

## Need a Lifeline

...support for older people

An emergency response service - including weekly or monthly welfare visits - is available for older and other vulnerable people in Ryedale and Scarborough. It operates 24 hours a day, every day of the year.

The service provides a lifeline alarm unit linked to the telephone line in the home which when activated automatically dials a contact centre where help can be summoned. Contact centre staff will assess the caller's situation and organise the most appropriate help. A team of staff can respond day or night should local named responders not be available to attend.

There is a cost for the service but funding may be available for people who qualify.

**Ryecare Lifeline** ... 01653 600666 (ext 263)

**Coastcall Lifeline** ... 01723 343075

## Emergency Numbers

If the weather is severe and transport is affected an emergency helpline will be activated by Ryedale District Council and Scarborough Borough Council.

**Ryedale**  
**01653 697737**  
**Scarborough**  
**01723 351558**

## Useful Numbers

**Age Concern Scarborough and District** ..... 01723 379058

**Home Heat Helpline** ..... 0800 336699

**Yorkshire Energy Partnership**  
(free loft and cavity wall insulation) .... 01904 545020

**Benefits Enquiry Line** ..... 0800 882200

**Citizens Advice Consumer Service** (financial support) .... 08454 04 05 06

**Gas Safety** ..... 0800 111 999

**NHS Direct** ..... 0845 4647

**Northern Powergrid**  
(loss of supply) ..... 0800 66 88 77

**North Yorkshire County Council** ..... 08458 72 73 74

**Pension Service** ..... 0800 991 234

**Ryedale Community Transport** ..... 01653 699059

**Ryedale District Council** ... 01653 600666

**Ryedale Voluntary Action** ... 01653 600120

**Scarborough Borough Council** ..... 01723 232323

**Scarborough Dail a Ride** ... 01723 354434

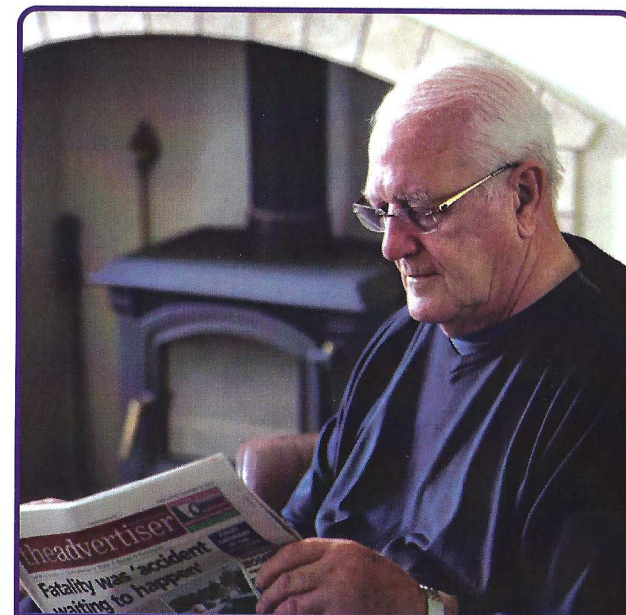
**Scarborough Ryedale Carers Resource** ..... 01723 850155

**Voluntary Service in Scarborough (Seachange)** .. 0845 6060265

**Winter Fuel Payments** .... 08459 151515



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and be a good neighbour**



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