

Touchstone Winter Wellbeing Booklet 2024

Wakefield



Contents

Mental Health Support	1
Support for Violence and Abuse	3
Support for Young People	5
Support with Housing, Bills and Finances	7
Warm Spaces	9
Getting Food this Winter	10
Christmas and Community Dinners	11
Free and Low Cost Events	12
Other Key Support	14
Supporting Others and Donating	16

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 experiencing crisis aged 16+ in Wakefield.
- 📞 Call or text **07776 962 815** from 6pm on the night you want to attend.
- 📄 Self-refer at any time on our online form:
<https://touchstonesupport.org.uk/hereforyou/here-for-you-wakefield/>
- 🕒 Open every night, 6pm-12am, as usual over Winter/Christmas holidays.

*All details in this section have been taken directly from emails with/the website of organisations or the Wakefield Mental Health Alliance's Winter Wellness newsletter.



Mental Health Support

Wakefield Community Enablement Team

- ? Community-based support for people with multiple and complex mental health needs.
- ☹ Open over the Winter period but closed on Bank Holidays.
- 📖 Visit: touchstonesupport.org.uk/wakefield-community-enablement-team.

Man Matters run by GASPED

- ? Support, counselling and regular groups for anyone who identifies as male aged 18+ to improve self-worth and overcome challenges, such as suicidal tendencies and low self-esteem.
- ☎ Call **01924 787507** for a brief referral before accessing groups. Phonedlines open Mon-Fri, 9-5 for a referral (GASPED office closed 24th Dec-1st Jan)
- 👥 **Man Matters are running Christmas Coffee groups on:**
 - 20th Dec, Airedale Library, 10am-12pm
 - 23rd December, Eastmoor Rugby Club, 6-9pm
 - 30th December, Eastmoor Rugby Club, 6-9pm
 - 3rd January, Airedale Library, 10am-12pm.
- 📖 For any additional info, please visit: <https://manmatters.org/>

For more support, resources and information around mental health support in Wakefield throughout the year, please visit:

www.wakefield.gov.uk/health-and-advice/mental-health-and-wellbeing/adult-mental-health-support/



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.

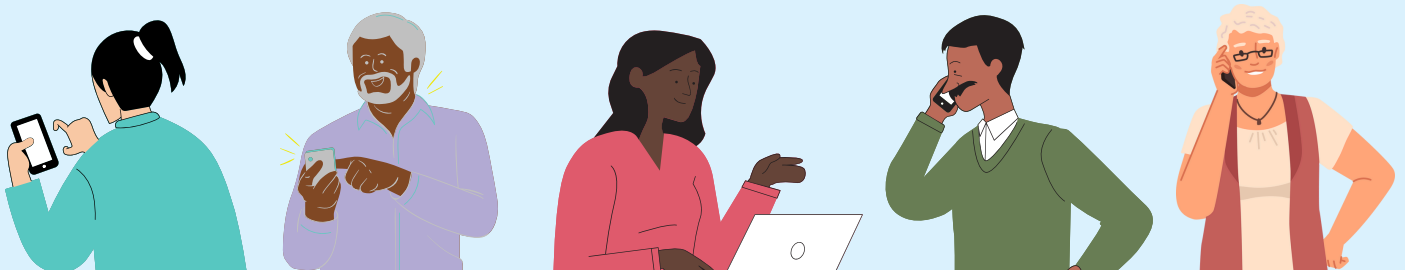
Rape Crisis (England and Wales)

- ? Here to talk for people aged 16+ who have experienced sexual violence, harrassment 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/>.

Wakefield District Domestic Abuse Service

- ? Support and advice around domestic violence and abuse.
- ☎ Call **0800 915 1561** (Mon- Thurs 8.30am to 5pm, Fri 8.30-4.30pm, likely closed bank holidays in Dec and Jan).
- 📄 Email DomesticAbuse@wakefield.gov.uk - they will reply in working hours.

*All details in this section have been taken directly from emails with/the website of organisations or the Wakefield Mental Health Alliance's Winter Wellness newsletter.



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 phonenumber 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, there's lots of places you can go for support. Take a look below for some places that support young people in Wakefield and across the UK:*

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

CAMHS Reach Helpline

- ? For urgent mental health support that cannot wait until the next day. Open to young people aged 16+ and to parents/carers for under 16s.
- ☎ Call **01977 735 865**
- 🕒 Open Monday-Sunday 9am-8pm. Hours may be affected over the festive period.

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



Support for young people

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**.

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.islcs.org.uk/services/night-owls-helpline/
- 🕒 Open 8am-8pm every day and as usual throughout the festive holidays.

STAR Bereavement Service Wakefield

- ? Support for children and young people with experiences of bereavement in Wakefield.
- ✉ To refer yourself for support, please visit their website: <https://starbereavement.org.uk/support/>.
- 👥 **They are also running drop-in workshops, some of which are happening over the festive period, including:**
 - 20th December, Christmas Crafts Workshop, Agbrigg Community Centre, WF1 5BB

If you need support, please also see [pages 1-3](#) for mental health support options, some of which can support children and young people, including NHS helplines, Samaritans, and SHOUT Text Service.



Support with Housing, Bills and Finances

People sleeping rough in Winter

- During periods of severe weather, emergency accommodation for people sleeping rough is opened at **Wakefield Baptist Church, Belle Isle Avenue, WF1 5JY** (opposite Bus Depot on Barnsley Road). When they are open, their contact details are **07477 897 929 / 01924 923 197**.
- When the shelter opens, the council post on their social media.
- You can also check if the shelter is open and get support for any issues related to homelessness, by calling the Housing Needs Service on **01924 304360 / 01924 304362** (open 8.30am-5pm Mon-Thursday, 8.30am-4pm on Fridays) or, if out of hours for emergencies, call **0345 8 506 506**.

Wakefield Healthy Housing

? Support for people experiencing fuel poverty, high energy bills, cold housing, broken heating or hot water, poor housing conditions, and problems with private landlords, including evictions, tenancy issues, housing disrepair.

📄 For more info and to apply, please visit:

www.wakefield.gov.uk/housing/information-for-tenants/healthy-housing/

☎ Call **01924 305887** in office hours.

📄 Email: HealthyHousing@wakefield.gov.uk.

Green Doctor Service run by Groundwork

? Practical support to stay warm, stay well, save money on household bills, including support with damp and small measures to help save energy,

📄 Email GreenDoctorYorkshire@groundwork.org.uk

☎ Call **0300 303 3292** and select Option 1 Warm Homes Healthy People

*All details in this section have been taken directly from the Wakefield Council website, the Gov.Uk website, organisations' websites or the Wakefield Mental Health Alliance's Winter Wellness newsletter.

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.

Vouchers through Wakefield's Household Support Fund

Supermarket vouchers will be issued to households in receipt of Council Tax Support: **Vouchers will always come by letter. Please ignore any texts you receive from Household Support Fund and asking for your bank details: these are scams.** For more information, please visit: www.wakefield.gov.uk/cost-of-living-support/household-support-fund/.

Additional Support

- Money Smart Wakefield is a free service to help with managing money and debt. For support: Call **01924 305892** in office hours. / Email MoneySmart@wakefield.gov.uk. / Visit: www.wakefield.gov.uk/housing/saving-energy/money-smart/.
- Money Saving Expert website has energy saving tips here: www.MoneySavingExpert.com/utilities/energy-saving-tips.
- Citizens Advice provide impartial advice on issues like energy bills and cost of living. Call Citizens Advice Wakefield: **0800 144 8848** (Mon-Fri, 9-5).

Warm Spaces

During the Cost of Living crisis, there are lots of warm spaces you can go to keep warm in for free throughout Wakefield. Find a map of warm welcome spaces here: www.warmwelcome.uk/find-a-space.

Family hubs run free activities and events for families and young people. Welcome Space sessions will be listed as Coffee Morning or Family Activity in their What's on Guides:

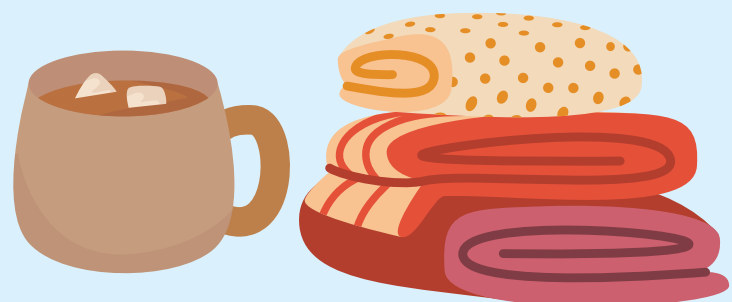
- Castle Family Hub, WF1 5NU
- Sunbeam Family Hub, WF2 8RH
- Cedars Family Hub, WF9 4PU
- Havercroft Family Hub, WF4 2BE
- Stanley Family Hub, WF3 4JB
- Butterflies Family Hub, WF6 1BB
- Oakhill Family Hub, WF7 5JB
- Kendal Drive Family Hub, WF10 3SP
- Pomfret Family Hub, Wf8 2DD

Other Warm Spaces with regular opening hours:

- Wakefield Cathedral, WF1 1HG
- Hepworth Gallery, WF1 5AW
- LightWaves Leisure and Community Centre, WF1 3LJ
- Eastmoor Hub at St. Swithuns Community Centre, Wf1 4RR
- St George's Community Centre, WF28AA

Wakefield Council libraries are open most week days between 11am-3pm as a warm space.

- Wakefield Library, WF1 2EB
- Horbury Library, WF4 6HP
- Stanley Library, WF3 4HU
- Airedale Library, WF10 3JJ
- Castleford Forum Library and Museum, WF10 1BB
- Normanton Library, WF6 2AR
- Featherstone Library, WF7 5BB
- Ossett Library, WF5 8BE
- Hemsworth Library, WF9 4JY
- South Elmsall Library, WF9 2BP
- Pontefract Library, WF8 1BD
- Sandal Library, WF1 5LJ (dementia-friendly library)



Getting Food this Winter

Getting Support with Food

If you're struggling to put food on the table, you can get food from a local food bank by referral. For a referral, contact:

- Wakefield Council on **03458 506 506**. They can refer and signpost you to support.
- A support worker from Social Services / Wakefield District Housing and Cash Wise (for WDH Tenants) / Department for Work and Pensions.
- You can also get advice and referral from a Citizens Advice advisor: **0808 812 7134** (free, open Mon- Fri, 9am-5pm).
- You can also self-refer for support from the Local Welfare Provision fund at this website: www.wakefield.gov.uk/housing/information-for-tenants/need-help-with-your-rent/local-welfare-provision/
- Different food banks have different opening times over holidays - contact them early for last referral dates before Christmas.

Other sources of support with food and finances include:

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.

Free school meals

- Children in reception, year 1 or year 2 can get a free school meal regardless of income. You do not need to make a claim to receive this but if you do receive benefits, you can make a claim for additional funding.
- If you receive certain benefits, you can apply for free school meals for your child at any age.
- For more information and to make a claim, please visit: www.wakefield.gov.uk/schools-and-education/schools/free-school-meals/.



Christmas and Community Dinners

Take a look below for tips on how to enjoy a festive dinner this Christmas on a budget, including where to get a free Christmas meal in the area.

24th December - Christmas Eve

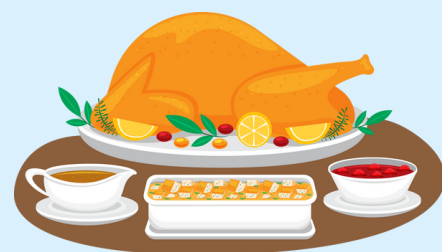
Free community 2 course Christmas Lunch at Spring Community Cafe - for collection or delivery on **Christmas Eve, 2-3pm. Please pre-order by Thursday 23rd.** To pre-order, please contact: **TheSpring299@btinternet.com** / call **01924 242593** or pop into the Spring on **299 Barnsley Road Wakefield WF2 6EG.**

If you want to cook Christmas dinner at home on a budget, here is a handy shopping list to look through:

Christmas Dinner for 4

- 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)



Free and Low Cost Events

There are lots of free and low cost ways to enjoy the festive and Winter period. Take a look below for low cost and free events in Wakefield.

Open Country Festive Walk and Lunch

Open Country support people with disabilities to access and enjoy the countryside. On 17th December, they are running a festive walk and lunch at the Stanley Ferry Pub. To book, please contact **07426 716677**.

National Coal Mining Museum Christmas FREE events

- Christmas Storytelling and parlour games in Parkinson's Yard every weekend until Sat 23 Dec at 11.30, 12.30 and 2.30pm.
- Make your own wrapping paper and decorations every weekend from 2-23 Dec, 11.30-5pm at Maker's Shed.
- Heritage walk around museum - Thurs 21 Dec 10am, pre-bookable.
- Find out more here: www.ncm.org.uk/whats-on/categories/events/

Kids Free Entry into Wild Yuletide at Yorkshire Sculpture Park

At Yorkshire Sculpture park, kids go free and there's plenty going on, including Wild Yuletide sculpture walk. Pick up a trail sheet from the Information Desk, then head outdoors and follow the boards. For more, please visit:

<https://ysp.org.uk/wild-yuletide>.

See Santa for Free

Trinity Walk, WF1 1QS - Weekends until 22 December, 11am-3pm. Free, donations welcome for Forget me Not Children's Hospice. For more info, please visit:

<https://experiencewakefield.co.uk/event/santas-grotto-at-trinity-walk/>

***All details in this section have been taken directly from the Wakefield Council website, direct from the organisations' website or from local newspapers.**

Free and Low Cost Events

Portobello Craft and Camera Group

Welcoming adult group who pursue craft and artistic projects. People mostly bring their own things to do but they have craft supplies to get anyone started. £2 per session and open every Tuesday apart from 31st Dec, 12.30-2.30, at the Portobello Community Centre, WF2 7JJ.

Mindful Movers Walks

Welcoming wellbeing peer support charity hold Friday walks and talks starting at Thornes Park, Wakefield (Stadium side carpark), including on 27th Dec and 3rd Jan. For more info, email: runwalktalkmm@gmail.com.

Festive Markets

Markets in Castleford, South Elmsall, Wakefield, Normanton, Pontefract and Ossett with free performances and events regularly, including most Saturdays.

Events include:

- 2024 Festive Colouring Competition for families. Sheets must be submitted before the market closes each Saturday and one winner from each market will be chosen and announced on 23 December. The 6 winners will receive a gift hamper!
- Free Christmas crafting sessions led by Santa's Helpers at Elf School.
- Find out more about what's on at each market:
www.wakefield.gov.uk/FestiveMarkets



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 470 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 the organisations' website, from Mindwell Leeds website or from the Wakefield Mental Health Alliance Winter Wellness newsletter.



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.migranthehelpuk.org/advice-and-guidance.
- 📄 For more ways to contact them, please visit: www.migranthehelpuk.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

Live Well Wakefield

- ? Programmes and activities for people aged 18+, including workshops for managing health conditions, such as fatigue and pain.
- ☎ Call **01924 255 363**.
- 📄 Visit www.livewellwakefield.nhs.uk.

Inspiring Recovery (Turning Point)

- ? Info and advice about drugs and alcohol use.
- ☎ Call **0300 123 1912** (usually open 9-5 on weekdays, closing at 4.30 on Fridays)
- 📄 Visit www.turning-point.co.uk/services/wakefield-inspiring-recovery.
- 🕒 Please check with them for Christmas/Winter holiday hours.

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/TACF51CJ3AW5/>. To find out more about how you can donate, please visit:
<https://touchstonesupport.org.uk/reverse-advent-calendar-2024/>.
- **Wakefield City of Sanctuary are always looking for donations of clothes and shoes for the refugees they work with. They are especially looking for warm adult coats of all sizes, jumpers, and men's clothes.** They also welcome donations of bedding, homeware, new baby clothes and blankets, and second-hand baby equipment. Drop donations at **St Michael's Hall, Horbury Road, WF2 9RW on Tuesdays, 10-12pm and Wednesdays and Fridays, 10am-4pm.** Make sure to contact them before visiting on Email: donate@wdcos.org.uk / Text: **07800 605397**. Visit their website for more info:
wakefield.cityofsanctuary.org/donations.
- **Donate a toy to local charities at Ridings Shopping Centre from Friday 22 November – Sunday 24 December.** Take a tag from the giving tree on the upper mall, next to the customer service desk, buy a suitably aged gift and return it to the desk, wrapped or unwrapped. Presents will be donated to Wakefield Street Kitchen, Stepping Stones, Kidz Aware and many more local charities.

