



DOMESTIC ABUSE TRAINING & CONSULTANCY

SUPPORT SERVICES GUIDE

for Domestic Abuse and other related Support

Try your best to speak to someone about what you are experiencing.

Opening up to discuss that this is happening to you is really tough, but it could be the first step towards bringing this to an end.

You may feel overwhelmed, isolated and scared. It's important to know that you are not alone, and despite feeling like that, there is a lot of help and support out there. We are here to help you reach that support, in a safe space.

You may not be experiencing abuse yourself but are close to someone that is, and perhaps struggling to know what to do.

WWW.ALPHAVESTA.COM

ENQUIRIES@ALPHAVESTA.COM

HOW TO USE THIS SUPPORT SERVICES GUIDE

Our Support Services Guide is split into 4 sections:

Essex Region –

- Domestic Abuse Services *Pages 2-3*
- Other Support Services *Pages 4-*

National –

- Domestic Abuse Services *Pages 10-12*
- Other Support Services *Pages 13-18*

Domestic Abuse interacts with a lot of other complex areas we may be experiencing in our lives. 'Other Support Services' details services that support complex areas may be interacting with any domestic abuse, increasing vulnerability or even occurring as a result of it. These include areas such as Impact on Children, Mental Health Issues, Substance Misuse, Homelessness, Debt, Legal processes, Eating Disorders, the Abuse of Pets within the home as well as vulnerability around Age, Learning or Physical Disability. Sometimes referrals or signposting into these services are more appropriate but can be done in addition to any specific domestic abuse support.

If you feel there is a threat to your life, you are at risk of significant harm right now or are in immediate crisis – please always call for Police or Ambulance on 999.

ESSEX REGION - DOMESTIC ABUSE SPECIFIC SERVICES



Organisation	Description	Telephone Number	Website	Email Contact
COMPASS Essex wide central point of referral	COMPASS is a single point of access funded by Essex County Council in partnership with the Office of Essex Police, Fire and Crime Commissioner to support victims of domestic abuse across Southend, Essex and Thurrock.	0330 333 7444	www.essexcompass.org.uk	enquiries@essexcompass.org.uk
Changing Pathways South and West Essex	Changing Pathways is a local domestic abuse charity working in South and South West Essex. They provide free and confidential support and advocacy to individuals subjected to domestic abuse and stalking in the areas of Basildon, Brentwood, Castle Point, Rochford, Thurrock, Harlow and Epping Forest.	0330 333 7444 OR 01268 729707	www.changingpathways.org	welcome@changingpathways.org
South Essex Domestic Abuse Hub South Essex	South Essex Domestic Abuse Hub has drop-in centres in Basildon, Brentwood, Castle Point, Rochford, and Thurrock. Each hub is staffed by a team who can offer support by giving help and advice in a variety of different areas including legal advice, money and welfare advice, safe accommodation, therapeutic and outreach support.	01268 729707	www.basildon.gov.uk/article/6470/Domestic-Abuse---South-Essex-Domestic-Abuse-Hub	
Next Chapter North and Mid Essex	Next Chapter is a domestic abuse charity working across the areas of Tendring, Colchester, Maldon, Chelmsford, Braintree & Uttlesford. They provide free and confidential services to support people who are currently or have previously experienced domestic abuse.	0330 333 7444 OR 01206 500585	www.thenextchapter.org.uk	info@thenextchapter.org.uk
Safe Steps Southend and Thurrock	Safe Steps is a specialist provider, delivering services in Southend, Thurrock, and other areas of Essex. We offer a range of community services to support women, men, young people and children to rebuild their lives after domestic abuse. Operating from the Dove Centre, we take the dedication and pioneering work of the Southend Women's Aid and SOS Domestic Abuse Projects over the last 40 years into the next 40.	0330 333 7444 OR 01702 868026	www.safesteps.org	enquiries@safesteps.org
The Change Portfolio Essex Wide Perpetrator, Victim and Relationship Support	Committed to preventing conflict in relationships whatever form that takes. It could be a parent experiencing aggressive behaviour from a child, a partner experiencing controlling and abusive behaviour, or a couple having arguments and fights. Whatever your age, background or sexual orientation we can help you resolve the problems in your relationships.	01245 258680	www.thechange-project.org	tcp@thechange-project.org

ESSEX REGION - DOMESTIC ABUSE SPECIFIC SERVICES (CONTINUED)



Organisation	Description	Telephone Number	Website	Email Contact
Alpha Vesta CIC Domestic Abuse Training and Consultancy	Alpha Vesta is a Community Interest Company providing training and consultancy services in domestic abuse for employers, employees, community organisations and members of the community to increase their awareness and response. Their 'Breaking the Cycle' Programme is a bespoke 'Education and Mentor Programme' for those who have experienced domestic abuse to regain their confidence, self-esteem and independence.	01245 791281	www.alphavesta.com	enquiries@alphavesta.com
SETDAB Southend, Essex and Thurrock Domestic Abuse Board	The Southend, Essex and Thurrock Domestic Abuse Board (SETDAB) is made up of representatives from agencies and organisations working to join up and better facilitate Southend, Essex and Thurrock's vision to work together to enable everyone to live a life free from all forms of domestic abuse. Provides information and resources, as well as support services on their website		www.setdab.org	
Essex Police	Information on reporting domestic abuse to the Police, the domestic violence disclosure scheme and access to online crime reporting.	Emergency 999 Non Emergency 101	www.essex.police.uk/advice/advice-and-information/daa/domestic-abuse	

ESSEX REGION - OTHER SERVICES



Organisation	Description	Telephone Number	Website	Email Contact
Essex Safeguarding Adults Board	The Essex Safeguarding Adults Board (ESAB) is a statutory organisation that is committed to protecting an adult's right to live in safety, free from abuse and neglect. It is committed to ensuring that it has access to the views of adults with care and support needs as well as those that work with them.	To report concern for an adult call Social Care Direct 0345 6037630	www.essexsab.org.uk	
Essex Safeguarding Childrens Board and Children's Social Care	Advice and guidance if you are concerned that a child could be at risk of harm, neglect or abuse. You may want to report a concern if you are worried about the safety or wellbeing of a child, would like to report an incident or are a child or young person who needs support	If you're worried that a child is being abused or neglected, call 0345 603 7627. Out of hours 0345 606 1212	www.essex.gov.uk/report-a-concern-about-a-child	
Essex Child and Family Wellbeing Service	On behalf of Essex County Council and the NHS, HCRG Care Group and Barnardo's provide a range of child and family services throughout Essex that are free at the point of delivery.	Mid Essex 0300 247 0014 North Essex 0300 247 0015 South Essex 0300 247 0013 West Essex 0300 247 0122	www.essexfamilywellbeing.co.uk	
Family Solutions Support for families experiencing adversity	Family Solutions is aimed at helping families with a range of issues on a voluntary basis. Family Solutions works with Families by helping them identify solutions to their problems if they are experiencing 2 or more of the following: crime or anti-social behaviour, domestic violence, drug and alcohol misuse, children are in need and were open to social care, significant behavioural difficulties, Families with one or more member of the household with (Tier 2) mental health needs.	0345 603 7627	www.essexeffectivesupport.org.uk/family-solutions	
The Children's Society Early help and support for children and families	This service delivers early help and support for parents, carers and families struggling with a child's challenging behaviour/s. Working at an early intervention level with families who are struggling with a child's challenging behaviour, inputting boundaries, relating to their children, or understanding behaviours.	01245 493311 and ask to speak to a member of the Family Intervention Team.	www.childrenssocietyeast.org.uk/family-intervention-team	

ESSEX REGION - OTHER SERVICES (CONTINUED)



Organisation	Description	Telephone Number	Website	Email Contact
Ministry of Parenting Parenting Support	Colchester-based company that works with children, young people, parents, professionals, and organisations. Main activities are the delivery of a range of parenting groups/workshops, young peoples workshops, one to one parent coaching and professional parent programme training. Providing resources as well as support via their website.	01206562626	www.theministryofparenting.com	
Kid's Inspire Child and Family Therapeutic Support	Kids Inspire provide mental health and trauma recovery support for children, young people and their families. Through therapeutic and community activities, they promote resilience, self-awareness, and relationship building to empower more positive life choices.	01245 348707	www.kidsinspire.org.uk	clinicaladmin@kidsinspire.org.uk
CARA Centre for Action on Rape and Abuse	Centre for Action on Rape and Abuse (CARA) working in Mid and North Essex. Works with victims and survivors of sexual violence and child sexual abuse, providing independent, specialist support and promoting and representing their rights and needs.	0300 003 7777 01206 367881	www.caraessex.org.uk	info@caraessex.org.uk
SERICC South Essex Rape and Incest Crisis Centre	SERICC provides specialist services to anyone in South and West Essex who is experiencing, or who has experienced, any form of sexual violence and abuse at any time in their life.	0300 003 7777 01375 380609	https://sericc.org.uk	sericc@sericc.org.uk
SOS Rape Crisis Southend on Sea	Southend on Sea Rape Crisis provides free, confidential specialist support for all survivors who have been raped or experienced any other form of sexual violence at any time in their lives. They offer community-based services in Southend-on-Sea, Castle Point, and Rochford.	0300 003 7777 01702 667590	www.sosrc.org	info@sosrc.org.uk

ESSEX REGION - OTHER SERVICES (CONTINUED)



Organisation	Description	Telephone Number	Website	Email Contact
Open Road Substance Misuse Services	Open Road is an established Drug and Alcohol Recovery support charity in Essex and Medway. Open Road provides services to support individuals on their journey to recovery from drug and alcohol addiction. As well as this, Open Road offers helps to individuals in the Criminal Justice sector. You can reach out to them in person, over the phone, online via their website and social media platforms or via a professional you are currently engaging with such as a GP.	0844 499 1323 Basildon 01268 531435 Chelmsford 01245 284772 Clacton 01255 434186 Colchester 01206 766096 Harlow 01279 434621	www.openroad.org.uk	
Mid and North Essex MIND Mental Health Services	Mental Health Support Service working with children from the age of 5 and adults of all ages. The North East Essex Crisis Café is open 7 days a week (excluding bank holidays) from 5pm to 10pm and you can self-refer by contacting the team on 0300 330 9492 . The Mid Essex Sanctuary is open to residents of Mid Essex every evening between 6pm-1am. Access to support is by referral pathway via NHS 111 (Option 2)	01206 764600	www.mnessexmind.org	enquiries@mnessexmind.org
MIND in West Essex Mental Health Services	Mind in West Essex supports people affected by mental ill health, predominantly across West Essex to make positive changes in their lives and to improve their emotional resilience. They also aim to normalise the conversation around mental health and in doing so, reduce the stigma that can be a barrier to people accessing the support that could help them to improve their quality of life.	01279 421308	www.mindinwestessex.org.uk	talking@mindinwestessex.org.uk
South-East and Central Essex MIND Mental Health Services	SECE Mind provide supported housing, counselling for both adults and children, PACE support, mental health training and mental health signposting to anyone who needs it. They serve the Chelmsford, Castle Point, Rochford, South Woodham Ferrers and Southend areas helping support local people with their mental health and wellbeing needs.	01702 601123	www.secemind.org.uk www.secemind.org.uk/crisis-help#specialisthelplines	hello@secemind.org.uk

ESSEX REGION - OTHER SERVICES (CONTINUED)



Organisation	Description	Telephone Number	Website	Email Contact
Every Mind Matters part of the NHS	There are small things we can all do to help be kind to your mind, and these can make a big difference to how we feel. Get expert advice and practical tips to help you look after your mental wellbeing and make them part of your daily routine.		www.nhs.uk/every-mind-matters	
SET CAMHS Southend, Essex and Thurrock Children and Adolescent Mental Health Service	The Southend, Essex and Thurrock Children's and Adolescent's Mental Health Service (SET CAMHS) provides advice and support to children, young people and families who are in need of support with their emotional wellbeing or mental health difficulties. The service covers Southend, Essex and Thurrock and is open to young people between the ages of 0-18, or up to 25 for those with special educational needs.	0800 953 0222 Call NELFT out of hours: 0800 995 1000	www.nelft.nhs.uk/set-camhs	SET-CAMHS.referrals@nelft.nhs.uk
NHS 111	For non-emergency health or mental health concerns contact NHS 111 (for Mental Health issues Option 2). For emergency health or mental health concerns, go straight to A&E or dial 999 for urgent support.	111	www.111.nhs.uk	
Samaritans	The Samaritans offers a listening service to those going through a personal crisis and wanting to talk about their despair or suicidal feelings. There's someone to talk to 24 hours a day and it is open to anyone. Calls made to the national helpline are charged at local call rates from anywhere in the country.	0330 094 5717 National Helpline 116 123	www.samaritans.org/branches/chelmsford www.samaritans.org/branches/basildon www.samaritans.org/branches/colchester	jo@samaritans.org
Housing Essex County Council	Your local council for housing related advice and support such as what to do if you're at risk of homelessness, applying for council housing and claiming Housing Benefit. For list of local councils and their contact details please use this link:- https://www.essex.gov.uk/housing		www.essex.gov.uk/housing	

ESSEX REGION - OTHER SERVICES (CONTINUED)



Organisation	Description	Telephone Number	Website	Email Contact
CHES Homeless Charity	CHES Homeless support services assess the individual's need and helps them address any obstacles that inhibit them from moving forward. They have a working relationship with the local council that provides housing payments, thus securing an address and the foundation to begin to work from. They have their own counselling service and work with the local GP's, other agencies and health services.	01245 281104	www.chesshomeless.org	
Hope House Homeless Charity	Braintree based charity seeking to break the cycle of homelessness by the provision of temporary accommodation for homeless adults.	01376 348000.	www.hopehousessex.org.uk	info@hopehousessex.org.uk
The Outhouse LGBTQ+	The Outhouse is a Colchester based registered charity, providing opportunities for LGBTQ+ people in Essex. They support people in the LGBT community, and those connected to it through family or other relationships, to increase their skills, knowledge, and self-confidence in improving their health and well-being.	01206 871 394	www.theouthouse.org.uk	info@theouthouse.org.uk
Central Law CIC	Central Law Group offers free, no-obligation advice sessions to parties in family law matters needing advice on private family law issues, from private children matters to finance proceedings. In addition, they offer legal work and representation at low rates, starting from £120 per hour. This can include advising on consent orders or drafting documents such as child arrangement order applications or non-molestation order supporting statements. Their aim is to ensure everyone can access legal help, whatever their means.	01245 951300	https://centrallawcic.co.uk	enquiries@centrallawcic.co.uk
Essex Family Courts Info.	Support and Information on Family Court Proceedings, Access to Support through Court, Free Legal Advice Clinics, Resources with lists of local Solicitors, Barristers and Child Contact Centres		www.essexfamilycourtsinfo.co.uk	
Citizen's Advice Bureau	Providing free, confidential and impartial advice and campaigning on big issues affecting people's lives. You may have money, benefit, legal, housing or employment problems. You may be facing a crisis, or just considering your options.	0808 223 1133	www.citizensadviceessex.org.uk www.citizensadvice.org.uk/about-us/contact-us/contact-us/search-for-your-local-citizens-advice/?q=&c=HOME-BUREAU	

ESSEX REGION - OTHER SERVICES (CONTINUED)



Organisation	Description	Telephone Number	Website	Email Contact
EAS-ED Eating Disorders	Domestic Abuse and Eating Disorders often co-exist together in complex ways, EAS-ED is a parent-led initiative to share skills, information and resources and to provide mutual support for those caring for a loved one with an eating disorder. Based in Essex and also supporting families in Suffolk.		www.eas-ed.co.uk	

NATIONAL - DOMESTIC ABUSE SUPPORT SERVICES



Organisation	Description	Telephone Number	Website	Email Contact
Domestic Abuse Free 24hr Helpline for Women	Information on how to access support, rights and options available for female victims of domestic abuse. Resources on understanding domestic abuse. You can reach their Helpline team by calling or using their secure web form.	0808 2000 247	www.nationaldahelpline.org.uk Webchat available, Monday – Friday, 3pm - 10pm.	
Men’s Advice Line for Men	National organisation focussed on increasing the safety of men experiencing domestic abuse (and the safety of any children) by providing confidential support.	0808 8010 327	www.mensadviceline.org.uk Webchat available, Wednesday, Thursday, Friday 10am-11am and 3pm-4pm	info@mensadviceline.org.uk
ManKind Initiative for Men	The ManKind Initiative is a national charity that provides help and support for male victims of domestic abuse and domestic violence. Their confidential helpline is available for all men across the UK suffering from domestic violence or domestic abuse by their current or former wife or partner (including same-sex partner).	01823 33424 Weekdays 10am to 4pm	www.mankind.org.uk	Office Enquiries admin@mankind.org.uk
NCDV Legal	A free, fast emergency injunction service to survivors of domestic abuse and violence regardless of their financial circumstances, race, gender or sexual orientation.	0800 970 2070 Text NCDV to 60777	www.ncdv.org.uk	office@ncdv.org.uk
PEGS Child on Parent Abuse	Services are free, available for any parent regardless of the age of their child (including adult offspring), and aimed at any parent, carer or guardian experiencing Child to Parent Abuse. They also support parents - and work alongside organisations who do a great job supporting the children in this situation.		www.pegssupport.co.uk/ https://www.pegssupport.co.uk/contact	
Surviving Economic Abuse Financial	Working with frontline organisations that directly support victim-survivors. They support them to identify and respond to economic abuse. Providing lots of resources and guidance on their website.	Financial Support Line 0808 1968 845 Mon-Fri, 9am-1pm and 2pm-5pm	https://survivingeconomicabuse.org/i-need-help/#tools-to-thrive https://survivingeconomicabuse.org/what-we-do/financial-support-line/	

NATIONAL - DOMESTIC ABUSE SUPPORT SERVICES (CONTINUED)



Organisation	Description	Telephone Number	Website	Email Contact
FLOWs Legal	FLOWs stands for Finding Legal Options for Women Survivors and is a team of experts from the Family Team of the Royal Courts of Justice RCJ Advice, working in partnership with Rights of Women. Their network of trusted and fully vetted advisers includes experienced solicitors and law clinics, Citizen Advice services, front-line professionals in women's refuges, women's aid organisations, and organisations that provide safe environments for domestic abuse survivors.		www.flows.org.uk	
Rights of Women Legal	Telephone advice line, Advice Leaflets and Resources providing vital free and confidential legal advice to women. Through their free and confidential legal advice, they can help navigate you through the law. Family Law, Criminal Law, Immigration and Asylum Law as well as Sexual Harassment at Work. Providing Advice over the phone but not ongoing Casework.	National Family Law Advice Line 020 7251 6577 Criminal Law Advice Line 020 7251 8887 Immigration and Asylum Advice Line 020 7118 0267 Sexual Harassment at Work Advice Line 020 7490 0152	www.rightsofwomen.org.uk	info@row.org.uk
LGBT Domestic Abuse Helpline Gender and Sexuality	The National LGBT+ Domestic Abuse project aims to improve the infrastructure and support for reporting of LGBT+ domestic abuse as well as making it easier for LGBT+ people to seek help when they need it.	0800 999 5428	www.galop.org.uk/domesticabuse	advice@galop.org.uk
National Stalking Helpline Stalking	Run by Suzy Lamplugh Trust giving advice, resources and support to anyone who is a victim of stalking.	0808 802 0300	www.suzylamplugh.org.uk www.gov.uk/report-stalker	
Action on Elder Abuse Age and Elderly	Action on Elder Abuse (Hourglass) is the UK's only charity focused on the abuse and neglect of older people. They staff a free-to-call helpline. It's an absolute lifeline for older men, women and their families suffering from the five forms of abuse: physical, psychological, financial, sexual or neglect. Their Online Knowledge Bank provides a collection of Hourglass' most requested information, organised into helpful categories and is free to use	0808 808 8141	www.wearehourglass.org.uk https://knowledgebank.wearehourglass.org/england	

NATIONAL - DOMESTIC ABUSE SUPPORT SERVICES (CONTINUED)



Organisation	Description	Telephone Number	Website	Email Contact
Karma Nirvana Culture, Religion and Tradition	Karma Nirvana support victims of forced marriage and honour based abuse. Culture, Religion and Tradition are not an excuse; forced marriage is illegal in the UK. <i>Are you being pressured to get married against your will?</i> <i>Do you fear to bring shame or dishonour on your family?</i> <i>Have you been emotionally or physically abused?</i> <i>Are you confused about what they say scripture demands of you?</i> <i>Do you worry about being disowned?</i>	0800 5999 247 Mon-Fri 9am-5pm	www.karmanirvana.org.uk/get-help/	
Live Fear Free Helpline Women in Wales	Providing help and advice about violence against women, domestic abuse and sexual violence across Wales	0808 80 10 800	www.gov.wales/live-fear-free	
Safer Wales Men in Wales	Working with men across Wales who are experiencing domestic abuse of any kind, providing them with access to support services and safety.	0808 801 0321 Monday to Friday 9am-5pm	www.saferwales.com/domestic-abuse	Dyn@saferwales.com

NATIONAL - OTHER SUPPORT SERVICES



Organisation	Description	Telephone Number	Website	Email Contact
Step Change Debt Charity	Step Change provide free, confidential and expert debt advice and money guidance. They recommend the best solution or service for your circumstances. They can support you while you deal with your money worries, for as long as you need their help. They also campaign on your behalf to reduce the risk of problem debt and the harm it causes.		www.stepchange.org/	
NHS 111	For non-emergency health or mental health concerns contact NHS 111 (for Mental Health issues Option 2), For emergency health or mental health concerns, go straight to A&E or dial 999 for urgent support.	111	www.111.nhs.uk	
Samaritans	The Samaritans are there 24/7 and 365 days a year for those feeling in crisis. They can be contacted by phone or email and they have lots of resources and access to a Self Help App on their Website.	116 123	www.samaritans.org www.selfhelp.samaritans.org/	jo@samaritans.org
MANUP	Mental Health Charity helping to change minds about men's mental health through raising awareness. Founded by a man who wished to change mental health for the better. Men talking to men about mental health developed into a fully registered charity that is chipping away at stigma. MANUP seeks to rebrand that awful phrase! Resources and page of recommended support services.		www.manup.how www.manup.how/get-help	
Mencap Learning Disability Helpline	The Learning Disability Helpline is a free help and advice line. Their team can offer advice, information and discuss what support Mencap can offer tailored to your needs, in your area.	0808 808 1111	www.mencap.org.uk/advice-and-support/our-services/learning-disability-helpline	
NAPAC for Victims of Childhood Abuse	NAPAC (the National Association for People Abused in Childhood) offers support to adult survivors of all types of childhood abuse, including physical, sexual, emotional abuse or neglect.	0808 801 0331	www.napac.org.uk	support@napac.org.uk
Survivors UK for Victims of Male Rape and Sexual Abuse	If you are a man who has suffered sexual abuse or rape in the past, you can turn to Survivors UK for help. They have a range of support options to help you recover from your experience and put the past behind you.	0203 598 3898 Whatsapp: 07491816 064	www.survivorsuk.org	

NATIONAL - OTHER SUPPORT SERVICES (CONTINUED)



Organisation	Description	Telephone Number	Website	Email Contact
Stop Hate UK for all types Hate Crime	Stop Hate UK is one of the leading national organisations working to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties. LGBT Hate Crime: 0808 801 0661 Learning Disability Hate Crime: 0808 802 115 Young People: 0808 801 0576	0800 138 1625	www.stophateuk.org	
Childline for children feeling worried, scared or alone	Childline can provide online support to children affected by domestic abuse. Childline is here to help anyone under 19 in the UK with any issue they're going through. Childline is free, confidential and available any time, day or night.	0800 1111	www.childline.org.uk/info-advice/home-families/family-relationships/domestic-abuse/www.childline.org.uk/toolbox/	
Kooth for Online Mental Health Support	A provider of online mental health services for children, young people and adults. Kooth, from XenZone, is an online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop and free at the point of use.		www.kooth.com/	
Shelter for housing support and those at risk of homelessness	Shelter offer advice around housing and housing rights along with several guides around homelessness and relationship breakdown. Shelter also run a free helpline for urgent problems on 0808 800 4444, open 8am to 8pm Monday to Friday and 9am to 5pm at weekends.	0808 800444	www.shelter.org.uk	
Chartered Institute of Housing for Housing Rights	Chartered Institute of Housing – Housing Rights Information for someone at risk of losing their home or being made homeless due to domestic abuse.		www.housing-rights.info/02_2_2_How_to_apply.php	

NATIONAL - OTHER SUPPORT SERVICES (CONTINUED)



Organisation	Description	Telephone Number	Website	Email Contact
Age UK	<p>Online resources and phone support in the following areas.</p> <p>Benefits and how to claim them?</p> <p>Worried that you can't afford to retire?</p> <p>Anxious about a planned hospital stay and how to cope when you leave?</p> <p>Need advice on choosing the right care home? Free, independent advice 365 days a year</p> <p>Every day of the year 8am-7pm.</p>	<p>Advice Line</p> <p>0800 678 1602</p>	www.ageuk.org.uk	
FamilyLives for parenting and relationship support	A 24 hour helpline, advice website, live chat and parenting/relationship support groups. Support around all aspects of family life that include all stages of a child's development, issues with schools and parenting/relationship support. Family breakdown, aggression in the home, bullying at school, teenage risky behaviour and mental health concerns of both parents and their children.	0808 800 2222	www.familylives.org.uk	
Adfam for families impacted by drugs and alcohol	Adfam is the national charity working to improve life for families affected by drugs and alcohol. It aims to empower family members and carers, support frontline workers and influence decision-makers to prevent alcohol and drugs from destroying families. Using compassion and evidence, the charity informs, supports and empowers both people affected by a loved one's substance use and the workers who support them.	020 3817 9410	www.adfam.org.uk	admin@adfam.org.uk
Citizens Advice Bureau	Free, confidential information and advice to help people with their money, legal, consumer and other problems.	03444 111 444	www.citizensadvice.org.uk	

NATIONAL - OTHER SUPPORT SERVICES (CONTINUED)



Organisation	Description	Telephone Number	Website	Email Contact
Civil Legal Advice Line	<p>You might be able to get free and confidential advice from Civil Legal Advice (CLA) as part of legal aid if you're in England or Wales.</p> <p>If you're eligible, you can get help from CLA for problems including: debt, housing, domestic abuse separating from an abusive partner, money and property, a child being taken into care, special education needs, discrimination and some child abduction cases.</p>	0345 345 4345	www.gov.uk/civil-legal-advice	
Child Legal Advice Line	Specialising in legal advice on child and family law, your rights and legal position as well as 'How to' Guides.	0300 330 5480	www.childlawadvice.org.uk	
BEAT for Eating Disorders Support	Beat provides 24 hr Helplines for people of all ages, offering support and information about eating disorders no matter where you are in your journey. These Helplines are free to call from all phones.	UK Helpline 0808 801 0677	www.beateatingdisorders.org.uk	
SEED for Eating Disorders	SEED Eating Disorders Service provides a range of resources and guides on supporting someone who may be experiencing an eating disorder.	01482 718130	www.seed.charity	hello@seedeatingdisorders.org.uk
MIND for Mental Health Advice and Guidance <i>Always call 999 or NHS 111 (Option 2) if you are concerned about someone's deteriorating mental health or they are feeling in crisis.</i>	<p>MIND are a national charity providing advice, resources and support to empower anyone experiencing a mental health problem. They campaign to improve services, raise awareness and promote understanding.</p> <p>Their Infoline, offers callers confidential help for the price of a local call.</p> <p>Their Legal Line, provides information on mental health related law to the public, service users, family members/carers, mental health professionals and mental health advocates.</p>	Infoline 0300 123 3393 Legal Line 0300 466 6463	www.mind.org.uk/www.mind.org.uk/information-support/	info@mind.org.uk
Narcotics Anonymous for Substance Misuse	Helpline and regular self-help meetings for addicts who have a desire to stop using and who wish to support each other to remain drug free	Helpline 10am-midnight 0300 999 1212	www.ukna.org	

NATIONAL - OTHER SUPPORT SERVICES (CONTINUED)



Organisation	Description	Telephone Number	Website	Email Contact
NHS Choices	This site provides advice and information about drugs and offers a database of support and treatment services. Find your nearest drug support service.	0300 999 1212	www.nhs.uk/Live-well/addiction-support/drug-addiction-getting-help/	
Scope for those needing support around a disability	Advisers can answer questions and talk you through a wide range of topics connected with disability, including: benefits, finance, social care, work, equipment and assistive technology, housing and home adaptations. They can also point you to other information providers and Scope services in your local area.	0808 800 3333	www.scope.org.uk www.scope.org.uk/advice-and-support	helpline@scope.org.uk
Friends, Families and Travellers	Friends, Families and Travellers is a leading national charity that works to end racism and discrimination against Gypsy, Roma and Traveller people and to protect the right to pursue a nomadic way of life. They support individuals and families with the issues that matter most to them, at the same time as working to transform systems and institutions to address the root causes of inequalities.	01273 234 777	www.gypsy-traveller.org	
Rise Understanding Trauma and PTSD	If you've been impacted by domestic abuse you may be experiencing symptoms of trauma. Here you will find some resources and information that you can use them to help you with this and help you understand the effects of what's happened to you better. There are lots of ways that we can learn to regulate our feelings and manage our symptoms of trauma. We can build resilience in order to heal and go on to find healthy, meaningful relationships.		www.riseuk.org.uk	
RSPCA Pet Abuse	Pets are often injured or targeted during patterns of domestic abuse. If you see, or suspect, that a person may be treating an animal badly, whether this is physical violence, neglect or any other form of cruelty, you should report this to the RSPCA's cruelty line.	24 hrs 0300 1234 999	www.rspca.org.uk/utilities/contactus/reportcruelty	

NATIONAL - OTHER SUPPORT SERVICES (CONTINUED)



Organisation	Description	Telephone Number	Website	Email Contact
Dogs Trust Freedom Project	The Freedom Project is a dog fostering service for people fleeing domestic abuse. The project now runs in Greater London and south-east England, East Anglia, Yorkshire, north-east and north-west England, Scotland and Wales.		www.dogstrust.org.uk/how-we-help/freedom-project	
Cats Protection Paws Protect	Paws Protect exist to enable people to leave for safety knowing that their cat will be looked after in a loving home, until they are able to be reunited. Referrals are handled by an experienced team, who manage contact with owners, collect cats, and arrange foster placements through a wonderful network of dedicated volunteers.		www.cats.org.uk/what-we-do/paws-protect	
Relate Relationship Support	Relate have a network of Relate Centres across the UK and a group of licensed local counsellors that provide face-to-face counselling and support. They also provide phone, email and Live Chat counselling so you can choose the support that works for you. Their relationship help pages offer practical tips, guides and videos to help you manage relationship issues.		www.relate.org.uk https://www.relate.org.uk/find-your-centre	