

Pastoral Directory

Helplines

DEPRESSION/ANXIETY

- **MIND** (phone, weekdays 9-5: 0300 1233393, Text: 86463)
- **Anxiety UK** (Phone, weekdays 9.30-5.30: 08444 775774, Text: 07537 416905)
- **No Panic** (Phone, 10-10: 0844 9674848)
- www.getselfhelp.co.uk (Cognitive Behavioural Therapy techniques to help anxiety)
- **Sane/Saneline** (Phone, 4.30pm-10.30pm: 0300 3047000)
- **Rethink Mental Illness** Advice Line (Phone, 0300 5000 927: 9.30am - 4pm Mon to Fri) <http://www.rethink.org/about-us/our-mental-health-advice>

SUICIDAL CRISIS

- **Samaritans** (Phone: 116 123, Email: jo@samaritans.org)
- **MIND** (see above)
- **YoungMinds** Parents Helpline (Phone, weekdays 9.30-4: 0808 8025544, Email: parents@youngminds.org.uk)
- **Calm** [The Campaign Against Living Miserably: Aimed at preventing male suicide], (Phone, 5pm-midnight: 0800 585858.)
- **Shout** (text on 85258)

DRUGS

- **Drugwise** (www.drugwise.org.uk - database of drug treatment services in the UK)
- **National Drugs Helpline** (Phone: 0800 776600)
- **Talk to Frank** (<https://www.talktofrank.com/>)

PSYCHOTIC EPISODES/BIPOLAR

- **Hearing Voices Network** (www.hearing-voices.org, Phone: 0114 2718210)
- **Bipolar UK** (Phone, weekdays 9-5: 0333 3233880)
- **Voice Collective** – for young people (Phone, weekdays 9-5: 0207 9110822)

SELF-HARM

- **Self-injury Support** for women up to age 24 (Text support: 0780 0472908)
- **National Self-Harm network** (www.nshn.co.uk)
- **Harmless** (www.harmless.org.uk) - range of support services for friends, families and those who self-harm.
- **Lifesigns** (www.lifesigns.co.uk) - Helpful resources for harm minimisation tactics.

EATING DISORDERS

- **Beat** (www.b-eat.co.uk) - has both an adult and a youth helpline (Adult phone: 0808 8010677, Youth phone: 0808 8010711).
- **Anorexia and Bulimia Care** (ABC) – (www.anorexiaandbulimiacare.co.uk, Phone: 03000 111213).
- **Men Get Eating Disorders Too** (www.mengetedstoo.co.uk)

DOMESTIC ABUSE/SEXUAL HARM

- **National Domestic Violence Helpline** - (0808 2000 247)
- **Independent Domestic Abuse Services** (IDAS) - they provide support but also can connect you to emergency accommodation and are based in North Yorkshire (03000 110 110)
- **Rape Support Line** - (0300 111 0777 Tuesday 5pm-7pm and Thursday 5pm-9pm)
- **Men's Advice Line** - Specific to support male sufferers of domestic abuse and provide awareness and support (0808 801 0327 Monday to Friday 9-5, open till 8pm on Monday and Wednesday)

Mental Health

Doctors

- First port of call is immediately to go to **A&E** or call **999** if life is threatened or safety is
- If it isn't an emergency call **111** for nhs

Crisis Services to Talk It Through

- **Samaritans** on 116 123 (24hr service to talk to someone)
- **Saneline** on 0300 304 7000, 4.30pm-10.30pm or http://www.sane.org.uk/what_we_do/support/helpline/ (to help provide information and support for families and people suffering from mental health problems).
- **Mind** Infoline on 0300 123 3393 9am-6pm Monday to Friday or visit their website www.mind.org.uk/information-support/helplines (provides information and enables people to make informed choices decisions on specific mental health problems. It helps point people to places to get help).
- **Rethink Mental Illness** Advice Line on 0300 5000 927, 9.30am - 4pm Mon to Fri or <http://www.rethink.org/about-us/our-mental-health-advice> (they provide expert advice for people with mental health problems and those who care for them. They also support professionals and employers).
- **Shout**, text on 85258 for immediate help from a volunteer. It is 24hrs. (general support for any crisis, they will text back and forth to help calm you down and for however long you feel comfortable).
- **Anxiety UK**, info at 03444 775 774, mon-fri 9.30-5.30 and text service on 07537 416 905. (advice and support for those suffering with anxiety and anxiety based depression. Aim to get people professional help as well as information).
- **Calm** (Campaign Against Living Miserably) tel:0800585858 or webchat <https://www.thecalmzone.net/help/webchat/> 5pm-midnight. Helpline for men who need to talk or gain information while struggling.

Counselling

- You can get free counselling through the **NHS**, as long as you are registered with a GP you can self refer. There may be a wait
- You can search for a counselor in your area on the **counselling directory** <https://www.counselling-directory.org.uk/>
- The charity **Mind** offers support for finding and understanding talking therapy for mental health issues as well as support groups. <https://www.mind.org.uk/information-support/drugs-and-treatments/talking-therapy-and-counselling/#.XZTHmkZKjIV>
- **Anxiety UK** offer different forms of therapy to members of the charity including Clinical Hypnotherapy and Counselling, providing a referral form on the website. <https://www.anxietyuk.org.uk/our-services/book-your-therapy-here/> charges do apply on a sliding scale of income.
- **CWR** offers help finding a Christian counsellor, they provide educational resources and train people but also point you in the right direction for finding support. <https://www.waverleyabbeycollege.ac.uk/find-a-counsellor-map/>
- Listening services and counselling offered through **Spurrigate** centre, these can be Christian specifically or not. <http://www.spurriergate.com/counselling.html>
- Bill Merrington -**BMerri.com** for counselling
- **Private Counsellors** - Lesley Nichols, who does some stuff with Spurrigate too, 07847181154
- Sarah Frettingham, Thixendale, near Malton 01377288286 sarahfrettingham@gmail.com
- Self referral at **York St John Mental Health Clinic**.
- **Hope Counselling** in York, specifically Sarah Rayner who you can contact via info@hopecounsellingyork.com. Fully trained counselling available and in association with Christian Counselling. Cost based on voluntary contribution/income and ability to pay. **Offers discount to students**
- **Jill Ross** - jillrosscounselling@gmail.com & 07917667616, lives in Acomb with good access and parking. Christian counselling available if desired.

Mental Health Support Charities

- www.mind.org.uk it offers advice and information on mental health problems along with an A-Z of mental illnesses as well as a number of interactive self-help tools and links to mindfulness apps and games.

- <https://www.rethink.org/> offers support for mental health problems as well as offering training, information and campaigning to bring mental health problems on the government agendas
- www.anxietyuk.org.uk working to relieve people with anxiety/anxiety based depression by providing support, information and services such as 1:1 therapy. They can also provide help for minor anxieties and phobias.
- <https://www.mercyuk.org/> faith based help, aiming to restore wholeness to individuals in the body of Christ. They offer discipleship resources, provides pastoral training and remote support services. There is a residential home programme in extreme cases for women aged 18-30, to find healing and restoration in Christ.
- **Mercy UK** also offer remote pastoral support for both those seeking help and those supporting others +44 (0) 1535 642042 or supportservices@mercyuk.org
- <https://www.mindandsoulfoundation.org/> aims to educate, equip and encourage Christians about mental health. There are good books, talks and articles to recommend to people.
https://www.mindandsoulfoundation.org/Articles/200314/Mind_and_Soul/Resources/Our_Books.aspx
- **Mental Health Mates**- organises meet ups and walks for people struggling with mental health. <https://www.mentalhealthmates.co.uk/our-story/>

Local York Resources

- **York Mind** - free counselling to 16-25 year olds
- **The Haven** - free crisis drop in centre for 16-18 year olds
- **The Retreat** - offers therapy for a range of different issues and offer trauma help. Specialise in diagnosing and helping support people with ADHD, Autism and eating disorders.

Self Care-General Tips

- Keep a journal/mood diary and write down your feelings
- Try peer support
- Join an online forum - <https://www.elefriends.org.uk/>
http://www.sane.org.uk/what_we_do/support/supportforum
<http://www.shawmindfoundation.org/healthunlocked-our-online-forum/>

Bereavement

Charities:

- **St Leonards Hospice:** drop in bereavement centre, every other Thursday 5pm-7pm. *185 Tadcaster Road*
- **Care For Family:** helping families struggling with grief by offering advice, guidance and support days/events. They also offer support and advice for those who are helping people who are grieving.
- **Cruse Bereavement Care York:** provides advice, support and information for everyone suffering with grief of any kind. In York they have an active social media presence for updated information but also can be contacted on *01904 481162*
- **St Martin's Hospice**
- **Hope Again:** providing support for young people dealing with grief by sharing stories online with each other.
- **Dying Matters:** A charity whose aim is to campaign and provide tools to help the issues of death and bereavement be more widely and openly discussed.
- **The Good Grief Trust:** Provides support for the bereaved by the bereaved, good links to finding support near you.
- **Bereaved Children Support:** offer a monthly drop in session for children to talk and gain peer support as well as parents and carers to connect too. A local charity based in York
- **York Sands:** provides support and advice for parents grieving the loss of a baby, either pre birth or post birth.
- **WayUp:** Online self help group, providing mutual support for people who have been widowed. <https://way-up.co.uk/>
- **WAY:** A national charity that supports people under the age of 50 who have lost a partner
- **Child Bereavement Charity:** Offers support for those who have lost a child of any age, support for the whole family.

Helplines:

- **Cruse:** *0808 808 1677*, open 9.30-5pm Monday and Friday and till 8pm on Tuesday-Thursday.
- **Hope Again:** same as above
- **York Sands:** *0207 436 5881*, open 10-5 Monday-Friday

- **Child Bereavement Charity:** 0800 02 888 40
support@childbereavementuk.org available 9-5 Monday-Friday
- **York Bereavement Services:** run by the NHS, giving practical help and advice on what to do after someone dies, to support you through the practical difficulties and first stages of grief. 01904 725445

Counselling

- **St Martin's Hospice-** offer bereavement services to families of recently deceased under 25 years olds who died traumatic deaths or life shortening illnesses.
<https://www.martinhouse.org.uk/Help-for-families/Information-for-families/Bereavement-Support>
- **Geraldine Mace:** specialised grief counsellor, able to offer individual or small group sessions. Telephone on 07707644445 or email info@gerimace.com
- Bill Merrington -**BMerri.com** for counselling.

Dementia Support

Helplines:

- Call your GP for emergency and to get a diagnosis
- **National Dementia Helpline** - 0300 222 11 22 open 9am-8pm Mon-Wed, 9am-5pm Thurs-Fri and 10-4 Sat & Sun
- **Social Services** - 01243 752 999 Mon-Fri 9am-5pm
- **Admiral Nurse Dementia Helpline** - 0800 888 6678 open 9-9 Mon-Fri and 9-5 Sat & Sun. Email helpline@dementiauk.org outside hours
- **Age UK Helpline** - 0800 678 1602 open 8am-7pm everyday or **AgeUK York** - 01904 627995
- **Alzheimers Society** – 0330 115588
- **Independent Age Helpline** - 0800 319 6789 to get advice on care, money and benefits and health and mobility. Open Mon-Fri 8.30am-6.30pm and Saturday 9am-1pm
- **Dementia Forward** – 01904 692473, a local service which provide advice and support during the early stages of diagnosis.

Charities:

- **Age UK:** offer one to one and group support for people living with dementia to have visitors and go on trips and they can provide advice and information about access support for carers.
- **Dementia UK:** helping connect you with an Admiral Nurse who can support and help the family through a challenging time in different ways from 1-1 support, giving advice and solutions and managing fear and distress.
- **Dementia Friends:** fighting for awareness about dementia and advocating for rights.
- **York Minds and Voices:** have a course that helps people newly diagnosed with dementia
- **York Flourish:** develop projects that help people living with dementia. Info can be found via phone 07905 117108 or emailing info@yorkflourish.org
- **Alzheimers Society:** can provide information and support for what is on offer for people living with dementia in the York area. 01904 567701
- **Be Independent:** providing care and equipment to encourage independence. 01904 645000

- **Citizens Advice York:** provide a range of advice for dementia patients and carers, including help with benefits and financial matters. 03444 111 444
- **Older Citizens Advocacy Agency:** free for over 50's in York, 01904 676200

Getting Care and Support:

- **City of York Council Adult Social Care Team** – 01904 555111, short term support for example if a carer becomes ill. They can also do assessments to see what can be offered in terms of day services or respite.
- **Strensall Day Care Centre:** 01904 490461
- **Home Instead:** provide care up to 24hrs and offer respite, 01904 690884.
- **Bluebird Care** – 01904 691992 offer home care and live in services to help maintain independence.

Help For Carers:

- **Alzheimer's UK:** run caring and coping courses for carers
- **York Carers Centre** – 01904 715490
- **York Carers Forum** – 01904 422437
- **Crossroads Care Harrogate Craven and York** – 01423 522371

Websites:

- www.alzheimers.org.uk for support and advice
- www.ageuk.org.uk
- www.dementiauk.org offer advice for carers to look after themselves as well as information regarding dementia and getting support
- www.scie.org.uk/dementia provides advice for all stages of dementia
- **Healthwatchyork** - have done a lot of useful research about support within the York area including different activities, cafes and practical support. Excellent collation of things and places for all stages of dementia.
<https://www.valeofyorkccg.nhs.uk/rss/data/uploads/mental-health/healthwatch-york-dementia-guide.pdf>

Addiction

Belfrey Linked Charities:

- **Changing Lives** - The leading drug and alcohol charity in York. They offer therapeutic clinical intervention as well as supporting people with substance abuse. **01904 464 680**
- **The City Hub** - run in partnership with Changing Lives is an addiction drop in facility for those seeking support. Runs everything Thursday 11-2, at *St Bede's Pastoral Centre*
- **Oaktree** - Abstinence based day treatment run by Changing Lives, it runs a twelve week course based on the 12 Steps. You can self refer. Open 9-5 weekdays
- **Betel** - Christian charity restoring broken lives through work, well being and worship. Commit to enter one of the houses/facilities for a year to 18 months to learn to live well again and become a productive member of society alongside others.

Other Charities:

- <https://www.recovery.org.uk/> gives advice about getting help and offers different places for rehab and generally provides support. They have an online chat to answer any question
- Drugrehab-york.uk helping to provide support to get into rehab and through to recovery.
- **Smart Recovery** - providing choice in recovery, through mutual aid meetings and online training courses. There are meetings in York, connected with Changing Lives on Walmgate.
<https://smartrecovery.org.uk/>
- **Action on Addiction** - a charity supporting those suffering to recover but also supporting the family and support network through training and helping to understand the effect outside that one person.
www.actiononaddiction.org.uk
- **York Hospital's Recovery Centre** - offers outpatient help including medical assistance, counselling, education and therapy
<https://www.yorkhospital.com/recovery-center/>
- **Turning Point** - aiming to tackle substance abuse by looking at the whole person. They support the problem and the person.
<https://www.turning-point.co.uk/drug-and-alcohol-support>

NHS Facilities:

- **York Drug and Alcohol Services** are available from the NHS, 9-5 weekdays and till 7.30 on Mondays and Thursdays.
- **Needle Exchange** - for safety and to limit the risk of infection, 9-4.30 weekdays and 7pm on Mondays and Thursdays.

Helplines:

- In an emergency call **999**
- 0203 553 0234 **recovery.org**, a 24hrs phone line and they offer free call back service
- 0800 772 3971 **drug rehab York** provide a 24hr helpline about getting treatment
- (207) 351 2118 for the recovery centre run by **York Hospital**, to provide guidance about accessing support either for yourself or a loved one

Homelessness

Belfrey Links:

- **Never Give Up** - run by the church as a missional outreach to the homeless. Provides a warm meal each Thursday at 4pm as well as a talk and community within a Christian context
- **Restore** - a Christian run organisation that aims to house and support people who have for whatever reason struggled to stay in a home. They support their tenants and run social activities to help ensure they remain responsible and offer Christian prayer and support too.
- **Arc Light** - Charity in association with Changing Lives that provides shelter and support for homeless men and women. It aims to reconnect those on the edges back into society as normally as possible.

Charities:

- **Salvation Army** - a charity that helps many on the fringes. They provide drop ins and temporary shelter for the homeless as well as providing and supporting people to find more permanent accommodation or prevent them reaching a state of homelessness.
<https://www.salvationarmy.org.uk/homelessness>
- **Carecentre** - a breakfast centre for the homeless, providing food, clothing and fellowship. Where possible they try to connect people with other programs to move them forward/get them out of homelessness. It is open for 18+ Mon-Sat 8.30-10.45 and takes place at *Central Methodist Church*.
- **SASH** - helping young people stay out of homelessness (16-25's). They offer immediate housing for people who need a place to stay suddenly and offer longer term lodging for those who cannot return home. They work with host homes and local authorities. 01904652043 or www.sash-uk.org.uk
- **Peasholme** - supporting homeless people to find and keep homes as well as fighting against social exclusion by trying to support access to education or training. <https://www.peasholmecharity.org.uk/>
- **Foundation** - fighting for social justice by helping those at risk of homelessness get support. Emotional and physical support and particular focus on assisting offenders and those leaving prison who might not have anywhere to go and at risk of re-offending. www.foundationuk.org

- **York Foodbank** - providing emergency food, enough for three days, for those in crisis. Does require being referred from an outside source to get a voucher.

Financial

Christian Help:

- **CAP** - working with churches to bring change to people's lives and money management, helping people get out of debt, budget better and find jobs. In York there are two debt centres run by *Gateway Church* and *York Community Church* which also offers Life Skills courses.

Debt Help:

- **Step Change** - over the phone or internet advice about debt for free, and support as you manage your debt. Also campaign to reduce the risks and help manage the stress that it causes.
<https://www.stepchange.org/start.aspx> or 0800 138 1111 Mon-Fri 8-8 and Sat 8am-4pm
- **National Debtline** - Free impartial advice about debt run by the money advice trust. Completely confidential and understand outside influences that can cause people's debt problems. There is a lot of help online www.nationaldebtline.org or 0808 808 4000 Mon-Fri 9am-8pm

Citizens Advice:

- **OCA Y** - available to those over 50 offering advocacy to people who feel they have no voice and need some support or advice. They aim to help bring a positive outcome in matters that will improve your wellbeing.
www.oldercitizensadvocacyork.org.uk
- **Citizens Advice York** - free, confidential and independent advice on anything, including finances, benefits, employment and consumer rights. Lots of advice online but can also get phone advice or they run some drop in sessions <http://www.citizensadviceyork.org.uk/advice/>

Family Matters and Relationships

Christian Charities:

- **Family Matters York** - work to care and support the family across York. They offer both parenting and relationship courses to help better equip people to communicate effectively and work together. *Time Out for Parents* across the years, *Time Out From Anger*, *Couples in Crisis* and *The Marriage Course*. [Fmy.org.uk](http://fmy.org.uk)
- **Bundles of Joy** - run in partnership with Besom, they exist to help provide for expectant mothers and those with small babies who might need extra support by providing a practical gift.
<https://besominyork.wordpress.com/bundles-of-joy/>

Relationship Help:

- **Relate** - helping people in all forms of relationships by providing support, guidance and counselling
- **Counselling** - there are a number of different counselling places for couples across York, including:
<https://www.yorkpsychotherapist.co.uk/relationships.php>
<https://www.relationshipcounsellingyork.com/> and you can find individual counselling on Psychology Today:
<https://www.psychologytoday.com/gb/counselling/relationship-issues/eng/york>
- **Marriage Care** - helping couples prepare for marriage and build a strong and healthy relationship as well as supporting those who are struggling.
<https://www.marriagecare.org.uk/>

Family Help:

- **York Family Information Service** - a free service to help both parents and young children alike be given access to any information regarding family life. They offer a range of information on everything from childcare to disability help, from schooling to online help, from bullying to child abuse, nothing is off limits. Text-only service on 07786202241 or email fis@york.gov.uk. <https://www.yor-ok.org.uk/families/>
- **Young Minds** - they offer advice and guidance for parents and tips particularly for those worried about any child with mental health

problems, providing a parent helpline too available *Mon-Fri 9.30am-4pm* on 0808 802 5544. <https://youngminds.org.uk/find-help/for-parents/>

- **Local Area Coordinators** - as part of the local government, these are people specifically there for different areas of York to help connect people with the community and needed services near them, including social care and family help. Your local co-ordinator can be found [here](#)

Domestic Abuse:

- **999** - in an emergency, the police should be contacted immediately. They also will work in partnership with other organisations to refer you to.
- **IDAS** - North Yorkshire's largest charity to support those affected by domestic or sexual violence. They can provide emotional and physical support as well as emergency accommodation. www.idas.org.uk. They also offer a 24 hour emergency helpline on 0808 2000 247 and a Rape Support Line on *Tuesday and Thursday evenings 5-7/5-9* on 0300 111 0777
- Locally, **IDAS** also have a regional helpline 03000 110 110, and a specific York branch which can be called on 01904 646 630. To contact them online or to find other numbers for across Yorkshire, visit the website here: <https://www.idas.org.uk/contact/>
- **Survive** - they provide support for people of child sexual abuse, rape or sexual assault. <http://survive-northyorks.org.uk/>
- **Bridge House** - free support and help for those who've suffered sexual abuse in any form. 0330 223 0362
- **Men's Advice Line** - An advice line to help support and male sufferers of domestic abuse and provide advice. Their number is 0808 801 0327 and is open *Monday-Friday 9-5* and open till 8pm on Monday and Wednesday. <https://mensadviceline.org.uk/>
- **Eve Christian Refuge** - A Christian support for women and children, providing shelter but also programs and training to help equip those who have been abused to rebuild and develop health relational habits but also to equip organisations in supporting victims. You can visit their website <https://eveda.org.uk/> or call them on 01604 230311