

Support Services Available in the Wakefield District (National helplines / services highlighted)

Organisation	Who they are/ What they do...	Contact Info
Wakefield Social Care Direct	Please contact Social Care Direct if you have any concerns about a child's safety or well-being. This is a free phone number and a confidential service, enabling members of the public to make an anonymous referral. Children's Social Care operates an emergency only service between 4.30pm and 8.30am Monday to Friday and 24hr Saturday, Sunday, and Bank Holidays via the Out of Hours service, (EDT). Any non-emergency calls or contacts received outside of normal working hours will not be dealt with until the next working day.	Tel: 0345 8503 503 Email: social_care_direct_children@wakefield.gov.uk
Childline	Provides free and confidential help to young people in the UK on a range of issues.	Tel: 0800 11 11 Website: www.childline.org.uk
Samaritans	This is a 24-hour helpline for anyone in distress. The Samaritans are there day and night for anyone who is struggling to cope, or who needs someone to listen without judgement or pressure. Samaritans is not only for the moment of crisis but they're a talking point to prevent the crisis.	Tel: 116 123 (free 365 days a year, 24/7) Email: jo@samaritans.org.uk
NHS Direct	Provides non-emergency health advice available 24 hours day	Tel: 111
Pontefract General Infirmary Pinderfields General Infirmary	Hospital located in Pontefract Hospital located in Wakefield with A&E Department	Tel: 01924 541000 Tel: 01924 541000
B.E.A.T (Beating Eating Disorders)	A national charity providing support and advice to those affecting by eating disorders	Tel: 0808 801 0677

		<p>Email: help@beateatingdisorders.org.uk</p> <p>Website: www.beateatingdisorders.org.uk</p>
Police Non-Emergency	For all non-emergency incidents	<p>Tel: 101</p> <p>Tel: 999 for all emergency situations when someone is seriously ill or when their life is at risk</p>
Crimestoppers	Website/helpline where information about crime can be reported anonymously.	<p>Tel: 0800 555 111</p> <p>Website: http://crimestoppers-uk.org</p>
Fire & Rescue Pontefract & Castleford	For non-emergency fire service calls only – all emergency calls should go to 999	<p>Tel: Pontefract – 01977 702223 Castleford – 01977 552223</p>
Wakefield District Domestic Abuse Service (WDDAS)	WDDAS support for people who are experiencing abuse, and also for those who recognise that they are using abusive behaviours and want to make changes.	<p>Tel: 0800 915 1561 (8:30am – 5pm Monday – Thursday & 8:30am – 4:30pm Friday).</p> <p>Outside of these hours if you're in immediate danger call 999 or call 101 if you'd like to make a report.</p> <p>Email: domesticabuse@wakefield.gov.uk</p> <p>#SilentSolution - If you're in immediate danger and need to call the police but feel as though it's not safe for you to speak, you can use the #SilentSolution. Call 999 as usual and after you've heard the automated message which starts with 'you are through to the police' press 55.</p>
Turning Point Inspiring Recovery/ Futures	<p>Inspiring Recovery provides support to those aged 25 or over in the Wakefield District for those suffering from drug or alcohol problems.</p> <p>Inspiring Futures is the Young Person's, Young Adults, Families and Carers Drug and Alcohol service for those aged under 25.</p>	<p>Tel: 0300 123 1912 and select the option needed</p>

Alcoholics Anonymous	Provides support and advice to those affected by alcohol addiction	<p>Tel: 0800 9177 650</p> <p>Email: help@aamail.org</p> <p>Website: www.alcoholics-anonymous.org.uk</p>
Al-Anon	Provides support for the people affected by someone else's drinking	<p>Tel: 0800 0086 811</p> <p>Website: www.al-anonuk.org.uk</p>
National Drugs Helpline (also known as Frank)	Provides advice and information for drug misusers, their families, friends, and carers.	<p>Tel: 0300 123 6600</p>
Turning Point Talking Therapies	Talking Therapies is the service in the Wakefield District that can assist with problems such as low mood and depression, anxiety, stress, sleep problems, low self-esteem, post-natal depression and anxiety, long term physical health conditions and chronic pain.	<p>Tel: 01924 234 860</p> <p>Email: Wakefield.talking@turning-point.co.uk</p>
Star Wakefield	<p>Star Bereavement Support Service provides a range of bereavement support services to children and young people in Wakefield.</p> <p>Their vision is that all bereaved children and young people who live within the region will have access to the appropriate support they need to rebuild their lives when someone important to them has died.</p>	<p>Address: Star Bereavement, 11 Upper York Street, Wakefield, WF1 3LQ</p> <p>Tel: 01924 787384</p> <p>Email: info@starwakefield.org.uk</p> <p>Website: https://starwakefield.org.uk/</p>
Wakefield & District Bereavement Support Service provided by the Prince of Wales Hospice	This service is for any adult living in the Wakefield District bereaved longer than 4 months. It is a community service to support people to find ways of coping and living with grief following the death of a significant other, however and wherever they died. You can refer yourself or ask a health or social care professional to make the referral.	<p>Address: The Prince of Wales Hospice, Halfpenny Lane, Pontefract, WF8 4BG</p> <p>Tel: 01977 781452</p> <p>Website: www.pwh.org.uk/our-care/for-patients/w-d-bereavement-service</p> <p>Email: bereavement@pwh.org.uk</p>

Winston's Wish	Bereavement support for children following death of parent or sibling.	Tel: 08088 020 021 Email: ask@winstonswish.org.uk Website: www.winstonswish.org.uk
Community Pantry – St Catherine's Church Centre Wakefield	A membership project providing food and other household items for struggling individuals and families in the Wakefield area. Membership of the pantry is £5 per week (to cover admin costs) and members have the choice of 25 or more items of food, cleaning materials and toiletries. Items will include fresh, frozen, dried and tinned goods. Please telephone the Church for more details.	Tel: 01924 211130
Foodbank – Community Awareness Programme	Provide meals, shower, toiletries clothing and household items, furniture– by referral only Opening times: Mon – Fri 10am -3pm	Address: 2 Market Street, Wakefield, WF1 1DH Tel: 01924 381119 Email: capoffice@btinternet.com
Foodbank – CCG, Wakefield	Please enquire directly with foodbank for opening hours and eligibility criteria	Address: Calder Grove Cricket Club, Denby Dale Road, Calder Close, Durkar, Wakefield WF4 3BA, UK Tel: 07530 304669 Email: gccworkforce@gmail.com Facebook: cgccworkforce@gmail.com
Foodbank – Trinity Mission, Trinity Methodist, Castleford	Opening Times: Monday 7:30pm until 9:00pm, open for Tea/Coffee and a chat Tuesday, 12:00 noon - 2:00 p.m. two course lunch and chat, food parcels and clothes store Wednesday, 12:00 noon - 2:00 two course lunch and chat, food parcels and clothes store	Tel: 07741 287 150 / 07834 770017 Email: stephanie.trinitymission@gmail.com Address: Trinity Methodist Church, Powell Street, Castleford

	We provide one food parcel per person a fortnight which can be collected on a Tuesday or Wednesday	
Relate Relationship Counselling	This service offers confidential support for couples needing relationship counselling.	Tel: 07769 976 620 - counsellor's name is Ian Wallace and he is based in Wakefield Email: ian@counsellingwakefield.co.uk Website: http://www.counsellingwakefield.co.uk
Victim Support	Victim Support is an independent charity dedicated to supporting victims of crime and traumatic incidents in England and Wales. What we do We provide specialist help to support people to cope and recover to the point where they feel they are back on track with their lives	Tel: 0808 1689 1111
National Debt Line	Providing financial advice for those in debt	Tel: 0808 808 4000
Gamblers Anonymous	Gamblers Anonymous is a fellowship of men and women who have joined together to do something about their own gambling problem and to help other compulsive gamblers do the same.	Tel: 0330 094 0322 Website: www.gamblersanonymous.org.uk
Citizen's Advice Bureau	They offer practical advice on a variety of life issues.	Tel: 0800 144 8848
Age UK	A leading charity providing advice and support to older people.	Tel: 0800 055 6112 Website: www.ageuk.org.uk
Yorkshire Water	Yorkshire Water is a water supply and treatment utility company servicing West Yorkshire, South Yorkshire, the East Riding of Yorkshire, part of North Lincolnshire, most of North Yorkshire and part of Derbyshire, in England. Contact in the event of a water leak outside your property.	Website: www.yorkshirewater.com/get-in-touch-2/
Northern PowerGrid	Electricity supply company, to contact in the event of a power cut.	Tel: 105
Gas Emergency	To contact in the event of a gas leak.	Tel: 0800 111 999

Environment Agency (Floodline)	To contact in the event of flooding	Tel: 0345 988 1188
---	-------------------------------------	---------------------------