



Where to go for support?

Listed below are some helplines and websites where you can get information, advice and support. Both [Gloucestershire Family Directory](#) and [Your Circle](#) provide a wide range of resources, information and signposting for families and practitioners in Gloucestershire.

If you require urgent support, please contact your GP or their out of hours service. In an emergency call 999 and ask for help. Alternatively you can go to the nearest Accident and Emergency Department (A&E), at your local hospital.

Emotional, Sexual and Physical Abuse/Physical and Emotional Neglect (not exhaustive)

NSPCC is a major UK charity specialising in Child protection and the prevention of cruelty to children.

- Help for adults concerned about a child call: 0808 800 5000 or text 88858.
- If you are an adult who experienced abuse as a child, the NSPCC can also provide advice and support.
- Website: <https://www.nspcc.org.uk/>

Childline free helpline for children and young people to talk about any problem 24 hours a day, 7 days a week.

- Phone: 0800 1111
- Website: <https://www.childline.org.uk/>

The National Association for People Abused in Childhood offers support to survivors of childhood abuse including physical, emotional or as a result of neglect.

- **Phone:** 0808 801 0331
- Website: <https://napace.org.uk>

Bereavement

Winston's Wish is the UK's childhood bereavement charity. We support children and their families after the death of a parent or sibling.

- Phone: 08088 020 021
- Website: <https://www.winstonswish.org/>

Cruise Bereavement Centre We offer support, advice and information to children, young people and adults when someone dies.

- Phone: 0808 808 1677
- Website: <https://www.cruse.org.uk/>

Mental Health (not exhaustive)

Samaritans is a registered charity aimed at providing emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide

- Phone: 116 123

- Website: <https://www.samaritans.org/>

Mind is a mental health charity. We're here to make sure no one has to face a mental health problem alone.

- Phone: 0300 123 3393
- Website: <https://www.mind.org.uk/information-support/helplines/>

Gloucestershire Self Harm Helpline provides a safe, supportive, non-judgemental and informative space for people who self harm, their friends, families and carers.

- Phone : 0808 801 0606
- Text Support 07537 410022
- Website: <http://www.gloucestershireselfharm.org/>

Teens in Crisis (TIC+) Parents Advice Line The Freephone helpline is a one-to-one call with one of our parent support advisors. It's a drop-in service so you can contact us during open hours – there is no need to make an appointment.

- Phone: 0800 6525675
- Website: www.ticplus.org.uk/parents-carers

Young People (not exhaustive)

TIC+ (Teens in Crisis) provides face-to-face and online counselling services across Gloucestershire for young people aged 9-21 and their families.

- Phone: 01594 372777
- Text 07520 634063
- Website: <https://ticplus.org.uk/>

Chat Health offered by Gloucestershire Care Services School Nursing Team. They offer support relating to a wide range of health and wellbeing issues. Examples include - relationships, bullying, healthy lifestyle, anxiety, drugs, smoking, stress, body worries, alcohol, self-harm and sexual health.

- Text support 07507 333351

CYPs Practitioner Advice Line A specialist service for practitioners who would like to refer in to CYPS - the emotional wellbeing and mental health service for all children and young people who are registered with a GP in Gloucestershire.

- Phone 01452 894272
- Website: <https://cayp.ghc.nhs.uk/professionals>

Suicide Support

If you are worried about your own, or someone else's suicidal thoughts or feelings, take the following action:

- For an emergency or life threatening situation call 999
- If you are in Gloucestershire, Call Gloucestershire Health and Care NHS Foundation Trust Crisis Team on: 0800 1690398
- Contact Suicide Crisis Charity based in Cheltenham on 07975 974455
- Make an URGENT appointment with your GP
- Call the Samaritans on 116 123

Sunflowers Suicide Support We exist to reduce the number of people who take their own lives in Gloucestershire

- Phone: 07975 974455
- Website: <https://www.sunflowerssuicidesupport.org.uk/>

Suicide of Bereavement By Suicide We exist to meet the needs and overcome the isolation experienced by people over 18 who have been bereaved by suicide.

- Phone: 0300 111 5065
- Website: <https://uksobs.org/>

PAPYRUS is the national charity dedicated to the prevention of young suicide. **HOPELINEUK** is a specialist telephone service staffed by trained professionals who give non-judgemental support, practical advice and information to children, teenagers and young people up to the age of 35 who are worried about how they are feeling or anyone who is concerned about a young person

- Phone 0800 068 4141
- Website: <https://papyrus-uk.org/>
- Email: pat@papyrus-uk.org

Parental Separation (not exhaustive)

Gingerbread We are the leading national charity working with single parent families.

- Website: <https://www.gingerbread.org.uk/>

Sorting out Separation is a FREE online resource for parents and couples dealing with divorce or separation.

- Website: <http://www.sortingoutseparation.org.uk/>

Family Lives Parenting and family support

- Website: <https://www.familylives.org.uk/>

Family Space (Cheltenham) Family Life can be full of ups and downs. Family Space works with families in Hesters Way and beyond into West Cheltenham.

- Phone: 01242 580812
- Website: <https://www.familyspace.org.uk/>

Gloucestershire Counselling Service Child and Family Counselling Service (C&FCS) offers a counselling service for children, young people and families who are experiencing difficulties. These may be difficulties that stem from changes in family life such as separation, divorce / remarriage, developments within step-families, illness, loss or bereavement.

- Phone: 01453 766310
- Website: <https://www.gloscounselling.org.uk/>

Domestic Abuse

Local Organisations (not exhaustive)

Gloucestershire Domestic Abuse Support Service (GDASS) is a county-wide service designed to reduce the level of domestic abuse and improve the safety of victims and their families. We operate in all districts offering a variety of support programmes for women and men over 16 years old experiencing domestic abuse.

- Website: <http://www.gdass.org.uk>
- Email: support@gdass.org.uk / Secure: gdass.referral@gsg.cjsm.net

- Helpdesk line: 01452 726570
- Professionals line: 01452 726561

Positive Relationships Gloucestershire (PRG) - help for people who may have caused harm to their partner or ex-partner and want to change their domestically abusive behaviour

- Email: PRGGloucester@splitz.org
- Phone: 01242 226150

Gloucestershire Rape and Sexual Abuse Centre (GRASAC) is an independent charity and affiliated to Rape Crisis England & Wales.

- Phone: 01452 526 770
- Email: info@glosrasac.org.uk
- Website: <http://www.glosrasac.org/>

Gloucestershire Sexual Assault Referral Centre (SARC) provides services to victims/survivors of rape or sexual assault regardless of whether the survivor/victim chooses to reports the offence to the police or not.

- Phone: 0300 421 8400
- Website: www.hopehousesarc.nhs.uk
- Email: hopehousesarc@glos-care.nhs.uk

Gloucestershire Stalking Advocacy Service (GSAS) people being stalked in our county.

- Email: isac@splitz.org

National Organisations (not exhaustive):

National Domestic Violence Helpline:

- Phone line: 0808 2000 247
- Website: <http://www.nationaldomesticviolencehelpline.org.uk/>

Respect Phone line Confidential helpline offering advice, information and support to help you stop being violent and abusive to your partner.

- Phone line: 0808 802 4040
- Email: info@respectphoneline.org.uk
- Website: www.respectphoneline.org.uk/

Mankind Confidential helpline for all men across the UK suffering from domestic abuse

- Phone: 01823 334244
- Website: www.mankind.org.uk

Survivors Pathway: Information on local Sexual Violence support

- Website: <https://www.survivorpathway.org.uk/>

National Stalking Helpline

- Phone: 0808 802 0300
- Website: www.stalkinghelpline.org
- Email: advice@stalkinghelpline.org

Paladin: National Stalking Advocacy Service

- Phone line: 020 3866 4107
- Email: info@paladinservice.co.uk
- Website: <http://paladinservice.co.uk/>

The Suzy Lamplugh Trust

- Website: <https://www.suzylamplugh.org/>

Kama Nirvana: Support for Honour Based violence and Forced Marriage

- Website: <https://karmanirvana.org.uk/>
- Email: info@karmanirvana.org.uk
- Phone: 0800 5999 247

Drugs and Alcohol (not exhaustive)

ADFAM gives information and support for the families of drug and alcohol users.

- Phone: <https://adfam.org.uk/>

Alcoholics Anonymous. If your drinking is causing you problems and you wish to stop drinking.

- Phone: 0800 917 7650

Change, Grow and Live (CGL) Gloucestershire is a free and confidential drug and alcohol service for adults (including offenders), families, carers and affected others.

- Phone: 01452 223014
- Website: <https://www.changegrowlive.org/content/cgl-gloucestershire>

Emerging Futures

Emerging Futures keeps people safe, alive and out of prison, by providing temporary accommodation, move on housing and a chance of a healthier lifestyle

- Website: <https://www.emergingfutures.org.uk/projects/gloucestershire/>

UK Narcotics Anonymous is a society of recovering addicts for whom drugs had become a major problem that meets regularly to help each other stop using and stay clean.

- Phone: 0300 999 1212
- Website: <https://ukna.org/>

The Nelson Trust We're a charity that brings belief, hope and long-term recovery to people whose lives have been torn apart by addiction and the multiple and complex needs that come with it. We provide residential addiction treatment to men and women. We also support women in the community who are in contact with the criminal justice system.

- Phone: 01453 885633
- Email: hello@nelsontrust.com
- Website: <https://www.nelsontrust.com>

Crime

Victim Support is a national charity giving free and confidential help to anyone affected by crime. We give emotional and practical help to people who have been affected by crime in Gloucestershire

- Phone **0808 281 0112**.
- Website: <https://www.victimsupport.org.uk/>

Non – Recent Abuse

NAPAC is the National Association for People Abused in Childhood. NAPAC's trained staff speaks with survivors of any type of childhood abuse over the phone, exploring the options available to them such as support groups and counselling to help empower callers to move forward. Calls are confidential, free from UK landlines and mobiles and can be made anonymous.

NAPAC also supports family members, friends and professionals who are helping someone who was abused, advising them on who else can help.

The NAPAC website provides a wealth of information, including a postcode searchable database which lists local trusted organisations who can offer free or low-cost on-going support.

The website also has free downloadable booklets focusing on subjects such as; 'healing at your pace', 'you are not alone' as well as information on the legal process for reporting abuse.

- Phone: 0808 801 0331
- Website: <https://napac.org.uk/>

Safeguarding

Children

If you are worried or concerned about someone under 18 who you think is being abused, neglected or that a child and their family need help and support please contact The Front Door:

- Phone 01452 42 6565 for the Front Door Option 1- Urgent Concerns
- Phone 01452 45 65 65 for the Front Door Option 3 Children's Practitioner Advice Line
- Email: childrenhelpdesk@gloucestershire.gov.uk
- Outside of office hours, you should contact the Emergency Duty Team (EDT) or, if you have concerns about the immediate safety of the child on 0142 61 4194

Adults

- Phone Adults Helpdesk on 01452 426868 (non- emergency)
- Email: gsab@gloucestershire.gov.uk