



OPERATION
CRACKER

Connecting with the community



**carers
plus**
YORKSHIRE



Beating the Squeeze

A directory to showcase the local organisations that can provide support with the financial pressures of keeping healthy and warm this winter.

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.

Age UK Scarborough

Age UK North Yorkshire Coast & Moors promotes the wellbeing of all older people and aims to help make later life fulfilling and enjoyable.

Email wendy@ageukscarborough.org

Telephone **01723 379058**

www.ageuk.org.uk/scarboroughanddistrict

Age UK Get Moving Programme

The project works with frailer older people (over 65), targeting people who may be too frail to access falls prevention programmes. The aim is to improve mobility and confidence to the point where they can make a choice about which further services they want to access.

Email

getmoving@ageukscarborough.org

Telephone **01723 379058**

www.ageuk.org.uk/scarboroughanddistrict

Alzheimer's Society

Alzheimer's Society support those with a diagnosis of dementia, those worried about their memory, or their carers.

Telephone **01723 500958**

www.alzheimers.org.uk

Beyond Housing: Reach and Respond

Reach & Respond provides a range of services to help people stay happy, healthy and independent in their own homes.

Email hello@reachandrespond.co.uk

Telephone **0333 370 1234**

www.reachandrespond.co.uk

Citizens Advice Mid-North Yorkshire

Specialist advisers to support with all debt and financial related queries, housing/rent issues and employment advice.

Telephone **0808 278 7900**

www.citizensadvice.org.uk/debt-and-money

Carers Plus Yorkshire: Carers Services

Free support, delivered by specialist advisers, which is designed to reduce the impact of care and help provide a network of opportunities that provides a listening ear, knowledge, confidence, and peer support.

Email admin@carersplus.net

Telephone **01723 850155**

Facebook @CPYorks

www.carersplus.net

Eastfield Medical Centre

GP Practice based in the heart of Eastfield. Eastfield Medical Centre will be on hand to offer vital advice, focussing on motivating and supporting people to make small changes to improve their quality of life.

Telephone **01723 582297**

www.eastfieldmedicalcentre.co.uk

Eastfield Free Fridge

STOP FOODWASTE GOING TO LANDFILL. Eastfield Community Free Fridge is open to everyone in Eastfield. Every Thursday 10am - 12pm at 120 Westway, Eastfield.

Facebook **Eastfield Community Free Fridge**

Energy Doctor Yorkshire

Offers independent advice and advocacy to households around energy bills, energy efficiency and ways to stay safe, warm, and well. One-to-one advice, that takes in to account your own circumstances and problems or issues you are facing, is crucial.


Email

kate@yorkshireenergydoctor.org.uk

Telephone **01757 249100/ 07738818391**

www.yorkshireenergydoctor.org.uk





Filey and Eastfield Neighbourhood Policing Team's Operation Cracker and Carers Plus have joined forces to launch 'Beating the Squeeze', an initiative aimed at helping the most vulnerable in our community during these difficult times. The initiative is also being supported by a raft of partners across Filey and Eastfield.

The current cost of living challenges are a concern for each household and family across the country.

Finding good quality information, support, and practical ways to help 'beat the squeeze' will be more important than ever for many of us.

For a variety of reasons, prices are going up. Despite government support, many people will have to make tough choices about how to spend their money. We know that the cost of food, fuel, energy and family life are all placing challenges on our household budgets. However, there is help available to try and minimise the impact of increasing costs. One of the greatest challenges is finding the right help at the right time. We also appreciate that asking for help is not always easy or comfortable.

This booklet contains details of different agencies and organisations that you can reach out to for help during these difficult times.

If you're struggling with the rising cost of living, it can seem overwhelming, but you don't have to be alone.

Healthwatch North Yorkshire

Helping people to find out about local health and social care services, listening to people's opinions of services, improving quality of services, and encouraging people running services to involve people in changes to care. Healthwatch are always keen to hear voices and experiences.

Email

admin@healthwatchnorthyorkshire.co.uk

Telephone **01423 788128**

www.healthwatchnorthyorkshire.co.uk

Home from Hospital

A free, short-term service supporting adults returning home from a stay or visit to hospital (open to patients discharged from A&E, day surgery or an overnight stay). The service gives patients confidence and practical support, ensuring they can focus on their recovery without some of the more routine challenges impacting on their wellbeing.

Email admin@carersplus.net

Telephone **01723 850155**

Facebook [@CPYorks](https://www.facebook.com/CPYorks)

www.carersplus.net/home-from-hospital

Let's Talk

From December, Let's Talk will be holding North Yorkshire's biggest countywide conversation asking you how you would like to work with the new council. The first topic of conversation is "Let's Talk Local", which focuses on what's important to you in your local area, whether that's education, affordable housing or public transport, followed by conversations about budget and a proposed devolution deal later in the autumn.

www.northyorks.gov.uk/lets-talk-north-yorkshire

Living Well – NYCC

Improving the health, wellbeing, and independence of adults, supporting them to access their local community and find their own solutions to their health and wellbeing goals. Advice and guidance are provided on a wide range of wellbeing needs, with an experienced team of advisers offering lots of 1-2-1 practical support.

Telephone **01609 780780**

www.northyorks.gov.uk/living-well-north-yorkshire

MORE for Eastfield

This is a community-based project to support unemployed or inactive residents of Eastfield with a wide range of support in a variety of ways, such as training and education, healthy eating and lifestyle, and self-awareness to name a few. MORE for Eastfield supports people by offering support both via group activities and also offer 1-2-1 support appointments with trained support workers and daily drop-ins across Eastfield where people can pop in to find out more or have a chat.

Email MOREforEastfield@gmail.com

Telephone **07874 639327**

Facebook [MORE for Eastfield](https://www.facebook.com/MOREforEastfield) | Facebook

North Yorkshire Fire and Rescue

Saving lives through prevention, protection and emergency response in North Yorkshire. Would you like us to give you free fire safety advice at home? Book a Safe and Well visit with one of the team.

Email

capabilities@northyorkshirefire.gov.uk

Telephone **01609 780150** (headquarters)

North Yorkshire Home Choice

A choice-based lettings scheme that allocates available Local Authority and Housing Association properties for rent across North Yorkshire.

Telephone **0345 366 4404**

www.northyorkshirehomechoice.org.uk

North Yorkshire Local Assistance Fund

Providing support, in the form of goods, to vulnerable adults throughout North Yorkshire.

Telephone **0845 727374**

www.northyorks.gov.uk/local-assistance-fund

North Yorkshire Police – Cybercrime Unit

The Cybercrime Unit can offer advice and guidance to assist you in keeping your online accounts and devices secure. They can give you hints on how to spot phishing emails, texts and scam websites and advise on the best ways to report them.

Telephone **0300 123 2040**

www.actionfraud.police.uk



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Help make a Warm Pack

As winter arrives, heating bills soar and inflation bites, organisations on the Yorkshire Coast have teamed up to create "Warm Packs" and they need your help. The packs will be distributed to local people struggling to keep warm in the new year. We are looking for donations of hats and scarves as part of the appeal, which is being led by the Filey and Eastfield Neighbourhood Policing Team, Carers Plus Yorkshire, Eastfield Community Association and This Is The Coast.

Are you a knitter? Could you knit a hat or a scarf to help keep someone warm?

Do you have clean, good quality hats and scarves sitting around that you no longer use and could donate?

Have your children grown out of their old hats and scarves?

If you are able to help please contact us on: T: 01723 850155 E: fiona@carersplus.net

Free drop-in sessions



Free drop-in sessions offering residents the chance to find out more about the health and wellbeing support available in their community. This is an opportunity to enjoy a cup of tea and meet some of the local groups, organisations and individuals who can help you lead full, healthy, and independent lives on a budget.

Parkrun

A collection of 5K events for walkers, runners and volunteers that take place every Saturday morning. The local Parkrun is held at The North Yorkshire Water Park.

Email

northyorkshirewaterpark@parkrun.com

Website www.parkrun.org.uk

Facebook

[@northyorkshirewaterparkparkrun](https://www.facebook.com/northyorkshirewaterparkparkrun)

Scarborough Survivors

A registered charity and mental health and wellbeing hub, supporting the Borough of Scarborough. The Mental Health Resource Centre is open 7 days a week from 11.30am to 4.30pm and the Crisis Café is open 7 nights a week from 7.30pm to 1am. Anyone aged 16 or over is welcome to call in for social contact, activities and mental health support.

Email survivors.office@btconnect.co.uk

Telephone **01723 500222**

www.scarboroughsurvivors.org.uk

Scarborough, Whitby and Ryedale Mind

Working in partnership to ensure that people with mental ill health in Scarborough, Whitby and Ryedale have access to personalised support that empowers and enriches their lives. Working to raise awareness and educate the community about mental health.

Email info@swrmind.org.uk

Telephone **01723 339838**

www.swrmind.org.uk

Facebook [@swrmind1](https://www.facebook.com/swrmind1)

Step Change Debt Society

A free national debt advice service, assisting people with debt issues to take back control of their finances.

Telephone **0800 138 1111**

Email client.service@stepchange.org

www.stepchange.org

Sparks Project

"Got a problem? Tell us about it, sort it, move on!" Sparks have expanded into Eastfield and are proud to be part of the MORE for Eastfield programme in partnership with Scarborough Council.

Telephone **07701356900 / 07701356909**

Email info@sparksproject.co.uk

Warm and Well North Yorkshire

Raising awareness of the impact of cold homes on our health and wellbeing, offering practical solutions to reduce fuel poverty and supporting people to stay warm and well in their home.

Telephone **01609 767555**

www.warmandwell.org.uk

Westway Open Arms

The centre offers a range of support and engagement including practical help to people in need and a welcoming drop-in with craft activities. The centre also provides regular foodbank provision and is open Monday 10am-12 and Tuesday-Thursday 10am - 2pm.

Email westwayopenarms@gmail.com

Telephone **01723 448274**

W: www.westwayopenarms.co.uk

White Rose Home Improvement Agency

Helping people who live in the Borough of Scarborough and Ryedale District to maintain their independence in their home with a wide range of services including disabled facilities grants, Choice4Energy, wellbeing service, a handy person and minor adaptation service, gardening, and more.

Telephone **01723 232323**

www.scarborough.gov.uk/

white-rose-home-improvementagency

Facebook [@scarboroughcouncil](https://www.facebook.com/scarboroughcouncil)

Yorkshire Energy Solutions

Supporting people to save money and energy. Lots of free information for grants and funding to support with insulation, heating and renewable energy technology.

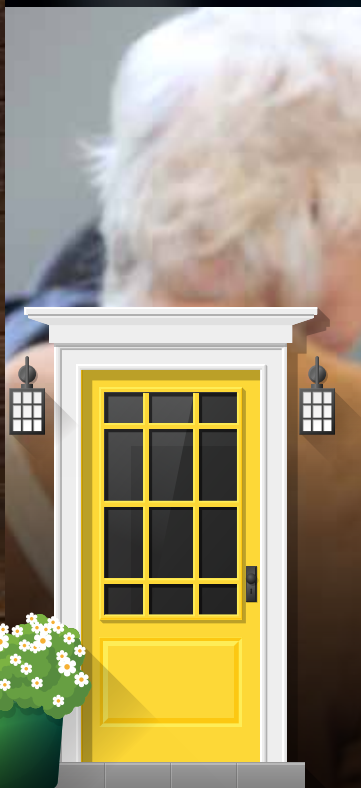
Telephone **01422 880100**

www.yesenergysolutions.co.uk

Yorkshire Ambulance Service

Yorkshire Ambulance Service covers almost 6000 square miles of varied terrain from isolated moors and dales to urban areas, coastlines and inner cities. Serving a population of over 5 million and employing more than 7,200 staff and over 1,300 volunteers to provide vital 24/7 emergency and healthcare services.

Telephone **0333 130 0550**



Tackling the fraudsters

In the current economic climate, officers in Filey and Eastfield have seen a large rise in reports of cyber and telephone crime. We will be setting up information stalls in various locations including garden centres, farmers markets and supermarkets, where the public can seek advice on how to avoid being defrauded or what to do if they have been a victim of fraud.

Older people are often vulnerable to telephone and cyber fraud and when we visit them, or talk to them during our roadshows, we are able to explain the warning signs.

If you have been affected by any type of fraud, report it to Action Fraud, either via their website www.actionfraud.police.uk or by calling **0300 123 2040**.



Door Knocks

This will be a difficult time of year for many people, particularly older residents who may have little or no family support. The change of weather can mean those with limited mobility can suffer even more, which can make them even more vulnerable. During **Operation Cracker** and **Beating the Squeeze**, we'll be visiting areas where there is a higher population of older people and making sure they are equipped with the right support to get them through what, for some, can be a tough time of year.





As a responsible family-owned company, McCain is proud to support Operation Cracker and the Beating the Squeeze Campaign, working in partnership to provide vital information to the communities where we work.

