

Resource directory

The following self-help, non-statutory and voluntary organizations are all national organizations, and the telephone numbers are head office numbers. Many of the agencies have networks of support groups across the country and they will be able to tell you the location of your nearest group. All encourage self-referral. You may wish to adapt this directory to include details of your local groups.

Alcohol misuse

Al-Anon Family Groups UK and Eire (local groups)

61 Great Dover Street, London SE1 4YF

Helpline: 020 7403 0888 (10am-10pm Daily)

Website: <http://www.al-anon.org/>

Understanding and support for families and friends of alcoholics whether still drinking or not.

Alateen

Helpline: 020 7403 0888 (10am-10pm Daily)

Website: <http://www.al-anon.alateen.org/>

For young people aged 12-20 affected by others' drinking.

Alcoholics Anonymous (local groups)

PO Box 1, Stonebow House, General Service Office, Stonebow, York YO1 7NJ

Administration: 01904 644 026

Helpline: 0845 769 7555 (24-hour)

Website: <http://www.alcoholics-anonymous.org.uk>

Helpline and support groups for men and women trying to achieve and maintain sobriety and help other alcoholics to get sober.

Drinkline National Alcohol Helpline

Freepost, PO Box 4000, Glasgow, G3 8XX

Helpline: 0800 917 8282 (9am-11pm, Tuesday-Thursday, Friday 9am-Monday 11pm)

Asian line (Hindu, Urdu, Gujerati, Pujabi): 0990 133 480 (1pm-8pm, Monday)

Confidential alcohol counselling and information service.

National Association for Children of Alcoholics

PO Box 64, Fishponds, Bristol, BS16 2UH

Office: 0117 924 8005

Helpline: 0800 358 3456 (10am-7pm, Monday-Friday)

Website: <http://www.nacoa.org.uk/>

Provides information and support to children of alcoholics.

Northern Ireland Community Addiction Service

40 Elmwood Avenue, Belfast BT9 6AZ

02890 664 434 (8.45am-5pm Monday-Thursday, 8.45am-4.30pm Friday)

Secular Organisations for Sobriety (SOS)

Office: 020 8698 9332

Helpline: 020 8698 9332/8291 5572

A non-religious self-help group.

Anxiety, obsessive-compulsive disorder, panic and phobias

First Steps to Freedom (local groups)

1 Taylor Close, Kennelworth, Warwickshire, CV8 2LW

Office: 01926 864 473

Helpline: 01926 851 608 (24-hour)

Email: info@firststeps.demon.co.uk; website: <http://www.first-steps.org>

Runs self-help groups.

The International Stress Management Association (ISMA) UK

PO Box 348, Waltham Cross, EN8 8ZL

Helpline: 07000 780 430

Email: stress@isma.org.uk; website: <http://www.isma.org.uk>

Promotes knowledge and best practice in the prevention and reduction of acute stress.

No Panic (local groups)

Brands Farm Way, Telford TF3 2JQ

Helpline: 0808 808 0545 (10am-10pm Daily, and a taped crisis message through the night) - gives numbers of volunteers for the day

Website: <http://www.nopanic.org.uk>

Email: ceo@nopanic.org.uk

Helpline, information booklets, local self-help groups (including telephone recovery groups) for people with anxiety, phobias, obsessions, panic.

OCD Action

Aberdeen Centre, 22-24 Highbury Grove, London N5 2EA

020 7226 4000 (9.30am-5pm, Tuesday, Wednesday; 11am-5pm, Thursday)

Email: info@ocdaction.org.uk; website: <http://www.ocdaction.org.uk>

Provides information, advice and support for people with Obsessive-compulsive disorder and related disorders such as body dysmorphic disorder and trichotillomania.

Social Anxiety UK (local groups)

Website: <http://www.social-anxiety.org.uk>

Information and support for sufferers of social anxiety and related problems. Has chat room and details of local meetings across the UK.

Stresswatch Scotland (local groups)

The Barn, 42 Barnweil Road, Kilmarnock KA1 4JF

Office: 01563 574 144

Helpline: 01563 528 910 (10am-1pm, Monday-Friday, excluding Wednesday)

Advice, information, materials on panic, anxiety, stress, phobias.

Triumph Over Phobia (TOP UK) (local groups)

PO Box1831, Bath BA2 4YW

Office: 01225 330 353

Email: triumphoverphobia@compuserve.com; website: <http://www.triumphoverphobia.com>

Structured self-help groups for sufferers from phobias or Obsessive-compulsive disorder.

Produces self-help materials.

Attention-deficit/hyperactivity disorder and Autism

Attention Deficit Disorder Information and Support Service (ADDISS) (local groups)

10 Station Road, Mill Hill, London NW7 2JU 020 8906 9068

Website: <http://www.addiss.co.uk>

Advice, support, local self-help groups, conferences and literature.

The National Autistic Society (local groups)

393 City Road, London EC1V 1NG

Office: 020 7833 2299

Helpline: 020 7903 3555

Email: nas@nas.org.uk; website: <http://www.nas.org.uk>

Information service, national diagnostic and assessment service, supported employment scheme, local groups and other services.

Autism Connect

Website: <http://www.autismconnect.org>

A website for anyone interested in autism, providing news, events, world maps, and rapid access to other websites with information on autism.

Bereavement and loss**Childhood Bereavement Network**

National Children's Bureau, 8 Wakley Street, London EC1V 7QE,

020 7843 6309

Website: <http://www.ncb.org.uk/cbn/directory>

Has an online directory of accessible specialist bereavement support services throughout UK.

The Child Bereavement Trust

Ashton House, High Street, High Wycombe, Buckinghamshire HP14 3AG

Office: 01494 446 648

Information line and support for professionals only: 0845 357 1000

Email: enquiries@childbereavement.org.uk; website: <http://www.childbereavement.org.uk>

Offers training for counselling bereaved children and advice on where to obtain help in the UK. Website has advice sheets for parents and young people and list of useful resources including videos for young people.

The Compassionate Friends

53 North Street, Bristol BS3 1EN

Helpline: 0117 953 9639 (10am-4pm and 6.30-10.30pm, open 365 days a year)

Email: info@tcf.org.uk; website: <http://www.tcf.org.uk>

Organization of bereaved parents offering friendship and understanding to others after the death of a child.

Cruse Bereavement Care (local groups)

Cruse House, 126 Sheen Road, Richmond, Surrey TW9 1UR

020 8939 9530

Helpline: 0870 167 1677 (9.30am-5.00pm, Monday-Friday)

Youthline (for those aged 12-18): 0808 808 1677

Email: info@crusebereavementcare.org.uk; website: <http://www.crusebereavementcare.org.uk>

Offers support, information, training and direct telephone help to anyone who has been affected by a death. Over 150 branches throughout the UK.

The Foundation for the Study of Infant Deaths (FSID) (local groups)

Artillery House, 11-19 Artillery Row, London, SW1P 1RT

Administration: 0870 787 0885

Helpline: 0870 787 0554 (9-11am Monday-Friday; 6-11pm, Saturday and Sunday)

Email: fsid@sids.org.uk; website: <http://www.sids.org.uk>

National helpline, local parent groups and befrienders.

Papyrus

c/o The Administration, Rosendale GH, Union Road, Rawtenstall, Rosendale, Lancs BB4 6NE

01706 214 449

Self-help for parents of young people who have committed suicide.

SAMM (Support after Murder and Manslaughter)

Cranmer House, 39 Brixton Road, London SW9 6DZ

Helpline: 020 7735 3838 (9am-5pm Monday-Friday)

Email: samm@victimsupport.org.uk; website: <http://www.samm.org.uk>

Helpline and useful publications including some for carers.

SOBS (Survivors of Bereavement by Suicide) (Local groups)

Centre 88, Saner Street, Hull HU3 2TR

Administrator: 01482 610 728

Helpline: 0870 241 3337 (9am-9pm, 365 days of the year)

Email: sobs.support@care4free.net; website: <http://www.uk-sobs.org.uk>

Offers emotional and practical support to those affected by suicide.

Stillbirth and Neonatal Death Society (SANDS)

28 Portland Place, London W1B 1LY

Office: 020 7436 3715

Helpline: 020 7436 5881 (9.30am-4pm Monday-Friday, and answerphone outside normal hours)

Email: support@uk-sands.org; website: <http://www.uk-sands.org>

Provides support for parents and families whose baby is stillborn, or dies shortly after birth.

Winston's Wish

The Clara Burgess Centre, Gloucestershire Hospital, Great Western Road, Gloucester GL1 3NN

General enquiries: 01452 394 377

Family line: 0845 203 0405 (9am-5pm, Monday-Friday)

Email: info@winstonswish.org.uk; website: <http://www.winstonswish.org.uk>

Organization supporting bereaved children and young people, and offering guidance and information to anyone concerned about a child after bereavement.

Bipolar disorder (manic depression)

The Manic Depression Fellowship (MDF) (local groups)

England

Castle Works, 21 St George's Road, London SE1 6ES

Office: 020 7793 2600

Email: mdf@mdf.org.uk (information); smt@mdf.org.uk (self-management); groups@mdf.org.uk (self-help groups); website: <http://www.mdf.org.uk>

Scotland

Studio 1019, Mile End Mill, Abbey Mill Business Park, Seedhill Road, Paisley PA1 1TJ

0141 560 2050

Email: info@mdfscotland.co.uk; website: <http://www.mdfscotland.co.uk>

Wales

1 Palmyra Place, Newport, South Wales, NP20 4EJ

08456 340 080

Email: info@mdfwales.org.uk; website: <http://www.manicdepressionwales.org.uk>

Advice, support, local self-help groups and publications list for people with a manic depressive illness.

Carers

Carers UK

20-25 Glasshouse Yard, London EC1A 4JT

020 7490 8818

Helpline: 0808 808 7777 (10am-12noon and 2-4pm, Monday-Friday)

Email: info@ukcarers.org.uk; website: <http://www.carersonline.org.uk>

Formerly the National Carers Association. Provides information and advice on all aspects of care for both carers and professionals.

Counsel and Care

Twyman House, 16 Bonny Street, London NW1 9PG

020 7485 1566 (10am-1pm, Monday-Friday)

Website: <http://www.counselandcare.org.uk>

Advice and information on home and residential care for older people.

Crossroads Association (local groups)

10 Regent Place, Rugby CV21 2PN 0845 450 0350

Email: communications@crossroads.org.uk; website: <http://www.crossroads.org.uk>

There are regional centres throughout the UK, providing practical support and help for carers, including respite care, day centres, befriending and night care. There is a scheme for young carers also.

Children and adolescents (see also Parents and children)

Anti-Bullying Campaign

185 Tower Bridge Road, London SE1 2UF

020 7378 1446

Provides help if children are being bullied or if children are bullying.

Bullying Online

Website: <http://www.bullying.co.uk>

Gives help and advice for parents and pupils in dealing with school bullying.

The Bullying Project

Website: <http://www.bullying.org>

Provides online mentoring support programmes, as well as educational resources.

Change our Minds

Website: <http://www.changeourminds.com>

A website run by the Samaritans targeted at a younger audience.

ChildLine

45 Folgate Street, London E1 6GL

Office: 020 7650 3200

Helpline: 0800 1111 (24-hour, freephone)

Website: <http://www.childline.org.uk>

Telephone service for all children and young people providing confidential counselling, support and advice on any issue. Parents can also write to ChildLine.

Childwatch

19 Spring Bank, Hull, East Yorkshire HU3 1AF

01482 325 552

Website: <http://www.childwatch.org.uk>

Advice for children on bullying and abuse that occurs at home and at school. 2

Kidscape

2 Grosvenor Gardens, London SW1W 0DH

020 7730 3300

Website: <http://www.kidscape.org.uk>

This is a charity set up to protect children from danger - whether from peers, adults they know or complete strangers.

Like it is

Email: likeitis@stopes.org.uk; website: <http://www.likeitis.org.uk>

Sex education for young people.

NSPCC (National Society for the Prevention of Cruelty to Children)

Weston House, 42 Curtain Road, London EC2A 3NH

020 7825 2500

Helpline: 0808 800 5000

Website: <http://www.nspcc.org.uk>

A charity specializing in child protection and the prevention of cruelty to children.

Teenage Health Freak

Website: <http://www.teenagehealthfreak.org>

Aimed primarily at teenagers aged 11-16 years, provides teenage-friendly health information.

Youth in Mind

Website: <http://www.youthinmind.net>

Website helping stressed children, teenagers and those who care for them access information and services.

Young Minds Trust

102-108 Clerkenwell Road, London EC1M 5SA

020 7336 8445

Parent information service: 0800 018 2138

Website: <http://www.youngminds.org.uk>

Aims to improve the mental health of all children and young people. Produces a range of leaflets for parents and young people.

Youth2Youth

Helpline: 020 8896 3675 (6.30-9.30pm, Monday and Thursday)

Email: admin@youth2youth.co.uk; website: <http://www.youth2youth.co.uk>

Telephone, email and online chat line run by young people (16-21-years-old) for young people.

Chronic fatigue

Action for ME (AfME)

PO Box 1302, Wells, Somerset, BA5 1YE 01749 670799

Email: admin@afme.org.uk; website: <http://www.afme.org.uk>

A national charity campaigning for patients and a useful source of information

Association of Young People with ME

PO 605, Milton Keynes, Bucks, MK2 2XD

01908 373 300

Email: info@ayme.org.uk; website: <http://www.ayme.org.uk>

Gives support and advice to young people with ME.

Counselling and psychotherapy

BACP (British Association for Counselling and Psychotherapy)

BACP House, 35-37 Albert Street, Rugby CV21 2SG

0870 443 5252.

Website: <http://www.counselling.co.uk>

Provides advice on sources of individual counselling and family therapy in the UK.

British Association for Behavioural and Cognitive Psychotherapies

Globe Centre, PO Box 9, Accrington, BB5 2GD

01254 875 277

Email: babcp@babcp.com; website: <http://www.babcp.org.uk>

Provides a free directory of accredited cognitive behavioural practitioners.

The British Confederation of Psychotherapists

West Hill House, Swains Lane, London N6 6QS

020 8830 5173

Website: <http://www.bcp.org.uk>

Register of psychotherapists, including psychoanalysts, analytical psychologists, psychoanalytical psychotherapists and child psychotherapists.

The British Psychological Society

St Andrew's House, 48 Princess Road East, Leicester LE1 7DR

01162 549 568

Website: <http://www.bps.org.uk>

Produces a directory of chartered clinical psychologists.

Counsellors and Psychotherapists in Primary Care (CPC)

Queensway House, Queensway, Bognor Regis, West Sussex PO21 1QT

01243 870701

Email: cpc@cpc-online.co.uk; website: <http://www.cpc-online.co.uk>

Represents counsellors and psychotherapists working in the NHS as a self-regulating professional association.

Institute for Counselling and Personal Development Trust

Interpoint, 20-24 York Street, Belfast BT15 1AQ

02890 330 996

Email: diane@icpd.thegap.com

Offers counselling and psychotherapy (normally free), course for helpers and community training and development courses.

United Kingdom Council for Psychotherapy (UKCP)

167-169 Great Portland Street, London, W1W 5PF

020 7436 3002 Email: ukcp@psychotherapy.org.uk; website: <http://www.psychotherapy.org.uk>

Provides information on registered therapists and training organizations.

Debt (see also Welfare)

National Debtline

The Arch, 48-52 Floodgate Street, Birmingham B5 5SL

Freephone: 0808 808 4000

Website: <http://www.nationaldebtline.co.uk>

Dementia

Age Concern

England Astral House, 1268 London Road, London SW16 4ER

Information line: 0800 009 966 (7am-7pm, daily)

Email: ace@ace.org.uk; website: <http://www.ace.org.uk>

Northern Ireland 02890 245 729

Email: info@ageconcernni.org

Wales 029 2037 1566

Email: enquiries@accymru.org.uk

Scotland 0131 220 3345

Email: enquiries@acscot.org.uk

Provides information and advice relating to older people.

Alzheimer's Society

Gordon House, 10 Greencoat Place, London, SW1P 1PH

020 7306 0606; helpline: 0845 300 0336

Email: helpline@alzheimers.org.uk; website: <http://www.alzheimers.org.uk>

Provides support to people with all forms of dementia, not just Alzheimer's, their family and friends, and supports research on education and training for primary care.

Help the Aged

Website: <http://www.helptheaged.org.uk>

England 207-221 Pentonville Road, London N1 9UZ 020 7278 1114

Email: info@helptheaged.org.uk;

Wales 12 Cathedral Road, Cardiff CF11 9LJ 02920 346 550

Email: infocymru@helptheaged.org.uk

Scotland 11 Granton Square, Edinburgh EH5 1HX 0131 551 6331

Email: infoscot@helptheaged.org.uk

Northern Ireland Ascot House, 24-30 Shaftesbury Square, Belfast BT2 7DB 02890 230 666

Email: infolni@helptheaged.org.uk

Provides advice and support to older people

Depression

Aware Defeat Depression Ltd. (local groups)

22 Great James Street, Derry, Co Londonderry BT48 7DA

02871 260 602

Email: info@aware-ni.org; website: <http://www.aware-ni.org>

Provides information leaflets, lectures and runs support groups for sufferers and relatives.

Campaign Against Living Miserably (CALM)

Helpline: 0800 585 858

Helpline for 15-24-year-old men at the onset of depression, to give advice, guidance, referrals and counselling.

Depression Alliance (local groups)

Website: <http://www.depressionalliance.org>

England 35 Westminster Bridge Road, London SE1 7JB 020 8768 0123

Wales 11 Plas Melin, Westbourne Rd, Whitchurch, Cardiff CF14 2BT 029 2069 2891 (10am-4pm Monday-Friday)

Scotland 3 Grosvenor Gardens, Edinburgh EH12 5JU 0131 467 3050

Provides information and self-help groups.

SAD (Seasonal Affective Disorder) Association

PO Box 989, Steyning BN44 3HS

01903 814 942

Website: <http://www.sada.org.uk>

Information about seasonal affective disorder (SAD). Offers advice and support to members.

Domestic violence

Domestic Violence Unit or Community Safety Unit

Contact your local Police Force for details.

Everyman Project

40 Stockwell Road, Stockwell, London SW9 9ES

020 7737 6747

Website: http://www.changeweb.org.uk/new_page_22.htm

Counselling, support and advice to men who are violent or concerned about their violence, and anyone affected by that violence.

Kiran: Asian Women's Aid

020 8558 1986, Fax: 020 8532 8260

Email: kiranawa@btopenworld.com

Advice, support, refuge for Asian women, and women from other cultures (eg Turkey, Iran, Morocco and Malaysia).

Refuge

National Crisis Line: 0870 599 5443 (24-hour)

Offers support, information and referrals. Runs own refuges in London and South East.

Relate

Herbert Gray College, Little Church Street, Rugby, Warwickshire CV21 3AP

01788 573 241/0800 456 1310

Website: <http://www.relate.org.uk>

Counselling for adults with relationship difficulties, whether married or not.

Women's Aid Federation

PO Box 391, Bristol BS99 7WS

National Domestic Violence 24-hour helpline:

England: 08457 023 468

Wales: 029 2039 0874

Northern Ireland: 01232 249 041/358

Scotland: 0131 221 0401

Website: <http://www.womensaid.org.uk>

Support, advice, information and refuge referrals for women experiencing domestic violence.

Zero Tolerance

Helpline: 0800 028 3398

Website: <http://www.domesticviolenceprevention.com>

Support, advice and information for women experiencing domestic violence.

Drug misuse

ADFAM National

Waterbridge House, 32-36 Loman Street, London SE1 0EE

Helpline 020 7928 8900 (10am-5pm, Monday, Wednesday-Friday; 10am-6.45pm, Tuesday)

Website: <http://www.adfam.org.uk>

Confidential support and information for families and friends of drug users.

CITA (Council for Involuntary Tranquilliser Addiction)

Cavendish House, Brighton Road, Waterloo, Liverpool L22 5NG

Office: 0151 474 9626

Helpline 0151 949 0102 (10.00am-1.00pm, Monday-Friday: emergency weekend number available)

Offers advice on withdrawing from tranquilisers and help with anxiety and depression.

DrugScope

Waterbridge House, 32-36 Loman Street, London SE1 0EE

020 7928 1211

Email: services@drugscope.org.uk

Families Anonymous (local groups)

Unit 37, The Doddington and Rollo Community Association, Charlotte Despard Avenue, Battersea, London SW11 5JE 020 7498 4680 (1-5pm, Monday-Friday)

Email: office@famanon.org.uk; website: <http://www.famanon.org.uk>

Runs self-help groups in the UK for families and friends of those with a drug problem.

Narcotics Anonymous

020 7730 0009

Email: helpline@ukna.org; website: <http://www.ukna.org>

For leaflets, telephone the UK Service Officer: 020 7251 4007.

A network of recovering addicts supporting each other to live without drugs.

National Drugs Helpline/Talk to Frank

Helpline: 0800 776600 (24-hour)

Website: <http://www.talktofrank.com>

Provides free confidential advice, including information on local services.

Release

388 Old Street, London EC1V 9LT

Advice line: 020 7729 9904 (10am-5.30pm Monday-Friday)

Email: info@release.org.uk; website: <http://www.release.org.uk>

Advice, support and information to drug users and their friends and families on all aspects of drug use and drug-related legal problems.

Eating disorders**Anorexia Bulimia Careline** (Northern Ireland)

84 University Street, Belfast BT7 1HE

Helpline: 02890 614 440

Centre for Eating Disorders (Scotland)

3 Sciennes Road, Edinburgh EH9 1LE

0131 668 3051

Psychotherapy for individuals, self help manuals and information packs.

Eating Disorders Association (local groups)

1st Floor, Wensum House, 103 Prince of Wales Road, Norwich NR1 1DW

Office: 01603 619 090

Helpline: 01603 621 414 (9am-6.30pm, Monday-Friday)

Youthline (for under 19s): 01603 765050 (4-6.30pm Mon-Fri)

Email: info@edauk.com; website: <http://www.edauk.com>

Self-help support groups for sufferers, their relatives and friends. Assists in putting people in touch with sources of help in their own area.

Ethnic minorities

Commission for Racial Equality (local groups)

St Dunstan's House, 201-211 Borough High Street, London SE1 1GZ

020 7939 0000

Email info@cre.gov.uk; website: <http://www.cre.gov.uk>

Provides help to individuals with cases of racial discrimination.

Jewish Association for the Mentally Ill (JAMI)

707 High Road, Finchley, London N12 0BT

020 8343 1111

Offers guidance, counselling and support to sufferers and carers. Runs a help and referral line.

NAFSIYAT

278 Seven Sisters Road, London N4 2HY 020 7686 8666 This is an intercultural therapy centre. Its own services are local but it might be able to provide information about counsellors from black and ethnic minority groups in other areas of the UK.

Refugee Council

3 Bondway, London SW8 1SJ

020 7820 3000

Website: <http://www.refugeecouncil.org.uk>

Gives practical support and advice to refugees. Provides information on mental health services to refugees and their advisers.

Refugee Support Centre

47 South Lambeth Road, London SW8 1RH

020 7820 3606

Provides counselling to refugees, asylum seekers; plus training and information to health and social care professionals on psycho-social needs of refugees.

Learning disability

Down Syndrome Association

155 Mitcham Road, London SW17 9PG

020 8682 4001 (10am-4pm, Tuesday-Thursday)

Email: info@downs-syndrome.org.uk; website: <http://www.downs-syndrome.org.uk>

Information and support for people with Down syndrome and their families.

Mencap

England and Wales

123 Golden Lane, London EC1Y 0RT

020 7454 0454

Information line: 020 7696 5593

Website: <http://www.mencap.org.uk>

Northern Ireland

Segal House, 4 Annadale Avenue, Belfast BT7 3JH

02890 691351

Family Advisory Service Line: 0345 636 227

Information and support for people with a learning disability and their families in the UK. It provides residential, employment, further education and leisure and holiday services.

Scope (local groups)

12 Park Crescent, London W1N 4EQ

020 7636 5020

Helpline: 0800 626 216

Website: <http://www.scope.org.uk>

Information, emotional support, and support groups for people with cerebral palsy and their families. Only some people with cerebral palsy have learning disabilities in addition to their physical disabilities.

Mental health and illness: general**Cause for Mental Health**

2 Castle Village, Carrickfer, County Antrim BT38 7BH

01960 367 728

Helpline: 0845 603 0291 233

Mental Health Foundation

7th Floor, 83 Victoria Street, London SW1H 0HW

020 7802 0300

Email: mhf@mhf.org.uk; website: <http://www.mentalhealth.org.uk>

Free leaflets about mental illness and learning disabilities for the general public.

MIND

Granta House, 15-19 Broadway, Stratford, London E15 4BQ

Office: 020 8519 2122

MINDinfoLINE: 0845 766 0163

Email: info@mind.org.uk; website: <http://www.mind.org.uk>

Information service for matters relating to mental health.

Northern Ireland Association for Mental Health

Central Office, 80 University Street, Belfast BT7 1HE

02890 328 474

Provides services in the community for people with mental needs.

SANELine

Helpline: 08457 678 000 (12noon-2.00am Daily)

Website: <http://www.sane.org.uk>

Helpline offering information and advice on all aspects of mental health for those experiencing illness or their families or friends.

Scottish Association for Mental Health

Cumrae House, 15 Carlton Court, Glasgow G59JP

0141 568 7000

Website: <http://www.samh.org.uk>

Mental Health Care

Website: <http://www.mentalhealthcare.org.uk>

Information about mental health and the latest research from the South London and Maudsley NHS Trust and the Institute of Psychiatry. Particularly suited to the carers, friends and family of anyone with mental illness. The site currently deals with schizophrenia and psychosis.

Neurological disorders and stroke

Epilepsy Action

New Anstey House, Gate Way Drive, Yeadon, Leeds LS19 7XY
Helpline: 0808 800 5050 (9am-4.30pm, Monday-Thursday; 9am-4pm, Friday)
Email: helpline@epilepsy.org.uk; website: <http://www.epilepsy.org.uk>
Epilepsy Action is the working name for British Epilepsy Association.

Epilepsy Bereaved

PO Box 112, Wantage, Oxon OX12 8XT Bereavement Support Contact Line (24-hour answering service): 01235 772 852 Email: epilepsybereaved@dial.pipex.com

Epilepsy Youth in Europe

Website: <http://www.evie.org>

Provides an opportunity for young people to discuss epilepsy and its effect on their lives.

The National Society for Epilepsy

Chesham Lane, Chalfont St Peter, Bucks SL9 0RJ
Office 01494 601 300
UK Epilepsy Helpline: 01494 601 400 (10am-4pm, Monday-Friday)
Website: <http://www.epilepsynse.org.uk>

Migraine Action Association

Unit 6, Oakley Hay Lodge Business Park, Great Folds Road, Great Oakley, Northants NN18 9AS
01536 461 333 (best time to phone: 9am-5pm, Monday-Friday)
Website: <http://www.migraine.org.uk>
Aims to bridge the gap between the migraine sufferer and the medical world by providing information on all aspects of the condition and its management.

The Migraine Trust

45 Great Ormond Street, London WC1N 3HZ
020 7831 4818
Website: <http://www.migrainetrust.org>

Neurological Alliance

The Neurological Alliance, PO Box 36731, London SW9 6WY
Tel: 020 7793 5907, Fax: 020 7793 5939
email: info@neurologicalalliance.org.uk
Website: <http://www.neurologicalalliance.org.uk>

The Organization for Understanding Cluster Headaches (OUCH)

UK Norham House, Mountenoy Road, Moorgate, Rotherham S60 2AJ
24-hour infoline/answer phone: 0161 272 1702 (recording and messages only)
Website: <http://www.clusterheadaches.org.uk>

Stroke Association

Stroke House, 240 City Road, London EC1V 2PR
Office: 020 7566 0300
Helpline: 0845 303 3100
Email: stroke@stroke.org.uk; website: <http://www.stroke.org.uk>
Provides a comprehensive series of information leaflets, including Stroke - questions and answers, Sex after stroke, Cognitive problems after stroke, Stroke: a carers guide.

Different strokes

Email: info@differentstrokes.co.uk; website: <http://www.differentstrokes.co.uk>
Provides free services to younger stroke survivors throughout the UK.

Parents and children

Advisory Centre for Education

18 Aberdeen Studios, 22-24 Highbury Grove, London N5 2DQ

General advice line: 0808 800 5793

Website: <http://www.ace-ed.org.uk>

Independent advice centre for parents, offering free advice on many topics including exclusion from school, bullying, special educational needs and school admission appeals.

Fathers Direct

Website: <http://www.fathersdirect.com>

Home-Start UK

2 Salisbury Road, Leicester LE1 7QR

0800 068 6368 (8.30am-8pm Monday-Friday, 9am-Midday Saturday)

Website: <http://www.home-start.org.uk>

Volunteers offer support, friendship and practical support to young families with at least one child under five, who are experiencing difficulties and stress.

The Incredible Years

Website: <http://www.incredibleyears.com>

A website of programmes for reducing children's aggression and behaviour problems and increasing social competence at home and school.

National Family and Parenting Institute

430 Highgate Studios, 53-79 Highgate Road, London NW5 1TL

020 7424 3460

Email info@nfpi.org; website: <http://www.nfpi.org>

NEWPIN (Northern Ireland) (local groups)

Development Office, 8 Windsor Avenue, Lurgan, County Armagh BT67 9BG 01762 324 843

Website: <http://www.newpin.org.uk>

Befriending and support groups for parents of young children who are under stress. Work focuses on alleviating maternal depression and stress. Provides training in parenting skills and family play programmes.

Parentline (and the National Stepfamily Association)

Endway House, The Endway, Hadleigh, Essex SS7 2AN

Office: 01702 554 782

Helpline: 0808 800 2222 (9am-9pm, Monday-Friday; 9.30am-5pm, Saturday; 10am-3pm, Sunday) Information sheets and books about belonging to a stepfamily: 020 7209 2460

Offers help and advice to parents on all aspects of bringing up children and teenagers. Provides support for parents under stress.

Parents Anonymous (local groups)

6-9 Manor Gardens, London N7 6LA

020 7263 8918

Offers friendship and help to parents who are at risk of abusing their children and those who may have done so. Offers telephone counselling and network of local groups.

Young Minds Parents Information Service

102-108 Clerkenwell Road, London EC1M 5SA

Information service: 0800 018 2138

Website: <http://www.youngminds.org.uk>

Produces books and leaflets about young people's mental health and offers seminars and training.

Personality (behavioural) disorders

Borderline UK

PO Box 42, Cockermouth, Cumbria CA13 0WB

Email: info@borderlineuk.co.uk; website: <http://www.borderlineuk.co.uk>

A national user-led network of people within the UK who have been diagnosed with borderline personality disorder.

Borderline

Website: <http://www.bpdcentral.com>

Mainly for families of people with borderline personality disorder.

Postnatal depression

Association for Postnatal Illness

020 7386 0868

145 Dawes Road, London SW6 7EB

Email: info@apni.org; website: <http://www.apni.org>

Information on postnatal depression, and will put affected mothers in touch with others who have had similar experiences.

Meet-a-Mum Association (MAMA) (local groups)

376 Bideford Green, Linslade, Leighton Buzzard, Beds LU7 2TY

01525 217 064

Email: meet-a-mum.assoc@blueyonder.co.uk; website: <http://www.MAMA.org.uk>

Local self-help groups for pregnant women and those with young children.

National Childbirth Trust (local groups)

Alexandra House, Oldham Terrace, London W3 1BE

0870 444 8707

Website: <http://www.nctpregnancyandbabycare.com>

Information and support on all aspects of pregnancy and childbirth with local groups around the country.

Relationship and sexual problems

BASRT (British Association for Sexual and Relationship Therapy)

020 8543 2707 Email: info@basrt.org.uk; website: <http://www.basrt.org.uk>

Registered therapists are multidisciplinary and work in the NHS as well as privately.

Brook Advisory Centres

421 Highgate Studios, 53-79 Highgate Road, London NW5 1TL

Helpline: 020 7617 8000 (24-hour)

Ask Brook: 020 7284 6060

Email: admin@brookcentres.org.uk; website: <http://www.brook.org.uk>

Free counselling and confidential advice on contraception and sexual matters for young people (under 25).

Care for the Family

PO Box 488, Cardiff CF15 7YY

029 2081 1733

Website: <http://www.care-for-the-family.org.uk/>

Provides help for those experiencing distress from family problems.

The Impotence Association

PO Box 10296, London SW17 9WH

Helpline: 020 8767 7791

Email: theia@btinternet.com; website: <http://www.impotence.org.uk>

Relate

Herbert Gray College, Little Church Street, Rugby, Warwickshire CV21 3AP
01788 573 241

Helpline: 08451 304 010/0800 456 1310

Website: <http://www.relate.org.uk>

Counselling for adults with relationship difficulties, whether married or not.

Schizophrenia

Hearing Voices Network (local groups)

91 Oldham Street, Manchester M4 1LW

0161 834 5763

Email: hearingvoices@care4free.net; website: <http://www.hearing-voices.org.uk>

Self-help groups to allow people to explore their voice-hearing experiences.

Rethink (formerly the National Schizophrenia Fellowship) (local groups)

28 Castle Street, Kingston-upon-Thames, Surrey KT1 1SS

Advice line: 020 8974 6814 (10am-3pm, Monday-Friday)

Email: advice@rethink.org; website: <http://www.rethink.org>

Scotland Claremont House, 130 East Claremont Street, Edinburgh EH1 4LB

0131 557 8969

Northern Ireland 'Wyndhurst', Knockbracken Health Care Park, Saintfield Rd, Belfast BT8 8BH

02890 402 323

Monthly social groups for clients with schizophrenia living in the community and support for relatives.

Schizophrenia Association of Great Britain

'Bryn Hyfryd', The Crescent, Bangor, Gwynedd LL57 2AG.

01248 354 048

Email: info@sagb.co.uk; website: <http://www.sagb.co.uk>

Offers information and support to sufferers, relatives, friends, carers and medical workers.

The UK NHS Portal for Schizophrenia

Website: <http://www.nhs.uk/schizophrenia>

Web-based information resource for people with schizophrenia and their carers. The site contains a number of user-friendly sections. These include the following: Evidence based treatment summaries; What is schizophrenia? How is schizophrenia diagnosed? Managing schizophrenia; Living with schizophrenia; Support for carers; and Legal issues.

Self-care for professionals

British Medical Association Stress Counselling Service

0645 200 169 24-hour, free, confidential counselling service available to doctors, their families and medical students, to discuss personal, emotional and work-related problems.

Medical Council on Alcohol

020 7487 4445

Website: <http://www.medicouncilalcol.demon.co.uk>

National Counselling Service for Sick Doctors

0870 241 0535

Website: <http://www.ncssd.org.uk>

Confidential advisory service. Deals with concerns about health issues that might be affecting ability to treat patients safely.

Royal College of Nursing

0345 726 100 (24-hour service for information and advice)

Website: <http://www.rcn.org.uk>

Self-harm and suicidal feelings**Basement Project**

PO Box 5, Abergavenny, Gwent NP7 5XW

01873 856 524

Publications on self-harm, run groups and workshops and work with people (mainly women) who have been abused.

Bristol Crisis Service for Women PO

Box 654, Bristol BS99 1XH

Helpline: 0117 925 1119 (9pm-12.30am, Friday and Saturday)

Email: bcsw@womens-crisis-service.freeserve.co.uk

Telephone counselling and information service relating to self-harm. Bi-monthly newsletter Shout on self-harm.

National Self-Harm Network

PO Box 16190, London NW1 3WW

Provides information sheets and training.

The Samaritans

46 Marshall Street, London W1V 1LR

Helpline: 08457 909090 (24-hour, daily)

Email: jo@samaritans.org; website: <http://www.samaritans.org.uk>

Offers confidential emotional support to any person who is despairing or suicidal.

Self Harm Alliance

PO Box 61, Cheltenham, Gloucestershire GL51 8YB

Helpline: 01242 578 820 (6-7pm, Tuesday and Sunday; 11am-1pm, Thursday)

Email: selharmalliance@aol.com; website: <http://www.selfharmalliance.org>

Helpline, produces monthly newsletters, provides postal and email support, and offers an advocacy service.

Self-Injury and Related Issues (SIARI)

Email: jan@siari.uk; website: <http://www.siari.co.uk>

Forum for self-harmers.

Sleep problems

British Sleep Society

PO Box 247, Colne, Huntingdon PE28 3UZ.

Email: enquiries@sleeping.org.uk; website: <http://www.sleeping.org.uk>

British Snoring and Sleep Apnoea Association

0800 0851 097

Email: info@britishsnoring.co.uk; website: <http://www.britishsnoring.com>

UKAN (Narcolepsy Association UK)

020 7721 8904

Email: info@narcolepsy.org.uk; website: <http://www.narcolepsy.org.uk>

Provides help for those suffering from narcolepsy.

Smoking cessation**NHS Smoking Helpline**

0800 169 0169 (7am-11pm, daily)

Website: <http://www.givingupsmoking.co.uk>

NHS Pregnancy Smoking Helpline

0800 169 9169 (12 noon-9pm, daily)

Quit Line Smoking Helpline

0800 00 22 00 (9am-9pm, daily)

Trauma**CombatStress**

Tyrwhitt House, Oaklawn Road, Leatherhead, Surrey KT22 0BX

01372 841600

Email: contactus@combatstress.org.uk; website: <http://www.combatstress.com>

Supports men and women discharged from the armed services and merchant navy who suffer from mental health problems, including post-traumatic stress disorder. It has a regional network of welfare officers who visit people at home or in hospital.

The Medical Foundation for the Care of Victims of Torture

96-98 Grafton Rd, Kentish Town, London NW5 3EJ (open 9am-6pm, Monday-Friday, by appointment)

Clinical department: 020 7813 7777

Website: <http://www.torturecare.org.uk>

Provides survivors of torture with medical treatment, social assistance and psychotherapeutic support.

Rape Crisis Federation

0115 900 3560 (9am-5pm, Monday-Friday)

Email: info@rapecrisis.co.uk; website: <http://www.rapecrisis.co.uk>

Victim Support

PO Box 11431, London SW9 6ZH

Supportline: 0845 3030 900 (9am-9pm, Monday-Friday; 9am-7pm, Saturday/Sunday; 9am-5pm bank holidays)

Email: contact@victimsupport.org.uk; website: <http://www.victimsupport.com>

Provides emotional support and practical information for anyone who has suffered the effects of crime, regardless of whether the crime has been reported.

Women against Rape

020 7482 2496

Email: war@womenagainstrape.net; website: <http://www.womenagainstrape.net>

Welfare and advice for practical problems**Benefits Enquiry Line**

0800 882 2200

Textphone 0800 243 355

For information about Disability Living Allowance, Invalid Care Allowance and other benefits. 2

Citizens Advice Bureau (See local telephone directory for the number of your nearest bureau)

Main website: <http://www.citizensadvice.org.uk> (gives directory of all offices and advice by email);

Advice guide website: <http://www.adviceguide.org.uk>

Provides a wide range of free and confidential advice and help. Subjects include social security benefits, housing, family and personal matters, money advice and consumer complaints.

Shelter Helpline Helpline:

0808 800 4444 (24-hour)

Website: <http://www.shelter.org.uk>

General advice and help on housing problems.