Dales

**Frances:** Going swimming

**Anna:** Throwing a party to celebrate all those lockdown birthdays

**Jen:** Parkrun and a hug from my Mum and Dad

**Brian:** Having homemade pizza with the family and getting away in our caravan

**Christine:** Seeing my mum in person and getting a cuddle with her

**Andy:** Visits from the grandkids followed by a pint to recover!

### Funding update

We are hugely grateful to the many people and organisations who have pledged their support to us financially since the start of lockdown. With a significant decrease in community fundraising and donations from clients, we have secured grants from a number of local and national trusts and have received some much needed funds from the local community. Thank you to everyone who has helped us to help others during these challenging times.

Special thanks to Phoebe, 10, and Hermione, 7, from KidSmith for designing and producing ‘Happygate’ t-shirts and merchandise to raise vital funds for HELP. Here’s our Handyman Andy modelling one of the designs!

### How you can HELP

We realise times are tight, but we would be extremely grateful if you could consider supporting us in any of the following ways:

- **Join our HELP 100+ Club** – numbers are just £1 a month giving you a chance to win a cash prize every month!

- **Play The Local Lotto online** – be in with a chance of winning a cash prize every week and HELP receives 50p of every £1 ticket purchased [www.thelocalotto.co.uk](http://www.thelocalotto.co.uk)

- **Shop online using easyfundraising.org.uk** and donate to HELP at no extra cost to you!

- Alternatively you can make a donation via our Virgin Money Giving page. For help on any of the ways to pledge your support please call Lizzie or Anna on [01423 813090](tel:01423%20813090).

### Help at Home

We’re busy working through our ‘Help at Home’ waiting list of clients who requested gardening support. Our list is now closed for this year but please get in touch if you would like to get on the list for the 2021 season.

Call Christine, Brian or Andy on [01423 813096](tel:01423%20813096) for more details.
HELP in the community

Local Befriending
Are you missing company? Would you like a regular chat on the phone? **Supporting Older People** offers a telephone befriending service to anyone in Harrogate or Knaresborough who would like to hear a familiar, friendly voice over the phone. You can find out more by contacting Julia on 01423 531490 or 07535 508043. If you live in Boroughbridge or the surrounding villages, **Boroughbridge Community Care** offer a similar service. Call 01423 324504 9am-1pm Monday to Friday.

Craft & hobby supplies

**Oatlands Community Group – My Home 2 Your Home packs**
Free packs delivered to your home containing a wide range of activities to keep you entertained. Call us on 01423 813096 to request the fortnightly packs along with a free home-baked treat!

**Disability Action Yorkshire** will deliver jigsaws, books and DVDs to people who are self isolating. Call 01423 855410 for more information.

**Yarn Etc & Knitting Pretty** – wool deliveries to your doorstep! Email orders.yarnetc@gmail.com or call Knitting Pretty on 01423 869338.

**Supporting Older People** is offering free Asda essential food boxes and home cooked meals delivered to your door. Call 07535 508043 weekdays, 10am to 4pm to place your request.

**Food Angels** ‘meals on wheels’ service from Harrogate Neighbours. A selection of low cost, delicious and nutritious hot meals delivered to your door. Call 01423 888777.

**Resurrected Bites** free food packages and cooked meals to those struggling to pay for food. Contact 01423 593937 and leave a message.

**Harrogate and Knaresborough Foodbanks** – HELP can refer you to receive vouchers for a minimum of three days of emergency food from your nearest foodbank centre.

**St Peters Food Ministry** is offering hot breakfasts (Mon to Sat) and dinners (Mon, Weds, Fri). Food parcels at 4.30pm on Tues, Thurs and Sat.

If you have an urgent food need outside of normal office hours, please call NYCC Contact Centre on 01609 780780.
Taking care of our financial, mental and physical health can be a challenge at this time. If you are struggling with any aspect of this, there are local organisations who can help. Harrogate Borough Council and North Yorkshire County Council have put together a leaflet detailing all the local organisations who may be able to assist. The leaflet is available to download from www.hadca.org.uk or we can send a hard copy by post. Here’s a list of local services which might be of interest:

**Facemasks**
Oatlands Community Group is offering fabric face masks for an optional donation to their community work. Call 01423 873838 or visit the fundraising shop at www.mylifepool.co.uk

**Hospital transport**
If you require transport to the hospital, please ask the hospital department or your GP to refer you to the Good SAM service or Yorkshire Ambulance Service.

**Just B ‘Hear to HELP’**
A new support line to help people manage their anxiety and emotional wellbeing. To speak to a trained support worker call 01423 856799, 8am til 8pm, 7 days a week.

**Harrogate Mind**
If your mental health has been affected over the last few months and you feel you need someone to talk to, contact 01423 503335 (available 8.30am - 5pm every week day).

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**Cruse Bereavement Care**
Access instant bereavement support via the Freephone National Helpline 0808 808 1677. Weekdays from 9.30 to 5 and until 8 on Tues to Thurs.

**Citizens Advice**
If you’re struggling with debt or paying your bills, the team at Citizens Advice in Harrogate can guide you through the options. Call 01423 503591.

**Harrogate Lifeline**
Worried about having a fall? Harrogate Lifeline offers a unit which can be plugged into a home telephone point and a personal alarm pendant to wear for use in an emergency. Call HBC on 01423 500600 (ext 56811).

**TV Licence**
You may be eligible for a free licence if you receive pension credit. If you are over 75 and are worried about paying for your TV licence now they are no longer free for everyone, please call us on 813096.

**Current hours:**
Monday to Friday 9am-4pm

**01423 813096**
**or**
**01423 813090**

Community House
46-50 East Parade
Harrogate, HG1 5RR
help@hadca.org.uk
www.helpharrogate.org.uk