

Touchstone Winter Wellbeing Booklet 2024

Kirklees



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Mental Health Support

If you're struggling this Winter, you're not alone. There are people who can help - take a look below for who you can contact for support:*

NHS Mental Health Support - open 24/7

- ☎ Call **111 anytime** for mental health support and select option 2 for mental health. You can also visit: <https://111.nhs.uk/>.
- ☎ You can also call the 24/7 West Yorkshire Mental Health helpline run by the NHS on: **0800 183 0558** (freephone).
- ☎ Call **999** in an emergency where there is a threat to life.

Samaritans

- ? Here to listen and talk, no matter what you're going through.
- ☎ Call **116 123** (open 24/7).
- 📄 Visit their website for more contact options: www.samaritans.org/how-we-can-help/contact-samaritan/.

Shout - Text Service

- ? Free, confidential mental health support via text open 24/7.
- 📄 Text 'SHOUT' to **85258** (open 24/7).

Here For You

- ? Safe space for people aged 18+ experiencing crisis in Kirklees.
- ☎ Call or text **07741 900395** from 6pm on the night you want to attend.
- 📄 Self-refer at any time on our online form: touchstonesupport.org.uk/hereforyou/here-for-you-kirklees/.
- 🕒 Open every night, 6pm-12am, as usual over Winter/Christmas holidays.

*All details in this section have been taken from Kirklees Council website or from the organisations' website.



Support with Violence and Abuse

We know that the holidays can be difficult times for people with experiences of abuse and violence. If you need support, take a look below for some places that can help.* Please note: these are not emergency numbers. In an emergency where there is risk to life, call 999.

National Domestic Violence Helpline (Refuge)

- ? Free confidential support for those who have experienced abuse or violence.
- ☎ Call **0808 2000 247** (open 24/7 and open as usual in Winter holidays).
- 📄 Visit: www.nationaldahelpline.org.uk to fill in a web form and request a safe time to be contacted or to access the Online Live Chat, which is open 10am-10pm, Mon-Fri.
- 📄 BSL Helpline: www.nationaldahelpline.org.uk/bsl/ (open Mon-Fri-10am-6pm).
- 📄 For support with tech-facilitated abuse visit refugetechsafety.org

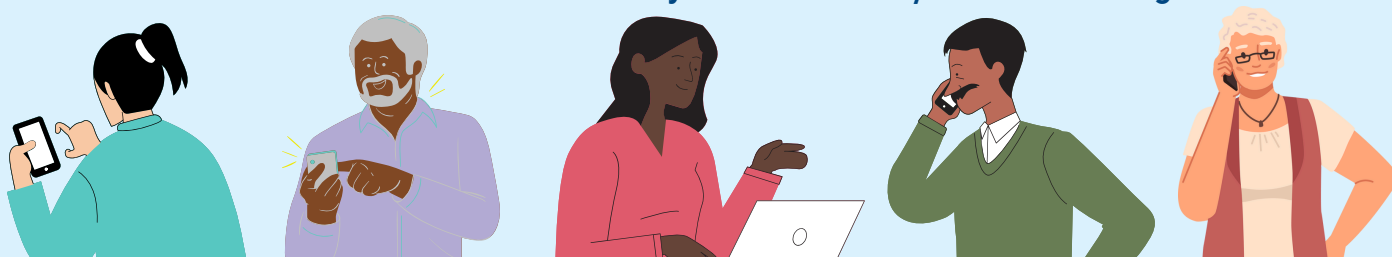
Rape Crisis (England and Wales)

- ? Here to talk for people aged 16+ who have experienced sexual violence, harassment or abuse at any time in their life or are supporting someone who has.
- ☎ Call **0808 500 2222** (open 24/7).
- 📄 Chat to them online: <https://247sexualabusesupport.org.uk/>.

Pennine Domestic Abuse Partnership

- ? Support and advice around domestic violence and abuse for anyone aged 16+.
- ☎ Call **0800 052 7222** (24/7, open as usual over the Christmas period. Please note; from Jan 1st the helpline will only be open 9 til 5)
- 📄 Live Chat at: pdap.co.uk/ (Mon-Fri, 5-9pm, Sat Sun, 11am-3pm. These hours may be affected during winter holidays - please check directly with PDAP for more information).

***All details in this section have been taken directly from emails with/the website of organisations.**



Support with Violence and Abuse

GALOP - LGBTQIA+ Abuse Support line

- ? Supporting LGBTQIA+ people affected by any kind of violence and abuse.
- ☎ Phone: **0800 999 5428**. Open on 23rd, 24th, 30th and 31st Dec at 9.15am-8pm; Open on 27th Dec, 2nd and 3rd Jan at 9.15am-4.30pm. Closed on 25th and 26th Dec and 1st Jan. Closed between 1pm-2pm each day.
- ✉ Email help@galop.org.uk.
- ✉ Web chat: galop.org.uk (open 10am-1pm on the same days the phoneline is open, apart from Fridays when webchat is closed).

Men's Advice Line

- ? Supporting men with experiences of domestic violence and abuse.
- ☎ Phone **0800 801 0327** (open Mon-Fri 10am-5pm).
- ✉ Email info@MensAdviceLine.org.uk (open Mon-Fri, 9am-5pm).
- ✉ Webchat support: MensAdviceLine.org.uk/contact-us/ (open Wednesday 10-11:30am and Thursday 2-4pm).
- 🕒 Please note: support may be closed at different times during the festive period.

Kirklees, Wakefield and Calderdale Sexual Assault Referral Centre

- ? Support and advice around sexual assault.
- ☎ Call **0300 303 4787** (open Mon- Fri, 8.30-4pm. Closed from 23rd December to 2nd January. This includes their helpline service, therapeutic service and ISVA Service. Any referrals that are inputted from this time will be picked up the week commencing 6th Jan)
- ✉ Email helpline@kcrasac.co.uk. If you email their helpline service during this time, we will aim to respond the week commencing 6th Jan.
- ✉ Website: <https://www.rasac.co.uk/>



Support for Young People

If you're a young person struggling with your mental health, take a look below for where you can get support in Kirklees and across the UK.* Please also see [page 1](#) for mental health support that is also open to young people, including NHS helplines, Samaritans and SHOUT.

Childline

- ? Free support for children and young people under the ages of 19 with any issue they're going through.
- 📞 Call **0800 1111** anytime. For more ways to get in touch, visit: www.childline.org.uk/get-support/contacting-childline/.

Papyrus - Hopeline 24/7

- ? Confidential support for young people under 35 thinking about suicide.
- 📞 Call **0800 068 4141** / Text: **88247**, open 24/7, including bank holidays.
- ✉ Email: pat@papyrus-uk.org

Night Owls

- ? Confidential support for children and young adults up to 25 and their parents/carers in West Yorkshire.
- 📞 Call **0800 148 8244** / Text **07984 376 950**
- 💻 Chat online by clicking the button at the top of the page on their website: www.lslcs.org.uk/services/night-owls-helpline/
- 🕒 Open 8am-8pm every day and as usual throughout the festive holidays.

Crisis Messenger for people aged 25 or under, run by The Mix

- ? Free text service providing 24/7 crisis support across the UK to people aged 25 or under.
- ✉ Text THEMIX to **85258**.

*All details in this section have been taken directly from emails with/the website of organisations.



Support with Housing, Bills, and Finances

People sleeping rough in Winter

During Severe Weather in Kirklees i.e. when temperatures are forecast to fall to 0 degrees or below for 3 nights or when severe adverse weather is predicted, the council will provide a bed for anyone sleeping rough. Use the contact details below to get support with this or other issues around homelessness.

Contact Kirklees Housing Support

- ? Support for people who are homeless or at risk of being so.
- ☎ Call **01484 221 350** (in working hours 9am–5pm Weekdays).
- ☎ Call **01484 414 933** (out of hours).
- ✉ Email: housing.solutions@kirklees.gov.uk.
- 📍 Kirklees Housing Solutions Services are also available at:
 - Huddersfield Library, Civic Centre 3, Market Street, HD1 2YZ, 9am–4pm on weekdays, 10am–4pm on a Thursday.
 - Dewsbury Library, Railway Street, WF12 8EB, 9.30am–4pm weekdays, 10am–4pm Thursday
- ✉ For more services and info on housing and homelessness, please visit: www.kirklees.gov.uk/beta/housing-and-homelessness.aspx.

Kirklees Council Financial Support with Bills, Food and Rent

- ? Advice and support for short-term crisis with food, energy, and other essentials.
- ? **Support for those who are eligible can come in the form of:** food parcels; gas and electricity vouchers for pre-paid meters; a Household Support fund grant; and/or short-term help with your rent via an application for a Discretionary Housing Payment.
- ✉ Email lwp@kirklees.gov.uk.
- ☎ Call **01484 414782** (10am–3pm, Mon–Fri, excluding Bank Holidays).
- ✉ For more info about eligibility and to apply online for a Welfare Provision grant, visit: www.kirklees.gov.uk/beta/benefits/local-welfare-provision.aspx.

Support with Housing, Bills and Finances

Help to Heat your Home

- **Cold Weather Payments** - £25 payment for each 7 day period when the temperature is below 0 between 1 Nov and 31 March. Open to people on certain benefits or support for mortgage interest.
- **Warm Home Discounts** - If you get certain benefits or are on a low income and have high energy costs, you could get £150 towards your electricity bill. The discount will usually get applied to your energy bill if you are eligible. For more details, visit: www.gov.uk/the-warm-home-discount-scheme
- **Winter Fuel Payments** - Money towards heating bills if you are of State Pension Age and receiving certain benefits, including pension credit. If you're entitled, you should have received a letter in October/November telling you how much you'll get. For more details, visit: www.gov.uk/winter-fuel-payment. **Please note:** Many people who are eligible are not claiming pension credit. The deadline for submitting a backdated claim for Pension Credit to receive Winter Fuel Payment is 21 December. For more information on pension credit, please visit: www.independentage.org/get-advice/money/benefits/pension-credit.

Further Info and Support with Energy Bills and Cost of Living Crisis

- Visit the Kirklees Council website for information and resources around the Cost of Living: www.kirklees.gov.uk/beta/cost-of-living/index.aspx.
- Money Saving Expert website has energy saving tips here: www.MoneySavingExpert.com/utilities/energy-saving-tips.
- Citizens Advice can also provide impartial advice. Call Citizens Advice Kirklees: **0808 278 7896**.



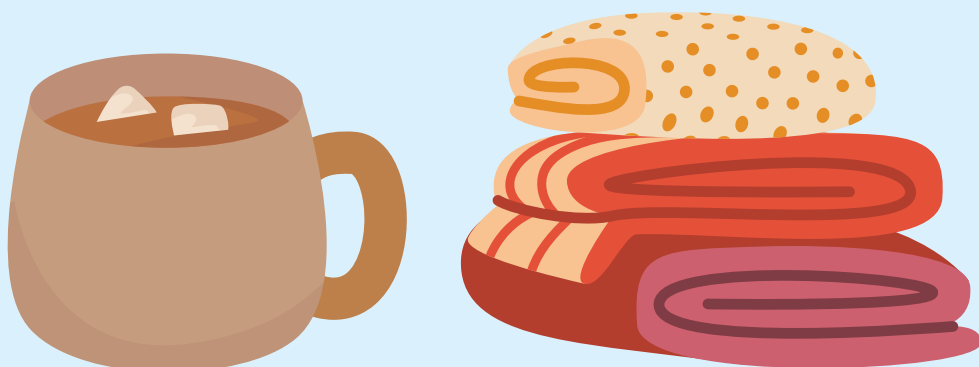
Warm Spaces

During the Cost of Living crisis, there are lots of warm spaces you can go to keep warm in for free throughout Kirklees. Find information on this link to the UK map here:

<https://www.warmwelcome.uk/#find-a-space>.

Below are a list of Kirklees Libraries, which are open most weekdays and some weekend days, and are all warm, welcome spaces:

- Almondbury Library
- Batley Library
- Birkby Fartown Library
- Birstall Library
- The Chestnut Centre (Deighton)
- Cleckheaton Library
- Denby Dale Library
- Dewsbury Library
- Golcar Library
- The Greenwood Centre in Ravensthorpe
- Heckmondwike Library
- Honley Library
- Holmfirth Library
- Huddersfield Library and Art Gallery
- Huddersfield Victoria Lane Local Studies Library
- Kirkburton Library
- Kirkheaton Library
- Lindley Library
- Marsden Library
- Meltham Library
- Mirfield Library
- Rawthorpe and Dalton Library
- Shepley Library
- Skelmanthorpe Library
- Slaithwaite Library



Getting Food this Winter

If you need support getting food this Winter, there are foodbanks and other places across Kirklees that can help.* For more info on where you can get support with food: www.kirklees.gov.uk/beta/cost-of-living/food-support.aspx.

Foodbanks in Kirklees

If you're struggling to afford food or toiletries, you can get support from a local foodbank:

- Contact the Local Welfare Provision Team, Citizens Advice, a social worker or a GP to check if you are able to receive support. They will make a referral to your nearest food bank or wider support services.
- Local Welfare Provision can support with food, energy, and rent hardships: email lwp@kirklees.gov.uk or call **01484 414782** (see page 5 for more information on the LWP).
- Or you can contact **Kirklees Citizens Advice and Law Centre** for food bank referral and support, as well as budgeting and debt advice on **0808 278 7896** (open Mon-Fri, 9am-1pm) or drop in to **Dewsbury Centre, Units 5/6 Empire House, Wakefield Old Road WF12 8DJ** (Mon-Tues, 9.30-3pm). Visit their website for more ways to contact them: <https://kcalc.org.uk/contact-us/>.

Please note: different food banks have different opening times over Winter holidays - it's good to get in touch early and find out info for last referrals before Christmas.

Help Through Hardship helpline (by Trussell Trust and Citizens Advice)

- ? Friendly, personalised advice around benefits, financial support, and emergency support to pay for essentials.
- ☎ Call **0808 208 2138**, open Mon-Fri, 9am-5pm, closed on public holidays.

*All details in this section have been taken from Kirklees Council and Trussell Trust websites.



Christmas Meals

There are places in Kirklees that are offering free meals on Christmas day:

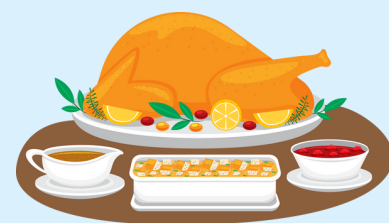
Dewsbury Cares Community Group is offering a hot meal, gifts and entertainment at lunchtime on Christmas Day (25th December). To book your place, call **07398 735 530**. You can also book by dropping in to **34-34a Cloth Hall Street, Dewsbury, WF13 1QE, Wednesdays, Fridays and Sundays 4-6pm**. They also deliver to people who can't leave the house on Christmas day (25th Dec) and transport can be arranged for people with mobility issues.

The Jubilee Centre are offering a Christmas meal and celebration. Free transport may be available. To book a place, please call: **01484 551 551**.

If you are cooking yourself this year, here is a helpful list for Christmas Dinner for 4 on a Budget:

- **Aldi Oakhurst Turkey Breast Joint with a Pork, Onion, and Sage Stuffing Topped with Smoked Bacon - £5.49**
- **Aldi Pigs in Blankets (12 pack) - £1.99**
- **Asda Baking Potatoes (4 pack) - 59p**
- **Aldi Prepared Vegetable Medley - £1.39**
- **Aldi Parsnips - 75p**
- **Aldi Brussels Sprouts - 95p**
- **Aldi ready-made Yorkshire puddings - £1.59**
- **Asda Cranberry Sauce - 55p**
- **Asda Extra Special Turkey Gravy - £1.90**

Total: £15.61 (Serves 4 - Per Person - £3.90)



Other Key Support

Below is a list of other key support for things that may impact you over the Christmas/Winter holidays.*

BEAT Eating Disorders

- ? Support, information and advice around eating disorders.
- 🕒 Helplines are open Monday-Friday, 3-8pm as usual over the festive period.
- ☎ Call: **0808 801 0677**
- ✉ Email: help@beateatingdisorders.org.uk
- 💻 Webchat: www.beateatingdisorders.org.uk/get-information-and-support/get-help-for-myself/i-need-support-now/one-to-one-web-chat/

Alcoholics Anonymous UK

- ? Free support for people who are concerned about their alcohol use or want help to stop drinking.
- ☎ Call the national helpline on: **0800 9177 650** (open 24/7).
- ✉ Email help@aamail.org.

Narcotics Anonymous UK

- ? Support for people concerned about their use of drugs.
- ☎ Call **0300 999 1212** (open 10am-midnight. If the line is busy and you would like a call back, leave a message with your number. If you don't want to leave a message, call back in 15 minutes).

Silverline (run by Age UK)

- ? Free phone support and conversation for older people.
- ☎ Call **0800 4 70 80 90** (open 24 hours a day, 7 days a week)
- 💻 Visit www.thesilverline.org.uk.

***All details in this section have been taken directly from Mindwell Leeds website, or the website of/direct emails with the organisation.**



Other Key Support

National Gambling Helpline (run by GamCare)

- ? Confidential support, info and advice for anyone affected by gambling harms.
- ☎ Call **0808 802 0133** (open 24/7).
- 💻 Chat: www.gamcare.org.uk/get-support/talk-to-us-now/#live-chat (open 24/7).

Free Asylum Support Helpline (run by Migrant UK)

- ? Free advice and guidance for asylum seekers.
- ☎ Call Free Asylum Helpline on **0808 8010 503** (open 24/7).
- 💻 For more information for those claiming asylum in the UK:
www.migranthelpuk.org/advice-and-guidance.
- 💻 For more ways to contact them, please visit: www.migranthelpuk.org/contact

Mental Health Support for Veterans run by Combat Stress

- ? Free 24/7 advice and support for veterans and guidance for asylum seekers.
- ☎ Call Free Helpline on **0800 138 1619**
- ✉ Text: **07537 173 683**
- 💻 Email: helpline@combatstress.org.uk

Change Grow Live - Drug and Alcohol Service

- ? Support, information and advice around drug and alcohol use for anyone living in Kirklees over the age of 18.
- 💻 Visit changegrowlive.org/drug-alcohol-kirklees.
- 📍 Huddersfield: **1st and 2nd Floor, 20 Manchester Road, Huddersfield, HD1 3HJ.**
- 📍 Dewsbury: **3 Wellington Street, Dewsbury, WF13 1LY.**
- ☎ Call **01484 353 333.**
- 💻 Email: Kirklees.Referral@cgl.org.uk.
- 🕒 Please contact them for opening hours over the festive period.



Supporting Others and Donating

If you would like to support people in your community this Christmas, there are lots of places you can donate to:

- **At Touchstone, we are asking for donations of gifts, foods, and toiletries through our Reverse Advent Calendar campaign.** Instead of opening a door to receive a treat each day, Touchstone are asking for a different donated item each day of the advent season to support people in our local communities. Drop items at our offices before we close for Christmas (offices close at 1pm on 24th December) or buy via our Amazon Wishlist to donate. <https://www.amazon.co.uk/hz/wishlist/ls/TACF5ICJ3AW5/>. To find out more about how you can donate, please visit: <https://touchstonesupport.org.uk/reverse-advent-calendar-2024/>.
- **Northorpe Hall Child and Family Trust have launched a Christmas Appeal to support families accessing their services.** They are asking for donations of food items, hygiene products or toys. You can drop off donations until December 13th at 53 Northorpe Lane, Mirfield, WF14 0QL. You can also donate via their Amazon Wishlist: www.amazon.co.uk/registries/gl/guest-view/1NJSUIF4HJ9BR.
- **Donate food and goods to the Welcome Centre, which is the largest independent food bank in the UK.** To find out more about the items they need, please visit: www.thewelcomecentre.org/pages/donatefood.

