

**ACTION
ON ACES**
Gloucestershire

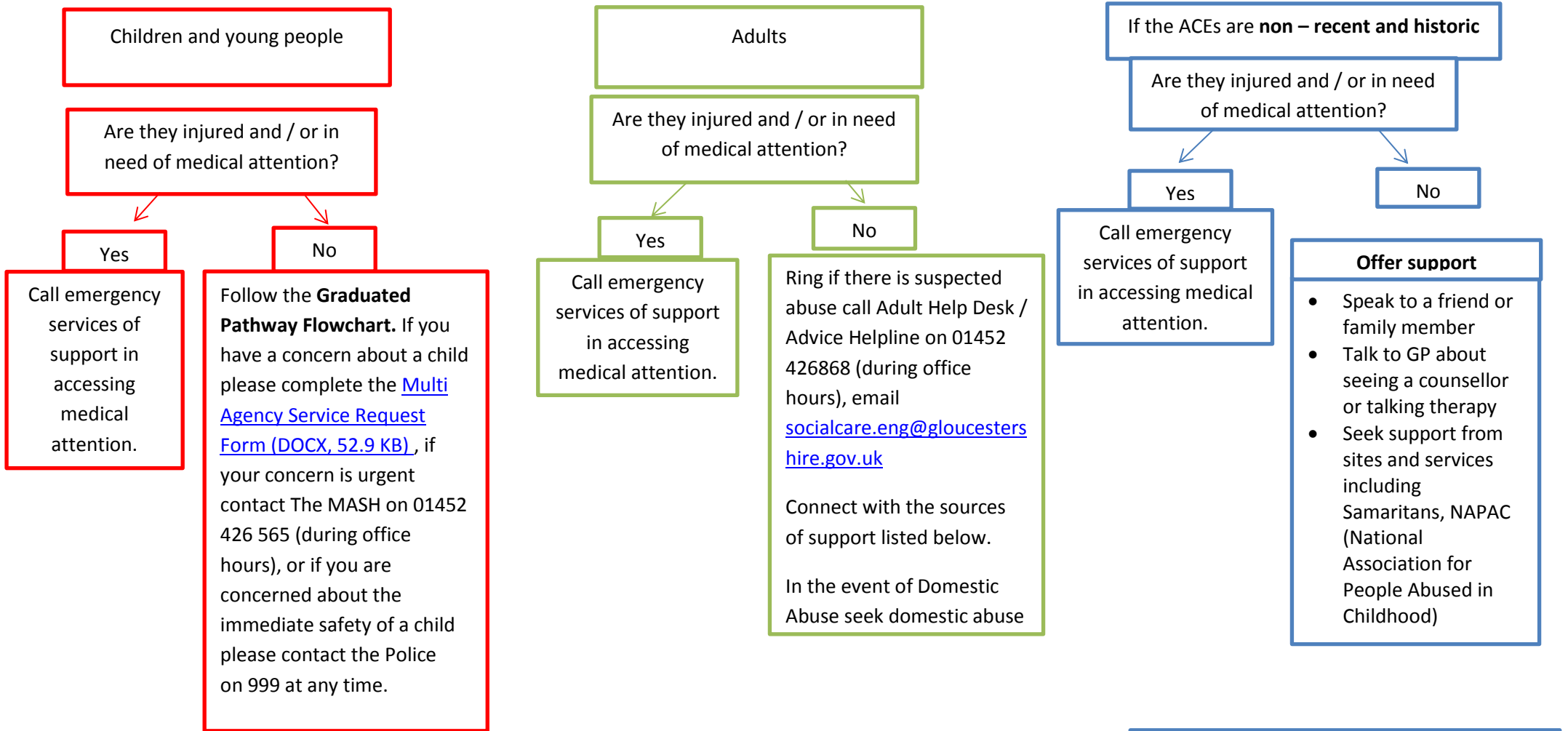


Sources of Support

Connect to local support networks

Updated December 2020

Steps to take when Adverse Childhood Experiences (ACEs) and trauma have been identified



Supporting Documents and Related Links

- [Graduated Pathway Flow Chart](#)
- [Early Help Guidance](#)
- [Domestic Abuse Guidance](#)
- [Young People](#) Guidance on Relationships

Reporting non – recent abuse

You can speak to the Police about what happened to you. You can report abuse to the police no matter how long ago it happened. You can start by calling 101.

Alternatively speak to NSPCC to find out about your options.
Tel: 080 800 5000 | Email: help@nspcc.org.uk | <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/non-recent-abuse/>

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		
LOCAL		
If you have a concern about a child please complete the Multi Agency Service Request Form (DOCX, 52.9 KB) , if your concern is urgent contact The MASH on 01452 426 565 (during office hours), or if you are concerned about the immediate safety of a child please contact the Police on 999 at any time.		
If you are concerned about adult who is at risk, please contact the Adult Help Desk 01452 426868 or email Socialcare.eng@gloucestershire.gov.uk . If you are concerned about the immediate safety please contact the Police on 101 at any time or in emergency 999.		
NATIONAL & LOCAL SUPPORT		
NSPCC Tel: 0808 800 5000 help@nspcc.org.uk https://www.nspcc.org.uk/ Help for adults concerned about a child A major UK charity specialising in Child protection and the prevention of cruelty to children. If you are an adult who experienced abuse as a child, the NSPCC can also provide advice and support.	CHILDLINE Tel: 0800 1111 https://www.childline.org.uk/ Help for children and young people For Me' is the iOS app that puts Childline in your pocket. It's free, it's secure and it's designed by young people for young people. Apple Store: https://apps.apple.com/gb/app/for-me-app/id1094217440 If you're on an Android or other devices you can still use the website for anything you can do on the app	NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD Tel: 0808 801 0331 https://napace.org.uk Offers support to survivors of childhood abuse including physical, emotional or as a result of neglect.
CHILD SEXUAL EXPLOITATION – CHILDREN AND YOUNG PEOPLE SUPPORT https://faceup2it.org/ Call I or text the free 116 000 helpline to talk to someone anonymously 24/7	THE MIX Tel: 0808 808 4994 https://www.themix.org.uk/ Essential support for under 25s	HOURGLASS - ACTION ON ELDER ABUSE (AEA) Tel: 0808 808 8141 https://wearehourglass.org/ The Hourglass mission is simple: end the harm, abuse and exploitation of older people in the UK.
BEREAVEMENT		
NATIONAL AND LOCAL SUPPORT		
WINSTON WISH Tel: 08088 020 021 https://www.winstonswish.org/ UK's childhood bereavement charity. We support	CRUSE BEREAVEMENT CENTRE Tel: 0808 808 1677 https://www.cruse.org.uk/ http://gloucestershirecruse.org.uk/ We offer support, advice and information to	AT A LOSS - https://www.ataloss.org/ is the UK's signposting website for the bereaved. It can be used by anyone wanting to find bereavement support

children and their families after the death of a parent or sibling.	children, young people and adults when someone dies	THE GOOD GRIEF TRUST - https://www.thegoodgrieftrust.org/ provides a helpful directory of organisations offering bereavement support.
NATIONAL BEREAVEMENT PARTNERSHIP HELPLINE Tel: 0800 448 0800 SMS Helpline: 07860022814 helpline@NationalBereavementPartnership.org https://www.nationalbereavementpartnership.org/	DRUG FARM Tel: 0300 888 3853 https://www.drugfam.co.uk/ We provide a lifeline of safe, caring and professional support to families, friends and partners who are struggling to cope with the nightmare of a loved one's addiction to drugs or alcohol and to those who have been bereaved by addiction or related causes.	THE LULLABY TRUST Tel: 0808 802 6868 support@lullabytrust.org.uk https://www.lullabytrust.org.uk/ We offer confidential bereavement support to anyone affected by the sudden and unexpected death of a baby or young child

MENTAL HEALTH – INDIVIDUAL IN A HIGH LEVEL OF EMOTIONAL DISTRESS OR MENTAL HEALTH CRISIS		
LOCAL		
Tel: 0800 169 0398 If immediate danger to life call 999 www.ghc.nhs.uk/our-teams-and-services/crhtt/ For 11 year olds and up (For children under 11 years old the GP should be contacted or 111/999 out of hours 24 hours a day, 7 days a week An increased level of care for those with mental health conditions or experiencing emotional and psychological distress Minimised face-to-face contact – use of telephone, text and video-based technology		
NATIONAL		
SAMARTIANS Tel: 116 123 https://www.samaritans.org/ 24 /7 learning support via email and phone call	Campaign Against Living Miserably (CALM) Tel: 0800 58 58 58 www.thecalmzone.net/ A leading movement against suicide Helpline and webchat – 7 hours a day, 7 days a week	Stay Alive App www.prevent-suicide.org.uk/find-help-now/stay-aliveapp/ An app for those at risk of suicide or those worried about someone else

MENTAL HEALTH – ADULTS SEEKING HELP WITH ANXIETY, LOW MOOD OR DEPRESSION (NOT IN IMMEDIATE CRISIS)**LOCAL SUPPORT****COMMUNITY ADVICE, LINKS, MENTAL HEALTH SUPPORT (CALMHS)**

Tel: 0345 8638323 | 01452 317460 Text: 07812 067087

www.independencetrust.co.uk/CALMHS/about

Offering those with moderate to severe mental ill health 1:1 support, personal support plans and signposting to other services | Phone, video call, text or email Accepting referrals | For anyone over 18 living in Gloucestershire and registered with a Gloucestershire GP

IAPT (IMPROVING ACCESS TO PSYCHOLOGICAL THERAPIES) – LET’S TALK

Tel: 0800 073 2200

www.ghc.nhs.uk/our-teams-and-services/letstalk/ The service provides support for mental health conditions, such as depression, anxiety, PTSD, OCD and phobias**COMMUNITY WELLBEING SERVICE**

Cheltenham & Tewkesbury - 0300 365 6463 Cotswold - 01452 528491

Gloucester - 0300 131 0024

Forest of Dean - 01594 812447

Stroud & Berkeley Vale - 0345 863 8323

Connecting people to local services, organisations and groups that can help improve general wellbeing and meet wider social needs | For anyone over 16 living in Gloucestershire

GLOUCESTERSHIRE COUNSELLING SERVICES

Tel: 01453 766310 |

<https://gloscounselling.org.uk/>For those with personal circumstances or vulnerabilities which mean they would not usually be able to access counselling and self-fund it | Referrals from GPs, Community Wellbeing Service, CALMHS, Citizens Advice Bureau or Occupational Health Team | Following a referral, access the service by visiting: www.gloscounselling.org.uk/product/individual-counselling/ (select ‘Pre-Paid registration’ option at payment page) OR Tel: to request a hard copy registration pack**QWELL**www.qwell.io Online anonymous counselling for adults | Access to self-care resources and peer support via online forums Register under ‘Gloucestershire adults’ Open access**ALEXANDRA WELLBEING HOUSE**admin@sgmind.org.uk | www.sgmind.org.uk/thealexandra/ Gloucestershire Telephone Wellbeing Support Weekly telephone calls plus safety and support planning using 5 Ways to Wellbeing Accepting new referrals from NHS Teams and 3rd sector organisations**MENTAL HEALTH MATTERS** Tel: 0808 145

4507 For adults 18 and over | ONLY open to individuals who are existing clients of specialist mental health services at GHC 24 hour phone and web chat for emotional support and signposting to services They are experiencing high demand currently, if unable to get through first time then advised to keep trying

MENTAL HEALTH – CHILDREN AND YOUNG PEOPLE SEEKING HELP WITH ANXIETY, LOW MOOD OR DEPRESSION

LOCAL SUPPORT

<p>CHAT HEALTH Text: 07507 333351 https://www.ghc.nhs.uk/our-teams-and-services/school-nursing/ A confidential text messaging service provided by Gloucestershire Health and Care NHS Foundation Trust School Nursing. Chat Health is open Monday to Friday from 9am to 4.30pm for 11- 19 year olds who may want to discuss a health issue</p>	<p>CHILDREN AND YOUNG PEOPLE’S SERVICES (CYPS) https://cayp.ghc.nhs.uk/ Specialist mental health services for children and young people up to 18 years of age (and their families/carers) who are experiencing mental health and emotional wellbeing.</p> <p>Mental health services for children and young people (and their families/carers) who are experiencing mental health and emotional wellbeing difficulties The child or young person should be registered with a Gloucestershire GP CYPS also provides services for children and young people who have health issues related to a moderate to severe learning disability</p>	<p>TIC+ (TEENS IN CRISIS) Tel: 01594 372777 Text: 07520 634063 www.ticplus.org.uk/ For 9 to 21 year olds Counselling by phone, online</p>	<p>KOOTH www.kooth.com For 11 to 18 year olds living in Gloucestershire, experiencing issues with their emotional wellbeing, such as anxiety, low mood or stress Free anonymous counselling from qualified counsellors via an online mental wellbeing platform Counselling can be accessed through a drop-in service or booked sessions Open access</p>
<p>YOUNG GLOUCESTERSHIRE Tel: 01452 501008 www.youngglos.org.uk/young-people/mental-health For 11 to 25 year olds Counselling by phone and via online chat Emergency Support packages to existing clients Connect – the alternative education programme Detached youth work - for vulnerable Online activities</p>	<p>THE DOOR STROUD DOOR LINE Tel: 01453 705350 (Open from 5-7pm every weekday) Aged 11-25 and live in the Stroud District? If you want to talk to someone about how you are feeling, need to offload or are worried about lockdown.</p>	<p>On Your Mind Glos for all ages. An NHS website to explore topics such as bullying, eating disorders and anxiety, and where you can go for more support.</p> <p>Young Minds for all ages. Provide information and advice to help with children and young’s people’s mental health. www.youngminds.org.uk</p>	<p>GLOUCESTERSHIRE SELF-HARM HELPLINE Tel: 0808 801 0606 Text: 07537 410 022 www.gloucestershireselfharm.org Provides supportive, non-judgemental and informative space for people who self-harm, their friends, families and carers. Support available between 5pm - 10p.</p>

SUICIDE SUPPORT

LOCAL

- 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

NATIONAL AND LOCAL SUPPORT

SAMARTIANS

Tel: 116 123 | <https://www.samaritans.org/>
24 /7 learning support via email and phone call

SUNFLOWERS SUICIDE SUPPORT

Tel: 07975 974455 | <https://www.sunflowerssuicidesupport.org.uk/>
We exist to reduce the number of people who take their own lives in Gloucestershire

SUICIDE BEREAVEMENT BY SUICIDE

Tel: **0300 111 5065** | <https://uksobs.org/>
We exist to meet the needs and overcome the isolation experienced by people over 18 who have been bereaved by suicide.

PAPYRUS

Tel: 0800 068 4141 | https://papyrus-uk.org/_pat@papyrus-uk.org
The national charity dedicated to the prevention of young suicide

STAY ALIVE APP

Android: <http://play.google.com/store/apps/details?id=uk.org.suicideprevention.stayalive>
Free download for
iPhone: <https://itunes.apple.com/us/app/stay-alive/id915458967>
The Stay Alive app, which is free, is full of information and tools to help you stay safe when in a crisis. The app can be used if you're having thoughts of suicide or if you're worried about someone else who may be considering suicide. It includes a safety plan, customisable reasons for living and a tool that allows you to store photos and memories that are important to you.

HELP IS AT HAND

<http://supportaftersuicide.org.uk/wp-content/uploads/2016/09/England-Help-is-at-Hand.pdf>

PARENTAL SEPARATION**LOCAL SUPPORT****FAMILY SPACE (CHELTENHAM)**

Tel: 01242 580812 |

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

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

GLOUCESTERSHIRE FAMILY INFORMATION SERVICE

Tel: 08005240202 (9am-5pm, Monday-Friday) | Email

familyinfo@gloucestershire.gov.uk |

<https://www.gloucestershire.gov.uk/health-and-social-care/children-young-people-and-families/family-information-service-fis/>

Family Information Service advisors give impartial information on a range of issues including childcare, finances, parenting and education.

GLOUCESTERSHIRE COUNSELLING SERVICE

Tel: 01453 766310 | <https://www.gloscounselling.org.uk>

Child and Family Counselling Service (C&FCS) offers a counselling service for children, young people and families who are experiencing difficulties.

NATIONAL SUPPORT**GINGERBREAD**

Tel: | <https://www.gingerbread.org.uk/>

We are the leading national charity working with single parent families

SORTING OUT SEPARATION

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

Free online resource for parents and couples dealing with divorce or separation.

FAMILY LIVES

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

Parenting and family support

DOMESTIC ABUSE		
LOCAL SUPPORT		
<p>GLOUCESTERSHIRE DOMESTIC ABUSE SUPPORT SERVICE (GDASS) Helpline: 01452 726570 Professional Line: 01452 726561 Email: support@gdass.org.uk gdass.referral@gsg.cjsm.net http://www.gdass.org.uk We operate in all districts offering a variety of support programmes for women and men over 16 years old experiencing domestic abuse.</p>	<p>STREET GLOUCESTERSHIRE Tel: 01452 726584 Email: Street.glos@gsg.cjsm.net Email: rebecca.twydell@wmwa.org.uk https://www.yourcircle.org.uk/Services/13928/STREET-Gloucestershi A county wide service for young people aged 13-19 affected by domestic abuse.</p>	<p>POSITIVE RELATIONSHIPS GLOUCESTERSHIRE Tel: 01242 226150 Email: PRGGloucester@splitz.org Help for people who may have caused harm to their partner or ex-partner and want to change their domestically abusive behaviour</p>
<p>GLOUCESTERSHIRE RAPE AND SEXUAL ABUSE CENTRE (GRASAC) Tel: 01452 526 770 Email: info@glosrasac.org.uk http://www.glosrasac.org/ An independent charity and affiliated to Rape Crisis England & Wales.</p>	<p>GLOUCESTERSHIRE SEXUAL ASSAULT REFERRAL CENTRE Tel: 0300 421 8400 Email: hopehousesarc@glos-care.nhs.uk www.hopehousesarc.nhs.uk 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.</p>	<p>GLOUCESTERSHIRE STALKING ADVOCACY SERVICE (GSAS) Tel (professional line): 01452 726567/ 07378414261 Email: isac@splitz.org</p>
<p>STROUD BERESFORD GROUP Tel: 01453 764385 www.stroud womensrefuge.org A local independent charity that provides Gloucestershire's women refuge.</p>	<p>INFOBUZZ Tel: 01452 381770 www.infobuzz.co.uk Provide a range of services to people living in Gloucestershire including a group working programme for female survivors of domestic abuse, training to professionals about honour based violence, forced marriage and female genital mutilation and support to those experiencing child sexual exploitation.</p>	
NATIONAL SUPPORT		
<p>NATIONAL DOMESTIC VIOLENCE HELPLINE Tel: 0808 2000 247 http://www.nationaldomesticviolencehelpline.org.uk/ NATIONAL POLISH DOMESTIC ABUSE HELPLINE Tel: 0800 061 4004 www.polishdvhelpline.org</p>	<p>RESPECT PHONLINE Tel: 0808 802 4040 Email: info@respectphoneline.org.uk www.respectphoneline.org.uk/ Confidential helpline offering advice, information and support to help you stop being violent and abusive to your partner.</p>	<p>MANKIND Tel: 01823 334244 www.mankind.org.uk Confidential helpline for all men across the UK suffering from domestic abuse</p>

<p>NATIONAL STALKING HELPLINE Tel: 0808 802 0300 advice@stalkinghelpline.org www.stalkinghelpline.org</p>	<p>PALADIN: NATIONAL STALKING ADVOCACY SERVICE Tel: 020 3866 4107 Email: info@paladinservice.co.uk http://paladinservice.co.uk/</p>	<p>HOLLIE GAZZARD TRUST – HOLLIEGUARD https://holliegazzard.org/hollieguard/ 24/7 monitoring service provides direct access to a dedicated emergency response team who are fully equipped to assess your situation and are trained in appropriate escalation procedures.</p>
<p>SURVIVORS PATHWAY https://www.survivorpathway.org.uk/ Information on local Sexual Violence support</p>	<p>THE SUZY LAMPLUGH TRUST https://www.suzylamplugh.org/</p>	<p>KAMA NIRVANA Tel: 0800 5999 247 Email: info@karmanirvana.org.uk https://karmanirvana.org.uk/ Support for Honour Based violence and Forced Marriage</p>

<p>DRUGS AND ALCOHOL</p>		
<p>LOCAL SUPPORT</p>		
<p>CHANGE, GROW AND LIVE Tel: 01452 223014 https://www.changegrowlive.org/content/cgl-gloucestershire Gloucestershire is a free and confidential drug and alcohol service for adults (including offenders), families, carers and affected others.</p>	<p>EMERGING FUTURES https://www.emergingfutures.org.uk/projects/gloucestershire/ Keeps people safe, alive and out of prison, by providing temporary accommodation, move on housing and a chance of a healthier lifestyle</p>	<p>THE NELSON TRUST Tel: 01453 885633 Email: hello@nelsontrust.com https://www.nelsontrust.com 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.</p>
<p>NATIONAL SUPPORT</p>		
<p>ADFAM https://adfam.org.uk/ Gives information and support for the families of drug and alcohol users.</p>	<p>ALCOHOLICS ANONYMOUS Tel: 0800 917 7650 https://www.alcoholics-anonymous.org.uk/ If your drinking is causing you problems and you wish to stop drinking.</p>	<p>UK NARCOTICS ANONYMOUS Tel: 0300 999 1212 https://ukna.org/ 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.</p>

CRIME		
NATIONAL AND LOCAL SUPPORT		
<p>VICTIM SUPPORT Tel: 0808 281 0112. https://www.victimsupport.org.uk/ 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</p>	<p>MY SUPPORT SPACE https://www.mysupportspace.org.uk/moj This is a free, safe, secure and confidential space where you can choose how you want to be supported after crime.</p>	<p>RESTORATIVE GLOUCESTERSHIRE Tel: 01452 754542 www.restorativegloucestershire.co.uk Restorative processes bring those harmed by crime or conflict, and those responsible for the harm, into communication, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward.</p>
<p>VICTIM INFORMATION SERVICE Tel: 0808 1689 293 www.victimsinformationsservice.org.uk If you have been a victim of crime your local support team can help you.</p>	<p>CRIME STOPPERS TEL: 0800 555111 www.crimestoppers-uk.org If you do not want to talk to the police or fill in the reporting forms, you can still report a crime anonymously by contacting Crimestoppers.</p>	<p>HATE CRIME IN GLOUCESTERSHIRE Tel: 0800 0778460 Text: HATE to 80800 www.gloshate.co.uk If you have seen someone experience or do experience a hate incident or crime, it is important to report. There are many options available for providing information</p>