



Advice, Support and Information

We hope that some of the following organisations are able to provide you with advice, information or support.

Please note that we are not responsible for the content of the websites listed - the statements, opinions or advice they express may not represent those of the 'Better Services for People Who Self-Harm' project or its associated partners.

	Helplines	
<p>Samaritans - Helpline 08457 90 90 90 (UK) 1850 60 90 90 (ROI) Confidential emotional support for anyone, 24 hours a day, 7 days a week. You can also e-mail jo@samaritans.org for support, or write to 'Chris' P.O. Box 9090, Stirling, FK8 2SA. Some centres also offer face to face support, usually by appointment.</p>		
<p>Bristol Crisis Service For Women (BCSW) - Helpline 0117 925 1119 National helpline for women in distress, especially women who self harm. Open Friday and Saturday evenings 9pm to 12.30 am and Sundays 6pm to 9pm.</p>		
<p>Support Line - 0208 554 9004 A confidential helpline providing emotional support to individuals of any age on any issue. Support line also has a data base of local services. Ring for helpline opening hours. You can also e-mail on infor@supportline.org.uk</p>		
<p>Saneline - 0845 767 8000 Offers practical care and support to anybody affected by mental health problems. Open noon to 11 pm Monday to Friday, noon to 6 pm Saturday & Sunday.</p>		
<p>42nd Street – Helpline (Manchester, Salford and Trafford only) 0161 832 0170 A mental health service in Manchester for young people aged 14 – 25. Their helpline offers support and advice, particularly around suicide and self injury. Open weekdays from 12.30 pm to 4.30 pm. web: www.fortysecondstreet.org.uk</p>		
<p>Nightline (for University students) National organisation of NightLine student helplines in Universities across the UK. Visit the website to find out if your Uni has one. web: www.nightline.ac.uk</p>		
<p>No Panic - Helpline 0808 808 0545 Support for people who experience panic attacks, and those with phobias, obsessive compulsive disorder, general anxiety disorder and who are withdrawing from tranquillisers. (10am-10pm every day) email: ceo@nopanic.org.uk, web: www.nopanic.org.uk</p>		

OCD Action – Helpline 0845 390 6232

Helpline open Tuesday and Wednesday 9.30am–5pm, Thursday 11am-5pm. Also free information pack, details of local support groups and online discussion forum.

web: www.ocdaction.org.uk

Destigmatize – Helpline (in Punjabi, Urdu and Hindi) 0870 126 4872

Helpline for people in the Asian community who experience anxiety disorders. Also factsheets and online message board.

web: www.destigmatize.org.uk

PAPYRUS / HopeLine UK 0870 170 4000

HopeLine provides support for anyone concerned about a young person thinking of suicide. Website offers information and support for young people thinking of suicide and those concerned about them.

www.papyrus-uk.org

NHS DIRECT**NHS Direct – 0845 46 47**

A 24-hour nurse led telephone advice and information service which is part of the National Health Service.

(Note – NHS direct has an obligation to call out emergency services if they are concerned about your safety.)





**Information Lines – Mental Health****Mind – Infoline: 0845 766 0163**

The Infoline offers information and advice on all issues relating to mental health. It also gives information about Mind associations in your area. Open 9.15 am to 5.15 pm

Rethink - National advice service: 020 8974 6814

Rethink offers advice, and runs support groups and services for people with severe mental illness and their carers. Advice line open 10am – 3pm Monday to Friday

web: www.rethink.org

	Online Support – Self Harm	
<p>National Self-Harm Network Network supporting people and their families on issues around self-harm. Information, campaigning and practical support, including discussion forums. NSHN, PO Box 7264, Nottingham, NG1 6WJ email: info@nshn.co.uk web: www.nshn.co.uk</p>		
<p>LifeSIGNS – (Self Injury Guidance & Network Support) Website and community, offering support to people affected by self injury, including a free monthly newsletter with advice and members’ stories. web: www.lifesigns.org.uk</p>		
	Information on Self Harm	
<p>Bristol Crisis Service For Women (BCSW) Information for people who self harm, their friends, family, and people working with them. BCSW also publishes a newsletter, SHOUT, for women who self harm. web: www.users.zetnet.co.uk/bcsw</p>		
<p>Basement Project - 01873 856524 Information and books for those who have been abused as children and people who self-harm. web: http://www.basementproject.co.uk/</p>		
<p>Young People and Self-Harm (National Children’s Bureau) Information about self-harm and an international database of support, research and organisations including an interactive map giving details of local support groups. web: www.selfharm.org.uk</p>		
<p>Mental Health Foundation – 020 7803 1101 (publications) Booklet on Self Harm web: www.mentalhealth.org.uk</p>		
<p>Deliberate Self-harm in Young People (Royal College of Psychiatrists) Factsheet for parents and teachers web: http://www.rcpsych.ac.uk/mentalhealthinformation/mentalhealthandgrowingup/26self-harminyoungpeople.aspx</p>		

NICE / NCCMH Self Harm Guideline

Guideline produced by NICE (National Institute for Clinical Excellence) setting out standards for treatment of people who self harm in first 48 hours after self harming.

web: <http://www.nice.org.uk/guidance/index.jsp?action=byID&r=true&o=10946>

Mind – 0845 766 0163

Booklet and other resources on self harm. Wide range of publications on all aspects of mental health.

web: www.mind.org.uk

**Other Mental Health Support****MDF – The Bipolar Organisation – 08456 340 540**

Information, details of local groups and an online discussion forum for people diagnosed with bipolar disorder/manic depression.

web: www.mdf.org.uk

Depression Alliance – 0845 123 2320

Information, local support groups and pen friend scheme for people experiencing depression.

web: www.depressionalliance.org

National Phobics Society – 0870 122 2325

Information and online support for people experiencing phobias.

web: www.phobics-society.org.uk

Sort Out Stress

Website for men offering ideas and advice for dealing with stress.

web: www.sort-out-stress.co.uk

Borderline UK

A national user-led network of people within the UK who meet the criteria, or who have been diagnosed with Borderline Personality Disorder (BPD). Option to join a supportive email discussion group

web: www.borderlineuk.co.uk

Other Sources of Support and Information (listed alphabetically in order of subject)

ABUSE - SURVIVORS OF PHYSICAL, EMOTIONAL OR SEXUAL ABUSE

Childwatch - Helpline 01482 325 552

Free confidential counselling and support service for those who have been abused. Open Monday to Friday, 9am - 5pm.

email: info@childwatch.org.uk, web: www.childwatch.org.uk

RASASC (Rape & Sexual Abuse Support Centre) - Helpline 08451 221 331

RASASC is a helpline run by, and for, women and girls over 14. They offer support and counselling to women and girls who have been raped or sexually abused - however long ago. Helpline open Monday to Friday 12 noon - 2.30 p.m. & 7 pm - 9.30 pm; Weekends & Public Holiday: 2.30 pm – 5 pm. Face-to-face counselling also available (ring 020 8683 3311). Serves London.

email: counselling@rasac.org.uk web: www.rasasc.org.uk

Survivors Swindon - Helpline 0845 430 9371

Telephone helpline for adult (17+) male survivors of child sexual abuse and adult rape. Open Wednesdays 7–9 pm. Takes calls from men throughout the UK.

email: admin@survivorsswindon.com web: www.survivorsswindon.com

C.I.S' ters (Childhood Incest Survivors) - 023 8033 8080

Support for women who were sexually abused as children by a member of their immediate or extended family.

DABS - Helpline 01255 675 351

Provides free support and information to anyone and any organisation regarding issues to do with childhood abuse, incest and rape. Helpline open 9am-9pm every day.

email: pathfinder.info@btinternet.com, web: www.dabspathfinder.org

Action on Elder Abuse

Provides an information and support service for males and females who have suffered emotional, domestic, physical or sexual abuse, or rape, as children.

web: www.elderabuse.org.uk

Refuge**24-hour National Domestic Violence Freephone Helpline: 0808 2000 247**

A national charity providing free support and advice for women and children who are experiencing domestic violence, or worried that someone they know is.

ALCOHOL AND DRUG PROBLEMS**Adfam**

National charity working with families affected by drugs and alcohol. Publications and resources, online message board and local support groups.

web: www.adfam.org.uk

Alcoholics Anonymous - 0845 769 7555.

A mutual support network dedicated to helping those with a serious alcohol problem. 3000 local groups nationwide. Phonelines open 24 hours a day, every day of the year.

email: aanewcomer@runbox.com

Drinkline - Helpline: 0800 917 8282

A free national helpline offering advice and information for people with alcohol problems or anyone concerned about alcohol misuse. Provides advice on sensible drinking and information on local support services. Helpline open 24 hours.

Al-Anon Family Groups UK and Eire - 020 7403 0888

Offers understanding and support for families and friends of problem drinkers. Alateen is for young people aged 12-20 who have been affected by someone else's drinking. See the website for details of branches in Scotland, Northern Ireland and Eire.

web: www.al-anonuk.org.uk

FRANK - Helpline 0800 77 66 00, Textphone 0800 917 8765

Provides free confidential drugs information and advice 24 hours a day. The website's search facility also gives contact details of organisations offering practical help and support in your area.

email: frank@talktofrank.com web: www.talktofrank.com

Release – Helpline: 0845 4500 215, Legal Helpline 0845 4500 215

Offers confidential and professional legal, health and welfare advice for those who come into contact with drugs. Can refer you to local drug agencies and specialist lawyers. Both helplines open Monday to Friday, 10am – 5.30 pm

email: ask@release.org.uk web: www.release.org.uk

Narcotics Anonymous- 0845 3733366 (24 hours) 020 7730 0009 (10am – 10pm)

A fellowship of men and women for whom drugs had become a major problem. Members of local groups meet regularly to help each other stay clean.

web: www.ukna.org

BEREAVEMENT

Cruse Bereavement Care - 0870 167 1677 (adults) 0808 808 1677 (young person's freephone)
Provides counselling, support and information for anyone who has been bereaved. Helpline open
email help: helpline@crusebereavementcare.org.uk web: www.crusebereavementcare.org.uk/

The WAY Foundation - 0870 011 3450

Provides a self-help social and support network for men and women widowed up to the age of 50, and their children.
web: www.wayfoundation.org.uk

Compassionate Friends - Helpline 08451 232 304.

Support for bereaved parents and their families. (10am-4pm and 6.30pm -10.30pm, every day of the year)
web: www.tcf.org.uk

The Child Death Helpline - 0800 282986

For bereaved parents. Helpline open every evening 7pm - 10pm, Monday to Friday mornings 10am - 1pm, Weds 1pm - 4.00pm.

The Miscarriage Association's – Helpline 01924 200799 (England and Wales) 0131 334 8883 (Scotland)

Helpline for those affected by the loss of a baby in pregnancy. Volunteers respond to calls up to 10pm.
web: www.miscarriageassociation.org.uk

Survivors of Bereavement by Suicide (SOBS)

Support for people when a close relative or friend has died by suicide. Helpline open 9am-9pm every day.
web: <http://www.uk-sobs.org.uk/>

BLACK AND ETHNIC MINORITY GROUPS

The Muslim Women's Helpline - 8904 8193 or 020 8908 6715

Offers a free, confidential listening service to any Muslim girl or woman in a crisis. Referral to Islamic consultants, plus practical help and information where required.

Black Women's Health and Family Support - 0208 980 3503

Support for all black women, especially the Somali community.
web: www.bwhafs.com

Vishvas - 020 7928 9889

Counselling, support, advice and information for the South Asian community.
web: vishvas@cio.org.uk

Southall Black Sisters - 0208 571 95 95

Information and resources for women, particularly Asian women experiencing domestic violence. Also offers immigration advice, and advice on matters relating to relationship breakdown. Office Hours: Monday to Friday, 10am - 5pm
web: www.southallblacksisters.org.uk

Newham Asian Women's Project (NAWP)

Information, resources and support for Asian women experiencing domestic violence. Also offers advice on safe-housing, welfare or income benefit claims, health concerns and legal advice on issues such as non-molestation orders or injunctions.

Telephone 020 8472 0528 (general), 9.00 – 5.00. 020 8552 5524 (advice), answer phone available.
E mail: info@nawp.org, web: www.nawp.org/index.html

CARERS

Princess Royal Trust for Carers

Website gives information and advice for carers, and details of local carers centres.
web: www.carers.org

Carers UK

Website offers information on help available for carers.
web: <http://www.carersuk.org/Home>

DEBT

National Debtline 0808 808 400,

Free confidential and independent advice on how to deal with debt problems.
web: www.nationaldebtline.co.uk

DISABILITY

Contact a Family - Helpline 0808 808 3555

Provides advice, information and support to the parents of all disabled children. Helpline open 10am-4pm, Monday to Friday, and 5.30pm -7.30pm on Monday evenings. Closed Bank Holidays.

DIAL UK - 01302 310 123, Text Phone 01302 310 123

National network of 130 local disability information and advice services run by and for disabled people. Phone for details of information and advice services throughout the UK. (Monday to Thursday, 9am -5 pm, Friday 9am – 4pm)
web: www.dialuk.org.uk

Disabled Parents Network – Helpline 08702 410 450

National support and campaigning network for parents with a disability. Helpline open Monday, Tuesday, Thursday and Friday, 12pm – 2pm, and Wednesday 7pm -9pm.

web: www.disabledparentsnetwork.org.uk

Scope - 0808 800 33 33

Support and advice for people with cerebral palsy, people with other physical disabilities, and their families. Helpline open weekdays 9am – 9pm, weekends 2pm–6pm.

email help: cphelpline@scope.org.uk web: www.scope.org.uk

EATING DISTRESS

Eating Disorders Association

Adult helpline: 0845 634 1414 (Mon-Fri 10.30am-8.30pm, Sat 1pm - 4.30pm)

Youth helpline for people 18 and under: 0845 634 7650 (Mon-Fri 4.30 pm -8.30pm, Sat 1pm-4.30pm)

email (helpline): helpmail@edauk.com email (information): info@edauk.com web: www.edauk.com

Overeaters Anonymous – Helpline 07000 784 985

Phone for details of helpline opening times.

web: <http://www.oagb.org.uk/>

Royal College of Psychiatrists' Fact sheet on eating disorders

<http://www.rcpsych.ac.uk/mentalhealthinformation/mentalhealthandgrowingup/24eatingdisordersinyoung.aspx>

FAMILIES AND RELATIONSHIPS

Relate – RelateLine 0845 130 4010

Provides counselling, sex therapy, relationship education and training to support couple and family relationships throughout life. RelateLine is open Mon-Fri, 9.30pm-4pm

web: www.relate.org.uk

Marriage Care - Helpline 0845 660 6000

A nationwide helpline and relationship counselling service for people facing difficulty in their marriages, families or any close personal relationship. Helpline open Monday to Friday 10am-4pm.

web: www.marriagecare.org.uk

Sexual Dysfunction Association - 0870 774 3571

Provides information on a range of sexual problems. Helpline open Monday to Friday, 9 – 5 pm.

web: www.sda.uk.net

One Life

BBC Radio 1 site providing information on dating, splitting up and coming out

web: www.bbc.co.uk/radio1/onelife

2as1 - 0700 222 2700

Offers marriage and relationship support in the Black community (but people of other backgrounds welcome too).

web: www.2as1.net

Divorce Aid

Support and guidance through the emotional and legal journey of divorce, for people divorcing and those close to them.

web: www.divorceaid.co.uk

Parentline – Helpline 0808 800 2222 (England & Scotland), 1890 927 277 (Ireland)

Support for anyone parenting a child. Helpline open 24 hours.

email help: parentsupport@parentlineplus.org.uk web: www.parentlineplus.org.uk

Single Parents UK

Information, advice and first-hand experiences to help you manage and enjoy life as a single parent.

web: www.singleparents.org.uk

Gingerbread - Advice line 0800 018 4318

An organisation for Lone Parent Families. Advice line open 10 am - 4 pm, Monday to Friday, for advice on benefits, childcare, CSA, contact, divorce, employment, housing, maternity rights and lone parenthood

web: www.gingerbread.org.uk

FAMILIES OF PRISONERS**The Prisoners' Families Helpline - 0808 808 203**

Free service for anyone who is affected by the imprisonment of a close family member or friend. Monday to Friday 10am - 4.30pm, Monday and Tuesday 6pm - 8pm.

GAY, LESBIAN, BISEXUAL AND TRANSGENDER**Lesbian and Gay Switchboard**

Website gives details of local branches of the switchboard, which provide a 24 hour information, support and referral service for lesbians and gay men.

web: www.llgs.org.uk

Families and Friends of Lesbians and Gays (FFLAG) – Helpline 01454 852 418

Offers confidential support, information and a sympathetic ear to families and friends of lesbians, bisexual people and gay men. Helpline open 7 days a week until 10pm.

email info@fflag.org.uk web: www.fflag.org.uk

EACH - Educational Action Challenging Homophobia – 0808 1000 143

Offers support for young people affected by homophobia, including the children of a gay or lesbian parent. (Mondays to Fridays 9am-5pm)

email help@eachaction.org.uk website www.eachaction.org.uk.

PACE – Enquiries 020 7700 1323

An organisation which responds to the emotional, mental and physical health needs of lesbians and gay men in the greater London area

web: www.pacehealth.org.uk

PinkParents UK – Helpline 08701 273 274

Offers support services and social activities for all LGBT families. Helpline open Mon-Fri, 9am-noon

web: www.pinkparents.org.uk

IMMIGRATION

Asylum Aid

An independent, national charity assisting refugees in the UK by giving them free legal advice and representing them in their asylum application.

web: www.asylumaid.org.uk

The Immigration Advisory Service (IAS)

UK charity providing confidential advice and representation in immigration, asylum and nationality law

web: . www.iasuk.org

Helpline opening times are correct at the time of going to press and may vary.

Note to organisations: to request that your organisation is included on this list, or to remove or amend an existing entry, please contact Lucy Palmer or Graham Hinchcliffe at the Royal College of Psychiatrists' Research and Training Unit – 0207 977 6643, email selfharmproject@cru.rcpsych.ac.uk