



Support services in York over the festive period 2025

Mental Health Support

Child & Adolescent Mental Health Service (CAMHS)

Who: Up to the age of 18

What: The team provides short term mental health support to young people who are experiencing a crisis with their mental health.

Where: Telephone

When: 24 hours a day, seven days a week

How: Telephone NHS 111 option 2

<https://www.tevv.nhs.uk/services/camhs/crisis-liaison-children-young-people/>

Community mental health services for adults in York

Christmas service: for out of hours crisis support, see details of Crisis Team below.

Who: People aged between 18 and 65 years old who are experiencing challenges with their mental health.

What: Community-based individual support for recovery and to help gain skills to live as independently as possible.

Where: YO32 9XW, Huntington House

How: Telephone: 01904 556705

<https://www.tevv.nhs.uk/services/community-mental-health-adults-york-selby/>

Crisis Team

Who: Crisis support for all ages

What: Advice, support, and practical help for people in a mental health emergency.

When: 24hrs a day, 365 days a year

How: Telephone NHS 111 option 2

<https://www.tevv.nhs.uk/services/crisis-advice/>

Samaritans

Who: For anyone in emotional distress.

What: Telephone and email support service.

When: 24 hours a day, 7 days a week

How: 116 123 free from any phone.

Email: jo@samaritans.org

www.samaritans.org/branches/york/ The Samaritans offers advice on its website if you are finding things hard over the festive season:

<https://www.samaritans.org/how-we-can-help/if-youre-having-difficult-time/if-youre-finding-things-hard-this-christmas-festive-season/>

The York Haven

Who: Anyone aged 16 or over in York and Selby.

What: Out-of-hours mental health support in a non-clinical environment. Walk-in service, no referral needed. 24/7 helpline available when closed.

Where: The Haven @ 30 Clarence Street YO31 7DE

When: 6pm-11pm every day including bank holidays

Phone: 07483 141310

Website: www.mhm.org.uk/the-haven-30-clarence-street

Yor Community Wellbeing Hub - Clarence Street

Who: Anyone aged 18 or over in York

What: A supportive safe space for anyone who feels they need support to manage their mental health and wellbeing. Information and signposting to other relevant services. With cafe space for refreshments.

Where: 30 Clarence Street YO31 7DE

When:

- Monday, Wednesday & Friday 10am-4pm
- Tuesday & Thursday by appointment only.

How: Drop in during open hours

Phone: 01904 553850 / 551963

Email: tevv.hubatclarencestreet@nhs.net

Website: <https://www.tevv.nhs.uk/locations/york-north-community-hub/>

Beat - eating disorder support

Who: Those in need of eating disorder support and family and friends.

What: Telephone Helpline available on weekdays from 3-8pm. Website with information and resources, and online support.

When: Helpline services will be open as usual over the Christmas period. They will be making two adjustments to their online support groups during the week commencing 22nd December:

- The Nest group will move to Thursday, 25th December (Christmas Day)
- The Hummingbird group will move to Tuesday, 23rd December

How: Helpline: 0808 801 0677, website link below <https://www.beateatingdisorders.org.uk>

Campaign Against Living Miserably (CALM)

Who: Anyone affected by suicide or suicidal thoughts

What: Provides a helpline and webchat, as well as information and support

When: Open from 5pm to midnight, every day of the year

How: 0800 58 58 58

<https://www.thecalmzone.net/>

CALM's advice on coping with feeling anxious at Christmas:

<https://www.thecalmzone.net/how-to-get-through-anxious-xmas>

Papyrus - Prevention of Young Suicide

Who: People up to the age of 35

What: Telephone helpline and text service providing support, practical advice and information to people who are worried about themselves, or to anyone who is worried about a young person.

When: 24/7, every day of the year including bank holidays and weekends.

How: Phone 0800 068 4141, text 88247, email pat@papyrus-uk.org or webchat

www.papyrus-uk.org

SHOUT Crisis text line

Who: For all ages

What: Provides mental health support for people experiencing a personal crisis.

When: 24/7, every day of the year

How: text Shout to 85258

<https://giveusashout.org/>

Switchboard - National LGBTQIA+ Support Line

Who: Lesbians, gay men, bisexual and trans people and anyone considering issues around their sexuality and/or gender identity.

What: Information, support and referral service

When: 10am-10pm every day of the year

How: Phone 0800 0119100, email hello@switchboard.lgbt, webchat <https://switchboard.lgbt/>

Medical Support

Pharmacy

Pharmacists can provide expert advice about common ailments and infections and can offer over-the-counter medicines for common illnesses. Many pharmacies in York now offer 'Pharmacy First' services providing easy access to prompt advice and treatment, including prescription medicines where appropriate, for seven common conditions, including:

- Sinusitis (12 years and over)
- Sore throat (5 years and over)
- Earache (1-17 years)
- Infected insect bites and stings (1 year and older)
- Impetigo (1 year and older)
- Shingles (18 years and over)
- Uncomplicated urinary tract infections (UTI) in women (16-64 years).

Other eligibility criteria may apply, but if you are outside of the criteria, a pharmacist may still be able to provide advice and care such as an over-the-counter treatment.

Pharmacies in York now offer the NHS pharmacy contraception service. You can get the emergency contraceptive pill, or a new or ongoing supply of the contraceptive pill, without needing to visit your GP. Your pharmacist will advise if this service is right for you. Follow this link on the NHS website for details of pharmacies in York where this is available:

<https://www.nhs.uk/service-search/sexual-health-services/find-emergency-contraception/>

Pharmacies across York are open during normal shop opening hours, but may be closed on Christmas Day, Boxing Day and New Year's Day. Below are details of those pharmacies open on the bank holidays.

Pharmacies open on bank holidays

We have tried to provide the most up to date information below, however, this may still be subject to change. You can check opening times for pharmacies by going to:

<https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy/>

Christmas Day 25th December:

Huntington Road Pharmacy & Health

412 Huntington Road, York YO31 9HU

Phone: 01904 623415

Open on Christmas Day 10am-12 noon

Blossom Street Pharmacy & Health

57 Blossom Street, York YO24 1AZ

Phone: 01904 622761

Open on Christmas Day 1pm-3pm

Boot Pharmacy, Heworth

5 Heworth Village, York YO31 1AE

Phone: 01904 423760

Open on Christmas Day 3pm-5pm

Boxing Day 26th December:

ASDA Pharmacy

Monks Cross Shopping Park, Jockey Lane, York YO32 9LF

Phone: 01904 689410

Open on Boxing Day 10am-4pm

Boots the Chemist

43 Coney Street, York YO1 9QR

Phone: 01904 653657

Open on Boxing Day 10am-5pm

New Year's Day 1st January:

ASDA Pharmacy

Monks Cross Shopping Park, Jockey Lane, York YO32 9LF

Phone: 01904 689410

Open on New Year's Day 10am-4pm

Boots the Chemist, Monks Cross

Monks Cross Shopping Park, Jockey Lane, York YO32 9GX

Phone: 01904 656360

Open on New Year's Day 10am-12 noon

Tesco Pharmacy, Askham Bar

Askham Bar, Tadcaster Road, York YO24 1LW

Phone: 01904 394123

Open on New Year's Day 3pm-5pm

For more information and to find your local pharmacy, visit the NHS website www.nhs.uk

GP surgeries

GP surgeries are usually the first contact if you have a health problem. Most GP surgeries will have reduced hours over Christmas, so check with individual surgeries for details. If they are not available call 111 for advice.

111

For urgent care out of hours, NHS 111 can book patients in to be seen at A&E or an urgent treatment centre, emergency dental services, pharmacy or another more appropriate local service. They can also send an ambulance should the patient's condition be serious or life-threatening.

999

Call 999 in a medical emergency. This is when someone is seriously ill or injured and their life is at risk.

Christmas Day and New Year's Day specials

AWOC – Aging Without Children

Who: Open to all

What: Zoom social

Where: Online

When: Christmas Day and New Year's Day 11am-12

How: Via Zoom link:

<https://us02web.zoom.us/j/87606316887?pwd=6qxi7eYNP1Ub7McRpVPb8kCBKcSbtr.1>

Meeting ID: 876 0631 6887 - Passcode: 730173

I Am Reusable

Who: Open to all

What: Community food bank. Trying to combat food waste by reusing food in the community

Where: Aldborough Way, York, YO26 4UX, UK

When: Open 365 days a year including Christmas Day, Boxing Day and New Year's Day

Email: iamreusable@gmail.com

Middle Feast

Who: Homeless people and those working on Christmas Day.

What: Free Christmas Dinner

Where: 13 Lendal, YO1 8AQ

When: 25th December 12-3pm

How: Attend on the day

Website: <https://middlefeast-york.co.uk/>

Food

Bell Farm Community Association

Who: Residents of Heworth ward

What: Community association and Foodbank.

Where: Bell Farm Social Hall, Roche Avenue, York, YO31 9BB

When: Food bank opening times: Monday & Wednesday 12-2pm, Tuesday & Friday 12-4pm
Closed Thursday and weekend

How: Drop in.

Phone: 01904 655934

Email: bellfarmcommunityasc@hotmail.com

www.facebook.com/groups/bellfarmbcabsh/

Carecent

Who: Open to people aged 18+.

What: Carecent is a breakfast centre for all homeless, unemployed or otherwise socially excluded members of our community six mornings a week. Provision of food, clothing and fellowship.

Where: Central Methodist Church YO1 8NQ

When: Normal service Monday - Saturday 8:30am to 10:45am. Afternoon session on Thursdays 1pm-3pm
Lunch on Christmas Day 12-2, please sign up in advance by contacting Carecent, drop in or phone 01904 624244.

How: Drop in during open hours.

www.carecent.org.uk

The Collective Sharehouse

Who: Residents of Micklegate ward

What: Offering a 'give as you can, take as you need' service offering non-perishable food, fruit and vegetables, toiletries and household cleaning products.

Where: Clements Hall, Nunthorpe Rd YO23 1BW

When: Normal service: Tuesdays & Fridays: 9:15 to 11:00am (last entrance 10:45am) and Wednesdays 5:00 to 6:00 pm (last entrance 5:45pm).
Closed on Christmas Eve and Boxing Day.

How: Drop in during open hours.

<https://www.thecollectivesharehouse.co.uk/>

Door 84 Community Food Project

Who: Door 84 is a youth and community hub in York, for young people, families, parents and carers.

What: Every Wednesday weekly drop in social and food project working on a 'pay as you feel basis', offering pastries and similar products, hot/ cold drinks and a community food stall for all.

Xmas Event for everyone on Tuesday 23rd Dec 2025 11am – 3pm. Includes Christmas crafts, Christmas sleigh and presents, refreshments and tombola. Free entry for everyone.

Where: 84 Lowther Street, YO31 7LX

When: Wednesdays 1:30pm to 3:30pm

How: Drop in during open hours

<https://door84.org.uk/>

Haxby Memorial Hall Foodshare

Who: People in the Haxby and Wigginton area.

Overseen by the Memorial Hall, in partnership with Haxby's Local Area Co-ordinator.

What: Free food and other goods. Meet & Eat Cafe

Where: Haxby Memorial Hall, 16 The Village, Haxby, York, YO32 3HT (Via the garden at the back of the Memorial Hall).

When: Normal opening for Foodshare: Wednesdays 11am-1:30pm, Fridays 12noon-2pm. Closed on 25th, 27th December and 1st January, will reopen on Friday 3rd January.

Meet & Eat Community Cafe closes on 13th December and will reopen on 10th January.

How: Drop in. meet & eat, pay whatever you can afford.

www.hwmc.org.uk/post/haxby-food-share-project

Foxwood Community Hub

Who: Open to all Foxwood residents

What: Pay as you feel lunch, with activities such as crafting, information and advice, socialising. Can also help with:

- Referrals to York Foodbank
- Accessing support from local advisers about housing issues, making benefits claims and checking your entitlements.
- Signposting to other support services

Christmas meal on 19th December.

Where: 18 Cranfield Place, York YO24 3HY

When: Fridays 11.45am to 2pm.

How: Drop in

Luke's Larder

Who: Open to all

What: 'Pay as they feel' in exchange for surplus food

Where: St Luke's Church Hall, Shipton Street, Burton Stone Lane YO30 6DG

When: Wednesdays, 12.30pm to 1.30pm. Closed Christmas Eve and New Year's Eve.

How: Attend on the day

Website: <https://yourcafeYork.uk/>

<https://www.facebook.com/lukeslarderyork>

HOPING York Street Kitchen

Who: Anyone in need, including the homeless and those in food poverty

What: Hot home-made meals, a food bank, toiletries and pet food. Christmas meal on 14th December, with all the trimmings, crackers and a choir.

Where: Just outside Kings Manor next to Exhibition Square to the side of the Art Gallery

When: Every Sunday 2:30 – 4pm

How: Drop in

I Am Reusable

Who: Open to all

What: Community food bank. Trying to combat food waste by reusing food in the community

Where: Aldborough Way, York, YO26 4UX, UK

When: Open 10am-5pm, 365 days a year

Email: iamreusable@gmail.com

Planet Food: The Real Junk Food Project York

Who: Open to all Inclusive Community Café and shop using 100% surplus food

What: Inclusive community pay as you feel café and hot lunch. Bags of groceries £1-£2, pay as you feel, donations welcome.

Where: Southlands Community Centre, 97 Bishopthorpe Road YO23 1NX

When: Normal hours: Thursdays 10.30am – 3.15pm. Closed Christmas Day, Boxing Day and New Year's Day, but open on 2nd January.

How: Attend on the day

Facebook: @planetfoodyork

Email: planetfoodyork@gmail.com

Red Tower Community Hub and Drop-in

Who: Open to all

What: Pay as you feel lunch and food shop, with information and advice drop-in.

Where: Foss Islands Rd, York YO1 9UJ

When: Mondays 11:30am-2pm

How: Attend on the day

redtoweryork.org.uk/

St Oswald's Church Hall

Who: Open to all

What: Community café, food bank and food share

Where: Main Street, Fulford, York YO10 4HJ

When: Community Café Tuesdays and Wednesdays 10am-12 noon

Food bank and food share items freely available both from the Hall and in the church throughout the year

How: Attend on the day

Phone: 01904 652782

Website: <https://www.stoswalds.church/village-cafe/>

YourCafé at Tang Hall Community Centre

Who: Support for anyone who needs it, tackling food waste and supporting the local community.

What: Provides a weekly lunch produced from donated surplus 'waste' supermarket food that would otherwise be thrown away. Lunch provided on a 'pay as you feel' basis.

Where: Tang Hall Community Centre, Fifth Avenue, York, YO31 OUG

When: Your Café Wednesdays 11am to 12 noon

How: Attend on the day

Website: <https://yourcafeYork.uk/>

York Foodbank

Who: Open to anyone with food voucher.

What: Foodbank - providing three-day emergency food and support to local people who are referred to them in crisis.

Where and when:

Monday: Gateway Centre, Front Street, Acomb, YO24 3BZ **11am-1pm**

Tuesday: Vineyard Church, 3 Fawcett St, York YO10 4AH **10am-12 noon**

Wednesday: Living Word Church, 189 Huntington Road, YO31 9BP **1-3pm**

Thursday: St Joseph's Church (Church Hall), Sutton Way, Kingsway North, YO30 6JX **2-4pm**

Friday: Cornerstone Methodist Church, 119 Millfield Lane, Tang Hall, YO10 3AP **10.30am-12.30pm**

Saturday: The Belfrey@ the De Grey Rooms, St Leonard's Place YO1 7EN **10am-12noon**

Christmas opening: Open as normal until 23rd December. Open at the Gateway Centre, Acomb on 29th December **11am-1pm**, then open as normal from 2nd January.

How: You must have a food voucher. Call Citizens Advice on 0808 208 2138 (open Monday to Friday, 9am-5pm, closed on public holidays). Alternatively for help in accessing a voucher, you can also call Citizens Advice York on 03444 111 444.

www.york.foodbank.org.uk/locations

The General Store at SPARK

Who: Open to local community

What: Independent general store and food bank. Redistributes perfectly good food that would otherwise go to landfill, with the aim of reducing food waste across the city.

Where: SPARK York, 17-21 Piccadilly, York YO1 9PB

When: Every Wednesday and Saturday from 10am until stock is depleted. Closed on 24th and 27th December.

How: Drop in and fill a bag for £1

<https://www.sparkyork.org/the-general-store/>

York Mosque Community Kitchen

Who: Open to local community

What: Warm food, tea and refreshments provided by York Mosque and guest kitchens from the local community.

Where: York Mosque and Islamic Centre, Bull Lane (off Lawrence Street), York YO10 3EN

When: Every other Thursday, open on the 18th December and then on 15th January

How: Drop in

Email: contact@yorkmosque.com

York Travellers Trust Food Stall

Who: Gypsy and Traveller Communities & open to all

What: Open Living Room, food stall and clothing stall.

Where: 20 Falsgrave Crescent, Clifton YO30 7AZ

When: Normal opening hours Monday, Tuesday and Wednesday from 10am-2pm. Community Food Share every Monday.

How: Drop in.

Contact 01904 630526 or email info@ytt.org.uk for more information.

<https://ytt.org.uk/>

Holiday Activities and Food

York's Holiday Activities and Food programme offers fun activities for keeping active, being creative and trying something new over the winter school holidays. Children and young people (age 4 to 16 years) in receipt of benefit-related free school meals can receive up to four sessions of free activities and nutritious food during the winter holidays.

For details of holiday activities with food see the Raise York website:

<https://www.raiseyork.co.uk/directories/holiday-activities-food>

Book your activities using the centralised booking system: <https://www.holidayactivities.com/>

For activities and services see:

<https://www.raiseyork.co.uk/directories>

Substance use, treatment and recovery support services

For more information about services in York, see the Live Well York website:

<https://www.livewellyork.co.uk/information-and-advice/health-and-wellbeing/help-for-drugs-and-alcohol-use/>

York in Recovery – Community Recovery Hub and Recovery Cafés

Who: For people in recovery, looking for support or affected by addiction, open to all

What: A no judgement, peer-support recovery group.

When:

The Community Recovery Hub is now open every day at 2 Wellington Row, York YO90 1WR.

Usual opening times:

- Monday, Tuesday, Wednesday & Friday 9am-5pm
- Thursday 9am-12.30pm
- Sunday 11am-1pm

Times may vary, if possible, please phone ahead to check: 07767132696.

Open on Christmas Day **11am-3pm**, Boxing Day **10am-3pm** and New Year's Day **10am-3pm**.

Recovery Cafés:

Tuesdays: 4.30-6.30pm at Acomb Garth Community Centre, 2 Oak Rise YO24 4LJ

Thursdays: 1pm - 4pm, St Bede's Pastoral Centre, 21 Blossom Street, YO24 1AQ – closed on Christmas Day and New Year's Day

Fridays: Women only 1-3pm, contact info@yorkinrecovery.org.uk for venue details

Sundays: 11am - 1pm, 3 Blossom Street, York YO24 1AU. Entrance is located by the back gate alongside Nunnery Lane Car Park up the slope.

How: Just turn up.
Details on their website:

www.yorkinrecovery.org.uk/recovery-cafe

York Drug and Alcohol Services

Who: Anyone with a dependency to drugs and/or alcohol.

What: A range of support including health screening, signposting to other agencies (including signposting family, children, and carers to services to support them), clinical support, access to peer support groups and mutual aid.

Where: 3 Blossom Street, York YO24 1AU

When: Christmas opening hours:

24th December - 9am - 3.30pm

25th December - Closed

26th December - Closed

27th December - 9am-5pm

30th December - 9am - 3.30pm

1st January - Closed

Open as normal from 2nd Jan

How: To access, refer or for more information phone 01904 464 680 or email yorksms.info@cgl.org.uk

Details on their website:

<https://www.changegrowlive.org/>

Homelessness

Peasholme Charity

Who: People in York who are experiencing crisis including those who are unable to afford food, utilities or rent, are homeless or at imminent risk of losing their homes.

What: Advice services and signposting

When: Normal office hours 9-5 Monday – Friday, Closed Christmas week from 24th December to 2nd January.

How: 01904 466866 or email

info@peasholmecharity.org.uk or ask for one of our Advice Workers at your nearest Foodbank session.

Salvation Army

Who: Rough sleepers or anyone in housing need over the age of 18

What: Early morning street walk welfare checks 4.30 am including bank holidays service to offer information, advice and guidance for anyone in housing need. Signposting to further support services. Anyone requiring emergency accommodation outside of these times should ring City of York Council Housing Options team on 01904 5544500.

How: Phone 07712 443163 or email charles.malarkey@salvationarmy.org.uk

www.salvationarmy.org.uk/york-community-work

Support for Gambling

Gamcare

Who: Anyone affected by gambling harm, gamblers and those affected by the gambling behaviour of a family member or friend.

What: A range of free, confidential, flexible services which can be provided face-to-face, online or over the phone.

Where: Face-to-face, online or over the phone

When: Normal hours: Monday to Friday 9am-5pm. Local call number not available on Christmas Day, Boxing Day or New Year's Day, but national helpline and live chat available 24/7, 365 days of the year.

How: Local call number: 0113 388 6466, email yandh@gamcare.org.uk or complete the online referral form.

<https://www.gamcare.org.uk/get-support/find-local-support/yorkshire-and-humber/>

National Helpline: 0808 80 20 133 or live chat through website 24 hours a day, every day of the year: <https://www.gamcare.org.uk/get-support/talk-to-us-now/>

Addiction Family Support

Who: People impacted by a loved one's harmful use of alcohol, drugs or gambling.

What: Telephone listening support

When:

- Monday & Tuesday 9am –6pm
- Wednesday & Thursday 9am–8pm
- Friday 9am-5pm
- Saturday 9am–12 noon
- Sunday 5pm–8pm

Available 365 days a year

How: Phone 0300 888 3853

<https://addictionfamilysupport.org.uk/>

Support for Carers

York Carers Centre

Who: Carers living or caring for someone who lives in York

What: Advice line, evening advice line and out of hours support

When: Usual hours:

Monday 9.30am-4.30pm

Tuesday 9.30am-4.30pm

Wednesday 9.30am-4pm and evening advice line from 5pm to 8pm

Thursday 9.30am-4.30pm

Friday 9.30am-4pm

How: Telephone 01904 715490.

www.yorkcarerscentre.co.uk

Christmas closing: Closing at 4pm on Friday 19th December 2025 and re-opening on Monday 5th January.

If you're a carer who needs urgent help whilst York Carers Centre is closed, please contact City of York Council. Adults should contact City of York Council Customer Access and Assessment Team on 01904 555 111 or email adult.socialsupport@york.gov.uk

Children and young people should contact City of York Council Multi Agency Safeguarding Hub on 01904 551900 or mash@york.gov.uk

If these teams are unavailable, please contact CYC Council Emergency Duty Team on 0300 131 2131.

Bereavement

CRUSE Bereavement Care

Christmas Helpline: Christmas Eve – email service only, Christmas & Boxing Day phone and email service open 10am-2pm

Who: Opening to anyone needing bereavement support.

What: Bereavement telephone support

Where: Helpline and email service available through website. Phone or complete an online form to access local services.

When: Normal opening hours: national phone lines open Monday, Wednesday, Thursday, Friday 9.30am-5pm.

You can make contact through the webform at any time. Bereavement volunteers will respond to enquiries: Monday and Friday: 9am – 5pm
Tuesday, Wednesday, Thursday: 9am – 8:00pm
Saturdays 10am – 2pm.

Over the festive period the Helpline phonelines and email service will be open as follows:

Christmas Eve - 24th December – email service only

Christmas Day - 25th December - 10am - 2pm

Boxing Day - 26th December – closed

27th December – 10am – 2pm

28th December – 10am – 2pm

29th December – closed

30th December – 10am – 2pm

New Years Eve – 31st December – email service only

New Years Day – closed

How: Telephone: National support line: [0808 808](tel:08088081677)

[1677](tel:08088081677) or local number: 01904 481162

<https://www.cruse.org.uk>

St Leonard's Hospice

Who: Support for local people with life-limiting illnesses, palliative care and bereavement support

What: Telephone Bereavement support. Call to self-refer for ongoing planned bereavement support.

Where: Telephone support

When: Monday to Friday 8am - 4pm

How: Call 01904 777760 and ask for the Bereavement Support Team.

www.stleonardshospice.org.uk/grief

St Leonard's single point of coordination will be operational if anyone has any questions or needs access to clinical services, Monday to Friday 8am-4pm: 01904 777770.

The Lullaby Trust

Who: Support for anyone affected by the sudden or unexpected death of a baby or young child

What: Helpline – a listening service (not formal counselling), the calls are answered by bereaved parents, grandparents and other relatives. Everyone who gets in contact will be offered the chance to be put in touch with a befriender.

When: Monday to Friday 10am–2pm, weekends and public holidays: 6pm-10pm.

How: Phone 0808 8026868 or email support@lullabytrust.org.uk

Warm Spaces

A number of organisations, including York Explore Libraries, are offering a warm space for people to spend time through the colder months.

Please see the Live Well York website for further information on individual venues. From the home page follow the link to the Warm Places Directory: <https://www.livewellyork.co.uk>

York Explore Libraries

Who: Open to all

What: Libraries and reading cafes at various venues around York offering a warm space to drop in, stay as long as you like, settle down with a cuppa and make the most of your local library. Also offering a range of services: books to read and borrow for all ages, activities, free to use computers, free Wi-Fi, free newspapers, magazines or audiobooks through the Press Ready and Libby apps. Digital support available through 100% Digital York.

Where: Venues across York, see website

When: Over Christmas all libraries are closed on the 24th, 25th and 26th December.

Explore Centres at Clifton, Tang Hall and York are open on the 27th, 28th and 30th December. Closed on the 29th and 31st December, and 1st January. All other libraries are closed from 24th December to 1st January inclusive.

Reading Cafes at Hungate and Rowntree Park: open 24th December until 2pm, closed 25th and 26th December and 1st January. Hungate also closed 29th and 31st December. All libraries and cafes re-open as normal from 2nd January 2025.

How: Drop in

<https://exploreYork.org.uk>

Other services

Age UK York

Who: Older people, as well as their families, friends, carers and professionals, based in York

What: Wide ranging information, advice and support services.

Where: Information on website, telephone advice line and email.

When: Normal hours Monday to Friday 9.30am-3pm. Closed Christmas Eve afternoon, Christmas Day, Boxing Day and New Years Day. National Helpline available when York office closed, see details below.

How: Phone: 01904 634061, email

firstcall@ageukyork.org.uk.

Website: <https://www.ageuk.org.uk/york/>

Age UK National Helpline

Who: Older people, as well as their families, friends, carers and professionals

What: Wide ranging information including about benefits, hospital stays, care homes.

Where: Telephone advice line

When: 8am-7pm, 365 days a year including all bank holidays

How: Phone 0800 678 1602

Association for Postnatal Illness

Who: Anyone suffering from postnatal illness

What: Helpline run by staff who are knowledgeable about postnatal depression, but they are not health professionals. For medical advice you should contact your GP or health visitor.

When: Normal office hours: Monday to Friday 10am-2pm

How: Phone 020 7386 0868

Email: info@apni.org or contact form on website: <https://apni.org/need-help-now/>

Childline

Who: A free, private and confidential support service for children.

What: Telephone and 1-2-1 webchat

Where: Telephone and webchat service during the festive period

When: 24 hours a day, 7 days a week, but they might not be able to talk for as long after midnight.

How: Call 0800 1111 or 1-2-1 webchat:

www.childline.org.uk

IDAS

Who: Support for those experiencing or affected by domestic abuse.

What: North Yorkshire Helpline and national 24-hour helpline, email information

Where: Telephone

When: Local helpline open seven days a week, national helpline open 24/7.

How: Call 03000 110 110 (North Yorkshire and Barnsley) or 0808 200 0247 (National 24 hours helpline). Live chat available through the website 3pm - 6pm daily. Email for information: info@idas.org.uk
www.idas.org.uk

National Breastfeeding Helpline

Who: Anyone who needs breastfeeding support and information

What: Helpline

When: 24/7, every day of the year

How: Phone 0300 1000212

www.nationalbreastfeedinghelpline.org.uk

The Silver Line

Who: Free confidential helpline for older people.

What: Offering friendship, support, and information, telephone support service

Where: Telephone only

When: 24hrs a day, 365 days a year

How: Call free 0800 470 8090

www.thesilverline.org.uk

Tommy's Midwives Helpline

Who: For anyone who needs advice, reassurance or support on:

- planning for pregnancy
- pregnancy
- any aspect of pregnancy loss, including mental health
- pregnancy after loss
- mental health before, during or after pregnancy.

What: A non-urgent freephone line offering general support and advice. Staffed by specialist midwives.

When: Monday to Friday 9am-5pm

How: Phone 0800 0147800 or email: midwife@tommys.org.

Victim Support

Who Victims of crime or those affected by crime

What: Independent, confidential support

Where: National Support line and Live Chat, online support tools

When: 24/7 365 days a year

How: Support line: 0808 1689 111, Live Chat:

www.victimsupport.org.uk

www.mysupportspace.org.uk



List produced by Healthwatch York

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Please note that our office will be closed from Christmas Eve and will reopen on 5th January.



If you have found this list helpful and want us to continue to provide this information in the future, please sign the petition to save the independence of local voices in health and social care.

The parliamentary petition launched by local Healthwatch, including Healthwatch York, is still live and we urge everyone to sign it. The petition calls on the government to review the decision to abolish the independent way for people to feedback about health and care services.

People need an independent voice in the future of health and care. Please sign and share the petition, link below:

<https://petition.parliament.uk/petitions/732993>