

# A-Z

## Support Guide

A List of External Support Services  
Available to Students

# Contents

---

|                                          |    |
|------------------------------------------|----|
| Abuse                                    | 3  |
| Anxiety                                  | 5  |
| Bereavement, Grief and Loss              | 6  |
| Bullying                                 | 7  |
| Carers                                   | 8  |
| Counselling                              | 10 |
| Criminal Justice and Family Imprisonment | 11 |
| Depression                               | 13 |
| Drugs and Alcohol                        | 14 |
| Eating Disorders                         | 15 |
| Finance and Debt Support                 | 16 |
| Gambling                                 | 17 |
| Homelessness and Housing                 | 18 |
| LGBTQIA+                                 | 19 |
| Pregnancy and Parenting Support          | 21 |
| Sleep                                    | 22 |
| Self-Harm                                | 23 |
| Suicide                                  | 25 |

# Abuse

## GDASS

County-wide support service that provides confidential advice and support to anyone aged 16 and over who is experiencing domestic abuse, whether the abuse is current or happened in the past. You can contact GDASS to talk things through and get support.

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

**Tel:** 01452 726 570  
Monday-Friday, 9am-5pm

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

## Hollie Gazzard Trust

Helps reduce domestic violence through creating and delivering programmes on domestic abuse and promoting healthy relationships to schools and colleges. Creators of the Hollie Guard App with several personal safety features to help individuals stay safe when travelling.

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

**Tel/Text:** 07950 633 796

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

## STREET

Safe Teenage Relationship Education & Empowerment Team, supports young people aged 13-19 affected by domestic abuse.

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

**Tel:** 01452 228 802  
Monday-Friday, 9am-5pm

## Gloucestershire Rape and Sexual Abuse Centre (GRASAC)

They provide emotional and practical support to 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.

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

**Tel:** 01452 305 421  
Monday-Thursday, 9am-5pm Friday,  
9am-4.30pm

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

## RESPECT

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

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

**Tel:** 0808 8024 040  
Monday-Friday, 10am-5pm

**Webchat:** Monday – Friday, 9am-10am

# Abuse

## The Nelson Trust

A leading charity supporting individuals affected by substance use and multiple unmet needs, such as domestic abuse, trauma and involvement in the justice system across the South West of England and Wales. Support includes Residential rehabilitation, Women's centres and drug and alcohol support programmes.

### Website:

<https://www.nelsontrust.com/>

**Tel:** 0207 008 0151

**Email:** [office@nelsontrust.com](mailto:office@nelsontrust.com)

## 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

### Website:

[www.suzy.lamplugh.org/pages/category/national-stalking-helpline](http://www.suzy.lamplugh.org/pages/category/national-stalking-helpline)

**Tel:** 0808 802 0300

Monday and Wednesday 9.30am-8pm, Tuesday, Thursday, Friday 9.30am-4pm

## The Forced Marriage Unit

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

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

**Tel:** 0207 008 0151

Monday-Friday, 9am-5pm

**Email:** [fm@fco.gov.uk](mailto:fm@fco.gov.uk)

# Anxiety

## **Anxiety UK**

National charity providing support if you have been diagnosed with an anxiety condition. 24/7 phonenumber providing self-care information and resources.

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

**Tel:** 03444 775 774  
24/7

## **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/every-mind-matters/](http://www.nhs.uk/every-mind-matters/)

## **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 through an online chat service.

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

## **No Panic**

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

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

**Tel:** 0300 772 9844  
365 days a year, 10am-10pm

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

## **TRIUMPH OVER PHOBIA (TOP UK)**

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

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

## **SHOUT**

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

**Tel:** 85258  
(24/7)

# Bereavement, Grief and Loss

## Child Bereavement UK

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

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

**Tel:** 0800 028 8840  
(Monday-Friday 8am-8pm)

**Email:** [ask@childbereavementuk.org](mailto:ask@childbereavementuk.org)

**Text/Whatsapp:** 07418 341 800

## 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 through emails or their helpline service.

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

**Tel:** 0808 808 1677  
(Monday, Wednesday, Thursday, Friday, 9:30am – 5pm, Tuesday – 1pm-8pm)

## Hope Again

Youth support branch of Cruse Bereavement Care, providing a safe place where you can learn from other young people, how to cope with grief, and feel less alone.

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

**Tel:** 0808 808 1677  
(Monday, Wednesday, Thursday, Friday, 9:30am – 5pm, Tuesday – 1pm-8pm)

## At A Loss

The UK's signposting website for the bereaved. They can help you find bereavement services and counselling.

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

## Sunflowers Suicide Support

Gloucestershire based charity that provides bereavement support to those who have lost a loved one to suicide.

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

**Tel:** 01453 826990  
365 days a year, 10am-10pm

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

# Bullying

## 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:** [anti-bullyingalliance.org.uk](https://anti-bullyingalliance.org.uk)

## Coram family lives

Provides targeted early intervention and crisis support to families as well as advice on all aspects of bullying including bullying at school with template letters, cyberbullying or workplace bullying.

**Website:** [coramfamilylives.org.uk](https://coramfamilylives.org.uk)

**Tel:** 0808 800 2222  
(Monday to Friday 9am to 9pm,  
Weekends 10am to 3pm)

**Email:** [askus@coramfamilylives.org.uk](mailto:askus@coramfamilylives.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.

**Website:** [chatthealth.nhs.uk](https://chatthealth.nhs.uk)

## 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](https://www.onyourmindglos.nhs.uk)

## 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 support groups and individual support and activities.

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

**Tel:** 01452 733 060

**Email:** [mail@glosyoungcarers.org.uk](mailto:mail@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:** [crossroadsfd.org.uk](http://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:** [carers.org](http://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:** [www.carersuk.org](http://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.

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

**Tel:** 0300 111 9000

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

# Carers

## 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:

[community.mariecurie.org.uk](https://community.mariecurie.org.uk)

**Tel:** 0800 090 2309

## 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

**Website:** [omega.uk.net/chatterbox](https://omega.uk.net/chatterbox)

**Tel:** 01743 245 088

## Macmillan Carers Forum

Provide a safe and supportive place to share your worries and emotions with other carers.

### Website:

[community.macmillan.org.uk/cancer-experiences/carers-onlyforum](https://community.macmillan.org.uk/cancer-experiences/carers-onlyforum)

# Counselling

## Young Gloucestershire

Provides support for 14-25 year olds facing a range of issues including; low mood, social isolation, anxiety, depression, suicide ideation, self-harm and general mental health concerns.

Support may include youth work, counselling or both and can be offered face-to-face, by phone, online or over text.

### Website:

<https://www.youngglos.org.uk/>

**Tel:** 01452 501008

**Email:** [getinvolved@youngglos.org.uk](mailto:getinvolved@youngglos.org.uk)

## Let's Talk Well

For 9 – 25 years living in Gloucestershire. Free, confidential counselling in-person, by phone, online text chat or video chat.

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

**Tel:** 0300 303 8080  
(Sunday-Thursday 5pm-9pm)

**Webchat:** [www.letstalkwell.org.uk](http://www.letstalkwell.org.uk)

## 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)

## Let's Talk

Free NHS service for people aged 18 and above. Offering talking therapies that have been shown by research to be effective.

### Website:

[www.ghc.nhs.uk/talkingtherapies](http://www.ghc.nhs.uk/talkingtherapies)

**Tel:** 0800 073 2200

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

## Listening Post

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

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

**Cheltenham Tel:** 01242 256060

**Gloucester Tel:** 01452 383820

**Forest of Dean Tel:** 01453 750123

## Gloucestershire Counselling Service

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

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

**Tel:** 01453 766310

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

# Criminal Justice and Family Imprisonment

## Families Outside

Outside 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:** [familiesoutside.org.uk/families](http://familiesoutside.org.uk/families)

**Telephone:** 0800 254 0088

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

## BARNARDO'S

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

**Website:** [barnardos.org.uk/get-support/support-for-parents-and-carers/children-with-a-parent-in-prison](http://barnardos.org.uk/get-support/support-for-parents-and-carers/children-with-a-parent-in-prison)

**Tel:** 0121 5505271

**Email:**  
[CE.AdminHalesowen@barnardos.org.uk](mailto:CE.AdminHalesowen@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.

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

## Affect

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

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

**Telephone:** 0300 3653651

**Email:** [affectcharity@outlook.com](mailto:affectcharity@outlook.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:** [www.partnersofprisoners.co.uk](http://www.partnersofprisoners.co.uk)

**Telephone:** 0161 702 1000

**Email:** [mail@pops.org.uk](mailto:mail@pops.org.uk)

## Victim Support

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

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

**Tel:** 0808 281 0112 (Monday-Friday, 9am-8pm)

**Out of hours Tel:** 0808 1689 111

# Criminal Justice and Family Imprisonment

## **The Nelson Trust**

A leading charity supporting individuals affected by substance use and multiple unmet needs, such as domestic abuse, trauma and involvement in the justice system across the South West of England and Wales. Support includes Residential rehabilitation, Women's centres and drug and alcohol support programmes.

### **Website:**

<https://www.nelsontrust.com/>

**Tel:** 0207 008 0151

**Email:** [office@nelsontrust.com](mailto:office@nelsontrust.com)

# Depression

## **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

## **SHOUT**

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

**Text:** 85258 (24/7)

## **Let's Talk Well**

For 9 – 25 years living in Gloucestershire. Free, confidential counselling in-person, by phone, online text chat or video chat.

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

**Tel:** 0300 303 8080 (Sunday-Thursday 5pm-9pm)

**Webchat:** [www.letstalkwell.org.uk](http://www.letstalkwell.org.uk)

## **Young Gloucestershire**

Provides support for 14-25 year olds facing a range of issues including; low mood, social isolation, anxiety, depression, suicide ideation, self-harm and general mental health concerns.

Support may include youth work, counselling or both and can be offered face-to-face, by phone, online or over text.

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

**Tel:** 01452 501008

**Email:** [getinvolved@youngglos.org.uk](mailto:getinvolved@youngglos.org.uk)

## **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)

# Drugs and Alcohol

## National Association For Children of Alcoholics

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

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

**Tel:** 0800 358 3456

## 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.

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

**Tel:** 0300 123 6600, 24/7

**Text:** 82111 with a question

**Email:** [frank@talktofrank.com](mailto:frank@talktofrank.com)

**Webchat:** [www.talktofrank.com](http://www.talktofrank.com)  
(7 days a week, 2pm - 6pm)

## 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.

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

**Tel:** 0800 0086 811

## Narcotics Anonymous

A non-profit organization run by a community of people who have overcome their drug problem, and who are freely available to help those who also have the desire to live life drug free.

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

**Tel:** 0300 999 1212 (10am – midnight)

## 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:** [www.release.org.uk](http://www.release.org.uk)

**Tel:** 0207 324 2989 (11am–1pm & 2pm–4pm, Monday–Friday)

**Email:** [ask@release.org.uk](mailto:ask@release.org.uk)

## The Nelson Trust

A leading charity supporting individuals affected by substance use and multiple unmet needs, such as domestic abuse, trauma and involvement in the justice system across the South West of England and Wales. Support includes Residential rehabilitation, Women's centres and drug and alcohol support programmes.

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

**Tel:** 0207 008 0151

**Email:** [office@nelsontrust.com](mailto:office@nelsontrust.com)

# 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:** [beateatingdisorders.org.uk](https://beateatingdisorders.org.uk)

**Tel:** 0808 801 0677 (3pm-8pm,  
Monday-Friday)

**Email:**  
[help@beateatingdisorders.org.uk](mailto:help@beateatingdisorders.org.uk)

## **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.

**Website:** [www.ghc.nhs.uk/our-teams-and-services/eatingdisorders-glos/](https://www.ghc.nhs.uk/our-teams-and-services/eatingdisorders-glos/)

**Tel:** 0300 421 3887 (9am - 5pm,  
Monday-Friday)

## **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:** [eating-disorders.org.uk](https://eating-disorders.org.uk)

**Tel:** 0845 838 2040

# 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)

**Tel:** 0800 319 6789

## Warm and Well

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

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

**Tel:** 0800 500 3076 (9am to 5pm, Monday – Friday)

**Email:**  
[warmandwell@severnwyfe.org.uk](mailto:warmandwell@severnwyfe.org.uk)

## 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)

**Tel:** 0808 808 4000 (9am-8pm Monday-Friday, 9:30am-1pm Saturday)

## 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)

**North and West Gloucestershire website:** [gloscab.org.uk/](http://gloscab.org.uk/)

**Tel:** 0808 189 6280 (9:30am-4pm, Monday-Thursday)

## 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:** [www.turn2us.org.uk](http://www.turn2us.org.uk)

## Step Change Debt Charity

Helpline, advice and support 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)

**Tel:** 0800 138 1111 (8am-8pm Monday-Friday, 9am-2pm Saturday)

# Gambling

## **GamCare**

Part of the National gambling support network. Offers free advice, information and support over their helpline, live chat, WhatsApp service or through an online or in-person community.

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

**Tel/ Whatsapp:** 0808 8020 133  
(Open 24/7)

**Web chat:** [www.gamcare.org.uk/get-support/talk-to-us-now](http://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:**  
[www.cnwl.nhs.uk/services/addictions/national-gambling-clinic](http://www.cnwl.nhs.uk/services/addictions/national-gambling-clinic)

**Tel:** 020 7381 7722

**Email:** [gambling.cnwl@nhs.net](mailto:gambling.cnwl@nhs.net)

## **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.

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

**Tel:** 0808 8020 133 (Open 24/7)

## **GAMBLERS ANONYMOUS**

Group of people 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 support including a forum, a chat room, literature and most importantly a meeting finder.

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

**Tel:** 0330 094 0322

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

## **Gam-Anon UK & Ireland**

Gam-Anon meetings are for the friends and families who have been affected by a gambling problem, face-face support meetings in most areas and online meetings available to everyone.

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

**Email:** [nsossec@gamanon.org.uk](mailto:nsossec@gamanon.org.uk)

# Homelessness and Housing

## Centrepoint

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

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

**Tel:** 0808 800 0661  
(9am-5pm, Monday-Friday)

**WhatsApp:** 07557 255 965  
(9am-5pm, Monday-Friday)

## Shelter

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

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

**Tel:** 0300 330 1234  
(9am - 4.30pm, Monday-Friday)

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

## 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:**  
[www.gloucestershirenightstop.org.uk](http://www.gloucestershirenightstop.org.uk)

**Tel:** 01452 331330  
(9am-5pm, Monday-Friday)

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

## P3

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

**Website:** [p3charity.org](http://p3charity.org)

**Tel:** 0808 168 2443  
(9am-5pm, Monday-Friday)

**Gloucester Tel:** 01452 221698

**Cheltenham Tel:** 01242 514417

## Look Ahead

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

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

## STREET LINK

If you are concerned about or yourself, a person sleeping rough/homeless person you can report this online or through the helpline.

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

## Queer Futures Gloucestershire

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

### Website:

[queerfuturesgloucestershire.org.uk](http://queerfuturesgloucestershire.org.uk)

Email: [admin@gayglos.org](mailto:admin@gayglos.org)

## Galop

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

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

Tel: 0800 999 5428

(9:15am-8pm Monday-Tuesday,  
9:15am-4:30pm Wednesday-Friday)

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

## Switchboard

Switchboard is the national LGBTQIA+ support line. For anyone, anywhere in the country, at any point in their journey. We can discuss anything related to sexuality and gender identity.

Website: [switchboard.lgbt](http://switchboard.lgbt)

Tel: 0800 011 9100

(10am-10pm, 365 days a year)

Email: [hello@switchboard.lgbt](mailto:hello@switchboard.lgbt)

Webchat: [switchboard.lgbt](http://switchboard.lgbt)

## Stonewall

The leading UK human rights charity for LGBTQIA+ equality in the UK. Providing information and support for LGBTQIA+ people.

Stonewall has a directory of support services for a range of challenges faced by the LGBTQIA+ community.

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

## 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](https://www.facebook.com/glospogty)

## GLOSCATS

Provides support for the transgender community in Gloucestershire.

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

Email: [gloscats@gmail.com](mailto:gloscats@gmail.com)

**Mermaids**

Helps trans, non-binary and gender-diverse children, young people and their families through their chat and phonenumber support services and community groups.

**Website:** [mermaidsuk.org.uk](https://mermaidsuk.org.uk)

**Tel:** 0808 801 0400  
(1pm-8:30pm, Monday - Friday,)

**Webchat:**  
[mermaidsuk.org.uk/support-line](https://mermaidsuk.org.uk/support-line)

**Pink Therapy**

An online directory of therapists who work with people who are lesbian, gay, bisexual, transgender, intersex and queer or questioning (LGBTQIA+).

**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:** [lgbt.foundation](http://lgbt.foundation)

**Tel:** 0345 330 3030

**IMAAN**

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

**Website:**  
[imaanlondon.wordpress.com](http://imaanlondon.wordpress.com)

**Email:** [imaanlgbtq@gmail.com](mailto:imaanlgbtq@gmail.com)

# Pregnancy and Parenting Support

## **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.

**Website:** [homestartsd.org/mothers-in-mind-drop-in-group](http://homestartsd.org/mothers-in-mind-drop-in-group)

**Tel:** 01453 297470

**Email:** [enquiries@homestartsd.org](mailto:enquiries@homestartsd.org)

## **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

**Website:** [home-startgloucestershire.org.uk/dad-matters](http://home-startgloucestershire.org.uk/dad-matters)

**Tel:** 01453 297470

**Email:** [enquiries@homestartsd.org](mailto:enquiries@homestartsd.org)

## **Gloucestershire Community Patient Advice and Liaison Service (PALS)**

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.gloshospitals.nhs.uk/contact-us/patient-advice-and-support](http://www.gloshospitals.nhs.uk/contact-us/patient-advice-and-support)

**Tel:** 0800 0151 548

**Email:** [ghn-tr.pals.gloshospitals@nhs.net](mailto:ghn-tr.pals.gloshospitals@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:** [www.headspace.com](http://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:** [thesleepcharity.org.uk/national-sleep-helpline](http://thesleepcharity.org.uk/national-sleep-helpline)

**Tel:** 03303 530 541  
(9am-11am Monday – Thursday,  
7pm-9pm Monday, Tuesday and  
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.

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

## 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:** [pzizz.com](http://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:** [sleepio.com/sleepio/nhs/391#1/1](http://sleepio.com/sleepio/nhs/391#1/1)

## Mental Health Foundation

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

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

# Self-Harm

## **Alumina**

Provides free online support for young people ages 10-17 who have been impacted by self-harm and provides a series of online support sessions run by a professional member of staff.

**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 Connect and Offload**

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

**Telephone:** 0808 801 0606

**Text:** 07537 410 022

## **Support line**

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.

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

**Tel:** 01708 765200

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

## **Crisis Resolution and Home Treatment Team (CRHTT)**

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:** [www.ghc.nhs.uk/our-teams-and-services/crhtt](http://www.ghc.nhs.uk/our-teams-and-services/crhtt)

**Tel:** 0300 421 8100

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

# Self-Harm

## Chat Health

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.

**Website:** [chatthehealth.nhs.uk](https://chatthehealth.nhs.uk)

**Text:** 07507 333 351  
(9am to 4.30pm, Monday – Friday  
messages will be responded to within  
48 hours.)

## 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

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

**Tel:** 116 123

# 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.

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

**Call:** 116 123 (Open 24/7)

## **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.

**Website:** [stayalive.prevent-suicide.org.uk](http://stayalive.prevent-suicide.org.uk)

## **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:** [sossilenceofsuicide.org](http://sossilenceofsuicide.org)

**Tel:** 0808 115 1505  
(8pm-12am Monday-Friday, 4pm-12am Saturday-Sunday)

## **SHOUT**

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

**Text:** 85258 (24/7)

## **CALM**

Campaign Against Living Miserably help and support anyone struggling with their mental health on a range of issues including depression and suicide.

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

**Tel:** 0800 585858  
(5pm – 12am, 7 days a week)

**Livechat:**

[www.thecalmzone.net/suicide-prevention-helpline](http://www.thecalmzone.net/suicide-prevention-helpline)

## **A-Z Support Guide**

[www.gloscol.ac.uk](http://www.gloscol.ac.uk)

[info@gloscol.ac.uk](mailto:info@gloscol.ac.uk)

