

National contacts

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

| FRANK | | Drugs |
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| Helpline and information about drugs and drug use. | Phone | 0300 123 6600 |
| | Email | Through website |
| | Web | www.talktofrank.com |

| Family Lives | | Family |
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| Help and support for all aspects of family life. | Phone | 0808 800 2222 |
| | Email | Through website |
| | Web | www.familylives.org.uk |

| Women's Aid | | Domestic abuse |
|--|--------------|--|
| Support and information for women and children experiencing domestic abuse. Helpline available 24 hours a day. | Phone | 0808 2000 247 |
| | Email | helpline@womensaid.org.uk |
| | Web | www.womensaid.org.uk |

| Men's advice line | | Domestic abuse |
|--|--------------|--|
| Support and information for men experiencing domestic abuse. Helpline available 9.00am to 5.00pm Monday to Friday. | Phone | 0808 801 0327 |
| | Email | info@mensadviceline.org.uk |
| | Web | www.mensadviceline.org.uk |

| Shelter | | Housing |
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| Advice, information and advocacy for those in housing need. | Phone | 0808 800 4444 |
| | Email | Through website |
| | Web | www.shelter.org.uk |

| Police | | | |
|--------------------|--|--------------------------|-----------|
| Emergency Call | 999 | Emergency Text Phone | 18000 |
| Non emergency call | 101 | Non emergency text phone | 18000 101 |
| Avon & Somerset | www.avonandsomerset.police.uk | | |
| Gloucestershire | www.gloucestershire.police.uk | | |
| West Midlands | www.west-midlands.police.uk | | |
| South Wales | www.south-wales.police.uk | | |

Utility contacts

| Western power distribution | | Electricity |
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| To report power cuts or for information about electricity supply. | Emergency Info | 0800 6783 105 |
| | Phone | 0800 096 3080 |
| | Web | www.westernpower.co.uk |

| Transco | | Gas |
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| To report gas leaks. | Phone | 0800 111 999 |
| | Email | |
| | Web | www.nationalgrid.com |

| Water supplies | | |
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| 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

| Bristol | |
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| 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 |

| North Somerset | |
|---|----------------------|
| 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 |

| South Gloucestershire | |
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| South Gloucestershire Council | 01454 868009 |
| Social Services | 01454 868007 |

| Gloucestershire | |
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| 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 |

| Midlands | |
|-----------------------------|---------------|
| Birmingham City Council | 0121 303 1111 |
| Social Services – Emergency | 0121 675 4806 |

| South Wales | |
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| 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 |