

Useful contacts

City of York Council

For general enquiries contact our Customer Centre

Telephone: 01904 551550 E-mail: ycc@york.gov.uk

[BSL interpreting service](#) – access via www.york.gov.uk

For enquiries relating to paying for care and support please contact:

Income Services Team: incomeservices@york.gov.uk or telephone the team as follows:

Funding Applications, Financial Assessment and Benefit Applications Telephone: 01904 552044

Personal Budgets, Direct Payments and Charging Telephone: 01904 554684

Deferred Payments, Invoicing and Payment Plans Telephone: 01904 555115

Court of Protection Team Telephone: 01904 552337

Information relating to care and support can be found on the City of York Council website at www.york.gov.uk

Further information can be found on Live Well York Pages. This is an information and advice directory for services in York

<https://www.livewellyork.co.uk/s4s/WhereLive/Council?pagelD=2295>



Information regarding Power of Attorney or Court of protection Deputyship can be obtained

<https://www.gov.uk/power-of-attorney>

Telephone: 0300 456 0300

<https://www.gov.uk/become-deputy>

The following organisations may be able to assist you and offer specific advice:

Age UK – provide independent information and advice and a range of factsheets online

<http://www.ageuk.org.uk/> Telephone: 0800 169 6565

Alzheimer's Society – provide information and advice for those with and caring for people with dementia

www.alzheimers.org.uk Telephone 0300 222 1122 or 01904 567701

Citizens Advice Bureau - provide advice and money management help

<http://www.adviceguide.org.uk/england> Telephone: 0844 411 1444

Department of Work & Pensions - Information covering all departments within the DWP can be found at

<https://www.gov.uk/government/organisations/department-for-work-pensions>

Financial Conduct Authority – provides contact details of all independent and regulated financial advisers and their areas of expertise

www.fca.org.uk Telephone: 0800 111 6768

Getting Informed - First Steps to Finding Care and Support for Older People

<https://gettinginformed.net/>



Gov UK – for all government agencies

<https://www.gov.uk/>

Housing Advice Service - City of York Council's Housing Advice Service is called YorHome Letting Agency. YorHome is an option for landlords to let their property.

https://www.york.gov.uk/info/20097/private.../yorhome_property_letting_agency Telephone: 01904 555700

Macmillan – cancer care services

www.macmillan.org.uk Telephone: 0808 808 0000

Mencap – information, advice and support for those with learning disabilities, their families and carers

www.mencap.org.uk Telephone: 0808 808 1111

Money Advice Service

www.moneyadviceservice.org.uk/en Telephone: 0800 138 7777

Money Saving Expert – online impartial advice regarding budgeting, saving and planning for the future

www.moneysavingexpert.com/banking/Budget-planning

Pensions Advisory Service – free and impartial advice to people with workplace and personal pensions

www.pensionsadvisoryservice.org.uk Telephone: 0300 123 1047

Society of Later Life Advisers (SOLLA) – Independent advice about financial planning and planning and paying for care

www.societyoflaterlifeadvisers.co.uk Telephone: 0845 303 2909

Solicitors for the Elderly – details of solicitors trained to handle later life legal matters and lasting power of attorney

www.sfe.legal/public/welcome Telephone: 0844 567 6173 (please note this number is only for assisting with help finding a solicitor)



StepChange – Expert debt advice and fee free debt management

www.stepchange.org Telephone: 0800 138 1111

Symponia – Signposting service for care providers, solicitor and financial advisers in the UK

www.symponia.co.uk Telephone: 01789 774595

