

Quality of Service

We always welcome your comments, compliments or complaints about our services, so please get in touch if there is something you would like to tell us.

Equality and Diversity

We are committed to ensuring and promoting equality of opportunity for all. We are therefore opposed to discrimination, unfairness or harassment on any grounds. We are committed to developing an organisational culture which values people from all sections of society and the contribution that each individual can make.

Confidentiality

Any information held on clients will be treated confidentially. This means that unless there is serious risk to the individual, third party or the community, then details will not be disclosed to any other person without prior consent.



How to contact GaTEWAY

If you would like more information regarding the service, or you would like to discuss a referral, please contact a member of the team on:

Call: 01757 241020

Selby, Scarborough & Ryedale **07525 667984**

Hambleton & Richmondshire **07525 667862**

Craven & Harrogate **07525 667870**

Alternatively, you can write or e-mail

GaTEWAY
Community House
Portholme Road
Selby
YO8 4QQ

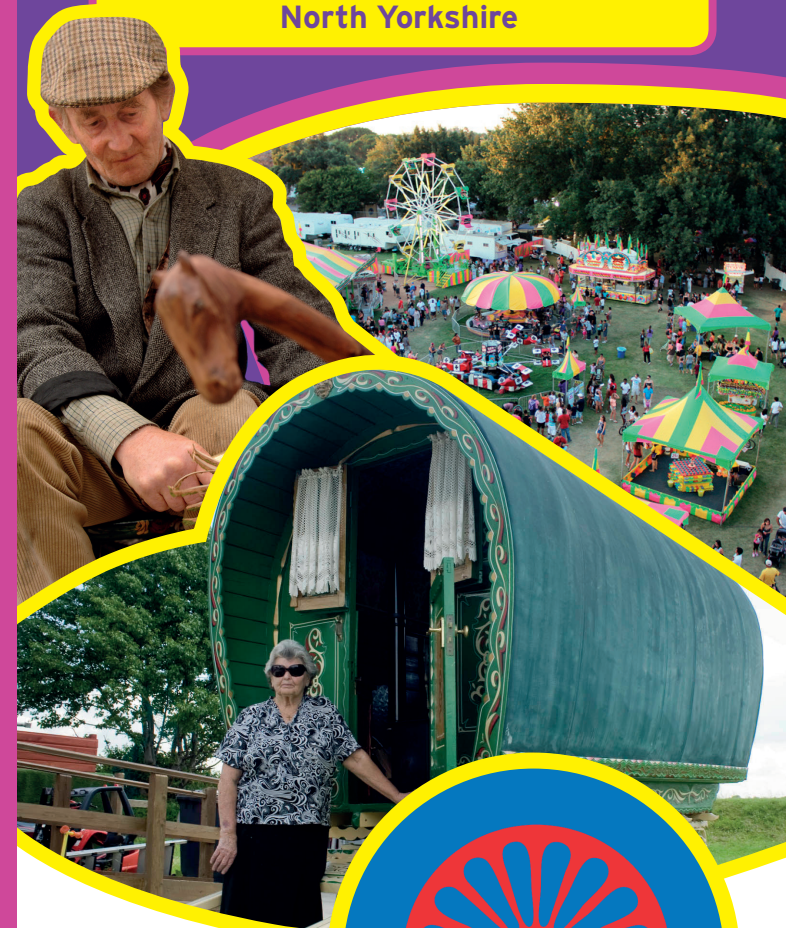
gateway@hortonhousing.co.uk

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North Yorkshire

**Accommodation & Health Promotion
Related Support for Gypsies, Roma,
Travellers & Showpeople in
North Yorkshire**





GaTEWAY

Who can use this service?

You can use the service if you are:
Gypsy, Roma, Traveller or
Showperson **AND** Aged 16 or Over

THIS IS A FREE SERVICE



Please contact us for more details, or see our Drop-In posters.

What can we help with?

At GaTEWAY North Yorkshire, we can provide help with the following:

- Finding and keeping accommodation
- Understanding and keeping to your tenancy or licence agreement
- Applying for planning permission
- Understanding and managing bills
- Managing debts
- Understanding letters
- Claiming welfare benefits
- Staying safe and secure
- Speaking to landlords, utility services and/or other relevant agencies
- Staying healthy
- Getting help from other agencies to provide specialist support or healthcare, for example; health services.
- Emotional support during stressful times

We will visit you where you live, or you can visit us at your nearest Drop-In

The Drop-Ins are open to any Gypsy, Roma, Traveller or Showperson who is in need of support, including previous and current clients, and those on the waiting list.



- We have Drop-Ins in every District/Borough of North Yorkshire
- No appointment is necessary

Voicemail/Text Line 07584 015746