

# Signposting Pack

A comprehensive directory offering advice, support and information covering all aspects of bereavement.



This resource has been created for individuals who may be looking for support following bereavements.

It also details contacts for some other useful organisations that may be able to assist in other ways.

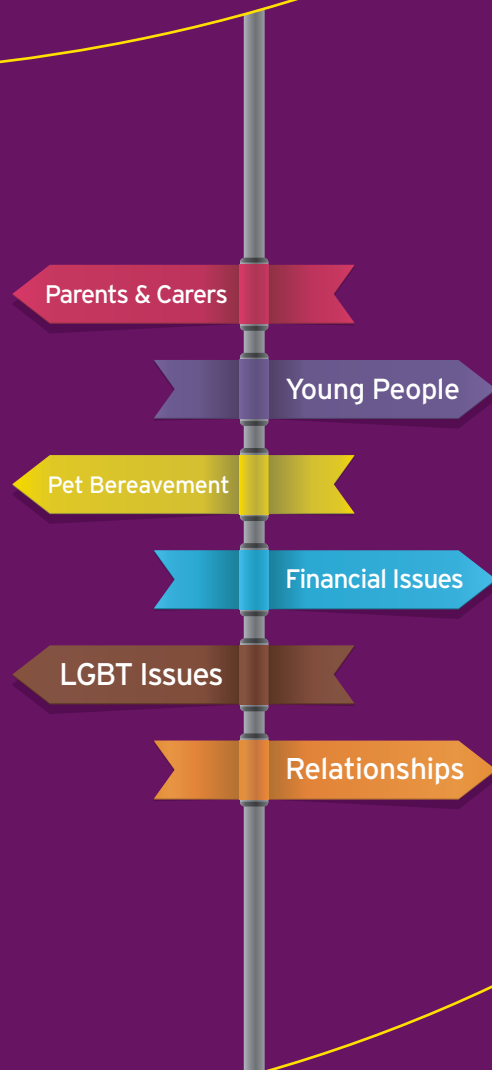
This is not an exhaustive guide. Only a select few organisations and support agencies have been included. For more comprehensive information, or for assistance in finding additional services near you, please call the Cruse Bereavement Care, or Cruse Bereavement Care Scotland National Helpline(s) using the details found on the reverse cover.

Should you wish to enquire about any of the services listed in this booklet, please make a note of the relevant contact details and contact the service provider directly.

When you access any other website(s) or resources listed in this booklet, you understand that these are independent from Cruse Bereavement Care and that we have no control over that service.

**Samaritans can be reached 24/7 on 116123.**

**In an emergency, please dial 999.**



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## For Older People



# Specific Bereavement Support Services

### Silverline

Free confidential helpline providing information, friendship and advice to older people (aimed for people aged 55+).

**Phone:** 0800 470 8090 (open 24/7)

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

### Age UK Advice Line

Age UK Advice is a free, confidential, national phone service for older people and their carers, offering advice on practical issues related to getting older. You can also sign up for weekly friendship calls.

**Hours:** Open 8am - 7pm every day of the year

**Phone:** 0800 055 6112

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

### Independent Age

Call for information, free impartial advice, or to discuss receiving regular friendship calls or visits.

**Hours:** Open Monday - Friday: 8am - 8pm and Saturdays: 9am - 1pm

**Helpline:** 0800 319 6789

**Email:** [advice@independentage.org](mailto:advice@independentage.org)



# For People Bereaved through Suicide, Crime, or Accident

## Survivors of Bereavement by Suicide

Gives callers a chance to talk confidentially with someone who has been bereaved by suicide, to ask questions, and know you're not alone.

**Hours:** Monday - Friday: 9am - 9pm

**Helpline:** 0300 111 5065

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

**Email:** [sobs.support@hotmail.com](mailto:sobs.support@hotmail.com)

## Support after Murder and Manslaughter

Gives callers a chance to talk confidentially with volunteers who have been bereaved by homicide, and to receive advice and support.

**Helpline:** 0845 872 3440

(if your call isn't answered please leave a message and they will get back to you)

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

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

## Through Unity

Set up by families who have been bereaved by homicide. Through their counselling and other services they provide vital support for families who have been affected by this, and aim to campaign and raise awareness of the impact of violent crime.

**Phone:** 07947 684 605

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

**Email:** [reachingout@throughunity.com](mailto:reachingout@throughunity.com)

## Support After Suicide

A network of organisations that support people who have been bereaved or affected by suicide. Offers support, guides and contact details of useful organisations.

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

## Brake

Support for anyone who has been bereaved or seriously injured in a crash or their carers, however long ago this happened. It is also for professionals who need information about how to help people affected by a crash.

**Hours:** Monday - Friday: 10am - 4pm

**Phone:** 0808 8000 401

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

**Email:** [helpline@brake.org.uk](mailto:helpline@brake.org.uk)

## Road Peace

Helps bereaved families cope and build resilience through peer support, local group networks and trauma support programmes. They also provide information guides on navigating the justice system and help with seeking fair compensation for bereaved families and seriously injured victims.

**Hours:** Monday - Friday: 10am - 5pm

**Phone:** 0845 4500 355

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

**Email:** [helpline@brake.org.uk](mailto:helpline@brake.org.uk)

## Victim Support

Free confidential support (independent of the police) for anyone in England or Wales who has been affected by crime.

**Hours:** 24 hours a day, 7 days a week

**Phone:** 0808 1689 111

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

**Email:** via website

## Papyrus

Helpline providing practical advice and information to anyone who is concerned that a young person they know may be at risk of suicide, or a young person who is worried about their own suicidal feelings. Papyrus' trained advisors can help to create safety plans for anyone who is worried about acting on their suicidal thoughts.

• Up to 35 years • UK wide

**Hours:** Monday - Friday: 10am - 10pm, Saturday - Sunday: 2pm - 10pm,  
Bank Holidays: 2pm - 5pm

**Helpline:** 0800 068 4141 - (Freephone from landlines)

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

# For People who have lost their Partners

## WAY (Widowed and Young) Foundation

Peer to peer support groups for men and women aged 50 or under when their partner dies. Run by a network of volunteers who have been bereaved at a young age themselves.

**Apply to become a member (£25 a year) on their website:** [widowedandyoung.org.uk](http://widowedandyoung.org.uk)

**Email:** [membership@widowedandyoung.org.uk](mailto:membership@widowedandyoung.org.uk) to apply.

## WAY Up

Peer support for widows/widowers in their 50s and 60s, creating national, regional and very local meets. They communicate with members via their forum, so callers will need to be comfortable using the internet.

**Registration is free and simple, and can be done on their website:** [www.way-up.co.uk](http://www.way-up.co.uk)

## Merry Widow

Personal website set up by a young widow, providing support for anyone who has lost a partner via online peer to peer community forums and information.

**Website:** [www.merrywidow.me.uk](http://www.merrywidow.me.uk)

## The Jolly Dollies

An organisation started by widows, to help widows regain a social life through friendship and organised social events. There are Jolly Dolly groups in many areas of the UK you can join, with an annual membership fee of £10.

**Apply to be a member online at:** [www.thejollydollies.com](http://www.thejollydollies.com)



# Bereavement Support for Young People

## Winston's Wish

UK-wide national helpline offering support, information and guidance to children, young people and anyone caring for a child/young person who has been bereaved. The trained staff can listen, offer support, provide information, give options and practical suggestions about how to deal with bereavement and anyone affected. They also have a message board for young people on their website.

**Helpline:** 08088 020 021

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

**Email:** via website

## Child Bereavement UK

Supports families when a child of any age dies or is dying, or when a child is facing bereavement.

**Hours:** Monday - Friday: 9am - 5pm

**Helpline:** 0800 02 888 40

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

## Grief Encounter

Grief Encounter aims to provide support to anyone who has suffered from bereavement. They offer support via their helpline. Their website has resources for children, teenagers, adults and professionals.

**Hours:** Monday - Friday: 9am - 5pm

**Helpline:** 0208 371 8455

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

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

## Hope Support Services

Support services available to anybody aged 11 - 25 when a close family member is diagnosed with a life-threatening illness.

**Phone:** 01989 566 317

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

# For Bereaved Parents

## Miscarriage Association

A pregnancy loss helpline which provides information and support.

**Hours:** Monday - Friday: 9am - 4pm

**Helpline:** 01924 200 799

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

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

## The Compassionate Friends

Offer bereaved families support after the death of a child of any age. The Compassionate Friends also has an online Forum where you can talk online and get support from other bereaved parents.

**Hours:** 10am - 4pm and 7pm - 10pm: every day of the year

**Helpline:** 0345 123 2304

**Northern Ireland Helpline:** 0288 77 88 016 (10am - 4pm and 7pm - 9.30pm)

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

**Email:** [helpline@tcf.org.uk](mailto:helpline@tcf.org.uk)

## Stillbirth & Neonatal Death (SANDS)

The Sands free Helpline provides a safe, confidential place for anyone who has been affected by the death of a baby, however long ago. Their experienced Helpline Team are there to listen and offer support and information without judgement.

**Hours:** Monday - Friday: 9.30am - 5.30pm, plus Tuesdays and Thursdays: 6pm - 10pm

**Helpline:** 0808 164 3332

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

**Email:** [helpline@uk-sands.org](mailto:helpline@uk-sands.org)

## The Lullaby Trust

Support for families, friends, carers and professionals after the sudden and unexpected death of a baby or young toddler.

**Hours:** Monday - Friday: 10am - 5pm, Weekends and Bank Holidays: 6pm - 10pm

**Helpline:** 0808 802 6868

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

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

## Child Death Helpline

Your call will be answered by a trained volunteer who has also lost a child and understands the feelings that surround the death of a child.

They offer a confidential, safe environment where you can talk openly about your child's life and death, and provide support not only at times of crisis but also for the on-going needs over your lifetime.

**Hours:** Helpline Monday - Friday: 10am - 1pm, Tuesdays and Wednesdays: 1pm - 4pm, Every evening: 7pm - 10pm

**Helpline:** 0800 282 986 - (Free from landlines)

**Helpline:** 0808 800 6019 - (Free from mobiles)

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

**Email:** via website



# Bereavement Financial Issues

## DWP

For further support from the Department of Working Pensions after someone has died (following on from the letter people may receive).

**Hours:** Monday - Friday: 8am - 6pm

**Phone:** 0800 731 0469

**Website:** [www.gov.uk/bereavement-payment/how-to-claim](http://www.gov.uk/bereavement-payment/how-to-claim)

## Funeral Costs Advice - 'Down to Earth'

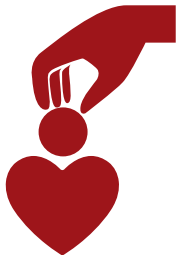
Whether faced with an immediate bereavement or worried about future costs, we can support you to plan an affordable and meaningful funeral.

**Hours:** Monday - Friday: 8am - 6pm

**Phone:** 020 8983 5055

**Website:** [www.quakersocialaction.org.uk/we-can-help/helping-bereavement/down-earth/how-it-works](http://www.quakersocialaction.org.uk/we-can-help/helping-bereavement/down-earth/how-it-works)

**Email:** [downtoearth@qsa.org.uk](mailto:downtoearth@qsa.org.uk)



# Culturally Specific Bereavement Support

## Muslim Bereavement Support

**Phone:** 020 3468 7333

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

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

## Jewish Bereavement Counselling Service

**Phone:** 0208 951 3881

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

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

## Bereavement Trust Helplines in Other Languages

**Urdu & Gujarati Bereavement Helpline:** 0800 9177 416

**Cantonese & Mandarin Bereavement Helpline:** 0800 0304 236

**Website:** [www.bereavement-trust.org.uk](http://www.bereavement-trust.org.uk)



# For Advice, Information and Support Around Inquests

## Inquest

Inquest is a small charity (independent of the government) providing free advice to people bereaved by a death in state care (such as custody or detention).

**Phone:** 020 7263 1111 (press option 1)

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

**Email:** via website's contact form

## Coroners Court Support Service

The Coroners' Courts Support Service (CCSS) is an independent voluntary organisation whose trained volunteers offer emotional support and practical help to bereaved families, witnesses and others attending an Inquest at a Coroner's Court.

**Phone:** 0300 111 2141 (Monday - Friday: 9am - 5pm)

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

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



# Pet Bereavement

## Blue Cross for Pets

Telephone and email support provided by trained volunteers, for people in distress due to the death, loss or separation of their pet.

**Hours:** 8:30am - 8:30pm: 7 days a week

**Helpline:** 0800 096 6606

**Website:** [www.bluecross.org/pet-bereavement-support](http://www.bluecross.org/pet-bereavement-support)

**Email:** [pbssmail@bluecross.org.uk](mailto:pbssmail@bluecross.org.uk)





# Disability



## Beyond Bereavement

### Scope

Provides free, impartial and expert information, advice and support to disabled people and their families.

• Any age • UK Wide

**Hours:** Monday - Friday: 9am - 5pm

**Helpline:** 0808 800 3333

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

**Email:** [helpline@scope.org.uk](mailto:helpline@scope.org.uk)

### Mencap

Provides advice, information and support to people with learning disabilities and their supporters.

• Any age • UK Wide

**Hours:** Monday - Friday: 9am - 5:30pm

**Helpline:** 0808 808 1111

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

**Email:** [helpline@mencap.org.uk](mailto:helpline@mencap.org.uk)



# Money and Benefits, Legal Advice & Housing and Homelessness

## MONEY AND BENEFITS

### Money Advice Service

Offer free and impartial money advice. Topics include: Debt and borrowing, budgeting and managing money, saving and investing, employment rights, in-work benefits, and redundancy, benefits entitlements, insurance, mortgages, care and support for carers. The website has advice and guides to help improve your finances, tools and calculators to help you keep track and plan ahead. Can offer support in person, over the phone and online (see website for details).

• Any age • UK Wide

**Hours:** Monday - Friday: 8am - 8pm, Saturday: 9am - 1pm

**Helpline:** 0800 138 7777 - (Freephone from landlines)

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

**Webchat:** via website

### Benefit Answers

Free and confidential service that helps find support for benefits and know what you're entitled to. They can answer questions you may have about benefits based on personal circumstance - questions can be asked through an online form on their website or through text. Go to website to see list of different helplines depending on the situation.

• Any age • UK Wide

**Hours:** Website only

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

### Step Change Debt Charity

Telephone helpline and online counselling for people with debt problems. Provides debt management plans, including repayment schedules and advice on all aspects of money management.

• Ages 16 and over • UK Wide

**Hours:** Monday to Friday: 8am - 8pm, Saturday: 8am - 4pm

**Helpline:** 0800 138 1111 - (Freephone from landlines)

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

**Email:** via website

### Addiction Helper

Free confidential helpline offering addiction treatment advice, including private treatment options for people addicted to alcohol, drug-taking, gambling, eating or sexual habits. Team of fully trained addiction counsellors are available 24 hours a day and offer advice on both NHS and private treatment options. Can also provide information on treatment centres, residential rehabilitation, outpatient programmes, counselling and local support groups.

Addiction Helper works with private rehab and detox clinics in the UK and internationally. All are certified by the Care Quality Commission. Also provide much-needed advice and support for the families of addicts, and information about addictions and mental health issues.

• Any age • UK Wide

**Hours:** 24 hours a day, 7 days a week

**Helpline:** 0800 024 1476 / 0203 131 8349

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

**SMS:** Text "HELP" to 66777



## LEGAL ADVICE

### Citizens Advice Bureau

Advice and information on a range of issues, including employment, careers, housing rights, legal issues, financial issues and welfare rights. Can also put people in touch with their local Bureau if they want to talk face-to-face. For Scotland use UKAF to find the details of local CAB.

• **Ages 16+** • **Helplines: England and Wales**

**Hours:** Monday - Friday: 10am - 4pm

**Helpline (England):** 03444 111 444

**Helpline (Wales):** 03444 77 20 20

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

**Webchat:** via website

### Community Legal Advice

Free and confidential advice service, paid for by Legal Aid. Offers information on a range of issues such as benefits and tax credits, debt, education, housing, employment, and family problems. Callers can text their name to request a call back.

• **Any age** • **England and Wales**

**Hours:** Monday - Friday: 9am - 8pm, Saturday: 9am - 12.30pm

**Helpline:** 0345 3454 345

**Website:** [www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice)

## HOUSING AND HOMELESSNESS

### Citizens Advice Bureau

Advice and information on a range of issues, including employment, careers, housing rights, legal issues, financial issues and welfare rights. Can also put people in touch with their local Bureau if they want to talk face-to-face.

• **Ages 16+** • **Helplines: England and Wales**

**Hours:** Monday - Friday: 10am - 4pm

**Helpline (England):** 03444 111 444

**Helpline (Wales):** 03444 77 20 20

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

**Webchat:** via website

### Housing Advice NI

Offers information and advice on a wide range of housing issues such as homelessness, finding accommodation and legal rights.

• **Ages 16+** • **Northern Ireland only**

**Hours:** Monday - Friday: 9.30am - 4:30pm

**Helpline:** 028 9024 5640

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

**Email:** via website

### Shelter

Provides advice and information on all issues to do with housing and homelessness. Directory of local services throughout the whole UK available on website. Also provides support for asylum seekers and refugees.

If the situation is urgent, they can call the emergency helpline. An emergency situation is: have nowhere to sleep or might be homeless soon, have somewhere to sleep but nowhere to call home, they are/could be at risk of harm, or if they feel overwhelmed about their housing situation.

• **Ages 16+** • **UK wide**

**Hours:** Monday to Friday: 8am - 8pm, Saturday to Sunday: 8am - 5pm

**Helpline:** 0808 800 4444

**Emergency Number:** 0808 1644 660

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

### Shelter Cymru

Shelter Cymru provides services to people in housing need, aimed at addressing both crisis needs and longer underlying issues.

Website gives details for local housing departments across Wales.

• **Ages 16+** • **Wales only**

**Hours:** Monday - Friday: 9am - 4.30pm

**Helpline:** 0845 075 5005

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

**Email:** via website



# Self Harm & Suicide & Drugs and Alcohol

## SELF-HARM

### Self-Injury Support

Formerly Bristol Crisis Service for Women. Offers a helpline, text and email support for women and girls affected by self-harm and self-injury. Offers information on support groups around the country.

• Age varies • Women only • UK Wide

**Hours:** Helpline: Monday - Thursday: 7pm - 10pm  
Text Line: Sunday - Friday: 7pm - 9pm

**Helpline:** 0808 800 8088 - (Freephone from landlines and most mobiles)

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

**Email:** via website

**Text:** (for under 25s) 0780 047 2908

### Selfharm.co.uk

A website for young people impacted by self-harm, providing a safe space to talk, ask any questions and get information about self-harm. There's an online forum where you can view videos, share thoughts and feelings with other young people who self-harm.

• Age varies • UK Wide • Website only

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

**Email:** via website



## SUICIDE

### Maytree

Telephone support for people in suicidal crisis. Also offer short respite stays in their sanctuary in North London (accept people UK wide if they can travel to London). Offer a place to stay for a few days, in a non-medical environment, with befriending and a chance to address needs for ongoing support after leaving the house. People must be over 18 and not be alcohol or drug dependent.

• Over 18s only • UK wide

**Hours:** 24 hours, 7 days a week

**Helpline:** 020 7263 7070

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

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

### Papyrus

Helpline providing practical advice and information to anyone who is concerned that a young person they know may be at risk of suicide, or a young person who is worried about their own suicidal feelings. Papyrus' trained advisors can help to create safety plans for anyone who is worried about acting on their suicidal thoughts.

• Up to 35 years • UK wide

**Hours:** Monday - Friday: 10am - 10pm, Saturday - Sunday: 2pm - 10pm,  
Bank Holidays: 2pm - 5pm

**Helpline:** 0800 068 4141 - (Freephone from landlines)

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

### Samaritans

Confidential and anonymous emotional support on any issue. Samaritans have extensive experience of dealing with those who are feeling in distress or despair, including those with suicidal feelings. It is also possible to visit a Samaritans branch to talk to someone face-to-face.

• Any age • UK wide

**Hours:** 24 hours, 7 days a week

**Helpline:** 116 123

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

**Email:** [jo@samaritans.org.uk](mailto:jo@samaritans.org.uk)

**Text:** 07725 909 090

## DRUGS AND ALCOHOL

### Al-Anon

Al-Anon and Alateen offer support to those affected by someone else's drinking. Al-Anon Family Groups hold regular meetings where members offer support and understanding to family and friends of alcoholics.

**Hours:** 10am - 10pm, 7 days a week

**Helpline:** 0207 403 0888

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

**Email:** [enquiries@al-anonuk.org.uk](mailto:enquiries@al-anonuk.org.uk)

### Drinkline

Offers advice and information for people with alcohol problems or anyone concerned about alcohol misuse.

**Hours (England):** Monday - Friday: 9am - 8pm, Saturday to Sunday: 11am - 4pm

**DAN 24/7 Wales:** 24 hours, 7 days a week

**Helpline (England):** 0300 123 1110

**DAN 24/7 (Wales):** 0808 808 2234

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

**Email:** via website

**Text DAN:** 81066

### FRANK

Offers information, advice and support for drug users, their supporters and professionals.

**Hours: Helpline:** 24 hours, 7 days a week

**Webchat:** 2pm - 6pm, 7 days a week

**Helpline:** 0300 123 6600

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

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

**Text:** 82111



## LGBT Issues

### LGBT Foundation

Runs a national helpline and local support, a well-being clinic, pop-in service and counselling service. Helpline offers support on a wide range of issues affecting LGBT community, including information and advice on coming out. They are based in Manchester and have more information on local services in that area but will still offer help signposting to other help nationwide.

• Any age • UK Wide • Face to Face in Manchester

**Hours: Helpline:** Monday - Friday: 10am - 8pm

**Automated System:** After 8pm until 10am

**Face to Face:** 9am - 5pm

**Helpline:** 0345 330 30 30

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

**Email:** [helpline@lgbt.foundation](mailto:helpline@lgbt.foundation)

### London Friend

Offers information and support around issues such as safer sex, same-sex relationships, coming out, transgender issues and other LGBT issues. Also provides counselling. Social and Support group but based in London only.

• Age varies • UK Wide

**Hours:** 10am - 10pm, 7 days a week

**Helpline:** 0330 330 0630

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



# Emotional Support, Mental Health (including eating disorders)

## EATING DISORDERS

### B-EAT

Beat provides helplines, online support and a network of UK-wide self-help groups to help adults and young people in the UK beat their eating disorders. They offer support and information to anyone needing help with eating disorders including sufferers, carers and professionals. They offer online support groups that are focused on a specific disorder/situation.

• **Youthline (Under 18)** • **Adult Helpline (Over 18)** • **UK Wide**

**Hours:** 3pm - 10pm, 7 days a week

**Youthline (u18):** 0808 801 0711

**Adult Helpline:** 0808 801 0677

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

**Email:** Youthline: [fyp@b-eat.co.uk](mailto:fyp@b-eat.co.uk)  
Adult: [help@b-eat.co.uk](mailto:help@b-eat.co.uk)

### Eating Disorders Support

Support line for anyone with an eating disorder.  
If they don't pick up they have an answer machine/call-back policy.

• **Any age** • **UK Wide**

**Hours:** 24 hours, 7 days a week

**Helpline:** 01494 793 223

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

**Email:** [support@eatingdisorderssupport.co.uk](mailto:support@eatingdisorderssupport.co.uk)

## EMOTIONAL SUPPORT

### British Association Of Counselling And Psychotherapy

The BACP provides a database for accredited counsellors and psychotherapists. Searches can be made using various specific criteria such as qualifications, specialty, cost and location. Most therapists charge for their services although costs vary.

• **Any age** • **UK Wide**

**Hours:** Monday - Friday: 9am - 5pm

**Helpline:** 01455 883 300

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

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

**Text:** 01455 560 606

### CALM

CALM stands for Campaign Against Living Miserably. The organisation offers information and emotional support on a range of different issues with a special focus on suicidal feelings. They can also support with signposting to other services. Anonymous and confidential service.

• **Any age** • **Men only** • **UK Wide**

**Hours:** 5pm - 12am (midnight), 7 days a week

**Helpline:** UK: 0800 58 58 58

London: 0808 802 58 58

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

**Webchat:** via their website

### Samaritans

Confidential and anonymous emotional support on any issue. Samaritans have extensive experience of dealing with those who are feeling in distress or despair, including those with suicidal feelings. It is also possible to visit a Samaritans branch to talk to someone face-to-face.

• **Any age** • **UK wide**

**Hours:** 24 hours, 7 days a week

**Helpline:** 116 123

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

**Email:** [jo@samaritans.org.uk](mailto:jo@samaritans.org.uk)

**Text:** 07725 909 090

## Plus Guidance

Offer access to online counselling for a variety of issues including, but not limited to: abuse & neglect, addiction, anxiety, bereavement, depression, eating disorders, gender dysphoria, relationships, self-esteem and self-harm. Counselling can be accessed by video call, phone, or IM. The site can also be used to search for local, face to face counsellors. Counsellors charge for their services, but the costs vary.

• Over 18's only • UK Wide

**Hours:** N/A

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

## MENTAL HEALTH

### Anxiety UK

Helpline for people who experience anxiety disorders, such as panic attacks, phobias, obsessive-compulsive disorders, social anxiety and associated depressions.

• Any age • UK wide

**Hours:** Monday - Friday: 9.30am - 5.30pm

**Helpline:** 08444 775 774

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

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

**Webchat:** via website

**Text:** 07537 416 905

### MIND

Mind info line provides information and support on all aspects of mental illness including where to get help, treatments and advocacy. They are also able to provide details of local support agencies. Legal line provides legal information and general advice on mental health related law covering.

• 18 and over • England and Wales

**Hours:** Monday - Friday: 9am - 6pm

**Helpline:** General Advice: 0300 123 3393  
Legal Advice: 0300 466 6463

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

**Email:** [info@mind.org.uk](mailto:info@mind.org.uk) / [legal@mind.org.uk](mailto:legal@mind.org.uk)

**Text:** 86463

## Rethink Mental Illness

Provides practical advice and information about mental health, including different types of therapy and medication, financial issues, rights under the mental health act and legal processes. Also provides signposting to local services.

• Any age • UK wide

**Hours:** Monday - Friday: 10am - 2pm (not including bank holidays)

**Helpline:** 0300 5000 927

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

**Email:** via website

### Sane

Provides emotional support, practical help and information for people affected by mental illness or emotional problems, including eating disorders. The website also has an interactive forum.

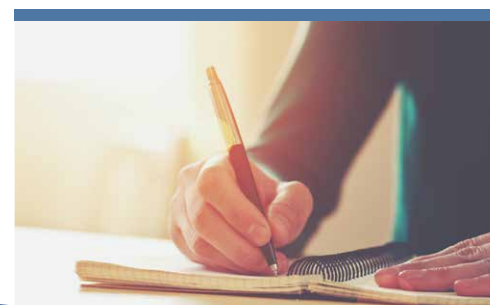
• Any age • UK wide

**Hours:** 6pm - 11pm, 7 days a week

**Helpline:** 0300 304 7000

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

**Email:** [sanemail@sane.org.uk](mailto:sanemail@sane.org.uk)



# Physical Health

## NHS 111

Provides non-emergency medical advice from trained health advisors. The caller will have to leave their details and then a health advisor will call them back. Their website also has a 'symptom checker.'

If the caller feels their situation is a medical emergency they should call for an ambulance on 999.

• Any age • UK wide

**Hours:** 24 hours, 7 days a week

**Helpline:** 111

**Website:** England: [www.nhs.uk](http://www.nhs.uk)  
Scotland: [www.nhs24.com](http://www.nhs24.com)

## General Practitioner (Doctor)

GPs offer access to further help with any physical or mental health problem. They can prescribe treatments and medicines for physical health conditions themselves and refer on to specialist doctors and healthcare professionals for longer term help with specific problems.

• Any age • UK wide

**Hours:** Each local GP will have different hours - contact them to find out more

**Website:** [www.nhs.uk](http://www.nhs.uk)  
To find a list of local GPs, search on NHS Choices.

## Patient Advice & Liaison Service

For concerns over NHS treatment:  
All hospitals will have a PALS office.  
Contact the hospital for details.



# Suggestions to support yourself when you're grieving

## Do.....

- Talk to other people about the person who has died, about your memories and your feelings
- Look after yourself. Eat properly and try to get enough rest (even if you can't sleep)
- Give yourself time and permission to grieve
- Seek help and support if you feel you need it
- Tell people what you need

## Don't.....

- Isolate yourself
- Keep your emotions bottled up
- Think you are weak for needing help
- Feel guilty if you are struggling to cope
- Turn to drugs or alcohol - the relief will only be temporary

## Traumatic Bereavement

**A traumatic loss is one that is sudden and unexpected, and often results from horrific or frightening circumstances.**

We provide information for those affected by natural disaster, terrorist attack, suicide and other traumatic losses. A traumatic loss can give rise to special problems, and sources of further help are given at the end of each section.

We have a range of resources and information concerning traumatic bereavement that can be accessed by visiting: [www.cruse.org.uk/get-help](http://www.cruse.org.uk/get-help)

Grief is a natural process, but it can be devastating. For those who need help, Cruse offers free confidential support for adults and children, and this can be by telephone or email or face-to-face.



*Somewhere to turn when someone dies*

**Cruse Bereavement Care 'Core' Services**  
[www.cruse.org.uk](http://www.cruse.org.uk)

Freephone National Helpline number: 0808 808 1677

**Cruse Bereavement Care Scotland**  
[www.crusescotland.org.uk](http://www.crusescotland.org.uk)

National Helpline number: 0845 600 2227\*



# Relationships, Rape and Sexual Abuse, Forced Marriage, Domestic Violence

## RELATIONSHIPS

### Relate

Provides emotional and support and counselling for individuals, young people and families with any issues regarding relationships. They can provide counselling over the telephone or by email (charge for this). They can also arrange face to face counselling at local services. They also have a free live chat service for couples counselling and family counselling where you can talk to a trained counsellor.

• Any age • UK wide • Relate charge for some of their services

**Hours:** Monday – Thursday: 10am – 8pm, Friday: 8am – 6pm, Saturday: 9am – 5pm

**Live chat:** Opening hours vary see website

**Helpline:** 0300 100 1234

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

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

**Webchat:** via website

### Asian Family Counselling Service

Marital and family counselling service for the Asian community. Conciliation service. Family mediation. Counselling for depressed and suicidal Asian women.

• 16+ • UK wide

**Hours:** Monday – Friday: 9am – 5pm

**Helpline:** London Office: 020 8813 9714

Birmingham Office: 0121 454 1130

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

**Email:** [afcs@btconnect.com](mailto:afcs@btconnect.com)

## RAPE AND SEXUAL ABUSE

### Rape Crisis (England & Wales)

Provides confidential emotional support and information for female survivors of rape and childhood sexual abuse. Offers one call to professionals and male or female supporters of survivors.

• Women only • Age 14 and over • England & Wales

**Hours:** 12pm – 2.30pm and 7pm – 9.30pm, 7 days a week

**Helpline:** 0808 802 9999 (Freephone from landlines and most mobiles)

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

### Sexual Assault Referral Centres

Confidential, NHS specialist medical and forensic services for anyone who has been raped or sexually assaulted. They provide medical care, forensic examination, sexual health services, counselling and access to police, if required.

You can search for local SARCs by going onto the website and typing in 'Sexual Assault Centre' in the search box, including the town.

• Females and Males • Any age • UK wide

**Hours:** 12pm – 2.30pm and 7pm – 9.30pm, 7 days a week

**Website:** [www.nhs.uk/service-search](http://www.nhs.uk/service-search)

### Survivors UK

Provides information, advice and support via webchat to male survivors of rape and abuse as well as their families and supporters. Provides information about counselling and group therapy sessions.

You can also make self-referrals for counselling or group therapy (call: 0203 598 3898).

• Men only • Any age • UK wide

**Hours:** Monday – Friday: 10.30am – 9pm, Saturday – Sunday: 10am – 6pm

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

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

**Webchat:** via website

**SMS Chat:** via website

## Safeline

Safeline offer a range of FREE services:

Emotional support and confidential chat for anyone who has been raped or sexually abused - no matter how long ago. They have a general helpline, as well as dedicated services for men and under 18s. Can offer counselling by phone, IM, or email. They can also offer support for friends and families, as well as information on support groups.

They also have an ISVA team (Independent Sexual Violence Advisors) who can provide independent practical support and assistance to anyone considering reporting sexual violence to the police, or has already done so. They can also act as an advocate when dealing with other agencies.

• Any age • UK Wide • Free from landlines & most mobiles

**Hours:** Monday, Wednesday, Friday: 10am - 4pm, Tuesday and Thursday: 8am - 8pm, Saturday: 10am - 12pm (noon)

**Helpline:** General: 0808 800 5008  
Men only: 0808 800 5005  
Under 18s: 0808 800 5007

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

**Email:** via website

**Webchat:** via website

**SMS:** 07860 027 573 (texts charged at standard rate)



## FORCED MARRIAGE

### Freedom

UK wide helpline and text line manned by trained professionals to help victims of forced marriage, and to provide early intervention which can lead to early marriage and dishonour based violence.

They offer emotional support, advice and practical help to victims of forced marriage, their families and friends. They also have resources on their website with information around the issue of forced marriages.

• Any age • UK Wide

**Hours:** 24 hours, 7 days a week

**Helpline:** 0845 607 0133

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

**SMS:** Text "4FREEDOM" to 88802

### Karma Nirvana

Provides information, advice and emotional and practical support for people who have experienced forced marriage or honour-based abuse.

They offer a listening ear and non-judgemental support for those experiencing issues around forced marriage. Also offers support to sufferers of domestic violence.

The service user can speak to helpline in own language: Bengali, Urdu, Hindi, Arabic, Farsi.

• Any age • UK Wide

**Hours:** Monday - Friday: 9am - 5pm

**Helpline:** 0800 5999 247 - (Free from landlines)

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

**Email:** via website



## DOMESTIC VIOLENCE

### National Domestic Violence Helpline

Free 24-hour national domestic violence helpline run in partnership with Refuge and Women's Aid. Provides practical and emotional support and outreach services. Can refer women to refuges throughout the UK.

• Women and Children • Any age • UK Wide

**Hours:** 24 hours, 7 days a week

**Helpline:** 0808 2000 247

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

**Email:** [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

### Men's Advice Line

Helpline offering practical advice, information and emotional support to male victims of domestic violence, as well as to concerned friends and family and frontline workers.

• Males • Any age • UK Wide

**Hours:** Helpline: Monday - Friday: 9am - 5pm

Webchat: Tuesday & Thursday: 10am - 4pm

**Helpline:** 0808 801 0327

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

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

**Webchat:** via website

### NAPAC

National Association for People Abused in Childhood provides emotional support and information to those affected by childhood abuse. Also supports supporters of survivors.

• Ages 18 and over • UK Wide

**Hours:** Monday - Thursday: 10am - 9pm, Friday: 10am - 6pm

**Helpline:** 0808 801 0331 - (Free from most mobiles)

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

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

## Refugees and Asylum Seekers

### British Red Cross

Provide a range of practical health and social care services in the UK for vulnerable people in crisis including refugees and people displaced by war and wanting to trace relatives or return home. Offer an International tracing service for families separated by war and message service where communications have broken down. Offer advice on family reunion, and sources of funds for travel expenses for family reunion.

• Any age • UK Wide

**Hours:** Monday - Friday: 9.30am - 5:30pm

**Helpline:** 0844 871 1111

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

### Embrace UK Community Support Centre

Offer advice, information and guidance for disadvantaged groups including migrants, refugees and asylum seekers. Subjects covered include education and training, housing, welfare benefits, money and debt, business advice, health and sexual health, mental health, physical exercise, and youth activities.

• Any age • UK Wide

**Hours:** Monday - Friday: 9.30am - 5:30pm

**Helpline:** 0808 168 0155

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

**Email:** [post@embraceuk.org](mailto:post@embraceuk.org)



# Parents and Carers

## Family Lives

Free and confidential helpline offering information, advice, guidance and support on any aspect of parenting and family life, including bullying.

• **Parents and Carers only** • **UK Wide**

**Hours:** Monday - Friday: 9am - 9pm, Saturday - Sunday: 10am - 3pm

**Helpline:** 0808 800 2222 - (Freephone from landlines and most mobiles)

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

**Email:** via website

**Webchat:** via website

## Lone Parent Helpline

The Lone Parent helpline is an umbrella organisation that runs separate helplines for England and Wales and Scotland. The helplines provide support for single parents. It offers confidential information and advice on a wide range of issues, including child maintenance and contact, employment, money and benefits, education and training and housing.

• **Parents and Carers only** • **England, Wales and Scotland**

**Hours:** Gingerbread: Monday: 10am - 6pm, Tuesday, Thursday, Friday: 10am - 4pm, Wednesday: 10am - 1pm and 5pm - 7pm

**One Parent Families:** Monday - Friday: 9.30am - 4.30pm

**Helpline:** Gingerbread / England & Wales: 0808 802 0925

**One Parent Families / Scotland:** 0808 801 0323  
(Freephone from landlines and most mobiles)

**Website:** England & Wales: [www.gingerbread.org.uk](http://www.gingerbread.org.uk)

Scotland: [www.opfs.org.uk](http://www.opfs.org.uk)

## NSPCC

Free 24-hour helpline offering advice to anyone concerned about the safety of a child or young person. Gives advice regarding child welfare and offers a place to report for those with serious concerns about a child's welfare.

Callers can be anonymous if they don't give details, NSPCC will intervene if they feel a young person is in danger and have their details.

• **All ages** • **UK Wide** • **FREEPHONE**

**Hours:** 24 hours, 7 days a week

**Helpline:** 0808 800 5000 - (Freephone from landlines and most mobiles)

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

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

**Text:** 88858

## Young Minds

Provides expert knowledge to professionals, parents and young people through the Parents' Helpline, online resources, training and development, outreach work and publications.

• **Parents and Carers only** • **UK Wide**

**Hours:** Monday - Friday: 9.30am - 4pm

**Helpline:** 0808 802 5544 - (Freephone from landlines and most mobiles)

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

**Email:** [ymentquiries@youngminds.org.uk](mailto:ymentquiries@youngminds.org.uk)





*Somewhere to turn when someone dies*

**Cruse Bereavement Care is the leading national charity for bereaved people in England, Wales and Northern Ireland.**

**Our mission is to offer support, advice and information to children, young people and adults when someone dies and work to enhance society's care of bereaved people.**

Cruse offers face-to-face, group, telephone, email and website support. We have a Freephone National Helpline and local services throughout England, Wales and Northern Ireland, and a website specifically for children and young people.

Our services are provided by trained volunteers and are confidential and free. Cruse provides training and consultancy for external organisations and for those who may come into contact with bereaved people in the course of their work.

**For more information, please email:**  
[training@cruse.org.uk](mailto:training@cruse.org.uk)

## **For more information:**

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

Freephone National Helpline number: **0808 808 1677**

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

National Helpline number: **0845 600 2227**

(calls cost 5p per minute plus you phone company's access charge)

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

**f Find us on Facebook:**  
Cruse Bereavement Care

**t Follow us on Twitter:**  
[@crusecare](https://twitter.com/crusecare)

Cruse Bereavement Care, Registered charity: 208078.

Cruse Bereavement Care Scotland, Registered charity: SC031600