

SUPPORT FOR FAMILIES

FINANCIAL SUPPORT

<https://www.moneyadviceservice.org.uk/en/articles/coronavirus-and-your-money>

<https://www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you>

❖ Citizens Advice York

West Offices York, YO1 6GA

For advice phone 03444 111 444

EMOTIONAL WELLBEING

<https://www.yor-ok.org.uk/families/Local%20Offer/emotional-and-behavioural-difficulties.htm>

❖ YORK MIND

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

<https://www.mind.org.uk/information-support/tips-for-everyday-living/online-mental-health/online-mental-health-tools/>

York Mind will be providing limited services from Friday 27th March 2020 until further notice.

In order to support the health and wellbeing of all our staff, clients and volunteers, York Mind has taken the decision that all face to face contact with clients will be moved to telephone or digital services. This includes group support which will be moved to telephone support where appropriate.

- www.facebook.com/MindYork
- www.twitter.com/TheYorkMind
- www.instagram.com/york_mind

❖ CAHMS

The Centre is taking action to reduce the spread of the coronavirus. Our physical sites are now closed but we are still at work, with all staff working remotely.

01904 294200

<https://www.yor-ok.org.uk/families/CAMHS/camhs.htm>

CRISIS NUMBER: 01904 526582

❖ PAPYRUS

SUPPORT FOR FAMILIES

PAPYRUS is the UK Charity for the prevention of young suicide.

If you are a young person at risk of suicide or are worried about a young person at risk of suicide:

Call: [0800 068 41 41](tel:08000684141) **Text:** [07860 039967](tel:07860039967) **Email:** pat@papyrus-uk.org

<https://papyrus-uk.org/>

❖ KYRA WOMENS PROJECT

Volunteering opportunities; Social Support groups and counselling.

T: 01904 632332

<http://www.kyra.org.uk/>

❖ YORK CARERS CENTRE

Regretfully, in light of the recent coronavirus developments, we have taken the decision to cancel our group sessions/meetings, hubs and events for the foreseeable future. The well-being of carers, visitors, volunteers and our staff is our absolute priority and our commitment is to adhere to the strictest safety protocols. Additionally we have temporarily closed access to our York Carers Centre offices.

We will maintain advice and support services for carers via telephone and ask that you contact us on our reception telephone number 01904 715 490 or email to enquiries@yorkcarerscentre.co.uk if you have an enquiry or need support.

❖ Action for Children

Digital parenting support, providing trusted advice written by our under 5s team and one to one online chat.

We're making it easier to find parenting advice you can trust, with advice from our under-fives team.

We can provide general parenting information on a range of topics or you can chat online to our Family Support Workers. We can talk to you about child development, behaviour, eating, sleeping, toilet training, work, finances, how you feel, wellbeing and anything else you want to!

We'll also signpost you to local services and the best parenting apps and websites we can find.

<https://www.actionforchildren.org.uk/in-your-area/services/online-parenting-support-for-0-5-year-olds/>

SUPPORT FOR FAMILIES

❖ Family Lives

People contact us about all aspects of family life that include all stages of a child's development, issues with schools and parenting/relationship support. We also respond when life becomes more complicated and provide support around family breakdown, aggression in the home, bullying, teenage risky behaviour and mental health concerns of both parents and their children. If you need support or advice, you can call us on our helpline on **0808 800 2222**, email us at askus@familylives.org.uk or alternatively visit our pages for [online advice](#). We work with families in the community too, find out more about what we are doing [in your area](#).

<https://www.familylives.org.uk/how-we-can-help/>

❖ Parent Support Online

This site was conceived to help bridge the gap between expectation and reality. It hopes to provide information, support and links to resources so you can prepare for the most rewarding journey of your life.

<http://www.parentsupportonline.com/>

❖ Heads Together Mental Health Support

<https://www.headstogether.org.uk/get-support/>

If you need immediate support, you can text SHOUT to 85258 and chat by text. The service is free on most networks and available 24/7, and trained volunteers will listen to you, and work with to help you take the next steps towards feeling better

CALM offer accredited, confidential and free support to men anywhere in the UK through a helpline and a webchat service. They will talk through any issue with you and offer support, advice and signposting. Calls won't show up on your phone bill and are free all phones.

❖ Help Guide – troubled teenagers

<https://www.helpguide.org/articles/parenting-family/helping-troubled-teens.htm>

❖ SAMARITANS

Whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year.

SUPPORT FOR FAMILIES

Call 116123 Email: jo@samaritans.org

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

SUPPORT FOR SEN

❖ SHORT BREAKS

Short Breaks are provided for families with children with a permanent and substantial impairment or illness, which has a profound effect on their health, development and social functioning. They are provided for families that are unable to access universal activities, services and provision without additional support.

<https://www.york.gov.uk/ShortBreaks>

❖ HELP in HAND

Tel: 01904 646058. – support DLA/PIP claims

FOOD BANK INFORMATION

FIS are holding this information

Gateway – Mon 11.00 – 1.00pm

Living World – Wed – 1.00 – 3.00pm

Cornerstone(Tang hall) – Friday – 10.30 – 12.30pm

Citadel (Gillygate) Sat 10.00 – 12.00pm

HOUSING

Contact our **Housing Options** team: telephone: 01904 554500. email: housing.options@york.gov.uk. contact the Emergency Duty Team, telephone: 01609 780780 for emergency out of hours service, or if fleeing domestic violence

<https://www.york.gov.uk/HousingOptions>

SUPPORT FOR SINGLE PARENTS

Gingerbread support for single parents – benefits, housing, legal etc

The helpline number is 0808 802 0925.

Before you call - Check if your question can be answered by any of our online information.

This [information](#) – available on a range of subjects and regularly checked and updated by advice professionals – might give you the answer you need more quickly. Demand for the helpline is high and so callers often have to wait to speak to an adviser – the average waiting time is around 20 minutes.

SUPPORT FOR FAMILIES

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

BEREAVEMENT SUPPORT

❖ CRUSE

Cruse bereavement care is here to support you after the death of someone close. If someone you know has died and you need to talk

T: 0808 808 1677 Email: helpline@cruse.org.uk

<https://yorkcruse.com/>

❖ CHILD BEREAVEMENT UK

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