



### Community Support Guide (York & Selby)

- *30 Clarence Street – The Haven*: A fully staffed drop-in service in York city centre which runs between 6pm and 11pm, and provides help, advice and dedicated support regarding mental health issues. The Haven’s staff prefer to work with people directly, but if you’re struggling to make contact you can call them for emotional support to facilitate coming to the Haven afterwards; they also provide access to a dedicated mental health helpline for prior users of their service. Contact no. **07483 141310**; located at 30 Clarence Street, York, YO31 7EW.

### ***Mental Health Support Lines***

- *CALM (Campaign Against Living Miserably)*: Contact no. **0800 585858**. Nationwide charity dedicated to assisting men who’re down or who have ‘hit a wall’. Webchat is available via their website at <https://www.thecalmzone.net/>. Helpline open 5pm to midnight, Monday to Sunday.
- *North Yorkshire Mental Health Helpline*: Contact no. **0333 0000 309**. Provides advice and support regarding any mental health issue. This service is open to anyone registered with a North Yorkshire GP, and operates Monday to Thursday 5pm to 8.30pm, Friday from 4.30pm and 24-hours at weekends, including Bank Holidays.
- *Papyrus*: Contact no. **0800 0684141**. An organisation dedicated to helping young people who feel life is not

worth living or are worried about thoughts of suicide. Their Hopeline offers non-judgemental support, practical advice and information to anyone up to the age of 35 who are worried about how they are feeling, or to anyone concerned about a young person. They also provide support via text on **07786 209697**, and via e-mail at [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org). Helpline open Monday-Friday 10am to 10pm, 2pm to 10pm weekends and bank holidays.

- *Saneline*: Contact no. **0300 304 7000**. Help, information and emotional support for those affected by mental health illness, including friends, family and carers; they also offer a text-based service on request. Open from 4.30pm to 10.30pm daily.
- *Silver Line*: Contact no. **0800 4708090**. 24-hour, confidential, free advice and support line for people aged 55 and over; they also provide dedicated, long-term 1:1 work through their Telephone Friends and Silver Letters services for people struggling with isolation or loneliness. For more information, please see their website at <https://www.thesilverline.org.uk/>.
- *The Samaritans*: Contact no. **116 123**. 24-hour, confidential emotional support service for anyone in distress or experiencing suicidal thoughts and feelings.

### ***Community Organisations***

- *30 Clarence Street – Mental Health Recovery Team*: Provides a mental health advice and information service on a 'drop-in' basis. Also serves as a York Explore library (hosting the mental health 'books on prescription' service) and a café. The book collection contains a range of popular fiction and non-fiction, particularly health & wellbeing books. They also host a range of support groups

and activities for people with mental health issues. Located at 30 Clarence Street, York, YO31 7EW. (Only available to York residents.)

- *Brighter Futures Community Café*: Brighter Futures is a service-user organised and led initiative supporting anyone experiencing mental or emotional distress. They have open 'coffee and chat' sessions from 10.30am at the Age UK Café at 53 Micklegate, Selby, on Mondays and Thursdays.
- *Horton Wellbeing Café*: Aimed at adults aged 18 or over who have mental health issues or concerns, their family members and carers. Held in Selby, Riccall, Tadcaster, Eggborough and Sherburn, the Wellbeing Cafés provide a range of services including support with benefits or housing issues and creative courses as well as giving people a space to come and socialise. For more information, please see their website at <https://hortonhousing.co.uk/get-support/horton-wellbeing-cafe/>.
- *Kyra Women's Project*: Run by women, for all women, and welcomes you whether you are in crisis or entering a new phase of your life. Provides non-judgemental support, information and services to empower women to make choices, become stronger and more independent. They help you build your self-confidence and achieve your aims, by enabling you to address and resolve issues in your life; various groups, activities and counselling options are available. Contact no. **01904 632332**; located at St. Saviourgate, York, YO1 8NQ.
- *York Mind*: An independent local mental health charity which aims to empower individuals experiencing mental ill health to start on the pathway to recovery. They offer a range of services from peer support and mindfulness

courses to individual counselling. *Only available to York residents.* Contact no. **01904 643364**; located at Highcliffe House, York, YO30 6BP.

### **Counselling Services**

- *Counselling and Mental Health Clinic at York St. John University:* Offers counselling for a range of difficulties including trauma, relationship problems and domestic violence; the cost of each session is based on a client's income. Contact no. **01904 876072**.
- *The City of York Council Young People's Services at 30 Clarence Street:* Offer a counselling service for people aged 16-25. *Only available to York residents not currently attending college or university.* Contact no. **01904 555400**.
- *York 1-2-1 Counselling:* A free/donation-based service. *Only available to York residents.* Contact no. **07587 155 678**.
- *York Women's Counselling:* Provides support specifically for women and has a sliding scale of costs for sessions based on ability to pay. *Only available to York residents.* Contact no. **01904 652706**.