

# Support services in York over festive period 2023

## Mental Health Support

### **Child & Adolescent Mental Health Service (CAMHS)**

**Who:** Up to the age of 18

**What:** The team provide 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:** Freephone 0800 0516 171

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

### **Community mental health services for adults in York and Selby**

Providing community mental health services for adults in York and Selby. 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.tewv.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 0800 0516 171

<https://www.tewv.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. Or email [jo@samaritans.org](mailto:jo@samaritans.org)

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

The Samaritans offer advice on their 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 Haven**

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

**What:** Out-of-hours mental health support in a non-clinical environment, virtual support via video call and 24/7 helpline.

**Where:** The Haven @ 30 Clarence Street YO31 7DE

**Phone:** 07483 141 310

**When:** Walk in:

Christmas Day: 6pm-10pm

Boxing Day: 6pm-10pm

New Year's Day: 6pm-10pm

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

### **BEAT - Eating Disorder support**

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

**What:** Telephone Helpline available 365 days a year, website with information and resources, and online support.

**When:** Helpline: 365 days a year, Christmas hours: 4pm – midnight from 24 December to 3 January. Also running anonymous, moderated online support groups throughout the festive period, see website for details.

**How:** Helpline: 0808 801 0677, website link below

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

## Medical Support

### **Pharmacy**

Pharmacists can provide expert advice about common ailments and infections, and can over-the-counter medicines for common illnesses. Pharmacies across the city are open during normal shop opening hours. In addition, some pharmacies offer an extended hours service, as listed below:

**Monkbar Pharmacy** 3 Goodramgate, York YO1 7LJ

Monday to Saturday 9.15am - 9pm, Sunday 8:30am - 7pm

Christmas opening:

24th December: 8.30am – 7pm

25th December - Closed

26th December - Closed

27th December – 9.15am – 9pm

31st December - 8:30 am - 7pm

1st January - Closed

**The Priory Pharmacy** Cornlands Road, York YO24 3WX  
Mon to Fri 8am - 9pm, Saturday 10am-9pm, Sunday  
9am – 7pm  
Christmas opening:  
24th December - 9am - 7pm  
25th December - Closed  
26th December - Closed  
1st January - Closed

**Tesco Instore Pharmacy** Clifton Moor  
Monday to Saturday 8am – 8pm, Sunday 10am - 4pm  
Christmas opening:  
24th December - 10am - 4pm  
25th December - Closed  
26th December – 9am - 6pm  
31st December - 10am - 4pm  
1st January – 9am – 6pm

**ASDA Pharmacy**, Monks Cross  
Monday to Friday 6am – 12am, Saturday 6am – 10pm,  
Sunday 10am - 4pm  
Christmas opening:  
24th December: 10am - 4pm  
25th December - Closed  
26th December - 10am - 4pm  
1st January - 10am - 4pm

**TESCO Instore Pharmacy** Askham Bar  
Monday – Friday 6am-midnight, Sunday 10am - 4pm  
Christmas opening:  
24th December- 6am - midnight  
25th December - Closed  
26th December – 9am - 6pm  
31st December - 10am - 4pm  
1st January - 9am - 6pm

**Citywide Health**, Huntington Pharmacy YO32 9RU  
Monday to Friday 8.30am-8pm, Saturday 9am-1pm  
24/7 Medication Collection Point  
Christmas opening:  
24th December - Closed  
25th December - Closed  
26th December - Closed  
1st January - Closed

**Citywide Health** Haxby Pharmacy YO32 2ZB  
Monday to Saturday 9am - 9pm, Sunday 9am - 7pm  
Christmas opening:  
24th December- Closed  
25th December - Closed  
26th December - Closed  
1st January - Closed

For more information and to find your local pharmacy,  
visit the NHS website [www.nhs.uk](http://www.nhs.uk)

## **GP**

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.

## **Food**

### **Bell Farm Community Association**

**Who:** Residents of Heworth ward

**What:** Community association and Foodbank. Parcel food parcels. Christmas activities include making up small bags with sweets, biscuits and anything else they can for families to take. All days will be free (some funded by HAF)

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

**When:** Weekdays, 12.00pm to 4.00pm and Saturday, 12.00pm to 4.00pm. Christmas activities:  
16<sup>th</sup> December 1-3pm Christmas Fair & free Christmas Grotto

23<sup>rd</sup> December 11am-12pm Free Christmas Grotto & Foodie Christmas Activities Day, will include a light lunch for kids and parents.

29<sup>th</sup> December 12-3pm – Doodle Day, will include a light lunch.

**How:** Drop in

[www.facebook.com/groups/bellfarmcabsh/](http://www.facebook.com/groups/bellfarmcabsh/)

### **Carecent**

Open Christmas day for lunch 11:45am–2pm

**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. They can work with other agencies in order to move people forward to an improved lifestyle.

**Where:** Central Methodist Church YO1 8NQ

**When:** Normal service Monday - Saturday 8:30am to 10:45am, Thursday 1pm – 3pm. Open Christmas day 11:45–2pm.

**How:** Drop in during open hours.

[www.carecent.org.uk/our-purpose/](http://www.carecent.org.uk/our-purpose/)

### **Collective Sharehouse**

**Who:** Residents of Micklegate ward

**What:** Offering a 'give as you can, take as you need' community food service.

**Where:** Clements Hall, Nunthorpe Rd, York YO23 1BW

**When:** Open as usual over Christmas period: Tues: 9:15 to 11:00 am, Weds 5:00 to 6:00 pm, Fridays: 9:15 to 11:00 am, closed on 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 Friday (11-1pm) drop in social, also offer advice and guidance at weekly signposting drop in. Also weekly food project working on a 'pay as you feel basis', offering a warm meal, hot/ cold drinks and a community food stall for all.

**Where:** 84 Lowther Street, YO31 7LX

**When:** Fridays: 11am to 1 pm

**How:** Drop in during open hours

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

### **Haxby and Wigginton 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 bags and other goods

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

**When:** Wednesdays 11am-1:30pm, Fridays 12noon-2pm

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

Call 07989 193758 for more information.

<https://www.hwmc.org.uk/post/haxby-food-share-project>

### **The Island Foodbank**

**Who:** Foodbank run for young people attending The Island and their families.

**What:** A range of nutritionally balanced food for Island attendees to make meals.

**Where:** The Island, New Lane, Huntington, York YO32 9TA

**When:** Monday to Friday 9:00am - 3:00pm, but closed 22<sup>nd</sup> December to 8<sup>th</sup> January

**How:** Drop in

<https://www.theislandyork.org/foodbank>

### **Lidgett Grove Church Acomb**

Christmas period - open as usual on 20th and 27th December.

**Who:** Open to all

**What:** Community foodbank and activities

**Where:** Lidgett Methodist Church, Wheatlands Grove, Acomb, York, YO26 5NH

**When:** Wednesday 9.30-11:30am

**How:** No booking necessary, just attend. All welcome.

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

### **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

**How:** Attend on the day

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

### **HOPING York Street Kitchen**

Christmas service: Open as usual every Sunday over the festive season, including Christmas Eve and New Year's Eve.

**Who:** Anyone in need, including the homeless

**What:** Hot home-made meals, a food bank, toiletries and pet food

**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

### **Refill Café**

**Who:** Open to all

**What:** Environmental café, community fridge and hub using food from supermarkets and local producers.

**Where:** 26 Fairfax Street, YO1 6BE

**When:** Tuesday to Friday 9:30am - 3pm and Saturdays 10am - 3:30pm. Closed from 24<sup>th</sup> December to 2<sup>nd</sup> January.

**How:** Drop in

<https://refillkitchen.org/about>

### **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 can café and hot Lunch.

**Where:** Southlands Community Centre YO23 1NX

**When:** Thursdays 10.30am – 2.30pm. Note: The queue opens at 9am.

**How:** Attend on the day

Facebook: @planetfoodyork

### **Quench Café**

**Who:** Open to all

**What:** Cafe run by volunteers from the Methodist Church and St.Andrew's. An ecumenical project but open to all.

**Where:** Sim Balk Lane, Bishopthorpe, York

**When:** Every Thursday as usual, 10am - 12 noon over festive season.

**How:** Attend on the day

<http://www.yorkmethodist.org.uk/churches/circuit-churches/bishopthorpe.html>

### **YourCafe at Tang Hall Community Centre**

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

**What:** 'Waste food' supermarket and café serving light refreshments and cake, pay as you feel.

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

**When:** Your Café Wednesdays 11am to 12 noon.

**How:** Attend on the day

<https://yourcafeYork.uk/>

### **Tang Hall Big Local Breakfast Club and Advice Hub**

**Who:** Support for residents in the Tang Hall Big Local area, offering local advice, tackling food waste and supporting the local community.

**What:** Breakfast porridge and granola, excess supermarket food with café and advice hub with Citizens Advice, Social Housing, Youth Support and Local Area Coordinator with monthly Ward Councillors.

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

**When:** Every Friday 9.30 to 10.30am

**How:** Attend on the day

Email: [office@thbl.org.uk](mailto:office@thbl.org.uk)

Facebook: Tang Hall Big Local

Instagram: Tang Hall Big Local

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

### **York Foodbank**

**Who:** Open to anyone with food voucher

**What:** Foodbank - providing three days' 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 11:00am-13:00pm

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

**Wednesday:** Living Word Church, 189 Huntington Road, YO31 9B 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 Citadel (old Salvation Army building), Gillygate, York, YO31 7EA 10am-12noon

**How:** You must have a food voucher. Call Citizens Advice on 0808 208 2138 (open Monday to Friday, 9am-5pm, closed on public holidays).

[www.york.foodbank.org.uk/locations](http://www.york.foodbank.org.uk/locations)

### **The General Store at SPARK**

**Who:** Open to local community

**What:** Independent food bank and zero waste supermarket, fuelled by food waste sourced from local supermarkets and express shops.

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

**When:** Every Wednesday and Saturday 9-10.30am or until stock is depleted.

**How:** Drop in and fill a bag for £1

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

### **York Travellers Trust Food Stall**

**Who:** Gypsy and Traveller Communities & open to all

**What:** Open Living Room, Monday Tuesday and Wednesday from 10am-2pm. Community Food Share every Monday.

**Where:** 20 Falsgrave Crescent, Clifton YO30 7AZ

**When:** Normally Monday 10.30am - 2.30pm, closed from 21<sup>st</sup> December -2<sup>nd</sup> January

**How:** Drop in.

**Contact** 01904 630526 or email [info@ytt.org.uk](mailto:info@ytt.org.uk) for more information.

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

## **Holiday Activities**

Raise York, the family hub network list Christmas and Winter events for children, young people and families. Information includes holiday activities with food (HAF), which are activities free for 4 to 16 year olds who are eligible for free school meals.

For details of holiday activities with food see:  
<https://www.raiseyork.co.uk/directories/holiday-activities-food>

For activities and services see:  
<https://www.raiseyork.co.uk/directories>

## **Substance Misuse Support Services**

### **York in Recovery - Recovery Café**

**Who:** For people in recovery, looking for support or affected by addiction, open to all  
**What:** A no judgement, peer-support recovery group based in York's City Centre.  
**Where:** 21 Blossom Street: YO24 1AQ & online.  
**When:** Every Thursday 1pm - 4pm, St Bede's. 21 Blossom Street, YO24 1AQ, and every Sunday 11am - 1pm, Clementhorpe Community Centre, Lower Ebor Street, YO23 1AY.  
**How:** Details on their website, link below.  
[www.yorkinrecovery.org.uk/recovery-cafe](http://www.yorkinrecovery.org.uk/recovery-cafe)

## **Support for Carers**

### **York Carers Centre**

**Who:** Carers in York  
**What:** Advice line, evening advice line and out of hours support  
**When:** Usual hours:  
Monday 9.30am-4pm  
Tuesday 9.30am-4pm  
Wednesday 9.30am-4pm and evening advice line from 5pm to 8pm  
Thursday 9.30am-4pm  
Friday 9.30am-4pm  
**How:** Telephone 01904 715 490.  
[www.yorkcarerscentre.co.uk](http://www.yorkcarerscentre.co.uk)

Christmas closing: Closing from Friday 22<sup>nd</sup> December to Tuesday 2<sup>nd</sup> January inclusive and re-opening on Wednesday 3<sup>rd</sup> January.

If you're a carer who needs urgent help whilst York Carers Centre are 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](mailto:adult.socialsupport@york.gov.uk)

Children and young people should contact City of York Council Multi Agency Safeguarding Hub on 01904 551 900 or [mash@york.gov.uk](mailto:mash@york.gov.uk)

If these teams are unavailable please contact City of York Council Emergency Duty Team on 0300 131 2131.

## **Bereavement**

### **CRUSE Bereavement Care**

Christmas Helpline: 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:** Monday to Thursday 9.30am - 3pm, Christmas opening as above. Closed on New Year's Day.  
**How:** Telephone: National support line: [0808 808 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 or for immediate, in the moment support.  
**Where:** Telephone support  
**When:** Monday to Friday 8am - 4pm  
**How:** Call 01904 708 553 and ask for the Bereavement Support Team.  
[www.stleonardshospice.org.uk/grief](http://www.stleonardshospice.org.uk/grief)

## **Homelessness**

### **Peasholme Charity**

**Who:** Disadvantaged and socially excluded people who 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 23<sup>rd</sup> December to 2<sup>nd</sup> January.  
**How:** 01904 466866 or email [info@peasholmecharity.org.uk](mailto:info@peasholmecharity.org.uk)

## Salvation Army

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

**What:** The York Early Intervention Project is a crisis intervention service and conduct early morning street walk welfare checks. They run a drop-in service to offer information, advice and guidance for anyone in housing need, food parcels and fitness sessions. They can signpost people to further support services including drug and alcohol and mental health support. Anyone requiring emergency accommodation outside of these times should ring City of York Council Housing Options team on 01904 5544500.

**Where:** 63 Lawrence Street, York, YO10 3BU

**When:** By phone or email between 8.30am and 5pm Monday to Friday and between 9am and 10am on Saturdays, Sundays and all Bank Holidays. Services closed from 23<sup>rd</sup> December to 1<sup>st</sup> January, open again on the 2<sup>nd</sup> January.

**How:** Phone 07586 570 433 or 01904 416562

[www.salvationarmy.org.uk/york-community-work](http://www.salvationarmy.org.uk/york-community-work)

## 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, follow the link: <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. More details on the website.

**Where:** Venues across York, see website to find your local library

**When:** Different libraries open 7 days a week. Over Christmas closed on the 24<sup>th</sup>, 25<sup>th</sup> and 26<sup>th</sup> December, open as normal on the 27<sup>th</sup>.

Over New Year: closed Sunday 31<sup>st</sup> December and 1<sup>st</sup> January. Open as usual from 2<sup>nd</sup> January.

**How:** Drop in

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

## Other services

### 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](http://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 2000 247 (National 24 hours helpline). Live chat available through the website 3pm - 6pm daily. Email for information: [info@idas.org.uk](mailto:info@idas.org.uk)  
[www.idas.org.uk](http://www.idas.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 4 70 80 90

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

### 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 16 89 111, Live Chat:

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

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