

# A-Z OF SUPPORT

# ABUSE

## RESPECT

Respect is a domestic abuse organisation which runs a confidential helpline for men and women who are harming their partners and families, as well as a confidential helpline for male victims of domestic abuse and those supporting them.

**Telephone: 0808 802 4040 (Monday-Friday 9am-8pm)**  
**Email: [info@respectphoneline.org.uk](mailto:info@respectphoneline.org.uk)**

## REFUGE'S NATIONAL DOMESTIC ABUSE HELPLINE

Provides free, confidential support 24 hours a day to victims of domestic abuse and those who are worried about friends or loved ones.

**Telephone: 0808 2000 247 (24 hours a day)**  
**Email (via website): <https://www.nationaldahelpline.org.uk/Contact-us>**

## RAPE CRISIS CENTRE

Provide specialist support and services to women and girls who have experienced sexual violence. The Rape Crisis National Helpline offers free, confidential emotional support and information.

**Telephone: 0808 802 9999 (every day between 12-2.30pm and 7-9.30pm)**  
**Rape Crisis Live Chat: Live Chat is a free, text-based support service.**  
**For more information please go to <https://rapecrisis.org.uk/get-help/want-to-talk/>**

## NAPAC (NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD)

NAPAC offers support to adult survivors of all types of childhood abuse, including physical, sexual, emotional abuse or neglect. They offer a range of resources for survivors, as well as those who care for and work with them

**Telephone: 0808 801 0331 (Monday-Thursday 10am-9pm and Friday 10am-6pm)**  
**Email: [support@napac.org.uk](mailto:support@napac.org.uk)**

## MALE SURVIVORS ALLIANCE

The Male Survivors Alliance provides help and information to male victims/survivors of sexual abuse, rape and sexual exploitation.

**The National Male Survivors helpline is 0808 800 5005.**  
**The helpline is available Mon-Weds 9am-5pm, Thurs 8am-8pm, Fri 9am-5pm, Sat 10am-2pm.**  
**Text service and online chat function available via Safeline:**  
**<https://www.safeline.org.uk/contact-us/>**

# ABUSE

## NATIONAL STALKING HELPLINE

Gives practical information, support, advocacy and advice on risk, safety planning and legislation to victims of stalking, their friends, family, and professionals working with victims.

**Freephone: 0808 802 0300 (9:30am-4pm Monday, Tuesday, Thursday and Friday; 1pm-4pm Wednesday)**  
**Email (via website): <https://www.suzylamplugh.org/forms/national-stalking-helpline-enquiry-form>**

## GLOUCESTERSHIRE RAPE AND SEXUAL ABUSE CENTRE

They provide emotional and practical support to both female and male victims and survivors of rape, sexual assault and childhood sexual abuse.

In addition to their support service, they also offer advice and support and deliver workshops for schools, youth groups and businesses.

**Telephone: 01452 305421.**

**Find out more at: [www.glosrasac.org](http://www.glosrasac.org)**

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

**Helpline: 01452 526770 (Monday 12pm - 2pm, Tuesdays and Wednesdays 6.30pm- 8.30pm). There is a confidential out-of-hours answerphone and they pledge to return your call within 24 hours during the week.**

## WOMEN'S AID

Provides support for women who are experiencing or have experienced physical, mental, sexual or domestic violence or abuse.

**Live Web Chat: <https://chat.womensaid.org.uk/> (Monday to Friday 10am-4pm, Saturday and Sunday 10am-12pm)**

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

## RESPECT MEN'S ADVICE LINE

Helpline for male victims of domestic abuse offering nonjudgmental emotional support, practical advice and information.

**Website: [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)**

**Helpline: 0808 8010327, Monday-Friday 9am-8pm,**

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

## GLOUCESTERSHIRE DOMESTIC ABUSE SUPPORT SERVICE (GDASS)

County-wide service commissioned by Gloucestershire County Council designed to reduce the level of domestic abuse and improve the safety of victims and their families. They operate in all districts offering a variety of support programmes for women and men over 16 years old who are experiencing domestic abuse.

**Website: [www.gdass.org.uk](http://www.gdass.org.uk)**

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

**Helpdesk: 01452 726 570**

# ABUSE

## HAVOCA (HELP FOR ADULT VICTIMS OF CHILD ABUSE)

Gives practical information, support, advocacy and advice on risk, safety planning and legislation to victims of stalking, their friends, family, and professionals working with victims.

**Freephone: 0808 802 0300 (9:30am-4pm Monday, Tuesday, Thursday and Friday; 1pm-4pm Wednesday)**

**Email (via website): <https://www.suzylamplugh.org/forms/national-stalking-helpline-enquiry-form>**

## HOLLY GAZZARD TRUST

Helps reduce domestic violence through creating and delivering programmes on domestic abuse and promoting healthy relationships to schools and colleges.

**Website: <https://holliegazzard.org/hollieguard/>**

## STREET GLOUCESTERSHIRE

A service for young people aged 13-19 affected by domestic abuse

**Website: <https://www.yourcircle.org.uk/Services/13928>**

**Call: 01452 726584**

**Email: [Street.glos@gsg.cjsm.net](mailto:Street.glos@gsg.cjsm.net)**

## MANKIND

Mankind offer support to male victims of domestic abuse. Their helpline provides both emotional support and practical information.

**Telephone: 01823 334 244 (Monday-Friday 10am-4pm).**

## THE FORCED MARRIAGE UNIT

Provides support to victims as well as expert training and guidance to professionals.

**Website: [www.gov.uk/stop-forced-marriage](http://www.gov.uk/stop-forced-marriage)**

**Telephone: 0207 008 0151, Monday - Friday, 9am - 5pm**

**Email: [fmufco.gov.uk](mailto:fmufco.gov.uk)**

# ANXIETY

## ANXIETY UK

Charity providing support if you have been diagnosed with an anxiety condition.

**Helpline: 03444 775 774 (Monday to Friday, 9.30am to 5.30pm)**

**Text: 07537416905**

**Website: [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)**

## ANXIETYCARE UK

Helps people with anxiety disorders.

**Website: <https://anxietycare.org.uk/>**

**Email: [admin@anxietycare.org.uk](mailto:admin@anxietycare.org.uk)**

**Telephone: 07552 877 219**

## EVERY MIND MATTERS

Simple and practical advice to get a healthier mind and get more out of life - from how to deal with stress and anxiety, to boosting our mood or sleeping better.

Helps spot the signs, personalised practical self-care tips and information.

**Website: [www.nhs.uk/oneyou/every-mind-matters/](http://www.nhs.uk/oneyou/every-mind-matters/)**

## ON YOUR MIND GLOS

Provides information for young people about bullying, eating disorders and anxiety and much more, including where you can go for more support.

**Website: [www.onyourmindglos.nhs.uk](http://www.onyourmindglos.nhs.uk)**

## CHATHEALTH

Offers support to young people between 11 - 19 relating to a range of health and wellbeing issues including: relationships, bullying, healthy lifestyle, anxiety, drugs, smoking, stress, body worries, alcohol, self-harm and sexual health. The service is available Monday to Friday from 9am to 4.30pm, excluding bank holidays and messages will be responded to within 24 hours.

**Text: 07507 333 351**

# ANXIETY

## NO PANIC

Provides a helpline, step-by-step programmes, and support for people with anxiety disorders.

**Helpline: 0300 7729844**  
**Website: [nopanic.org.uk](http://nopanic.org.uk)**

## SHOUT

Shout 85258 is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.

**Text: 85258**

## TRIUMPH OVER PHOBIA (TOP UK)

Provides self-help therapy groups and support for those with OCD, phobias and related anxiety disorders.

**Website: [topuk.org](http://topuk.org)**

## KOOTH

Online mental wellbeing platform available 24 hours a day, 7 days a week provided by Gloucestershire County Council for young people aged 11 to 18 experiencing issues with their emotional wellbeing, such as anxiety, low mood or stress.

**Website: [www.kooth.com](http://www.kooth.com)**

Free counselling can be accessed through a drop-in service or booked sessions; there is no referral needed from a health professional, no waiting lists, and no criteria to meet to get support.

# BAME - BLACK, ASIAN & MINORITY ETHNIC COMMUNITIES

## **SOUTHALL BLACK SISTERS**

Specialise in domestic and gender related violence, including forced marriage and 'honour-based' abuse. They provide specialist advice, information, casework, advocacy, counselling and self-help support services in several languages.

**Telephone: 0208 571 9595 (Monday to Friday from 9-5pm)**

**Email (via website): <https://southallblacksisters.org.uk/contact-us/>**

## **SHARING VOICES**

Charity based in Bradford that aims to reduce mental health and related inequalities for BAME communities.

**Website: <https://sharingvoices.net/>**

## **BLACK THRIVE**

Organisation that aims to end the stigma associated with mental health and address mental health inequalities experienced by Lambeth's Black communities.

**Website: <https://blackthrive.org.uk>**

## **BLACK MINDS MATTER**

Connect Black individuals and families with free mental health services – by professional Black therapists to support their mental health.

**Website: <https://www.blackmindsmatteruk.com/connect>**

# BEREAVEMENT, GRIEF AND LOSS

## WINSTON'S WISH

Bereavement charity providing practical and emotional support for children, young people and those who care for them after the death of a parent or sibling. Their expert teams offer one off and ongoing bereavement support

**Freephone National Helpline: 08088 020 021, Monday-Friday 9am-5pm**  
**ASK email service: [askewinstonswish.org](mailto:askewinstonswish.org)**  
**Winston's Wish Crisis Messenger: Free 24 hours a day, 7 days a week, text crisis support, text WW to 85258**

## SURVIVORS OF BEREAVEMENT BY SUICIDE (SOBS)

Provides peer support to adults who have been bereaved by suicide

**Website: <https://uksobs.org/>**  
**Helpline: 0300 111 50 65 available between 9am - 9pm**  
**Email: [email.support@uksobs.org](mailto:email.support@uksobs.org)**

## SUE RYDER

Charity which supports people living with a terminal illness, a neurological condition or who have lost a loved one.

**Website: [www.sueryder.org](http://www.sueryder.org)**

## CRUSE BEREAVEMENT CARE

Offers support to the bereaved

**Website: [www.gloucestershirecruse.org.uk](http://www.gloucestershirecruse.org.uk)**  
**Call: 01242 252 518**  
**Email: [gloucestershire@cruse.org.uk](mailto:gloucestershire@cruse.org.uk)**

## SUNFLOWERS SUICIDE SUPPORT

Provides bereavement support to those who have lost a loved one to suicide.

**Website: [www.sunflowerssuicidesupport.org.uk](http://www.sunflowerssuicidesupport.org.uk)**  
**Call: 01453 826 990 or 07542 527 888**  
**Email: [info@sunflowerssuicidesupport.org.uk](mailto:info@sunflowerssuicidesupport.org.uk)**

## HOPE AGAIN

Support for young people when someone dies.

**Website: [hopeagain.org.uk](http://hopeagain.org.uk)**  
**Call: 0808 808 1677**

## AT A LOSS

The UK's signposting website for the bereaved. They can help you find bereavement services and counselling. They also have resources on coronavirus pandemic bereavement.

**Website: <https://www.ataloss.org/>**

# BULLYING

## BULLYINGUK

Website provided by charity Family Lives and provides advice, resources and support to help people of any age who may be experiencing bullying.

**Website:** [www.bullying.co.uk](http://www.bullying.co.uk)

**Helpline:** 0808 800 2222, Monday to Friday 9am to 9pm, Weekends 10am to 3pm

## ANTI-BULLYING ALLIANCE

This national charity's interactive website offers tools and information including advice and support for children, parents and schools on bullying as well as guidance on getting support

**Website:** [www.anti-bullyingalliance.org.uk/](http://www.anti-bullyingalliance.org.uk/)

## CHATHEALTH

Offers support to young people between 11 - 19 relating to a range of health and wellbeing issues including: relationships, bullying, healthy lifestyle, anxiety, drugs, smoking, stress, body worries, alcohol, self-harm and sexual health. The service is available Monday to Friday from 9am to 4.30pm, excluding bank holidays and messages will be responded to within 24 hours.

**Text:** 07507 333 351

## ON YOUR MIND GLOS

Provides information for young people about bullying, eating disorders and anxiety and much more, including where you can go for more support.

**Website:** [www.onyourmindglos.nhs.uk](http://www.onyourmindglos.nhs.uk)

# CARERS

## GLOUCESTERSHIRE YOUNG CARERS

Provides services for children and young people, from 8-24 years, who help to care for someone.

They offer to meet with the young carer and their family to find out what support they need.

They also offer young carer group and individual support and activities; & finding other organisations or people who can also help.

**Website:** <http://www.glosyoungcarers.org.uk/>

## CROSSROADS GLOUCESTERSHIRE

Charity which provides practical help, support and social opportunities to carers and those they care for across all ages and disabilities.

**Website:** [www.crossroadsfd.org.uk](http://www.crossroadsfd.org.uk)

## CARER'S TRUST

Charity which works to improve support, services and recognition for carers.

Information about benefits, grants and discounts, carers allowance, services, support for young carers and young adult carers and online chat forums

**Website:** <https://carers.org>

## CARERS UK

Charity for carers, sharing experiences and offering support.

Their website offers practical information regarding financial support, health, relationships, support breaks and much more.

**Website:** <https://www.carersuk.org>

## GLOUCESTERSHIRE CARERS HUB

Provides a range of services for Carers over the 18 (regardless of the age of the cared for) and all services are free.

They offer information, advice and guidance, community and emotional support.

**Call:** 0300 111 9000

**Email:** [carers@peopleplus.co.uk](mailto:carers@peopleplus.co.uk)

**Find out more at:** <https://gloucestershirecarershub.co.uk>

## LINKED UP+ (VIA YOUNG GLOUCESTERSHIRE)

Offers counselling and youth work for 16-25 year olds in or leaving care Gloucestershire

**Website:** <https://www.youngglos.org.uk/young-people/practical-support/counselling>

# CARING THROUGH A TERMINAL ILLNESS

## CARERS UK

Carers UK is here to listen, to give you expert information and advice that's tailored to your situation, to champion your rights and support you in finding new ways to manage at home, at work, or wherever you are.

**Website:** <https://www.carersuk.org/>

## SUE RYDER COMMUNITY

If you are struggling with grief, our Online Community is a place to share experiences, get things off your chest, ask questions and chat to people who understand.

**Website:** <https://community.sueryder.org/c/terminal-illness/12>

## MARIE CURIE COMMUNITY

A space for you to share thoughts, feelings and experiences. The Marie Curie Support Line team moderate this Community, and are also here to help with any questions you may have.

**Website:** <https://www.mariecurie.org.uk/help/support/bereavement>  
**Telephone:** 0800 090 2309

## THE MIX GROUP CHAT FOR YOUNG CARERS

A safe space for anyone aged 11 to 25 to look for support, or flex your listening skills to help others. Share what's on your mind with a group in support chat or join a general chat to hang out and have fun.

**Website:** <https://www.themix.org.uk/get-support/group-chat>  
**Telephone:** 0808 808 4994

## MCMILLAN CARERS FORUM

This is a safe and supportive place to share your worries and emotions. Please remember when posting that this group is for Carers only.

**Website:**  
[https://community.macmillan.org.uk/cancer\\_experiences/carers-only-forum](https://community.macmillan.org.uk/cancer_experiences/carers-only-forum)

## OMEGA

Work with family care-givers, people nearing the end of life, bereaved, socially isolated individuals, frail and the elderly. Information and support and The Chatterbox telephone befriending service.

# COUNSELLING

## YOUNG GLOUCESTERSHIRE

Provides services for children and young people, from 8-24 years, who help to care for someone.

They offer to meet with the young carer and their family to find out what support they need.

They also offer young carer group and individual support and activities; & finding other organisations or people who can also help.

**Website:** <http://www.glosyoungcarers.org.uk/>

## QWELL

Anonymous online mental wellbeing and support platform provided by Gloucestershire County Council for anyone aged 18 and over in

Gloucestershire and is available 24 hours a day, 7 days a week. Support available includes articles, forums, peer support and anonymous mental health counselling from qualified counsellors (via online messaging/chats)

**Website:** [www.qwell.io](http://www.qwell.io)

## YOUTH ACCESS

Advice and counselling network for young people, including details of free local services.

**Website:** [youthaccess.org.uk](http://youthaccess.org.uk)

## TEENS IN CRISIS

For 9 - 21 years living in Gloucestershire. Free, confidential counselling by phone, online text chat or video chat.

TIC+ Chat - anonymous one to one support via calling 0300 303 8080 or online live chat.  
(Available Sun - Thurs 5pm - 9pm)

**Website:** [www.ticplus.org.uk](http://www.ticplus.org.uk)

**Call:** 01594 372777

**Text:** 07520 634063

## THE MIX

For under 25 years olds. Support with mental health, money, homelessness, finding a job, relationships and drugs.

**Website:** [www.themix.org.uk](http://www.themix.org.uk)

**(Online support chats available Sunday to Thursday 8pm-9:30pm)**

**Call 0808 808 4994 (available every day from 4pm-11pm)**

## LET'S TALK

We will assess your needs and offer you the appropriate treatment to help get you back on track - can help with a wide range of mental health difficulties.

**Website:** <https://talk2gether.nhs.uk/>

**Telephone:** 0800 073 2200

**Email:** [letstalk@ghc.nhs.uk](mailto:letstalk@ghc.nhs.uk)

# COUNSELLING

## LISTENING POST

Listening Post provides a counselling service to adults living in Gloucestershire who are suffering emotional and psychological distress.

**Website:** <https://listeningpost.org.uk/>  
**Cheltenham Tel:** 01242 256060  
**Gloucester Tel:** 01452 383820  
**Forest of Dean Tel:** 01453 750123

## GLOUCESTERSHIRE COUNSELLING SERVICE

We provide high quality, Individual, Child & Family and Couple Counselling at an affordable cost to the people of Gloucestershire and surrounding areas

**Website:** <https://gloscounselling.org.uk/>

## GLOUCESTERSHIRE COLLEGE (18+ ONLY)

In house counselling at Glos Col for students aged 18+

**Email:** [Counsellor@gloscol.ac.uk](mailto:Counsellor@gloscol.ac.uk)

# CRIMINAL JUSTICE AND FAMILY IMPRISONMENT

## FAMILIES OUTSIDE

Outside we are here to provide you and your family with information and support regarding any issues you might be facing as a result of your family member's imprisonment.

**Website:** <https://www.familiesoutside.org.uk/families/>

**Telephone:** 0800 254 0088

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

## BARNARDO'S

We run training services for professionals as well as services in the community and in prisons to help maintain contact and support family relationships.

**Website:** <https://www.barnardos.org.uk/what-we-do/helping-families/children-with-a-parent-in-prison>

**Email:** [stuart.harrington@barnardos.org.uk](mailto:stuart.harrington@barnardos.org.uk)

## NICCO (THE NATIONAL INFORMATION CENTRE ON CHILDREN OF OFFENDERS)

Provide an information service for all professionals who come into contact with the children and families of offenders, as well as academics and those responsible for strategic development and commissioning.

**Website:** <https://www.nicco.org.uk/>

## AFFECT

Aims to help others like us by offering confidential and non-judgemental support, regardless of length of sentence or type of offence.

**Website:** <https://affect.org.uk/>

**Telephone:** 0300 3653651

**Email:** [affect01@hotmail.com](mailto:affect01@hotmail.com)

## POPS (PARTNERS OF PRISONERS)

POPS provide information and support to the families of offenders from their earliest contact with the Criminal Justice System (CJS), through to release and beyond

**Website:** <http://www.partnersofprisoners.co.uk/>

**Telephone:** 0161 702 1000

**Email:** [mailepartnersofprisoners.co.uk](mailto:mailepartnersofprisoners.co.uk)

## VICTIM SUPPORT

Independent charity helping people cope with the effects of crime, by providing free and confidential support and information

**Website:** <https://www.victimsupport.org.uk/>

# DEPRESSION

## YOUNG GLOUCESTERSHIRE

Provides services for children and young people, from 8-24 years, who help to care for someone.

They offer to meet with the young carer and their family to find out what support they need.

They also offer young carer group and individual support and activities; & finding other organisations or people who can also help.

**Website:** <http://www.glosyoungcarers.org.uk/>

## CAMPAIGN AGAINST LIVING MISERABLY (CALM)

Provides listening services, information and support for anyone who needs to talk, including a web chat.

**Website:** [www.thecalmzone.net](http://www.thecalmzone.net)  
**Telephone:** 0800 58 58 58

## TEENS IN CRISIS

For 9 - 21 years living in Gloucestershire. Free, confidential counselling by phone, online text chat or video chat.

TIC+ Chat - anonymous one to one support via calling 0300 303 8080 or online live chat.  
(Available Sun - Thurs 5pm - 9pm)

**Website:** [www.ticplus.org.uk](http://www.ticplus.org.uk)  
**Call:** 01594 372777  
**Text:** 07520 634063

## SHOUT

24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere

**Website:** [www.giveusashout.org](http://www.giveusashout.org)  
**Text SHOUT 85258 to text a trained Crisis volunteer.**

# DRUGS AND ALCOHOL

## NATIONAL ASSOCIATION FOR CHILDREN OF ALCOHOLICS

Charity which provides information, advice and support for everyone affected by a parent's drinking.

For more information, support and advice as well as message boards

## FRANK

Helpline operated by Public Health England offering honest advice, information and support to anyone concerned about drugs and solvent/volatile substance misuse, including drug misusers, their families, friends and carers.

## AL-ANON FAMILY GROUPS

Provide support for anyone whose life is, or has been, affected by someone else's drinking. Members provide meetings in the county to help share experiences and support. Your anonymity is protected by using first names only.

## CGL (CHANGE GROW LIVE) DRUG AND ALCOHOL RECOVERY SERVICE GLOUCESTERSHIRE

Provide the drug and alcohol recovery service in Gloucestershire including information, support, advice and treatment for adults (including offenders), their families, carers and others close to them.

## NARCOTICS ANONYMOUS

A non-profit fellowship or society of men and women for whom drugs had become a major problem

## RELEASE

Independent charity and a national centre of expertise on drugs and drugs law. The team provides free nonjudgmental, specialist advice and information to the public and professionals on issues related to drug use and to drug laws.

**Website:** <https://nacoa.org.uk>  
**Free Helpline:** 0800 358 3456

**Website:** [www.talktofrank.com](http://www.talktofrank.com)  
**Call:** 0300 123 6600, 24/7  
**Text:** 82111 with a question  
**Email:** [frank@talktofrank.com](mailto:frank@talktofrank.com)

**Website:** [www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

**Website:** [ww.changegrowlive.org/drug-alcohol-recovery-service-gloucestershire](http://www.changegrowlive.org/drug-alcohol-recovery-service-gloucestershire) to contact the hubs in Gloucester, Cheltenham, Stroud and Cinderford.  
**Telephone:** 01452 223014  
**Email:** [gloucestershire.info@cgl.org.uk](mailto:gloucestershire.info@cgl.org.uk)

**Website:** <https://ukna.org>  
**Helpline:** 0300 999 1212 (10am - midnight)

**Website:** [www.release.org.uk](http://www.release.org.uk)  
**Helpline:** 0207 324 2989, open 11am-1pm & 2pm-4pm  
**Monday-Friday**  
**email:** [ask@release.org.uk](mailto:ask@release.org.uk)

# EATING DISORDERS

## BEAT EATING DISORDERS

National charity which provides an eating disorder helpline to help encourage and empower people to get help quickly, because the sooner someone starts treatment, the greater their chance of recovery.

**Website:** [www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)

**Helpline:** 0808 801 0677

**Studentline:** 0808 801 0811

**Youthline:** 0808 801 0711

**Open 365 days a year between 9am-8pm during the week, and 4pm-8pm on weekends and bank holidays**

## GLOUCESTERSHIRE EATING DISORDERS SERVICE

First point of contact for anyone needing professional support in the county. You can refer yourself to the team or you can ask your GP or other health professional to refer you or your child.

**Website:** <https://www.ghc.nhs.uk/our-teams-and-services/eating-disorders-glos/>

**Telephone:** 01242 634 242 Monday to Friday, 9am - 5pm

## NATIONAL CENTRE FOR EATING DISORDERS

First point of contact for anyone needing professional support in the county. You can refer yourself to the team or you can ask your GP or other health professional to refer you or your child.

**Website:** <https://eating-disorders.org.uk/>

**Telephone:** 0845 838 2040

**Email:** [admin@ncfed.com](mailto:admin@ncfed.com)

## CARALINE

Telephone helpline, counselling and support for people experiencing anorexia, bulimia and compulsive overeaters. Monthly self help group, individual counselling and specialised programmes.

**Website:** <https://caraline.com/>

**Telephone:** 01582 457474

## DABS DIRECTORY AND BOOK SERVICES

24/7 telephone helpline and books relating to Eating Disorders, Child Abuse, Self Esteem, Assertiveness, Self Harm etc..

**Website:** [www.dabs.uk.com](http://www.dabs.uk.com)

**Telephone:** 07854 653118

# FINANCE AND DEBT SUPPORT

## INDEPENDENT AGE

Charity aimed at supporting older adults and families with clear, free and impartial advice on care and support, money and benefits, health and mobility and how to get the help you need to remain independent.

**Website:** [www.independentage.org](http://www.independentage.org)  
**Helpline:** 0800 319 6789

## WARM AND WELL

Offers energy efficiency advice to householders and also administers grant funding on behalf of the local authorities and other funders

**Website:** <http://www.warmandwell.co.uk/>  
**Advice line:** 0800 500 3076 Mon-Fri 9am to 5pm

## NATIONAL DEBTLINE

Charity which provides free and independent debt advice over the phone and online as well as handy resources to help overcome financial pressures.

**Website:** [www.nationaldebtline.org](http://www.nationaldebtline.org)  
**Call for free debt advice:** 0808 808 4000

## CITIZENS ADVICE

Offers information and support for those struggling to pay bills, help with debt, budgeting, rent arrears and more and have local branches in your area.

**Website:** [www.citizensadvice.org.uk/debt-and-money/](http://www.citizensadvice.org.uk/debt-and-money/)

## TURN2US

This organisation that helps you find grants that don't need paying back to continue with your education and training and help you complete a benefit calculation

**Website:** : <https://www.turn2us.org.uk/>  
**Contact:** <https://turn2us.custhelp.com/>

## MONEY ADVICE PLUS

Provides specialist money advice by telephone for anyone who has experienced or is experiencing domestic abuse.

**Website:** : <https://www.moneyadviceplus.org.uk>  
**Telephone:** 08081 963699

## STEP CHANGE DEBT CHARITY

Helpline and counselling for people with debt problems. Provide debt management plans which include debt repayment schedules and advice on all aspects of money management.

**Website:** : [www.stepchange.org](http://www.stepchange.org)  
**Telephone:** 0800 138 1111

# GAMBLING

## GAMCARE

Offers free information, support and counselling for problem gamblers in the UK. It runs the National Gambling Helpline ) and also offers face-to-face counselling.

**Website:** <https://www.gamcare.org.uk>

**Helpline:** 0808 8020 133

**Online chat:** <https://www.gamcare.org.uk/get-support/talk-to-us-now>

## NATIONAL PROBLEM GAMBLING CLINIC (INCLUDING THE YOUNG PERSONS' PROBLEM GAMBLING CLINIC)

Individuals ages 16 or over and have complex problems related to gambling, you can refer yourself to the National Problem Gambling Clinic.

**Website:** <https://www.cnwl.nhs.uk/services/mental-health-services/addictions-and-substance-misuse/national-problem-gambling-clinic>

**Email:** [gambling.cnwlenhs.net](mailto:gambling.cnwlenhs.net)

**Telephone:** 020 7381 7722

## BE GAMBLE AWARE

Provides information to help people make informed decisions about their gambling. We will help you to find out more about gambling and what safer gambling means, to understand and recognise the risks of gambling, and show you where to go for further information, help and support should you need it.

**Website:** <https://www.begambleaware.org/ngts>

**Telephone:** 0808 8020 133 (Freephone 24/7)

## GAMBLERS ANONYMOUS

Fellowship of men and women who share their experience, strength and hope with each other so that they may solve their common problem and help others do the same.

This site offers various aids for the compulsive gambler including a forum, a chat room, literature and most importantly a meeting finder.

**Website:** <https://www.gamblersanonymous.org.uk/>

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

## GAMANON UK & IRELAND

If you are affected by someone else's gambling GamAnon can help. GamAnon meetings are for the friends and families who have been affected by a gambling problem, support meetings in most areas.

**Website:** <http://gamanon.org.uk/>

# HOMELESSNESS & HOUSING

## CENTREPOINT

Provides advice, housing and support for young people aged 16-25 who are homeless or at risk of homelessness in England.

**Website:** [centrepoin.org.uk](http://centrepoin.org.uk)  
**Telephone:** 0808 800 0661

## SHELTER

Charity working for people in housing need by providing free, independent, expert housing advice.

**Website:** [shelter.org.uk/youngpeople](http://shelter.org.uk/youngpeople)

## NIGHTSTOP

A non-profit making organisation offering emergency accommodation in people's homes; the hosts are local people in Gloucestershire who invite you to stay a night with them.

**Website:** <https://www.gloucestershirenightstop.org.uk/>  
**Call:** 01452 331330  
**Email:** [admin@glosns.uk](mailto:admin@glosns.uk)

## P3

This service provides a safe place for adults aged 18 and over who are homeless to live, and combines it with a personalised support package to tackle the root cause of their homelessness.

**Website:** <https://www.p3charity.org/services/gloucestershire-accommodation-based-support>  
**Call:** 01452 221698 (Gloucester) 01242 514417 (Cheltenham)  
**Freephone:** 0808 168 2443

## LOOKAHEAD

Look Ahead works with vulnerable people throughout the UK, those with learning difficulties, mental health, young people and the homeless

**Website:** <https://www.lookahead.org.uk/>  
**Call:** 0333 010 4600

## STREET LINK

If you are concerned about or yourself, a person sleeping rough/homeless person you can report this online. If for any reason you can't use the online service please contact the Helpline number.

**Website:** [www.streetlink.org.uk](http://www.streetlink.org.uk)  
**Call:** 0300 500 0914

# LGBTQIA+

## MERMAIDS

Helps gender-diverse kids, young people and their families.

**Website:** <https://mermaidsuk.org.uk>

## PINK THERAPY

An online directory of therapists who work with people who are lesbian, gay, bisexual, transgender, intersex and queer or questioning (LGBTIQ), and people who are gender- and sexual-diverse (GSD).

**Website:** [www.pinktherapy.com/](http://www.pinktherapy.com/)

## LGBT FOUNDATION

A national charity offering information, advice, and support services, including a Talking Therapies Programme

**Website:** <https://lgbt.foundation/>  
**Telephone:** 0345 3 30 30 30

## IMAAAN

Charity that supports lesbian, gay, bisexual, trans, queer or questioning (LGBTQ) Muslims, providing an online forum where people can share experiences and ask for help.

**Website:** <https://imaanlondon.wordpress.com/>

## PARENTS OF GAY AND TRANS YOUTH (POGTY)

Gloucestershire support group for parents and carers of young people who are questioning their sexual or gender identity

**Website:** [www.facebook.com/glospogty](http://www.facebook.com/glospogty)

## GLOSCATS

Provides support for the transgender community in Gloucestershire.

**Website:** [www.gloscats.org.uk](http://www.gloscats.org.uk)

## GAYGLOS

Charity which provides support services, education and engagement for Gloucestershire's LGBTQ+ community.

**Website:** [www.gay-glos.org](http://www.gay-glos.org)  
**Telephone:** 07903 472899

# LGBTQIA+

## **GALOP**

Galop runs a specialist helpline for LGBT+ people who have experienced hate crime, domestic abuse or sexual violence.

**Telephone: 0800 999 5428 (Monday-Friday 10am-5pm, Wednesday-Thursday 10am-8pm)**

**Email: [advice@galop.org.uk](mailto:advice@galop.org.uk)**

## **SWITCHBOARD LGBT+**

provides a one-stop listening service for LGBT+ people on the phone, by email and through instant messaging.

They also have useful resources on their website including an emotional wellbeing support pack.

The service is open 10am-10pm every day. All volunteers are self-identifying LGBT+.

**Website: <https://switchboard.lgbt>**

**Helpline: 0300 330 0630**

**Email: [chris@switchboard.lgbt](mailto:chris@switchboard.lgbt)**

## **STONEWALL**

Provides information and support for LGBT communities and their allies.

Find LGBT mental health services near you using Stonewall's "What's in my area?" search box

**Website: [www.stonewall.org.uk](http://www.stonewall.org.uk)**

# PREGNANCY AND PARENTING SUPPORT

## FOOTSTEPS COUNSELLING & CARE

Footsteps Counselling & Care is a charity which offers counselling and care for anyone in Gloucestershire affected by pregnancy-related issues, the loss of a baby for any reason, traumatic birth, fertility problems and pregnancy-related mental health issues.

**Website:** <https://footstepscandc.org.uk/>

**Helpline:** 01452 308618

**Email:** [office@footstepscandc.org.uk](mailto:office@footstepscandc.org.uk)

## MOTHERS IN MIND

Mothers in Mind is a peer support drop in group for mums struggling with their mental health and is part of Home-Start Gloucestershire

**Visit:** [www.facebook.com/MothersInMindGlos](https://www.facebook.com/MothersInMindGlos) or the dedicated pages on the Home-Start website: [www.home-startgloucestershire.org.uk/mothers-in-mind](http://www.home-startgloucestershire.org.uk/mothers-in-mind)

## DAD MATTERS

Dad Matters is part of Home-Start Gloucestershire and provides support for dads with children under 3, including antenatal groups and perinatal mental health support groups.

**Visit:** [www.home-startgloucestershire.org.uk/dad-matters](http://www.home-startgloucestershire.org.uk/dad-matters) or take a look at their Facebook pages: [www.facebook.com/DMGloucestershire](https://www.facebook.com/DMGloucestershire) for more information.

## GLOUCESTERSHIRE COMMUNITY PATIENT ADVICE AND LIAISON SERVICE

A confidential service that provides information advice and support for patients, families and carers. PALS seek to promote the importance of listening to patient enquiries and concerns.

**Website:** [www.gloucestershireccg.nhs.uk/about-you/your-experience/complaints-compliments-concerns/](http://www.gloucestershireccg.nhs.uk/about-you/your-experience/complaints-compliments-concerns/)

**Call:** Freephone 0800 0151 548 or land-line 01452 566698

**Email:** [glccg.pals@nhs.net](mailto:glccg.pals@nhs.net)

# SLEEP

## HEADSPACE

Headspace is a digital service that provides guided meditation sessions and mindfulness training. Its content can be accessed online, or via their mobile apps.

**Website:** <https://www.headspace.com/>

## NATIONAL SLEEP HELPLINE

Our helpline is run by a team of specialist trained sleep advisors. Although we cannot give medical advice, we can talk through your issues, offer you some practical strategies and recommend services that could help.

**Website:** <https://thesleepcharity.org.uk/national-sleep-helpline/>  
**Telephone:** 03303 530 541 (7pm and 9pm, Sunday to Thursday)

## SLEEPSTATION

Sleepstation is free with a GP referral. It's recommended by the NHS. It is a 6-week online course for people who struggle to fall asleep or stay asleep through the night. The course is tailored to your needs, using the information you provide. It gives you access to a team of sleep experts who will offer helpful advice and support throughout.

**Website:** [www.sleepstation.org.uk](http://www.sleepstation.org.uk)  
**NHS information:** [www.nhs.uk/apps-library/sleepstation](http://www.nhs.uk/apps-library/sleepstation)

## PZIZZ

Pzizz is an app to help you fall asleep fast, stay asleep and wake up feeling refreshed. It's recommended by the NHS. It's free to download with in app purchases.

**Website:** <https://pzizz.com/>

## SLEEPPIO

A 6-week online programme designed by sleep experts and based on cognitive and behavioural techniques to help combat poor sleep.

**Website:** <https://www.sleepio.com/>

## MENTAL HEALTH FOUNDATION

How to sleep better tips including HEAL (Health, Environment, Attitude, Lifestyle)

**Website:** <https://www.mentalhealth.org.uk/publications/how-sleep-better>

# SELF-HARM

## QWELL

Anonymous online mental wellbeing and support platform provided by Gloucestershire County Council for anyone aged 18 and over in Gloucestershire and is available 24 hours a day, 7 days a week.

**Visit:** [www.qwell.io](http://www.qwell.io)

**Chats can be accessed through a drop-in service or booked sessions; there is no referral needed from a health professional, no waiting lists, and no criteria to meet to get support.**

## HARMLESS

Organisation which provides a range of services about self-harm including support, information to people who self-harm, their friends and families.

**Website:** <https://harmless.org.uk>

## SELFHARM.CO.UK

Charity which supports young people aged 14-19 impacted by self-harm and provides information and a moderated discussion board where you can ask questions and get support

**Website:** [www.selfharm.co.uk](http://www.selfharm.co.uk)

## NATIONAL SELF HARM NETWORK

Offers support, advice and advocacy services to people affected by self-harm directly or in a care role. The charity runs an online support forum administered and moderated by trained volunteers to maintain a safe environment where members can express their feelings and thoughts and receive help from their peers.

**Website:** [www.nshn.co.uk](http://www.nshn.co.uk)

## GLOUCESTERSHIRE SELF HARM HELPLINE

A safe, supportive, non-judgmental and informative service for people who self-harm as well as their friends, families and carers. Open every day 5pm - 10pm for phone and text/webchat support.

**Website/webchat:** [www.gloucestershireselfharm.org](http://www.gloucestershireselfharm.org)

**Telephone:** 0808 801 0606

**Text:** 07537 410 022

## SUPPORTLINE

Charity which provides a confidential telephone helpline offering emotional support to any individual on any issue.

The Helpline is primarily a preventative service and aims to support people before they reach the point of crisis.

**Helpline:** 01708 765200

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

# SELF-HARM

## CRISIS RESOLUTION AND HOME TREATMENT TEAM (CRHTT)

Care NHS Foundation Trust and are an integral part of the Mental Health Acute Response Service (MHARS).

The teams offer advice and support when you feel you require an increased level of care, due to your mental health or due to emotional and psychological distress.

**Website:** <https://www.ghc.nhs.uk/our-teams-and-services/crhtt/>

## CHATHEALTH

Offers support to young people aged between 11 - 19 with questions relating to a wide range of health and wellbeing issues including: relationships, bullying, healthy lifestyle, anxiety, drugs, smoking, stress, body worries, alcohol, self-harm and sexual health.

**Text: 07507 333 351**

**Available Monday to Friday from 9am to 4.30pm, excluding bank holidays and messages will be responded to within 24 hours.**

## CRISIS

If you or someone you know over the age of 11 needs help in a mental health crisis, call our crisis team choose the option depending on your location.

**Call: 0800 169 0398**

## ON YOUR MIND GLOS

Providing information for young people about bullying, eating disorders and anxiety and much more, including where you can go for more support.

**Website:** [www.onyourmindglos.nhs.uk](http://www.onyourmindglos.nhs.uk)

## SAMARITANS

You can get support signposting and confidential listening from trained professionals in a number of areas, from coaching and bereavement care to mental health and welfare support

**Call: 0300 131 7000**

**Website:** [www.samaritans.org/](http://www.samaritans.org/)

# SELF-HARM

## SELF-INJURY SUPPORT

Provides TESS, a support and information text service for females under 24 years who are struggling with self-harm

**Telephone: 0808 800 8088**

**TESS Text: 0780 047 2908**

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

## SHOUT

Shout 85258 is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.

**Text: 85258**

## BOUNCE (VIA YOUNG GLOUCESTERSHIRE)

Provides self harm support for 14-25 year olds by matching you with both a mental health youth worker and a counsellor. (If you are dealing with issues of self-harm but do not yet feel ready to work with a counsellor you may like to explore our chat services where you can work solely with a mental health youth worker).

**Website: <https://www.youngglos.org.uk/young-people/practical-support/counselling>**

**Chat: <https://www.youngglos.org.uk/young-people/practical-support/chat-services>**

# SUICIDE

## PAPYRUS PREVENTION OF YOUNG SUICIDE

National charity which provides confidential support and practical advice for any children and young people under the age of 35 who may be having suicidal thoughts or their parents/carers who might be concerned about someone who could be thinking about suicide.

## SAMARITANS

Charity providing non-judgemental listening support to anyone. If you are having a difficult time or are worried about someone else, they can offer support. They can also help to reducing feelings of isolation and disconnection that can lead to suicide.

## STAY ALIVE APP

Free suicide prevention resource for the UK, from charity Grassroots Suicide Prevention. It is packed full of useful information and tools to help you stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide.

## KOOTH

Online mental wellbeing platform available 24 hours a day, 7 days a week provided by Gloucestershire County Council for young people aged 11 to 18 experiencing issues with their emotional wellbeing, such as anxiety, low mood or stress.

Free counselling can be accessed through a drop-in service or booked sessions; there is no referral needed from a health professional, no waiting lists, and no criteria to meet to get support.

## SUNFLOWERS SUICIDE SUPPORT

Provides bereavement support to those who have lost a loved one to suicide.

**Website:** [www.papyrus-uk.org](http://www.papyrus-uk.org)

**Helpline:** 0800 068 4141

**Text:** 07860 039967

**Email:** [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org) between 9am - midnight every day.

**Website:** [www.samaritans.org](http://www.samaritans.org)

**Call:** 116 123, for free 24 hours a day, 7 days a week

**Email:** [joesamaritans.org](mailto:joesamaritans.org)

[www.prevent-suicide.org.uk/find-help-now/stay-alive-app/](http://www.prevent-suicide.org.uk/find-help-now/stay-alive-app/)

**Website:** [www.kooth.com](http://www.kooth.com)

**Website:** [www.sunflowerssuicidesupport.org.uk](http://www.sunflowerssuicidesupport.org.uk)

**Call:** 01453 826 990 or 07542 527 888

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

# SUICIDE

## SOS SILENCE OF SUICIDE

Striving to reduce Shame, Stigma and Silence surrounding Emotional Health & Suicide For children and adults who need emotional support, understanding, compassion and kindness.

**Website:** <https://sossilenceofsuicide.org/>  
**Helpline:** 0300 1020 505

## SHOUT

Anxious/worried/stressed - get 24/7 help from a crisis volunteer

**Website:** <https://www.giveusashout.org/>  
**Text:** 85258

## MOVEMBER

Working to reduce the rate of male suicide by 25%

[www.prevent-suicide.org.uk/find-help-now/stay-alive-app/](http://www.prevent-suicide.org.uk/find-help-now/stay-alive-app/)

## CALM

Campaign Against Living Miserably Help and support for young men aged 15-35 on issues which include depression and suicide..

**Website:** [www.thecalmzone.net](http://www.thecalmzone.net)  
**Telephone:** 0800 585858

## BREAKING THE SILENCE SF

A website for suicidal people and those in mental health crisis  
Online forums, chat, information and support

**Website:** <https://www.suicideforum.com/>  
<https://www.suicideforum.com/community/>