

BHR PCN

Winter Wellbeing Booklet 2025



HAMARA

BHR

Burmantofts
Harehills
Richmond Hill

PRIMARY CARE NETWORK

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BHR PCN Services and Groups

We've put this booklet together to help point you in the right direction to alternative services*, whilst our Care Coordination Hub operates a reduced service over Christmas, returning to normal service delivery in the New Year.

Our Drop-in service at Shine will be running through the winter as usual (Wed/Thu 10am-12pm, Shine, Harehills) with the exception of Bank Holidays 25th, 26th December 2025 and 1st January 2026 when our services will be closed.

If you attend one of our groups, the facilitator will update you when the groups will resume after Christmas.

***All services listed correct at time of print.**



Mental Health Support

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

NHS Mental Health Support - open 24/7

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

Samaritans

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

Shout - Text Service

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

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





Connect Helpline

- ? Providing emotional support and info for people in distress.
- ☎ Call **0808 800 1212**. Open 6pm-1am every night of the year.
- 📠 **Deaf Helpline:** Facetime or text with BSL trained staff by texting **07984 396 001** (mobile) between 6.30pm and 7.30pm., they operate every Monday, Wednesday and Saturday evening from 7 to 11pm.

Here For You

- ? Safe space for people aged 16+ experiencing crisis in Leeds, offering same day urgent mental health support
- ☎ Call or text **07760 173 476** during opening times to speak with a member of the team (3:30pm – 9pm everyday)
- 📠 **Self-refer** at any time on our online form:
touchstonesupport.org.uk/hereforyou/here-for-you-leeds/
- 🕒 Open every night, 3:30pm to 9pm, as usual over Winter/Christmas holidays.

Battle Scars

- ? Services and peer support groups both for those who struggle with self-harm and for those who support them ,face-to-face services, phone support, virtual groups and online support.
- 🕒 Groups will run as usual throughout December, aside from aside from on Christmas Day, Boxing Day and New Year's Day.
- ☎ Call **07410 380747 for more information** in office hours (please note: this is not a support or crisis number).
- 📠 Email: **info@battle-scars.org.uk**
- 📠 Visit their website for more details on dates, times, and signing up to groups: <https://www.battle-scars-self-harm.org.uk/contact-us.html>



Mental Health Support

Dial House

? A safe, homely space to relax and get support when you're in crisis.

☎ Call **0808 800 1212** or

✉ Text **07922 249 452** on the night you want to come.

🌐 Website: <https://www.lslcs.org.uk/services/adult-services/dial-house-2/>

🕒 Open 6pm-1am every Mon, Wed, Fri, Sat, Sun for people aged 16+. Open as usual over Winter/Christmas holidays. Most spaces are allocated by 7.30pm so please call earlier rather than later.

✉ **BSL users:** text us at 6pm on **07922 249452**

Dial House at Touchstone

? Out-of-hours support for people from culturally diverse backgrounds, including refugees and asylum seekers. Call

☎ **0113 249 4675**

✉ Text **07763 581 853**

🕒 Open Tues and Thurs 6pm-midnight, for support and social time. Open as usual over Christmas and Winter holidays.

🌐 Website: www.lslcs.org.uk/services/dial-house-touchstone/

For more information of where to get mental health support this Winter, visit: www.mindwell-leeds.org.uk/.

For information on crisis support, visit: www.mindwell-leeds.org.uk/need-urgent-help/.

For more guidance on taking care of yourself this festive season, visit: www.mindwell-leeds.org.uk/mindwell-festive-toolkit/.



If you are a young person looking for support, you can also find services specially designed to support young people with their mental health on pages 6-7.



Support with Violence and Abuse

Holidays can be difficult times for people with experiences of abuse and violence. If you need support, take a look below for some places that can help.*

Please note: these are not emergency numbers. In an emergency where there is risk to life, call 999.

National Domestic Violence Helpline (Refuge)

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

Rape Crisis Helpline (England and Wales)

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

Leeds Domestic Violence Service (LDVS)

- ? Here with free, non-judgemental and non-pressured advice, support and info about domestic violence and abuse for anyone in Leeds.
- ☎ Call **0113 246 0401** (open 24/7).
- 📄 Email: hello@ldvs.uk.
- 📄 Website: <https://ldvs.uk/>

*All details in this section have been taken from organisations' websites or emails with organisations.



Support with Violence and Abuse

Support After Rape and Sexual Violence Leeds (SARSVL)

- ? Support for women and girls in Leeds affected by sexual violence.
- 📞 Call: **0808 802 3344**
- 🕒 **Open:** Mondays 12-2pm / Tuesdays 8-10pm / Wednesdays 6-8pm / Thursdays 2-4pm / Sundays 6.30-8.30pm throughout the Winter Period, please check the website for Helpline opening times over the bank holidays/ Christmas period
- 🌐 Website: <https://supportafterrapeleeds.org.uk/>

GALOP - LGBTQIA+ Abuse Support line

- ? Supporting LGBTQIA+ people affected by any kind of violence and abuse.
- 📞 Phone: **0800 999 5428**
- 🕒 Open 9.15am- 8pm Mon-Tue, 9:15am-4:30pm Wed-Fri ;Closed between 1pm-2pm each day, and on weekends. Please check the website for opening times during Bank holidays/ Christmas period
- ✉ Email help@galop.org.uk.
- 💻 Web chat: galop.org.uk (open 10am- 4:30pm on Monday and Thursday) - please check the website for updated opening times

Men's Advice Line

- ? Supporting men with experiences of domestic violence and abuse.
- 📞 Phone **0800 801 0327** (open Mon-Fri 10am-5pm).
- 🌐 Website: <https://mensadvice.org.uk/>
- 💻 Webchat support: MensAdviceLine.org.uk/contact-us/ (open Mon-Fri 9:00- 10:00am). Please note: support may be closed at different times during the festive period- please check the website for any updates



Support for Young People

If you're a young person struggling with your mental health, there's lots of places you can go for support. Take a look below for some places that support young people in Leeds and across the UK:*

Childline

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

Papyrus - Hopeline 24/7

- ? Confidential support for young people under 35 thinking about suicide or anyone concerned that the young person could be thinking about suicide
- ☎ Call **0800 068 4141**
- 📄 Text: **88247**, open 24/7, including bank holidays.
- 📄 Email: pat@papyrus-uk.org.
- 📄 Website: <https://www.papyrus-uk.org/>

Leeds CYPMHS (formerly CAMHS) Crisis Call Line

- ? Free helpline to support children and young people, aged 0-18 with whatever they're going through.
- ☎ Call **0800 953 0505**.
- 🕒 Open Monday-Sunday 8am-8pm, every day, including Bank Holidays
- 📄 Website: <https://www.mindwell-leeds.org.uk/services-directory/leeds-camhs-crisis-call-line-team/>

*All details in this section have been taken from the Mindwell and Mindmate websites or from organisations' websites or emails.



Support for young people

Teen Connect

- ? Emotional support for 11-18 year olds.
- ☎ Call **0800 800 1212**
- ✉ Text: **07984 436 680**
- 💻 Message them online, by clicking the button at the top of the page on their website: www.lslcs.org.uk/services/connect-helpline/teen-connect/
- 🕒 Open everyday 3:30pm- 8:00pm including Bank Holidays.

Safe Zone

- ? Face-to-face support for 11-17 years olds and their parents and carers.
- ☎ Call **0113 819 8189** / Mobile: **07593 529 367**, open for referrals 4-8.30pm
- 🕒 Open Wednesdays and Thursdays 4pm-10pm, open as usual in festive period.

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

- ? Free text service providing 24/7 crisis support across the UK to people aged 25 or under.
- ✉ Text THEMIX to **85258**
- 💻 Website: <https://www.themix.org.uk/get-support/text-shout/>

Night Owls

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



Support with Housing, Bills and Finances

People sleeping rough in Winter

In Leeds, if the temperature is forecast to be below 0 for a night, everyone should get emergency accommodation until the first working day when the temperature is above 0. For support with housing, please use the contact details below.

Contact **Leeds Housing Options**

- ? Support for people who are homeless or at risk of being so.
- 📍 Visit **Merrion House, 110 Merrion Centre, LS2 8BB**.
- ☎ Call **0113 222 4412** (Mon-Fri 9am-4pm, apart from Tues 10-4pm, closed Bank Holidays).
- ☎ For **emergency out-of-hours calls**, call **0113 378 8366**.
- ✉ Email: **housing.options@leeds.gov.uk** (Responds within 3 working days, Mon-Fri)

The public can also notify the **Street Outreach team** if they are worried about someone sleeping rough by calling **0113 245 9445** or emailing **Leeds.SOS@cgl.org.uk**.

For more information if you're experiencing homelessness or are at risk of homelessness in Leeds, please visit:

www.leeds.gov.uk/housing/homeless-or-at-risk

***All details in this section have been taken from the Street Support Network, Leeds City Council and the Gov UK websites, as well as direct from organisations' websites.**



Support with Housing Bills and Finances

Help to Heat your Home

Cold Weather Payments -

£25 payment for each 7 day period when the temperature is below 0 between 1 Nov and 31 March. Open to people on certain benefits or support for mortgage interest.

Warm Home Discounts-

If you get certain benefits or are on a low income and have high energy costs, you could get £150 towards your electricity bill. The discount will usually get applied to your energy bill if you are eligible. For more details, visit: www.gov.uk/the-warm-home-discount-scheme



Winter Fuel Payments -

Money towards heating bills if you are of State Pension age with an income of, or below, £35,000 a year. If you're eligible, you'll get a letter in October or November saying how much you'll get. Most eligible people will be paid in November or December 2025.

For more details, visit: www.gov.uk/winter-fuel-payment.



Support with Housing Bills and Finances

Leeds Household Support Fund:

A payment will be made to households living in Leeds who are in receipt of Council Tax Support. The value of the payment is currently being reviewed following the government's recent changes to the Winter Fuel Payment eligibility criteria. The payment will be issued to eligible households during autumn/winter 2025.

Please check the government website for the most up to date details :

www.leeds.gov.uk/benefits/household-support-fund



Support with Housing Bills and Finances

Additional funding will be available to residents who need emergency support with the costs of food, energy or household items. Residents can contact the Local Welfare Support Scheme on **0113 376 0330**. Find more information about help with food and bills. The Local Welfare Support Scheme is an emergency scheme which provides support in a time of crisis and is restricted to one application within any 12 month period.

Support with Independent Living - Home Plus, Care and Repair Leeds

? Support, advice, repairs and information for those at risk of falling, those struggling to heat their home or pay heating bills, and those who need support to maintain their independence.

☎ Call: **0113 240 6009** (Mon-Fri, 9-4.30pm, Tues 10.30-4.30pm).

✉ Email: homeplus@care-repair-leeds.org.uk.

🌐 Website: care-repair-leeds.org.uk/home-plus-leeds/

🕒 Please note: this organisation may be closed over the festive holidays. Please contact them for more information.



Support with Housing, Bills and Finances

Other Support around Energy and Cost of Living Crisis

Leeds Money Information Centre

- ? Centre provides free, confidential and impartial advice on money-related matters, such as debt, money, energy, and utilities
- 📄 www.leeds.gov.uk/leedsmic.

Money Saving Expert

- ? Has lots of tips on saving energy:
- 📄 www.MoneySavingExpert.com/utilities/energy-saving-tips.

Citizens Advice

- ? Can give advice on issues around energy bills, the cost of living crisis, housing, employment and benefits
- 📞 Call Citizens Advice Leeds: **0808 2 78 78 78** (Mon-Fri, 9- 5)
- 📄 Visit: CitizensAdviceLeeds.org.uk.

Leeds city council and NHS

- ? Have information on how to stay well and warm this Winter.
- 📄 For more information, please visit: www.leedsdirectory.org/health-and-wellbeing/winter-wellbeing/

Free Winter Coats

- ? Free coats are available from collection points across the city, including various hubs, libraries, and community centres.
- 📄 Visit the following website for full info: www.zerowasteleeds.org.uk/projects/leeds-winter-coat-appeal/.



Warm Spaces

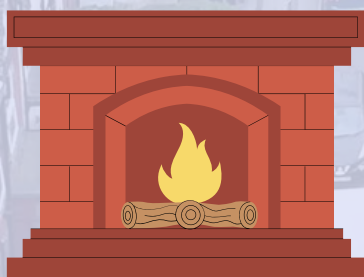
During the Cost of Living crisis, there are lots of warm spaces you can go to keep warm in for free throughout Leeds. Find the full map with opening hours at: www.warmwelcome.uk/find-a-space, scan the QR code below or type '**warm spaces Leeds**' into your search engine.*

See below for a list of places in Harehills, Burmantofts and Richmond Hill area. They are likely to be closed on Bank Holidays, please check with the organisations about their opening times/ days

- The Old Fire Station, LS9 6NL
- St.Vincent's support centre LS9 9LF
- Bethlehem Centre LS9 8RZ
- St Agnes Church Hall LS9 7UQ
- The Welcome LS9 7SU
- St Aidan's Community Hall LS8 5QD
- The Compton Centre LS9 7BG
- Burmantofts Community Hub and Library LS9 7QA



***All details in this section have been taken from the Leeds City Council and Warm Welcome websites.**



Getting Food this Winter

If you need some support getting food this Winter, there are foodbanks and other place across Leeds that can help.*



If you need urgent help

If you are experiencing an emergency or crisis and meet the criteria, you can apply for support with food, energy and essential household items through the Local Welfare Support Scheme: www.leeds.gov.uk/benefits/local-welfare-support-scheme.





Food banks in Leeds

To find out more about how you can get a voucher for a foodbank, you can chat with someone from one of the Leeds Food Banks s:

Leeds South and East Food Bank

-  Visit their website to find a list of local agencies who can support you to get a food voucher: leedssouthandeast.foodbank.org.uk/get-help/how-to-get-help/.
-  For more info, call them on **0113 277 2229** or
-  Email info@LeedsSouthAndEast.foodbank.org.uk.

Leeds North and West Food Bank

-  Call **0113 269 2985** or
-  Email: EReferral@LeedsNorthAndWest.foodbank.org.uk.
-  They can put you in touch with a local agency to get a food voucher.
-  You can also visit their website for more information: leedsnorthandwest.foodbank.org.uk/get-help/how-to-get-help/

If you're receiving support from a social worker, support worker, or other advice agency, they may also be able to refer for help with food and/or food vouchers. Please check with your local food bank to find out when they will close over the Christmas and Winter holidays.

***All details in this section have been taken from the Leeds City Council, Trussell Trust Foodbanks, and Food Aid Network websites.**

Other sources of support with food and finances:

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

- ? Friendly, personalised advice around benefits, financial support, and emergency support to pay for essentials.

☎ Call **0808 208 2138**

🕒 **Open Mon-Fri, 9am-5pm, closed on public holidays.**

🌐 **Website:** www.trussell.org.uk/help-and-advice/help-through-hardship-helpline

Food Aid Network

- ? Information on other food banks and other forms of food aid throughout Leeds, such as drop-ins, soup kitchens, outreaches, foodbanks, pay as you feel cafes and food pantries.

🌐 Visit: leedsfoodaidnetwork.co.uk/find-emergency-food/.

Healthy Start Scheme

- ? Provides eligible pregnant women and families with children aged under 4 years old with vouchers for food.

🌐 To find out more, please visit: www.healthystart.nhs.uk/how-to-apply/.

Healthy Holidays Scheme

- ? Provides free holiday clubs with a hot meal for children eligible for free school meals.

🌐 To find out more, visit: www.leeds.gov.uk/children-and-families/healthy-holidays

Free school meals

- ? If you are on benefits or a low income, you may be able to claim for free school meals for any child who normally lives with you and who is classed as being under your parental care.

🌐 To find out more about free school meals and apply: www.leeds.gov.uk/schools-and-education/apply-for-free-school-meals

Other Key Support

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

BEAT Eating Disorders

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

Alcoholics anonymous UK

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

Narcotics Anonymous UK

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

Silverline (run by Age UK)

- ? Free phone support and conversation for older people.
- ☎ Call **0800 470 80 90** (open 24 hours a day, everyday)
- 💻 Visit: www.thesilverline.org.uk

*All details in this section have been taken directly from Mindwell Leeds or the organisations' websites.

Other Key Support

National Gambling Helpline (run by GamCare)

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

Free Asylum Support Helpline (run by Migrant UK)

- ? Free advice and guidance for asylum seekers.
- ☎ Call Free Asylum Helpline on **0808 8010 503** (open 24/7).
- 💻 For more information for those claiming asylum in the UK:
Website: www.migranthelpuk.org/pages/category/asylum

Mental Health Support for Veterans run by Combat Stress

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

Forward Leeds - Drug and Alcohol Support

- ? Info, support and advice about drugs and alcohol use.
- ☎ Call **0113 887 2477**.
- 💻 Email: info@forwardleeds.co.uk.
- 💻 Visit their website for more advice during the seasonal period:
www.forwardleeds.co.uk/advice/seasonal-advice-for-people-we-support/

