



North Yorkshire Local Assistance Fund
Update Bulletin for Agencies
December 2019



Contents

Family Fund Business Services Christmas Opening Hours 1
 Utility Awards and British Gas 1

Family Fund Business Services Holiday Opening Hours

With Christmas fast approaching please see below for Family Fund Business Services’ opening hours between Christmas and New Year for NYLAF calls and application processing.

Mon 23 rd	Tues 24 th	Wed 25 th	Thurs 26 th	Fri 27 th	Sat 28 th
9am – 5pm	9am – 5pm	Closed	Closed	9am – 5pm	Closed

Sun 29 th	Mon 30 th	Tues 31 st	Wed 1 st	Thurs 2 nd	Fri 3 rd
Closed	9am – 5pm	9am – 5pm	Closed	9am – 5pm	9am – 5pm

Awards will be processed as normal, and while we don’t expect any significant issues it is important to note that during this busy holiday period there may be delays in the time it takes for items to reach applicants.

Utility Awards and British Gas

British Gas has announced that as of 1st January 2020 they will no longer be included in the PayPoint Energy scheme. Any energy top-up vouchers issued to applicants in December will only be valid until the end of 2019 and cannot be redeemed in 2020.

If an applicant requires support with utility, you will need to enquire which energy provider they are using. If it is British Gas and the applicant can redeem their PayPoint award before the end of December, then continue to apply as normal. If they are unable to do this, and there is no alternate form of support available, a cash-out PayPoint award can be offered instead. This will be for the equivalent value of the energy voucher they would have been awarded. After redeeming the voucher at a PayPoint location, they would then need to go to a Post Office branch or Payzone location to pay their bill or top-up.

This temporary arrangement is for British Gas customers only, all other energy provider top-ups will continue to be provided by PayPoint and should be applied for in the usual way. Please ensure your communication to beneficiaries is updated with this information.

Family Fund Business Services are looking at ways we can accommodate British Gas utility awards moving forward, and there will be further communication on this when a permanent solution is in place.

As a reminder, British Gas, Npower and EDF Energy all run trust funds to support eligible customers who are struggling to pay energy bills and can even clear any debt that may have been accrued. Before applying to the NYLAF, applicants should be encouraged to contact or apply to these Trusts if they are struggling with utility payments.

British Gas Energy Trust: <https://www.britishgasenergytrust.org.uk/>

Enquiries: nylaf@northyorks.gov.uk

Public information: www.northyorks.gov.uk/nylaf

Partner updates: www.nypartnerships.org.uk/nylaf