

# York Mental Health and Wellbeing Guide



**ISSUE 4**  
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# Welcome

Welcome to the fourth issue of Healthwatch York's Guide to Mental Health and Wellbeing in York, which we have been publishing regularly since 2015.

<b>Who to call in a crisis</b>	<b>2</b>	<b>LGBTQ+</b>	<b>20</b>
<b>Support in the community</b>	<b>3</b>	<b>Music wellbeing</b>	<b>21</b>
<b>Abuse</b>	<b>6</b>	<b>Older people</b>	<b>22</b>
<b>Alcohol and drug misuse</b>	<b>6</b>	<b>Pay-as-you-feel (PAYF) cafes</b>	<b>22</b>
<b>Alcohol and drug misuse – advice for families &amp; carers</b>	<b>7</b>	<b>Relationships and Families</b>	<b>23</b>
<b>Benefits Advice</b>	<b>7</b>	<b>Self-Harm</b>	<b>23</b>
<b>Bereavement</b>	<b>8</b>	<b>Support for students</b>	<b>24</b>
<b>Caring and supporting</b>	<b>8</b>	<b>Veterans</b>	<b>27</b>
<b>Children &amp; young people</b>	<b>10</b>	<b>Victims of crime</b>	<b>27</b>
<b>Youth groups in York</b>	<b>11</b>	<b>York Mind</b>	<b>28</b>
<b>Community support groups</b>	<b>12</b>	<b>Advocacy and other ways to be heard</b>	<b>29</b>
<b>Debt and finances</b>	<b>13</b>	<b>Talk to an expert</b>	<b>30</b>
<b>Eating disorders</b>	<b>14</b>	<b>Miscellaneous</b>	<b>31</b>
<b>Gambling</b>	<b>14</b>		
<b>General wellbeing</b>	<b>15</b>		
<b>Green wellbeing</b>	<b>16</b>		
<b>Hearing voices, having visions &amp; unusual beliefs</b>	<b>17</b>		
<b>Housing &amp; homelessness</b>	<b>17</b>		
<b>Intercultural York</b>	<b>18</b>		
<b>Learning, employment and volunteering</b>	<b>19</b>		
<b>Loss of pregnancy and infant death</b>	<b>20</b>		

# Who to call in a crisis

If you or someone you know is feeling suicidal, then it is important to get help now. Call **999** if someone is at immediate risk of hurting themselves or others.

## Freephone: Crisis Line - York (TEVV)

A free phone line, open 24 hours a day, 7 days a week. For all ages, offering support for anyone in a mental health emergency.

☎ **0800 0516 171**

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## Samaritans

A free phone line, open 24 hours a day, 7 days a week. Offering emotional support for anyone experiencing suicidal thoughts.

☎ **116 123**

@ [jo@samaritans.org](mailto:jo@samaritans.org)

🌐 [www.samaritans.org/branches/york](http://www.samaritans.org/branches/york)

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## Shout Crisis text line

If you're experiencing a personal crisis, are unable to cope and need support, Shout can help.

📱 **Text Shout to: 85258**

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## Papyrus

Provides support, practical advice and information to people up to the age of 35 who are worried about themselves, or to anyone who is worried about a young person.

☎ **0800 068 4141** ⌚ **HOPEline open 9am - midnight, every day**

@ [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

🌐 [www.papyrus-uk.org](http://www.papyrus-uk.org)

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## CALM (Campaign Against Living Miserably)

For people who are down, have hit a wall for any reason, and need to talk or find information and support.

☎ **0800 58 58 58**

⌚ **Free, 5pm - midnight every day**

🌐 [www.thecalmzone.net](http://www.thecalmzone.net)

Webchat: [www.thecalmzone.net/help/webchat](http://www.thecalmzone.net/help/webchat)

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## Saneline

A national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers.

☎ **Helpline: 0300 304 7000**

**This number will be closed in national Covid-19 Lockdowns and replaced with: 07984 967 708, leave a message giving your first name and a contact number, and someone will get back to you)**

@ [support@sane.org.uk](mailto:support@sane.org.uk)

🌐 [www.sane.org.uk/home](http://www.sane.org.uk/home)

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## The Haven

Offers out of hours mental health support to anyone aged 16 or over.

⌚ **Monday to Friday 6pm-10pm and Weekends 12pm -10pm.**

📍 **30 Clarence Street, York, YO31 7EW**

@ [haven.mhm@nhs.net](mailto:haven.mhm@nhs.net)

🌐 [www.mhm.org.uk/the-haven-30-clarence-street](http://www.mhm.org.uk/the-haven-30-clarence-street)

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# Support in the community

## Social prescribing - Primary Care Link Workers

### What are they? What do they do?

- Primary Care Link Workers are social prescribers based in GP surgeries across York
- Social prescribing will help provide you with an alternative to medical intervention
- Often people access their GP for what is primarily a social issue, (e.g. loneliness, isolation, financial problems)
- Primary Care Link Workers are well placed to address the root cause of these difficulties. They will work alongside you, get to know you, and ultimately help you improve your health and wellbeing
- Primary Care Link Workers can meet you in your surgery or out in the community, whatever you prefer
- It's a non-judgemental service to support you make small changes, that could make a big impact on your quality of life

#### **How to access this service:**

Anyone registered with a GP surgery in York is eligible for social prescribing.

 **01904 437911**

Or contact your GP surgery to be referred.



**Primary Care Link Workers**  
SOCIAL PRESCRIBING IN YORK

## Primary Care Link Worker Lucy tells us about her work

**“ I love being a Primary Care Link Worker and bringing back a person’s spark.**

**The big strengths of social prescribing are the person-centred practice, and the focus on making use of existing resources to help the person.**

**I love that social prescribing is all about helping patients make the decisions that are right for them. They’re not being told what to do.**

**The aim is to reduce a person’s isolation, to support people in building a support network and enabling them to have the tools to build their resilience.**

**It is a privilege to watch someone’s life turn round for the better.”**



### GP Surgeries

**If you are worried about your mental health or you feel like your mental health is worsening, then arrange to speak to your GP. They will be able to give you advice and refer you to the right place.**

## Ways to Wellbeing

### What is this service and what does it do?

Ways to Wellbeing (W2W) works with you to improve your wellbeing. It does this by finding out what matters to you, and helping you to find your strength and skills.

Ways to Wellbeing was York's first social prescribing scheme. It has now moved into specialist areas of work, including working with the following services:

- Foss Park Mental Health Hospital
- North Yorkshire Police Community Safety Hub
- York District Hospital discharge services

This allows easier access to social prescribing for people who would benefit. It also provides links to support networks within the voluntary and community sector.

#### Find out more here:

[www.yorkcvs.org.uk/ways-to-wellbeing](http://www.yorkcvs.org.uk/ways-to-wellbeing)

#### How to access this service:

☎ 01904 621133, Option 4

✉ [waystowellbeing@yorkcvs.org.uk](mailto:waystowellbeing@yorkcvs.org.uk)

And, if you are currently using any of the services listed above you can ask them to refer you to Ways to Wellbeing.

## Local Area Coordinators - City of York Council

### What is this service and what does it do?

Local Area Coordinators (LACs) support people who may feel vulnerable. This could be due to age, frailty, disability, mental health needs or money worries.

#### LACs will take time to get to know you and support you to:

- Help you to explore, think and plan for the future
- Access relevant information, advice and support from the appropriate services
- Help you to meet new people and connect you to your local community
- Get your voice heard so that you are involved in your choices

#### How to access this service:

Visit the [City of York Council website](http://www.york.gov.uk/LACDirectory) to see which areas of York have a LAC and how to access them: [www.york.gov.uk/LACDirectory](http://www.york.gov.uk/LACDirectory)

#### Or, get in touch with the LAC Community Facilitator:

@ [susan.reape@york.gov.uk](mailto:susan.reape@york.gov.uk)

☎ 07833 049036

## W2W Practitioner Samantha tells us about her work

“ Social prescribing has now been embedded in primary care through Primary Care Link Workers. So Ways to Wellbeing has moved to a second phase of delivery.

We're focusing on innovation and growing the reach of social prescribing in the city by embedding our practitioners in secondary services, where we've previously seen gaps in support. Get in touch to find out more.”



Ways to Wellbeing

local area  
coordination  
City of York

## Abuse

### Independent Domestic Abuse Services (IDAS)

Services including advice and accommodation for those experiencing or affected by domestic abuse. Supporting male victims of abuse as well as women, children and young people. IDAS never judge victims of abuse. They work closely with them to find the best and safest solution to fit the person's needs.

☎ **03000 110110 >> Nth Yorks helpline**

@ **info@idas.org.uk**

🌐 **www.idas.org.uk**

### Survive

A York-based charity supporting women and men who have survived child sexual abuse, rape or sexual assault.

☎ **Helpline: 01904 642830**

@ **survive@survive-northyorks.org.uk**

🌐 **www.survive-northyorks.org.uk**

### Respect

#### Respect Phonenumber

Anonymous and confidential helpline for men and women who are harming their partners and families. They provide advice and guidance to help people change their behaviours. They also support those working with domestic abuse perpetrators.

☎ **0808 802 4040** 🕒 **Free, 9am-8pm**

@ **info@respectphonenumber.org.uk**

🌐 **www.respectphonenumber.org.uk**

#### Respect Men's Advice Line

Provide practical advice, information and emotional support to any male experiencing domestic violence and abuse from a partner or ex-partner.

☎ **0808 801 0327** 🕒 **Free, 9am -8pm**

@ **info@mensadviceline.org.uk**

🌐 **www.mensadviceline.org.uk**

### The Truth Project

Offers victims and survivors of child sexual abuse, the chance to share their experiences in a safe space and be heard with respect.

☎ **0800 917 1000 >> Free**

🕒 **Weekdays: 8am-10pm. Sat: 10am-12pm**

@ **contact@iicsa.org.uk**

🌐 **www.truthproject.org.uk**

## Alcohol and drug misuse

### York Addiction and Recovery Services – delivered in partnership with Changing Lives and Spectrum Community Health CIC

#### 1. Bowes Morrell House - Oaktrees York

An abstinence based day treatment programme (drugs and alcohol). You can self-refer.

📍 **Bowes Morrell House,  
111 Walmgate, YO1 9UA**

☎ **01904 621776**

@ **oaktrees.york@changing-lives.org.uk**

#### 2. Blossom Street Service

Offers an assessment of needs, a mixture of 1:1 and group support as well as clinical intervention where appropriate. They also provide a needle exchange service.

**Opening times are:**

🕒 **Monday and Thursday: 9am-7.30pm**

🕒 **Tues/Wed/Friday: 9am to 5pm**

🕒 **Weekend and bank holiday: Closed**

☎ **01904 464680**

@ **york@changing-lives.org.uk**

#### 3. Young Persons Service

Specialist advice service for young people up to the age of 23 if in fulltime education, who are affected by their own or someone else's substance misuse. Appointments will be made in the community or education environment.

☎ **01904 464680**

@ **york@changing-lives.org.uk**

### York in Recovery

A Facebook page for people in York who are all on their recovery journey. One alcoholic talking to another; sharing experiences, strengths and hopes, supporting the recovery and continued sobriety of individuals.

📱 **@YorkInRecovery**

☎ **0800 9177 650 >> Free**

@ **help@aamail.org**

### York Alcohol Forum

Offers weekly face to face Smart Recovery meetings. Anyone dealing with addiction in York is welcome, just contact Claire.

☎ **Telephone: 07773 363166**

## Alcoholics Anonymous

One alcoholic talking to another; sharing experiences, strengths and hopes, supporting the recovery and continued sobriety of individuals.

- 📞 **Helpline: 0800 9177 650 >> Free**
- @ **help@aamail.org**
- 🌐 **www.alcoholics-anonymous.org.uk**

## Drink Aware

Learn and be aware about the effects that drinking alcohol can have on your life. They also run a free, confidential helpline for anyone who is concerned about their drinking, or someone else's.

- 🌐 **www.drinkaware.co.uk**
- 📞 **Drinkline: 0300 123 1110**  
🕒 **Mon-Fri 9am-8pm/weekends 11am-4pm**

## Narcotics Anonymous (NA)

If you are struggling with a drug problem, then those at NA can help you as they have been there.

- 📞 **Helpline: 0300 999 1212**  
🕒 **10am-midnight**
- 🌐 **www.ukna.org**

## Talk to Frank

Friendly, honest and confidential advice on drugs. If you want to talk, you can.

- 📞 **Helpline: 0300 1236600**  
🕒 **Open 24/7**
- 📱 **Text Frank 82111**
- 🌐 **www.talktofrank.com**

## We Are With You

Free online, confidential support with alcohol, drugs or mental health for you or someone you are worried about.

- 🌐 **www.wearewithyou.org.uk**

## Alcohol and drug misuse – advice for families & carers

### Adfam

Find information on defining, setting and maintaining boundaries and supporting carers/friends and families affected by someone else's substance use.

- 🌐 **www.adfam.org.uk**

## National Association for Children of Alcoholics (NACOA)

**Free confidential helpline for all ages:**

- 📞 **0800 358 3456**  
**>> Calls will not show up on a landline bill**
- @ **helpline@nacoa.org.uk**
- 🌐 **nacoa.org.uk**

## Al-Anon Family Groups

Support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not.

- 📞 **Helpline: 0800 0086 811**  
🕒 **10am-10pm, 365 days per year**
- 🌐 **www.al-anonuk.org.uk**

## York Carers Centre

Provides support to paid and unpaid carers in York. → See page 9 for more information on York Carers Centre and other services that support Carers.



## Benefit Advice

### Citizens Advice York

Free advice on a wide variety of issues including benefits, money advice, employment, immigration, homelessness, housing, relationships and other legal issues.

- 📞 **Advice phone line: 0300 330 2113**  
🕒 **Monday - Friday, 10am - 4pm**
- 🌐 **www.citizensadviceyork.org.uk**
- 💬 **Webchat service available**

### Benefits and Contributions Advisors (City of York Council)

Provide information and advice on welfare benefits and tax credits. Find out what you're entitled to and get help completing forms.

- 📞 **01904 552044**
- @ **incomeservices@york.gov.uk**
- More info on the council website:**  
🌐 **www.york.gov.uk/BenefitsAdvice**

# Bereavement

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## Bereaved Children Support in York

Working with children to help them with the grieving process and to reduce the impact on them. It also offers parents and carers a chance to meet, as a network of support.

@ [info.bcsy@gmail.com](mailto:info.bcsy@gmail.com)

🌐 [www.bcsy.org.uk](http://www.bcsy.org.uk)

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## Bereavement Support at St Leonard's

Support for recently bereaved adults in York. You do not have to have a connection with the Hospice to access their help.

📞 **01904 708553** >> to self-refer for ongoing bereavement support

📞 **01904 777772** >> for immediate, in the moment support. 🕒 Mon-Fri 10am - 4pm

🌐 [www.stleonardshospice.org.uk/Patients/Bereavement-Support](http://www.stleonardshospice.org.uk/Patients/Bereavement-Support)

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## Child Death Helpline

Your call will be answered by a trained volunteer who has also lost a child and understands the feelings that surround the death of a child, offering a safe space to talk about your experience.

📞 **Helpline: 0808 800 6019**

🕒 **See website for opening times**

🌐 [www.childdeathhelpline.org.uk](http://www.childdeathhelpline.org.uk)

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## The Compassionate Friends

Support others who have also suffered the death of a child/children. Recognising that many who have suffered the loss of a child feel a bond with others similarly bereaved and wish to extend the hand of friendship.

📞 **Helpline: 0345 123 2304**

🕒 **10am - 4pm and 7pm -10pm every day**

@ [helpline@tcf.org.uk](mailto:helpline@tcf.org.uk)

🌐 [www.tcf.org.uk](http://www.tcf.org.uk)

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## CRUSE Bereavement Care

Give support after the death of someone close. They can offer information and support for children, one-to-one counselling for adults, children and adolescents.

Cruse Onward Support Group, is for people who have recently received counselling. A friendly safe place to meet others, chat and share concerns, feelings and offer peer support.

📞 **01904 481162**

@ [york@cruse.org.uk](mailto:york@cruse.org.uk)

🌐 [www.cruse.org.uk](http://www.cruse.org.uk)

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## Survivors of Bereavement by Suicide (SOBS)

Work to reduce the isolation of people who have lost someone to suicide. They have support groups of people who have all experienced and are dealing with this way of grieving. York SOBS are currently offering virtual support groups.

📞 **Helpline: 0300 1115065**

🕒 **9am-9pm everyday**

📞 **Local number for info on support groups in York: 07932 542 672**

@ [york@uksobs.org](mailto:york@uksobs.org)

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## Major Incident Response Team (MIRT)

A group of trained volunteers who offer their time to help with emotional and practical support to people affected by a range of traumatic incidents, from a road traffic accident to a suicide.

@ [mirt@york.gov.uk](mailto:mirt@york.gov.uk)

🌐 [www.york.gov.uk/MIRT](http://www.york.gov.uk/MIRT)

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## Caring and supporting

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### Adult Social Care Team (City of York Council)

If you think you or someone you care for needs some extra support, contact them for an Adult Social Care Assessment

📞 01904 555111  
🕒 Mon-Fri, 9am-5pm

If there is an emergency call the out of hours Emergency Duty Team:

📞 01609 780780  
@ adult.socialsupport@york.gov.uk  
🌐 www.york.gov.uk/GetAdultSocialCare

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### Young Carers Revolution (YCR)

YCR is an online forum for young carers within the City of York.

🌐 www.ycryorkuk.wordpress.com  
@ enquiries@yorkcarerscentre.co.uk

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### York Carers Centre

Help unpaid carers in York find the support they need. There are specific services for young carers (aged 5 to 18), young adult carers (18 to 25) and adult carers.

Offer a range of free support and advice to carers, tailored to the individual and their own caring situation, such as:

- 1 to 1 support and advice
- Groups, hubs and social events
- A Carers Emergency Card
- Carers Assessments of Need
- Discounts at businesses in York
- Regular newsletters
- Employment, education and training support
- Help filling in forms
- The opportunity for carers to have their voice heard by decision makers
- Information and advice service for carers benefits, rights and more

📞 01904 715490  
@ enquiries@yorkcarerscentre.co.uk  
🌐 www.yorkcarerscentre.co.uk



### Carers Mental Health Group

Runs in partnership with carers, York Carers Centre and Rethink Mental Illness York Group.

🕒 Meets the second Wednesday of each month from 7 to 9pm, alternating between informal support sessions and discussion/speaker sessions.

Please contact York Carers Centre for details and current venue.

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### York Carers Forum

Supports unpaid adult carers and former carers. They send out monthly newsletters with info and advice. They also hold drop-in meetings and respite events.

📞 01904 422437  
📠 Text: 07939 394556  
@ yorkcarersforum@yahoo.co.uk

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### York Mind Carers Counselling

For people who care for others with a mental, physical or other disability and would benefit from some counselling. Provides space for you to talk about issues that you feel are important in order to help you cope with your caring responsibilities. All clients are asked to pay a donation of £10 to keep the service running.

📞 01904 643364, option 4  
@ counselling@yorkmind.org.uk  
🌐 www.yorkmind.org.uk/how-we-help/counselling/carers-counselling



## Children & young people

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### Lime Trees

When a child or young person's mental health begins to impact their everyday life, the CAMHS (Child and Adolescent Mental Health Service) team can support, help and advice.

☎ **01904 615300**

🌐 [www.tewv.nhs.uk/locations/lime-trees-york](http://www.tewv.nhs.uk/locations/lime-trees-york)

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### The Retreat

Therapeutic support for children and young people experiencing a range of difficulties. See website for prices.

☎ **01904 412551**

🌐 [www.theretreatyork.org.uk](http://www.theretreatyork.org.uk)

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### Childline

A free, private and confidential service where you can talk about anything.

☎ **Helpline: 0800 1111**

🌐 **1-2-1 web chat: [www.childline.org.uk](http://www.childline.org.uk)**  
🕒 **7.30am - 3.30am every day**

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### YorOK

A website full of information and advice for children, young people and families in York.

🌐 [www.yor-ok.org.uk](http://www.yor-ok.org.uk)

☎ **Young Persons phone line: 01904 555400**  
🕒 **Monday - Friday 10am - 4pm**

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### SASH

Helps young people in York, aged 16-25 who are facing homelessness.

☎ **01904 652043**

🌐 [www.sash-uk.org.uk](http://www.sash-uk.org.uk)

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### Young Minds

Charity fighting for better mental health support for young people

📞 **Text YM to 85258** 🕒 **Open 24/7**

☎ **Parents Free Helpline: 0808 802 5544**  
🕒 **Monday to Friday 9.30am - 4pm**

🌐 [www.youngminds.org.uk](http://www.youngminds.org.uk)

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### The Amy Winehouse Foundation

Works to prevent the effect of drug and alcohol misuse. They support, inform and inspire vulnerable young people.

🌐 [www.amywinehousefoundation.org](http://www.amywinehousefoundation.org)

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### The Mix

Support service for young people aged up to 25 years old. Help you take on any challenge you're facing - from mental health to money, homelessness to finding a job.

📞 **24/7 text helpline: Text THEMIX to 85258**

☎ **Helpline: 0808 808 4994**

🕒 **3pm - midnight everyday**  
🌐 [www.themix.org.uk](http://www.themix.org.uk)

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## The Children's Legal Centre

Gives legal advice and representation to children and young people, and promotes their rights.

@ [chalky@childrenslawcentre.org](mailto:chalky@childrenslawcentre.org)

☎ **Advice Line: 0808 808 5678**

🌐 [www.childrenslawcentre.org.uk](http://www.childrenslawcentre.org.uk)

## Kooth

An online wellbeing community with free, safe and anonymous support that is available 24/7.

🌐 [www.kooth.com](http://www.kooth.com)

## York Young Person's Drug & Alcohol Service - Changing Lives

Free service, aiming to reduce the harm substances can have, and promoting positive mental health and healthy lifestyles

- 1:1 support for under 18s using substances
- 1:1 support for 18-21 year olds using substances
- 1:1 support for 11-18 year olds affected by parental substance use

@ [michael.benson@changing-lives.org.uk](mailto:michael.benson@changing-lives.org.uk)

☎ **01904 464680**

## Stem4

Supports positive mental health in teenagers. Provides mental health information, apps and education.

🌐 [www.stem4.org.uk](http://www.stem4.org.uk)

## York Mind Young People's Services at York Mind

Offer services for young people aged 9 to 25 experiencing difficulties with their emotional wellbeing.

- Aged between 11-25 and are struggling, you can text 📱 **07483 167931**. They will text you back within 48 hours.
- They have various online groups
- A counselling service for 16-25 year olds.  
**Contact the service at:**  
@ [ypercounselling@yorkmind.org.uk](mailto:ypercounselling@yorkmind.org.uk)

☎ **01904 643364 option 1**

@ [office@yorkmind.org.uk](mailto:office@yorkmind.org.uk)

🌐 [www.yorkmind.org.uk/how-we-help/young-peoples-service](http://www.yorkmind.org.uk/how-we-help/young-peoples-service)

## Youth groups in York

### Door 84

A Youth Club providing activities and creating a community for young people aged 8 - 25.

☎ **01904 623177**

@ [door84@hotmail.co.uk](mailto:door84@hotmail.co.uk)

🌐 [www.door84.co.uk](http://www.door84.co.uk)

### The Island

Youth groups, supportive environments and mentoring services for vulnerable children and young people in York, giving them the chance to fulfil their potential.

☎ **01904 628449 or 07595 695559**

@ [enquiries@theislandyork.org](mailto:enquiries@theislandyork.org)

🌐 [www.theislandyork.org](http://www.theislandyork.org)

### 4 Corners

4 Corners is a group for secondary school aged young people in York from refugee, asylum seeker and migrant backgrounds.

@ [john@refugeeactionyork.com](mailto:john@refugeeactionyork.com)

🌐 [www.refugeeactionyork.org/4-corners](http://www.refugeeactionyork.org/4-corners)

### Choose 2 Youth

Provides a wide range of activities and opportunities for young people in York and North Yorkshire who have disabilities.

☎ **07933 115448**

@ [office@choose2youth.co.uk](mailto:office@choose2youth.co.uk)

🌐 [www.choose2youth.co.uk](http://www.choose2youth.co.uk)

### Snappy

Working to empower children and young people with disabilities.

☎ **01904 640562**

🌐 [www.thesnappytrust.org](http://www.thesnappytrust.org)

**Are you a young person (aged 8-25 years) and care for someone else?**

➔ See page 9 for more information on **York Carers Centre** and other services that support Carers.



## Community support groups

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**York has lots of community support groups. They are a great way to meet new people and to tackle loneliness and isolation. This section has a few of the groups York has to offer.**

### **York Mind Mental Health and Wellbeing Programme**

Each year York Mind deliver an exciting programme of support groups and wellbeing activities, including information about their Sunday Coffee Club.

#### **Find the programme here:**

 [www.yorkmind.org.uk/how-we-help/activities-and-peer-support/mental-health-and-well-being-activities-programme](http://www.yorkmind.org.uk/how-we-help/activities-and-peer-support/mental-health-and-well-being-activities-programme)

 01904 643364

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### **The Hut**

Activities and support for people with enduring mental health issues and/or learning disabilities.

 The Hut, Wigginton Road, YO31 8HG

 01904 652991

 [info@thehutyork.co.uk](mailto:info@thehutyork.co.uk)

 [www.thehutyork.co.uk](http://www.thehutyork.co.uk)

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### **New Earswick Folk Hall Café**

A café in a community hub. There's an Explore Library in the café and a play park too.

 New Earswick Folk Hall, Hawthorn Terrace, YO32 4AQ

 Monday to Friday, 9am-5pm / Saturday, 9am-2pm

 01904 769621

 [folkhall@jrf.org.uk](mailto:folkhall@jrf.org.uk)

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### **Flower Power York**

Use the sensory power of growing flowers to bring positive changes to people's lives, health and wellbeing.

 @FlowerPowerYork

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### **Poppleton Community Railway Nursery**

Run by volunteers for adults who are recovering from mental health crises. Learn horticultural skills, which are therapeutic and help gain confidence.

 Poppleton Community Railway Nursery, Station Rd, YO26 6QA

 [pcrn.info@yahoo.co.uk](mailto:pcrn.info@yahoo.co.uk)

 01904 797623 / 07800 501382

 [www.poppletonrailwaynursery.co.uk](http://www.poppletonrailwaynursery.co.uk)

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## York Men's Shed

A place where men can gather to work on projects, socialise and meet new people.

 **The Wardens Hut, Corner of Alcuin and Flaxman Ave, Hull Road Park, YO10 3TW**

 **07725 183456**

 **YMSChairman@outlook.com**

 **www.yorkmensshed.co.uk**

## Kyra

Helps local women make positive change in their lives. A range of courses, therapies, life skills and events for women. The kettle is always on and the door is always open until every woman in our area feels safe, supported and able to be the person they were always meant to be.

 **01904 632332**

 **contact@kyra.org.uk**

 **www.kyra.org.uk**

 **St. Saviourgate, York, YO1 8NQ**

## Community Bees

Supports people experiencing loneliness and isolation with meaningful social interaction, hands-on activities, home support and advice.

 **michaela.communitybees@gmail.com**

 **07772 107763**

 **www.communitybees.co.uk**

## Tool Box

Inclusive activities for people with additional needs. Sensory drama programmes, music and singing programmes, outreach workshops, holiday events and afterschool clubs.

 **07909 443413**

 **toolboxdrama.co.uk**

 **info@toolboxdrama.co.uk**

## Menfullness

Social community for men in York. Their goal is to bring men together to socialise, exercise, enjoy themselves, talk and let off steam in a non-judging, friendly and supportive environment.

 **www.meetup.com/menfullness**

## Yor-Peer Support

Run by trauma survivors, offering peer support, helping others facing similar challenges. They run a Facebook support group.

 **York Mental Health Peer Support Group**

## Debt and finances

### Christians Against Poverty (CAP) debt advice service

Debt advice. They will meet you to work out a realistic budget, as well as negotiating affordable payments with creditors. There are two churches in York which offer advice, one in Acomb and one in Tang Hall.

 **0800 328 0006**

 **www.capuk.org**

### The Money Advice Service

Free, unbiased and independent, they help you manage your money.

- Advice and guides to help improve your finances
- Tools to help keep track and plan ahead
- Support over the phone and online

 **www.moneyadvice.org.uk**

### National Debtline

Freephone number. Free and confidential debt advice service to assist you tackle your debts. Visit their website for their online webchat.

 **0808 808 4000**

 **Monday to Friday 9am - 8pm and Saturday 9:30am - 1pm**

 **www.nationaldebtline.org**

### Step Change

Help people in the UK deal with their debt problems, and get their lives back on track.

 **www.stepchange.org**

### Family Wellbeing Service

Helps families struggling with any issues which may affect their housing or have a negative impact on their children's wellbeing, including debt, benefit and finance support.

 **01904 551900 (option 1)**

### The Society of Later Life Advisers (SOLLA)

Financial advice for older people and their families.

**Visit their website for local support:**

 **www.societyoflaterlifeadvisers.co.uk**

 **0333 2020 454**

 **admin@societyoflaterlifeadvisers.co.uk**

## Eating disorders

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If you are concerned about yourself or someone else, visit [www.nhs.uk](http://www.nhs.uk) for eating disorder information.

### Fighting Eating Disorders (FED)

Support group for people living with an eating disorder. See their Facebook group for info on when the support groups take place.

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

 [fightingeds@yahoo.co.uk](mailto:fightingeds@yahoo.co.uk)

### Beat Eating Disorders

Advice, support and information for those concerned with any eating disorder including anorexia nervosa, bulimia nervosa, binge eating disorder and compulsive overeating.

**Helplines open 9am - 8pm:**

 **Helpline: 0808 801 0677**

 **Studentline: 0808 801 0811**

 **Youthline: 0808 801 0711**

**One to one webchat service on their website.**

 [help@beateatingdisorders.org.uk](mailto:help@beateatingdisorders.org.uk)

 [www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)

### Solace (through Beat Eating Disorders)

A free video-based peer support group hosted over Zoom, for those supporting somebody with an eating disorder. Giving you the opportunity to share your feelings and get support from others in a similar situation. See their website for more info and to book onto a session.

 [www.beateatingdisorders.org.uk/support-services/someone-else/solace](http://www.beateatingdisorders.org.uk/support-services/someone-else/solace)

### Children and Young People's Community Eating Disorders Team

NHS specialist team for young people with eating disorders (based at Lime Trees),

→ see page 10.

 **01904 615300**

 [www.tewv.nhs.uk/services](http://www.tewv.nhs.uk/services)



## Gambling

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### Gamblers Anonymous UK

A group of people who work together to do something about their own gambling problem and to help other gamblers do the same.

**Visit their website to find information on local GA support meetings:**

 [www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)

### GamCare

Provides free information, advice and support for anyone affected by problem gambling.

 **24/7 Advice line: 0808 8020 133**

 [info@gamcare.org.uk](mailto:info@gamcare.org.uk)

 **Or visit the website to access their online webchats and forums: [www.gamcare.org.uk](http://www.gamcare.org.uk)**

### Gambling Therapy

Aims to provide timely, expert and non-judgemental advice and support to anyone who is adversely affected by problem gambling.

**Visit their website for information on their online forums, support groups and their app:**

 [www.gamblingtherapy.org](http://www.gamblingtherapy.org)

### Northern Gambling Service

Specialist addiction therapy and recovery for people affected by gambling addiction, as well as those with mental health problems. Also provides help to people close to those with gambling addiction, such as family, partners, and carers.

 **0300 300 1490**

 [referral.ngs@nhs.net](mailto:referral.ngs@nhs.net)

 [www.leedsandyorkpft.nhs.uk/our-services/northern-gambling-service](http://www.leedsandyorkpft.nhs.uk/our-services/northern-gambling-service)

## General wellbeing

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### Get Cycling

Promotes cycling for health and happiness. They have bikes for all abilities.

[www.getcycling.org.uk](http://www.getcycling.org.uk)  
[admin@getcycling.org.uk](mailto:admin@getcycling.org.uk)  
01904 636812

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### Health walks

Free, regular, guided walks from various venues across the city. Walks range from 30 mins to 2 hours. A great way to maintain or build up fitness and are a great way to socialise. Find out more information on their Facebook page.

[www.york.gov.uk/HealthWalks](http://www.york.gov.uk/HealthWalks)  
[@yorkhealthwalks](https://www.facebook.com/yorkhealthwalks)  
[jennynich53@gmail.com](mailto:jennynich53@gmail.com)

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### The Northern Centre for Mindfulness and Compassion

Offers a range of courses and events based on mindfulness meditation.

[www.yorkmbsr.co.uk](http://www.yorkmbsr.co.uk)  
[relax@yorkmbsr.co.uk](mailto:relax@yorkmbsr.co.uk)

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### Time to Change

Aim to change the way people think and act about mental health in York by challenging stigma, and negative attitudes and behaviours towards mental health. This is done through people sharing their lived experience.

[www.time-to-change.org.uk/hub/time-to-change-york](http://www.time-to-change.org.uk/hub/time-to-change-york)  
[timetochange@yorkcvs.org.uk](mailto:timetochange@yorkcvs.org.uk)

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### Action Towards Inclusion

Outreach activities, mentoring and support for people who are struggling for money, socially excluded or unemployed. Helping them overcome barriers and addressing a range of social issues.

[gavin@northyorkshiresport.co.uk](mailto:gavin@northyorkshiresport.co.uk)  
01423 226303  
[www.northyorkshiresport.co.uk/uploads/north-yorkshire-sport-ati-brochure.pdf?v=1589797694](http://www.northyorkshiresport.co.uk/uploads/north-yorkshire-sport-ati-brochure.pdf?v=1589797694)

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### Live Well York

An information and advice community website for adults and families. They have a page signposting to health and wellbeing support in York.

[www.livewellyork.co.uk](http://www.livewellyork.co.uk)

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### CYC Health Trainers

City of York Council's Health Trainers service is all about helping people live a happier and healthier life. They support you with making better lifestyle choices such as healthy eating, exercise, alcohol and smoking. They:

- provide advice and support on health issues
- encourage positive lifestyle and behaviour changes
- improve your health and wellbeing
- reduce health inequalities
- give stop smoking advice
- raise and provide alcohol awareness
- help with weight management
- help promote and support physical activity
- support people who are feeling socially isolated

[www.york.gov.uk/CYCHHealthTrainers](http://www.york.gov.uk/CYCHHealthTrainers)  
[cyhealthtrainers@york.gov.uk](mailto:cyhealthtrainers@york.gov.uk)  
01904 553377

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### Move the Masses

Wellbeing through movement. Creating healthy communities by breaking down barriers to exercise.

01904 373017  
[hello@movethemasses.org](mailto:hello@movethemasses.org)  
[www.movethemasses.org.uk](http://www.movethemasses.org.uk)

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# Green wellbeing

## Growing Green Spaces

An initiative designed to beautify, enhance, and sustain York's green spaces by growing and supporting green volunteering across the city. Their website has lots of info on local parks, places to volunteer outdoors and lots more.

[www.growinggreenspaces.co.uk](http://www.growinggreenspaces.co.uk)

[growinggreenspaces@yorkcvs.org.uk](mailto:growinggreenspaces@yorkcvs.org.uk)

## The Conservation Volunteers (TCV)

A great way to learn new skills, make new friends and enjoy being outdoors whilst carrying out practical work to help improve places for people and the environment.

[01904 414927](tel:01904414927)

[york@tcv.org.uk](mailto:york@tcv.org.uk)

[www.tcv.org.uk/yorkshire/tcv-york](http://www.tcv.org.uk/yorkshire/tcv-york)



## St Nicks

St Nicks is the green heart of York, a centre for nature and green living.

The charity started as 'Friends of St Nicholas Fields' in the 1990s by transforming a former landfill site into a thriving Local Nature Reserve, which they still manage with the help of many great volunteers, for the benefit of both wildlife and their visitors.

[www.stnicks.org.uk](http://www.stnicks.org.uk)

[St Nicks Environment Centre, Rawdon Avenue, York YO10 3FW](#)

[01904 411821](tel:01904411821)

[info@stnicks.org.uk](mailto:info@stnicks.org.uk)

## St Nicks Ecotherapy

Ecotherapy promotes good mental and physical wellbeing through outdoor activity in a natural environment (being run online during Covid-19 Lockdowns).

[stnicks.org.uk/get-inspired/our-projects/ecotherapy-at-st-nicks/](http://stnicks.org.uk/get-inspired/our-projects/ecotherapy-at-st-nicks/)

[ecotherapy@stnicks.org.uk](mailto:ecotherapy@stnicks.org.uk)

[01904 411821](tel:01904411821), speak to Kathy

## Other St Nicks Projects

Many other projects and services helping people adopt a greener, more active lifestyle. Including volunteering opportunities, crafting and gardening groups and getting involved with recycling.

[See more here: www.stnicks.org.uk/get-inspired/our-projects](http://www.stnicks.org.uk/get-inspired/our-projects)



## Hearing voices, having visions & unusual beliefs

If you are concerned about yourself or someone else, visit [www.nhs.uk](http://www.nhs.uk) for information on hallucinations and hearing voices.

### York Hearing Voices Group

Support group for a friendly, confidential and non-judgemental chat about all things related to voice hearing and beyond. The group provides a safe environment to share experiences and provide mutual support. It is not therapy or treatment and there is no assumption of illness.

🕒 **Weekly either in person or on Microsoft Teams depending on local lockdowns.**

@ [david.elletson@nhs.net](mailto:david.elletson@nhs.net)

🌐 **There is also a national Hearing Voices Network: [www.hearing-voices.org](http://www.hearing-voices.org)**

### York and Selby Early Intervention in Psychosis Service (TEWV)

Supports people aged 14 - 65 years old, living in York, Selby, Easingwold and Tadcaster, who are experiencing a first episode of psychosis. Referrals to the service can be made by a GP, a community mental health team, an inpatient service, or by self-referral. After a referral, you will be appointed a care coordinator who will be the main point of contact and work with multi-professionals to ensure you receive the highest standard of care.

📞 **01904 464850**

@ [tewv.yorkeip@nhs.net](mailto:tewv.yorkeip@nhs.net)

🌐 **[www.tewv.nhs.uk/services/early-intervention-in-psychosis-team-york-and-selby](http://www.tewv.nhs.uk/services/early-intervention-in-psychosis-team-york-and-selby)**

### Voice Collective

UK-wide, London-based project that supports children and young people who hear voices, see visions, have other 'unusual' sensory experiences or beliefs. They also offer support for parents/families.

📞 **020 7911 0822**

@ [info@voicecollective.co.uk](mailto:info@voicecollective.co.uk)

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

🌐 [www.voicecollective.co.uk](http://www.voicecollective.co.uk)



## Housing & homelessness

### CYC Housing Options

Gives access to general needs, emergency/ hostel accommodation and offers advice and info if you're at risk of homelessness.

🕒 **Monday-Friday 8.30am-5pm**

📍 **West offices, Station Rd**

📞 **01904 554500**

@ [housing.options@york.gov.uk](mailto:housing.options@york.gov.uk)

🌐 [www.york.gov.uk/HousingOptions](http://www.york.gov.uk/HousingOptions)

### CYC Youth Homelessness Support

Offers support to young people aged 16 to 17 who are homeless or at risk of homelessness.

🕒 **Monday-Friday 8.30am-5pm**

📍 **West offices, Station Rd**

📞 **01904 553585 or 07891 853498 or 07717 320102**

@ [youthhomeless@york.gov.uk](mailto:youthhomeless@york.gov.uk)

🌐 [www.york.gov.uk/homelessness/youth-homelessness-support](http://www.york.gov.uk/homelessness/youth-homelessness-support)

### York Housing Association

Supports vulnerable people who have a variety of short term needs, including mental health, homelessness and Intensive Housing Management.

📞 **01904 636061**

@ [info@yorkha.org.uk](mailto:info@yorkha.org.uk)

🌐 [www.yorkha.org.uk](http://www.yorkha.org.uk)

Housing & homelessness continues on the next page >>

### **Family Wellbeing Service**

Helps families struggling with any issues which may affect their housing or have a negative impact on their children's wellbeing, including being at risk of homelessness.

☎ **01904 551900 (option 1)**

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### **Peasholme Charity**

Works with disadvantaged and socially excluded people in York, in particular those that are homeless or at risk of losing their homes. Runs various projects, from helping people with financial difficulties to running Homelessness Hubs.

☎ **01904 466866**

@ **info@peasholmecharity.org.uk**

🌐 **www.peasholmecharity.org.uk**

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### **Changing Lives**

Works with people experiencing homelessness, addiction (→ see page 6) and a range of other problems. Offers specialist support for everyone seeking help, including women and family services, and emergency hostels and accommodation in York.

☎ **01904 621776 or 01904 630500**

🌐 **www.changing-lives.org.uk/services**

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### **Carecent**

Breakfast or packed lunches for the homeless, unemployed, disadvantaged and lonely.

📍 **Central Methodist Church, St Saviourgate, YO1 8NQ**

☎ **01904 624244**

🌐 **www.carecent.org.uk**

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## **Intercultural York**

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### **York Travellers Trust**

A community led organisation that works with Gypsy and Traveller communities in York and surrounding areas. They give advice and guidance around benefits and healthcare to running social clubs and activities.

☎ **01904 630526**

🌐 **www.ytt.org.uk**

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### **York Racial Equality Network (YREN)**

Helps promote and encourage community cohesion and aims to:

- **Enable BAME voices to be better heard in York**
- **Improve access to appropriate services and support for BAME people.**
- **Increase the confidence of BAME people to express themselves and be mutually supportive**

☎ **01904 642600**

@ **info@yren.co.uk**

🌐 **www.yren.co.uk**

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### **York Unifying Multicultural Initiatives (YUMI)**

Provides opportunities for people who have come to live in York to meet with the local community, make friends, develop confidence and feel valued members of the York community. Supports people with different cultural roots, languages and walks of life to share skills, learn from each other and celebrate traditions.

🌐 **www.interculturalyork.org**

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### **Refugee Action York (RAY)**

Challenges myths and misconceptions about refugees and asylum seekers. Also runs hubs, coffee mornings and youth groups supporting refugees and asylum seekers in York.

☎ **07419 815387 (John) or 07545 060694 (Carrie)**

@ **john@refugeeactionyork.com or carrie@refugeeactionyork.com**

🌐 **www.refugeeactionyork.org**

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### **Speak Up Diversity**

A grassroots BAME-led group based in York. Its mission is to work with relevant stakeholders in the city and beyond, to make sure that they tackle the root causes of structural racism.

@ **info@speakupdiversity.org**

🌐 **www.speakupdiversity.org**

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# Learning, employment and volunteering

## Converge: Education for Recovery

Provides courses for adults who use mental health services, offering the freedom to create, challenge and inspire. The courses are mainly in the arts - helping to discover new abilities and share and develop confidence. Courses take place at York St John University.

☎ **01904 612512 or 07764 337116 and leave a message**

@ **converge@yorks.ac.uk**

Also hosts **Out of Character Theatre Company**, which aims to make a positive difference using theatre.

## The Discovery Hub

Individual support team within Converge. Helps people connect into Converge from the community mental health teams, as well as supporting people to access the local community as part of a longer term recovery journey.

☎ **07785 607771 » Emma McKenzie (Discovery Hub Team Lead)**

@ **discoveryhub@yorks.ac.uk**

## Volunteer Centre, York CVS

Provides support and expertise to individuals and groups who are looking to volunteer as well as supporting organisations to find the right volunteers for them.

@ **volunteering@yorkcvs.org.uk**

☎ **01904 621133**

🌐 **www.yorkcvs.org.uk/volunteers**

## WEA

Run courses aiming to improve mental health.

☎ **0300 303 3464**

🌐 **www.wea.org.uk**

## Explore York Libraries

Great place to go to learn and they are an essential service. Many libraries in York also run various courses.

☎ **01904 552828**

@ **contact@exploreyork.org.uk**

## Recovery College Online

Provides a range of online educational courses and resources to people with experience of mental illness. These are available to service users, family, friends and staff.

🌐 **www.recoverycollegeonline.co.uk**

## York Learning

Offers courses for adults to expand learning and better their futures. Also has a programme for Young people aged 16 to 25 with an EHCP: - Routes to Success is a supportive study programme enabling young people to move into adulthood with confidence, as well as relevant skills and qualifications.

@ **york.learning@york.gov.uk**

☎ **01904 554277 (desk 22 at West Offices)**

## United Response

A charity that can help you to get a job, support you while you are working, and help make your workplace more inclusive.

☎ **01904 791795**

@ **info.YorkNY@unitedresponse.org.uk**

## York JobCentre Plus

Can help you claim Jobseeker's Allowance, Incapacity Benefit, Employment and Support Allowance and Income Support.

📍 **York Stonebow Jobcentre Plus, Stonebow House, The Stonebow, YO7 7FB**

☎ **0845 604 3719**

☎ **Text phone: 01904 682307**



# Loss of pregnancy and infant death

## Tommy's

Support, care for and champion people, no matter where they may be, on their pregnancy journey or after a pregnancy loss.

[www.tommys.org](http://www.tommys.org)

## Reflect

Free, local support service for anyone facing a pregnancy choice and for those in need of support after experiencing Pregnancy or Neonatal Loss.

**01904 676710**

**Text: 07517 624750**

[enquiry@reflectyork.co.uk](mailto:enquiry@reflectyork.co.uk)

[www.reflectyork.co.uk](http://www.reflectyork.co.uk)

## Bliss

Confidential advice via email or video call. Information and support for the families of premature and sick babies.

[hello@bliss.org.uk](mailto:hello@bliss.org.uk)

[www.bliss.org.uk](http://www.bliss.org.uk)

## Sands

Ensures that anyone affected by the death of a baby receives the best possible care and support, for as long as they need it. Offers emotional support and information for parents, grandparents, children, families and anyone else affected.

**Helpline: 0808 164 3332**

[helpline@sands.org.uk](mailto:helpline@sands.org.uk)

[www.sands.org.uk](http://www.sands.org.uk)

## The Lullaby Trust

Provides specialist support for bereaved families and anyone affected by a sudden infant death (SIDS). Also provides advice on safer sleep for babies, to raise awareness of SIDS.

### Bereavement Support Helpline:

**0808 802 6868**

**Monday-Friday 8.30am-5pm 10am-5pm Mon to Fri and 6pm-10pm weekends**

### Bereavement Support email:

[support@lullabytrust.org.uk](mailto:support@lullabytrust.org.uk)

**Information Helpline: 0808 802 6869**

[www.lullabytrust.org.uk](http://www.lullabytrust.org.uk)

## Miscarriage Association

Provides support and information to anyone affected by pregnancy loss

**Helpline: 01924 200799**

**Open 9am - 4pm Monday - Friday**

[info@miscarriageassociation.org.uk](mailto:info@miscarriageassociation.org.uk)

[www.miscarriageassociation.org.uk](http://www.miscarriageassociation.org.uk)



## LGBTQ+

### Mermaids

Gives support to young people up to the age of 19. Helps families understand and accept their child's gender identity issue. They can link to other organisations that provide help and support if you or your family member with gender issues is over 19.

**Helpline (free): 0808 8010400**

**9am - 9pm, Monday - Friday**

[info@mermaidsuk.org.uk](mailto:info@mermaidsuk.org.uk)

[www.mermaidsuk.org.uk](http://www.mermaidsuk.org.uk)

### York LGBT Forum

Supports and runs social groups for LGBTQ+ communities in York. Promotes, supports and encourages equality, diversity and social inclusion for everyone, no matter sexuality and gender.

**07731 852533**

[enquiry@yorklgbtforum.org](mailto:enquiry@yorklgbtforum.org)

[www.yorklgbtforum.org.uk](http://www.yorklgbtforum.org.uk)

### Switchboard

A safe space for anyone to discuss anything, including sexuality, gender identity and sexual health.

**Helpline: 0300 330 0630**

**10am - 10pm every day**

[chris@switchboard.lgbt](mailto:chris@switchboard.lgbt)

[www.switchboard.lgbt](http://www.switchboard.lgbt)



## Music wellbeing

### Accessible Arts and Media

Runs accessible arts and creative media learning projects. Projects include:

- Hands and Voices Choir
- iMuse
- Creative Sensory Activities

☎ 01904 626965

@ info@aamedia.org.uk

🌐 www.aamedia.org.uk

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### Tang Hall SMART

Runs a range of community, music and arts support groups.

☎ 07725 997342

📍 The Centre@Burnholme, Mossdale Avenue, YO31 0HA

🌐 www.tanghallsmart.com

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### Musical Connections

Runs music sessions and projects for older, isolated and vulnerable people in care and community settings across York. Provides free transport for anyone who needs it.

☎ 01904 373011

🌐 www.musicalconnections.org.uk

### National Centre for Early Music: Cuppa and a Chorus

A monthly gathering to sing as part of relaxed choir, and enjoy a cuppa with other choir members. » This will be on Zoom during Covid-19

🌐 www.ncem.co.uk/cuppa-chorus

### Live Well York

Visit the Live well York website to find out more information about local choirs and music groups:

🌐 www.livewellyork.co.uk





## Older people

### Age UK York

Offers a wide range of services for older people in York to help them live better lives. Information and advice, benefits and money advice, befriending services, carer respite service, Day Clubs, Home from Hospital support and more.

☎ 01904 634061

🕒 9.30am - 3.30pm, Monday - Friday

@ firstcall@ageukyork.org.uk

🌐 www.ageuk.org.uk/york

### IAPT (Increasing Access to Psychological Therapy) for Older People

Being depressed or anxious is not a natural part of ageing. IAPT offer a range of treatments for people experiencing common mental health problems including depression, anxiety and stress. You can refer yourself to this service or you can ask your GP to refer you.

@ TEWV.iaptyorkselby@nhs.net

☎ 01904 556820

🌐 www.yorkandselbyiapt.co.uk

### Independent Age

Offers regular friendly contact. Can provide you and your family with clear, free and impartial advice on the issues that matter such as care, money, mobility and more.

☎ Helpline: 0800 319 6789

@ advice@independentage.org

🌐 www.independentage.org



## Pay-as-you-feel (PAYF) cafes

**PAYF cafes are a lifeline to many. No set prices, you are asked to pay what you can afford.**

### The cafes:

- reduce food waste
- act as a community hub and somewhere to socialise
- redistribute food locally to those who need it most
- provide easy access to local support

Most of these cafes also run food shops, which operate in the same way as the PAYF cafes. They are a way for you to be able to take home some free or affordable groceries.

There are plenty of these cafes across the city that offer surplus food for those in need. Find out more information by talking to a **Social Prescriber or a Local Area Coordinator** (→ pages 4 and 5).

If you are really struggling to afford food, speak to **Citizens Advice** about accessing your **local Food Bank**, (→ Page 7).

# Relationships and Families

## Family Matters York

Working to strengthen relationships and build confidence within families.

☎ 01904 421880  
@ info@fmy.org.uk  
🌐 www.fmy.org.uk

## Family Information Service (FIS)

Free and impartial information service for mums, dads and carers of children and young people aged 0-19 (or up to 25 for disabled children) in York.

☎ 01904 554444  
☎ Text: 07786 202241  
@ fis@york.gov.uk  
🌐 www.yor-ok.org.uk/families/FIS/family-information-service.html

## Yorkey Dads

A safe, engaging and supportive environment for dads, grandads, male carers and dads-to-be to feel connected in York.

🌐 www.yorkeydads.wixsite.com/yorkeydads

## York Mumbler

A parenting community which shares information on things to do around York, and provides support and advice for local parents.

🌐 www.york.mumbler.co.uk  
f @yorkmumbler

## YorSexual Health

Free, friendly and confidential services relating to your sexual health and contraception. Available to everyone.

☎ 01904 721111  
☎ Text: 07973 775692  
🌐 www.yorsexualhealth.org.uk/clinics/monkgate-health-centre

## MESMAC

Offers sexual health information, advice and support to various communities across Yorkshire, including men who have sex with men, people of colour and other marginalised races, people misusing drugs, sex workers and LGBT+ young people and adults.

☎ 01904 620400  
@ york@mesmac.co.uk  
🌐 www.mesmac.co.uk

## Relate

Relationship support for everyone - all ages, backgrounds, sexual orientations and gender identities.

🌐 www.relate.org.uk

## Home Start York

Supports parents with at least one child under the age of six. They offer support, friendship and practical help. This family-centred support strengthens and empowers families.

@ support@homestartyork.org

## Self-Harm

If you or someone else around you is thinking of self-harming, then see page 3 for Crisis services or call 999.

## National Self Harm Network (NSHM)

An online support forum that aims to reduce emotional distress and improve your quality of life. This is done by empowering and enabling those that self-harm to seek alternatives and to get further help where appropriate.

The online support forum provides crisis support, information and resources, advice, discussions and distractions. They also support and provide information for family and carers of individuals who self-harm.

🌐 www.nshn.co.uk

## Self-Injury Support

Support for women and girls who are experiencing self-harm or have been affected by it, providing them a safe place. They also provide awareness and information on self-harm, which is accessible for everyone.

☎ Helpline: 0808 800 8088  
🕒 Open Tuesday, Wednesday and Thursday, 7pm-9.30pm.

@ tessmail@selfinjurysupport.org.uk  
🌐 selfinjurysupportltd.eu.rit.org.uk

# Support for students

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## The University of York (UoY)

The UoY has a great deal of help available. See their website for more information on what support they provide: [www.york.ac.uk/students/support](http://www.york.ac.uk/students/support)

### UoY Student Union (YUSU)

They're there to represent, to support and to entertain you during your time at the UoY.

@ [reception@yusu.org](mailto:reception@yusu.org)

[www.yusu.org/home](http://www.yusu.org/home)

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### Student Hub

#### Support and Advice

You can speak to the Student Hub about:

- finance issues and money worries
- private accommodation issues
- health concerns
- immigration advice
- academic progress issues, and more

☎ 01904 324140

@ [student-hub@york.ac.uk](mailto:student-hub@york.ac.uk)

[www.york.ac.uk/students/support/student-hub](http://www.york.ac.uk/students/support/student-hub)

### Family Network - UoY

A private Facebook group bringing students, postgraduates, undergraduates and staff with children at UoY together.

f @FamilyNetworkUniversityofYork

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### Open Door Team

A team of mental health practitioners providing support to registered students experiencing psychological or mental health difficulties.

To receive support from Open Door, fill out a referral form, and they will respond within two working days.

[www.studentportal.pcmis.com/open](http://www.studentportal.pcmis.com/open)

☎ 01904 322140

@ [opendoor@york.ac.uk](mailto:opendoor@york.ac.uk)

[www.york.ac.uk/students/health/help/open-door/#d.en.694672](http://www.york.ac.uk/students/health/help/open-door/#d.en.694672)

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### Other sources of support

You can also discuss concerns with your College welfare team or academic supervisor.





## York St John University (YSJ)

York St John University provides a range of support services for students to access all year round

### YSJ Student Union

There to empower, represent, entertain and offer support to students.

@ [su@yorksja.ac.uk](mailto:su@yorksja.ac.uk)

[www.ysjsu.com/Home](http://www.ysjsu.com/Home)

### Wellbeing and welfare support

Help with the challenges you might face during your time studying at YSJ. See their YSJ Wellbeing and Welfare webpage for info on other resources such as mindfulness groups and how to access wellbeing calls.

[www.yorksja.ac.uk/health-and-wellbeing/wellbeing-support](http://www.yorksja.ac.uk/health-and-wellbeing/wellbeing-support)

### YSJ Wellbeing app

The YSJ Wellbeing app can help you develop positive habits to boost your mental wellbeing. This app is available for download on the Google Play Store or the Apple Store.

01904 876477

@ [SID@yorksja.ac.uk](mailto:SID@yorksja.ac.uk)

## Services available to students at both the UoY and YSJ:

### Nightline

A confidential listening service run by students, for students. They don't give advice. They are just there to listen to whatever is on your mind. Also offers free sexual health supplies and information on a number of topics.

Based at the University of York but is also for York St John students. The service is completely confidential.

#### » When not in a lockdown

🕒 Nightline is open from 8pm until 8am every night of the University of York term.  
📍 Grimston House, University of York

#### » When in lockdown

🕒 Open for email 24/7 or for phone and Instant Messaging (see webpage) from 8pm to 2am.

☎ 01904 323735  
(or 3735 from any UoY phone)

@ [listening@york.nightline.ac.uk](mailto:listening@york.nightline.ac.uk)

🌐 [www.yorknightline.org.uk](http://www.yorknightline.org.uk)

### Togetherall

🕒 Provides a 24/7 safe space online to get things off your chest, explore your feelings, get creative and learn how to self-manage your mental health and wellbeing. This is available for students at UoY and YSJ.

🌐 [www.york.ac.uk/students/health/help/togetherall](http://www.york.ac.uk/students/health/help/togetherall)

Support for students continues on the next page >>>

## **Askham Bryan College** Support Services

**Information, advice and guidance to students on a wide range of issues.**

☎ **01904 772277**

🌐 **[www.askham-bryan.ac.uk/students/student-services](http://www.askham-bryan.ac.uk/students/student-services)**

### **Safeguarding**

Is there something bothering you at home or at College? Are you worried about a fellow student? You can contact the Safeguarding Team 24 hours a day.

☎ **07773 312617**

@ **[bsafe@askham-bryan.ac.uk](mailto:bsafe@askham-bryan.ac.uk)**

## **York College**

If you need to speak to a member of College staff urgently, please call:

☎ **InfoZone: 01904 770770**

York College are dedicated to supporting our students with any advice and guidance they may need. They provide information regarding welfare, funding, counselling, travel and transport and more. Find more info on their website.

🌐 **[www.yorkcollege.ac.uk/student-life/222-student-services.html](http://www.yorkcollege.ac.uk/student-life/222-student-services.html)**

### **Counselling at York College**

They also provide confidential counselling appointments which you can access by completing the referral form available on their website or by speaking to InfoZone.

@ **[counsellingservice@yorkcollege.ac.uk](mailto:counsellingservice@yorkcollege.ac.uk)**

🌐 **[www.yorkcollege.ac.uk/student-life/counselling.html](http://www.yorkcollege.ac.uk/student-life/counselling.html)**



## **Nationwide support**

### **Student Minds**

Empowers students to develop the knowledge, confidence and skills to look after their own mental health and support others. Their website is full of advice, information and blog posts from other students.

🌐 **[www.studentminds.org.uk/](http://www.studentminds.org.uk/)**

### **Students Against Depression**

A website offering advice, information, guidance and resources to students affected by low mood, depression and suicidal thinking.

🌐 **[www.studentsagainstdepression.org](http://www.studentsagainstdepression.org)**

### **Social Prescribing**

**Social Prescribing is available to anyone in York who is over the age of 18 and is registered with a GP.**

➔ **See more information on page 4.**





## Veterans

### Combat Stress - for Veterans' Mental Health

A team of specially-trained professionals there for you whether you're having a tough time, having trouble sleeping, experiencing flashbacks, feeling depressed or anxious, or just feeling that something isn't quite right.

📞 **Helpline for veterans: 0800 138 1619 >>**  
open 24/7, 365 days a year

📞 **Helpline for currently serving: 0800 323 4444** 🕒 **Open 24/7, 365 days a year**

@ **helpline@combatstress.org.uk**

🌐 **combatstress.org.uk/helpline**

### The Royal British Legion

Understands that serving personnel can give up a lot to be part of the Armed Forces. They know that family life and relationships can suffer, and sometimes transitioning to civilian life can be even harder.

📞 **Helpline: 0808 802 8080**  
🕒 **Open from 8am-8pm every day.**

### Soldiers', Sailors', and Airmen's Families Association (SSAFA)

Work to relieve need, suffering and distress amongst the Armed Forces, veterans and their families in order to support their independence and dignity.

📞 **Helpline: 0800 731 4880**

🌐 **www.ssafa.org.uk/**

### OCA Y

A free, confidential advocacy service to Veterans over the age of 50 who live in York area.

📞 **01904 676200** or 📠 **07715 099493**

@ **info@ocay.org.uk**

🌐 **www.oldercitizensadvocacyyork.org.uk**

➔ **Find out more information about OCA Y on page 29.**



## Victims of crime

### Bridge House Sexual Assault Referral Centre

Free support and practical help to anyone in North Yorkshire who has experienced sexual violence and/or sexual abuse.

📞 **0330 223 0362**

@ **bridgehouse.sarc@nhs.net**

🌐 **www.bridgehousesarc.org**

### (IDAS) Sexual Violence Support Line

IDAS provide the Independent Sexual Violence Advisor (ISVA) service across the county and run a free and confidential helpline which is available 7 days a week. The ISVA can support anyone who has been the victim of sexual violence - whether this happened 2 days ago or 30 years ago.

📞 **Helpline: 03000 110 110**

@ **sva@idas.org.uk**

🌐 **www.idas.org.uk/our-services/sexual-violence**

### Victim Support

Helps people who have been the victim of crime feel safer and find the strength to move on. Their support is free, confidential and tailored to your needs.

📞 **National 24/7 helpline: 08 08 16 89 111**

🌐 **www.victimsupport.org.uk**

### Supporting Victims

If you've been affected by crime and need support or information in North Yorkshire, call Supporting Victims.

📞 **01609 643100**

🌐 **www.supportingvictims.org**

## York Mind exists to promote recovery from mental ill-health, emotional well-being and independent living.

The services below are currently operating.

**Action Towards Inclusion** - Long term holistic support to people who are unemployed and experiencing difficulties relating to health, social exclusion, poverty and employability skills to help overcome these and move closer towards job-search, training, education and employment.

### **Mental Health and Wellbeing Activities -**

They run a range of activities throughout the year. To access these you must be aged 18 or over, live in the City of York, have mental health and wellbeing issues and wish to access support.

[www.yorkmind.org.uk/seecmsfile/?id=311](http://www.yorkmind.org.uk/seecmsfile/?id=311)

**Counselling** - A regular space for you to talk about the issues that you have in your life. Counsellors are trained to help you explore your feelings and guide you through the issues affecting your life.

### **Children and Young People's Services -**

Support for young people aged 8-25 who are experiencing difficulties with their emotional wellbeing, including young people specific counselling. See page 11 for more information.

**York Mind Carers Counselling** - They offer support and talking therapy to carers in York who are struggling to cope. → See page 9 for more information.

### **York Mind Contact details:**

 Highcliffe House,  
Highcliffe Court, YO30 6BP  
 01904 643364  
 [office@yorkmind.org.uk](mailto:office@yorkmind.org.uk)  
 [www.yorkmind.org.uk](http://www.yorkmind.org.uk)



### **Mind**

Mind believes that no one should have to face a mental health problem alone. Whether you're stressed, depressed or in crisis they are there for you. They offer:

- An A-Z directory on mental health
- Tips for everyday living
- Provide information and support on different problems and diagnoses
- Guides to support and services (including information and leaflets to download).
- Online support blogs.

 [www.mind.org.uk](http://www.mind.org.uk)

### **Mind phone lines:**

-  Infoline (information and signposting)
-  0300 123 3393
-  [info@mind.org.uk](mailto:info@mind.org.uk)
-  Text - 86463

Legal line (legal information and general advice on mental health related law)

-  0300 466 6463
-  [legal@mind.org.uk](mailto:legal@mind.org.uk)



# Advocacy and other ways to be heard

## What is meant by Advocacy?

### Advocacy can help you to:

- Promotes independence and choice.
- Challenge professional decisions which are being made about you
- Speak out on your behalf or support you to have a strong voice
- Tell you about your rights
- Find out information to help you make an informed decision
- Go to meetings and appointments with you
- Assist you to fill in forms
- Enable you to access specialist advice and support

## York Advocacy Hub

A free, confidential and independent advocacy service for people across York.

### Services include:

- General Advocacy
- NHS Advocacy
- Independent Mental Health Advocacy (IMHA)
- Care Act Advocacy
- Independent Mental Capacity Advocacy (IMCA).
- Relevant Person's Representatives

📞 01904 414357

@ office@yorkadvocacy.org.uk

🌐 www.yorkadvocacy.org.uk

## Older Citizens Advocacy York (OCAY)

Works with anyone over the age of 50 in York. Provides a free, confidential and independent advocacy service. OCAY do not provide legal advice.

📞 01904 676200

@ info@ocay.org.uk

🌐 oldercitizensadvocacyyork.org.uk

## Healthwatch York

- Provides information about local services to make sure you know how to access the help you need
- Signposts you to independent complaints advocacy if you need support to complain about a service you have received
- Listens to your views about local services and make sure these are taken into account when services are planned and delivered

Healthwatch York want to know what is working well and what is not working well in health and social care

📞 01904 621133, option 3

@ healthwatch@yorkcvs.org.uk

🌐 www.healthwatchyork.co.uk

## York Service User Network (SUN)

This is a group for people and carers who use, or are interested in, York mental health services run by TEWV. The group helps to develop and improve services by sharing their experiences. Meets monthly.

📞 01904 556920

@ heathersimpson1@nhs.net

## PALS (Patient Advice and Liaison Service)

Offers impartial advice and assistance to patients, their relatives, friends and carers. Can listen to feedback (positive or negative), help you get answers to your questions and liaise on your behalf to help resolve any concerns you or someone you care for has.

## York Hospital PALS

📞 01904 726262

@ pals@york.nhs.uk

🌐 www.yorkhospitals.nhs.uk/contact-us/patient-experience/patient-advice-and-liaison-service-pals/

## TEWV PALS

📞 0800 052 0219

@ tewv.pals@nhs.net

🌐 www.tewv.nhs.uk/about-us/patient-advice-and-liaison-services-pals/

# Talk to an expert

→ **York Mind** offer various types of counselling services, see page 28 for more information.

## IAPT (Improving Access to Psychological Therapies)

IAPT offers a range of treatments for people experiencing common mental health problems including depression, anxiety and stress. You can refer yourself to this service or ask your GP to refer you.

@ [TEWV.iaptyorkselby@nhs.net](mailto:TEWV.iaptyorkselby@nhs.net)  
☎ 01904 556840  
🌐 [www.yorkandselbyiapt.co.uk](http://www.yorkandselbyiapt.co.uk)

## York Women's Counselling

Counselling service run by women, for women. Free for some, reduced cost for others.

☎ 01904 652706  
🌐 [www.yorkwomenscounselling.org](http://www.yorkwomenscounselling.org)

## 1-2-1 Counselling

Offers up to six free counselling sessions (or pay by donation if you can).

☎ 07587 155678  
🌐 [121counsellingyork.org](http://121counsellingyork.org)

## Serendipity Counselling

A city centre counselling practice offering a responsive service. They offer various services, from individual counselling to family counselling as well as working with young people.

☎ 07403 307294  
@ [info@serendipityyork.co.uk](mailto:info@serendipityyork.co.uk)  
🌐 [www.serendipityyork.co.uk](http://www.serendipityyork.co.uk)

## Serendipity X York Menfulness

Serendipity have teamed up with York Menfulness (→ see page 13) to offer free counselling to men in York. Get in touch with Serendipity to access this service and to find out more information..

## York St John University Counselling and Mental Health Centre

Offers high quality and affordable counselling and mental health services to communities outside YSJ University.

☎ 07472 029 906  
@ [CMHC@yorksja.ac.uk](mailto:CMHC@yorksja.ac.uk)  
🌐 [www.yorksja.ac.uk/working-with-the-community/counselling-and-mental-health-centre](http://www.yorksja.ac.uk/working-with-the-community/counselling-and-mental-health-centre)

## Qwell

A safe and confidential space online to share experiences and gain emotional wellbeing and mental health support from users and qualified professionals.

🌐 [www.qwell.io/hcv](http://www.qwell.io/hcv)

## British Association for Counselling and Psychotherapy (BACP)

Directory of registered therapists and counsellors.

🌐 [www.bacp.co.uk](http://www.bacp.co.uk)

## The Retreat

The Retreat provide specialised, high quality and sustainable mental health and wellbeing services. Their aim is to help people get their life back on track.

### Services include:

- Autism and ADHD therapy
- Children and Young People services
- Couple therapy
- Group therapy
- And, various therapy for individuals

There is a cost to their services, more information can be found on their website.

☎ 01904 412551  
@ [info@theretreatyork.org.uk](mailto:info@theretreatyork.org.uk)  
🌐 [www.theretreatyork.org.uk](http://www.theretreatyork.org.uk)

# Miscellaneous

## Anxiety UK

Help and support those affected by anxiety, stress and anxiety based depression. They have an expert team of medical advisors who offer support.

 **Helpline: 03444 775 774**  
 **Text support: 07537 416905**  
 **support@anxietyuk.org.uk**  
 **www.anxietyuk.org.uk**

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## Bipolar UK

Offer a range of services for people and families affected by Bipolar, including peer support groups.

 **info@bipolaruk.org**  
 **www.bipolaruk.org**

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## National Autistic Society

Information, advice and advocacy for people with an autism spectrum disorder and their families.

 **Autism helpline: 0808 800 4104**  
 **www.autism.org.uk**

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## Mental Health Foundation

Give information and advice on many mental health issues.

 **www.mentalhealth.org.uk**

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## Rethink Mental illness

Offer advice and information to anyone who is affected by mental illness. They are not a crisis service.

 **Advice line: 0808 801 0525**  
 **www.rethink.org**

Local Rethink groups include **Club 84** - a social club open to people of working age who live within a reasonable distance of York and have experience of severe mental ill health.

 **yorkgroup@rethink.org**  
 **07788 557371**  
 **www.rethink.org/help-in-your-area/support-groups/rethink-york-group**

## Mainstay

Offers support to people who have mental health concerns. They provide a safe environment to access support and help to reduce isolation through a range of individual and group support services.

 **07823 322993**  
 **ljamesmainstay@yahoo.co.uk**  
 **www.mainstayuk.org**

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## Recovery College

Provides a range of online support and resources for people with experience of mental illness, to help them on their journey to recovery.

 **www.recoverycollegeonline.co.uk**

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## Sunshine Changing Lanes

Supports people to resolve inner conflicts, address anger management and recover from life events. They can also help with developing coping strategies, awareness and personal growth.

 **07415 996 330**  
 **sunshinechanginglanes@gmail.com**  
 **www.sunshinechanginglanes.com**

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## Change, Grow, Live

Provides help and support to all ages. Support services cover a wide variety of areas including health and wellbeing, substance use, mental health, criminal justice, domestic abuse and homelessness.

 **changegrowlive.org**

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## Spark Support

A welcoming online support group, which spark conversations about mental health and your wellbeing.

 **www.sparksupport.co.uk**

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## Good Organisation

Provides personal development support for people affected by homelessness, addiction and experience of the criminal justice system.

 **mail@goodorganisation.co.uk**  
 **www.goodorganisation.co.uk**

# Safeguarding

## Worried about a vulnerable adult?

If you think you or someone you know is being abused or neglected (or neglecting themselves), contact your local Safeguarding Adults Board (SAB).

Deciding the right thing to do can be stressful, particularly if the person you are concerned about is reluctant to accept support. If you are not sure what to do, always seek advice. In York:

- 📞 01904 555111
- 📞 01609 534527 (out of hours)
- 📠 Text facility for people with impaired hearing: 07534 437804

**City of York Safeguarding Adults Board website:**  
🌐 [www.safeguardingadultsyork.org.uk](http://www.safeguardingadultsyork.org.uk)

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## Worried about a child or young person?

Contact the MASH (Multi Agency Safeguarding Hub) team.

The MASH is a multi-agency single point of contact for all concerns about children, and to make sure that children receive the right level of support.

- 📞 01904 551900
- @ [mash@york.gov.uk](mailto:mash@york.gov.uk)
- 📞 01609 780780 (out of hours)
- @ [edt@northyorks.gov.uk](mailto:edt@northyorks.gov.uk) (out of hours)



This guide was funded by the City of York Safeguarding Adults Board, which oversees adult safeguarding arrangements across York

# Healthwatch York

✉ **Freepost RTEG-BLES-RRYJ**  
**Healthwatch York**  
**15 Priory Street YO1 6ET**

📞 **01904 621133**  
@ **healthwatch@yorkcvs.org.uk**

**Find us on social media:**  
f 🐦 @HealthwatchYork  
🌐 **www.healthwatchyork.co.uk**

This guide is available on the Healthwatch York website.

## York CVS

Supports and champions York's voluntary, community and social enterprise (VCSE) sector to make positive change, challenge issues and grow new ideas to strengthen communities. Healthwatch York is a York CVS project.

🌐 **www.yorkcvs.org.uk**

