Information Guide –
Scarborough, Whitby & Ryedale

List of organisations

Contains both national and local organisations in alphabetical order. Locally, it contains both statutory and voluntary services and gives information about these services where applicable.

Many services and organisations offer ‘open access’. This means that people do not have to be referred by a third party (often a GP). Where there is a referral process, it is included in the information about a service in the entry.

Accident & Emergency
Scarborough General Hospital
Woodlands Drive
Scarborough
YO12 6QL
Tel:(01723) 368111

A& E departments have only limited space, facilities & 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.

Addictive Behaviours Service
The Ellis Centre,
18 Dean Road
Scarborough
YO12 7SN
Tel:(01723) 355095

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.**Appointments are only by referral by GP, Social Services or Probation Services.**

Advocacy Alliance
Allatt House
5 West Parade Road
Scarborough
YO12 5ED
Tel:(01723) 363910
advocacy.all@gotadsl.co.uk

Provides a free and confidential independent advocacy service throughout Scarborough, Whitby and Ryedale. Advocacy empowers individuals to have their voice heard in many ways, including talking to social workers or CPNs, or making a complaint. They provide an outreach service to people who are unable to get into the office and to those living in more rural areas. **Open referral**
Al-Anon
Helpline: 020 74030888
If your home is unhappy because someone drinks too much, this service can support you. Scarborough meetings are held at Westborough Church on Thursday evenings at 7.30pm

Alcoholics Anonymous (AA)
10, Toft Green
YORK
YO1 6JT                      Tel: 01904 644026

Alternatives to Violence Project
AVP Scarborough
www.avpbritain.org.uk

Alzheimer’s Society
Forge House
3A West Street
Scarborough
YO11 2QL
www.alzheimers.org.uk
Tel: (01723) 500958
Aims to enable carers and their families and supporters to experience and sustain an acceptable quality of life through practical help and advice. They off a ‘Listening Ear’ service, an information & guidance helpline, a holiday apartment for carers and people with dementia, carer contact support meetings, outings & activities, one to one confidential support and a friendship centre. Covers Scarborough, Whitby and Ryedale.

Basics Plus
Mount View Business Park
Salisbury Street
Scarborough
YO12 4EH
www.basicsplus.org.uk
Tel:(01723) 371335
Provides training and work experience for people with special needs through realistic work projects, including conservation and furniture restoration. Referral only. Conference facilities available, Basics Bistro Catering Bistro open Monday to Friday 9-3. Outside catering at competitive price.

Bereavement Support Service
St. Catharine’s Hospice
Thro xenby Lane
Scarborough
YO12 5RE
www.stcatherineshospice-northyorks.org
Tel:(01723) 351421
Offers confidential support on a one-to-one basis with a specially trained supporter. Contact either direct or by referral from GP, healthcare professional or social worker.
British Council for Counselling & Psychotherapy  
15 St John’s Business Park  
Lutterworth  
LE17 4HB  
Tel: (01455) 883300  
www.bacp.co.uk

Bristol Crisis Service for Women  
PO Box 654  
Bristol  
BS99 1XH  
Tel: (0117) 9251119  
www.selfinjurysupport.org.uk
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. Helpline Friday and Saturday 9pm - 12.30am, Sunday 6pm - 9pm

British Epilepsy Association  
New Anstey House  
Gate Way Drive  
Yeadon  
Leeds  
LS19 7XY  
Tel: (0113) 2108800  
Helpline 0808 8005050  
www.epilepsy.org.uk
Information for sufferers and carers. Helpline staffed Monday - Thursday 9am - 4:30pm, Friday 9am - 4pm

The Cambridge Centre  
23 Alma Square  
Scarborough  
YO11 1JR  
Tel: (01723) 367475

1 Silver Street  
Whitby  
YO21 3BU  
Tel: (01947) 601601  
13A Newbiggin  
Malton  
YO17 7JF  
Tel: (01653) 698547  
www.cambridgecentre.org
Confidential, free counselling and advice services for people with alcohol and drug problems and their families.
Carers Resource
96 High Street
Snainton
YO13 9AJ
Tel:(01723) 850155
www.carersresource.net
Provides practical and emotional support to all carers in Scarborough, Whitby and Ryedale, ensuring carers are recognised, empowered and supported.

Caring Support
Allatt House
5 West Parade Road
Scarborough
YO12 5ED
Tel:(01723) 364808
Offers practical & emotional support to carers. Note: they are not specialists in mental health care. Open access

Castle Health Centre
3 - 4York Place
Scarborough
YO11 2NP
www.castlehealthcentre.co.uk
Tel: 0330 1239278
Offers GP services, together with a range of advanced mental health services, including social prescribing, drug & alcohol support, counselling and sexual health. Walk in 8am - 8pm Monday to Sunday

Centre for Mental Health
134-138 Borough High Street
London
SE1 1LB
Tel:(020) 7827 8300
http://www.centreformentalhealth.org.uk
contact@centreformentalhealth.org.uk

Centre for Stress Management
156 Westcombe Hill
London
SE3 7DH
Tel:0845 680 2065
www.managingstress.com
Child and Adolescent Mental Health Service
Beck House
3 West Parade Road
Scarborough
YO12 5ED
Tel:(01723) 352522
For children, adolescents and their families within Tees, Esk and Wear Valleys NHS Trust area. Referrals only

Citizens Advice Bureau
62 Roscoe Street
Scarborough
YO12 7BY        Tel:(01723) 367810
Church House
Flowergate
Whitby
YO21 3BA
Tel:(01947) 605157
www.scarcab.org.uk
Provides free confidential, impartial and independent information, advice, advocacy and representation

Coast and Moors Voluntary Action
Allatt House
5 West Parade Road
Scarborough
YO12 5ED
Tel:(01723) 362205
www.coastandmoors.org
also at
Church House Centre
Flowergate
Whitby
YO21 3BA
Tel:(01947) 605256
Acts as a centre for local groups and voluntary organisations, offering local people opportunities to volunteer

Community Mental Health Team
Scarborough       Tel:(01723) 355095
Ryedale       Tel:(01653) 696661
Whitby       Tel:(01947) 820294
Teams provide assessment, care planning, evaluation for people who have severe and enduring mental illnesses.
Community Cafe & Pop-In Centre
St Mary’s Social Action Centre
Parish House
Castle Road
Scarborough
YO11 1TH
Offers a wide range of facilities for the local community including private counselling room and food at subsidised prices.

Compass Drug Dependency Clinic
65 Falsgrave Road
Scarborough
YO12 5EA
Tel: (01723) 503920
www.compass-uk.org
Provides a substitute prescribing service for clients with an opiate dependency. Also offers advice, information and support. Open access

Consumer Credit Counselling Service
Wade House
Merrion Centre
Leeds
LS2 8NG
Tel: 0800 138 1111
www.cccs.co.uk
Registered charity provides free independent counselling to help people solve debt problems, avoid bankruptcy and learn to handle money.

Crisis Call
Helpline: 0800 501254
A 24-hour telephone helpline for people aged 16+ who are in crisis due to mental health problems and their carers. You have to leave a contact number and a trained worker will call you back.

Department of Psychology & Counselling
Scarborough & N.E. Yorkshire NHS Trust
Woodlands Drive
Scarborough
Tel: (01723) 342402
Works directly with people using a variety of talking therapies.
Referrals through GP or community consultant only

Depression Alliance
20 Great Dover Street
London
SE1 4LX  Tel: 0845 1232320
www.depressionalliance.org
Offers advice and support to people suffering from depression, their families and carers
Disability Employment Adviser  
JobCentre Plus  
Aberdeen Walk  
Scarborough  
YO11 1XP  
Tel: (01723) 395100  
The DEA can provide specialist support to disabled job seekers or disabled people already in work. They will discuss your current employment situation with you or help plan your best way into work.

Disablement Action Group  
Allatt House  
5 West Parade Road  
Scarborough  
YO12 5ED  
Tel: (01723) 379397  
www.scarboroughdag.org.uk  
Offers comprehensive disability information and advice on a range of issues. Publishes an access guide to Scarborough and Filey for disabled people.

Domestic Abuse Forum  
(Scarborough, Whitby, Filey & Ryedale)  
Tel: (01723) 365609  
www.womensaid.org.uk

Dystonia Society  
1st Floor  
89 Albert Embankment  
London  
SE1 7TP  
Tel: 0845 458 6211  
www.dystonia.org.uk  
Helps sufferers of neurological disorders that cause involuntary spasms.

ECT Anonymous  
Flat 5  
Quaker House  
St Mark’s Street  
Leeds  
LS2 9EQ  
Tel: (0113) 244 5454  
Provides a confidential service for 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.

Elders Street Day Centre  
Scarborough  
YO11 1DZ  
Tel: 0845 034 9564
Provides activity based day care and outreach rehabilitation for people with physical, learning and mental health difficulties. Referral from social services.

Family Mediation Service (Scarborough and District)
allatt house
5 west parade rd
yo12 5ed
01723 377388
themeetingplaceccc@btconnect.com
www.scarboroughmediation.co.uk
Referrals come from solicitors, CAFCASS, the Courts, Social Services, Citizens Advice Bureau, Relate or other voluntary organisations, and from individual families. Provides a safe environment for estranged families to meet with their children.

Filey Community Advice Centre
Evron Centre
John Street
Filey
YO14 9DW
Tel:(01723) 516677
Offers a wide range of advice facilities, including Age Concern, CAB, Carers Resource.

First Steps to Freedom
PO Box 476
Newquay
TR7 1WQ
Tel: 0845 841 0619
Helpline: 0845 120 2916 Monday - Thursday 10am - 10pm, Fri, Sat & Sun 10am - midnight
www.first-steps.org
Helps with anxiety disorders, obsessional behaviour, eating disorders and offers support for carers of people with borderline personality disorders.

Foundation Housing
22 Victoria Road
Scarborough
YO11 1SD
Tel:(01723) 361100
Works with young people between 16 and 25 to advise and assist on all aspects of accommodation, including court orders, benefits and employment opportunities.

Hearing Voices Network
79 Lever Street
Manchester
M1 1FL
Tel: 0845 122 8641
www.hearing-voices.org
Offers support to people who hear voices and the people who support them
Helpfinder
British Red Cross
88 Cockton Hill Road
Bishop Auckland
DL14 6BE
Tel: 0800 169 2030
A confidential helpline for people in distress. Trained information advisors staff the helpline

HIV and Sexual Health Counselling Service
23 Alma Square
Scarborough
YO11 iJR
Tel: (01723) 360633
Confidential counselling and information on HIV, Hepatitis B & C testing. For people affected by HIV/AIDS, sexually transmitted infections and sexuality issues
http://shc-scarborough.com/

IFFY Project
NYCC Libraries
Tel: (01723) 501295
www.northyorks.gov.uk/iffy
Information for Families and Youth is an online information service for all, offering advice on careers, education, health, pregnancy and drug and alcohol problems

Legal Advice Line (Mind)
Tel: 0845 225 9393
legal@mind.org.uk
Free legal information and advice on mental health related law covering mental health, community care, capacity, discrimination/equality and human rights.

Manic Depression Fellowship
MDF The BiPolar Organisation
Castle Works
21 St. George’s Road
LONDON
SE1 6ES
Tel: (020) 77932600
www.mdf.org.uk

Mental Health Foundation
9th Floor
Sea Containers House
20 Upper Ground
LONDON
SE1 9QB
Tel: (020) 7803 1100
www.mentalhealth.org.uk
Mental Health Matters
25 Station Way
Norton
YO17 7PE
Tel:(01653) 691062
In collaboration with Ryedale Housing Association, provides supported accommodation for six people with enduring mental health problems. Referral through Ryedale Housing Association

Mental Health Primary Care Team
Tel:(01723) 355348
The team comprises experienced and qualified mental health practitioners (sometimes referred to as ‘Sainsbury’ workers - see separate entry) covering all GP practices in the Scarborough, Whitby and Ryedale areas. Their main roles include: assessment of anyone with a common mental health problem after referral by a GP and after discussion, helping them to reach the most appropriate services for their needs. They also help Primary Healthcare colleagues identify anyone within the practice who may have severe or enduring mental health problems with a view to improving the services offered to them. The team can offer short term intervention. Referral from GP only

Mind
15 - 19 Broadway
London
E15 4BQ
Tel:(020) 8519 2122
Helpline: 0845 7660 163
www.mind.org.uk

Narcotics Anonymous
meets in basement at
Westborough Methodist Church
Scarborough
YO11 1TS
Tel: 0300 999 1212
(Helpline open 10am - 10pm daily)
www.ukna.org
Meets Monday 5.30pm and Friday 6.30pm for non-judgemental support with drug problems.

Network Advice Centre
The Coliseum
Victoria Place
Whitby
YO21 1EZ
Tel:(01947) 825000
www.whitbynetwork.org
Offers free and confidential advice on welfare, consumer, employment, debt and legal issues, assistance with benefit forms, housing advice and support services and referral to other agencies where appropriate. Open access
Next Choice
Tel: (01723) 506900
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

Next Steps
7, Church Street,
Norton
Malton
YO17 9HP
Tel: (01653) 690854
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/cafe, emotional support, gardening, cookery and video evenings are some of the activities on offer. Self referral or by support worker recommendation.

NHS Direct
(National NHS helpline)
Tel: 0845 46 47
www.nhsdirect.nhs.uk
Confidential 24-hour helpline staffed by qualified nurses and fully trained health information advisers. You can expect your call to be answered promptly. Website provides information on health services, conditions and treatment choices.

North Yorkshire Music Therapy Centre
121 Town Street
Old Malton
Malton
YO17 7HD
Tel: (01653) 698129
www.music-therapy.org.uk
The national charity employs an enthusiastic team of professional music therapists to provide a mobile service for the county of North Yorkshire. Aims to provide music therapy for a wide variety of people in schools, hospitals and day centres in our rural and urban communities, to 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

OCD Action
Suite 506-509
Davina House
137 - 149 Goswell Road
London
EC1V 7ET
Tel: (020) 7253 5272
www.ocdaction.org.uk
Provide supports and information to anybody affected by 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.

Pathways to Employment
Scheme currently recruiting for staff to support people with enduring health problems in finding work

Relate
Allatt House
5 West Parade Road
Scarborough
YO12 5ED
Tel: (01723) 369858
www.relate.org.uk
Offers confidential counselling and support to individuals, couples and families in their relationships. Open access

Rethink
89 Albert Embankment
London
SE1 7TP
www.rethink.org
Tel: 0845 456 0455
Advice service Monday - Friday 10am - 1pm
Tel: (020) 7840 3188

Rethink Well Active
29-31 Falsgrave Road
Scarborough
YO12 5EB
Tel: (01723) 507646
Formerly National Schizophrenia Fellowship, works to help everyone affected by severe mental illness to recover a better quality of life by providing hope and empowerment through effective services.

Rural Stress Helpline
Arthur Rank Centre
Stoneleigh Park
Kenilworth
CV8 2LZ
Tel: 0845 094 8286
www.arthurrankcentre.org.uk
Non-judgemental listening service to people living in rural and isolated areas who are worried, stressed, anxious or who need information.
Ryedale Voluntary Action
Ryedale Community House
Wentworth Street
Malton
YO17 7BN
Tel:(01653) 600120
www.ryedaleva.org.uk
Supporting organisation for community and voluntary groups
Also home to
Ryedale Counselling Service
Tel:(01653) 690124
Offers confidential counselling to people in Ryedale aged 13+ (13-16 preferably with parental consent)
Works to improve quality of life for people with mental health problems by influencing policy and practice in mental health and related services

Salvation Army
The Citadel
Alma Parade
Scarborough
YO11 iSJ
Tel:(01723) 512558/378603
http://www1.salvationarmy.org.uk

Samaritans
Samaritan House
40 Trafalgar Street West
Scarborough
YO12 7AS
www.samaritans.org.uk
If you’re in emotional distress or at risk of suicide, Samaritans offer a helpline, 24 hours a day, seven days a week.
They won’t offer advice, or tell you what to do, but will allow you to talk about your feelings without judgment, and help you to explore other options or possibilities.

Sane
1st Floor
Cityside House
40 Adler Street
London
E1 1EE
Tel:(020) 7375 1002
Helpline: 0845 7678000
www.sane.org.uk
Provides emotional and crisis support and up to date information on mental health services in the UK for service users, their families and carers.
Scarborough Homeless Support Services
Helpline:(01723) 361711

Day time service provides information and practical assistance for vulnerable people who are homeless or who have housing needs. Winter Watch is a one-night emergency service for people aged 16+. Contact also Scarborough Police

Scarborough & Ryedale Carers Resource
96, High Street,
Snainton
YO19 3AJ
Tel. (01723) 850155
email: staff@carersresource.net
We are a group of people who understand how the diagnosis of mental illness impacts on the lives of the individual and their relatives and friends. We meet at 10, Elders Street on the first Monday of every month. Please phone first.

Scarborough, Whitby and Ryedale Mind
PO Box 304
Scarborough
YO11 3YJ
Tel:(01723)588008/ 0845 603 4723
www.scarboroughmind.co.uk
Works for better mental health. Offers confidential consultation, emotional & social support, advocacy, practical help and information via its Circle of Friends service, available throughout Scarborough, Whitby & Ryedale areas. Drop-in centre at Queen Street Central Hall on Friday afternoons 12 - 3pm. Whitby drop-n centre at Whitby Evangelical Church, Skinner Street Monday afternoons 12 - 3pm

Scarborough Survivors
9 Alma Square
Scarborough
YO11 1JR
Tel:(01723) 500222
www.scarboroughsurvivors.org.uk
Resource centre and meeting place for people who have or who have had experience of mental health problems. The service is service user led and independent of statutory services. We offer a range of services to support people with mental health needs: coffee bar, art room, library, computer/internet access, social activities and opportunities for volunteering.

Domestic Abuse Services
69a Manor Road
Scarborough
YO12 7RT Tel:(01723) 365609
www.foundationuk.org email: scarboroughDAS@foundationuk.org

Supporting women and children in the community whose lives are affected by domestic abuse and one to one support in people’s own homes.
Seasonal Affective Disorder Association
PO Box 989
Steyning
BN44 3HG
www.sada.org.uk
Seasonal Affective Disorder is a type of winter depression that affects an estimated half a million people every winter between September and April, particularly December, January and February.

Sidewalk
St James Community Arts Centre
Seamer Road
Scarborough
YO12 4DT
Tel:(01723) 341466

Scarborough churches detached youth work project supports vulnerable young people and young people in need. Aims to assist by building close relationships

Specialist Health Visitor
Claremont Surgery
56-60 Castle Road
Scarborough
YO11 1XE
Tel:(01723) 375050
Will assist with access to health services if you are new to the area. Can also carry out a full health needs assessment for referral to appropriate services i.e. addictive behaviours, mental health etc. Can also refer to appropriate agencies such as homeless housing support. Will also see any unregistered patient, homeless, living in temporary accommodation and prison and care leavers.

Survivors of Bereavement by Suicide

National Helpline: 0844 561 6855

www.uk-sobs.org.uk
exists to meet the needs and break the isolation of those bereaved by the suicide of a close relative or friend.

Together: Working for Wellbeing
12 Old Street
London
EC1V 9BE
Tel: 020 7780 7300 contact-us@together-uk.org
Northern Office
Together: Working for Wellbeing
Unit 22
Unity Business Centre
26 Roundhay Road
Leeds
LS7 1AB
Tel: 0113 244 6992  northernoffice@together-uk.org

Triumph Over Phobia (TOP UK)
PO Box 3760
Bath
BA2 3WY
Tel: 0845 600 9601
www.topuk.org
aims to help sufferers of phobias, obsessive compulsive disorder and other related anxiety to overcome their fears and become ex-sufferers. We do this by running a network of self-help therapy groups. Groups meet weekly and are structured, warm and supportive.

Turning Point
21 Mansell Street
London
E1 8AA
Tel:(020) 7481 7600
www.turning-point.co.uk
provides services for people with complex needs, including those affected by drug and alcohol misuse, mental health problems and people with learning disabilities.

UK Advocacy Network
8 Beulah View
LEEDS
LS62 2LA
www.u-kan.co.uk
User-led organisation offering advocacy service for people with mental health problems

Whitby Disablement Action Group
Church House Centre
Flowergate
Whitby
YO21 3BA
Tel:(01947) 821001
www.whitbydag.org.uk
An organisation seeking to enable physically disabled and sensory impaired people, including people with mental health problems to live as independently as possible.
Women’s Aid Federation
PO Box 391
BS99 7WS
www.womensaid.org.uk
National Helpline Tel: 0808 2000 247

Young Minds
40 -50 St John Street
London
EC1M 4DG
Tel:(020) 7336 8445
National Helpline Tel: 0800 802 5544 for anyone worried about the emotional problems or behaviour of a child or young person
www.youngminds.org.uk
Charity for improving the emotional wellbeing and mental health of children and young people and to support their parents and carers