

York Community Mental Health Hubs

June 2025 Update

Update from Hub team

@ 30 Clarence Street

Maddy –Team Lead

The Hub has really taken off in recent weeks as more and more people have started attending and using the space. Focused 1:1 work has involved “getting to know you” sessions using our Welcoming Conversation to identify goals. It’s great to be able to offer real flexibility, choice and time when it comes to supporting individuals to work on the things that are important to them. People accessing the Hub say that it helps them to stay in control and feel listened to and understood .

Goals and interventions have been really wide ranging and have included psycho-education, managing emotions, learning grounding techniques, managing anxiety and panic, pursuing leisure interests, getting involved in groups, developing confidence and self-esteem alongside a range of practical support such as help with benefits, finances, housing and self-care.

The benefit of being able to come into a building, being greeted by a friendly face and having the opportunity to consider what support is needed has been identified as the most helpful thing for one person accessing the Hub.

Recent feedback

“I really appreciate all the help and support these past few weeks, I’ve desperately needed something like this for years and this progress would’ve felt completely overwhelming without your guidance and support. It means a lot to me and I feel very lucky that a service like this has been available at The Hub. Thank you”. Hub user



Community Mental Health Hub at the Health Mela
Sunday 11th May 2025



Join us!

Conversation Café @30 Clarence Street 30th July 10am till 12:30pm

Keep an eye out for our next pop-up Hub, previous locations have included Clifton library and Explore library.

3 Community Mental Health Hubs

What's Happening?

- York is setting up three new mental health hubs to offer help and support across the city:

Hub 1 – 30 Clarence Street

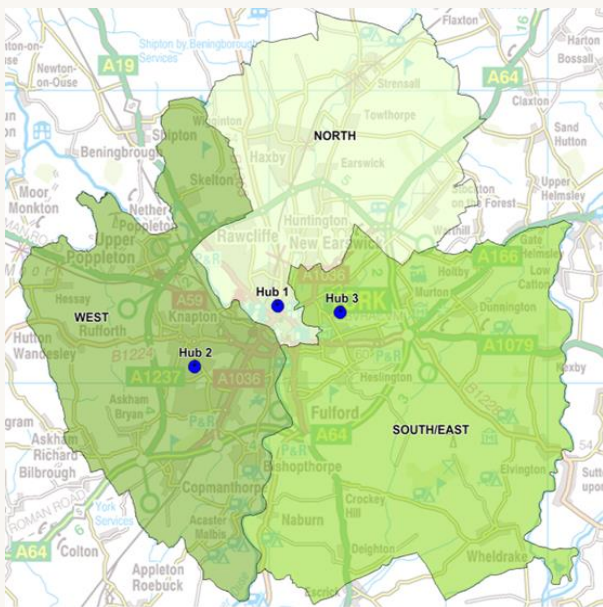
- Clarence Street Hub (North York)
- Open during the day only (Mon/Wed/Thu without appointment).
- Designed with help from local people.

Hub 2 – 24/7 Centre- Opening Summer 2025

- Acomb, Westfield, Holgate
- No appointment or referral needed.
- Co-designed with people who have real-life experience.

Hub 3 – Future Hub Opening Autumn 2025

- The third hub will be in the South/East of the City and will be a daytime offer only.
- Development of this Hub has not started.



Our Key Principles

Inclusion

- Everyone is welcome, meeting access needs (disability, language, food, etc.)

Choice

- You choose how and when to get support
- Pick your environment, support staff, and communication method.

Understanding

- Staff don't judge—they listen and support your needs
- You're seen as a person, not just a diagnosis

Equality

- Fair treatment for all
- Groups available for specific needs (LGBTQ+, parents, bereavement, carers etc.)

Strength

- We focus on what you're good at and what's worked for you before
- You can get involved, volunteer, and share your skills

Community

- Support goes beyond the hub—into your life and community
- We work with families and connect with other services



SCAN
ME!

Find us on Instagram
@Yorkmentalhealthhub



Hub @ 30 Clarence Street

Open for Drop-ins Monday, Wednesday and Friday, 10.00am to 4.00pm.

30 Clarence Street is open to anyone. It offers a safe and friendly space for people who need support with managing their mental health and wellbeing.

What You'll Find

- Promoting positive mental wellbeing
- A safe space
- Signposting you to the support you need
- Providing a listening ear
- Wellbeing café
- Library of books to support wellbeing
- Relaxing, enclosed garden area
- Computers which you can use