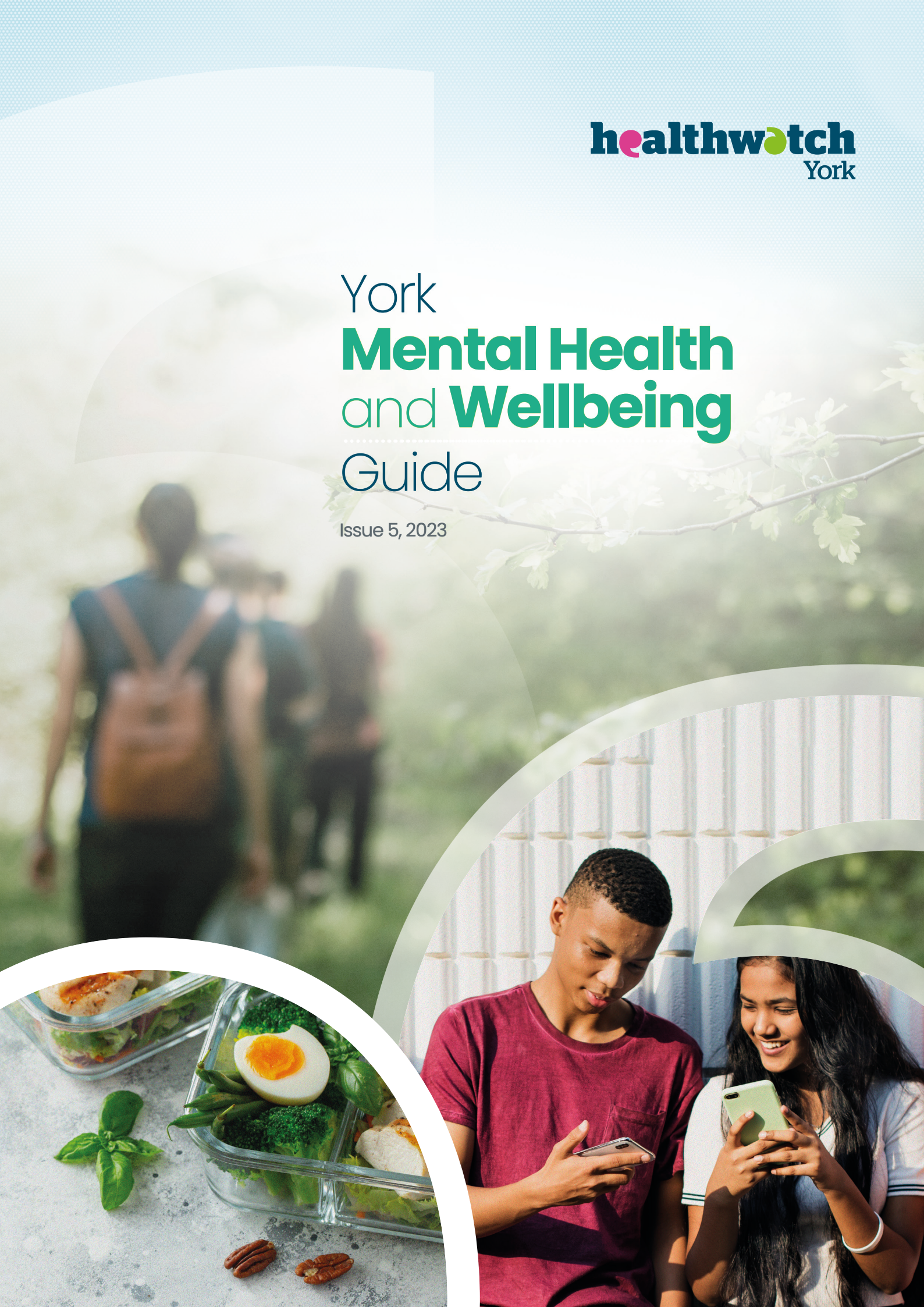


York **Mental Health and Wellbeing** Guide

Issue 5, 2023



Welcome!


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

This guide is intended to help people in York find information, advice and support with their mental wellbeing.

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Contact us

 Healthwatch York,
15 Priory Street,
York, YO1 6ET


 01904 621133

 healthwatch@yorkcvs.org.uk

 www.healthwatchyork.co.uk

Who to call in a crisis

If you or someone you know is feeling suicidal, then it is important to get some help now.

 **Call 999 if someone is at immediate risk of hurting themselves or others.**

Mental Health Crisis Line – York (TEWV)

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 051 6171**

 **www.tewv.nhs.uk/services/crisis-advice**

Samaritans

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

 **116 123 Free or 0330 094 5717 Local call charges apply**

 **jo@samaritans.org**

 **www.samaritans.org/branches/york**

Shout Crisis text line

Provides mental health support for people experiencing a personal crisis. For all ages.

 **Text Shout to: 85258**

The Haven

Out of hours mental health support in a non-clinical environment, virtual support via video call and 24/7 helpline. For anyone aged 16 or over.

 **Walk in: The Haven @ Clarence Street, YO31 7EW Monday to Friday 6pm–10pm and Weekends 2pm–10pm.**


 **07483 141 310**


 **haven.mhm@nhs.net**

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

Papyrus – Prevention of Young Suicide

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 HOPELineUK**
Open 9am–midnight, every day

 **Text: 07860 039967**

 **pat@papyrus-uk.org**

 **www.papyrus-uk.org**

CALM (Campaign Against Living Miserably)

For people who are down or 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**

 **Webchat: thecalmzone.net/help/webchat**

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 4pm–10pm every day**

 **support@sane.org.uk**

 **www.sane.org.uk/home**

SignHealth – The Deaf Health Charity

If you are deaf and experiencing a crisis, text DEAF to 85258 for free and immediate support. SignHealth also run a BSL Therapy Service, self-referrals can be made through the online form on their website. **Contact by text, email or SignVideo through the website.**

 **Text DEAF to 85258**

 **Info@signhealth.org.uk**

 **<https://signhealth.org.uk>**

Support in the Community

Social prescribing – Primary Care Link Workers

What are they and 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 contact their GP for what is primarily a social issue (eg loneliness, isolation, financial problems)
- Primary Care Link Workers are well placed to address the root causes 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 GP 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:

You can refer yourself by contacting the Link Worker Number – **01904 437911**, leaving your name, number and the name of your Doctor's surgery.

Anyone who works at a GP surgery can refer to social prescribing, you don't need a GP appointment.



Primary Care Link Worker Jamie tells us about her work

“ I thoroughly enjoy my role as a Social Prescriber. I love being part of a patient's journey. It is all about building a positive relationship with another person and supporting them to develop and grow.

I value giving my time and really listening to the person I support, finding out what really matters to them and supporting them to overcome challenges or barriers they may face. It's a truly holistic role and empowers our patients to make some big changes to their lives.

The Social Prescribing relationship is a two-way process and I learnt so much from my patients, and through my connections with local and statutory services. We are ideally placed to facilitate and encourage conversations between services and service users to promote lasting change. **”**



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.

Support in the Community



Ways to Wellbeing Social Prescribing

Ways to Wellbeing (W2W) has been operating in York since 2016. In 2020 W2W moved from working in primary care, into secondary care services. Since then, the people supported are referred from professionals working in specialist health services, with a focus on reducing readmission, early intervention and prevention.

W2W work very closely with social prescriber colleagues working in primary care (ie Primary Care Link Workers).

As well as being a social prescribing service, a large part of the work involves:

- growing the reach of social prescribing in York by testing out new areas
- testing new and creative ways of filling gaps in community support
- creating volunteering opportunities

W2W also deliver an annual small grants fund, to help strengthen the many charities, social enterprises and community groups that we all need in York, and that help social prescribing to continue to flourish.

☎ 01904 621133 (select option 4)

✉ waystowellbeing@yorkcvs.org.uk

💻 www.yorkcvs.org.uk/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 to see which areas of York have a LAC and how to access them:

💻 www.york.gov.uk/LACDirectory

📞 07833 049036



Abuse


Independent Domestic Abuse Services (IDAS)

Services include advice and accommodation for those experiencing or affected by domestic abuse. Support for 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.

If you are deaf or have a hearing impairment, please email info@idas.org.uk to book a web chat appointment.


 **03000 110110 North Yorkshire Helpline**

 **info@idas.org.uk**


 **www.idas.org.uk Live chat available every day from 10pm–4pm via website**

Survive

A York-based charity which supports women and men who have survived child sexual abuse, rape or sexual assault, to rebuild their lives.

 **Helpline: 01904 638813**


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

 **www.survive-northyorks.org.uk**

Respect

Respect Phoneline

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**
Monday–Thursday 10am–8pm
Friday 10am–5pm

 **info@respectphoneline.org.uk**
Monday–Friday 9am–8pm

 **www.respectphoneline.org.uk**
Webchat available Thursday 2pm–4pm

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**
Monday–Friday 10am–8pm

 **supportinfo@mensadviceline.org.uk**
Monday–Friday 9am–3pm

 **www.mensadviceline.org.uk**
Webchat support available Wednesday 10am–11:30am and 2.30pm–4pm

Substance addiction and recovery services

York Addiction and Recovery Services

delivered in partnership with **Changing Lives** and **Spectrum Community Health CIC**

1. Oaktrees Community Rehab

An abstinence-based day treatment programme (drugs and alcohol). Self-referrals are welcomed.

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

 **01904 621776**


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

2. Blossom Street – York Drug and Alcohol Service

A service for adults offering needs assessment, 1:1 and group support as well as clinical intervention where appropriate. They also provide a needle exchange service.

Opening times:

Monday and Thursday: 9am–7.30pm
Tuesday/Wednesday/Friday: 9am to 5pm
Weekend and bank holiday: Closed

 **01904 464680**


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

3. Changing Lives Thrive – Young Persons Service

Specialist advice service for young people up to the age of 23 if in full time education, who are affected by their own or someone else's substance misuse.

 **01904 464680 Monday – Friday**

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

 **WhatsApp: 07812 6725788**

 **Instagram: @changinglives_thrive**

4. Changing Habits – Alcohol Support Service

Specialist Support to change unhelpful drinking patterns and build new ways of coping with life's challenges.

 **01904 621776**

 **Text: 07513 715546**

York in Recovery

Peer led recovery organisation offering mutual support and understanding. Recovery Cafes three times a week. Safe and supported spaces for people to meet and share their experience.

 **07724 312084**

 **Twitter: @YorkInRecovery**

 **info@yorkinrecovery.org.uk**

 **www.yorkinrecovery.org.uk**


York Alcohol Forum

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

 **07773 363166**

Narcotics Anonymous

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**

Alcoholics Anonymous

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

 **Helpline: 0800 917 7650 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**

Monday–Friday: 9am–8pm

Weekends: 11am–4pm


Cocaine Anonymous

A fellowship of addicts who meet together to share experiences and support. In-person and online support groups.

 **cayork.york@gmail.com**

Talk to Frank

Friendly, honest and confidential advice on drugs. If you want to talk, you can. Live chat via website 2–6pm everyday.

 **Helpline: 0300 123 6600 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**

Substance addiction and recovery services

continues on the next page →

Substance addiction and recovery services – advice for families and carers

Adfam

Provides support to adult family members, friends and carers of those with substance use disorders. Referral form for local support on website.

✉ admin@adfam.org.uk

🌐 www.adfam.org.uk

National Association for Children of Alcoholics (NACOA)

Free confidential helpline for everyone affected by a parent's drinking.

☎ **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 008 6811**

10am–10pm, 365 days per year

🌐 www.al-anonuk.org.uk

York Carers Centre

Provides support to paid and unpaid carers in York.

See pages 9 and 10 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. Webchat service and email advice request form available via website.

☎ **0808 278 7895**

Monday–Thursday, 10am–4pm

🌐 www.citizensadviceyork.org.uk

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

🌐 **Free benefit checkers:**
www.gov.uk/benefits-calculators

Bereavement

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

🌐 www.bcsy.org.uk

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 support Monday–Friday from 10am–4pm**

🌐 www.stleonardshospice.org.uk/Patients

Bereavement – support

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: 0800 282 986
Monday to Sunday: 7pm–10pm
Monday, Thursday and Friday: 10am–1pm
Tuesday and Wednesday: 10am–4pm

www.childdeathhelpline.org.uk

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 now running face to face support groups.

Supportline: 0300 1115065
Monday & Tuesday 9am–5pm

Local number for info on support groups in York: 07932 542672

york@uksobs.org

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.

0808 808 1677
Opening hours vary day to day

york@cruse.org.uk

www.cruse.org.uk

The Compassionate Friends

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. The Compassionate Friends support others who have also suffered the death of a child/children.

Helpline: 0345 123 2304
10am–4pm and 7pm–10pm every day

helpline@tcf.org.uk

www.tcf.org.uk

Major Incident Response Team (MIRT)

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

mirt@northyorks.gov.uk

www.york.gov.uk/MIRT



Caring and supporting

Adult Social Care Team (City of York Council)

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

01904 555111 Mon–Fri, 9am–5pm

In an emergency call the out of hours Emergency Duty Team: 01609 780780

adult.socialsupport@york.gov.uk

www.york.gov.uk/GetAdultSocialCare

Caring and supporting
continues on the next page →

Young Carers Revolution (YCR)

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

✉ enquiries@yorkcarerscentre.co.uk

💻 www.ycryorkuk.wordpress.com

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.

York Carers Forum

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

☎ 01904 422437

📠 **Text:** 07939 394556

💻 yorkcarersforum@tiscali.co.uk



Children & young people

York CAMHS (Child and Adolescent Mental Health Service)

When a child or young person's mental health begins to negatively impact their everyday life, the CAMHS team can support, help and advise.

📍 **Orca House,**
Link Road Court, Osbaldwick,
York YO10 3JB

☎ 01904 420950

💻 www.tewv.nhs.uk/locations/orca-house

The Retreat

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

☎ 01904 412551

💻 www.theretreatyork.org.uk

Childline

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

☎ **Helpline:** 0800 1111

💻 **1-2-1 web chat:** www.childline.org.uk

YorOK

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

 www.yor-ok.org.uk

 **Young Persons phone line:**
01904 555400 Monday – Friday 10am–4pm

 **TEXT ONLY number: 07786 202241**

SASH


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


 **0330 056 2259**

 www.sash-uk.org.uk

Young Minds

Offering mental health support to young people and their families. Resources available on the website.

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

 **Parents Free Helpline: 0808 802 5544**
Monday to Friday 9:30am – 4pm

 www.youngminds.org.uk

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**
4pm – 11pm Monday to Saturday

 www.themix.org.uk

The Children's Legal Centre

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

 chalky@childrenslawcentre.org

 **Advice Line: 0808 808 5678**

 www.childrenslawcentre.org.uk

Changing Lives – Thrive


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

 york@changing-lives.org.uk

 **01904 464680**

Stem4

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

 www.stem4.org.uk


Young People's Service at York Mind

York Mind offer a range of services for young people who may be experiencing difficulties with their emotional wellbeing and mental health

→ Young men's groups for ages 11–16

→ Mentoring service for 8–13 years olds

→ Counselling service from 12–25 years old

 **Young men's groups:**
youngpeople@yorkmind.org.uk

 **Mentoring:** ypmentoring@yorkmind.org.uk

 **Counselling:** Ypcounselling@yorkmind.org.uk

 **Status of service:** www.yorkmind.org.uk/how-we-help/young-peoples-service

Yormind & Chat Chit

The website Yormind and the podcast Chat Chit were created specifically so that young people and those who support them know where and how to access mental health support in York.

 www.yormind.org.uk

 <https://chatchit.buzzsprout.com>

Children & young people
continues on the next page →

Children & young people – 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

 <https://door84.org.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

 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

 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

 www.choose2youth.co.uk

Snappy

Working to empower children and young people with disabilities.

 01904 640562

 www.thesnappytrust.org

Are you a young person (aged 8–25 years) and care for someone else? **See page 10 for information about York Carers Centre.**

Community support groups

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.

 **For more information visit:**
www.livewellyork.co.uk

York Mind

York Mind exists to support recovery from mental ill health and to promote emotional wellbeing and independent living.

The services below are currently operating:

Mental Health and Wellbeing Activities

A range of activities run throughout the year. To access them 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/how-we-help/activities-and-peer-support/our-activities-20222023

Counselling


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

Corporate Wellbeing Service

York Mind supports mental health across the city by helping a variety of organisations from schools to businesses, to implement better workplace support and mental health initiatives, including training courses on a variety of topics.

Young people's service – See page 31

 **Highcliffe House, Highcliffe Court,
York, YO30 6BP**

 01904 643364

 office@yorkmind.org.uk

 www.yorkmind.org.uk

York Ending Stigma (YES)

People with experience of mental ill-health share their experiences in a variety of ways (talks, blogs, podcasts) to end mental health stigma, bust myths, and challenge incorrect stereotypes.

 www.yorkcvs.org.uk/york-ending-stigma

 yes@yorkcvs.org.uk

York Ending Stigma – Why Suicide Prevention Campaign

Working to break the silence, stigma, and shame of suicide through compassionate conversations; by talking, sharing, and listening.

 www.whysuicideprevention.co.uk

York Ending Stigma Podcast

Podcast topics include mental health and loneliness, mental health and social anxiety, and mental health and employment.

 <https://anchor.fm/yorkendingstigma>

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

 www.thehutyork.co.uk

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


 **01904 797623 / 07800 501382**

 www.poppletonrailwaynursery.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.

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

 **01904 632332**

 contact@kyra.org.uk

 www.kyra.org.uk

Move Mates

Wellbeing through movement. Group Wellbeing Walks and 1-1 walking buddy project.

 **01904 373017**

 york@movemates.org.uk

 www.movemates.org.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**

 info@toolboxdrama.co.uk

 toolboxdrama.co.uk

Menfulness

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.

 <https://menfulness.org>

Yor-Peer Support

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

 **Facebook:**

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. The York CAP Debt Help Centre is run in partnership with St Michael le Belfrey Church, York.

☎ 0800 328 0006

💻 www.capuk.org

Money Helper

Previously 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.moneyhelper.org.uk/en

National Debtline

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

☎ 0808 808 4000 Monday to Friday
9am–8pm and Saturday 9:30am–1pm

💻 <https://nationaldebtline.org>

Step Change

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

💻 www.stepchange.org

York Families 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)

💻 www.commlinks.co.uk/?service=york-families-wellbeing-service

→ www.hwy.link/YFWS (Shortened URL)

✉ ginny.barker@commlinks.co.uk

The Society of Later Life Advisers (SOLLA)

Financial advice for older people and their families. Visit their website for local support:

☎ 0333 202 0454

💻 www.societyoflaterlifeadvisers.co.uk

✉ admin@societyoflaterlifeadvisers.co.uk



Eating disorders

If you are concerned about yourself or someone else, visit www.nhs.uk for eating disorder information.

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.

Various programmes are available in York:

SharED – A free email support service that matches volunteers who have recovered from their own eating disorder with young people who are currently struggling with an eating disorder.

Bolster – Coaching support for adults with an emerging eating disorder or signs of disordered eating.

Motivate – Regular (weekly) support to ensure you remain motivated while waiting for your treatment for anorexia or bulimia to start.

Momentum – A clinically recommended self-help programme designed to help overcome the urge to binge eat and develop a healthy approach to eating.


POD – Peer support and development for carers. Online carer community designed to provide people supporting someone with an eating disorder with a space to learn, share experiences and find support.

Helplines open 365 days a year weekdays 9am-midnight, and weekends and bank holidays 4pm-midnight.

 **Helpline: 0808 801 0677**

 **Youthline: 0808 801 0711**


 **help@beateatingdisorders.org.uk**

 **One to one webchat service on their website: www.beateatingdisorders.org.uk**

Fighting Eating Disorders (FED)


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

 **Facebook: @FedFightingEatingDisorders**

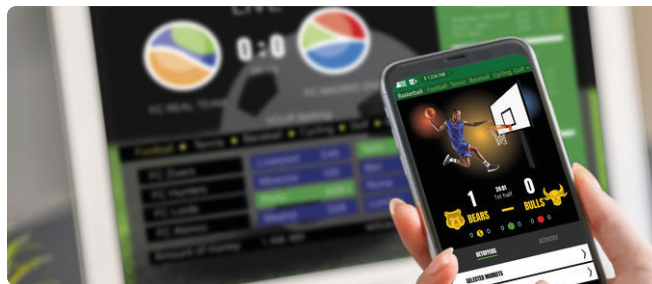
 **fightingeds@yahoo.co.uk**

Children and Young People's Community Eating Disorders Team

NHS specialist team for young people with eating disorders (based at Orca House), see page 10.

 **01904 615300**

 **www.tewv.nhs.uk/services/community-eating-disorder-young-north-yorkshire**



Gambling

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**

GamCare

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

 **24/7 Advice line: 0808 802 0133**

 **Visit the website to access their online webchats and forums: 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**

Northern Gambling Service

Specialist addiction therapy and recovery for people affected by gambling addiction, including 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**

 **www.leedsandYorkpft.nhs.uk/our-services/northern-gambling-service**



General Wellbeing

Get Cycling

Promotes cycling for health and happiness with bikes for all ages and abilities.

☎ 01904 636812

✉ admin@getcycling.org.uk

💻 www.getcycling.org.uk

The Northern Centre for Mindfulness and Compassion

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

✉ relax@yorkmbsr.co.uk

💻 www.yorkmbsr.co.uk

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.

☎ 01423 637656

✉ hayley@northyorkshiresport.co.uk

💻 www.northyorkshiresport.co.uk/ati

Health walks

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

☎ 07983 945869

✉ Yorkhealthwalks@gmail.com

✉ jennynich53@gmail.com

💻 www.york.gov.uk/HealthWalks

💬 Facebook: @yorkhealthwalks

Move Mates

Wellbeing through movement. Group Wellbeing Walks and 1-1 walking buddy project.

☎ 01904 373017

✉ york@movemates.org.uk

💻 www.movemates.org.uk

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

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

📞 01904 553377

✉ cychealthtrainers@york.gov.uk

💻 www.york.gov.uk/CYCHHealthTrainers

Green wellbeing

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

✉ york@tcv.org.uk

💻 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.

📍 **St Nicks Environment Centre,
Rawdon Avenue, York YO10 3FW**

📞 01904 411821

✉ info@stnicks.org.uk

💻 www.stnicks.org.uk

St Nicks Projects

St Nicks offer projects and services to help people adopt a greener, more active lifestyle.

💻 <https://stnicks.org.uk/get-inspired/our-projects>

Psychosis, hearing voices, having visions and unusual beliefs

If you are concerned about yourself or someone else, visit 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.

Every Friday 11:15am – 12:45pm.
Please email in advance.

 **tt@amitola-communities.co.uk**

 **There is also a national Hearing Voices Network: www.hearing-voices.org**

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. Also offer support for parents/families.

 **0207 911 0822**

 **info@voicecollective.co.uk**

 **Twitter: [@voicecollective](https://twitter.com/voicecollective)**

 **Facebook: [Voice Collective](https://www.facebook.com/VoiceCollective)**

 **www.voicecollective.co.uk**

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 your main point of contact and who will work with a team of professionals to ensure that you receive the highest standard of care.

 **01904 464850**

 **tewv.yorkeip@nhs.net**

 **www.tewv.nhs.uk/services/early-intervention-psychosis-york-selby**



Housing & homelessness

Community Links – York Housing Wellbeing Service

Provides flexible, creative, responsive support around housing and mental health to adults in the community, in partnership with Changing Lives.

The service is suitable for any person struggling with housing-related issues or whose circumstances are having a negative impact on their housing. We work with people from 18 years upwards.

 **01904 637233**


 **vicky.dixon@commlinks.co.uk**

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 553585/07891 853498/07717 320102**

 **youthhomeless@york.gov.uk**

 **www.york.gov.uk/homelessness/youth-homelessness-support**

CYC Housing Options

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

📞 01904 554500

Monday to Friday:

9:30am–12 noon and 2pm–5pm

✉️ housing.options@york.gov.uk

💻 www.york.gov.uk/HousingOptions

York Housing Association

Supports vulnerable people who have a variety of short-term needs, including mental ill health and homelessness.

📞 01904 636061

✉️ info@yorkha.org.uk

💻 www.yorkha.org.uk

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.

📞 07391 868741

✉️ ginny.barker@commmlinks.co.uk

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

Changing Lives

Works with people experiencing homelessness, addiction 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

Carecent

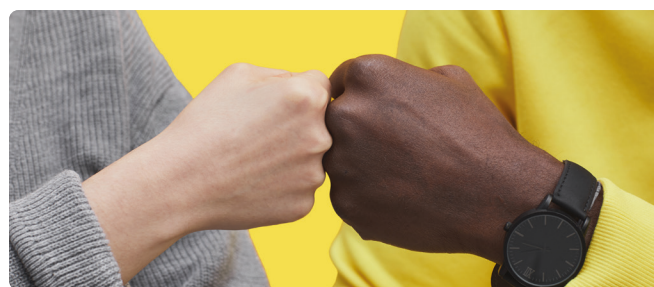
Breakfast or packed lunches for the homeless, unemployed, disadvantaged and lonely.

Open Monday to Saturday from 8:45am–10:30am for breakfast, and Thursday afternoons from 1pm–3pm.

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

📞 01904 624244

💻 www.carecent.org.uk



Intercultural York

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

📞 07704 120722

✉️ info@yren.co.uk

💻 www.yren.co.uk

Intercultural York

continues on the next page →

York Anti-Racist Collective

A grass roots collective tackling isolation and healing trauma through creative practices and community. Includes Mums of Colour Group.

✉ antiracistcollective@gmail.com

💻 Yarc.uk

🗣️ **Facebook:** [York Anti Racist Collective](#)

📷 **Instagram:** [@antiracistcollective](#)

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, and run social clubs and activities.

☎️ **01904 630526**

💻 www.ytt.org.uk

York Unifying Multicultural Initiatives (YUMI)

Supports people with different cultural roots, languages and walks of life to meet up, share skills, learn from one another and celebrate traditions.

💻 yumiyork.org

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.

☎️ **07510 544692**

✉️ meg@refugeeactionyork.com

💻 www.refugeeactionyork.org

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



LGBTQ+

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.

✉️ enquiry@yorklgbtforum.org

💻 www.yorklgbtforum.org.uk

Switchboard

A safe space for anyone to discuss anything, including sexuality, gender identity and sexual health. Instant messaging through the website.

☎️ **Helpline: 0300 330 0630**
10am – 10pm every day

💻 www.switchboard.lgbt

Generate

A transgender peer support and social group meeting in York. Groups run weekly online and monthly in-person. Also provide facilitated support for parents and partners of transgender people.

☎️ **07700 166007**

✉️ info@generateuk.org

💻 www.generateuk.org



Learning, employment and volunteering

Converge: Education for Recovery

Provides courses for adults who use mental health services. Fosters the development of skills in a supportive educational environment, with the freedom to be creative, be challenged and discover new abilities. Some online courses, and courses by post through the Converge Connected programme.

📍 **York St John University,**
Lord Mayor's Walk,
York, YO31 7EX

☎ **07764 337116 or 07779 544874**

✉ **converge@yorksja.ac.uk**

🌐 **www.yorksja.ac.uk/converge**

The Discovery Hub

Individual support team within Converge at York St John University. Learning access workers support people who have experienced mental ill health to gain access to learning opportunities. The Hub works closely with Converge to connect people to educational and learning opportunities that enhance a recovery journey.

☎ **01904 876070**

✉ **discoveryhub@yorksja.ac.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**

Volunteer Centre, York CVS

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

☎ **01904 621133**

✉ **volunteering@yorkcvs.org.uk**

🌐 **www.yorkcvs.org.uk/volunteers**

Explore York Libraries

Explore libraries and reading spaces, with a variety of free services including:

- Free to use computers and free wi-fi
- Free newspapers, magazine and audio books through the Press Reader and Libby app.
- Friendly, free digital support sessions, absolute beginners welcome
- Help with free connectivity and devices though 100% Digital York
- Books to read and borrow for all ages and for free
- Free to borrow toys
- A warm space in winter months

☎ **01904 552828**

✉ **contact@exploreYork.org.uk**

York Learning

Offers courses for adults to expand their learning and better their futures. Also has a programme for young people aged 16 to 25 with an Education, Health and Care Plan (EHCP), Routes to Success, a supportive study programme for learners who are not ready to access mainstream post 16 study.

☎ **01904 554277**

✉ **york.learning@york.gov.uk**

Learning, employment and volunteering

continues on the next page →

WEA

Run courses aiming to improve mental health.

 **0300 303 3464**

 **www.wea.org.uk**

United Response

A charity that supports people with learning disabilities, autism and mental health needs, at home and in the community. Includes help with finding a job, education and local activities.

 **01904 791795**

 **YorkNY@unitedresponse.org.uk**

 **www.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,
11-17 Monkgate,
York, YO31 7JZ**

 **0845 604 3719**

 **Text: 01904 682307**

 **www.jobcentreguide.co.uk/york-jobcentre**

Loss of Pregnancy and Infant Death

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.

**The bereavement support helpline is open
10am to 2pm from Monday to Friday and 6pm
to 10pm on weekends and public holidays**

 **0808 802 6868**

 **support@lullabytrust.org.uk**

 **www.lullabytrust.org.uk**

Tommy's

Providing support for people no matter where they may be on their pregnancy journey or after a pregnancy loss.

 **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**

 **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**

 **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**


 **www.sands.org.uk**





Music wellbeing

Tang Hall SMART

Runs a range of community, music and arts support groups. Programmes for young people with an Educational, Health and Care Plan (EHCP) as well as creative clubs, classes and programmes for people who have struggled with homelessness and/or addiction. They also work with adults who have additional needs.

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


 **07725 997342**


 **www.tanghallsmart.com**


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**

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.

 **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–3pm, Monday–Friday

✉ firstcall@ageukyork.org.uk

💻 www.ageuk.org.uk/york

York Neighbours

Supports people over the age of 65 living within the City of York in the following ways:

- Help with practical one-off jobs
- A regular phone call
- Individual and group outings

☎ 01904 891627

✉ enquiries@yorkneighbours.co.uk

💻 www.yorkneighbours.org.uk

NHS Talking Therapies / IAPT (Increasing Access to Psychological Therapy) for Older People

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.

☎ 01904 556820

✉ TEWV.iaptyorkselby@nhs.net

💻 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

Community cafes & Foodbanks

Community cafes and Foodbanks are a lifeline to many. Throughout the week foodbanks and community cafes are open every day in different parts of the city.

Community cafes offer meals and often food support on a pay as you feel basis. These cafes intercept and redistribute surplus food locally and reduce food waste.

For details of community cafes see the Live Well York website:

💻 www.livewellyork.co.uk

If you are really struggling to afford food, speak to Citizens Advice York about accessing the Foodbank. Foodbanks work on a system of referrals. Citizens' Advice York and other care professionals can provide vouchers to access support.

For details of Foodbanks see:

💻 york.foodbank.org.uk

Warm Spaces

There is now a network of warm spaces across York. In addition to the 15 Explore libraries and family friendly reading cafes across York, numerous community groups are opening their doors to provide community warm spaces.

For opening times and information, see the Live Well York website:

💻 www.livewellyork.co.uk

Menopause Support

Menopause Matters

Website offering information about menopause, menopausal symptoms and treatment options.


 www.menopausematters.co.uk



Reproductive Choices

MSI Reproductive Choices

Providing safe and supportive sexual and reproductive healthcare services.

 **MSI Choices York Community Treatment Centre, Yorsexual Health, Monkgate Health Centre, 31-33 Monkgate, York YO31 7PB**

 **0345 300 8090**

 www.msichoice.org.uk



Relationships and Families

Relate

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

 www.relate.org.uk

The Healthy Child Service

The Healthy Child Service incorporates York's Health Visiting and School Nursing Services and works with families, young people and children up to the age of 19.

 **01904 555475**

 www.yor-ok.org.uk/families/healthvisitors

Family Information Service (FIS)

Free and impartial service for parents and carers of children and young people aged 0-19 (or up to 25 for disabled children or those with additional needs) in York.

Information on parenting, childcare, reducing childcare costs, emotional health and wellbeing, finances, housing, support services and things to do.

 **01904 554444**

 **Text: 07786 202241**

 fis@york.gov.uk

 www.yor-ok.org.uk

Family Matters York

Working to strengthen relationships and build confidence within families.

 **For parenting enquiries contact Helen on: 07393 147 259**

 **For relationship enquiries contact Emma on: 07491 910 239**

 info@fmy.org.uk

 www.fmy.org.uk

York Mumbler

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

 york.mumbler.co.uk

 [@yorkmumbler](https://twitter.com/yorkmumbler)

Relationships and Families
continues on the next page →

Yorsexual Health

Free, friendly and confidential services, available to everyone. Services include:

- Contraception
- Emergency contraception
- Information for young people
- Sexually transmitted infections services
- HIV
- Counselling

 01904 721111

 www.yorsexualhealth.org.uk


York Families Wellbeing Service

Offer practical, community-based advice for families. Support with:

- Preventing homelessness
- Debt and budgeting problems
- Anti-social behaviour
- Accessing the correct benefits
- Accessing training, education and employment
- Social isolation
- Accessing physical/mental health support
- Accessing support around autism or learning disabilities

 **Self-refer by email:**
ginny.barker@commlinks.co.uk

 07391 868741

 **For professionals wishing to refer a family, this can be done by completing a Single Access Point (SAP) referral form which is available, upon request, from:**
sap@york.gov.uk

 www.commlinks.co.uk/services/york/york-families-wellbeing-service

Home Start York

Supports parents with at least one child under the age of 6. Volunteers visit families in their own homes to offer support, friendship and practical help.

 support@homestart york.org

 www.homestart york.org

Yorkey Dads

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

 **Facebook & Twitter:** @yorkeydads

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

Alumina (previously Self-Injury Support)

Alumina offers free, online courses for young people struggling with self-harm, run by friendly, trained counsellors and youth workers. Designed to help find the next steps towards recovery.

 helloalumina@youthscape.co.uk

 selfharm.co.uk

Support for Students

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


Student Hub – Support and Advice

You can speak to the Student Hub about:

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


 **01904 324140**


 student-hub@york.ac.uk or **complete a self-referral form via the webpage below.**

 www.york.ac.uk/students/support/student-hub

UoY Student Union (YUSU)


The Advice & Support Centre (ASC) at YUSU provides independent and confidential advice and guidance on academic issues, University policies and processes, and personal and wellbeing issues.

 asc@yusu.org

 www.yusu.org/advice-support

Graduate Students' Association (GSA)

The GSA's advice service provides independent advice and support specifically for postgraduate students on academic and wellbeing issues and University processes.


 advice@yorkgsa.org


 www.yorkgsa.org/welfare


Open Door Team

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

To receive support from Open Door, please fill out a self-referral form via the Open Door webpage below.

 **01904 322140**

 opendoor@york.ac.uk

 www.york.ac.uk/students/health/help/open-door

Other sources of support

There is a range of support for wellbeing and other issues, including college wellbeing teams and academic supervisors. Information about support available on campus and more widely can be found at:

 www.york.ac.uk/students/health/help

Support for students

continues on the next page →



Support for Students (continued)

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@yorks.ac.uk www.ysjsu.com/Home

Wellbeing and welfare support

Help with the challenges you might face during your time studying at YSJ. See YSJ Wellbeing and Welfare webpage for information on other resources such as Wellbeing Open Afternoons service and how to access wellbeing support.


 www.yorks.ac.uk/health-and-wellbeing/wellbeing-support


YSJ Funding Advice Team

Offering financial support advice, student support fund and the YSJ Larder.

For students struggling with the rising cost of living, the YSJ Larder provides non-perishable foods, supermarket gift cards for fresh produce, toiletries, household products and stationery free of charge to students and postgraduate researchers.

 01904 876939

 fundingadvice@yorks.ac.uk

 www.yorks.ac.uk/students/your-finances/student-support-fund/


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. They 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.

Nightline is open from 8pm until 8am every night of the University of York term.

 01904 323735
(or 3735 from any UoY phone)

 listening@york.nightline.ac.uk

 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. Available for students at UoY and YSJ.

 www.york.ac.uk/students/health/help/togetherall

Support for Students (continued)

Askham Bryan College

Support Services

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

☎ **01904 772277**

💻 **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?

📞 **07773 312617 24 hours a day**

York College

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

☎ **InfoZone: 01904 770770**

Support for students offering any advice and guidance they may need. Providing information about welfare, funding, counselling, travel and transport and more. Information on their website.

💻 **www.yorkcollege.ac.uk/about/your-student-experience/student-support**

Mental Health and Wellbeing Service at York College

Provides confidential counselling appointments accessed by completing the referral form on the website or by speaking to InfoZone.

☎ **InfoZone: 01904 770770**

✉ **wellbeing@yorkcollege.ac.uk**

💻 **www.yorkcollege.ac.uk/about/your-student-experience/student-support/mental-health-wellbeing-service**

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**

Students Against Depression

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

💻 **www.studentsagainstd Depression.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 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 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**

OCAY

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

 **01904 676200 or 07715 099493**

 **info@ocay.org.uk**


 **www.oldercitizensadvocacyyork.org.uk**

Find out more information about OCAY on page 32.

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. Offering support to anyone who has been the victim of sexual violence – whether recently or in the past, no matter how long 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. Support is free, confidential and tailored to individual needs.

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

 **www.victimsupport.org.uk**

Supporting Victims

Support and information for anyone in North Yorkshire who has been affected by crime.

 **01609 643100**

 **www.supportingvictims.org**



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

The services below currently operating:

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/how-we-help/activities-and-peer-support/our-activities-20222023

Counselling

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

Yormind & Chat Chit

The website Yormind and the podcast Chat Chit were created specifically so that young people and those who support them know where and how to access mental health support in York


 www.yormind.org.uk

 <https://chatchit.buzzsprout.com>

Young people's service at York Mind

York Mind offer a range of services for young people who may be experiencing difficulties with their emotional well-being and mental health.

- Young men's groups aged 11-16
- Mentoring service for 8-13-year-olds
- Counselling service from 12-25 years old

 **Young men's groups:**
youngpeople@yorkmind.org.uk

 **Mentoring:**
ypmentoring@yorkmind.org.uk

 **Counselling:**
YPCounselling@yorkmind.org.uk


 **Status of service:**
www.yorkmind.org.uk/how-we-help/young-peoples-service/

Corporate Wellbeing Service

York Mind also supports mental health across the city by helping a variety of organisations from schools to businesses, to implement better workplace support and mental health initiatives, including training courses on a variety of topics.

York Mind Contact details:

 **Highcliffe House,
Highcliffe Court,
YO30 6BP**

 **01904 643364**

 **office@yorkmind.org.uk**

 **www.yorkmind.org.uk**



Advocacy and other ways to be heard

What is meant by Advocacy?

Advocacy can help you to:

- be independent
- make informed choices
- challenge professional decisions which are being made about you
- speak out on your own behalf or get support to have a strong voice
- know about your rights
- attend meetings and appointments
- fill in forms
- access specialist advice and support

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.

Our contact details are on the back page.

York Service User Network (SUN)

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.

☎ 01642 516468

✉ jessica.wilkinson1@nhs.net or
tewv.involvementandengagement@nhs.net

Older Citizens Advocacy York (OCAY)

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

☎ 01904 676200

✉ info@ocay.org.uk

🌐 oldercitizensadvocacyyork.org.uk

TEWV PALS

☎ 0800 052 0219

✉ tewv.pals@nhs.net

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

PALS (Patient Advice & Liaison Service)

Impartial advice and assistance to patients, their relatives, friends and carers. Can listen to feedback (positive or negative), help you get answers to 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

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


Talk to an expert

York Mind offer various types of counselling services, see page 31 for more information.

NHS Talking Therapies / IAPT (Improving Access to Psychological Therapies)

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

 **01904 556840**

 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

1-2-1 Counselling

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

 **07587 155678**

 <https://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.


 **01904 948565**

 admin@serendipityyork.co.uk


 www.serendipityyork.co.uk

York St John University Counselling and Mental Health Centre

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

 **01904 876562**

 CMHC@yorks.ac.uk

 www.yorks.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.

 www.qwell.io/hcv

British Association for Counselling and Psychotherapy (BACP)

Directory of registered therapists and counsellors.


 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 therapies for individuals

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

 **01904 412551**

 york@theretreatclinics.org.uk

 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: 0344 477 5774**

 **Text support: 07537 416905**

 **www.anxietyuk.org.uk**

Bipolar UK

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

 **info@bipolaruk.org**

 **www.bipolaruk.org**

National Autistic Society

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

 **www.autism.org.uk**

Mental Health Foundation

Give information and advice on many mental health issues.

 **www.mentalhealth.org.uk**

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**

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**

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.

 **07935 777061**

 **yorkgroup@rethink.org**

 **www.rethink.org/help-in-your-area/support-groups/rethink-york-group**

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**

Spark Support

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

 **Facebook [@sparkpeersupport](https://www.facebook.com/sparkpeersupport)**

 **www.sparksupport.co.uk**

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**

Wellbeing Apps to support mental health

Bright Sky

Bright Sky is a free mobile app which provides support and information for anyone who may be in an abusive relationship or those concerned about someone they know. The app is also available to use in Polish, Punjabi and Urdu.

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Calm Harm

Calm Harm is a free app which helps with self-harm and suicidal thoughts by offering practical tips and strategies for managing and resisting the urge to self-harm, including a personal journal and self-monitoring tools.

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DistrACT

Helps with self-harm and suicidal thoughts by offering access to information and advice created by doctors and relevant experts about self-harm and suicidal thoughts.

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FearTools – Anxiety Aid

FearTools is a free app offering evidence-based self-help to combat anxiety including access to a thought diary, exposure exercises and breathing techniques.

#StayAlive

The #StayAlive app is a suicide prevention resource, with information, tools and strategies to help you stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide.

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Mindshift CBT

Mindshift CBT is a free self-help anxiety relief app that helps you reduce worry, stress and panic by following evidence-based strategies. Helps you challenge negativity, learn about anxiety and develop effective ways of thinking, be mindful and relax.

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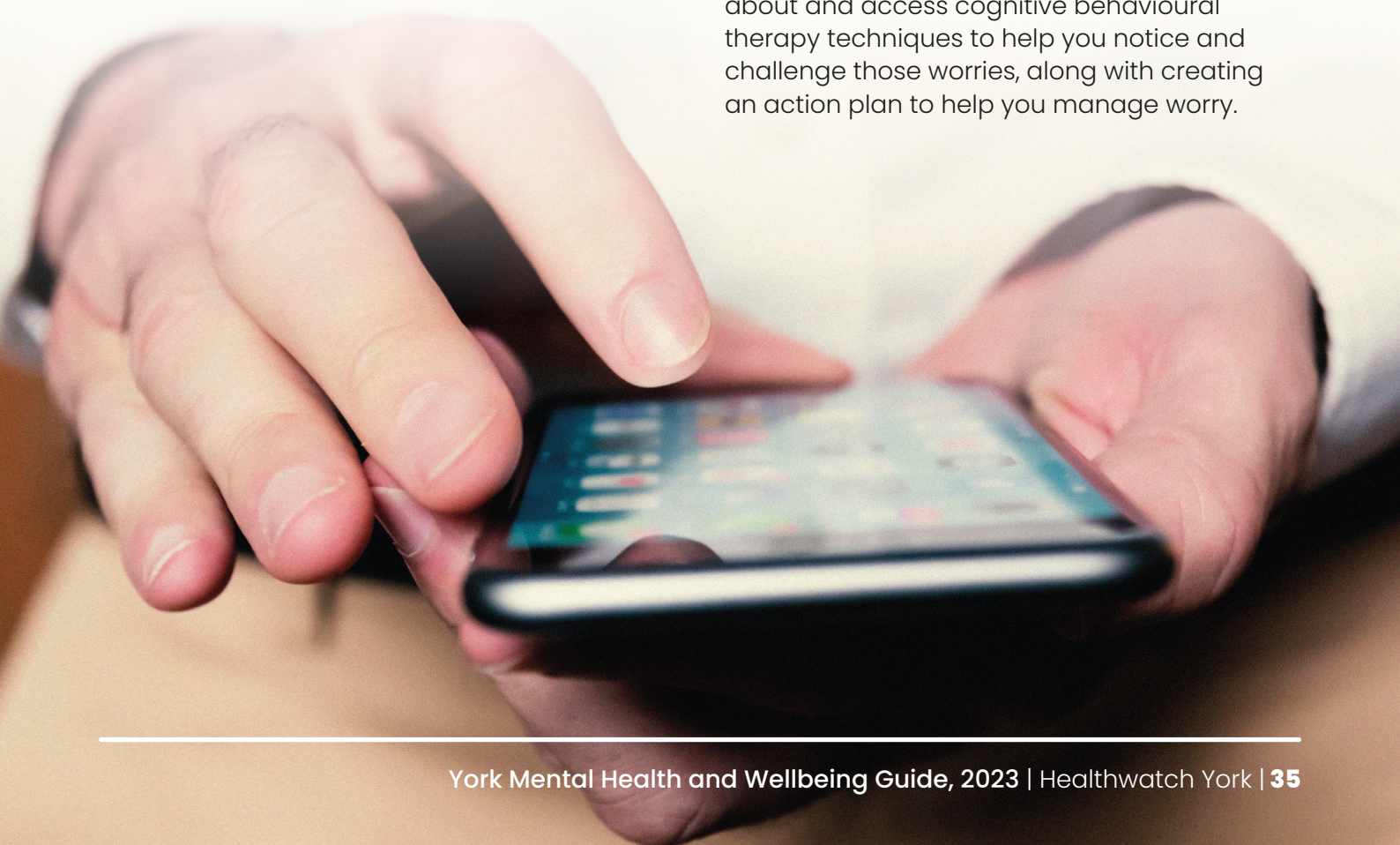
Sleepful

Sleepful offers courses based on proven cognitive behavioural therapy techniques to help you get a good night's sleep.

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Worry Tree

The Worry Tree app aims to help you take control of worry wherever you are. You can use the app to record the things you're worried about and access cognitive behavioural therapy techniques to help you notice and challenge those worries, along with creating an action plan to help you manage worry.



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**

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**

 **01609 780780 (out of hours)**

 **mash@york.gov.uk**

 **edt@northyorks.gov.uk (out of hours)**



SCAN ME!



Contact us

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

 **01904 621133**

 **healthwatch@yorkcvs.org.uk**

Find us on social media:

 **@HealthwatchYork**

 **www.healthwatchyork.co.uk**

This guide is available on the Healthwatch York website.

York CVS

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**

