

# Community Contacts

A guide to  
services about  
money, work,  
learning &  
housing  
Helping local  
residents

April 2013



**Kirklees**  
COUNCIL

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# Debt and Money Advice

- Are you falling behind with your bills?
- Are you behind with loans or credit cards?
- Do you need help to manage your money?

*For information about mortgage or rent arrears, see 'Housing and homelessness' card*

## **Kirklees Citizens Advice**

For a range of advice

**T: 0844 848 7970**

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## **National Debtline**

For debt problems

**T: 0808 808 4000**

**[www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)**

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## **Castle & Minster Credit Union**

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Affordable loans, savings  
and current accounts

**T: 01484 226666**

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## **Loan Sharks**

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24/7 helpline

**T: 0300 555 2222**

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## **Kirklees Neighbourhood**

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### **Housing Rent Assist**

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Money advice for KNH tenants

**T: 01484 414886**

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## **Council Tax**

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Agree alternative repayments  
before court action

**T: 01484 414900**

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## **Payplan**

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Free debt advice solutions for  
those in financial difficulty

**T: 0800 280 2816**

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## **Stepchange Debt Charity**

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Free full debt help service

**T: 0800 138 1111**

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# Welfare benefit changes

Many people claim some kind of welfare benefit. The term 'welfare benefits' include schemes like Housing Benefit, Employment and Support Allowance, Tax Credits and Child Benefit.

If you're out of work or on a low income, make sure you claim the help you're entitled to.

## **Jobcentre Plus**

New claims for benefit

**T:0800 055 6688**

Queries about benefit

**T: 0845 608 8548**

Check if you are getting the  
benefits you are entitled to  
[www.entitled2.co.uk](http://www.entitled2.co.uk)

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[www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)

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## Tax Credits Helpline

**T: 0845 300 3900**

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## Housing Benefit and Council Tax Benefit

Help with rent and  
council tax

**T: 01484 414950**

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## Kirklees Benefits Advice

For benefits advice,  
checks and appeals

**T: 01484 223950**

**T: 01924 326010**

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## Kirklees Citizens Advice

For a range of advice

**T: 0844 848 7970**

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# Housing and homelessness

- Have you been asked to leave your home?
- Do you have mortgage or rent arrears?
- Have you been asked to leave by your family?
- Are you affected by domestic violence?
- Do you have a disability and find your home is unsuitable for your needs?

## Housing Solutions

For preventing homelessness  
and housing options

T: 01484 221350

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## **Fusion Housing**

For all housing issues  
and repossession advice

**T: 01924 454770**

**T: 01484 425522**

## **Gateway to Care**

Home adaptations advice  
and information (public only)

**T: 01484 414933**

(Kirklees staff)

**T: 860 46530**

## **Integrated Domestic Abuse Team**

**T: 01924 431491**

## **Pennine Domestic Violence Group**

24 hour helpline

**T: 0800 052 7222**

## **Kirklees Citizens Advice**

For a range of advice

**T: 0844 848 7970**

## **KNH Support and Information Team**

Advice about your home  
including use of heating and  
moving to a smaller home

**T: 01484 414886**



# Health

**If you are feeling emotionally or physically unwell your GP is there to help.**

**Do you live with a long term condition?  
contact: [www.kirklees.nhs.uk/selfcare](http://www.kirklees.nhs.uk/selfcare)  
Self care team 01484 221529**

**Are you feeling stressed or dealing with emotional issues?**

**Ask your GP for a referral to IAPT -  
Improving Access to Psychological Therapies  
[www.askforIAPT.co.uk](http://www.askforIAPT.co.uk)**

**Are you worried about your weight or have raised blood pressure?**

**Ask your GP for referral to PALS -  
Practice Activity and Leisure scheme  
You can get free advice and support, discounted gym, swimming, exercise classes and sporting opportunities. PALS office 01484 234095**

## **Aunty Pams**

Advice & support for mums to be **T: 01484 221392**

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## **Gateway to Care**

Advice for children & families, older people, unpaid carers & people with physical, sensory or learning difficulties

**T: 01484 414933**

**T: 860 6530**

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## **Health trainers**

One to one support for people with a long term condition

**T: 01484 414933**

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## **Ontrak**

Alcohol support and treatment service

**T: 01484 437907**

**T: 01924 486170**

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## **Kirklees stop smoking service**

Help & support for people who want to stop smoking

**T: 01484 344285**

**T: 01924 351498**

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## **CRUSE**

Free support for people dealing with bereavement

**T: 0844 800 3309**

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# Renting from a private landlord

Do you rent or would like to rent, a home from a private landlord? You can get advice and information about finding an affordable property, repairs, bonds and applying for housing benefit if you are on a low income.

## **Housing Solutions**

For homelessness and housing issues.

**T: 01484 221350**

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## **Private Sector Housing**

For unresolved disrepair, dealing with serious harassment and problems with eviction

**T: 01484 221392**

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## **Fusion Housing**

For all housing issues and repossession advice

**T: 01924 545770**

**T: 01484 425522**

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## **Housing Benefit**

Help with rent payments for low income households

**T: 01484 414950**

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## **Lets Help You Website**

Free website to help you find a property you can afford

**[www.letshelpyou.co.uk](http://www.letshelpyou.co.uk)**

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# Fuel and heating

- Is your home cold or damp?
- Do you have high fuel bills?
- Is your home insulated?
- Do you have long term health conditions made worse by cold or damp?
- Do you have an old boiler?
- Are you on the best energy tariff for you?

## **Energy Savings Trust**

Energy efficiency advice line

**T: 0300 123 1234**

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## **Home Visits for Vulnerable Residents**

KNH-Council homes

**T: 01484 416733**

Private householders phone

Mears Home Improvements

**T: 0800 032 4483**

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## **Kirklees Green Deal**

Information on financial support for energy efficiency measures [www.kirklees.gov.uk/greendeal](http://www.kirklees.gov.uk/greendeal)

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## **Energy Help Loan**

For domestic energy efficiency measures

**T: 0800 052 7496**

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## **Energy Helpline**

Independent energy price comparison

**T: 0800 074 0745**

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# Jobs and learning

Are you looking for learning, training, volunteering or employment opportunities?

Get support and advice to help you through the process and find a course or job that works for you.

Look for a job and get advice on applications.

[www.direct.gov.uk/en/employment/jobseekers/index.htm](http://www.direct.gov.uk/en/employment/jobseekers/index.htm)

## Jobcentre Plus

Looking for a job

T: 0845 606 0234

## Careers 4 Adults

Advice and guidance

T: 01484 226809

## **Find a job with Universal Jobmatch**

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

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## **Learning Line**

Information on learning  
and work

**T: 0800 597 9979**

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## **Volunteering Kirklees**

For advice about becoming  
a volunteer

**T: 01484 518457**

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## **Community Learning in Kirklees**

[www.kirkleesclik.org.uk](http://www.kirkleesclik.org.uk)

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## **Community Timetables**

Information on local advice and learning  
[www.kirkleesareas.wordpress.com/priority-  
neighbourhoods/community-timetables](http://www.kirkleesareas.wordpress.com/priority-neighbourhoods/community-timetables)

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# Savings on essentials

On a low income and need help to get household or personal essentials?

Local organisations can help with low cost furniture and electrical goods, school uniforms, loans, travel costs and more!

## Pass it on

Furniture shops in  
Huddersfield,  
Heckmondwike, Batley

**T: 0845 634 1360**

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## Oxfam

Colne Rd, Huddersfield  
Foldhead Mills, Mirfield

**T: 01484 431563**

**T: 01924 489085**

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## **Fusion Recycling**

**T: 01924 490702**

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## **One good turn**

help with free  
furniture and white goods

**T:07530930316**

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## **Metro Rover**

Discounted travel  
for unemployed

**Ask at Jobcentre  
Plus**

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## **Get Online at Home**

PC's from £99

**T: 0371 910 0100**

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## **Uniform Exchange**

Recycle school uniforms

**T: 07955724789**

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## **Kirklees Passport**

Ask at any Library and Information Centre  
Discounts on council and other services

# Help in an emergency

For people who are facing a crisis or those moving into a new home and need basic food, toiletries, clothing, bedding.

More information can be found on the 'Saving on essentials' card.

Welcome Centre and Daybreak accept referrals only. They are not public drop-in centres.

## Welcome Centre

South Kirklees referral only

**T: 01484 340034**

## Daybreak Centre

North Kirklees referral only

**T: 01924 488326**

## **The Mission Café**

Lord Street  
Huddersfield  
Offering food, help and advice

**Open Monday to  
Friday 9.30am to  
1.30pm**

## **Batley Drop-in**

Batley Central  
Methodist Church,  
Commercial Street

**Open Monday  
and Thursday  
10am to 12.30pm**

## **Housing Solutions**

Help if you are homeless

**T: 01484 221350**

## **Gateway to care**

To report concerns  
about a child (public only)  
or vulnerable adult (KMC staff)

**T: 01484 414933  
T: 860 46530**

## **Local Welfare Provision**

Support in a crisis

**T: 01484 414782**

# Other information

There's lots of support and advice available online at: [www.kirklees.gov.uk](http://www.kirklees.gov.uk)

Most of our Customer Service Centres and Library & Information Centres offer free internet and telephone services to council departments.

Alternatively phone us:

## **Family Information Service**

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Support for parents including finding childcare

**T: 01484 414887**

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## **Ross Street Care**

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Highways and street problems

**T: 0800 731 8765**

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## **Gateway to care**

Advice on all health (public only) **T:01484 414933**  
& social care services (Council staff) **T: 860 46530**

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## **Connect to Support**

Access to local health and social care providers, activities, and wellbeing advice  
**[www.connecttosupport.org/kirklees](http://www.connecttosupport.org/kirklees)**

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## **Bins**

Collections, new bins or missed collections **T: 01484 414700**

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## **Pest Control**

All kinds of pest problems **T: 01484 414901**

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## **Noise and Pollution**

weekend **T:01484 414828**  
weekday **T: 01484 414739**

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## **Lifeline**

Drug and alcohol **T: 01484 353333**

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## **Consumer Advice**

**T: 08454 04 05 06**

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