

## National contacts

<b>SANE</b>		<b>Mental Health</b>
Providing support and information about mental health issues. The helpline is open from 6.00pm to 11.00pm everyday.	<b>Phone</b>	0300 304 7000
	<b>Email</b>	<a href="mailto:info@sane.org.uk">info@sane.org.uk</a>
	<b>Web</b>	<a href="http://www.sane.org.uk">www.sane.org.uk</a>
<b>MIND</b>		<b>Mental Health</b>
Information and support for mental health issues.	<b>Phone</b>	0300 123 3393
	<b>Email</b>	<a href="mailto:info@mind.org.uk">info@mind.org.uk</a>
	<b>Web</b>	<a href="http://www.mind.org.uk">www.mind.org.uk</a>
<b>Samaritans</b>		<b>Emotional distress</b>
Providing emotional support to anyone experiencing distress or despair. They can be contacted by phone 24hours a day.	<b>Phone</b>	116 123
	<b>Email</b>	<a href="mailto:jo@samaritans.org">jo@samaritans.org</a>
	<b>Web</b>	<a href="http://www.samaritans.org">www.samaritans.org</a>
<b>No Panic</b>		<b>Anxiety</b>
Helpline for people suffering with panic attacks and anxiety disorders. Helpline open 10.00am to 10.00pm daily.	<b>Phone</b>	0844 967 4848
	<b>Email</b>	
	<b>Web</b>	<a href="http://www.nopanic.org.uk">www.nopanic.org.uk</a>
<b>Self injury support</b>		<b>Self harm / injury</b>
Support for women or girls affected by self harm or self injury. TESS is a service specifically for Under 24's.	<b>Phone</b>	0808 800 8088
	<b>TESS Text</b>	0780 047 2908
	<b>Web</b>	<a href="http://www.selfinjurysupport.org.uk">www.selfinjurysupport.org.uk</a>
<b>NHS</b>		<b>Health / Medical</b>
Information and advice on non-emergency health concerns. Including online search facility to find local services	<b>Phone</b>	111
	<b>Email</b>	
	<b>Web</b>	<a href="http://www.nhs.uk">www.nhs.uk</a>
<b>Age UK</b>		<b>Older people</b>
Advice and information specific to older people on a range of subjects.	<b>Phone</b>	0800 169 2081
	<b>Email</b>	Through website
	<b>Web</b>	<a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a>
<b>The Silver Line</b>		<b>Older people</b>
Free confidential helpline providing information, friendship and advice to older people. Open 24 hours a day every day of the year.	<b>Phone</b>	0800 4 70 80 90
	<b>Email</b>	
	<b>Web</b>	<a href="http://www.thesilverline.org.uk">www.thesilverline.org.uk</a>
<b>Childline</b>		<b>Children &amp; young people</b>
Help and support for children and young people under the age of 19.	<b>Phone</b>	0800 11 11
	<b>Email</b>	
	<b>Web</b>	<a href="http://www.childline.org.uk">www.childline.org.uk</a>
<b>Alcoholics Anonymous</b>		<b>Alcohol</b>
Help and support with drinking problems.	<b>Phone</b>	0800 9177 650
	<b>Email</b>	<a href="mailto:help@alcoholics-anonymous.org.uk">help@alcoholics-anonymous.org.uk</a>
	<b>Web</b>	<a href="http://www.alcoholics-anonymous.org.uk">www.alcoholics-anonymous.org.uk</a>

<b>FRANK</b>		<b>Drugs</b>
Helpline and information about drugs and drug use.	<b>Phone</b>	0300 123 6600
	<b>Email</b>	Through website
	<b>Web</b>	<a href="http://www.talktofrank.com">www.talktofrank.com</a>

<b>Family Lives</b>		<b>Family</b>
Help and support for all aspects of family life.	<b>Phone</b>	0808 800 2222
	<b>Email</b>	Through website
	<b>Web</b>	<a href="http://www.familylives.org.uk">www.familylives.org.uk</a>

<b>Women's Aid</b>		<b>Domestic abuse</b>
Support and information for women and children experiencing domestic abuse. Helpline available 24 hours a day.	<b>Phone</b>	0808 2000 247
	<b>Email</b>	<a href="mailto:helpline@womensaid.org.uk">helpline@womensaid.org.uk</a>
	<b>Web</b>	<a href="http://www.womensaid.org.uk">www.womensaid.org.uk</a>

<b>Men's advice line</b>		<b>Domestic abuse</b>
Support and information for men experiencing domestic abuse. Helpline available 9.00am to 5.00pm Monday to Friday.	<b>Phone</b>	0808 801 0327
	<b>Email</b>	<a href="mailto:info@mensadviceline.org.uk">info@mensadviceline.org.uk</a>
	<b>Web</b>	<a href="http://www.mensadviceline.org.uk">www.mensadviceline.org.uk</a>

<b>Shelter</b>		<b>Housing</b>
Advice, information and advocacy for those in housing need.	<b>Phone</b>	0808 800 4444
	<b>Email</b>	Through website
	<b>Web</b>	<a href="http://www.shelter.org.uk">www.shelter.org.uk</a>

<b>Police</b>			
Emergency Call	999	Emergency Text Phone	18000
Non emergency call	101	Non emergency text phone	18000 101

Avon & Somerset	<a href="http://www.avonandsomerset.police.uk">www.avonandsomerset.police.uk</a>
Gloucestershire	<a href="http://www.gloucestershire.police.uk">www.gloucestershire.police.uk</a>
West Midlands	<a href="http://www.west-midlands.police.uk">www.west-midlands.police.uk</a>
South Wales	<a href="http://www.south-wales.police.uk">www.south-wales.police.uk</a>

### Utility contacts

<b>Western power distribution</b>		<b>Electricity</b>
To report power cuts or for information about electricity supply.	<b>Emergency Info</b>	0800 6783 105
	<b>Phone</b>	0800 096 3080
	<b>Web</b>	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>

<b>Transco</b>		<b>Gas</b>
To report gas leaks.	<b>Phone</b>	0800 111 999
	<b>Email</b>	
	<b>Web</b>	<a href="http://www.nationalgrid.com">www.nationalgrid.com</a>

<b>Water supplies</b>		
Bristol water	Bristol	0845 702 3797
Severn Trent	Gloucester & Midlands	0800 783 4444
Wessex Water	North Somerset	0345 600 4600
Welsh Water	Wales	0800 052 0130

### Area specific contacts

<b>Bristol</b>	
Bristol Royal Infirmary	0117 923 0000
Social Services	0117 903 6444
Bristol City Council	0117 922 2000
Frenchay Hospital	0117 950 5050
Southmead Hospital	0117 950 5050
Somerset and Avon Rape & Sexual Abuse Support	Women: 0808 801 0456
	Men: 0808 801 4564
Bristol Debt Advice Centre	0117 954 3990

<b>North Somerset</b>	
North Somerset Council	01934 888 888
Social Services – emergency	01275 888 808
Somerset and Avon Rape & Sexual Abuse Support	Women: 0808 801 0456
	Men: 0808 801 4564

<b>South Gloucestershire</b>	
South Gloucestershire Council	01454 868009
Social Services	01454 868007

<b>Gloucestershire</b>	
Gloucestershire Royal Hospital	0300 422 2222
Gloucester City Council	01452 396396
Social Services	01452 426868
Gloucestershire Domestic Abuse Support Service	0845 602 9035
Gloucester Law Centre	01452 423492

<b>Midlands</b>	
Birmingham City Council	0121 303 1111
Social Services – Emergency	0121 675 4806

<b>South Wales</b>	
Newport City Council	01633 656 656
Newport Social Services – Emergency	0800 328 4432
Neath Port Talbot Council	01639 686 686
NPT Social Services - Emergency	01639 895455
Rhonda Cynon Taff Council	01443 425005
RCT Social Services – Emergency	01443 743665