

This COVID-19 VCSE Response Directory has been collated to provide a valuable resource for voluntary, community and social enterprise (VCSE) sector organisations to use as a sign-posting tool. This document is **NOT** designed to be distributed to the general public.

ORGANISATION:	SUPPORT PROVIDED:	OPENING TIMES:	CONTACT DETAILS:
<b>Age UK York</b>	Welfare/Befriending Information and Advice (benefits support, signposting)	Telephone information, advice and signposting, help with completing benefit claims, telephone befriending, welfare calls, paid for services include: personal care, shopping, cleaning, help/with for pets, day clubs, carer's respite service (In Safe Hands). Have emergency volunteers who may be able to do "one offs".	Mon - Fri 09:30 - 15:30  <b>Email:</b> ageukyork@ageukyork.org.uk <b>Website:</b> www.ageuk.org.uk/york <b>Telephone:</b> 01904 634061 (information) /01904 627995 <b>Address:</b> 70 Walmgate, York, YO1 9TL
<b>Alzheimer's Society</b>	Welfare/Befriending	Telephone support, advice and information for people affected by dementia (people living with dementia and their carers). Welfare calls and companion calls by telephone. Online forum.	Mon - Fri Daytime  <b>Email:</b> yorkservices@alzheimers.org.uk <b>Website:</b> www.alzheimers.org.uk <b>Telephone:</b> 01904 929444
<b>AWOC York</b>	Welfare/Befriending	Support for people ageing without children owing to choice, circumstance, infertility, bereavement, estrangement or distance.	Weekly social meetings on Zoom: 11:00 Thursdays  Monthly meetings: Second Wed of
<b>Clements Hall</b>	Food, Welfare/Befriending	Working with the Supper Collective, we deliver free meals to people who need them, twice a week, mainly in the Micklegate ward. We also offer doorstep chats for people missing human company.	Wed, Fri Day  <b>Email:</b> enquiries@clementshall.org.uk <b>Website:</b> www.clementshall.org.uk Telephone: 01904 466086 <b>Address:</b> Nunthorpe Road, York YO23 1BW

<b>Dementia Forward</b>	Welfare/Befriending	Telephone dementia support service to people with dementia and their carers. Running activities such as quizzes on zoom and providing advice on activities to do at home to help keep people engaged and living well during Covid-19.	Mon - Fri Daytime	<b>Email:</b> info@dementiaforward.org.uk <b>Website:</b> www.dementiaforward.org.uk <b>Telephone:</b> 03300 578592 <b>Address:</b> Nunthorpe Road, York YO23 1BW
<b>Foxwood Community Centre</b>	Food	Free food for anyone who wants to collect it, supported by Fareshare and other food outlets.	Wed, Fri Day	<b>Email:</b> infofoxwoodcc@gmail.com <b>Website:</b> www.foxwoodcommunitycentre.org.uk <b>Telephone:</b> 07928486040 <b>Address:</b> Cranfield Place, Bellhouse Way, Foxwood, York YO24 3HY
<b>Kyra Women's Project</b>	Support for vulnerable women	Weekly telephone support. Running online sessions including: motivation coaching, yoga, mindfulness, music therapy, craft group, poetry, meditation, loss group (bereavement), counselling, Freedom (recovery from domestic abuse) and poetry group.	Mon - Sat Daytime	<b>Email:</b> contact@kyra.org.uk <b>Website:</b> www.kyra.org.uk <b>Telephone:</b> 01904 632332 <b>Address:</b> CMC St Saviourgate, York YO1 8NQ
		Continuing to support women looking to get back into employment through Action on Inclusion. We have outreach to women in rural locations to link them to our services. Aiming to continue face to face enrolment and some groups eg. walking group, self defence and drama therapy, where this can be done in a Covid secure way and within Government guidelines.		

<b>MYSight York</b>	Welfare/Befriending	<p>Home Connections service can explore an individual's needs by telephone and supply specialist equipment straight to their doorstep.</p> <p>Keeping in Touch project pairs individuals up with a friendly volunteer.</p> <p>Activity groups continue to meet online or by telephone and welcome new members.</p> <p>Talking Space Counselling Service is operating on a reduced basis via telephone.</p>	<p>Mon - Fri Daytime</p> <p>Phones are answered between 9:00 - 16:00</p>	<p><b>Email:</b> <a href="mailto:hello@mysightyork.org">hello@mysightyork.org</a>  <b>Website:</b> <a href="http://www.mysightyork.org">www.mysightyork.org</a>  <b>Telephone:</b> 01904 636269  <b>Facebook:</b> <a href="https://www.facebook.com/mysightyork">mysightyork</a>  <b>Twitter:</b> <a href="https://twitter.com/mysightyork">@mysightyork</a></p>
<b>National Youth Agency</b>	National Youth Work Guidance for youth work services	<p>National Youth Work Guidance backed by Government detailing the different levels of restrictions and what this means for youth work services and organisations.</p> <p>We also have the Youth Work Support Site (<a href="https://youthworksupport.co.uk/">https://youthworksupport.co.uk/</a>) which we created in partnership with UK Youth, the Mix and the Federation of Detached Youth Workers. This has a variety of training webinars, templates, guidance and activities that youth workers and those working with young people can use.</p>	<p>24 hours Websites are available 24/7. You can email <a href="mailto:nya@nya.org.uk">nya@nya.org.uk</a> or <a href="mailto:guidance@nya.org.uk">guidance@nya.org.uk</a> for further queries.</p>	<p><b>Website:</b> <a href="https://nya.org.uk/guidance/">https://nya.org.uk/guidance/</a>  <b>Youth Work Support Site:</b> <a href="https://youthworksupport.co.uk/">https://youthworksupport.co.uk/</a>  <b>Email:</b> <a href="mailto:nya@nya.org.uk">nya@nya.org.uk</a>  <b>Telephone:</b> 0116 242 7350</p>
<b>OCA Y</b>	Welfare/Befriending Advocacy	<p>Advocacy help and support with issues such as benefit applications, energy supply switching and queries, access to services such as housing and social care, writing letters and making complaints. We will be staying open throughout any lockdown, providing a telephone support service.</p>	<p>Mon - Fri Daytime</p>	<p><b>Email:</b> <a href="mailto:info@ocay.org.uk">info@ocay.org.uk</a>  <b>Website:</b> <a href="http://www.oldercitizensadvocacayork.org.uk">www.oldercitizensadvocacayork.org.uk</a>  <b>Telephone:</b> 01904 676200 / 07715 099493  <b>Address:</b> Priory Street Centre, York, YO1 6ET</p>

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Updated: 02/11/20

<b>Peasholme Charity</b>	Advice - Housing / Benefits / Access to food provision	Advice line, which referers can sign post individuals and families to, for support related to welfare benefits / housing / food provision. Increased resources within Housing Team to provide comprehensive support to prevent homelessness, including working with people with complex needs who may be street homeless.	Mon - Fri Daytime	<b>Email:</b> <a href="mailto:info@peasholmecharity.org.uk">info@peasholmecharity.org.uk</a> <b>Website:</b> <a href="http://www.peasholmecharity.org.uk">www.peasholmecharity.org.uk</a> <b>Telephone:</b> 0300 3657700 <b>Twitter / Facebook:</b> <a href="https://twitter.com/PeasholmeCharity">@PeasholmeCharity</a> Office currently closed to the public
<b>RAY (Refugee Action York)</b>	Welfare/Befriending	RAY works to support refugees, asylum seekers and migrants living in the York area. We offer a weekly zoom coffee morning; individual phone support for befriending, English conversation, or homework help; Arabic and Turkish classes for children by Zoom; translations of Government guidance posted onto a WhatsApp group for service users; donations of clothing, shoes and other items to a large group of male asylum seekers; regular contact with for each family or individual from a Families Support Worker, in their own language.	Mon - Fri Daytime  Times vary depending on the service but generally weekday daytime.	<b>Email:</b> <a href="mailto:info@refugeeactionyork.com">info@refugeeactionyork.com</a> <b>Website:</b> <a href="http://www.refugeeactionyork.com">www.refugeeactionyork.com</a>
<b>Secret Helpers York (SHY)</b>		Assisting people in need who are the victims of financial hardship, suffering by supplying essential items but not limited to fuel top ups, food and suitable clothing.	24 hour support	<b>Email:</b> <a href="mailto:yorkssecrethelpers@gmail.com">yorkssecrethelpers@gmail.com</a> <b>Facebook:</b> <a href="https://www.facebook.com/SHYSECRETHELPERSYORKSHIRE/">https://www.facebook.com/SHYSECRETHELPERSYORKSHIRE/</a> <b>Telephone:</b> 07860675887

<b>St Leonard's Hospice, York</b>	Provision of services to support health	<p>As a provider of palliative and end of life care we are 24 hours a day supporting patients and their families at the end of life.</p> <p>Our offer extends to supporting the health and wellbeing of patients who are living with life limiting conditions through our telephone and virtual support (we offer advice on the phone and have a range of videos for people to watch and follow supporting breathing/breathlessness, fatigue management, relaxation and mindfulness).</p> <p>Our offer also extends to a bereavement helpline and ongoing bereavement support for people who are living with grief either as a result of the death of a family member or friend through COVID or Non-COVID illness. We are also providing education, training and support to our CCG, care homes and independent care providers through our Project ECHO virtual training hub that is a joint provision with Saint Catherines Hospice in Scarborough.</p>	<p><b>Email:</b> enquiries@stleonardshospice.org.uk  <b>Website:</b> www.stleonardshospice.org.uk  <b>Telephone:</b> 01904 708553  <b>Address:</b> 185 Tadcaster Road, York YO24 1GL</p>
<b>The Wilberforce Trust</b>	Welfare/Befriending	<p>Virtual befrienders for individuals with sight and/or hearing loss in York. Either phone, email, letter, text or video chat. Sensory Assessments from our Yorsensory team (either at our Hub in Huntington or at the individual's home) to support individuals with sight and/or hearing loss with their day to day life, and Assistive Technology support in the same locations. Children's club, Club Wilber, for children with sight loss and their siblings. Virtual activities, activity kits delivered to their homes.</p>	<p><b>Email:</b> enquiry@wilberforcetrust.org.uk  <b>Website:</b> https://www.wilberforcetrust.org.uk/  <b>Telephone:</b> 01904 760037  <b>Address:</b> 49 North Moor Road, Huntington, York, YO32 9QN</p>

<b>Time to Change York</b>	Mental Health anti-stigma campaign	Helping people with lived experience of mental ill-health (this does not have to have a formal diagnosis) to use their experience to end mental health stigma and discrimination in a variety of ways (e.g. blogs, vlogs, poems, radio appearances, press releases, zoom events) to a variety of audiences (e.g. workplaces, the general public, and health professionals). We provide a group of like minded people to campaign to end mental health stigma and discrimination in York. We have various sub-project groups that meet virtually during the evenings as well as day times. You are welcome to set up your own project as an individual and we will see if our Coordinator and / or fellow Champions (volunteers) are able to support your project idea to end mental health stigma and discrimination in York.	Mon, Tue, Wed Evenings	<b>Email:</b> <a href="mailto:timetochange@yorkcvs.org.uk">timetochange@yorkcvs.org.uk</a> <b>Website:</b> <a href="https://www.time-to-change.org.uk/hub/time-to-change-york">https://www.time-to-change.org.uk/hub/time-to-change-york</a> <b>Twitter/Facebook:</b> @TTCYork <b>YouTube:</b> <a href="https://www.youtube.com/channel/UCpyvIGDz2uHvLmqINamdktg">https://www.youtube.com/channel/UCpyvIGDz2uHvLmqINamdktg</a>
<b>TuVida (formally Crossroads Care)</b>	Food, Medication, Welfare/Befriending, Respite Home Care	We allow a carer to step back and have a break, offering personal, emotional and social support we will also get shopping/prescriptions while the restrictions are in place. Our organisation is continuing our service as normal with full PPE and Covid risk assessments, social distanced when possible.	Mon - Fri Day	<b>Email:</b> <a href="mailto:Yorkshire@tuvida.org">Yorkshire@tuvida.org</a> <b>Website:</b> <a href="https://www.tuvida.org/yorkshire">https://www.tuvida.org/yorkshire</a> <b>Telephone:</b> 01423 22371 <b>Address:</b> Community House, 46-50 East Parade, Harrogate, HG1 4RR
<b>WEA Families Get Active</b>	Support for Families	Supporting families in getting active by providing an interactive facebook online community and online courses where families can 'check in' with each other online through learning.	Tue, Wed, Thu Daytime  Other appointments can be made with families to suit	<b>Email:</b> <a href="mailto:rrowan@wea.org.uk">rrowan@wea.org.uk</a> <b>Website:</b> <a href="http://www.wea.org.uk/familiesgetactive">www.wea.org.uk/familiesgetactive</a> <b>Telephone:</b> 07833127786 <b>Activities:</b> <a href="https://www.eventbrite.co.uk/e/116409779785">https://www.eventbrite.co.uk/e/116409779785</a>

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<b>York Alcohol Forum</b>	Welfare/Befriending Mutual Aid	Mutual Aid for those dealing with addiction.	Mon and Fri Evening	<b>Email:</b> <a href="mailto:clairecook2@yahoo.co.uk">clairecook2@yahoo.co.uk</a> <b>Telephone:</b> 07773 363166
<b>York Carers Centre</b>	Welfare/Befriending Supporting unpaid carers children through to elderly with all their support needs	Free support and advice for any unpaid carer, age 5 upwards into adulthood. During restrictions we are operating via telephone and online. We offer one to one emotional support, advice about carers rights and benefits, Carers Assessments of Need, befriending and listening, regular calls to vulnerable carers (particularly those who don't have digital access), peer support groups (particularly for mental health and substance misuse/addictions) and wellbeing activities. We have specialist services for young carers (5 to 18) and young adults (18 to 15) and liaise with schools, colleges and children's services. We work closely with partner organisations such as CYC, social prescribing, York Mind, Age UK. Regular updates through website and newsletters for carers.	Mon, Tue, Thu, Fri Daytime  Wed Evening	<b>Email:</b> <a href="mailto:enquiries@yorkcarerscentre.co.uk">enquiries@yorkcarerscentre.co.uk</a> <b>Website:</b> <a href="http://www.yorkcarerscentre.co.uk">www.yorkcarerscentre.co.uk</a> <b>Telephone:</b> 01904 715490 <b>Address:</b> Priory Street Centre, York
<b>York Cares</b>	Welfare/Befriending Support with IT, business skills support	Providing support through the Social Connections Programme including welfare calls and technology support, and through the Skills Share programme, providing business skills support.	Mon - Fri Daytime	<b>Email:</b> <a href="mailto:info@yorkcares.co.uk">info@yorkcares.co.uk</a> <b>Website:</b> <a href="http://www.yorkcares.co.uk">www.yorkcares.co.uk</a> <b>Telephone:</b> 07385 341587 <b>Address:</b> c/o Careers and Placements, University of York, York, YO10 5DD

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Updated: 02/11/20

<b>York Family Mediation Service/York Child Contact Service</b>	Support for families in crisis due to separation/divorce	Providing clients' choice of safe face-to-face or remote online (Zoom or WhatsApp) Family Mediation appointments; and safe supported Child Contact sessions or help with handovers at our neutral venue.	Mediation appointments: Mon-Fri  Child Contact: Saturdays	<b>Email:</b> yorkfamilymediationservice@gmail.com / ccc.york@googlemail.com <b>Website:</b> www.yorkfms.co.uk <b>Telephone:</b> YFMS 01904 792151 / YCCS 07904 586206 <b>Address:</b> Bintay House, 13 York Road, Acomb, York YO24 4LW (Contact Centre operates at a different site in Acomb)
<b>York LGBT Forum</b>	Welfare/Befriending	Online groups on wellbeing and offer 1 to 1 support.	Mon - Fri Daytime  Times may vary depending if groups are running and if paid workers are in meetings.	<b>Email:</b> enquiry@yorklgbtforum.org <b>Website:</b> www.yorklgbtforum.org.uk <b>Telephone:</b> 07731 852533

<b>York Mind</b>	Welfare/Befriending Mental Health and Wellbeing	<p>Offering all services digitally for people experiencing with mental health issues. Where people, who cannot access digital support for counselling, and our Action Towards Inclusion service, there are a small number of face to face appointments.</p> <p>Advocacy Service still visiting clients face to face, where essential.</p> <p>Young People's service offering all services digitally. This includes a drop in text service for young people who don't want to speak over the phone/by video.</p> <p>COVID-19 service offering coaching and telephone support to clients who are experiencing low mood and poor mental health due to Covid, but who do not have a diagnosed mental health condition.</p> <p>Also offering a range of online courses and activity sessions, including peer support, aimed at helping people improve/maintain their wellbeing and social interactions.</p>	Mon - Fri Daytime	<p><b>Email:</b> <a href="mailto:office@yorkmind.org.uk">office@yorkmind.org.uk</a></p> <p><b>Website:</b> <a href="http://www.yorkmind.org.uk">www.yorkmind.org.uk</a></p> <p><b>Telephone:</b> 01904 643364</p> <p><b>Address:</b> Highcliffe House, Highcliffe Court, York, YO30 6BP</p>
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<b>York Neighbours</b>	Food Medication Transport Welfare/Befriending Shopping	York Neighbours supports people over the age of 65 living within the City of York in order to reduce social isolation and promote independence. We do this in a number of ways by offering support through regular phone calls and helping with practical one-off tasks.	Mon - Fri Daytime  Office hours are Monday to Friday but Volunteers can provide help outside of these times.	<b>Email:</b> <a href="mailto:info@yorkneighbours.org.uk">info@yorkneighbours.org.uk</a> <b>Website:</b> <a href="https://yorkneighbours.org.uk/">https://yorkneighbours.org.uk/</a> <b>Telephone:</b> 01904 891627 <b>Address:</b> The Raylor Centre, James Street, York, YO10 3DW
<b>York Racial Equality Network (YREN)</b>	Welfare/Befriending	During COVID-19 we are offering advice and information by phone. We are operating the Friendship Project via Zoom on Wednesday afternoons and evenings to provide social interaction and the opportunity to learn new skills. When lockdown restrictions are removed, the Friendship Project will again be held in St Aelreds Community Centre, Tang Hall.	Wed Daytime	<b>Email:</b> <a href="mailto:info@yren.co.uk">info@yren.co.uk</a> <b>Website:</b> <a href="https://yren.co.uk/">https://yren.co.uk/</a> <b>Telephone:</b> 01904 557612 <b>Address:</b> Wharfedale, Tower Court, Oakdale Road, York, YO30 4XL