



**ScarboroughSurvivors**

Mental Health Resource Centre



# Directory

**A list of organisations supporting people in  
Scarborough, Whitby & Ryedale  
and national organisations**

November 2017

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# Introduction

## Disclaimer

Scarborough Survivors cannot take responsibility for information held in this directory that is no longer accurate. It takes no responsibility for any unsuitable or unsatisfactory services provided by any organisation that has been accessed via this directory.

If you would like assistance with finding appropriate information or support please call in and see us at 9 Alma Square, Scarborough YO11 1JR. We will be very happy to assist. Our Resource Centre is open Monday - Thursday, 11.30am - 4.30pm and Friday, 11am - 1.30pm. You can ring us on 01723 500222 or email: [survivors.office@btconnect.com](mailto:survivors.office@btconnect.com)

## How to use this Directory

The first section of this directory is an alphabetical list of all organisations listed. If you know the name of the organisation you wish to contact/visit go straight to the alphabetical section and hopefully it will be there!

If you are looking for a service or activity but do not know its name you can search under the following categories:

- 1 Addictions
- 2 Benefits
- 3 Community Hubs / Social Centres
- 4 Counselling & Bereavement
- 5 Disabilities
- 6 Discrimination
- 7 Domestic Violence / Sexual Abuse
- 8 Housing / Domestic Support
- 9 Learning / Training Services
- 10 Medical / Health Conditions
- 11 Mental Health Support
- 12 Miscellaneous
- 13 Representation
- 14 Self-help
- 15 Support for Carers

If you fail to find what you are looking for after completing a category search please speak to us and we will try our best to identify a service to meet your needs.

If you know of any services that are not included or are aware of any updates please let us know.

Thank you for using this directory. We hope you will find it helpful.

## A-Z of organisations and support groups

### **Accident & Emergency**

Description: A&E departments have limited space, facilities and staff. Though they will always respond to anyone presenting with a genuine emergency, please use your GP within surgery hours if at all possible. Working without notes or patient histories, the help that A&E is able to offer to someone with a mental health crisis is limited to assessment and emergency treatment to stabilise a person's condition.

Scarborough General Hospital, Woodlands Drive, Scarborough YO12 6QL

Tel: 01723 368111



### **Action for Children UK - Scarborough Services – Young Carers**

Description: We're a children's charity who: work directly with over 300,000 children, young people, parents and carers, run 650 services across the UK, tackle issues such as child neglect and abuse.

Services: adoption and fostering, family support, specialist schools, Abuse, Vulnerable children

Contact: The Children's Centre, Cherry Tree Avenue, Scarborough. YO12 5HL

Tel: 01723 343750 /343754

Web: [www.actionforchildren.org.uk/](http://www.actionforchildren.org.uk/)



### **Addictive Behaviours Service**

Description: Gives non-judgmental information and anti-discriminatory advice and information on drugs, solvents and alcohol issues. Offers support and advice to families and friends and to primary care workers and agencies.

The Ellis Centre, 18 Dean Road, Scarborough YO12 7SN

Tel: 01723 356091



### **Adult Education: North Yorkshire County Council**

Description: We provide quality part-time education and training for adults across the county. Deliver apprenticeships and specialised training to staff in local businesses. Our professional training courses are accredited by national awarding organisations including AAT, City and Guilds, NCFE and the British Computing Society.

Services: Education /Training. Provide a free information and advice service to help you choose the best route to develop your career and job prospects. Contact your area office to book an appointment.

Contact: Castle House, Elders Street, Scarborough YO11 1DZ

Tel: 01609 535845

Email: [scarborough.adultlearning@northyorks.gov.uk](mailto:scarborough.adultlearning@northyorks.gov.uk)

Web: [www.northyorks.gov.uk/article/24157/Adult-education](http://www.northyorks.gov.uk/article/24157/Adult-education)



### **Advocacy Alliance, Scarborough, Whitby**

Description: A free, independent and confidential advocacy to empower individuals and enable them to have their voice heard. Covering Scarborough, Whitby and Ryedale, it enables people to have their voice heard in many ways, including talking to social workers or CPNs, or making a complaint. An outreach service is provided for those unable to travel.

Services: Advocacy/Counselling

Contact: Unit 28, The Street, 12 Lower Clarke Street YO12 7PW

Tel: 01723 363910

Mob: 07435965064

Email: [helen.beevers@scarboroughadvocacy.co.uk](mailto:helen.beevers@scarboroughadvocacy.co.uk)

Web: [www.scarboroughadvocacy.co.uk](http://www.scarboroughadvocacy.co.uk)



### **A E G I S counselling service**

Description: provides an adult counselling service for male and female victims of domestic violence and sexual abuse, work related stress and depression and anxiety. Also run a children's service called 'Our Space'.

Services: counselling

Contact: Springboard Business Centre, Ellerbank Way, Stokesley Business Park, Stokesley, North Yorkshire TS9 5JZ

Tel: 01642 715357

Email: [info@aegiscounsellingservice.org](mailto:info@aegiscounsellingservice.org)

Web: [www.aegiscounsellingservice.org](http://www.aegiscounsellingservice.org)



### **Age UK Scarborough and District**

Description: Age UK Scarborough & District is a locally managed and independent charity. We provide a wide range of local products, services, support and advice to the over 50s. Our mission is to promote the well-being of all older people in the area and help make life more fulfilling and enjoyable.

Services: older people, Handyperson Scheme Administrator – Sharon Feely.

Contact: Jackie Hutchinson, 39 Aberdeen Walk, Scarborough. YO11 1BD

Tel: 01723 379058

Email: [reception@ageukscarborough.org](mailto:reception@ageukscarborough.org)

Web: [www.ageuk.org.uk/scarboroughanddistrict/](http://www.ageuk.org.uk/scarboroughanddistrict/)



### **Al-Anon**

Description: If your home is unhappy because someone drinks too much, this service can support you. Scarborough meetings are held at Westborough Methodist Church, Thursday evenings at 7.30pm.

Helpline: 0207 4030 888



### **Alcoholics Anonymous**

10 Toft Green, York YO1 6JT

Meetings held in Scarborough

Email: [gso@alcoholics-anonymous.org.uk](mailto:gso@alcoholics-anonymous.org.uk)

National email help: [help@alcoholics-anonymous.org.uk](mailto:help@alcoholics-anonymous.org.uk)

[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)



### **Alzheimer's Society**

Description: Aims to enable carers and their families and supporters to experience and sustain an acceptable quality of life through practical help and advice. They offer a 'listening ear' service, an information and guidance helpline, a holiday apartment for carers and people with dementia, carer contact support meetings, outings and activities, one-to-one confidential support and a friendship centre. Covers Scarborough, Whitby and Ryedale.

Services: Alzheimer's, Vascular Dementia, DLB (Dementia with Lewy bodies)  
Contact: Ground Floor, Unit 16, Manor Court, Manor Garth, Eastfield, Scarborough YO11 3TU  
Tel: 01723 500958  
National Dementia helpline 03002221122  
Email: scarborough@alzheimers.org.uk  
Web: www.alzheimers.org.uk



#### **Avalon** – adult placement services

Description: 24 Hour Care for adult (18+), personal Care (on a contracted hours basis). **Care offered:** Dementia; domestic services / home help; high dependency care (two carers attending); hospital discharge; learning disability; medication assistance; mental health conditions; personal hygiene care; physical disability; respite cover.

3E Burniston Industrial Estate, Willymath Close, Burniston, Scarborough YO13 0HG  
Tel: 01723 356540



#### **A-Z Carers**

Description: Private care agency  
Services: Care at Home, Home care services  
Contact: 29-31 Falsgrave Road, Scarborough. YO11 1TU  
Tel: 01723 366313



#### **Basics Plus**

Description: Provides training and work experience for people with special needs through realistic work projects, including conservation and furniture restoration. Referral only. Conference facilities available, Bistro Catering – outside catering at competitive rates.

Services: Special needs, learning disabilities  
Contact: Mount View Business Park, Salisbury Street, Seamer Road, Scarborough YO12 4EH  
Tel: 01723 371335  
Email: info@basicsplus.org  
Web: www.basicsplus.org.uk



#### **Barnardo's**

Description: Barnardo's believes in children regardless of their circumstances, gender, race, disability or behaviour. Our purpose as a charity today is to transform the lives of the UK's most vulnerable children. We believe in the abused, the most vulnerable, the forgotten and the neglected. We will support them, stand up for them and bring out the best in each and every child.

Services: Vulnerable children, Children's homes  
Contact: Four Gables, Clarence Road, Horsforth, Leeds, West Yorkshire, LS18 4LB  
Tel: 0113 393 3200 (Childline on 0800 11 11)



#### **Bereavement Support Service**

Description: Offers confidential support on a one-to-one basis with a special trained support worker. Contact either direct or by referral from GP, healthcare professional or social worker.

St Catherine's Hospice, Throxenby Lane, Scarborough YO12 5RE  
Tel: 01723 351421

www.stcatherineshospice-northyorks.org



### **(The) Beach**

Description: A social enterprise managed by Yorkshire Coast Homes that provides employment for young people and long-term unemployed. Services include: Painting and decorating, Gardening and landscaping, cleaning services, gutter cleaning, rubbish removal, fencing works, graffiti removal and estate caretaking.

Tel: 01723 343445 / 0300 330 2003

Email: [thebeach@ych.org.uk](mailto:thebeach@ych.org.uk)



### **Bipolar UK**

Description: The national charity dedicated to supporting individuals with the much misunderstood and devastating condition of bipolar, their families and carers.

Contact: Head Office: Bipolar UK, 11 Belgrave Road, London, SW1V 1RB

Tel: 0333 325 3880

Email: [info@bipolaruk.org](mailto:info@bipolaruk.org) / Youth (16-25): [youth@bipolaruk.org](mailto:youth@bipolaruk.org)

Web: [www.bipolaruk.org](http://www.bipolaruk.org)



### **Blind Veterans UK**

Description: Blind Veterans UK is the charity for vision-impaired ex-Service men and women. Since 1915, we have provided the free services and lifelong support veterans need to discover life after sight loss.

Services: Blind Veterans, vision-impaired, Veterans Support

Contact: Sheffield centre: 276 Fulwood Road, Sheffield. S10 3BN

Tel: 0114 267 2550 also 'No one alone' at 0800 389 7979

Email: [fundraising@blindveterans.org.uk](mailto:fundraising@blindveterans.org.uk) [volunteer@blindveterans.org.uk](mailto:volunteer@blindveterans.org.uk)

[pressoffice@blindveterans.org.uk](mailto:pressoffice@blindveterans.org.uk)

Web: [www.blindveterans.org.uk/](http://www.blindveterans.org.uk/)



### **British Council for Counselling and Psychotherapy**

15 St John's Business Park, Lutterworth LE17 4HB

Tel: 01455 883300

Email: [bacp@bacp.co.uk](mailto:bacp@bacp.co.uk)

[www.bacp.co.uk](http://www.bacp.co.uk)



### **British Heart Foundation**

Description: We are the nation's heart charity and the largest independent funder of cardiovascular research. Coronary heart disease is the UK's single biggest killer but we are leading the fight against it. Our pioneering research has helped to transform the lives of people living with heart and circulatory conditions.

Services: Preventing heart disease, tests, Heart conditions, treatments, lifesaving skills.

Contact: British Heart Foundation, Lyndon Place, 2096 Coventry Road, Sheldon, Birmingham B26 3YU

Scarborough Stores: Various stores & Clothing banks around Scarborough see website for details.

Tel: 0300 330 3322

Email: [supporterservices@bhf.org.uk](mailto:supporterservices@bhf.org.uk)

Web: [www.bhf.org.uk/](http://www.bhf.org.uk/)



### **Care for All**

Details: Private care agency

Services: Care at Home, Home care services

Contact: The Heights, Filey Road, Scarborough. YO11 3NH

Tel: 01723 584647



### **Carers Direct**

Details: A support for carers service, part of NHS Choices

Services: Support for Carers

Tel: Helpline: 0300 123 1053

Email: CarersDirect@nhschoices.nhs.uk

Web: [www.nhs.uk/Conditions/social-care-and-support-guide/Pages/carers-direct-helpline.aspx](http://www.nhs.uk/Conditions/social-care-and-support-guide/Pages/carers-direct-helpline.aspx)



### **Carers Resource, Scarborough & Ryedale**

Description: Scarborough and Ryedale Carers Resource is made up of a team of experienced, professional and friendly staff providing practical and emotional support to all carers in the Scarborough, Whitby and Ryedale areas to make the difference in ensuring that carers are recognised, empowered and supported.

Contact: 96 High Street, Snainton, Scarborough. YO13 9AJ

Tel: 01723 850155

Email: [staff@carersresource.net](mailto:staff@carersresource.net)

Web: [www.carersresource.net](http://www.carersresource.net)



### **Carewatch (North & East Riding of Yorkshire)**

Description: Providing home care services to the local community. Our team is based in Eastfield and we have been providing quality care in the home for Scarborough and the surrounding areas for many years.

Services: Home care, Care in the home.

Contact: Suite 1, 15 Manor Court, Manor Garth, Eastfield, Scarborough. YO11 3TU

Tel: 01723 817 097

Email: [support@carewatch.co.uk](mailto:support@carewatch.co.uk)

Web: [www.carewatch.co.uk/home-care-agencies/scarborough-home-care/eastfield/](http://www.carewatch.co.uk/home-care-agencies/scarborough-home-care/eastfield/)



### **Castle Health Centre**

Description: GP surgery – please note, there is no longer a drop-in service available.

Contact: 3-4 York Place, Scarborough YO11 2NP

Tel: 0330 123 9278

Email: [scrccg.Admin-castlehealthcentre@nhs.net](mailto:scrccg.Admin-castlehealthcentre@nhs.net)

Web: <http://www.intrahealth.co.uk/surgeries/castle-health-centre>



### **Castle House Day Centre**

Description: Provides day time support and activities for up to twelve adults with high or complex support needs, including autistic spectrum disorders and learning disabilities.

Contact: 10-14 Elders Street, Scarborough YO11 1DZ

Tel: 01609 539209



### **Centre for Mental Health**



Contact: 134-138 Borough High Street, London SE1 1LB  
Tel: 0207 827 8300  
Email: [contact@centreformentalhealth.org.uk](mailto:contact@centreformentalhealth.org.uk)  
Web: [www.intrahealth.co.uk/surgeries/castle-health-centre](http://www.intrahealth.co.uk/surgeries/castle-health-centre)



### **Centre for Stress Management**

Description: Pioneers of Multimodal Cognitive-Behavioural Stress Management, Stress Counselling and Coaching

Contact: 156 Westcombe Hill, London SE3 7DH  
Tel: 0845 680 2065 / 0845 680 2075  
Web: [www.managingstress.org](http://www.managingstress.org)



### **Change Grow Live Housing Support Service**

Description: provide Lifeline, a time limited floating housing related support to people who have low level mental health and support issues. Provide support to enable individuals to maximise and sustain independence in the community and to achieve their rehabilitation and recovery goals.

Available to anyone aged 18 or over living in Scarborough and who lives in their own property or has their own tenancy. Types of support offered include: tenancy support, financial planning and budgeting, health and wellbeing, meaningful activities, social networks and relationships.

Tel: 07713 341910  
Email: [NYHousingEnquiry@gcl.org.uk](mailto:NYHousingEnquiry@gcl.org.uk)  
Web: [www.changegrowlive.org](http://www.changegrowlive.org)



### **Changing Lives**

Description: Services delivered via N Y Horizons; Changing Lives provides specialist support services for vulnerable people and their families supporting people to make positive, lasting changes in their lives. Accommodation services help people experiencing homelessness, as well as providing longer term housing in our growing range of rental properties. Support individuals and their families to recover from addiction, and we reach out in to our communities to engage those at the very edges of society – whether as a result of rough sleeping, suffering from mental health problems or experiencing exploitation and violence.

Services: Tailored services, housing and employment/training opportunities.

Tel: 0191 273 8891  
Email: [central.office@changing-lives.org.uk](mailto:central.office@changing-lives.org.uk)  
Web: [www.changing-lives.org.uk/news/recovery-north-yorkshire/](http://www.changing-lives.org.uk/news/recovery-north-yorkshire/)



### **Chevin Housing Association**

Description: Chevin is a charitable association and an Industrial and Provident Society. Chevin now owns and manages over 8,500 homes covering a wide range of needs including single people, families, older people and people with support needs. The homes are located across 27 local authorities covering both urban and rural areas working in partnership to provide a development and regeneration role.

Services: Housing Association

Contact: Head Office: Harrison Street, Wakefield, West Yorkshire, WF1 1PS – PO box 14 Bridlington. East Yorkshire YO15 2YF  
Tel: 0300 555 5561  
Email: [enquiries@chevinha.co.uk](mailto:enquiries@chevinha.co.uk) / [repairs@chevinha.co.uk](mailto:repairs@chevinha.co.uk)  
Web: [www.chevinha.co.uk/](http://www.chevinha.co.uk/)



### **Child and Adolescent Mental Health Service (CAMHS)**

Description: For children, adolescents and their families within Tees, Esk and Wear Valley NHS Trust area. Referrals only.

Contact: Unit 20, Lake House, Manor Court, Eastfield, Scarborough YO11 3TU

Tel: 01723 346000

Email: TEAWVNT.swr-cyps@nhs.net



### **Citizens Advice Bureau**

Description: To provide the advice people need for the problems they face to improve the policies and practices that affect peoples' lives. The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Services: Advice, Counselling, Advocacy

Contact: 4 Elders Street Scarborough. YO11 1DZ

Tel: 01723 368710 (reception) or 03444 111 444 (advice line)

Web: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Eastfield Outreach** – Eastfield Community Centre, High Street, Eastfield YO11 3LJ

Thursdays, 9.30am – 2.30pm

**Whitby CAB** – Church House, Flowergate, Whitby YO21 3BA (telephone as per Scarborough above)



### **Coast & Vale Community Action (CAVCA)**

Description: Coast and Vale Community Action came about through a merger of Seachange Community Trust and Ryedale Voluntary Action, following close collaborative working for a number of years. To promote any charitable purposes for the benefit of the public, principally but not exclusively in the local government area of Scarborough Borough and Ryedale District and its environs (hereinafter called the 'area of benefit') and in particular, build the capacity of third sector organisations and provide them with the necessary support, information and services to enable them to pursue or contribute to any charitable purpose.

Services: Community action

Contact: Coast & Vale Community Action. The Street, 12 Lower Clark Street, YO12 7PW

Tel: 01723 362205

Web: [www.cavca.org.uk](http://www.cavca.org.uk)



### **Coastal Carers**

Description: The aim of Coastal Carers is to actively help our clients to lead fulfilling lives within the limits of their abilities and wishes, and to recognise and cater for those who do not wish to be active or socialise.

Services: Personal Care, Domestic support, Social support, Specialist Care

Contact: Unit 21, Cayley Court, Hopper Hill Road, Eastfield, Scarborough, YO11 3YJ.

Tel: 01723 581334

Email: [info@coastalcarers.co.uk](mailto:info@coastalcarers.co.uk)

Web: [www.coastalcarers.co.uk](http://www.coastalcarers.co.uk)



### **The Coliseum Centre**

Description: Part of Whitby Area Development Trust – helping people to help themselves and each other. Includes Internet café, events, adult education.

Contact: Victoria Place, Whitby YO21 1EZ

Tel: 01947 825000

Web: [www.coliseumcentre.org](http://www.coliseumcentre.org)



### **Community Angels**

Description: Community Angels is an extension of the already successful Street Angels and Youth Angels into a community setting. We have a desire to make our town a better place to be and to provide support and encouragement for people.

Services: Advocacy, Signposting, Youth Club Wednesday & Friday Nights at The Summit

Contact: Adrian Moore Coordinator: The Summit St Nicholas Street YO11 2HF

Mob: 07580902901

Email: [adrian.moore@kingdomfaith.com](mailto:adrian.moore@kingdomfaith.com)

Web: [www.kingdomfaith.com/default.aspx](http://www.kingdomfaith.com/default.aspx)



### **Community Counselling**

Description: provides a range of [BACP](#) Accredited counselling services to adults living in Ryedale and Scarborough Borough Districts, North Yorkshire. Most of these services are free to use thanks to the generous support of funders and commissioners - however, donations are welcome.

Contact: Norton Road, Malton YO17 9RD

Tel: 01653 690124

Email: [info@community-counselling.org.uk](mailto:info@community-counselling.org.uk)

Web: [www.community-counselling.org.uk/](http://www.community-counselling.org.uk/)



### **Community Mental Health Team**

Description: Team provide assessment, care planning, evaluation for people who have severe or enduring mental illness.

Scarborough Contact: Ellis Centre, 18 Dean Road, Scarborough YO12 7SN

Tel: 01723 355095

Ryedale Contact: Princess Road Clinic, Princess Road, Malton YO17 7JP

Tel: 01653 696661

Whitby Contact: The Anchorage, 11 Byland Road, Whitby YO21 1JH

Tel: 01947 820294



### **Compass Drug Dependency Clinic**

Description: Provides a substitute prescribing service for clients with an opiate dependency. Also offers advice, information and support. Open access.

Contact: 65 Falsgrave Road, Scarborough YO12 5EA

Tel: 01723 507555



### **Crisis Resolution and Home Treatment Team (Scarborough, Whitby & Ryedale)**

Description: A mental health referral service based at Cross Lane Hospital.

Tel: Children and young people (up to aged 17) - 01723 346035



### **Cross Lane Hospital**

Contact: Cross Lane, Scarborough YO12 6DQ

Tel: 01723 384600

Email: [tewv.enquiries@nhs.net](mailto:tewv.enquiries@nhs.net)

Web: [www.tewv.nhs.uk](http://www.tewv.nhs.uk)



### **Customer First**

Description: Face-to-face front end of Scarborough Borough Council

Services: Bins, Waste & Recycling, Sport & leisure, Planning, Payments, Benefits, Business Licencing & Grants, Environment, Council Tax, Elections and Voting, Health, Safety & Food Safety, Health & Social Care, Housing Roads, Highways & Pavements, Schools & Education, Tourism, Parking.

Contact: Town Hall, St Nicholas Street, Scarborough. YO11 2HG

Tel: 01723 232323, See Website for emergency numbers Link on the contact us page.

Web: [www.scarborough.gov.uk/](http://www.scarborough.gov.uk/)



### **Dementia Action Alliance**

Description: The Dementia Action Alliance brings together organisations across England committed to transforming the lives of people with dementia and their carers. The DAA is attempting to bring about a society-wide response to dementia. At a national level the DAA has begun to shape policy and attitudes. Locally we galvanise action by coordinating and supporting Local Dementia Action Alliances.

Services: Alzheimer's, Vascular Dementia, DLB (Dementia with Lewy bodies)

Links: <http://dementiachallenge.dh.gov.uk/2012/11/08/report-on-progress/>; <http://www.nr-foundation.org.uk/resources/dementia-reports/>;

Contact: Regional Lead: Simon Wallace

Mob: 07877 366187

Email: [simon.wallace@alzheimers.org.uk](mailto:simon.wallace@alzheimers.org.uk)

Web: [www.dementiaaction.org.uk/](http://www.dementiaaction.org.uk/)



### **Department of Health**

Description: The Department of Health (DH) helps people to live better for longer. We lead, shape and fund health and care in England, making sure people have the support, care and treatment they need, with the compassion, respect and dignity they deserve. DH is a ministerial department, supported by 25 agencies and public bodies.

Services: Health care, Department of Health, Health services.

Contact: Ministerial Correspondence and Public Enquiries Unit, Department of Health, Richmond House, 79 Whitehall London SW1A 2NS

Tel: 020 7210 4850

Email: Contact form - [www.info.doh.gov...](http://www.info.doh.gov.uk)

Web: [www.gov.uk/government/organisations/department-of-health](http://www.gov.uk/government/organisations/department-of-health)



### **Department of Clinical Psychology & Counselling**

Description: Service accessed via GP referral. Service based at Cross Lane Hospital.



### **Department for Work & Pensions**

Description: The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers the State Pension and a range of working age, disability and ill health benefits to over 22 million claimants and customers. DWP is a ministerial department, supported by 14 agencies and public bodies.

Services: Department for Work & Pensions, Benefits, Employment, Pensions  
Email: - Contact form: [www.gov.uk/con...](http://www.gov.uk/con...)  
Web: [www.gov.uk/government/organisations/department-for-work-pensions](http://www.gov.uk/government/organisations/department-for-work-pensions)



### **Diabetes UK** - Scarborough Voluntary Group

Description: Public meetings three times a year by announcement.

The Group aims to support diabetic patients of all ages in a friendly manner, together with campaigning for better services nationally.

Services: Diabetes Support

Contact: North Yorkshire County Council, Scarborough Library & Information Centre, Scarborough, North Yorkshire, YO11 2NN

Tel: 01723 376169



### **Dial a Ride** (Scarborough & District)

Description: Dial a Ride provides fully accessible, door to door transport for those who are either retired, have some form of disability or who have difficulty using other forms of transport.

Services: Local Transport

Contact: Julie Banks Dial A Ride, Unit 4, Londesborough Business Park, Londesborough Road Scarborough YO12 5AF

Tel: 01723 354434

Email: [admin@scarboroughdialaride.org](mailto:admin@scarboroughdialaride.org)

Web: [www.scarboroughdialaride.org/](http://www.scarboroughdialaride.org/)



### **Disability Employment Advisor**

Description: The DEA can provide specialist support to disabled job seekers or disabled people already in work.

Contact: Scarborough Job Centre, Albion House, Northway, Scarborough YO12 7AN

Tel: 0345 6043719



### **Disablement Action Group** (Scarborough & District)

Description: Scarborough Disablement Action Group (DAG) helps around 5,000 disabled people every year with welfare and benefits advice and information about improving quality of life. If you are disabled and want help with your benefits, start here. Scarborough DAG is open from 9:30-4pm M-F. In addition, we provide poverty advice help for Yorkshire Coast Homes and we run the PSI Board for North Yorkshire County Council where disabled people meet to discuss council plans and provide feedback. We are also part of a Lottery funded Citizen's Advice Bureau fast-track scheme in which support agencies work together to provide a broad package of support.

Services: Benefit Support, Representation at Tribunals. Disablement action

Contact: Tim Vasey, Unit 4 The Street, 12 Lower Clark Street, YO12 7PW

Tel: 01723 480029 Helpline: 01723 480029.

Email: [scardag@onyxnet.co.uk](mailto:scardag@onyxnet.co.uk)

Web: [www.scarboroughdag.org.uk/](http://www.scarboroughdag.org.uk/)



### **DISC**

Description: DISC's services cover areas such as drugs and alcohol, housing related support, housing, employment, training and education health and wellbeing, children, young people and

families, women, criminal justice and community and offender rehabilitation. The service is run by MoreTime social enterprise.

Contact: Sapphire House, IES Centre, Horndale Avenue, Aycliffe Business Park, Newton Aycliffe, Durham DL5 6DS

Tel: 01325 731 160

Email: [info@disc-vol.org.uk](mailto:info@disc-vol.org.uk)

Web: [www.disc-vol.org.uk/](http://www.disc-vol.org.uk/)



### **Dystonia Society**

Description: Helps sufferers of neurological disorders that cause involuntary spasms.

Contact: 2<sup>nd</sup> Floor, 89 Albert Embankment, London SE1 7TP

Helpline: 020 7793 3650

Web: [www.dystonia.org.uk](http://www.dystonia.org.uk)



### **Eating Disorders Support Service**

Description: A group of ordinary people with first-hand experience of eating disorders, who make a difference to those people whose lives are blighted by this illness.

Contact: The Resource Room, SEED, 267 Beverley Road, Hull HU5 2ST

Helpline: 01482 718130

Email: [hello@seedeatingdisorders.org.uk](mailto:hello@seedeatingdisorders.org.uk)

Web: [www.seedeatingdisorders.org.uk](http://www.seedeatingdisorders.org.uk)



### **Electro Convulsive Therapy Anonymous UK**

Description: Provides a confidential service to anyone who feels they have been harmed by electro convulsive therapy or who may be contemplating this treatment and for their families, carers and friends.

Contact: Flat 5, Quaker House, St Mark's Street, Leeds LS2 9EQ

Tel: 0113 244 5454



### **Elder Tree Club**

Description: The Elder Tree Club is a luncheon club for the over fifties that meets daily at The Old Vic, 79 Westborough, Scarborough, North Yorkshire YO11 1TP.

Services: Painting, Bingo, Dominos. Trips out, Luncheon Club.

Tel: 0777 601 9407



### **Elderly Accommodation Council**

Description: Elderly Accommodation Counsel's aim is to help older people make informed choices about meeting their housing and care needs. It was founded in 1984, and became registered as a charity in 1985. It is now more commonly known as EAC.

Having delivered a free, impartial and highly regarded information and advice (I&A) service to the public since 1985, from 2002 we made repeated efforts to build the scale and reach of the service by forging partnerships with other organisations. In 2008 these efforts resulted in the launch of FirstStop, a comprehensive I&A service covering care, housing and associated financial matters.

Services: Housing advice, Housing and Care, Accommodation for the elderly

Links: [www.firststopadvice.org.uk](http://www.firststopadvice.org.uk) - [www.housingcare.org](http://www.housingcare.org)

Contact: EAC, 3rd Floor, 89 Albert Embankment, London SE1 7TP

Tel: 0800 377 7070

Email: [info@firststopadvice.org.uk](mailto:info@firststopadvice.org.uk)

Web: [www.eac.org.uk/](http://www.eac.org.uk/)



### **Ellis Centre Community Mental Health Team**

Contact: 18 Dean Road, Scarborough YO12 7SN

Tel: 01723 355095



### **Epilepsy Action**

Description: Information for sufferers and carers.

Contact: New Anstey House, Gate Way Drive, Yeadon, Leeds LS19 7XY

Tel: 0113 2108800

Helpline: 0808 800 5050

[www.epilepsy.org.uk](http://www.epilepsy.org.uk)



### **Falsgrave Community Resource Centre**

Description: Community café, IT access and meeting space.

Contact: Seamer Road, Scarborough YO12 4DJ

Tel: 01723 374437

Email: [falsgravecrc@scarborough.gov.uk](mailto:falsgravecrc@scarborough.gov.uk)



### **Families Information Service**

Description: Information for parents and carers of children under 25, including childcare, , parenting, health, children's centres, disabilities, activities and help and support.

Tel: 01609 533483

Email: [fis.information@northyorks.gov.uk](mailto:fis.information@northyorks.gov.uk)

Web: [www.northyorks.gov.uk/nyfamilies](http://www.northyorks.gov.uk/nyfamilies)



### **Farming Community Network**

Description: Serves the spiritual and practical needs of the rural community. Trained listener and sign-posting service for the farming community, 7am – 11pm, 365 days a year.

Contact: Arthur Rank Centre, Stoneleigh Park, Kenilworth CV8 2LZ

Tel: 02476 853060

Helpline: 0845 367 9990

Email: [officeadmin@germinate.net](mailto:officeadmin@germinate.net)

Web: [www.arthurrankcentre.org.uk](http://www.arthurrankcentre.org.uk)



### **Filey Community Advice Centre**

Description: Offers a wide range advice services, including Age UK, CAB and Carers Resource.

Contact: Evron Centre, John Street, Filey YO14 9DW

Tel: 01723 516677



### **FirstLight Trust**

Description: We help the 'hard to reach' often homeless veterans as defined by other charities.

Those who don't know what is wrong with them; who cannot cope; who are often too proud to ask for help. We work with the veterans who have walked through our door - and tap into their network. We provide whatever it takes to make that tiny difference between life and suicide. And, most importantly, set them on the road to recovery. We show them that they are valued. Above

all we give them back a sense of belonging – of not being alone or different. This service also supports people who have worked in emergency services and relatives and family members, irrespective of whether the veteran/ex-emergency service personnel are accessing help.

Services: Veterans Support

Contact: 63 Newborough Scarborough YO11 1ET

Tel: 01723 361210

Email: shop1@firstlighttrust.co.uk

Web: www.firstlighttrust.co.uk



### **Foundation**

Description: Two teams operating in Scarborough - a Domestic Abuse Service works in close collaboration with the Police, housing, health, Social Services and other relevant agencies, offering a holistic approach for customers dealing with the effects of domestic abuse. Also provide a range of innovative services for customers including: young people (has accommodation for 16-25 year olds), ex-offenders and perpetrators of domestic abuse in the local area.

Services: Adult offenders, Young offenders, Homeless Prevention, Domestic abuse, Drug & Alcohol, Bond Guarantee Schemes, Women involved in the Sex Industry, Independent Living, The Hub.

Contact: Foundation, Tennant Hall, Blenheim Grove, Leeds LS2 9ET; Tel: 0113 3030 150

Scarborough Team: 22 Victoria Road, Scarborough YO11 1SD

Mercury House, 23 Aberdeen Walk, Scarborough YO11 1BA; Tel: 01723 383983

Legal Service (housing related) 01274 211013; Homeless Prevention Service: 01723 361100

Web: www.foundationuk.org



### **FRANK**

Description: Friendly, Confidential Drugs advice.

Services: Drugs, alcohol

Contact:

Tel: 0300 123 6600 helpline open 24 hours a day 365 day a year.

Email: frank@talktofrank.com

There is a chat line link on their web site that is open 2pm to 6pm week days

Web: www.talktofrank.com/



### **Friarage Children's Centre**

Details: The Children's Centre offers a broad range of interesting and useful sessions for young children and their parents. We really have all sorts of things on offer. Come along, join in the fun and let us know what you think of our play sessions and support services!

Opening Hours: Monday 9am to 5pm, Tuesday 9am to 5pm, Wednesday 9am to 5pm,

Thursday 9am to 5pm, Friday 9am to 4.30pm. Saturday and Sunday closed.

Services: Play sessions, child support.

Contact: Friarage Children's Centre, Friragate, Scarborough. YO11 1HS

Tel: 01609 798 840

Email: friarageCC@northyorks.gov.uk

Web: www.friarage.n-yorks.sch.uk/children-s-centre/



### **Future Works North Yorkshire**

Description: provides training and educational courses in Scarborough, serving North Yorkshire's young people and unemployed adults. We strike a balance between classroom based work and outdoor activity to provide the best outcome for learners.



Services: Adult Training, Pre 16 training, 16-19 Not in Education, Employment or Training (NEET)  
Contact: Sarah Thornton – Michelle Padrun, The Street, Unit 11, 12 Lower Clark Street, YO12 7PW  
Tel: 01723 449616  
Mob: 07810008340  
Email: info@futureworksny.co.uk  
Web: www.futureworksny.co.uk/



### **Gateway (North Yorkshire) Horton Housing**

Description: Accommodation and health promotion related support service for Gypsies, Roma, Travellers and Showpeople, aged 16 or over, across North Yorkshire.

Services: GRTS (Gypsies, Roma, Travellers and Showpeople)

Tel: Hannah Brown 01757 241020 or 07584 015746

Email: gateway@hortonhousing.co.uk

Web: www.hortonhousing.co.uk/service-detail.asp?Service=48



### **Gladstone Care**

Details: Gladstone Care Ltd is an independent care company which provides professional carers to assist you so that you can continue living in the comfort of your own home. We can offer an affordable alternative to residential care.

Services: Independent living, Home Care

Contact: 54 Gladstone Street, Scarborough. YO12 7BN

Tel: 01723 501683

Web: www.gladstonecare.co.uk/



### **Hanover Housing Association**

Description: Hanover is a national provider of housing and services for people in later life. Our services include an around-the-clock emergency response service, Hanover on Call, for those who need it. We also offer a free and confidential service, Be Wise, which has helped residents save money and access unclaimed benefits worth more than £1 million.

Services: Housing, Housing Association

Contact: accommodation in Scarborough at Hanover Court (Pinewood Dr), Springhill Rd and Pollard Gardens.

Tel: Hanover Court: 01723 364820; Springhill Rd: 0800 280 2575; Pollard Gardens: 01723 361781

Web: www.hanover.org.uk/



### **Healthwatch North Yorkshire**

Description: Healthwatch is here to support everyone across North Yorkshire to:

- Have a say in how health and social care services are provided
- Find out about health and social care services
- Make a formal complaint about NHS services

Services: Health and Social Care

Tel: 01904 621631

Email: healthwatchny@nbforum.org.uk

Web: www.healthwatchnorthyorkshire.co.uk/



### **Hearing Voices Network**

Details: Offers support to people who hear voices and the people who support them.

Contact: c/o Sheffield Hearing Voices Network, Limbrick Day Services, Limbrick Road, Sheffield S6 2PE

Tel: 0114 271 8210

Email: nhvn@hotmail.co.uk

Web: www.hearing-voices.org



### **HIV and Sexual Health Counselling Service**

Details: Confidential counselling and information on HIV, Hepatitis B & C testing. For people affected by HIV/AIDS, sexually transmitted infections and sexuality issues.

Contact: 23 Alma Square, Scarborough YO11 1JR

Tel: 01723 377298



### **Home Group Ltd**

Description: Housing Association

Services: Housing Association

Contact: Unit 3b Burniston Industrial Estate, Willymath Close, Burniston YO13 0HG

Tel: 0300 555 0278 / 0345 1414663

Email: scarborough@homegroup.org.uk

Web: www.homegroup.org.uk



### **Home Heat Helpline**

Description: The Home Heat Helpline advises people worried about paying their energy bills and keeping warm during the winter. It also gives advice to low-income households in urgent need of heating help and advice. It is free to call and is open 9am-5.30pm Monday to Fridays.

Services: Home heating, Energy bills, Energy Saving

Tel: helpline: 0800 33 66 99 Hard of hearing Line: 0800 027 2122

Mob: 0333 300 33 66

Email: Many of the people we've helped prefer to speak to us through web chat. We're online and ready to chat to you from 9am-5pm, Monday to Friday.

Web: www.homeheathelpline.org.uk/



### **HomeSwapper Uk**

Description: HomeSwapper is a web based service provided by a software company called Housing Partners. Housing Partners is a software business with passion, purpose and ambition. We have a clear vision to genuinely improve the lives of people in the social housing sector – both the landlords we partner with and the tenants they support.

Services: Swapping homes, Mutual home exchange service,

Web: www.homeswapper.co.uk/



### **Horton Housing / Scarborough STAY**

Description: Horton provides housing, training and support services to the most vulnerable people in society, including people who are homeless, have mental health, drug or alcohol issues; young people, older people, refugees, Gypsies, Travellers, Roma and Showpeople, people with disabilities and ex-offenders.

Scarborough STAY – support for people aged 18 and over who are homeless or at risk of homelessness. Home visits to help develop the skills, confidence and knowledge to maintain tenancy and live independently. Drop-in services available: Monday, 11am – 1pm – Rainbow

Centre, Castle Road YO11 1TH; Tuesday, 1 – 3pm – Yorkshire Coast Homes, 4 Gladstone Road YO12 7BH; Wednesday, 10 – 11am – Westway Open Arms, Westway House, Eastfield YO11 3EE; Friday, 9.30am – 12noon - Rainbow Centre, Castle Road YO11 1TH  
Address (for postal enquiries only): The Street, 12 Lower Clark Street, Scarborough YO12 7PW  
Tel: 01723 861913  
Email: [stayscarborough@hortonhousing.co.uk](mailto:stayscarborough@hortonhousing.co.uk)  
Web: [www.hortonhousing.co.uk](http://www.hortonhousing.co.uk)



### **Impact Family Services & Child Contact services (Scarborough & District)**

Description: Referrals come from solicitors, CAFCASS, the courts, social services, CAB, Relate and other voluntary organisations and from families. Provides a safe environment for estranged families to meet with their children.

Contact: 2 Pavillion Square, Scarborough YO11 2JT  
Tel: 01723 377388



### **Independent Home Living**

Description: We began with just one client who we helped for one hour a week on a Thursday afternoon. Things have changed. We now provide care for several hundred clients over four branches but our core values remain the same.

Services: Care homes, Home care, Independent living  
Contact: 54 Ramshill Road Scarborough YO11 2QG  
Tel: 01723 381165



### **Job Centre Plus**

Description: Jobcentre Plus is an executive agency of the Department for Work and Pensions of the government of the United Kingdom. The agency provides services primarily to those attempting to find employment and to those requiring the issuing of a financial provision.

Services: Employment, Benefits, Unemployment

Links: [www.jobcentreguide.org/](http://www.jobcentreguide.org/)

Contact: Albion House, Northway, Scarborough YO12 7AN; Tel: 028 9756 0537

National Jobcentre Enquiry Line (e.g. to cancel or change an appointment)

Telephone: 0345 604 3719 Textphone: 0345 608 8551 Welsh language: 0345 604 4248

Monday to Friday, 8am to 6pm

New benefit claims only Telephone: 0800 055 6688; Textphone: 0800 023 4888; Welsh language: 0800 012 1888

Monday to Friday, 8am to 6pm

Tel: 0845 604 3719



### **Latvians in Yorkshire**

Description: The purposes of the charity are to advance the education and training of Latvians living in Yorkshire in order to enable them to adapt to life in a new community and to contribute fully to the social, economic, civic and cultural life of the community. And to advance the education of the general public in the language, culture and history of Latvia.

Services: Latvians, Ethnic minorities, Discrimination.

Contact: Anda Baraskina

Mob: 07879907008

Email: [anda.baraskina@inbox.lv](mailto:anda.baraskina@inbox.lv)



### **Living Well in North Yorkshire (N Y C C)**

Description: A free time-limited targeted support service to help appropriate individuals manage their lives better, including: promoting independence and facilitate self-help; facilitate self-assessments and make referrals where appropriate; provide practical advice, information and support.

Services: Includes help with managing money, home adaptations, social networks etc.

Contact: Via Customer First Centre, Town Hall, St Nicholas Street, Scarborough YO11 2HG

Tel: 01723 232323 or NYCC 01609 780780 – ask for Social Care Services

Email: [Living.Well@northyorks.gov.uk](mailto:Living.Well@northyorks.gov.uk)



### **The Macular Society**

Description: The Macular Society is the national charity for anyone affected by central vision loss. We have more than 15,000 members and, as the biggest patient group in the sight loss sector, we are the voice of people with macular conditions.

Services: Macular disease, Central Vision Loss, Age-related macular degeneration, Juvenile macular dystrophies, Vision impairment.

Contact: Macular Society, PO Box 1870, Andover, Hampshire. SP10 9AD

Tel: 01264 350 551

Email: [info@macularsociety.org](mailto:info@macularsociety.org)

Web: [www.macularsociety.org/](http://www.macularsociety.org/)



### **Marie Curie Cancer Care**

Description: We're here for people living with any terminal illness, and their families. We offer expert care, guidance and support to help them get the most from the time they have left.

Services: Health care, Support through terminal illness, cancer care.

Contact: Marie Curie, 89 Albert Embankment, London SE1 7TP

Tel: 0800 716 146

Email: [supporter.relations@mariecurie.org.uk](mailto:supporter.relations@mariecurie.org.uk)

Web: [www.mariecurie.org.uk/?gclid=CI3O-brQoMUCFfQZtAodMkAAYg&gclsrc=aw.ds](http://www.mariecurie.org.uk/?gclid=CI3O-brQoMUCFfQZtAodMkAAYg&gclsrc=aw.ds)



### **Material Moves**

Description: Born from a lifelong passion for both dressmaking and movement/dance, Material Moves is an exciting new project which aims to share these rich experiences in step-by-step courses. Based at the DIY Sewing Studio in Scarborough, we offer professional tuition in a friendly and creative environment.

Services: Training, Sewing, Dance

Contact: Carol Eves, Material Moves. The DIY Sewing Studio, 21 Gladstone Road, YO12 7BQ

Tel: 01723 377289

Mob: 07946 722729

Email: [info@materialmoves.co.uk](mailto:info@materialmoves.co.uk)

Web: [www.materialmoves.co.uk/index.html](http://www.materialmoves.co.uk/index.html)



### **Mencap Scarborough & District**

Description: Mencap is the leading voice of learning disability. Everything we do is about valuing and supporting people with a learning disability, and their families and carers.

Services: Learning disability, Hidden Impairment, Independent Living

Contact: Carol Etherington 60 Valley Road, YO11 2TE  
Tel: 01723 374819  
Email: carl.etherington@scarboroughmencap.org.uk  
Web: www.mencap.org.uk/local-groups/group/scarborough-district-mencap



### **Mental Health Foundation**

Description: Knowledge, informed by rigorous research and practical based study, has been pioneering change for more than 60 years - not afraid to challenge the status quo or tackle difficult or under researched issues.

Contact: Colechurch House, 1 London Bridge Walk, London SE1 2SX  
Tel: 0207 803 1100  
Web: www.mentalhealth.org.uk



### **Mental Health Matters**

Description: National support on housing, community, employment, talking therapies and helpline service.

Contact: Avalon House, St Catherine's Court, Sunderland Enterprise Park, Sunderland SR5 3XT  
Tel: 0191 516 3500  
Email: info@mhmm.org.uk  
Web: www.mentalhealthmatters.com



### **MESMAC Yorkshire (Yorkshire Mesmac)**

Description: Yorkshire MESMAC is one of the oldest and largest sexual health organisations in the country. Our historical focus is HIV prevention and sexual health promotion with Gay, Bisexual and men who have sex with men. Additionally our Community Development approach means that we are concerned with the wider Lesbian, Gay, Bisexual and Transgender (LGB&T) health, social and equity agendas. We work with LGB&T communities to tackle underlying causes of physical and mental ill health and to challenge those structures and systems that seek to exclude us from decision making.

Services: Sexual Health, Lesbian, Gay, Bisexual & Transgender (LGB&T) Mental health, Social equality Emotional wellbeing.

Contact: 277 High Street, Northallerton, North Yorkshire DL7 8DW  
Tel: 01609 258745  
Email: northyorkshire@mesmac.co.uk  
Web: www.mesmac.co.uk



### **MIND**

Contact: 15-19 Broadway, London E15 4BQ  
Tel: 0208 519 2122  
Helpline: 0300 123 3393; Text: 86463  
Email: info@mind.org.uk  
Web: www.mind.org.uk

### **MIND, Scarborough, Whitby & Rhydale**

Description: Support people aged 16 and above with experience of emotional in order that they may achieve their goals and reach their full potential. To end stigma and discrimination surrounding mental ill health, and for people with mental health difficulties to automatically receive unlimited, appropriate, timely and effective support.

Contact: The Spencer Suite, Falsgrave Community Resource Centre, Seamer Road, Scarborough YO12 4DJ

Tel: 01723 356562

Email: [info@swrmind.org.uk](mailto:info@swrmind.org.uk)

Web: [www.swrmind.org.uk](http://www.swrmind.org.uk)



### **Mindfulness**

Description: For people suffering with depression or stress – mindfulness based Cognitive Behavioural Therapy provided by Tees, Esk and Wear Valleys NHS Trust.

Contact: TEWV NHS Foundation Trust, Management Suite, West Park Hospital, Edward Pease Way, Darlington DL2 2TS

Tel: 01325 552017

Email: [tewv.mindfulness@nhs.net](mailto:tewv.mindfulness@nhs.net)

Web: [www.tewv.nhs.uk/mindfulness](http://www.tewv.nhs.uk/mindfulness)



### **Moneywise Community Banking**

Description: Originally Hartlepool Credit Union, we changed our formal name to "Hartlepool, East Durham, Tees Valley and North Yorkshire Credit Union" in 2013, when we changed the boundaries of where we can operate (known as the 'common bond'). Because the new name is a bit of a mouthful, we use the trading name 'Moneywise Community Banking', which we use on our website and other documents. The credit union and Moneywise Community Banking is the same thing. We are affiliated to ABCUL - the Association of British Credit Unions Limited.

Services: Credit Union

Contact: Moneywise Community Banking, 3-5 Avenue Parade, Avenue Road, Hartlepool TS24 8BB

Tel: 01429 863542

Email: [enquiries@mymoneywise.org.uk](mailto:enquiries@mymoneywise.org.uk)

Web: [www.mymoneywise.org.uk/home](http://www.mymoneywise.org.uk/home)



### **Narcotics Anonymous**

Description: Non-judgemental support for people with drug problems. Local group meets at The Rainbow Centre, Parish House, Castle Road, Scarborough YO11 1TH – Monday, 5.30pm;

Wednesday, 7.30pm; Friday, 6.30pm.

Helpline (10am – midnight): 0300 999 1212

Web: [www.ukna.org](http://www.ukna.org)



### **National Autistic Society**

Description: We are the leading UK charity for people with autism (including Asperger syndrome) and their families. We provide information, support and pioneering services, and campaign for a better world for people with autism. Our work relies on your support, so please get involved or donate today.

Services: Autism, Autistic Spectrum, Asperger Syndrome, Hidden Impairment.

Contact: The National Autistic Society, 393 City Road, London, EC1V 1NG

Tel: (0)20 7833 2299

Autism Helpline: 08088004104 - 10-4pm Mon-Fri (Excl Bank Holidays)

Email: [nas@nas.org.uk](mailto:nas@nas.org.uk)

Web: [www.autism.org.uk/](http://www.autism.org.uk/)



### **Neighbourhood & Home Watch**

Description: Neighbourhood & Home Watch is a voluntary network of schemes where neighbours come together, along with the police and local partners, to build safe and friendly communities.

Services: Crime Prevention, Safer Communities, Neighbourhood Watch

Contact: Beaumont Enterprise Centre, 72 Boston Road, Beaumont Leys, Leicester LE4 1HB

Tel: 0116 229 3118

Email: [enquiries@ourwatch.org.uk](mailto:enquiries@ourwatch.org.uk)

Web: [www.ourwatch.org.uk/](http://www.ourwatch.org.uk/)



### **Next Choice / Next Choice Counselling Training**

Description: Next Choice offers a range of therapies: one to one Cognitive Behavioural Therapy (CBT) within a primary care setting and also group based CBT, Neuro Linguistic Programming (NLP), Hypnotherapy (one to one) and Counselling (one to one) using an integrative approach from our agency premises. Counselling training - a structured programme of community-based help for people over the age of 17 who are alcohol or drug users, who have stabilised their use or who are motivated towards this and who want to be part of a supportive group while retaining a focus on personal independence and responsibility. No restrictions.

Contact: 39/40 Queen Street, Scarborough YO11 1HQ

Tel: 01723 506900

Email: [info@nccounsellingtraining.com](mailto:info@nccounsellingtraining.com)

Web: [www.nccounsellingtraining.com](http://www.nccounsellingtraining.com)



### **Next Steps**

Description: Aims to provide support in a friendly, informal atmosphere for people who have a wide range of mental health difficulties and their carers. Drop-in/café, emotional support, gardening, cookery and video evenings are some of the activities on offer. Self-referral or by support worker recommendation.

Contact: 7 Church Street, Malton YO17 9HP

Tel: 01653 690854

Email: [post@nextstepsryedale.co.uk](mailto:post@nextstepsryedale.co.uk)

Web: [www.nextstepsryedale.co.uk](http://www.nextstepsryedale.co.uk)



### **N H S 1 1 1 Service**

Description: Call 1 1 1 free from any phone for non-emergency medical help. Confidential 24-hour helpline staffed by qualified nurses and fully trained health information advisors.

Website: [www.nhs.uk/Conditions/Pages/hub.aspx](http://www.nhs.uk/Conditions/Pages/hub.aspx) (provides information on health services, conditions and treatment choices)



### **N H S Scarborough & Ryedale C C G**

Description: NHS Scarborough and Ryedale Clinical Commissioning Group (CCG) is the local leader of the NHS. Our work is driven by local GPs and other healthcare professionals and we are responsible for planning and buying the vast majority of health services you may access.

Services: Health care, NHS, Clinical Commissioning, Health Services

Contact: NHS Scarborough and Ryedale Clinical Commissioning Group, Town Hall - York House, St Nicholas Street, YO11 2HG

Tel: 01723 343660

Email: [SCRCCG.enquiries@nhs.net](mailto:SCRCCG.enquiries@nhs.net)

Web: [www.scarboroughryedaleccg.nhs.uk/](http://www.scarboroughryedaleccg.nhs.uk/)



**NYCIL (North Yorkshire Centre for Independent Living)**

Description: NYCIL is a part of the disability sector in North Yorkshire. Our primary aim is to promote the independence of disabled people, giving them increased choice and control over their lives. North Yorkshire Centre for Independent Living is run by and for disabled people.

Services: Disability support, Independent Living, Hidden Impairment

Contact: NYCIL, Unit 8, Cayley Court, Hopper Hill Road, YO11 3YJ

Tel: 01723 588002

Email: [julie@nycil.org.uk](mailto:julie@nycil.org.uk) or [lucy@nycil.org.uk](mailto:lucy@nycil.org.uk)

Web: [www.nycil.org.uk/index.html](http://www.nycil.org.uk/index.html)



**North Yorkshire County Council**

Services: Council information, Council services, Local Government, Local Councillors

Contact: North Yorkshire County Council, County Hall, Northallerton. North Yorkshire DL7 8AD

Tel: General enquiries: 01609 532009

Tel: Social care: 01609 780780 (out of hours)

Web: [www.northyorks.gov.uk/](http://www.northyorks.gov.uk/) Contact form on their website

NYCC has an online directory for searches by subject and postcode:

<http://engage.northyorks.gov.uk/>



**North Yorkshire County Council Community Directory**

Web: [www.northyorks.gov.uk/article/30305/community-directory](http://www.northyorks.gov.uk/article/30305/community-directory)



**North Yorkshire Family Mediation**

Description: At North Yorkshire Family Mediation we provide a supportive forum for couples to reach agreement on issues arising from separation and divorce at a location that is convenient to you.

Services: Family Mediation, Conflict Resolution, Divorce, Separation, Family Support

Contact: NYFM, 17 Valley Bridge Parade, YO11 2JX

Tel: 01723 383922

Email: [info@nyfmediation.co.uk](mailto:info@nyfmediation.co.uk)

Web: [www.nyfmediation.co.uk/](http://www.nyfmediation.co.uk/)



**North Yorkshire Fire & Rescue Service**

Description: Traditionally, fire services were regarded as providing emergency response to fires and other incidents. Our remit is now much wider, covering the full spectrum of emergencies but also involving a huge commitment to community safety and prevention work, including the enforcement of fire safety legislation.

Services: Emergency response, Fire prevention, Road Safety,

Contact: North Yorkshire Fire & Rescue Service, Headquarters, Thurston Road, Northallerton.

North Yorkshire, DL6 2

13-15 North Marine Road Scarborough

If you are holding an event and need to inform the Fire Service, please contact your local shift/day-crewed fire station or fill in the Organising a Public Event form on the website.

Tel: 01609 780150 Scarborough: 01723 374433

Web: [www.northyorksfire.gov.uk/](http://www.northyorksfire.gov.uk/)





### **North Yorkshire Home Choice**

Description: Welcome to Homechoice, North Yorkshire's way of allocating council and partner housing association properties for rent and shared ownership properties for sale. We aim to give you more choice in deciding where you want to live and find a home which best suits your needs and aspirations. Properties that are available for rent will be advertised each week.

Services: Housing allocation, Social Housing, Houses to rent.

Web: [www.northyorkshirehomechoice.org.uk/](http://www.northyorkshirehomechoice.org.uk/)



### **North Yorkshire Horizons**

Description: Offer counselling and support services for everyone who lives in North Yorkshire and who needs help with any drug or alcohol misuse related matter. Run a needle exchange and have a social space and kitchen area for service users.

Contact: 50-60 Castle Road, Scarborough YO11 1XE

Tel: 01723 330730

Email: [info@nyhorizons.org.uk](mailto:info@nyhorizons.org.uk)



### **North Yorkshire Music Therapy Centre**

Description: Employs an enthusiastic team of professional music therapists to provide a mobile service for the community of North Yorkshire. Aims to provide music therapy for a wide variety of people in schools, hospitals and day centres in rural and urban communities. Give talks, lectures and workshops to promote understanding of the process of music therapy and to enrich the musical life of our community with a series of exciting fundraising events each year.

Contact: 212 Town Street, Old Malton, Malton YO17 7HD

Tel: 01653 698129

Web: [www.music-therapy.org.uk](http://www.music-therapy.org.uk)



### **NYCC Mental Health Telephone Support**

Description: Helpline available 365 days a year (replaces Crisis Call).

Tel: 0333 0000 309



### **North Yorkshire Police**

Description: Safer Neighbourhood, Roads & Safety Cameras, Safety & Security Advice, Victims & witnesses of Crime, Fire arms & explosives licensing, Alcohol licencing.

Contact: Scarborough Police Station: Northway, Scarborough YO12 7AD

North Yorkshire Police: Newby-Wiske, Northallerton, North Yorkshire DL7 9HA

Tel: Scarborough 084506060247 – Non emergency: 101

Email: [general.enquiries@northyorkshire.pnn.police.uk](mailto:general.enquiries@northyorkshire.pnn.police.uk)

Web: [www.northyorkshire.police.uk/](http://www.northyorkshire.police.uk/)



### **Northern Lights Therapy Service**

Description: Northern Lights consist of a group of experienced psychotherapists, art psychotherapists, counsellors, youth workers and supporters who have worked together for a number of years. We focus primarily on work with people who have experienced or been affected by the traumas of abuse, including sexual abuse and violence, domestic abuse and violence and/or any other imposed or controlling behaviour that may have limited or diminished quality of life.

Contact: 46 Cross Street, Scarborough YO11 1HP

Tel: 01723 364685

Email: [contact@northernlightstherapy.org.uk](mailto:contact@northernlightstherapy.org.uk)  
Web: [www.northernlightstherapyservice.org.uk](http://www.northernlightstherapyservice.org.uk)



### **OCD Action**

Description: Provide support and information to anybody affected by obsessive compulsive disorder (OCD). Works to raise awareness of the disorder amongst the public and frontline healthcare workers and strives to secure a better deal for people with OCD.

Contact: Suite 506-509, Davina House, 137-149 Goswell Road, London EC1V 7ET

Tel: Office: 0207 2535272

Tel: Helpline: 0845 3906232

Email: [support@ocdaction.org.uk](mailto:support@ocdaction.org.uk)

Web: [www.ocdaction.org.uk](http://www.ocdaction.org.uk)



### **Parkinsons UK**

Description: trained advisors and specialist nurse providing information and advice covering medical issues, employment and benefits, health and social care, emotional support and local support groups/branches and signposting.

Contact: 215 Vauxhall Bridge Road, London SW1V 1EJ

Freephone: 0808 800 0303

Email: [hello@parkinsons.org.uk](mailto:hello@parkinsons.org.uk)

Web: [www.parkinsons.org.uk](http://www.parkinsons.org.uk)

### **Whitby Support Group**

Contact: Pavilion Café, West Cliff, Whitby YO21 3EN

Tel: (Edwin) 01947 604533

Email: [vc.north1@parkinsons.org.uk](mailto:vc.north1@parkinsons.org.uk)



### **The Rainbow Centre**

Description: The Rainbow Centre provides help and support for a whole range of issues, including accommodation, benefits, job availability, medical needs, physical and sexual abuse, rehabilitation, practical help (bedding, furniture, clothes, blankets for rough sleepers etc. etc.), or any number of diverse and varied problems. There is a shower room, laundry, television lounge and community café and pop-in centre.

Emergency clothing and food parcels are available for those in crisis.

Services: Housing/accommodation, Benefits, Practical help, Rehabilitation, Abuse, Poverty

Contact: The Rainbow Centre, Parish House, Castle Road, Scarborough YO11 1TH

Tel: 01723 500663

Email: [simonatrainbow@btconnect.com](mailto:simonatrainbow@btconnect.com)

Web: [www.therainbowcentre.org](http://www.therainbowcentre.org)



### **React Home from Hospital Co-operative**

Description: When it comes to leaving hospital, it's not uncommon to find yourself or your family feeling a little anxious or unsure as to how you'll manage at home. This service aims to relieve concerns and help ease your safe, successful and timely return. The core service is free of charge and is available to anyone 18+.

Services: Care, Home from hospital

Contact: Age UK Scarborough & District, 39 Aberdeen Walk, Scarborough YO11 1BD.

Tel: 01723 379058.

Email: [reception@ageukscarborough.org](mailto:reception@ageukscarborough.org)

Web: [www.ageuk.org.uk/scarboroughanddistrict/](http://www.ageuk.org.uk/scarboroughanddistrict/)



### **The Reading Agency**

Description: a charity whose mission is to inspire people to read more, encourage them to share their enjoyment of reading and celebrate the difference that reading makes to all our lives. We support people at all stages of their Reading Journey, because everything changes when we read.

Services: Reading, Cognitive development

Contact: The Reading Agency, Free Word Centre, 60 Farringdon Road, London EC1R 3GA

Tel: 0207 324 2544

Email: email link on the web page.

Web: [www.readingagency.org.uk/](http://www.readingagency.org.uk/)



### **Relate - Scarborough**

Description: emotional support in the form of Relationship Counselling for both couples and individuals. Also offer Family Counselling and Counselling for young people, workshops for those people who want to explore the problems they are facing at times when life can change:

Contact: The Street, 12 Lower Clark Street, Scarborough YO12 7PW

Tel: 01325 461500

Email: [counselling@relatenortheast.org.uk](mailto:counselling@relatenortheast.org.uk)

Web: [www.relate.org.uk](http://www.relate.org.uk)



### **Residents and Friends of Trafalgar Square (R.A.F.T.S)**

Description: The Residents and Friends of Trafalgar Square (RAFTS) was formed in 2005. It is governed by this constitution approved at an early meeting. It is run by a committee that is elected each year at the A.G.M.

Services: Residents association, Neighbourhood Watch

Web: [www.facebook.com/RaftsScarborough](http://www.facebook.com/RaftsScarborough)



### **Rethink**

Description: Since 1972 Rethink has been challenging attitudes and changing lives, helping people living with conditions like schizophrenia, bipolar disorder, personality disorders and more to recover a better quality of life.

Contact: 89 Albert Embankment, London SE1 7TP

Tel Advice and Information Service: 0300 5000 927

Web: [www.rethink.org](http://www.rethink.org)

### **Rethink Scarborough**

Contact: 29-31 Falsgrave Road, Scarborough YO12 5EB

Tel: 01723 507646

Tel: Supported Housing: 01723 374367

Tel: Rethink Well Active: 01723 507646



### **Rowen Homecare Support Services Ltd**

Services: Homecare, Care Homes

Contact: 446 Scalby Road, Scarborough YO12 6EE

Tel: (01723) 352338



### **Safer Communities N York's Moors & Coast**

Description: We believe that everyone has the right to live in a safe and tolerant society and everyone has a responsibility to behave in a way that respects this right.

Services: Restorative Justice, Crime prevention, Anti-social behaviour, Home security

Contact: Safer Communities, Town Hall, St Nicholas Street, Scarborough YO11 2HG

Tel: 01723 232326

Web: [www.safercommunitiespartnership.wordpress.com/](http://www.safercommunitiespartnership.wordpress.com/)



### **Salvation Army**

Description: A worldwide Christian church and registered charity that supports people affected by homelessness, poverty, unemployment, the elderly and domestic abuse.

Contact: The Citadel, Alma Parade, Scarborough YO11 1SJ

Tel: 01723 378603

Email: [scarborough.citadel@salvationarmy.org.uk](mailto:scarborough.citadel@salvationarmy.org.uk)

Web: [www.salvationarmy.org.uk](http://www.salvationarmy.org.uk)



### **Samaritans**

Description: We support anyone in distress, around the clock, through 201 branches across the UK and Republic of Ireland. We know our service can help people before it's too late. But we're a charity, and it's your kind donations that keep our helpline open.

Services: Suicide Prevention, Emotional support

Contact: Samaritans House, 40 Trafalgar Street West, Scarborough YO12 7AS

Tel: 01723 368888 (local call charges)

Freephone: 01723 116123

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Web: [www.samaritans.org](http://www.samaritans.org)



### **SANE**

Description: Provides emotional and crisis support and up to date information on mental health services in the UK for service users, their families and carers.

Contact: St Mark's Studios, 14 Chillingworth Road, Islington, London N7 8QJ

Tel: 0203 805 1790

Saneline: 0300 304 7000

Web: [www.sane.org.uk](http://www.sane.org.uk)



### **SASH (Safe and Sound Homes)**

Description: We prevent young people from becoming homeless by offering them a room in the home of a volunteer. We work to prevent homelessness in young people aged 16-25 in York, North Yorkshire and East Riding. Referrals come through the hub at Foundations Housing or Scarborough Borough Council.

Services: Homelessness Prevention

Contact: 107-109 Walmgate, York. YO1 9UA

Tel: 01904 652043

Email: [learn@sash-uk.org.uk](mailto:learn@sash-uk.org.uk)



### **Scarborough Care services**

Description: Scarborough Care Services is registered to provide personal care to people in their own homes. It is a small agency currently with 19 people who use their services and three staff. They work in Scarborough and surrounding suburbs.

Services: Home Care

Contact: 12 West Pier, Scarborough, North Yorkshire, YO11 1PD

Tel: 01723 379555



### **Scarborough Flower Fund Homes**

Description: Scarborough Flower Fund Homes arose from an idea promoted by the local Rotary Club during the 1960's when, at the time, there was a pressing need for affordable homes for those members of the local community who were single and for various reasons were unable to enjoy a retirement home of their own - often after a lifetime of service to the community.

Services: Housing

Contact: 3 Flower Croft, Filey Road, Scarborough YO11 3AS

Tel: Juliet Eames on 01723 372816 or 07540 564227

Email: [sffh@btconnect.com](mailto:sffh@btconnect.com)

Web: [www.scarboroughflowerfundhomes.co.uk/index.php](http://www.scarboroughflowerfundhomes.co.uk/index.php)



### **Scarborough IDAS**

Description: Domestic abuse support service.

Tel: 01723 354874



### **Scarborough Indoor Bowls Centre**

Services: Leisure, Carpet Bowls, Sport

Contact: Scarborough Bowls Centre, Peasholm Road, Scarborough. YO12 7TT

Tel: 01723 353992

Email: [info@scarboroughbowlscentre.co.uk](mailto:info@scarboroughbowlscentre.co.uk)

Web: [www.scarboroughbowlscentre.co.uk/](http://www.scarboroughbowlscentre.co.uk/)



### **Scarborough Library**

Services: Books, E-books, Online Resources, local History, IT, Reading

Contact: Scarborough library, Vernon Road, YO11 2NN

Tel: 0845 034 9516 (lending library), 0845 034 9563 (library administration)

Email: [scarborough.library@northyorks.gov.uk](mailto:scarborough.library@northyorks.gov.uk)

Web: [www.northyorks.gov.uk/article/25290/Scarborough-library](http://www.northyorks.gov.uk/article/25290/Scarborough-library)



### **Scarborough Lions**

Description: We are part of Lions Club International the world's largest service organisation.

Lions are individuals who volunteer their time to humanitarian causes in their local and global communities, conducting and supporting vision and health screenings, building parks, awarding scholarships, assisting youth, providing help in times of disaster and need and much more.

Services: Lions Clubs

Contact: Scarborough Rugby Club, Silver Royd, Scalby Road, Scalby, Scarborough, YO13 0NL

Tel: 0845 833 9892

Email: [scarborough.lions@talktalk.net](mailto:scarborough.lions@talktalk.net)

Web: [www.e-clubhouse.org/sites/scarboroughuk/index.php](http://www.e-clubhouse.org/sites/scarboroughuk/index.php)



### **Scarborough and Locals Together (SALT)**

Description: SALT Charity Shop is a local organisation which aims to help people in our community at a time when they need a helping hand. The objects of our charity are the relief of those in need by reason of age, ill health, disability or financial hardship by the provision of such grants or goods as our trustees may determine.

Services: Charity Shop, SALT

Contact: Scarborough and Locals Together, Unit 1, Glayton Court, Falsgrave Road, YO12 5AW

Tel: 01723 447229

Web: [www.scarboroughtogether.co.uk/](http://www.scarboroughtogether.co.uk/)



### **Scarborough Maritime Heritage Centre**

Description: The Scarborough Maritime Heritage Centre and its website were setup and are run entirely by local volunteers and public donations in order to save the amazing history of our town. Our mission is to educate the public about all aspects of Scarborough's maritime heritage to run a centre celebrating the many facets of this historical port and resort.

Contact: 36 Eastborough, Scarborough YO11 1NJ

Tel: 01723 369361

Email: [scarboroughmaritime@yahoo.com](mailto:scarboroughmaritime@yahoo.com)

Web: [www.scarboroughsmaritimeheritage.org.uk/index.php](http://www.scarboroughsmaritimeheritage.org.uk/index.php)



### **Scarborough Shopmobility**

Description: Scarborough Shopmobility is a registered charity that provides the hire of powered scooters and manual wheelchairs to people whose mobility is restricted by permanent or temporary disablement, age, accident or illness.

Services: Mobility, powered Scooters, Wheel Chairs

Contact: 5 Somerset Terrace, Scarborough YO11 2PA

Tel: 01723 369910

Email: [info@scarboroughshopmobility.co.uk](mailto:info@scarboroughshopmobility.co.uk)

Web: [www.scarboroughshopmobility.co.uk/](http://www.scarboroughshopmobility.co.uk/)



### **Scarborough Survivors**

Description: A registered charity which founded in 1994 by service users who wanted to ensure that their voice was clearly heard within the Mental Health arena, it quickly became renowned for its work and was used as a model for similar groups set up around the country. Provides a resource centre and meeting place for people who have or who have had experience of mental health problems. There are a range of services to support people with mental health needs, including a coffee bar, art room, library, internet access, social activities and opportunities for volunteering.

Contact: 9 Alma Square, Scarborough. YO11 1JR

Tel: 01723 500222

Email: [andrea@scarboroughsurvivors.org.uk](mailto:andrea@scarboroughsurvivors.org.uk); [survivors.office@btconnect.com](mailto:survivors.office@btconnect.com)

Web: [www.scarboroughsurvivors.org.uk](http://www.scarboroughsurvivors.org.uk)



### **Scarborough TEC**

Description: a higher education establishment offering courses for 16-18 years and adults, distance learning and apprenticeships.

Contact: Lady Edith's Drive, Scarborough

Tel: 01723 372105

Email: [enquiries@ycoastco.ac.uk](mailto:enquiries@ycoastco.ac.uk)  
Web: <https://scarboroughtec.ac.uk>



### **The Seasonal Affective Disorder Association**

Description: SAD is a type of winter depression that affects an estimated half a million people every year between September and April, particularly December, January and February.

Contact: PO Box 332, Wallingford, OX10 1EP

Web: [sada.org.uk](http://sada.org.uk)



### **Second 2 None Mobile Carers Ltd**

Services: Mobile Carers, Home care

Contact: 4, Falsegrave Community Resource Centre, Seamer Road, Scarborough, YO12 4DJ.

Tel: 01723 356554.

Web: [www.mobilecarers.co.uk/](http://www.mobilecarers.co.uk/) Site Under construction



### **Self-Injury Support (for women)**

Description: Support group for women suffering emotional distress, particularly women who self-injure, offering confidential, non-judgmental support. Also has a range of publications and information on self-injury.

Contact: PO Box 3240, Bristol BS2 2EF

Tel: 0117 927 9600

CASS Women's Self Injury Helpline: 0808 800 8088

Email: [info@selfinjurysupport.org.uk](mailto:info@selfinjurysupport.org.uk) (office contact only)

Web: [www.selfinjurysupport.org.uk](http://www.selfinjurysupport.org.uk)



### **Sidewalk Detached Youth Project**

Description: Scarborough Churches detached youth work project supports vulnerable young people and young people in need. Aims to assist in building supportive relationships.

Contact: St James Community Arts Centre, Seamer Road, Scarborough YO12 4DT

Tel: 01723 366186

Web: [www.sidewalk-scarborough.org.uk](http://www.sidewalk-scarborough.org.uk)



### **South Yorkshire Credit Union**

Description: Credit Unions are financial cooperatives owned and controlled by their members. They offer savings and loans at affordable rates. Service available in Scarborough at Customer First, Monday – Friday, 9.30am – 4pm

Contact: Customer First, Town Hall, St Nicholas Street, Scarborough YO11 2HG

Tel: 01723 377140

Web: [www.sycu.co.uk](http://www.sycu.co.uk)



### **St Catherine's Hospice Trust**

Description: We are an independent charity, Saint Catherine's Hospice Trust, which is governed by a Board of Trustees chaired by Diane Flint. Day to day running is delegated to the Senior Management Team who are supported by dedicated staff and fantastic volunteers.

Services: Patient Care and Services, Education, Volunteers, Bereavement Support

Bereavement support includes:

Early Days – appointments for the newly bereaved; Bereavement drop in group – monthly for six months; Prioritised 1:1 support according to need as part of an initial assessment.

Contact: St Catherine’s Hospice, Throxenby Lane, YO12 5RE

Tel: 01723 351421

Email: [general@st-catherineshospice.org.uk](mailto:general@st-catherineshospice.org.uk)

Web: [www.stcatherineshospice-nyorks.org/](http://www.stcatherineshospice-nyorks.org/)



### **Step Change Debt Charity**

Description: Provides free independent counselling to help people solve debt problems, avoid bankruptcy and learn to handle money.

Contact: Wade House, Merrion Centre, Leeds LS2 8NG

Tel: 0800 138111

Web: [www.stepchange.org](http://www.stepchange.org)



### **Stephen Joseph Theatre**

Description: The Stephen Joseph Theatre is a cultural icon of the Yorkshire region, providing accessible, high quality theatre for audiences worldwide since 1955. The SJT is known for its world premieres of almost all of Alan Ayckbourn’s 75+ plays and its commitment to new writing.

Services: Leisure, Theatre

Contact: Stephen Joseph Theatre, Westborough, YO11 1JW

Tel: Box Office on 01723 370541 or for all other general enquiries please call 01723 370540.

Email: Separate email links for each dep’t on the web site.

Web: [www.sjt.uk.com/](http://www.sjt.uk.com/)



### **Support for Carers**

Description: Supports adult carers within the Scarborough district who are supporting or caring for someone of 18 years and older by providing a short break respite service.

Services: Support for carers

Contact: Unit 4, Londesborough Road Business Park, 64-66 Londesborough Road, Scarborough YO12 5AF

Tel: 01723 364808

Email: [info@scarboroughsupportforcarers.org](mailto:info@scarboroughsupportforcarers.org)

Web: [www.scarboroughsupportforcarers.org/index.html](http://www.scarboroughsupportforcarers.org/index.html)



### **Surecare**

Description: Our experienced team allows loved ones to maintain their independence in their own home and busy parents to know that their childcare arrangements are in safe hands.

Our services include personal care and support, home services, childcare including babysitting, crèche facilities and our own nanny agency, and respite and holiday care.

Services: Personal Care, Childcare, Respite & Holiday Care

Contact: Unit 4 Manor Court, Manor Garth, Eastfield, YO11 3TU

Tel: 01723 585215

Email: [scarborough@surecare.co.uk](mailto:scarborough@surecare.co.uk)

Web: [www.surecare.co.uk/](http://www.surecare.co.uk/)



### **Survivors of Bereavement by Suicide**



Description: Exists to meet the needs and break the isolation of those bereaved by the suicide of a close relative or friend.

Contact: Flamsteed Centre, Albert Street, Ilkeston, Derbyshire DE7 5GU

Helpline: 0300 111 5065

Tel: 0115 944 1117

Email: sobs.support@hotmail.com; admin: sobs.admin@care4free.net

Web: <https://uksobs.org/>



### **The Street**

Description: a youth and community facility for you, your family and your friends. It is a base for voluntary, community and youth services so that people can get the help and support they need.

Activities include support services, training, sports, arts and socialising.

Services: Youth & Community Facility, meeting rooms, sports facilities, cafe

Contact: 12 Lower Clark Street YO12 7PW

Tel: 01723 480033

Email: [mail@thestreetscarborough.org](mailto:mail@thestreetscarborough.org)

Web: [www.thestreetscarborough.org/](http://www.thestreetscarborough.org/)



### **The Summit**

Description: A community facility run by the Kingdom of Faith church group which offers a range of social activities and a coffee bar called The Hub.

Contact: St Nicholas Street, Scarborough YO11 2HF

Tel: 01723 374516

Email: [yorkshire@kingdomfaith.com](mailto:yorkshire@kingdomfaith.com)

Web: [www.kingdomfaith.com/Yorkshire/TheSummit.aspx](http://www.kingdomfaith.com/Yorkshire/TheSummit.aspx)



### **TOP UK (Triumph Over Phobia)**

Description: And OCD and phobia charity that aims to help sufferers of phobias, obsessive compulsive disorder and other related anxiety to overcome their fears and become ex-sufferers. This is down through a network of self-help therapy groups. Groups meet weekly and are structured, warm and supportive.

Contact: PO Box 3760, Bath BA2 3WY

Tel: 01225 571740

Email: [info@topuk.org](mailto:info@topuk.org)

Web: [www.topuk.org](http://www.topuk.org)



### **Turning Point**

Description: Provides services for people with complex needs, including those affected by drug and alcohol misuse, mental health problems and people with learning disabilities.

Contact: 21 Mansell Street, London E1 8AA

Tel: 0207 481 7600

Email: [info@turning-point.co.uk](mailto:info@turning-point.co.uk)

Web: [www.turning-point.co.uk](http://www.turning-point.co.uk)

### **Manchester Office**

Contact: 3 New York Street, Manchester M1 4HN

Tel: 0161 238 5100



### **UK Advocacy Network**

Description: User-led organisation offering advocacy service for people with mental health problems.

Tel: 8 Beulah View, Leeds LS62 2LA

Email: [office@u-kan.co.uk](mailto:office@u-kan.co.uk)

Web: [www.u-kan.co.uk](http://www.u-kan.co.uk)



### **Westborough Methodist Church**

Services: Brownies, Rainbows, Guides, Over 60's 'Youth' Club, Friendship Guild, Rangers, 3Cs Crafty Chatter Club, Luncheon Club, Derwent Beavers, Cobra Cub Scouts, Discussion Group (2nd Thursday only), Badminton, Panther Cub Scouts, Wharf Beavers, Scouts, Explorers.

Tel: Office: 01723 506926, Room Booking: 01723 506926

Email: [westmethchurch1862@gmail.com](mailto:westmethchurch1862@gmail.com)

Web: [www.westboroughmethodist.org.uk/index.html](http://www.westboroughmethodist.org.uk/index.html)



### **Whitby, Scarborough and Ryedale Disablement Action Group**

Services: An organisation seeking to enable physically disabled and sensory impaired people, including people with mental health problems, to live as independently as possible.

Tel: 01947 821001

Email: [info@whitbydag.org.uk](mailto:info@whitbydag.org.uk)

Web: [www.whitbydag.org.uk](http://www.whitbydag.org.uk)



### **White Rose Home Improvement Agency**

Description: The Home Improvement Agency helps people who live in the Borough of Scarborough and Ryedale District to maintain their independence in their chosen home.

Services: Disabled facilities grants and adaptations; Wellbeing service; Handypersons and minor alterations service; Gardening service; Energy efficiency advice; Home visits to discuss your housing needs; Independent living.

Contact: Customer First Centre, St Nicholas Street, Scarborough YO11 2HG

Tel: 01723 232323

Web: [www.scarborough.gov.uk/white-rose-home-improvement-agency](http://www.scarborough.gov.uk/white-rose-home-improvement-agency)



### **Women's Aid**

Description: As a federation of over 220 organisations, Women's Aid provides more than 300 local lifesaving services to women and children across the country. It provides expert training, qualifications and consultancy to a range of agencies. Campaigns achieve change in policy, practice and awareness, encouraging healthy relationship and helping to build a future where domestic abuse is no longer tolerated.

Contact: PO Box 3245, Bristol BS2 2EH

Tel: (general enquiries) 0117 944 4411

24-hour domestic abuse helpline: 0808 2000 247

Email: [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

Web: [womensaid.org.uk](http://womensaid.org.uk)



### **Women's Royal Voluntary Service**

Description: Royal Voluntary Service is a volunteer organisation that enriches the lives of older people and their families across Britain.

Services: Support for the elderly  
Contact: Unit L 54 Gladstone Street, YO127BN  
Tel: 01723 373934



### **Woodend Creative Workspace**

Description: Woodend is an innovative building designed to support the growth of creative enterprises in the Scarborough region, providing high quality contemporary accommodation to match any city and located on the beautiful North Yorkshire coast.

Services: Office accommodation, Meeting Training & Workshop Facilities, Art & Craft Gallery

Contact: The Crescent, YO11 2PW

Tel: 01723 384 500

Web: [www.woodendcreative.co.uk/](http://www.woodendcreative.co.uk/)



### **YELL SOS**

Description: Provides support to develop skills and confidence. Information, advice and guidance and placements available.

Contact: 150 Victoria Road, Scarborough YO11 1SL

Tel: 01723 377343

Email: [info@yellsos.org](mailto:info@yellsos.org)

Web: [yellsos.org](http://yellsos.org)



### **YH Training Services**

Description: As Specialists in Education, Traineeships, Apprenticeships & Employment, we aim to ensure that any learning is as relevant and enjoyable as possible. We are proud of our reputation of being a leading training provider with nearly 30 years experience of delivering high quality training and accredited qualifications across the Yorkshire and Humberside region. Our staff are committed to delivering a first class service to individuals and businesses to assist them in achieving their full potential and excel in all they do.

Services: Education, Training, Apprenticeships, Employment

Contact: YH Training Services Ltd, 37-39 Falsgrave Road, YO12 5EA

Tel: 0800 542 2848

Email: [debbie@yh-group.co.uk](mailto:debbie@yh-group.co.uk)

Web: [www.yh-group.co.uk/](http://www.yh-group.co.uk/)



### **YMCA Scarborough**

Description: All YMCAs are locally managed to respond to the needs of the community. In Scarborough we have developed a strong reputation for engaging people of all ages in a variety of activities including dance, singing, sport, arts and volunteering, as well as on- and off-stage opportunities in our 290-seat community theatre.

As well as being home to a number of Dance and Performance Schools, we offer meeting rooms, dance studios and a gymnasium for hire. We also offer Ju Jitsu, Fencing and Musical Theatre classes and Krashlabs are based at the YMCA.

Contact: St.Thomas Street, Scarborough YO11 1DY

Tel: 01723 374227

Email: [admin@scarborough.ymca.org.uk](mailto:admin@scarborough.ymca.org.uk)

Web: [www.scarborough.ymca.org.uk](http://www.scarborough.ymca.org.uk)



### **York and North Yorkshire Waste Partnership (YNYWP)**

Description: The Partnership manages municipal waste (all waste under the control of a local authority) by carrying out collections from homes and providing Household waste recycling centres. Our ultimate objective is to increase the level of re-use, recycling and composting and reduce the amount of waste that ends up in landfill.

Services: Waste, Waste Management, Recycling, Re-use

Contact: The York and North Yorkshire Waste Partnership, c/o North Yorkshire County Council, County Hall, Northallerton, North Yorkshire, DL7 8AD

Tel: 01609 532512

Email: [wastecampaigns@northyorks.gov.uk](mailto:wastecampaigns@northyorks.gov.uk)

Web: [www.letstalklessrubbish.com/index.aspx?articleid=16253](http://www.letstalklessrubbish.com/index.aspx?articleid=16253)



### **Yorkshire Coast Enterprise Ltd**

Description: Yorkshire Coast Enterprise (YCE) was established in 1985 as one of the first Enterprise Agencies in the Yorkshire and Humber region and quickly became widely acknowledged as a key deliverer of quality business advice and support in the area. YCE is a well-known, respected and successful Enterprise Agency and a key provider of help, support and finance, helping both start-up and established businesses. The company was re-launched with additional resources in 2003 introducing training and recruitments services that deliver first class skills, employability and training to create better futures for individuals, families, businesses and communities. The creation of The Self Employment Centre in 2011 marked an exciting support service for the town of Scarborough.

Services: Business Advice, Support, Training, employability, Self-employment.

Contact: Auborough Street, YO11 1HT

Tel: 01723 588063

Email: [info@yce.org.uk](mailto:info@yce.org.uk)

Web: [www.yorkshirecoastenterprise.co.uk/](http://www.yorkshirecoastenterprise.co.uk/)



### **Yorkshire Coast Families**

Description: Not-for-profit organisation led by parents of children with disabilities and special needs; provide information, advice and guidance, social group and fun activities for families of children with disabilities and special needs.

Contact: The Street, 12 Lower Clark Street, Scarborough YO12 7PW

Tel: 01723 362205



### **Yorkshire Coast Homes**

Description: Yorkshire Coast Homes is a charitable organisation known as a housing association. In 2003 Scarborough Borough Council tenants decided to transfer from the local authority to this new, independent organisation. On transfer a full improvement programme was begun to bring the homes up to the Government's Decent Homes standard.

Housing associations are "not for profit" so any funds generated through rent go towards providing the services that we offer and any surplus is ploughed back to improve the properties and communities we serve.

Services: Housing Association, Home Swapper, Coast call, Independent living, Home Exchange service, Social Housing, Swapping Homes

Contact: Brook House, 4 Gladstone Road, YO12 7BH

Tel: 0345 065 56 56 - Out of Hours/Weekends 01723 351558

Web: [www.ych.org.uk/](http://www.ych.org.uk/)



### **Young Minds**

Description: Charity for improving the emotional wellbeing and mental health of children and young people and to support their parents and carers.

Contact: Suite 11, Baden Place, Crosby Row, London SE1 1YW

Tel: 0207 089 5050

Helpline: 0800 802 5544

Web: [www.youngminds.org.uk](http://www.youngminds.org.uk)



### **Youth Justice Service North Yorkshire (North Yorkshire Youth Justice Service)**

Description: North Yorkshire Youth Justice Service (YJS) comprises expert staff from a range of service partners including the Police, Probation Service, Children's Social Care, Health, and Education, supported by committed and skilled volunteers. The key objectives of the Youth Justice Service are to reduce youth crime, protect the public from serious harm, and safeguard the welfare of young people.

Services: Anti-Social Behaviour, Victims & Restorative Justice, Court Services, Community Supervision, Custody, Support for Parents & Carers

Contact: 2nd Floor, Pavilion House, Westborough, Scarborough. YO11 2JN

Tel: 01609 534751

Web: [www.ny-yjs.org.uk/index.html](http://www.ny-yjs.org.uk/index.html)



### **Young Person's Housing Solutions (The Hub)**

Description: Working in partnership with Health and Adult Services, Children and Young People's Services and other local housing support and accommodation providers, Scarborough Council deal with all 16-25 year olds through a Hub that is based at Foundation Housing.

Services: Homelessness prevention, Accommodation, Housing

Contact: Foundation Housing, 22 Victoria Road, Scarborough YO11 1SD

Tel: 01723 361100

Email: [scarborough@foundationuk.org](mailto:scarborough@foundationuk.org)

Web: [www.scarborough.gov.uk/home/housing/young-persons-housing-solution-hub](http://www.scarborough.gov.uk/home/housing/young-persons-housing-solution-hub)

## **01 Addictions – List of Organisations**

**Accident & Emergency**



**Addictive Behaviours Service**



**Al-Anon**



**Alcoholics Anonymous**



**Castle Health Centre**



**Changing Lives**



**Community Angels**



**Compass Drug Dependency Clinic**



**DISC**



**FirstLight Trust**



**Foundation**



**FRANK**



**Living Well in North Yorkshire**



**Narcotics Anonymous**



**N H S 1 1 1 Service**



**North Yorkshire Horizons**



**The Rainbow Centre**



**Turning Point**

## 02 Benefits

Age UK



Citizens Advice Bureau



Department of Work and Pensions



Disablement Action Group



Filey Community Advice Centre



FirstLight Trust



Job Centre Plus



The Rainbow Centre



Whitby, Scarborough and Ryedale Disablement Action Group

## **03 Community Hubs / Social Centres**

**The Coliseum Centre**



**Elder Tree Club**



**Falsgrave Community Resource Centre**



**Filey Community Advice Centre**



**The Rainbow Centre**



**Salvation Army**



**Scarborough Indoor Bowls Centre**



**Scarborough Library**



**Scarborough Survivors**



**The Street**



**The Summit**



**YMCA Scarborough**



## 04 Counselling & Bereavement

**A E G I S counselling service**



**Alzheimer's Society**



**Bereavement Support Service (St Catherine's Hospice)**



**British Council for Counselling and Psychotherapy**



**Centre for Stress Management**



**Community Counselling**



**Community Mental Health Team**



**Department of Clinical Psychology & Counselling**



**Farming Community Network**



**FirstLight Trust**



**HIV and Sexual Health Counselling Service**



**Mindfulness**



**Next Choice / Next Choice Counselling Training**



**Northern Lights Therapy Service**



**Relate - Scarborough**



**Samaritans**



**SANE**



**Scarborough Survivors**



**St Catherine's Hospice Trust**

## 05 Disabilities

**Age UK Scarborough and District**



**Alzheimer's Society**



**Avalon – adult placement services**



**A-Z Carers**



**Basics Plus**



**Blind Veterans UK**



**Care for All**



**Carewatch (North & East Riding of Yorkshire)**



**Castle House Day Centre**



**Chevin Housing Association**



**Coastal Carers**



**Dial a Ride (Scarborough & District)**



**Disability Employment Advisor**



**Disablement Action Group (Scarborough & District)**



**Elderly Accommodation Council**



**Families Information Service**



**Gladstone Care**



**Independent Home Living**



**NYCIL (North Yorkshire Centre for Independent Living)**



**Rowen Homecare Support Services Ltd**



**Scarborough Care services**



**Scarborough Indoor Bowls Centre**



**Scarborough Library**



**Scarborough Shopmobility**



**Second 2 None Mobile Carers Ltd**



**Surecare**



**Whitby, Scarborough and Ryedale Disablement Action Group**



**White Rose Home Improvement Agency**



**Yorkshire Coast Families**

## 06 Discrimination

**Advocacy Alliance**, Scarborough, Whitby



**Age UK** Scarborough and District



**Citizens Advice Bureau**



**Disablement Action Group** (Scarborough & District)



**North Yorkshire County Council**



**North Yorkshire Police**



**Safer Communities N York's Moors & Coast**

## 07 Domestic Violence / Sexual Abuse

**Accident & Emergency**



**Action for Children UK - Scarborough Services – Young Carers**



**Barnardo's**



**Foundation**



**North Yorkshire Police**



**Northern Lights Therapy Service**



**The Rainbow Centre**



**Safer Communities N York's Moors & Coast**



**Salvation Army**



**Samaritans**



**Scarborough IDAS**



**Scarborough Survivors**



**Women's Aid**

## 08 Housing / Domestic Support

**Age UK Scarborough and District**



**Avalon** – adult placement services



**A-Z Carers**



**(The) Beach**



**Care for All**



**Carers Direct**



**Carers Resource, Scarborough & Ryedale**



**Carewatch** (North & East Riding of Yorkshire)



**Change Grown Live Housing Support Service**



**Chevin Housing Association**



**Coastal Carers**



**Customer First**



**Disablement Action Group** (Scarborough & District)



**DISC**



**Elderly Accommodation Council**



**Families Information Service**



**Farming Community Network**



**FirstLight Trust**



**Foundation**



**Gateway (North Yorkshire) Horton Housing**



**Gladstone Care**



**Hanover Housing Association**



**Home Group Ltd**



**Home Heat Helpline**



**HomeSwapper Uk**



**Independent Home Living**



**Neighbourhood & Home Watch**



**NYCIL (North Yorkshire Centre for Independent Living)**



**North Yorkshire Home Choice**



**The Rainbow Centre**



**React Home from Hospital Co-operative**



**Rowen Homecare Support Services Ltd**



**Salvation Army**



**Scarborough Care services**



**Scarborough Flower Fund Homes**



**Scarborough and Locals Together (SALT)**



**Scarborough Shopmobility**



**Second 2 None Mobile Carers Ltd**



**Step Change Debt Charity**



**Support for Carers**



**Surecare**



**Whitby, Scarborough and Ryedale Disablement Action Group**



**White Rose Home Improvement Agency**



**Women's Royal Voluntary Service**



**Yorkshire Coast Homes**



## **09 Learning / Training Services**

**Adult Education: North Yorkshire County Council**



**Basics Plus**



**(The) Beach**



**The Coliseum Centre**



**Disability Employment Advisor**



**Future Works North Yorkshire**



**Job Centre Plus**



**Scarborough Library**



**Scarborough TEC**



**YH Training Services**



**Yorkshire Coast Enterprise Ltd**

## 10 Medical / Health Conditions

**Alzheimer's Society**



**Bipolar UK**



**Blind Veterans UK**



**British Heart Foundation**



**Centre for Mental Health**



**Centre for Stress Management**



**Dementia Action Alliance**



**Diabetes UK Scarborough Voluntary Group**



**Dystonia Society**



**Eating Disorders Support Service**



**Epilepsy Action**



**Hearing Voices Network**



**HIV and Sexual Health Counselling Service**



**The Macular Society**



**Marie Curie Cancer Care**



**Mencap Scarborough & District**



**National Autistic Society**



**OCD Action**



**Parkinsons UK**



**The Seasonal Affective Disorder Association**



**Self Injury Support (for women)**



**TOP UK (Triumph Over Phobia)**

## 11 Mental Health Support

**Addictive Behaviours Service**



**Bipolar UK**



**British Council for Counselling and Psychotherapy**



**Centre for Mental Health**



**Centre for Stress Management**



**Child and Adolescent Mental Health Service (CAMHS)**



**Community Mental Health Team**



**Crisis Resolution and Home Treatment Team (Scarborough, Whitby & Ryedale)**



**Cross Lane Hospital**



**Dementia Action Alliance**



**Department of Clinical Psychology & Counselling**



**Department of Health**



**Eating Disorders Support Service**



**Electro Convulsive Therapy Anonymous UK**



**Ellis Centre Community Mental Health Team**



**Farming Community Network**



**FirstLight Trust**



**Hearing Voices Network**



**Mental Health Foundation**



**Mental Health Matters**



**MIND**



**Mindfulness**



**National Autistic Society**



**Next Choice / Next Choice Counselling Training**



**Next Steps**



**NYCC Mental Health Telephone Support**



**Northern Lights Therapy Service**



**OCD Action**

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**Rethink**



**Samaritans**



**SANE**



**Scarborough Survivors**



**The Seasonal Affective Disorder Association**



**Self Injury Support (for women)**



**St Catherine's Hospice Trust**



**Survivors of Bereavement by Suicide**



**TOP UK (Triumph Over Phobia)**



**Turning Point**



**UK Advocacy Network**



**Young Minds**

## 12 Miscellaneous

**Action for Children UK**



**Age UK Scarborough and District**



**Barnardo's**



**Coast & Vale Community Action (CAVCA)**



**Customer First**



**Department of Work & Pensions**



**Impact Family Services & Child Contact services (Scarborough & District)**



**Latvians in Yorkshire**



**Material Moves**



**Moneywise Community Banking**



**The Reading Agency**



**Residents and Friends of Trafalgar Square (R.A.F.T.S)**



**Scarborough Lions**



**Scarborough and Locals Together (SALT)**



**Scarborough Maritime Heritage Centre**



**Sidewalk Detached Youth Project**



**Women's Royal Voluntary Service**



**York and North Yorkshire Waste Partnership (YNYWP)**



**Youth Justice Service North Yorkshire (North Yorkshire Youth Justice Service)**

## 13 Representation

**Advocacy Alliance**, Scarborough, Whitby



**Age UK**, Scarborough and District



**Citizens Advice Bureau**



**Disablement Action Group**, Scarborough and District



**Firstlight Trust**



**UK Advocacy Network**



**Whitby, Ryedale and Scarborough Disablement Action Group**

## 14 Self-help

**Changing Lives**



**Living Well in North Yorkshire**



**Scarborough Survivors**



## 15 Support for Carers

**Carers Direct**



**Carers Resource, Scarborough & Ryedale**



**North Yorkshire County Council**



**Support for Carers**



**Surecare**