

Working with voluntary and community organisations

All sections of this guide give information about voluntary, community and self-help organisations that provide support to people with particular problems. These agencies can be a great resource for: patients, augmenting professional help with mutual support, befriending, information, practical advice and (some agencies) specialised professional counselling. Surveys report that some people with mental-health problems, of all severities, find the support of voluntary agencies very useful in helping them to live with their problems, though women are more likely to find this method of support acceptable than men.^{1,2} However, the services of most agencies are not currently available within prisons.

Making use of the information about voluntary and community resources

You can use the information provided in this guide in several ways.

- You can give your patients information about relevant agencies so that they can telephone their helplines using their phone cards or write for advice and information.
- You can contact one or more agencies to obtain publications for distribution to your patients.
- You can give information about relevant agencies to someone before release and encourage them to make contact before or after release.
- You can, in collaboration with other staff from other disciplines (eg probation officers, chaplains), build a relationship with one or more agencies to enable them to provide a service that is particularly needed in your establishment.

Which agencies to involve will depend on the type of establishment. For example, the Citizens Advice Bureau exists in most localities and would be a valuable service in most prisons. Those prisons with Mother and Baby Units (MBU) may wish to consider building links with one of the several agencies that provide volunteer support to pregnant and new mothers. Several establishments already provide bereavement counselling or other specialised counselling. Where contracts are developed with agencies to provide professional services such as counselling, it will be essential to assure the quality of the service provided. The British Association for Counselling can provide information here (see **Resource directory**, page 316).

Sources of further advice and information

- Jo Gordon, Prison Service Voluntary Agencies Coordinator, Administration Group, Abell House, John Islip Street, London SW1P 4LH. Tel: 020 7217 6186 (Thursdays and Fridays).
- Prisons Community Links (CLINKS) is a voluntary organisation whose aim is to facilitate links between voluntary agencies and prisons. It can provide advice and support to both parties. It has a database of organisations that work in prisons and it produces a free newsletter, *Get Linked*, for community-based organisations working in prisons. Contact: Clive Martin, Director, CLINKS, Office 4, Central Methodist Centre, St Saviourgate, York YO1 8NQ. Tel: 01904 673970; E-mail: CLINKS@yorks.globalnet.co.uk.
- HM Prison Service and CLINKS. *Good Practice Guide: Prisons and the Voluntary and Community-based Sector*, 2001. Available from: either the Prison Service Voluntary Agencies Coordinator or CLINKS (see above). This is a very useful guide when inviting a voluntary or community agency to help establish a service within a prison. It includes choosing a partner agency, building a relationship, funding issues, communication and evaluation.
- Other staff in the prison, especially the chaplain and also the organiser of the visitor centre and others, may have valuable local links.
- Councils for Voluntary Service, sometimes known as Councils of Voluntary Organisations or, in rural areas, as Rural Community Councils. These are umbrella organisations that provide services to community and voluntary organisations in their area. A meeting with their director will give a great deal of information and advice about which agencies provide the sort of services that you are interested in and whether they are likely to have the capacity to expand their services. Their telephone number may be in the local telephone directory. In case of difficulty, telephone the reference section of the local library or the local Citizens Advice Bureau and ask for the telephone number.
- Volunteer Bureau. Again most areas have a Volunteer Bureau, which may be attached to the Council for Voluntary Service (see above) or independent of it. The Volunteer Bureau is a voluntary organisation whose purpose is to act as a matching agency for individuals wanting to volunteer in their community and agencies looking to involve volunteers in their work. A meeting with the organiser of the Volunteer Bureau to discuss ideas for possible programmes may be very valuable.

- ¹ Mental Health Foundation. *Strategies for Living: A Report of User-led Research into People's Strategies for Living with Mental Distress*. London: Mental Health Foundation, 2000.
- ² Scottish Health Feedback. *Mental Health and Primary Care: Needs Assessment Research for the Health Education Board for Scotland*. Final Report to the Health Education Board for Scotland, February 1999.

Resource directory

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

Abuse: sexual, physical and emotional

Breaking Free: 020 8648 3500

Suite 23–25, Marshall House, 124 Middleton Road, Morden SM4 6RW

Support for men and (primarily) women abused as children, their families and professionals working with them. Support and information by telephone and by letter; additional support for women.

Careline: 020 8514 1177 (Monday–Friday, 10 am–4 pm, 7 pm–10 pm); 020 8514 5444 (administration: Monday–Friday, 9 am–4 pm)

Cardinal Heenan Centre, 326 High Road, Ilford IG1 1QP

Telephone counselling service for young people and adults on issues including child abuse, rape and sexual assault, bullying, depression, addiction, and mental health. Can provide counsellors fluent in Hebrew, Gujarati, Punjabi, Urdu, Hindi, French and Greek.

Childline: 0800 1111 (24-hour, 7 days per week freephone)

Royal Mail Building, Studd Street, London N1 0QW. 020 7239 1000 (administration)

Scotland: 18 Albion Street, Glasgow G1 1LH. 0141 552 1123 (administration)

Freepost address for children: Childline, Freepost 111, London N1 0BR

Telephone support and counselling for children and young people in danger and distress.

DABS — Directory and Book Services: 01302 768689

1 Broxholme Lane, Doncaster DN1 2LJ

Information, specialist mail order book service and referral for those abused in childhood, their families and professionals working with them.

Family Matters: 01474 537392 (helpline, 7 days per week: 10 am–12 noon, 2 pm–

4 pm, 7 pm–8:30 pm); 01474 536661 (administration: Monday–Friday, 9 am–4:30 pm)

13 Wrotham Road, Gravesend DA11 0PA

Helpline and counselling for young people and adults who have been victims of sexual abuse, and their (non-abusing) family members. Counselling available in Punjabi, Gujarati, Hindi and French

London Rape Crisis Centre: 020 7837 1600 (Crisis line: Monday–Friday, 6 pm–

10 pm; weekends, 10 am–10 pm); 020 7916 5466 (administration)

PO Box 69, London WC1X 9NJ

National helpline and (in London and the South East) face-to-face service for women and girls who have been raped or sexually abused; counselling, advice, information and referral.

NSPCC — Child Protection Helpline — England, Wales and Northern Ireland: 0800 800 5000 (24-hour, 7 days per week helpline); 020 7825 2500 (administration)

National Centre, 42 Curtain Road, London EC2A 3NH

Telephone counselling, information and advice for children or anyone else concerned about a child at risk of abuse.

Rape and Abuse Line (Scottish Highlands, Orkney, Shetland and Western Islands): 080 8800 0123 (7 days per week helpline answered by women:

7 pm–10 pm); 080 8800 0122 (helpline answered by men: Monday and Wednesday,

7 pm–10 pm)

PO Box 10, Dingwall IV15 9HA

Helpline for anyone affected by rape and/or abuse.

Young Abusers Project: 020 7530 6422

The Peckwater Resource Centre, 6 Peckwater Street, London NW5 2TX

Advice, information, counselling and assessment for juvenile sex offenders under 21. Only accepts referrals from professional bodies such as general practitioners, social services and the Probation Service.

For those with learning difficulties

Respond: 08456 061503 (helpline: Monday–Friday, 1:30 pm–5 pm); 020 7383 0700 (administration)

3rd Floor, 24–32 Stephenson Way, London NW1 2HD

Telephone counselling and advice for people with learning difficulties who have been sexually abused and/or who have abused others.

Voice UK: 01332 202555 (Monday–Friday, 9 am–5 pm)

The College Business Centre, Uttoxeter New Road, Derby DE22 3WZ

Telephone support and information for those with learning disabilities who have been victims of abuse, and for their families and carers.

Addictions

Adfam National: 020 7928 8900 (helpline: Monday, Wednesday–Friday,

10 am–5 pm; Tuesday, 10 am–7 pm); 020 7928 8898 (administration)

Waterbridge House, 32–36 Loman Street, London SE1 0EH

Telephone support, counselling and advice for friends and families of drug users. Information about drugs and referral to support services nationwide. Prisoners' families support project.

Alcohol Focus Scotland: 0141 5726700

2nd floor, 166 Buchanan Street, Glasgow G1 2LW

Alcoholics Anonymous: 08457 697555 (24-hour helpline); 01904 644026 (administration)

PO Box 1, Stonebow House, Stonebow, York YO1 7NJ

Helpline refers to telephone support numbers and self-help groups across the UK for men and women trying to achieve and maintain sobriety.

Battle Against Tranquillisers (BAT): 0117 966 3629 (7 days per week helpline:

9 am–8 pm)

PO Box 658, Bristol BS99 1XP

Telephone support to help people on benzodiazepine tranquillisers and/or sleeping pills to withdraw from them as comfortably as possible.

Drinkline: 0800 917 8282 (freephone helpline: Monday and Friday, 9 am–11 pm; weekends, 6 pm–11 pm); 0151 227 4150 (administration)

Healthwise Helplines, 1st floor, Cavern Court, 8 Matthew Street, Liverpool L2 6RE

Advice, information and referral for people with alcohol problems and concerned others.

Families Anonymous (local groups): 020 7498 4680 (7 days per week, 6 pm–11 pm)

UK Office, Unit 37, DRCA, Charlotte Despard Avenue, Battersea, London SW11 5JE

Runs over 60 self-help groups in the UK for families and friends of those with a drug problem.

Gamblers Anonymous: 020 7384 3040 (24-hour, 7 days per week helpline);

01422 250698 (administration)

PO Box 88, London SW10 0EU

Fellowship of men and women who are compulsive gamblers; local self-help groups across the UK with separate meetings for family and friends who are affected by gambling.

Gamcare: 08456 000133 (helpline: Monday–Friday, 10 am–10 pm); 020 7233 8988 (administration)

Suite 1, Catherine House, 25–27 Catherine Place, London SW1E 6DU

Advice, information and counselling for anyone affected by a gambling dependency.

Narcotics Anonymous: 020 7730 0009 (7 days per week helpline: 10 am–10 pm);
020 7251 4007 (administration)
202 City Road, London EC1V 2PH
Advice, information and counselling for addicts wishing to stop using drugs.

Northern Ireland Community Addiction Service (NICAS):

East Belfast: 219 Albertsbridge Road, Belfast BT5 4PU. 028 9073 1602

South Belfast: 40 Elmwood Avenue, Belfast BT9 6AZ. 028 9066 4434

West Belfast: 461 Falls Road, Belfast BT12 6DD. 028 9033 0499

Counselling, advice and information service for people with alcohol, drug or addiction problems. Any of the three offices will serve anyone from across Belfast and Northern Ireland.

Rehabilitation for Addicted Prisoners Trust (RAPT): 020 7582 4677

Riverside House, 27–29 Vauxhall Grove, London SW8 1SY

Provides full-time programmes in prison for inmates with drug and/or alcohol problems.

Release: 020 7603 8654 (out of hours helpline: Monday–Friday, 6 pm–10 pm; weekends, 8 am–12 midnight); 020 7729 9904 (heroin advice line); 020 7729 5255 (administration)

388 Old Street, London EC1V 9LT

Information and advice, support and counselling for drug users and their families and friends on health, welfare and legal aspects of drug use. Referrals to specialist lawyers and local drug services.

Adoption

After Adoption: helplines: 08456 010168 (North East England) and 0161 839 4930 (Manchester) (Monday, Wednesday and Thursday, 10 am–12 noon, 2 pm–4 pm; Tuesday, 10 am–12 noon, 2 pm–7 pm); 0161 839 4932 (administration);

E-mail: aadoption@aol.com

Canterbury House, 12–14 Chapel Street, Manchester M3 7NN

Advice, information, counselling and support, by telephone or in person, for anyone affected by adoption: adoptees, birth and adopted families.

Talk Adoption: 0808 808 1234 (helpline: Monday–Friday, 3 pm–9pm); 0161 819 2345 (administration); confidential E-mail: helpline@talkadoption.org.uk

12–14 Chapel Street, Manchester M3 7NN

Telephone support and information for under 25s who are adoptees, siblings or friends, or for their birth parents.

Anxiety, phobias, panic

No Panic: 01952 590545 (7 days per week helpline: 10 am–10 pm); 0800 7831531

(7 days per week freephone infoline: 10 am–10 pm); 01952 590005 (administration)

93 Brands Farm Way, Randlay, Telford TF3 2JQ

Telephone counselling, advice, information and referrals for people with phobias, obsessive/compulsive disorders and other anxiety disorders.

Obsessive Action: 020 7226 4000 (Tuesday, 10:30 am–3 pm; Wednesday, 11:30 am–5 pm)

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

Advice and information for people suffering from obsessive-compulsive disorder, their families, friends and interested professionals.

Stresswatch Scotland: 01563 574144 (helpline: Monday–Friday, 10 am–6 pm);

01563 570886 (administration)

23 Campbell Street, Kilmarnock KA1 4HW

Information, advice and referrals for people affected by stress, anxiety or panic attacks.

Triumph Over Phobia (TOP UK): 01225 330353

PO Box 1831, Bath BA2 4YW

Coordinates a national network of structured self-help groups for people with phobias or obsessive-compulsive disorders.

Asylum seekers

See **Immigration detainees** below.

Attention deficit hyperactivity disorder (ADHD)

Attention Deficit Disorder Information Services (ADDIS): 020 8906 9068

PO Box 340 Edgware, Middlesex HA8 9HL

Extensive catalogue of books and videos on ADHD.

Bereavement

The Compassionate Friends: 0117 953 9639 (helpline: 7 days per week,

9:30 am–10:30 pm); 0117 966 5202 (administration)

53 North Street, Bristol BS3 1EN

Organisation of bereaved parents offering support and friendship to other bereaved parents who have lost a child of any age through any circumstance.

Cruse Bereavement Care: 08701 67 1677; 020 8940 4818 (administration)

Cruse House, 126 Sheen Road, Richmond TW9 1UR

Head office of national network of Cruse bereavement counselling services. Provides telephone help and referrals to local Cruse branches and other counselling services and bereavement support groups.

Foundation for the Study of Infant Deaths (FSID): 020 7233 2090 (24-hour Helpline); 020 7222 8001 (administration)

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

Helpline for people bereaved by, or concerned about, cot death. Telephone support, advice and information.

National Association of Bereavement Services: 020 7709 9090 (helpline: Monday–Friday, 10 am–4 pm); 020 7709 0505 (administration)

4 Pinchin Street, London E1 1SA

Telephone counselling and referral helpline advising on the most appropriate local source of support for bereaved people.

Stillbirth and Neonatal Death Society (SANDS): 020 7436 5881 (helpline: Monday–Wednesday and Friday, 10 am–3 pm); 020 7436 7940 (administration)

28 Portland Place, London W1B 1LY

Supports bereaved parents and families affected by the death of a baby at or soon after birth. Coordinates a national network of local self-help groups run by and for bereaved parents.

Sudden Death Support Association: 0118 979 0790

Chapel Green House, Chapel Green, Wokingham RG40 3ER

Telephone support and advice for those bereaved under sudden and tragic circumstances. The befriending service matches volunteers who have experienced sudden bereavement with those who have been recently bereaved.

Survivors of Bereavement by Suicide: 08702 413337 (helpline); 01482 610728 (administration)

Centre 88, Saner Street, Hull HU3 2TR

National network of local self-help groups run by and for people bereaved by suicide. Telephone support and referral to local groups, bereavement pack and literature.

Bipolar disorder

Manic Depression Fellowship

England and Wales: Castle Works, 21 St George's Road, London SE1 6ES.

020 7793 2600

Wales: 1 Palmyra Place, Newport NP20 4EJ. 01633 244244

Scotland: 7 Woodside Crescent, Glasgow G3 7UL. 0141 400 1867

Advice, information and support for people with manic depression and their families, carers and mental-health professionals. Supports and develops national networks of self-help groups. Wide range of resources: specialist publications and a quarterly magazine.

Counselling and psychotherapy

British Association for Behavioural and Cognitive Psychotherapies: 01254 875277

PO Box 9, Accrington BB5 2GD

Produces a directory of accredited cognitive-behavioural practitioners. The list is free, but please enclose an SAE.

The British Confederation of Psychotherapists: 020 8830 5173

37 Mapesbury Road, London NW2 4HJ

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

British Psychological Society: 0116 2549 568

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

Produces a directory of chartered clinical psychologists, which is available in most reference libraries.

Careline: 020 8514 1177 (helpline: Monday–Friday, 10 am–4 pm, 7 pm–10 pm);

020 8514 5444 (administration)

Cardinal Heenan Centre, 326 High Road, Ilford IG1 1QP

Telephone counselling service for young people and adults on issues including child abuse, rape and sexual assault, bullying, depression, addiction, and mental health. Can provide counsellors fluent in Hebrew, Gujarati, Punjabi, Urdu, Hindi, French and Greek.

Institute for Counselling and Personal Development Trust: 02890 330996

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

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

United Kingdom Council for Psychotherapy: 020 7436 3002

Provides information on registered therapists and training organisations.

UK Register of Counsellors: 08704 435232

PO Box 1050, Rugby CV21 2HZ

Supplies the names and addresses of British Association of Counsellors and Psychotherapists (BACP)-accredited counsellors. They are all appropriately trained and qualified, work to codes of ethics and are subject to complaints procedures.

Dementia

Alzheimer's Society: 0845 300336 (helpline: Monday–Friday, 8:30 am–6:30 pm);

020 7306 0606 (administration)

Gordon House, 10 Greencoat Place, London SW1P 1PH

Helpline for people with dementia, carers and professionals. Support, advice and information. Many local support groups nationwide.

Domestic violence

See also the Muslim Women's helpline under **Ethnic minorities and foreign nationals** below.

Kiran — Asian Women's Aid: 020 8558 1986

PO Box 899, London E11 1AA

Advice, support and refuge accommodation for Asian women experiencing domestic violence. It can provide staff fluent in Urdu, Hindi, Punjabi and Bengali.

Domestic Violence Unit or Community Safety Unit

For details, contact your local police station.

Everyman Project: 020 7737 6747 (helpline: Tuesday and Thursday, 7:30 pm–10 pm; it is used as an office number: Monday, Wednesday and Friday, 10 am–2 pm)

40 Stockwell Road, Stockwell, London SW9 9ES

Helpline for anyone concerned about a man's violence. Counselling by appointment for men who want to stop their violent and abusive behaviour.

Refuge: 0870 599 5443 (24-hour, 7 days per week Helpline); 020 7395 7700/7712 (administration)

National domestic violence helpline offering counselling, support, and advice for women and children escaping domestic violence. Network of refuges across the UK.

Rights of Women (England, Wales and Northern Ireland): 020 7251 6577 (advice line: Tuesday–Thursday, 2 pm–4 pm, 7 pm–9 pm; Friday, 12 noon–2 pm);
020 7251 6575 (administration)
52–54 Featherstone Street, London EC1Y 8RT
Telephone legal advice for women, mainly in the field of family law, but also for sexual violence, debt, housing and employment. Referrals to other agencies and sympathetic solicitors.

Women's Aid Federation England: 08457 023468 (24-hour, 7 days per week helpline); 0117 944 4411 (administration)
PO Box 391, Bristol BS99 7WS
Helpline for women experiencing physical, emotional or sexual violence in the home. Advice, information and referral.

Depression

Aware Defeat Depression Ltd (local groups): 02871 260602
22 Great James Street, Derry BT48 7DA
Provides information leaflets, lectures and runs support groups for sufferers and relatives.

Depression Alliance (local groups): 020 7633 0557/0559
35 Westminster Bridge Road, London SE1 7JB
National network of self-help groups. Gives support and information for people suffering from depression and their carers.

Seasonal Affective Disorders Association: 01903 814942
PO Box 989, Steyning BN44 3HG
Advice and information about seasonal affective disorder (SAD). Information pack for members.

Dyslexia

British Dyslexia Association: 0118 966 8271 (helpline: Monday–Friday, 10 am–12:30 pm, 2 pm–4:45 pm); 0118 966 2677 (administration)
98 London Road, Reading RG1 5AU
Information, advice and support for all those concerned with dyslexia. There is a network of local associations and trained befrienders.

Eating disorders

Centre for Eating Disorders (Scotland): 0131 668 3051
3 Sciennes Rd, Edinburgh EH9 1LE
Information, private psychotherapy and self-help manuals.

Eating Disorders Association: 01603 621414 (adult Helpline: Monday–Friday, 9 am–6:30 pm); 01603 765050 (youth helpline: Monday–Friday, 4 pm–6 pm);
01603 619090 (administration)
1st Floor, Wensum House, 103 Prince of Wales Road, Norwich NR1 1DW
Telephone support and advice for people affected by eating disorders. Runs a UK-wide network of support groups, postal and telephone contacts.

Overeaters Anonymous (local groups): 07000 784985 (7 days per week, 9 am–10 pm); 07626 984674 (administration)
PO Box 19, Stretford, Manchester M32 9EB
Network of approximately 150 local self-help groups providing help and support to compulsive overeaters and those with other forms of eating disorder.

Anorexia Bulimia Careline — Northern Ireland: 02890 614440

Ethnic minorities and foreign nationals

Racial issues

Commission for Racial Equality: 020 7828 7022; E-mail: info@cre.gov.uk
Elliot House, 10–12 Allington Street, London SW1E 5EH

Provides support and advice on all racial issues.

Northern Ireland Council for Ethnic Minorities (NICEM): 01232 238645
73 Botanic Avenue, Belfast BT7 4JL.

General advice and support

Akina Mama Wa Africa: 020 7713 5166

334-336 Goswell Road, London EC1V 7LQ

Advice, information and counselling for African women in prison on immigration, domestic violence, health and legal issues.

Confederation of Indian Organisations (UK): 020 7928 9889

5 Westminster Road, London SE1 7XW

Umbrella body for Asian voluntary groups. Publishes a directory of mental-health services for the South Asian communities. Also houses the Greater London Translation Unit for professional translation and interpreting in 15 Indian, Chinese, European, African and Middle Eastern languages.

Female Prisoners Welfare Project, Hibiscus and Hibisco: 020 7329 2384

15 Great St Thomas Apostle, Mansion House, London EC4V 2BB

Provides advice and help with family problems, housing, childcare, fostering, adoption, deportation and immigration to women of all nationalities in prison. Liaises with families abroad and provides presentence and circumstance reports. Hibiscus supports Nigerian and Jamaican women. Hibisco supports Latin American and Spanish-speaking women. Has branches in Lagos and Jamaica.

Grupo Amiga: 020 7226 5879

c/o Women in Prison, Aberdeen Studios, 22 Highbury Grove, London N5 2EA

Gives support to Latin American women in British prisons. Its members are all women and all speak either Spanish or Portuguese.

Irish Commission for Prisoners Overseas: 020 72729843

St Mellitus' Church, Tolington Park, London N4 3AG

Provides advice and support to Irish prisoners and their families, regardless of crime, status or religious belief.

Muslim Women's Helpline: 020 8904 8193 or 8908 6715 (helpline: Monday–Friday, 10 am–4 pm); 020 8908 3205 (administration)

Culturally appropriate emotional support over the telephone for Muslim women. Information and advice on domestic violence, sexual abuse, marital problems, health and bereavement; referrals to other services.

Philemon Project: 020 8746 0328

59 Godolphin Road, Shepherds Bush, London W12 SJF

Offers practical assistance, advice and support to offenders, ex-offenders and their families from African, Caribbean, Asian and other ethnic minorities.

Mental-health support or counselling

Jewish Association for the Mentally Ill (JAMI): 020 8458 2223

16A North End, Golders Green, London N11 7TH

Telephone advice and information, support and counselling for Jewish people with severe mental-health problems, and for their families and carers.

Latin American Women's Rights Service (LAWRS): 020 7336 0888

52-54 Featherstone Street, London EC1Y

Provides advice and information on immigration, health, domestic violence and housing to Latin American women in London. Provides counselling to women suffering depression, postnatal depression, low self-esteem, loss of cultural identity, anxiety and PTSD.

Miyad — National Jewish Crisis Helpline: 08457 581999 (Sunday–Thursday, 12 noon–12 midnight; Friday, 12 noon–11 pm); 020 8203 6311 (administration)
23 Ravenshurst Avenue, London NW4 4EE
Telephone support for anyone from the Jewish community on issues including suicidal calls, mental illness and emotional distress.

NAFSIYAT Intercultural Therapy Centre: 020 7263 4130
278 Seven Sisters Road, Finsbury Park, London N4 2HY
Intercultural therapy centre. Short-term therapy for people from black and minority ethnic communities. Addresses social, cultural and racial experiences. May be able to assist in providing information about therapists elsewhere in the UK.

Mental-health support: spiritual, religious and cultural care

Chaplains will be the main first port of call here. The following organisations may also help.

Islamic Cultural Centre: 020 7724 3633
146 Park Road, London NW8 7RG
Appoints and recommends visiting Imams in prisons, ensures that Muslim inmates can practise their religion and supplies the Quran and Islamic books to prisoners.

The National Federation of Spiritual Healers: 01932 783164; E-mail: office@nfsh.org.uk; URL: <http://www.nfsh.org.uk>
Old Manor Farm Studio, Church Street, Sunbury-on-Thames TW16 6RG
The NFSH has more than 6500 members working individually and in centres throughout the UK.

National Federation of Spiritual Healers (Scotland): 0141 339 8994
c/o 24 Hamilton Park Avenue, Kelvinbridge, Glasgow G12 8DT
Provided signposting for healing across Scotland. Healing centres in Aberdeen, Inverness and Edinburgh.

Prison Phoenix Trust: 01865 798647
PO Box 328, Oxford OX1 1PJ
Teaches meditation and yoga and supports prisoner practice via a network, correspondence and a newsletter.

Brahma Kumaris World Spiritual University: 020 8727 3355
Global Co-operation House, 65 Pound Lane, London NW10 2HH
Work in prisons and the community providing a range of programmes on life skills and personal development, including teaching and supporting meditation

Families, support for

ATD Fourth World: 020 7703 3231
48 Addington Square, London SE5 7LB
Respite stays and artistic workshops for families affected by long-term poverty and whose children are at risk or in care.

Family Contact Line: 0161 941 4011 (helpline: Monday–Friday, 10 am–10 pm; Saturday, 10 am–1pm); 0161 941 4522 (family centre in North West England)
30 Church Street, Altrincham WA14 4DW
Telephone support and counselling for people under stress on issues such as marital and relationship problems, children and family.

Halow (Birmingham): 0121 551 9799
PO Box 7081, Birmingham B18 4AN
Support for partners and families of prisoners; advice on travel, children's rights, prison visits, etc.

Home Start: 0116 233 9955
2 Salisbury Road, Leicester LE1 7QR

Support, friendship and practical help for families with at least one child under 5 who are experiencing stress or anxiety. Home visits by volunteers.

Newpin:

England: Sutherland House, 35 Sutherland Square, London SE17 3EE. 020 7703 6326

Northern Ireland: Development Office, 8 Windsor Avenue, Lurgan BT67 9BG.

02838 324843

Befriending and support groups for parents of young children who are under stress. Work focuses on alleviating maternal depression and distress; it also provides training in parenting skills and family-play programmes.

POPS — Partners of Prisoners and Families Support Group: 0161 277 9066

Suite 4b, Building 1, Wilson Park, Monsall Road, Manchester M40 8WN

Advice, information, support and a range of services for the families, partners and friends of those in prison. Casework support, welfare and accommodation rights advice, and debt counselling.

Prisoners' Families and Friends Service: 0808 808 3444 (helpline: Monday, Tuesday, Thursday and Friday, 10 am–5 pm; Wednesday, 10 am–8 pm);

020 7403 4091/9359 (administration)

20 Trinity Street, London SE1 1DB

Advice and information for friends and relatives of prisoners.

Immigration detainees

Support for convicted prisoners under threat of deportation

Campaign Against Double Punishment: 0161 740 8600 (Monday–Friday, 9.00 am–4.00 pm)

c/o POPS, St Mark's Cheetham, Tetlow Lane, Cheetham, Manchester M8 7HF

Provides advice and support for convicted prisoners under threat of deportation and their families. Campaigns against the use of deportation as a penalty for convicted prisoners.

Greater Manchester Immigration Aid Unit: 0161 740 7722

400 Cheethamhill Road, Manchester M8 9LE

A leaflet entitled *Information and Advice for Convicted Prisoners Under Threat of Deportation* is available in a number of translations.

Groups that visit people detained under the Immigration Act or help provide bail for their release

Bail for Immigration Detainees (BID): 020 7247 3590

28 Commercial Street, London E1 6LS

Detainees who are held pending an entry decision or upon lodging an appeal can apply for bail to an adjudicator after 7 days' detention. The detainee needs to find two people willing to put up a sum of money as surety. BID helps find such people for detainees without their own contacts.

London Detainee Support Group: 020 7739 9907

74 Great Eastern Street, London EC2A 3JL

Visits and supports asylum seekers in detention in London.

Association of Visitors to Immigration Detainees (AVID): 01962 863 317

53 Western Road, Winchester SO22 5AH

Association of individual visitors and visitors' groups who befriend and support immigration detainees held in prisons, detention centres and police stations.

Detention Advice Service (DAS): 020 7704 8007

244a Upper Street, London N1 1RU

Offers advice, information and support to anyone detained or threatened with detention under Immigration Act powers in the UK. Visits only in the London area.

Legal advice to asylum seekers

Asylum Aid: 020 7377 5123

28 Commercial Street, London E1 6LS

Independent organisation providing free advice and support for refugees and asylum seekers in the UK. Helps people present their asylum applications.

Refugee Legal Centre: 020 7378 6242 (advice line: Monday–Wednesday, Friday–Sunday, 9.30 am–1.00 pm); 020 7827 9090 (administration)

Sussex House, 39–45 Bermondsey Street, London SE1 3XF

Will provide advice and representation at the place of detention, by telephone, on its premises and at appeal hearings.

Immigration Advisory Service: 020 7357 6917

County House, 190 Great Dover Street, London SE1 4YB

Government-funded services providing legal advice, assistance and representation for asylum seekers.

General advice and support to asylum seekers

The Refugee Council: 020 7820 3085 (enquiry line); 020 7820 3000 (administration); URL:

<http://info@refugeecouncil.demon.co.uk>

3 Bondway, London SW8 1SJ

Gives practical help to refugees and asylum seekers. Offers advice, outreach, free leaflets on housing, health, claiming asylum, women, where to get advice, in English, Arabic, French, Somali, Spanish, Turkish and Russian, and some in additional languages. Publishes a nationwide directory of services for asylum seekers and refugees.

Scottish Refugee Council: 0141 333 1850

98 West George Street, Glasgow G2 1PJ

Provides advice, information and legal representation to asylum seekers through out the asylum process.

Welsh Refugee Council: 01222 666 250

Unit 9, Williams Court, Trade Street, Cardiff DF1 5DQ

Refugee Action (North West, East Midlands, South West, South Central): Birmingham: 0121 693 9989; Derby: 01332 294 202; Leeds: 0113 244 5345; Leicester: 0116 235 8367; Liverpool: 0151 708 7836; London: 020 7654 7700; Manchester: 0161 740 6711

Provides help and advice to asylum seekers through one-stop shops in different UK regions. Also advises to organisations that provide services to asylum seekers.

Help for asylum seekers in tracing family members

British Red Cross: 020 7235 5454

Family Reunion Section, 9 Grosvenor Crescent, London SW1X 7EJ

Helps trace family members separated by conflict and has a message service where communications have broken down due to war or disaster. It also holds a register of all unaccompanied minors arriving in the UK in order that they may be put in contact with their families. It also provides food parcels, free clothing and blankets for destitute asylum seekers. (Detainees are not eligible for full family reunification arranged via the Home Office, which is only available to those with full refugee status.)

For mental and emotional distress

Medical Foundation for the Care of Victims of Torture: 020 7813 7777

Star House 96–98 Grafton Road, London NW5 3EJ

Works to relieve the difficulties of individuals and their families who have been subjected to torture and other forms of organised violence. Doctors, therapists and caseworkers giving medical care, psychotherapy, social and welfare support and initial help with housing. In addition, it provides medical reports documenting evidence of torture for asylum purposes. Visits to detainees on one-off basis following referral by solicitors.

The Traumatic Stress Clinic: 020 7530 3666

73 Charlotte Street, London W1P 1LB

Offers treatment to refugees experiencing serious trauma reaction; offers advice on the management of traumatic stress.

Refugee Support Centre: 020 7820 3606

47 South Lambeth Road, Vauxhall, London SW8 1RH

London-wide, face-to-face multilingual counselling and psychotherapy for refugees and asylum seekers experiencing emotional or physical distress. Useful for post-release. Helpline for professionals and individuals.

Tavistock Clinic Refugee Services: 020 7435 7111

Child and Family Department, 120 Belsize Lane, London NW3 5BA

Provides consultation to other bodies, such as general practitioner practices, on working with refugees

Learning disability

For agencies that deal with people with learning disabilities and issues of abuse, see **Abuse**.

Down's Syndrome Association

England, Wales and Northern Ireland: 155 Mitcham Road, London SW17 9PG.

020 8682 4001

Scotland: 158–160 Balgreen Road, Edinburgh EH11 3AU. 0131 313 4225

Information, advice, support and counselling for people with Down's syndrome, their families, carers and professionals.

Runs networks of local self-help groups.

Mencap

England and Wales: 123 Golden Lane, London EC1Y 0RT. 020 7696 5593/5503

Northern Ireland: Segal House, 4 Annadale Avenue, Belfast BT7 3JH.

028 9069 1351

National network of support, advice and information services for children and adults with learning disabilities and their families. Provides residential, employment, further education, leisure and holiday services.

National Autistic Society (local groups): 0870 600 8585 (helpline: Monday–Wednesday, Friday, 10 am–4 pm; Thursday, 10 am–8 pm); 020 7833 2299 (administration)

393 City Road, London EC1V 1NG

Telephone information for people who are autistic, their carers and families. Literature, national diagnostic and assessment service, supported employment scheme, befrienders and other services.

Mental health and illness: general

MARCH (Mental Aftercare in Registered Care Homes): 0800 783 4621 (7 days per week freephone helpline: 9 am–5 pm); 01698 852771 (administration)

Silverwells House, 1 Old Mill Road, Bothwell, Glasgow G71 8AY

Telephone advice on all aspects of mental healthcare, as well as other services for people who are, or have been, suffering from a mental disorder.

Mental Aftercare Association (MACA): 020 7436 6194

25 Bedford Square, London WC1B 3HW

Range of community-based services for adults with mental-health needs including advocacy, outreach, community support, respite care and supported accommodation.

Mental Health Medication Helpline: 020 7919 2999 (Monday–Friday, excluding Bank Holidays, 11 am–5 pm); URL:

<http://www.nmhc.co.uk>

Run by the UK Psychiatric Pharmacy Group and staffed by experienced mental-health pharmacists, it provides independent advice and information about drugs to patients and carers. The website contains detailed, user-friendly information for service users on psychiatric drugs.

Mental Health Foundation: 020 7535 7400
20–21 Cornwall Terrace, London NW1 4QL

Wide range of publications including a series of free leaflets about mental illness and learning disabilities for the general public.

MIND (local groups): 08457 660 163 (infoline, outside London: Monday–Friday, 9:15 am–4:45 pm); 020 85221728 (infoline, London: Monday–Friday, 9:15 am–4:45 pm); 020 8519 2122 (administration)

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

Runs network of more than 220 local Mind associations. Information, legal advice and referral for users of mental-health services, carers, professionals and the public.

Northern Ireland Association for Mental Health: 028 9032 8474

80 University Street, Belfast BT7 1HE

Provides services in the community for people with mental-health needs. Information and advice on all aspects of mental health including rights, welfare and law.

Revolving Doors: 020 7253 4038

Unit 29 The Turnmill, 63 Clerkenwell Road, London EC1M 5NP

Helps people with mental-health problems who have come into contact with the criminal justice system to gain better access to health, housing and socialcare. Casework support to the most vulnerable in a number of projects in the South East of England.

SANELINE: 08457 678000 (7 days per week Helpline: 12 noon–2 am); 020 7375 1002 (administration)

1st Floor, Cityside House, 40 Adler Street, London E1 1EE

Telephone information and advice on mental health issues, emotional support for mentally ill people and their families and carers, and referral to sources of help and support.

Scottish Association for Mental Health: 0141 568 7000

Cumbrae House, 15 Carlton Court, Glasgow G5 9JP

Telephone information on any aspect of mental health, including benefits and legal issues. Also, a range of residential, training and employment projects and services in the community.

Parents

Family Rights Group: 0800 731 1696 (freephone advice line: Monday–Friday, 1:30–3:30 pm); 0800 783 0697 (freephone advice line for Turkish families: Tuesday,

10 am–12 noon); 020 7923 2628 (administration); E-mail: office@frg.u-net.com

The Print House, 18 Ashwin Street, London E8 3DL

Telephone advice and information and advocacy for parents and carers who have children in care or involved with the social services. Publications available in a range of languages.

Gingerbread Information line: 0800 0184318 (1000–16000 weekdays)

England, Wales and Scotland: 16/17 Clerkenwell Close, London SW10 0EU;

020 7488 9300

Northern Ireland: Information and Advice Department, 169 University Street, Belfast BT7 1HR. 02890 234568/231417 (administration)

Information and advice for lone parents on a range of issues. Runs national networks of self-help groups for support of lone parents.

National Council for One-Parent Families: 0800 018 5026 (freephone helpline: Monday–Friday, 9:15 am–5:15 pm); 020 7428 5400 (administration)

255 Kentish Town Road, London NW5 2LX

Information, advice, support and referral for lone parents. Free publications containing information on a range of issues.

The Ormiston Children and Families Trust: 01473 724517

333 Felixstowe Road, Ipswich IP3 9BU

Provides support and guidance for parents on the courts, benefits and welfare systems. Organises prerelease courses for parents in prison and a prison parenting course for fathers.

Parentline Plus: 0808 800 2222 (helpline: Monday–Friday, 8 am–10 pm; Saturday, 9.30 am–5 pm; Sunday, 10 am–3 pm); 020 7284 5500 (administration)

520 Highgate Studios, 53–79 Highgate Road, Kentish Town, London NW5 1TL

Support, information and advice to anyone involved in caring for children.

Postnatal and baby problems

Association for Postnatal Illness: 020 7386 0868 (Monday and Friday, 10 am–2 pm; Tuesday and Wednesday, 10 am–5 pm)
145 Dawes Road, Fulham, London SW6 7EB (SAE needed)

Runs a network of volunteers to support sufferers throughout the UK. Leaflets are available.

Meet a Mum Association (MAMA): 020 8768 0123 (helpline: Monday–Friday, 7 pm–10 pm); 01761 433598 (administration)

26 Avenue Road, South Norwood, London SE25 4DX

Telephone information and support for women experiencing postnatal illness. Network of local groups and contacts providing friendship and support for mothers and pregnant women who are isolated and lonely.

The Miscarriage Association: 01924 200799/200795 (administration)

c/o Clayton Hospital, Northgate, Wakefield WF1 3JS

Information and support for people affected by pregnancy loss. Referral to volunteer-support workers and self-help groups across the UK.

National Childbirth Trust (NCT): 020 8992 8637/2616

Alexandra House, Oldham Terrace, Acton, London W3 6NH

Information and support in pregnancy, childbirth and early parenthood. Referral to counsellors and local support groups.

Serene Cry-Sis: 020 7404 5011 (7 days per week Helpline: 8 am–11 pm)

Helpline for parents or carers of excessively crying, sleepless and demanding babies. Support and practical (non-medical) advice.

Relationship problems

Relate: 01788 573241; URL: <http://www.relate.org.uk>

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

Coordinates local Relate centres in England, Wales and Northern Ireland offering counselling for adults with relationship difficulties, whether married or not; occasionally psychosexual counselling and mediation. Payment according to income.

Rapport: 029 2081 1733

PO Box 488, Cardiff CF15 7YY

UK-wide couple counselling service.

Schizophrenia

National Schizophrenia Fellowship: 020 8974 6814 (advice line: Monday–Friday, 10 am–3 pm)

England and Wales: 28 Castle Street, Kingston upon Thames KT1 1SS. 020 8547 9230

Scotland: Claremont House, 130 East Claremont Street, Edinburgh EH7 4LB.

0131 557 8969

Northern Ireland: 'Wyndhurst', Knockbracken Health Care Park, Saintfield Road, Belfast BT8 8BH. 02890 402323

Telephone advice and information for people with schizophrenia and other severe mental illnesses, their families and carers, on mental health-related issues including benefits, community care and law. Runs a network of over 300 projects across the UK, including supported accommodation, training and day care.

Self-care for professionals

British Medical Association Stress Counselling Service: 08459 200169

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

National Counselling Service for Sick Doctors: 01455 255171

Confidential advisory service. Deals with concerns about own health or that of a colleague.

Medical Council on Alcoholism: 020 7487 4445

RCN Counselling Service: 08457 697064 (helpline, RCN members only);

020 7647 3464 (administration)

Counselling in person and by telephone and for members of the Royal College of Nursing only.

Nurseline: 020 7647 3463 (helpline: Monday–Friday, 9 am–1pm, 2 pm–4 pm)

Advice, information and support for nurses and midwives, including those who are students, retired or unemployed. Deals with personal, professional and employment issues. Service provided through the Royal College of Nursing but is for all nurses, whether or not they are members of the College.

The Listening Friends Scheme: 020 7820 3387

The Royal Pharmaceutical Society of Great Britain, 1 Lambeth High Street,
London SE1 7JN

Free and confidential advice to pharmacists suffering from stress. Automated answering service asks callers to leave contact details and a convenient time to be called back. Operates independently of the Society.

Self-esteem and creativity

Burnbake Trust: 01202 548139

PO Box 1839, Bournemouth BH9 2ZQ

Motivates and encourages prisoners to create art by visiting prisons to select work for exhibition and sale. Proceeds are returned to the prisoner.

Prison Phoenix Trust: 01865 512521/521522

PO Box 328, Oxford OX2 7HF

Teaches and encourages use of techniques such as meditation and yoga among prisoners through correspondence and a network of teachers.

Prism Project: 01279 777007; E-mail: info@prismproject.org

PO Box 6031, Bishop's Stortford CM23 1PP

Provides prison libraries with a wide range of self-help books and tapes. Can also supply prison health centres with tapes to loan to prisoners on topics such as relaxation, coping with depression and coping with anxiety.

Prison Writing: URL: <http://prisonwriting@aol.com>

PO Box 478, Sheffield S3 8YX

'Opening up a closed world.' Promotes creative writing among prisoners with the annual publication of a book compilation of their prose and poetry.

Inside Out Trust: 01273 833050

Hilton House, 55–57a High Street, Hurstpierpoint BN6 9TT

Liaises between prisons and charitable or community organisations to foster projects in which inmates make goods and services available to those in need, while gaining knowledge and skills.

Prisoners' Education Trust: 020 88703820

Suite 39, Argyll House, 1a All Saints Passage, London SW18 1EP

Provides funds for adult prisoners wishing to take distance learning courses, and to make available art and craft materials.

Self-harm

Young Minds produce a resource pack on self-harm; see **Young people**.

Basement Project: 01873 856524

PO Box 5, Abergavenny NP7 5XW

Information and literature on self-harm and abuse. Runs groups and workshops for women who have been abused. Coordinates national forum of people who work with self-harm.

Bristol Crisis Service for Women: 0117 925 1119 (helpline: Friday and Saturday, 9 pm–12:30 am)

PO Box 654, Bristol BS99 1XH

Telephone counselling and information for any woman in distress, with particular focus on self-injury. Publications and training on self-injury.

National Self-Harm Network

PO Box 16190, London NW1 3WW

Provides information sheets and training, and campaigns for the understanding of people who self-harm.

Sexual issues

Beaumont Society: 01582 412220 (24-hour, 7 days per week infoline)

27 Old Gloucester Street, London WC1N 3XX

National self-help organisation for transvestites, transsexuals, and their partners and families. Advice and information on issues of cross-dressing and gender dysphoria; social functions.

Brook Central: 08000 185023 (freephone Helpline: Monday–Thursday, 9 am–5 pm; Friday, 9 am–4 pm); 020 7284 6040 (administration)

Head office for a national network of 33 Brook Advisory Centres that offer the under 25s advice, counselling and medical help around contraception, pregnancy, abortion and sexual health.

Gender Trust: 07000 790347 (information line: 8:45 am–4 pm, sometimes open until 10 pm); 01273 234024 (administration)

PO Box 3192, Brighton BN1 3WR

Volunteer-run telephone information, befriending, self-help and specialist referrals services for transsexuals, gender dysphorics or transgenderists.

Mermaids: 07020 935066 (helpline: usually 12 noon–9pm); 01869 248238 (administration)

BM Mermaids, London WC1N 3XX

Volunteer-run information, support and befriending service for children and young people with gender identity problems. Local contacts around the UK.

Out-Side In: 01689 835566

PO Box 119, High Street, Orpington BR6 9ZZ

Befriending pen-pal service for gay and lesbian prisoners.

Sleep problems

Insomnia Helpline: 020 8994 9874 (Monday–Friday, 6 pm–8 pm)

British Snoring and Sleep Apnoea Association: 01249 701010;

E-mail: snoeshop@britishsnoring.demon.co.uk; URL: <http://www.britishsnoring.demon.co.uk>

1 Duncroft Close, Reigate RH2 9DE

Narcolepsy Association UK (UKAN): 020 7721 8904;

E-mail: info@narcolepsy.org.uk

Craven House, 1st Floor, 121 Kingsway, London WC2B 6PA

Suicidal feelings

Samaritans: 08457 909090 (24-hour, 7 days per week helpline); 01753 216500 (administration); URL:

<http://www.samaritans.org.uk>

10 The Grove, Slough SL1 1QP

Emotional support by telephone for anyone in a crisis, feeling lonely, despairing or suicidal. Local branches and helplines throughout the UK.

CALM — Campaign Against Living Miserably: 0800 585858 (freephone 7 days per week helpline: 5 pm–3 am); 0161 2372720 (administration)
Telephone counselling for men aged 15–24 who are depressed or suicidal.

Trauma (including assault)

For agencies dealing with various types of abuse, see **Abuse: sexual, physical and emotional**.

ASSIST — Assistance Support and Self-help in Surviving Trauma: 01788 560800 (freephone helpline: Monday–Friday, 10 am–4 pm); 01788 551919 (administration)
The Penthouse, 11–13 Bank Street, Rugby CV21 3PU
Support and counselling by telephone (UK wide) and in person (the Midlands only) to people experiencing post-traumatic stress disorder (PTSD). Critical incident debriefing and clinical assessment for PTSD and depression.

Trauma Aftercare Trust (TACT): 0800 1696814 (24-hours, 7 days per week freephone helpline); 01242 890306 (administration)
Buttfields, 1 The Farthings, Withington GL54 4DF
Telephone information, counselling, some welfare advice and referrals for people suffering from psychological trauma from any source.

Victim Support Line: 0845 3030900 (Monday–Friday, 9 am–9pm; weekends, 9 am–7 pm)
PO Box 11431, London SW9 6ZH
England & Wales: Cranmer House, 39 Brixton Road, London SW9 6DZ. 020 7735 9166
Scotland: 15/23 Hardwell Close, Edinburgh EH8 9RX. 0131 668 4486
Northern Ireland: Annsgate House, 70–74 Ann Street, Belfast BT1 4EH. 028 9024 4039
National charity that runs 362 local schemes with trained volunteers offering emotional support, information and practical help to victims and witnesses of crime, their families and friends.

Welfare: help and support

For agencies dealing with women prisoners' welfare, see **Women's issues**.

Apex Charitable Trust: 0113 2392416
1 Reginald Terrace, Chapletown, Leeds LS7 3FZ
National charity providing advice and support to help (ex-)offenders and prisoners find employment. The range of employment-focused projects and services across the country for (ex-)offenders.

Benefits Enquiry Line for people with disabilities: 0800 882200 (freephone)
Information about Disability Living Allowance, Invalid Care Allowance and other benefits.

Bourne Trust: 020 7582 6699/1313
Lincon House, 1–3 Brixton Road, London SW9 6DE
Formerly the Catholic Social Services for Prisoners. Practical help, advice and support to (ex-)prisoners and families (regardless of religious belief); volunteer prison visits and some professional counselling to prisoners.

HABAP — Housing Advice for Black and Asian Prisoners: 0113 234 1693
Waterloo House, 58 Wellington Street, Leeds LS1 2EE
Culturally sensitive housing advice service to black and Asian staff and prisoners, taking referrals from prisons across the UK.

The Langley House Trust: 01993 774075
PO Box 181, Witney OX8 6WD
Provides accommodation to ex-offenders with a range of care, support and supervision services to help them integrate into the community and to protect the public from their re-offending. Works with prisons, the Probation Service, and both health and social services.

NACRO — National Association for the Care and Rehabilitation of Offenders: 0800 0181259 (freephone advice line)

England and Wales: 169 Clapham Road, London SW9 0PU. 020 7582 6500

NIACRO — Northern Ireland Association for the Care and Rehabilitation of Offenders: 01232 320157

169 Ormeau Road, Belfast BT7 15Q

SACRO — Safeguarding Communities, Reducing Offending in Scotland:

0131 624 7270

1 Broughton Market, Edinburgh EH3 6NU

NACRO, NIACRO and SACRO promote the care and resettlement of offenders in the community. Advice, information and a range of services for ex-prisoners including housing, resettlement and education and training.

National Association of Citizens Advice Bureaux (NACAB): 020 7833 2181

Myddelton House, 115–123 Pentonville Road, London N1 9LZ

National office for the national network of Citizens Advice Bureaux, which provides free, confidential advice for the general public on a wide range of issues.

National Debtline: 0808 808 4000 (helpline: Monday and Thursday, 10 am–4 pm; Tuesday and Wednesday, 10 am–7 pm; Friday, 10 am–12 noon); 0121 248 3000 (administration)

Birmingham Settlement, 318 Summer Lane, Birmingham B19 3RL

Helpline offering information and advice on debt.

New Bridge: 020 7976 0779

27a Medway Street, London SW1P 2BD

Provides support and guidance to prisoners and ex-prisoners on employment and family issues, and a befriending service through letters and visits. Publishes prisoners' quarterly national newspaper, which is available in prisons.

Prince's Trust: 0800 842842 (freephone)

Helps offenders and ex-offenders aged 14–30 with various personal programmes, including help in starting a business.

Provides loans and bursaries.

Prison Fellowship (England and Wales): 01621 843232

PO Box 945, Maldon CM9 4EW

Christian ministry running a volunteer-based national network of local groups to offer spiritual and practical support for prisoners, ex-prisoners and their families. Sends Christmas presents to prisoners' children, regardless of their country of origin. (Also aims to promote Biblical standards of justice within the criminal justice system.)

Prisoners' Advice Service: 020 7405 8090

Unit 305 Hatton Square, 16/16a Baldwins Gardens, London EC1N 7RJ

Takes up prisoners' complaints about prison treatment and resolves disputes via internal adjudications.

Resource Information Service: 020 7494 2408

The Basement, 38 Great Pulteney Street, London W1R 3DE

Publishes information on resources available to homeless people and other disadvantaged groups. Publications include *London Hostels Directory*, *Telephone Helplines Directory*, *Homeless Pages* and the *UK Advice Finder*.

Shelter Helpline: 0808 800 4444 (24-hours, 7 days per week)

General advice and help on housing problems.

Women's issues

For agencies dealing with domestic violence, see **Domestic violence**. For agencies dealing with ethnic minority women, see **Ethnic minorities and foreign nationals**.

Women in Prison: 020 7226 5879

3b Aberdeen Studios, 22 Highbury Grove, London N5 2EA

Information and support to female prisoners; visiting caseworkers provide advice on after-release accommodation, mental-health projects, drug and alcohol rehab projects, education and training.

Female Prisoners Welfare Project, Hibiscus and Hibisco: 020 7357 6543

18 Borough High Street, London Bridge, London SE1 9QG

Provides advice and help with family problems, housing, childcare, fostering, adoption, deportation and immigration to women of all nationalities in prison. Liaises with families abroad and provides presentence and circumstance reports. Hibiscus supports Nigerian and Jamaican women. Hibisco supports Latin American and Spanish-speaking women. Has branches in Lagos and Jamaica.

Rights of Women (England, Wales and Northern Ireland): 020 7251 6577 (advice line: Tuesday–Thursday, 2 pm–4 pm, 7 pm–9 pm; Friday, 12 noon–2 pm);

020 7251 6575 (administration)

52–54 Featherstone Street, London EC1Y 8RT

Telephone legal advice for women, mainly in the field of family law, also advice on sexual violence, debt, housing and employment. Referrals to other agencies and sympathetic solicitors.

Women Prisoners Resource Centre: 020 8968 3121

1a Canalside House, 383 Ladbroke Grove, London W10 5AA

Advice and information service for women in prison. Part of the National Association for the Care and Rehabilitation of Offenders (NACRO); also runs housing, employment, training and other services for women ex-prisoners.

Young people

For agencies dealing with young people and abuse, see **Abuse**. For agencies that deal with adoption, see **Adoption**. For agencies dealing with young people and self-harm, see **Self-harm**.

Childline: 0800 1111 (24-hour, 7 days per week freephone); 020 7239 1000 (administration)

Royal Mail Building, Studd Street, London N1 0QW

Freepost address for children: Childline, Freepost 111, London N1 0BR

Telephone support and counselling for children and young people under 18 in danger and distress.

Get Connected: 0800 096 0096 (7 days per week freephone helpline: 3 pm–11 pm); 020 8260 7373 (administration)

PO Box 21082, London N1 9WW

Telephone support on any issue for vulnerable young people and children, including runaways and homeless people.

National Youth Advocacy Service: 0800 616101 (freephone helpline: Monday–Friday, 3:30 pm–9:30 pm; weekends, 2 pm–8 pm); 0151 342 7852 (administration)

1 Downham Road South, Heswall CH60 5RG

Information, advice and advocacy for children and young people under 25 via a network of advocates and in-house solicitors.

Who Cares? Linkline: 0500 564570 (helpline: Monday, Wednesday and Thursday, 3:30 pm–6 pm); 020 7251 3117 (administration)

Kemp House, 152–160 City Road, London EC1V 2NP

Telephone information and support for young people who are or have been in care, and carers.

Young Minds Trust: 0800 182138 (freephone parent information service);

020 7336 8445 (administration)

102–108 Clerkenwell Road, London EC1M 5SA

The parent information service provides information and advice for anyone concerned about the mental health of a child. Produces a range of leaflets for parents and young people

Youth Access: 020 8772 9900

2 Taylors Yard, 67 Alderbrook Road, London SW12 8AD

National umbrella for youth information, advice, counselling and personal support agencies (YIACs); gives information on and referrals to appropriate local YIACs, including youth counselling services that help with self-injury.