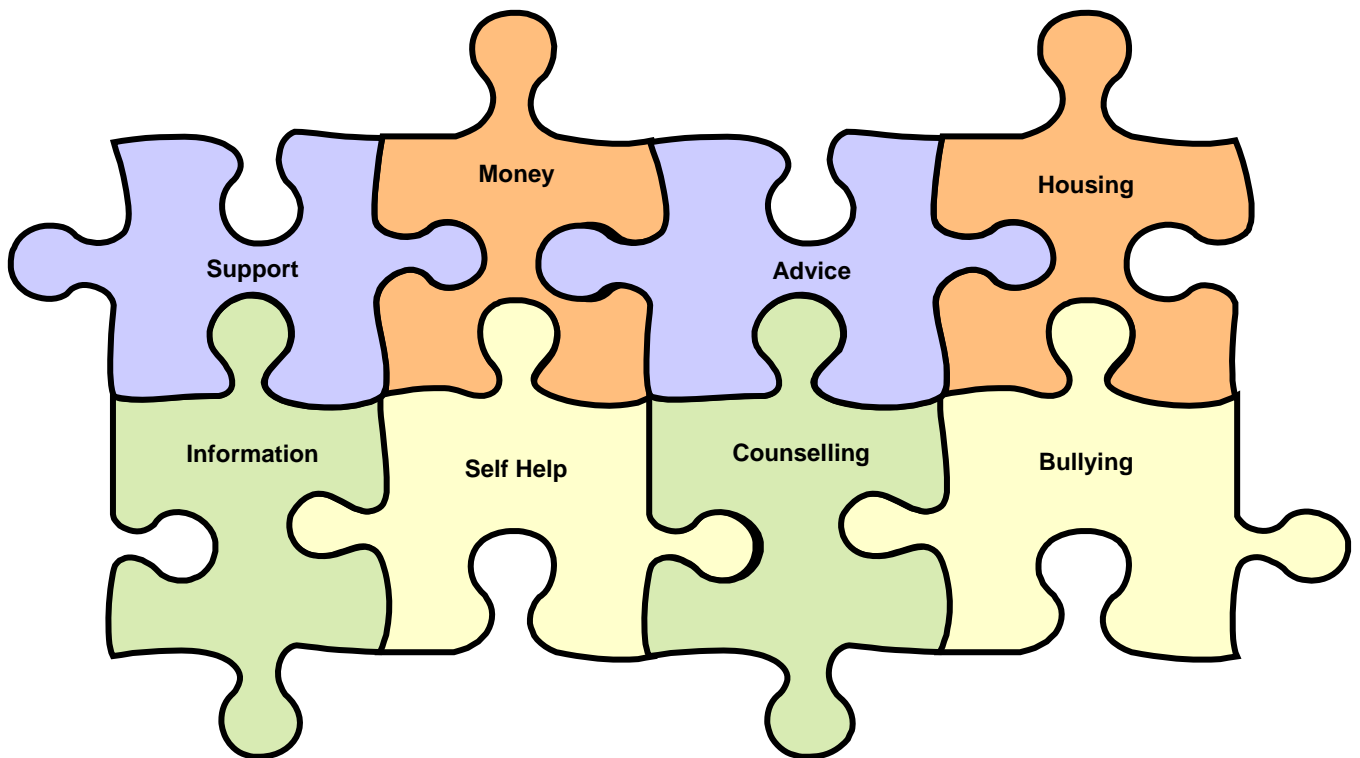


Gloucestershire Directory of Services for Mental Wellbeing



An updated version of this directory is also available at
www.guide-information.org.uk

Phone: 08456 583888

Updated April 2010

Contents

- Contents** 2
- Benefits** 3
- Bereavement services** 5
- Counselling and advice** 10
- Cultural and ethnic support** 15
- Housing** 20
- Mental health support services** 23
- Mental health advocacy services** 35
- Support for carers** **Error! Bookmark not defined.**
- Money** 42
- Neighbourhood projects** 44
- Sport and leisure** 47
- Training and employment** 51
- FAMILY SERVICES**
- Bullying** 54
- Legal (Children’s Issues)** 56
- Support for parents** 58
- Support for young people** 65
- Quick guide** 70

Benefits

BENEFITS ENQUIRY LINE

9th Floor, Victoria House
Ormskirk Road
Preston
Lancs
PR1 2QP

Customer Services
0800 88 22 00 (Mon to Fri: 8:30am - 6:30pm;
Sat: 9.00am - 1.00pm)
Web: www.dwp.gov.uk

The Benefit Enquiry Line (BEL) is a helpline giving general advice / information about benefits to disabled people, their carers and representatives. It offers confidential advice and information on benefits and how to claim them. In addition to giving advice, they can send out leaflets and claims packs to customers.

CHILD BENEFIT OFFICE

PO Box 1
Washington
Newcastle Upon Tyne
NE88 1AA

0845 3021 444 (Child Benefit Enquiry Line)
(8.00am-8.00pm, 7 days a week)
<http://www.hmrc.gov.uk>

The Child Benefit Office is the administering body for claims to, and payment of, Child Benefit, Child Benefit Lone Parent and Guardians' Allowance. Staff at the office can explain your entitlement regarding these benefits, answer queries and also deal with changes if you are currently in receipt of any of these benefits - for example, if a child leaves school or you change your name.

CHILD SUPPORT AGENCY

PO Box 55
Brierley Hill
West Midlands
DY5 1YL

National Helpline
08457 133 133 (Mon to Fri: 8.00am - 8.00pm,
Sat: 8:00am - 5.00pm)
Email: csa-nel@dwp.gsi.gov.uk
Web: www.csa.gov.uk

The CSA is an executive agency of the Department for Work and Pensions and are responsible for running the child support system. They deliver a child support service, which plays its part in ensuring that children, whose parents do not live together, are financially supported and kept out of poverty.

DISABILITY LIVING ALLOWANCE (DLA) & ATTENDANCE ALLOWANCE (AA) UNIT

Warbreck House
Warbreck Hill
Blackpool
Lancashire
FY2 0YE

08457 123456 (Mon to Thurs: 9.00am - 5.00pm,
Fri: 9.00am - 4:30pm)
Web: www.dwp.gov.uk

For enquiries and general advice on claims, please telephone the Helpline. People with speech or hearing problems using a textphone can dial 08457-224433.

JOBCENTRE PLUS

Cedar House
Spa Road
Gloucester
GL1 1XL

All new claims 08000 556688
Queries about existing claims 0845 608 8578
Crisis Loans 0800 032 8349
Jobseeker Direct 0845 6060 234

Web: www.jobcentreplus.gov.uk

Jobcentre Plus offer a range of help for people, employed or unemployed, who are looking for work. They can also help with training, and are the point of contact for New Deal. For those who cannot find work, they arrange payments of Jobseekers' Allowance. Help is also available for people claiming Incapacity Benefit and Income Support. Specialist advisors are available by appointment. The National Website also contains all the vacancies or call Jobseeker Direct.

PENSION CENTRES

0845 60 60 265 (Mon to Fri: 8.00am - 8.00pm)
Web: www.thepensionservice.gov.uk
(with online enquiry form)

There is one national telephone number charged at local rate. Calls will be geographically routed to the appropriate Pension Centre. Each Pension Centre will work out the amount of State Pension, Minimum Income Guarantee and Pension Credit that you are entitled to. They can arrange for the local service to provide a face to face service if you are not able to phone or write to your Pension Centre. Bath is the local centre for Gloucestershire.

Bereavement services

BEREAVEMENT SUPPORT FOR PARENTS

Orchard Centre
Gloucester Royal Hospital
Great Western Road
Gloucester
GL1 3NN

Viv Hall - Bereavement Support Midwife
08454 225526 (Mon to Fri: 8.00am - 4.00pm)

The Orchard Centre has introduced a bereavement support service for families who suffer the loss of a baby. Staff are fully trained to enable them to offer appropriate support. The intention is to improve communication and liaison with all providers of care so that resources are used properly. This is not a 'group' support, but rather provides one-on-one support from understanding professionals.

BEREAVEMENT SUPPORT GROUP – BISHOPS CLEEVE AND NEIGHBOURING VILLAGES

Noel Hemming
01242 521052

This support group has been established to provide help for those who have lost a loved one. A small number of trained church people are available to visit you during the weeks following your bereavement if you would find this helpful. They aim to ease your way through the difficult period you may be having. They also meet monthly at St Michael's Hall for a cup of coffee and a chat.

CHILD DEATH HELPLINE

York House
37 Queen Square
London
WC1N 3BH

0800 282986 (Freephone)
Every evening 7.00pm – 10.00pm
Mon to Fri: 10.00am – 1.00pm
Wed: 1.00pm – 4.00pm
Email: contact@childdeathline.org
Web: www.childdeathhelpline.org.uk

The Child Death Helpline is run jointly by Great Ormond Street Children's Hospital in London and The Alder Centre in Liverpool. It is a confidential helpline for anyone affected by the death of a child. The line is staffed by volunteer parents who have suffered the loss of their own child. It provides an opportunity for individuals to talk to someone sympathetic to their situation.

COMPASSIONATE FRIENDS

53 North Street
Bristol
BS3 1EN

0845 120 3785 (Office) (Weekdays 9:30am-5.00pm)
0845 123 2304 (Helpline)
Daily 10.00am – 4.00pm, 6:30pm to 10:30pm
Email: info@tcf.org.uk
Web: www.tcf.org.uk

A nationwide organisation of bereaved parents offering friendship and understanding to other bereaved parents. Provides personal and group support. Support is also provided for bereaved siblings and grandparents. The service is one of befriending rather than counselling, and staff can connect people with local support.

COMMUNITY SPECIALIST PALLIATIVE CARE TEAM (MACMILLAN)

Wheatstone
2 North Upton Lane
Barnwood
Gloucester
GL4 3TA

Clinical Nurse/Manager/Modern Matron
01452 371022 (Mon to Fri: 9.00am-5.00pm)

Community Clinical Nurse Specialists in palliative care are part of a multi-disciplinary team trained to support people through cancer or other life threatening illnesses. This help extends to family and carers as needed. The nurses work with consultants, GPs, hospital and community nurses and other health care professionals. They are able to give special advice in the area of physical symptoms caused by illness as well as emotional support and benefits advice. The service is provided in Community Hospitals, patients' homes and outreach clinics in the county.

CRUSE BEREAVEMENT CARE

Cruse House
126 Sheen Road
Richmond
Surrey
TW9 1UR

0808 808 1677 (Young Person's Helpline)
0870 167 1677 (Day by Day Helpline)
01242 252518 (Local) (Office open Mon to Fri:
10.00am – 12.00noon)
Email: info@crusebereavementcare.org.uk
Web: www.crusebereavementcare.org.uk

Cruse Bereavement Care is the largest bereavement charity in the UK. It offers help to anyone bereaved by death. Cruse's help includes a free bereavement counselling service, opportunities for contact with others through bereavement support groups and advice or information on practical matters. It is a personal and confidential service, and is backed up by a wide range of publications

EPILEPSY BEREAVED

Po Box 112
Wantage
OX12 8XT

01235 772852 (Bereavement Line) (Mon to Fri:
9.00am to 2.00pm)
Email: information@epilepsybereaved.org.uk
Web: www.sudep.org

Epilepsy Bereaved supports families and friends bereaved through epilepsy. It also promotes research into sudden death in epilepsy (SUDEP) and is actively concerned for all people with epilepsy.

FOREST OF DEAN BEREAVEMENT SUPPORT

Rheola House
Belle Vue Centre
Belle Vue Road
Cinderford
GL14 2AB

Nan Morse - Co-ordinator
01594 822014

The Forest of Dean Bereavement Support Group has been set up to provide support for bereaved people of any age. It helps people to come to terms with their bereavement, through either group support or one-to-one befriending, provided by trained volunteers. Meetings take place on the first Thursday of each month at 7.30pm in the Day Centre of the Dilke Hospital.

MISCARRIAGE ASSOCIATION

C/o Clayton Hospital
Northgate
Wakefield
West Yorkshire
WF1 3JS

01924 200795 (Admin) (Mon to Fri: 9am-4pm)
01924 200799 (Helpline) (Mon to Fri: 9am-4pm)
Email: info@miscarriageassociation.org.uk
Web: www.miscarriageassociation.org.uk

The Miscarriage Association offers support and information to women and men who have suffered miscarriage or ectopic pregnancy and to others affected by pregnancy loss. It co-ordinates a national network of volunteer contacts and local support groups.

NATIONAL ASSOCIATION OF WIDOWS

Third Floor
48 Queens Road
Coventry
West Midlands
CV1 3EH

024 7663 4848
Email: info@nawidows.org.uk
Web: www.nawidows.org.uk

The National Association of Widows (NAW) is a charity run by widows for widows. It provides friendship and support through its network of local branches throughout the country. Head Office Membership is available for widows and widowers who live in areas where there is no local contact, or who cannot attend a branch.

ROADPEACE

Po Box 2579
London
NW10 3PW

0845 4500 355 (Helpline) (9.00am to 9.00pm: 7 days a week)

Email: info@roadpeace.org

Web: www.roadpeace.org

RoadPeace, the national charity for road traffic victims, provides vital information and advocacy, practical and emotional support to those bereaved and injured as the result of a road crash. Support varies from telephone support, or on a one-to-one referral basis, to meeting those in need or accompanying them at difficult times, such as attending inquests, court hearings, etc. There are groups throughout the UK offering local support.

SCHOOL NURSE BEREAVEMENT SERVICE

Stroud Maternity Hospital
Field Road
Stroud
GL5 2JB

Sue Smith – School Nurse
01453 562192

Email: sue.smith3@glos.nhs.uk

(Weekdays: 9.00am to 4.00pm. Term-time only)

Nurses work across the Trust offering countywide bereavement support in schools to individual pupils who have experienced the death of someone special, particularly grandparents. They work in conjunction with Winston's Wish, who offer a grief support programme to any child who has experienced the death of parents or siblings. Nurses work with a child compiling a memory book and aiming to raise the child's self-esteem. Also, support to school pupils and staff after the death of a fellow pupil is available.

STILL BIRTH & NEONATAL DEATH SOCIETY (SANDS)

28 Portland Place
London
W1B 1LY

020 7436 5881 (Helpline) (Mon to Fri: 9.30am to 5.00pm)

020 7436 7940 (Admin)

Email: info@uk-sands.org

Web: www.uk-sands.org

FREE support, information and advice

SANDS was founded in 1978 by a small group of bereaved parents devastated by the death of their babies and in particular what they felt at the time was a complete lack of acknowledgement and understanding of the significance and impact of their loss. Incredibly in the UK today, in spite of medical advances, many parents continue to have their lives turned upside down by the death of their baby. Seventeen babies a day are stillborn or die within the first twenty-eight days of life. SANDS' mission is to:

- support anyone affected by the death of a baby, whether recent or some time ago
- work with health professionals to improve the quality of care and services provided to bereaved parents and their families
- promote changes in antenatal practice and fund research that could help to reduce the loss of babies' lives

SUPPORT AFTER MURDER & MANSLAUGHTER

SAMM National
First Floor
Scotia House
33 Finsbury Square
London EC2A 1PL

020 7638 4040

(Mon to Fri: 9.00am to 5.00pm)

Email: samm@victimsupport.org.uk

Web: www.samm.org.uk

The primary aim of Support after Murder and Manslaughter (SAMM) is to offer understanding and support to families and friends who have been bereaved as a result of murder or manslaughter. Informal regional meetings are held in a growing number of locations throughout the UK. This will help others benefit from the very important therapy of making personal contact with others bereaved as a result of murder or manslaughter.

SUPPORT FOR FAMILIES FOLLOWING DEATH OF BABY OR CHILD

Gloucester and Cheltenham area:

01452 812591 - Sally Unwin

Stroud and Stonehouse area:

01453 824403 - Bob and Claudette Lusty

01453 764474 - Jo Darley

These are local contacts for befriending and support, broadly under the umbrella of the FSID. Sally Unwin offers a telephone helpline and will visit at home by arrangement. Bob and Claudette Lusty offer befriending and a telephone helpline.

A Parents' Support Group meets monthly when required, contact Jo Darley (Rowcroft Medical Centre)

SURVIVORS OF BEREAVEMENT BY SUICIDE

c/o SOBS National Office

The Flamsteed Centre

Albert Street

Ilkeston

DE7 5GU

National Helpline **0844-561-6855**

Local Contact Trish Thomas **01452-371945**

Email: sobs.support@care4free.net

Web: www.uk-sobs.org.uk

Trish Thomas is the local contact for SOBS. The local group meets on the second Wednesday of each month 7.30pm – 9.30pm at a city centre location, convenient to the bus and rail stations with free parking. The group offers emotional and practical support through a number of ways; telephone helplines, meetings, one-day conferences, residential events, bereavement packs etc.

TAMBA BEREAVEMENT SUPPORT GROUP

2 The Willows

Gardner Road

Guildford

Surrey

GU1 4PG

01483 304442

Email: enquiries@tamba.org.uk

Web: www.tamba-bsg.org.uk

The Twins and Multiple Births Association (TAMBA) is a nationwide UK charity providing information and mutual support networks for families of twins, triplets and more. This Support Group offers parent-to-parent support from parents who have experienced a similar loss of a twin or twins, triplets or more. Their support comes through correspondence, telephone, and local contacts throughout the country. A newsletter is also produced regularly, and a Memorial Book.

TEWKESBURY BEREAVEMENT SUPPORT

Tewkesbury

Glos

Christine Taylor - Bereavement Counsellor

01684 773685

The Tewkesbury Bereavement Support Group has been disbanded, however, Christine Taylor still offers her services as a bereavement counsellor to anyone in the Tewkesbury area. She can provide support for people of any age.

WAY FOUNDATION

Suite 35

St Loyes House

Bedford

MK40 1ZL

0870 011 3450

Email: info@wayfoundation.org.uk

Web: www.wayfoundation.org.uk

The WAY Foundation is a self help group for men and women under fifty who have been bereaved of a partner. The main aim is to help those widowed young to rebuild their lives by helping each other. The WAY Foundation has groups running throughout the country.

WINSTONS WISH

The Clara Burgess Centre
Westmoreland House
80-86 Bath Road
Cheltenham
GL53 7JT

01242 515157 (General Enquiries)
0845 20 30 405 (Family Line) (Mon to Fri:
9.00am to 5.00pm)
Email: info@winstonswish.org.uk
Web: www.winstonswish.org.uk

Winston's Wish helps bereaved children and young people (4-18 years old) rebuild their lives after a family death. They offer practical support and guidance to families, professionals and anyone concerned about a grieving child.

The Winston's Wish Helpline is a national helpline offering support, information and guidance to all those caring for a child or young person who has been bereaved. The Winston's Wish website has a wealth of information and activity pages for children, adults and professionals

Counselling and advice

BRISTOL CRISIS SERVICE FOR WOMEN

PO Box 654
Bristol
BS99 1XH

Hilary Lindsay - Co-Ordinator
0117 925 1119 (Helpline) Fri to Sat: 9.00pm to
12.30am; Sun: 6.00 to 9.00pm)
Email: bcsw@btconnect.com
Web: www.selfinjury.support.org.uk

This service is to support women in emotional distress. They particularly help women who harm themselves. BCSW runs a helpline available to women anywhere in the country. They offer any woman who rings a chance to talk through her feelings in confidence, without fear of being judged or dismissed. Around half the calls relate to self injury and many are from survivors of childhood abuse.

BRITISH ASSOCIATION FOR COUNSELLING & PSYCHOTHERAPY

Unit 15
St. John's Business Park
Lutterworth
Leicestershire

0870 443 5252 (Mon to Fri: 8:45am to 5.00pm)
Minicom 0870 443 5162
Email: bacp@bacp.co.uk
Web: www.bacp.co.uk

The British Association for Counselling and Psychotherapy (BACP) organises conferences and specialist events and provides informed comment on many current issues. Its members are experienced in a wide range of counselling practices in unemployment, alcoholism, drug abuse, relationships, bereavement, AIDS-HIV, counselling in the NHS and educational settings. The association provides a local list of counselling services on request and via the BACP website.

BRITISH PREGNANCY ADVISORY SERVICE

20 Timothy's Bridge Road
Stratford Enterprise Park
Stratford-upon-Avon
CV37 9BF

Actionline: 08457 30 40 30
Email: info@bpas.org
Web: www.bpas.org

BPAS, established in 1968, is a registered non-profit organisation, with twelve clinics and daycare units, and over thirty consultation centres nationwide. The service offers information and treatment for unplanned pregnancy including pregnancy testing, crisis pregnancy counselling, emergency contraception, a choice of surgical and medical abortion, sterilisation, vasectomy and vasectomy reversal.

The British Pregnancy Advisory Service treats clients with dignity and respect and provides confidential non-judgemental services.

CHELTENHAM PREGNANCY CRISIS CENTRE

129 St. George's Road
Cheltenham
GL50 3EQ

01242 243841 (Open Tues/Wed: 1.00 to 3.00pm.
Ansaphone operates out of hours)
Out of hours emergency line: 07815 986226
Email: info@cheltenhampregnancycrisis.org.uk
Web: www.cheltenhampregnancycrisis.org.uk

The Cheltenham Pregnancy Crisis Centre (CPCC) provides free and confidential advice and practical support to anyone facing an unplanned pregnancy. It also offers free pregnancy test and counselling following abortion, miscarriage, stillbirth or cot death. Education teams available for school and youth clubs to give talks on issues such as pregnancy avoidance and relationships.

COTSWOLD COUNSELLING & SUPPORT CENTRE

The Volunteer Centre
23 Sheep Street
Cirencester
Glos
GL1 1QR

Mrs Margaret Morgans - Co-ordinator
01285 885830 (Mon to Fri: 10.00am to 12.00pm)
Email: admin@cotswold-counselling.org.uk
Web: www.cotswold-counselling.org.uk

The Centre offers a confidential listening, counselling and support service. The service is available to men and women of all ages, including young people and couples throughout the Cotswolds. Trained counsellors, listening volunteers and support groups offer help with relationships, bereavement, abuse, alcohol, depression, lack of self-confidence, legal problems etc.

The office is open 10am - 12noon week days, although appointments can be made at any time.

COUNTY HIV SERVICE

Hope House Tower Annexe
Gloucestershire Royal Hospital
Great Western Road
Gloucester
GL1 3NN

08454-226965 (County HIV Team)
08454-226967 (Viral Hepatitis Team)
(Mon to Fri: 9.00am to 5.00pm)

The County HIV Service operates a counselling service for anyone who is considering taking a test for HIV on a same day testing and result basis. For those who have been tested and found positive, there is on-going support in terms of one-to-one meetings with specialist nurses and social workers. The main office is located at the Gloucester address, but regular HIV clinics for positive patients, attended by consultants and specialist nurses, are held at both Cheltenham General and Gloucestershire Royal Hospitals.

DISABILITY LAW SERVICE

Ground Floor
39-45 Cavell Street
London
E1 2BP

0207 791 9800 (Mon to Fri: 10.00am to 5.00pm)
Email: advice@dls.org.uk
Web: www.dls.org.uk

The Disability Law Service (DLS) is a registered national charity providing free and confidential legal advice for disabled people. It also offers a (limited) casework service. Areas of law covered are: Community care; post 16 education; disability discrimination; employment; consumer/contract; welfare benefits. Please contact for an appointment. Advice can also be given via letter, email, fax or mini-com.

GUM (GENITO-URINARY MEDICINE) CLINIC (GLOUCESTER)

Hope House
Gloucestershire Royal Hospital
Gloucester
GL1 3NN

08454 226470 (Appointments)

GUM (GENITO-URINARY MEDICINE) CLINIC (CHELTENHAM)

Benhall Clinic, Cheltenham General Hospital
Sandford Road
Cheltenham
GL53 7AN

08454 224279 (Appointments)
www.sexhelpglos.nhs.uk/sexhelpglos103312.html

The Department of GUM, Genito-Urinary Medicine, diagnose and treat sexually transmitted infections and other genital and urinary conditions. They provide free and confidential advice, counselling, testing, check up and treatment to anyone of any age (including under sixteen's) who feels at risk, without the need for a GP referral. People can attend any GUM clinic in the country and information about them will not leave the clinic without their written permission. They provide walk in, no appointment clinics (NAC's) as well as booked appointments. The NAC's take a quota of patients - first come first served - and when the quota is complete the session is closed.

GLOUCESTERSHIRE COUNSELLING SERVICE

Alma House
52 / 53 High Street
Stroud
GL5 1AP

01453 766310

Email: info@gloscounselling.org.uk

Web: www.gloscounselling.org.uk

The Gloucestershire Counselling Service (GCS) can help in stressful situations by providing a counsellor to share and work through personal, marital and family difficulties. The aim of the Service is to increase understanding and restore ability to function and grow. GCS will see people in centres throughout Gloucestershire. GCS is also a major training organisation, offering courses to BACP-WPF accreditation level.

THE FAMILY PROJECT

Alma House
52 / 53 High Street
Stroud
GL5 1AP

01453 766310

Email: info@gloscounselling.org.uk

Web: www.gloscounselling.org.uk

The Family Project, a subsidiary of GCS, offers a counselling service for families who are experiencing difficulties. These may be difficulties that stem from changes in family life such as separation, divorce, remarriage, developments within stepfamilies, illness, loss or bereavement. The Family Project counsellors offer a confidential space where families can meet to think about and talk through their concerns.

GLOUCESTERSHIRE RAPE CRISIS CENTRE

PO Box 16
Gloucester
GL4 0RU

01452 526770

Mon, Tue, Wed, Fri: 7.30 to 8.30pm

Thur: 11.30am to 12.30pm

Telephone at the above times to speak directly to a counsellor.

Ansaphone at all other times – response within twenty four hours.

Email: glosrapecrisis@hotmail.co.uk

The Gloucestershire Rape Crisis Centre (GRCC) offers free, confidential counselling, information and support to women and children who have been raped or sexually abused or assaulted at any time in their lives. Callers can speak to a trained, volunteer counsellor over the phone, or face to face at the Centre, or at any other safe meeting place. Counselling can be on a one-off basis, or for as long as the support is found to be of use. All calls answered by women and are confidential.

LISTENING POST COUNSELLING

Admiralty House
11a Spa Road
Gloucester
GL1 1UY

01452 383820

Mon to Thurs: 9.30am to 4.30pm & 7.00 to 9.00pm; Fri: 9.30am to 2.30pm

Email: lpostcounselling@tesco.net

Web: www.listeningpost.org.uk

Listening Post counsellors have been trained on nationally recognised courses. Counselling is available to anyone over eighteen. A receptionist will take brief details and offer an initial assessment appointment with an experienced counsellor as soon as possible. Anyone seeking counselling can telephone weekdays – Monday 9.30am to 4.30pm, 7.00 to 9.00pm; Tuesday, Wednesday and Thursday 9.30am to 4.30pm, 6.00 to 9.00pm, and Friday 9.30am to 4.00pm. The service also operates in Cheltenham (01242 256060), Stroud (01453 750123)- open 4 days/2 or 3 evenings per week.

PAPYRUS

Lodge House
Thompson Park, Ormerod Road
Burnley
Lancashire
BB11 2RU

01282-432555

0870-170-4000/01706-214449 HopeLine

PAPYRUS is a voluntary organisation committed to the prevention of young suicide and the promotion of good mental health and well-being. Information on mental health issues and support for young people who may be suicidal will be sent to any enquirer.

Mon to Fri: 7.00 to 10.00pm; Sat-Sun: 2.00 to 5.00pm)
Email: info@papyrus-uk.org
Web: www.papyrus-uk.org

PARENTLINE PLUS

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

0808 800 2222 (Helpline 24hrs)
0800 783 6783 (Textphone) Mon to Fri, 9am-5pm)
Email: parentsupport@parentlineplus.org.uk
Web: www.parentlineplus.org.uk

Parentline is a family support service offering a confidential telephone helpline service to anyone parenting or caring for a child who is experiencing any kind of difficulty. Parentline has regional branches whose numbers are available in local telephone directories or via the national helpline. The helpline is for parents, step-parents, grandparents and anyone in a parenting role. Parentline Plus (Gloucestershire) also run parenting courses and workshops for parents in community venues across Gloucestershire. For further information phone 01453 768160.

QUIT

Ground Floor,
211 Old Street,
London
EC1V 9NR

0800 002200 (Seven days a week 9.00am to 9.00pm)
Web: www.quit.org.uk

QUIT is a national telephone helpline for smokers who need advice or help in stopping. Ex-smokers can also ring for encouragement. It is staffed by fully trained cessation counsellors. If you want to attend a stop smoking group, Quitline will give you details of your nearest group. Information packs also available. The helplines cover different languages on different days, operating 1-9pm as follows:
The helplines cover different languages on different days, operating 1-9pm as follows:
+ Bengali - Mondays on 0800-00-22-44;
+ Gujarati - Tuesdays on 0800-00-22-55;
+ Hindi - Wednesdays on 0800-00-22-66;
+ Punjabi - Thursdays on 0800-00-22-77;
+ Turkish/Kurdish - Thursdays and Sundays on 0800-00-22-99;
+ Urdu - Sundays on 0800-00-22-88

RELATE GLOUCESTERSHIRE AND SWINDON

24 Cambray Place
Cheltenham
GL50 1JN

01242 523215
Appointment Bookings desk: Mon to Thurs:
8.00am to 10.00pm; Fri: till 6.00pm; Saturdays:
9.00am to 5.00pm.

Counselling sessions Mon to Fri, day/evening,
plus Saturday mornings (Swindon)

Email: relateglos@hotmail.com
Web: www.relateglos.co.uk

Relate Counselling helps individuals, couples and families through difficult stages in their relationships. Clients can work through their concerns and conflicts to find the best way forward for themselves. Relate also provides a specialised service of psychosexual therapy. Counselling and therapy sessions last one hour and take place weekly with the same counsellor. Counselling is available in Cheltenham, Gloucester, and Swindon. Family counselling available in all centres.

Cost £47 set charge.

RIPRAP

Web: www.riprap.org.uk

riprap is a website developed especially for twelve to sixteen year olds who have a parent with cancer. In riprap, you can learn more about parent cancer and its treatment and through individual stories you can see how this might affect you and your family.

SAMARITANS

9 Parkend Road
Gloucester
GL1 5AT

01452 306333 / 01242-515777 (Local)
08457 90 90 90 (National)
Web: www.samaritans.org.uk

The Samaritans offer confidential and emotional support to those passing through personal crises, or in danger of taking their own lives. Samaritan volunteers are trained to listen without judgement whatever the concerns of the caller are and regardless of their race, gender, religion, ability or sexual orientation. Open 24hrs a day, every day. The office is also open to callers in person 9am - 10pm each day.

SWINDON COUNSELLING SERVICE

23 Bath Road
Swindon
Wiltshire
SN1 4AS

Ron Aldridge - Administrator
01793 514550 (Mon to Fri: 9.00am to 12noon)

SCS offers general counselling at a professional level to anyone requiring support to cope with a variety of problems such as bereavement, relationships, family and marital concerns. Phone staffed from 9am-12 noon Monday to Friday, with an ansaphone available at all other times.

THE TERENCE HIGGINS TRUST

314-320 Grays Inn Road
London
WC1X 8DP

0845 1221 200 (Helpline)
Mon to Fri: 10.00am to 10.00pm; Sat – Sun:
12noon to 6.00pm
Email: info@tht.org.uk
Web: www.tht.org.uk

The Terrence Higgins Trust (THT) is the national organisation leading the fight against AIDS. The services of the Trust include: emotional support and information by phone; help with accessing HIV testing and post-exposure prophylaxis (PEP) treatment; advice about your rights in benefits, employment, immigration and housing; treatment advice; contact with support groups; help with accessing grants, respite and complementary therapies

WELL COUNSELLING SERVICE

Lyttleton Well
Church Street
Malvern
Worcestershire
WR14 2AY

01684 563456 (Confidential answering machine)

The Well Counselling Service was founded in 1993. It has trained counsellors who will talk with you in the strictest confidence. Although this service was founded by Christians it is open to anyone of any faith or belief. A registration fee of £15 is charged. The counselling itself is offered free of charge and nobody will be refused help if they are in financial difficulty.

Cultural and ethnic support

GLOUCESTERSHIRE AFRICAN AND CARIBBEAN ASSOCIATION

213 Barton Street
Gloucester
GL1 4HY

Mrs. Pauline Reynolds - Manager
01452 387754 (Mon to Fri: 9.00am to 5.00pm)
Email: glosaca_1@hotmail.com

The Gloucestershire Afro-Caribbean Association is an umbrella organisation offering advice, support and guidance to its members and the wider Afro-Caribbean community in Gloucestershire. It offers safe, caring and stimulating out of school, leisure and educational activities -Kids Club, open 3:00 to 6:00pm during term time, all day from 8:00am onwards, in the holidays, Saturday School and Homework Club, for children and young people of primary and secondary school age. For parents, the Association offers a rolling programme of Parenting Skills courses.

ORGANISATION OF BLIND AFRICAN-CARIBBEANS

Gloucester House
8 Camberwell New Road
London
SE5 0TA

Miss Ibukun Olashore
0207 735 3400 (Mon to Fri: 9:30am to 5.00pm)
Email: info@obac.org.uk
Web: www.obac.org.uk

The Organisation of Blind African-Caribbeans (OBAC) has four core areas of focus - Support Services, Work, Poverty and Immigration. OBAC provides support, information and advice in the areas of welfare benefits, council tax, housing, counselling, aids, adaptation, mobility and general support services to blind or partially sighted African Caribbean people. They also offer training in basic, key and soft skills to enable the client group access employment, education and or training.

ASIAN FAMILY COUNSELLING SERVICE

Suite 51, Windmill Place
2 - 4 Windmill Lane
Southall
UB2 4NJ

Kulbir Randhawa - Director
0208 571 3933 Mon to Fri: 9.00am to 5.00pm)
Email: afcs@btconnect.com
Web: www.asianfamilycounselling.org.uk

The Asian Family Counselling Service is a well established national charity which assists Asian families with marital problems. It offers professional counselling and helps other voluntary agencies with their training of counsellors. The service also assists in arranging contact between children and divorced parents.

ASIAN PEOPLE WITH DISABILITIES ALLIANCE

Suite 6, 4th Floor
Alperton House
Bridgewater Road
Wembley
Middlesex
HA0 1EH
Michael Jeewa – Director

020 8902 2113 Mon to Thur: 9.30am to 5.30pm)
Email: APDMCHA@aol.com
Web: www.apda.org.uk

The Asian People with Disabilities Alliance (APDA) is a self-help organisation of Asian disabled people, set up and managed by Asian disabled people themselves. It is non-political, non-religious and non-profit making. APDA acts as a resource body to its membership and other client groups and also to the mainstream establishments for matters of importance concerning Asian disabled people and their families and carers.

ASIAN WOMEN'S RESOURCE CENTRE

13 Shrubbery Road
Streatham
London
SW16 2AS

Ila Patel Co-Ordinator
0208 696 0023 Mon to Fri: 9.00am to 5.00pm

The Centre provides support and counselling to Asian women with children, or single young girls, who are subject to domestic violence or relationship breakdown. Immediate temporary accommodation is available. Advice and support in all other aspects affecting Asian Women is also available including health, education and training, employment etc, throughout the London area.

BANGLADESH ASSOCIATION

539, Stapleton Road
Eastville
Bristol
BS5 6PE

0117 9511 419 Mon to Thurs: 9:30am to 5:30pm)
Email: team@bangladesh-association.org
Web: www.bangladesh-association.org

The Bangladesh Association is a self-help group which exists to improve the economic wellbeing of the Bangladeshi community in Bristol, Bath and the West country; tackling poverty, promoting education and religion and encouraging participation in mainstream services; sympathetic to their cultural needs.

BANGLADESHI WOMENS ASSOCIATION

2 Southern Avenue
Tuffley
Gloucester
GL1 0AW
Mrs Sakina Choudhury
01452 520571 (Widden Primary School)

The Bangladeshi Women's Association aims to meet the social, educational and cultural needs of Bangladeshi women in Gloucester and to make sure Bangladeshi women have equal access to information about health and social welfare services. They provide a wide range of services including educational classes, language classes and other services as appropriate.

GLOUCESTERSHIRE BANGLADESHI ASSOCIATION

14 Conduit Street
Gloucester
GL1 4XH

Mr Nunu Miah - Vol. Community Development Worker
01452 383921 (Mon to Sun: 1.00 to 2.00pm, 4:30 to 6:30pm)

To promote the welfare of the Bangladeshi Community in Gloucestershire by meeting their economical educational, social, cultural and religious needs.

CONFEDERATION OF INDIAN ORGANISATIONS UK

5 Westminster Bridge Road
London
SE1 7XW

0207 928 9889 (Mon to Fri: 9:30am to 5.00pm)
Email: headoffice@cio.org.uk
Web: www.cio.org.uk

A national South Asian umbrella organisation which aims to represent the needs of South Asian community organisations and their communities.

CHINESE INFORMATION & ADVICE CENTRE

Lower Ground Floor
London Chinatown Market
71 – 73 Charing Cross Road
London
WC2H 0NE

Isis Hsiao – Support Worker
08453 131 868
0207 440 0061 (Mon to Fri: 10.00am to 6.00pm)
Email: info@ciac.co.uk / isis@ciac.co.uk
Web: www.ciac.co.uk

The Chinese Information and Advice Centre (CIAC) provides specialist advice on social issues to disadvantaged persons of Chinese origin. CIAC specialises in providing advice relating to immigration and asylum law and practical support for women victims of domestic violence as well as awareness raising work for children. Also provide benefit advice and support for asylum seekers and refugees.

**GLOUCESTERSHIRE CHINESE
COMMUNITY
ASSOCIATION**

Hatherley Road Day Centre
Hatherley Road
Gloucester
GL1 4PN

Carena Sharpley – Fieldwork Support Worker
01452 503094 (Mon to Wed: 12.00 to 5:30pm)
07771 868888

The Gloucestershire Chinese Community Group aim to promote their culture and support members in their community. The group also offers advice and information, and support for children and the elderly, including a respite service for Chinese carers on Wednesdays.

No cost other than a contribution towards tea and coffee. Minibus for Social Services clients.

Languages spoken: Mandarin, Cantonese, Hakka

**GLOUCESTERSHIRE CHINESE WOMEN'S
GUILD**

Voluntary Agencies Unit
1st Floor,
75-81 Eastgate Street
Gloucester
GL1 1PN

Mrs Mew Ning Chan-Edmead - Chairperson
01452 332088 (Mon to Fri: 9.00am to 5.00pm)
Email: gcwgmnc@hotmail.com

Offers support and advice to Chinese women and their families and through its interpretation service, acts as a bridge to Local Authorities for those with English difficulties. Cantonese, Hakka and Mandarin are spoken. The Advocacy Service can help with visits to Doctors, Dentists etc. The Guild also runs a Mother's Club, Elderly Womens Group and once a month a Chinese doctor is available.

**SUPPORT WORKER FOR CHINESE
CITIZENS**

Quayside Wing, Quayside House
Shire Hall
Gloucester
GL1 2RH

Carena Sharpley – Fieldwork Support Worker
01452 425677

Carena Sharpley is the Fieldwork Support Worker based in Quayside House, working with the Chinese Community. Her particular field is providing advice and information for Chinese people aged over fifty, or who have a physical or learning disability. However, Carena is willing to help and talk to anyone within the Chinese Community.

**EQUALITY AND HUMAN RIGHTS
COMMISSION**

3 More London Riverside
Tooley Street
London
SE1 2RG

020 3117 0235
Email: info@equalityhumanrights.com
Web: www.equalityhumanrights.com

EHRC champions equality and human rights for all, working to eliminate discrimination, reduce inequality, protect human rights and to build good relations, ensuring that everyone has a fair chance to participate in society.

GLOUCESTER PUNJABI ASSOCIATION

193 Cheltenham Road
Gloucester
GL2 0JJ

Mr H Gill
01452 520774

The Gloucester Punjabi Association aim to promote cultural and social activities among different groups; raise cultural awareness; promote art and music; social gatherings; raise educational opportunities for children; develop different language skills through cultural activities and arrange visits and outings to broaden outlook.

GLOUCESTERSHIRE RACE EQUALITY COUNCIL

15 Brunswick Road
Gloucester
GL1 1HG

01452 301290 (Mon to Fri: 9.00am to 5:30pm)
Email: enquiries@glosrec.org.uk
Web: www.glosrec.org.uk

Gloucestershire Race Equality Council (GlosREC) aims to provide support, advice, information and representation to individual victims of racial discrimination and racial harassment within Gloucestershire. The service is confidential. GlosREC is also networking with relevant agencies to eliminate racial discrimination and promote equality of opportunity.

GLOUCESTER SICKLE CELL & THALASSAEMIA SERVICE

Gloucestershire Royal Trust
Edward Jenner Clinical Unit
Great Western Road
Gloucester
GL1 3NN

Joan Mitchell - Haemoglobinopathy Nurse
Counsellor
08454 225 224 (Mon to Fri: 9.00am to 3.00pm)

The Sickle Cell and Thalassaemia Service runs a drop-in clinic on Friday mornings (9:00am to 12 noon) at the Edward Jenner Unit. No appointment is necessary. For further information, phone direct.

GYMNATION

City Works
Alfred Street
Gloucester
GL1 4DF

Imran Atcha – Development Worker
01452 308127 (Mon to Sun: 9:30 to 11:30am,
Mon to Fri: 4:30 to 8:30pm)
Email: gymnation@btclick.com

Gymnation has a membership from over twenty nationalities. Established as a non profit making charity, to provide health and fitness facilities to the local community. Trying in particular to encourage take up of exercise among the local community and hard to reach groups. There are some sessions for women only at separate times due to cultural and religious reasons.

ISLAMIC TRUST

2D All Saints Road
Gloucester
GL1 4EE

Mr. Salim Dadabhoy

To promote religious understanding and cultural awareness in the wider community. Support Arabic teaching and community development within the Muslim community.
They also offer bereavement support

ISMAILI MUSLIM GROUP

Ismaili Muslim Community
5 Prestbury Road
Cheltenham
GL52 2PN

Mr. H. Karim
(Thurs to Sun: 6.00 to 9.00pm)

To promote the Ismaili Muslim Community. To assist members of our community with advice, information and practical support.

MUSLIM WELFARE ASSOCIATION (GLOS)

Masjid-E-Noor (Mosque)
44-46 Ryecroft Street
Gloucester
GL1 4LY

Mr. A. Bham – Secretary

To promote the welfare of all Muslims living in and around Gloucestershire, religious, commercial, political and every other aspect. Prayer facilities, Islamic Secondary School, Madressah, Marriage, Burials, Counselling, Information etc.

PATIENTS CHARTER - RESPECT FOR RELIGIOUS & CULTURAL BELIEFS

Nursing Connection
6 Middle Ground
Cricklade
Wiltshire
SN6 6JQ

Vicky McIntosh
01793 759338
Email: vmcintosh@talktalk.net

This 44 page comprehensive publication aims at creating a framework for healthcare professionals to enable them to meet the cultural and religious needs of patients. Institutions are now required to address this wider canvas of need and everyone is required to further develop sensitivity and knowledge to enable them to give a high quality service to patients/clients. Contact by letter or email only.

TAPESTRY TRANSLATION & INTERPRETING

1st Floor
Kimberley Warehouse
The Docks
Gloucester
GL1 2EQ

Suleman Patel - Co-ordinator
01452 396909 (Mon to Fri: 9.00am to 5:30pm)
Chinese speaking people 01452 396926
Gujarati, Bengali & Urdu speaking people 01452 396909
Email: sulemanp@gloucester.gov.uk
Web: www.gloucester.gov.uk/tapestry

A Translation and Interpretation Service (partly funded by Gloucester City Council), available to individuals and agencies throughout the UK. Tapestry provides in-house facilities for translation, interpretation and typesetting in most languages. There are four main Asian languages that are relevant to Gloucester, but other languages can be arranged.

TRANSLATION & INTERPRETATION SERVICES

GUIDE & PALS
Sanger House
5220 Valiant Court
Gloucester Business Park
Brockworth
Gloucester
GL3 4FE

08456 583888 or 0800 0151 548
Web:
www.partnershiptrust.org.uk/foi/translation.pdf

Gloucestershire Health Community is committed to meeting the religious and cultural needs of those with impairment or disability. Respecting the Equality and Diversity Agenda in accordance with the Human Rights Act 2000, the Race Relations (Amendment) Act 2000 and Codes of Practice of the Disability Discrimination Act 1995/2005. Further information may be obtained through the GUIDE & PALS service.

Housing

CIRENCESTER HOUSING FOR YOUNG PEOPLE

22-24 Ashcroft Road
Cirencester
GL7 1QX

01285 644900 (Mon to Fri: 9.00am to 12.00noon,
Sat/Sun:11:30am to 7:30pm)

E-mail: chyp@btinternet.com

Cirencester Housing for Young People provides accommodation in a supportive atmosphere giving local youngsters the start they deserve. One house offers twenty four hour support. Another house has three 'move-on' spaces with floating support. The accommodation consists of bed-sits with shared kitchen and bathroom facilities. Application forms are available from Fosseway Housing Association, Cirencester Citizens Advice Bureau and Cirencester Social Services.

COTSWOLD HOUSING ADVICE SERVICE

Cotswold District Council
Trinity Road
Cirencester
Glos
GL7 1PX

08450 582099 (Mon to Fri: 9.00am to 5.00pm)

Email: housingadvice@cotswold.gov.uk

Web: www.homeview.org.uk

Cotswold Housing Advice Service is provided by Cotswold District Council. The advice service is free, confidential, impartial and independent. It is also available to everyone, regardless of circumstances, and can offer advice on a wide range of issues including homelessness, tenant and landlord issues and wider housing options, for example, affordable rented, private rented and low-cost home ownership.

G3 INSPIRING INDIVIDUALS

26 Station Road
Gloucester
GL1 1EW

01452 428925

E-mail: catherine.kevis@g3ii.org.uk /

gemma.allen@g3ii.org.uk

Web: www.g3ii.org.uk

G3 Inspiring Individuals offers a network of supported housing in Gloucester, Lydney, Cinderford and Tewkesbury. There are high support hostels in Gloucester and Lydney with move-on accommodation. Support is given in all areas, not only housing, to assist young people to gain greater independence. G3 offers support to young people from whatever situation – probation, family breakdown, ex care home residents, disabled young people etc.

GLOUCESTER CITY HOMES

Atlantic Suite
Southgate House
Southgate Street
Gloucester
GL1 1UW

0800 408 2000 Customer Services

Email: customer.services@gloscityhomes.co.uk

Web: www.gloscityhomes.com

Gloucester City Homes is an arms length management organisation providing housing management services to around 5000 tenants and leaseholders on behalf of Gloucester City Council. It is a not for profit company set up by a council to manage, maintain and improve its housing stock.

GLOUCESTERSHIRE HOUSING ASSOCIATION LTD

2 St Michaels Court
Brunswick Road
Gloucester
GL1 1JB

01452 529255 (Mon to Fri: 9.00am to 5.00pm)

Email: info@gloscha.co.uk

Web: www.gloscha.co.uk

The Association exists to offer housing provision for single people, families, older people and people with disabilities. It provides affordable housing for those on limited or low incomes. Most of the homes provided are for rent although some are sold on a low-cost shared ownership basis. Schemes are located throughout Gloucestershire. Access to the Associations properties is through the local authority in whose area the accommodation is located.

SEVERN VALE HOUSING SOCIETY

Shannon Way
Ashchurch
Tewkesbury
GL20 8ND

01684 272727 (Mon to Fri: 8:30am to 5.00pm)
Email: info@svhs.org.uk
Web: www.svhs.org.uk

Severn Vale can be contacted for general advice and information on low cost social housing. They are non profit making and regulated by the Housing Corporation, a government body. They manage the housing stock transferred to them from Tewkesbury Borough Council, although the Council maintains the housing register.

SHELTER GLOUCESTERSHIRE

Third Floor, Messenger House
35 St. Michael's Square
Gloucester
GL1 1HX

01452 310748 Self Referral (Mon to Fri: 9.00am to 5.00pm,)
0844 515 1286
Email: gloucester@shelter.org.uk
Web:
<http://england.shelter.org.uk/home/index.cfm>

Shelter Gloucestershire is part of Shelter's national network of Housing Aid Centres.

They provide advice, assistance and advocacy on all housing problems varying from actual homelessness, rent arrears, mortgage arrears, landlord and tenant problems, illegal eviction, disrepair issues and housing benefit. Shelter YPS provide housing advice, support and information to people aged between sixteen and twenty five without children.

STONHAM

Units 1 & 2, St George's Business Park
Alstone Lane
Cheltenham
GL51 8HF

Area Office: 01242 283080 (Mon to Fri: 9.00am to 5.00pm, plus out of hours support for clients)

Jude Parkin, Area Business Manager: 01242 225550
Email: jude.parkin@homegroup.org.uk

Web: www.stonham.org.uk

The Association provides quality housing and tenancy-related support for a wide variety of people with special needs including single homeless, people with substance misuse problems, teenage parents, women and children fleeing domestic violence, people with mental health needs, people with learning disabilities, ex-offenders and vulnerable young people. Accommodation is in shared houses, bedsits, shared flats and/or self-contained flats or houses.

Stonham provides three 24-hour services for those with high support needs, as well as outreach services across the county. For details of projects across the county, please contact the Area Office, or contact Jude Parkin, Area Business Manager, direct.

STROUD DISTRICT COUNCIL

Housing Advice Team
Ebley Mill
Westward Road
Stroud
GL5 4UB

01453 754085 (Mon to Fri: 8:45am to 5.00pm)
Email: housing.advice@stroud.gov.uk
Web: www.stroud.gov.uk

The Housing Advice Team offer information and advice regarding housing options in the Stroud area. They maintain the Housing Register, allocate Council stock, nominate to housing associations and deliver the Council's homelessness and housing advice services.

TEWKESBURY BOROUGH COUNCIL

Gloucester Road
Tewkesbury
GL20 5TT

01684 272212 (Mon to Thurs: 9.00am to 5.00pm, Fri: 9.00am to 4:30pm)
Email: housingadvice@tewkesbury.gov.uk
Web: www.tewkesburybc.gov.uk

Tewkesbury Borough Council hold the housing register for the Tewkesbury Borough Council area. They also give housing advice and deal with homelessness issues. There is also a rent deposit and a rent in advance scheme. The Council transferred its own housing stock of 3,100 homes in April 1998 to Severn Vale Housing Society Ltd and whilst the Council no longer has a landlord role it still has a significant role to play in influencing the housing conditions within the Borough.

TWO RIVERS HOUSING

7/3 Vantage Point Business Village
Mitcheldean
GL17 0DD

01594-546204 (Mon to Fri: 8:30am to 5.00 pm)
Email: teresa.seaborn@2rh.org.uk
Web: www.2rh.org.uk

Two Rivers Housing offers information about housing options in the Forest of Dean. The Council currently has a housing waiting list and endeavours to house those applicants in greatest housing need, through nominations to Housing Associations.

Mental health support services

ALZHEIMER'S SOCIETY

0845 300 0336 - (national helpline)
01452 525222 - Gloucester & District
(see separate entry below)
01453 791830 - Stroud & District
01594 844234 - Forest of Dean

Web: www.alzheimers.org.uk

The Alzheimer's Society is the UK's leading care and research charity for people with Alzheimer's disease and other forms of dementia and their families. It is a national membership organisation and works through some three hundred branches and support groups. The Society has expertise in information and education for carers and professionals.

BEAT (EATING DISORDERS ASSOCIATION)

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

0845 634 1414 (Main helpline)
Mon to Fri: 10:30am to 8:30pm
Sat: 1:00 to 4:30pm

0845 634 7650 (Youthline -under 19s)
Mon to Fri: 4.00pm to 6:30pm, Sat: 1.00 to 4:30pm)

Recorded Information Line - 0906-302-0012 –
(Calls cost 50p per minute for those who prefer to listen to a recorded message)

Email: info@b-eat.co.uk

Web: www.b-eat.co.uk

beat is the new identity of the Eating Disorders Association, a UK wide charity providing information, help and support for people affected by eating disorders and proactively working to improve treatment and support. It offers:

- + information about eating disorders and treatments available throughout the UK;
- + local support through a network of self-help and support groups;
- + training courses for professionals in health, education and social care;
- + leaflets about anorexia and bulimia nervosa and related eating disorders;
- + membership, which includes a quarterly magazine

BUILDING CIRCLES IN GLOUCESTERSHIRE

c/o MEND
Winchcombe House
Winchcombe
Cheltenham
Glos
GL52 2NA

01242 244998

E-mail: sue.circles@btconnect.com

Web: www.buildingcirclesglos.org.uk

Building Circles in Gloucestershire helps people with severe learning difficulties. They offer them the chance to escape from their isolation and live more fulfilling lives. With the help of volunteers, they develop circles of supportive people around them. Training is provided for each volunteer, and then they are asked to develop a friendship with one particular individual. This friendship provides the opportunity for the person with LD to do things they enjoy such as going out for a coffee or shopping. They also hold regular social events and have a good support system for volunteers.

CHARLTON LANE CENTRE - OLDER PEOPLE'S UNIT

Charlton Lane
Cheltenham
GL53 9DZ

Jez Leat – Matron/Manager

01242 272148

Web: www.partnershiptrust.org.uk/content/services.html

The Charlton Lane Centre - Older People's Unit provides in-patient facilities for the 2gether Foundation Trust. The centre comprises two older people's wards, Leckhampton Ward and Bourton Ward, plus the substance abuse (detox) ward, Sezincote.

CHELTENHAM HEALTH AND SOCIAL CARE CENTRE

8 Milsom Street
Cheltenham
GL50 4BA

01242 512812

Web:

www.partnershiptrust.org.uk/content/services.html

Cheltenham Health and Social Care Centre offers social, education, occupation and therapeutic opportunities for those people recovering from mental health problems. Their work is with people who have a diagnosis of severe and enduring illness.

Opening times for groups, crisis and one to one support are Monday to Friday 9:00am to 3:30pm, Saturday 11:00am to 2:45pm and Sunday 12 noon to 3:45pm.

NB The times for members' drop-ins are the same, except that there are no drop-ins on Tuesdays and Thursdays.

CHILD AND ADOLESCENT MENTAL HEALTH SERVICE (CAMHS)

Acorn House
Horton Road
Gloucester
GL1 3PX

Stuart Conlon – Service Director
08454 226 010 (Mon to Fri: 9.00am to 5.00pm)

Email: stuart.conlon@glos.nhs.uk

This is a free NHS service

The Child and Adolescent Mental Health Service (CAMHS) is a specialist mental health service which aims to provide a multi-disciplinary, community service that responds to the psychiatric, psychological and emotional needs of children, young people and their families. It also aims to educate and support and provide consultation to other professionals working with a similar client group.

Psychiatric and psychological assessment and treatment, family therapy, art therapy, occupational therapy, group work, psychotherapy, counselling and pharmacotherapy are all used, as appropriate. Referrals accepted from GPs, Social Services, Educational Psychologists, paediatricians and other allied health professionals. Non-GP referrers are asked to notify their GP in all cases.

COLLIERS COURT COMMUNITY MENTAL HEALTH SERVICE

Latimer Road
Cinderford
GL14 2QA

Lesley Cook/Mandy Carpenter – Community Team Managers

01594 598080/598085 (Mon to Fri, excluding Bank Holidays)

Email: Lesley.cook@glos.nhs.uk

Web:

www.partnershiptrust.org.uk/content/services.html

The Community Mental Health Team provides assessment and treatment for a wide range of mental illness. Provision of functional mental health services for people aged 65 years and above and specialist dementia services for adult service users irrespective of age. A comprehensive care programme is provided for people in their own homes. This provides support to clients and their carers in close liaison with other members of the multi-disciplinary team and is evaluated and reviewed on a regular basis.

COUNTY HIV SERVICE

Hope House Tower Annexe
Gloucestershire Royal Hospital
Great Western Road
Gloucester
GL1 3NN

08454-226965 (County HIV Team)
08454-226967 (Viral Hepatitis Team)
Mon to Fri: 9.00am to 5.00pm

The County HIV Service operates a counselling service for anyone who is considering taking a test for HIV on a same day testing and result basis. For those who have been tested and found positive, there is on-going support in terms of one-to-one meetings with specialist nurses and social workers. The main office is located at the Gloucester address, but regular HIV clinics for positive patients, attended by consultants and specialist nurses, are held at both Cheltenham General and Gloucestershire Royal Hospitals

COUNTYWIDE PRIMARY CARE SUBSTANCE MISUSE SERVICE

40b London Road
Gloucester
GL1 3NU

01452 523151

This service provides community prescribing to people over 18yrs of age within the county, who require community prescribing for opiate dependence. The service is provided by GPs with special training in addiction, addiction nurses and drug workers from the Independence Trust. The team provide initial treatment and prescribing for opiate users and will continue to manage the less complex cases. Patients with complex needs are referred to the locality specialist community teams.

COUNTYWIDE SPECIALIST SUBSTANCE MISUSE SERVICE

Drug Service
44 London Road
Gloucester
GL1 3NZ

01452 891260

Web:

<http://www.partnershiptrust.org.uk/content/services.htm>

The County-wide Specialist Substance Misuse Service takes referrals from primary health care, general and psychiatric hospitals and GDAS. It provides substitute medication, in-patient and out-patient treatment, and therapeutic interventions. It also provides social care and care management for clients entering residential rehabilitation. The service has three teams serving the PCT catchment area and a criminal justice drugs team.

EATING DISORDERS HELPLINE (GLOUCESTERSHIRE)

Eating Disorders Team
Fieldview, West Lodge Drive,
Coney Hill
Gloucester
GL4 7XY

Sam Clark-Stone - Clinical Co-ordinator
01452 563035 (Mon to Fri: 9.00am to 4.00pm)
Web: www.edglos.org.uk

This telephone helpline aims to provide information and advice for anyone whose life is affected by an eating disorder. There will be someone to take your call between 9:00am and 4:00pm, Monday to Friday. Outside these hours, there is an ansaphone in operation. If you leave a message, someone will return your call. The Eating Disorders Team can provide advice and support.

FRANK

0800 776600 (Helpline 24hr)
Free, but 0800 calls chargeable on some mobile networks
Email: frank@talktofrank.com
Web: www.talktofrank.com

FRANK provides information and advice on drugs, is free and confidential and open twenty four hours a day. You can talk to FRANK in one hundred and twenty languages - just call the same number and a translator will be there if necessary.

GAY-GLOS

PO Box 171
Gloucester
GL1 4YE

Helpline: 01452 306800 (Core hours: Mon to Fri:
7.30 to 9.30pm. Ansaphone at other times)

Emails: help@gay-glos.org (Helpline)
social@gay-glos.org (Social events)

Web: www.gay-glos.org

Founded in September 1989, GAY-GLOS provides a range of free and confidential support services concerning sexuality or gender issues within the county of Gloucestershire. These include a telephone helpline, email, social calendar and external training and education programmes.

Services are provided by trained volunteers.

GLOUCESTER COMMUNITY MENTAL HEALTH TEAM

Fieldview
West Lodge Drive
Gloucester
GL4 7XY

Denise Evans – Team manager
01452 563136 (Mon to Fri: 9.00am to 5.00pm)
Email: denise.evans@glos.nhs.uk

Community Mental Health Teams offer specialist assessment and treatment in the community for people aged sixty five and over who have a mental illness such as depression or anxiety, or a problem with their memory. They also offer a service to younger people with early onset dementia. They offer assessment and treatment of mental health problems. Where appropriate, you will be involved in developing a care plan, which will be reviewed regularly. Referrals are taken from the other services within the Partnership Trust, General Practitioners and medical staff in General Hospitals. Typically people referred to the team are seen by one or two team members at home or in an outpatient clinic within three weeks of the referral letter.

GLOUCESTER AND DISTRICT ALZHEIMER'S SOCIETY

North Wing
Agriculture House
Greville Close
Gloucester
GL2 9RG

Mon to Fri: 9.00am to 4.30pm

Ann Carter (Branch Manager/Support Worker)
01452 525222
Email: glosalzheimers@btconnect.com
www.alzheimers.org.uk/Gloucester

Gloucester and District Alzheimer's Society was launched in 1997 and holds regular support group meetings. It has an information line and luncheon club. Meetings are on the second Wednesday of every month from 2.00 to 4.00pm. People with any form of dementia and their families or carers are welcome to attend.

They have a small resource library of books and videos for loan. There is a monthly Pub Grub Club (last Tuesday, 11.30am to 1.30pm, at the Gloucestershire Club, Greville Close, Sandhurst Lane, Gloucester). They do outreach work and will visit people at home, and now also offer a Befriending Scheme Co-ordinator to develop and manage a scheme for carers of people with dementia. A fortnightly art group is held at the City Works in Alfred Street and there are regular Singing for the Brain sessions.

GLOUCESTER HEALTH AND SOCIAL CARE CENTRE

20 Grafton Road
Gloucester
GL2 0QW

01452 311599

Web:

www.partnershiptrust.org.uk/content/services.html

The Gloucester Health & Social Care Centre (previously called Grafton Road Centre) offers twenty five places per day to peoples who have a severe and enduring mental illness. The Centre also has an outreach team, supporting people to access community resources such as GL1, College, etc.

They also offer various therapeutic groupwork.

GLOUCESTERSHIRE BOOKS ON PRESCRIPTION

0845 823 5420 Library Helpline

Web:

<http://www.pmhsglos.org.uk/faqbookscription.htm>

This is a partnership project between the Libraries and Information Service (part of Gloucestershire County Council) and the Glos Primary Care Trust (representing GPs) in Gloucestershire. "Books on Prescription" is where GP's, and other health professionals, can offer their patients a recommended book, which patients can get from their local library. The books may help them to learn more about mild to moderate mental health problems, commonly experienced by some adults: stress, anxiety, phobias, anger, mood swings and so on, and therefore manage their health problem.

GRIP TEAM (EARLY INTERVENTION SERVICE)

Hesters Way Neighbourhood Project
Community Resource Centre
Cassin Drive
Cheltenham
GL51 7SU

Cheltenham, Tewkesbury & North Cotswolds
Team
01242 548295

Gloucester & Forest of Dean Team
18 Denmark Road
Gloucester

01452 891220

Stroud Team
Painswick Inn Project
Slad Road
Stroud

01453 756342

This service provides a user-centred, seamless service over usually a 3-year period for those aged 14 to 35 that effectively integrates child, adolescent and adult mental health services and works in partnership with primary care, education, social services, youth and other non-statutory services.

INDEPENDENCE TRUST – DRUG AND ALCOHOL SERVICE

98 – 100 Eastgate Street
Gloucester
GL1 1QN

Web: <http://www.independencetrust.co.uk>

0845 863 8323 (help and advice)

01452 381166 - GLOS

01242 584881 – CHELT

01594 825656 – FOREST

01453 755711 – STROUD

Independence Trust is a Gloucestershire based drug and alcohol charity. It offers advice, information and support for individuals, families and communities who are concerned about drug and alcohol use.

INDEPENDENCE TRUST MENTAL HEALTH SERVICES

Messenger House
33-35 St. Michael's Square
Gloucester
GL1 1HX

0845 863 8323 (help and advice)

01452 416575 - GLOS

07891 946834 – STROUD

01453 767236 – DURSLEY

01594 837690 – FOREST

Services formerly offered by Gloucestershire Association for Mental Health (gamh) are now delivered by Independence Trust, an independent, non-profit making organisation promoting better attitudes to mental health and supporting people with mental health problems throughout the county. Services offered include:

- + day care facilities around the county;
- + advice and support.

messenger.house@independencetrust.co.uk

Web: <http://www.independencetrust.co.uk>

2GETHER NHS FOUNDATION TRUST

Rikenel
Montpellier
Gloucester
GL1 1LY

01452 891000 (Mon to Fri: 8:30am to 5.00pm)
Web: www.partnershiptrust.org.uk

The role of the 2gether NHS Foundation Trust is to protect and improve the mental health of the people of Gloucestershire, by working in partnership with service users, carers and other agencies. The Trust provides: child and adolescent mental health services; specialist substance-misuse services; mental health and social care services for adults of working age; mental health services for older people; specialist NHS services for people with learning disabilities.

HOLLY HOUSE HOSPITAL

Mental Health - Older People Services
6 West Lodge Drive
Coney Hill
Gloucester
GL4 4QH

Jez Leat – Matron/Manager
Michelle Evans – Team Manager
01452 891380
Web:
www.partnershiptrust.org.uk/content/services.html

Holly House is a purpose built resource centre providing services for older people aged 65 with mental health illness. It is the focal point for services in Gloucester City and surrounding areas including Newent. The main areas of work are: Acute in-patient and Day hospital assessment; Community Service.

The service provides specialist treatment, rehabilitation and monitoring for older people with mental health problems, including advice and support for carers and family members, using all available internal and external resources.

LONDON LESBIAN AND GAY SWITCHBOARD

PO Box 7324
London
N1 9QS

Helpline: 0207 8377324 (10.00am to 11.00pm daily)
Office: 0207 8376768
Mini-com: 0207 6898501

Email: admin@llgs.org.uk
Web: www.llgs.org.uk

LLGS is run by lesbian and gay volunteers, offering confidential advice, information and referrals to disabled and non-disabled lesbians and gays, their friends and families, both in London and throughout the UK.

The Queery website (www.queery.org.uk) offers listings of gay venues and services in the UK. This site was developed to serve the needs of the lesbian and gay communities, and to allow those callers unable to get through on the LLGS phonenumber or other helplines serving the lesbian and gay communities to find the information they need.

MANAGING MEMORY 2GETHER

Freephone: 0800 694 8800

Email: managingmemory@glos.nhs.uk
Website: www.2gether.nhs.uk

Caring with Confidence sessions (for carers who care for someone with any kind of illness or disability): 01452 500885 or 01452 386283

An information and education service for

- people worried about memory
- people with dementia
- family carers of people with dementia

As well as offering information and advice via telephone or email, people can also book to attend group information sessions. This provides an opportunity to get the information you need in a friendly environment where you can also meet with other people who have similar concerns.

MENTAL HEALTH FOUNDATION

9th Floor, Sea Containers House
20 Upper Ground
London
SE1 9QB
Charlotte Stark - Information officer

0207 803 1100 (Mon to Fri: 10.00am to 5.00pm)
Email: mhf@mhf.org.uk
Web: www.mentalhealth.org.uk

As the UK's only charity concerned with both mental illness and learning disabilities, the Mental Health Foundation plays a vital role in pioneering new approaches to prevention, treatment and care. The Foundation's work includes allocating grants for research and community projects, contributing to public debate, educating and influencing policy makers and healthcare professionals, and striving to remove the stigma attached to mental illness and learning disabilities.

MIND - THE MENTAL HEALTH CHARITY

Granta House
15-19 Broadway
Stratford
London E15 4BQ

0845 766 0163 (Mon to Fri: 9.15am to 5.15pm)
Email: contact@mind.org.uk
Web: www.mind.org.uk

Mind works in England and Wales for anyone in emotional distress, campaigning for rights and promoting the development of locally based services through more than two hundred local Associations. It runs a national information line, a legal unit and legal network, produces publications, including a monthly magazine and offers conferences and training. Information on all aspects of mental health is available.

EVESHAM AND PERSHORE MIND

Wallace House Community Centre
Oat Street
Evesham
WR11 4PJ

01386 429454
Email: epmind@btconnect.com
Web: www.mind.org.uk/Mind+in+your

As well as offering advice and information during its normal opening hours, Evesham and Pershore Mind offers other support and help to people with mental health problems or suffering emotional distress. The Day Centre is open on Tuesdays and Thursdays (10am to 2pm), and counselling is available on Weds mornings and Thurs afternoons and evenings. Also run a carers' support group. In September 2009 they will be starting an eating disorder support group.

MIND LINK

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

Hayley Joanne Bacon, Co-ordinator
020 8215 2207
Mind helpline: 0845 7660163
Email: mindlink@mind.org.uk
Web: www.mind.org.uk

Mind Link is a network of people with direct experience of mental distress who inform and advise the work of Mind. Mind Link covers England and Wales. Members receive a quarterly magazine and weekly email bulletins with opportunities to get involved in Mind's work. Mind Link also runs a penpals scheme.

NARCOTICS ANONYMOUS

PO Box 127
GLNA
Stroud

07814 755451
0845 373 3366 (National Helpline) 10.00am to 10.00pm, Mon to Sun)
Email: ukso@ukna.org
Web: www.ukna.org

This is the Gloucestershire branch of Narcotics Anonymous. Narcotics Anonymous is a worldwide organisation based on a 12-step approach to recovery whose primary purpose is to help any individual stop using drugs. Through group meetings, members learn how to live drug-free and recover from the effects of addiction in their lives. Meetings are held in Gloucester, Cheltenham and Stroud - also Swindon

NATIONAL ASSOCIATION FOR CHILDREN OF ALCOHOLICS

PO Box 64
Fishponds
Bristol
BS16 2UH

0800 358 3456 (Helpline)
(Mon, Tues, Fri: 10.00am to 7.00pm,
Wed, Thurs: 10.00am to 9.00pm, Sat: 10.00am to
3.00pm)

Email: helpline@nacoa.org.uk

Web: www.nacoa.org.uk

The National Association for Children of Alcoholics (NACOA) was founded because of a concern for the plight of children growing up in families where one or both parents are alcoholics or have a similar addictive problem. This includes children of alcoholics of all ages. The Association provides information, advice and support to children of alcoholics and training to professionals working in this field. It operates a freephone helpline for children of alcoholic parents.

NATIONAL HEARING VOICES NETWORK

79 Lever Street
Manchester
M1 1FL

0845 122 8641
Helpline 0845-122-8642 (1.00 to 4.00pm
Tuesdays)

Email: info@hearing-voices.org

Web: www.hearing-voices.org

The Hearing Voices Network is a self help group for voice hearers, friends, relatives, interested workers and members of the public. Members receive a newsletter which provides details on the Network's activities, useful publications and personal accounts from voice hearers. They also produce an information pack and a number of pamphlets.

OPEN4U

Church Room
Bourton Baptist Church
Station Road
Bourton-on-the-Water
GL54 2AA

Ruth Darbon
01451 821084
Revd Richard Crippen
01451 824225 Church Office

Open4u is a local support group for Service Users and Carers. They provide a 'drop-in' service every Thursday, 10am-5pm. in the Church Room.

PERSONALITY DISORDERS CONTACT AND NETWORK GROUP

Gloucestershire

Annie Friston – Co-ordinator
07775 731680

Email: annie@pdcan.org.uk

Web: www.pdcan.org.uk

PDCaN is a local Gloucestershire support group of Service Users and Carers who meet together once a month in Gloucester. This group meets on the fourth Wednesday of each month at City Works, Alfred Street in Gloucester, from 10-12am.

The group's aims are primarily to provide a meeting space for mutual support, information sharing, and discussion. They aim to invite a guest speaker to meetings when possible to talk about issues pertaining to personality disorders.

THE PHOENIX CLUB

c/o Matson Neighbourhood Project
Matson Lane
Matson
Gloucester
GL4 6DX

01452 521557/505544

The Phoenix Club provides a drop-in facility for anyone with mental health problems, or adults with learning disabilities, living in the Matson area. The Club meets at the Neighbourhood Project's premises in Matson Lane, Monday and Friday, 10:00am to 4:00pm. On Thursdays (11:00am to 3:00pm) the facilities are available to anyone in the Matson community who needs a social outlet.

A variety of activities are on offer.

One to one sessions with staff are offered to discuss any issues where individuals may need support.

NB Mental health service users must have a current CPA (Care Programme Approach).

PRIMARY CARE ASSESSMENT AND TREATMENT TEAMS (PCAT)

Cheltenham & Tewkesbury - The Brownhill Centre
01242 275070
Gloucester & Forest of Dean - 18 Denmark Road
01452 891220
Stroud & Cirencester – Park House
01453 761520
Web: www.partnershiptrust.org.uk

The Primary Care Assessment and Treatment Teams assess and treat working age adults with mental health issues referred by their GP's. PCAT provides short term therapies / care / treatment.

PSYCHOLOGY DEPARTMENT

Burleigh House
Nettleton Road
Gloucester
GL1 1PZ

Ruth Kyne
01452 509018

This service is provided during weekdays to adults of working age with mental health problems and consists of assessment, psychological therapy (PT) provision, supervision of staff with PT skills, consultancy with colleagues in mental health services and training. The length of engagement with the service varies according to the therapy offered with the majority of service users completing therapy within 2 years.

RETHINK (NSF) LOCAL SUPPORT GROUPS

Highclere
Watledge
Nailsworth
Glos
GL6 0AY

Mr Tony Burton MBE - Volunteer Co-ordinator
01453 832228

Telephone link-lines, 24 hour volunteers:

Rosemary (Dursley)	01453-845548
Margaret (Dursley)	01453-545286
Tony (Nailsworth)	01453-832228
Graham (Lydney)	01594-845739

These groups provide self-help support to anyone with any type of mental illness, their families and carers, through sharing experiences and discussing common issues. There are regular monthly meetings held at various venues throughout the county.

A joint programme of short break social outings is arranged throughout the year.

RE-SOLV

30A High Street
Stone
Staffordshire
ST15 8AW

01785-817885, Helpline, Mon-Fri: 9.00am to 5.00pm

Email: information@re-solv.org

Web: www.re-solv.org

Re-Solv, the national charity dedicated to the prevention of solvent and volatile substance abuse (VSA), aims to contribute to a healthier, happier and safer social environment by preventing death, suffering and crime which may result as a consequence of VSA. This is achieved through research, dissemination of information, education, training and community projects.

RURAL MINDS

Information Unit, Mind
15-19 Broadway
London
E15 4BQ

020-8215-2322

Rachael Twomey – Rural Information Officer

Email: r.twomey@mind.org.uk

Web: www.ruralminds.org.uk

Rural Minds is a national Mind project, working to promote mental health in rural communities. They have created a network of members open to everyone with an interest in rural mental health and wellbeing. Part of their work includes producing information on rural health issues and representing groups that live in rural England and Wales. For full information on their work contact Rural Minds.

SANELINE

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

0845 767 8000 (Mon to Sun: 1.00 to 11.00pm)

Email: info@sane.org.uk

Web: www.sane.org.uk

SANELINE is a national, out-of-hours telephone helpline providing information and support for anyone affected by mental health problems, including relatives, carers and professionals. Callers can receive emotional support and reassurance during a time of crisis and / or information regarding services, illnesses, medication and the law, all via SANELINE's unique computer database.

SERVICE USER AND CARER PARTICIPATION

2gether NHS Foundation Trust
136 Stroud Road
Gloucester
GL1 5JR

Jenny Dempster - Carer Participation Worker
Mike Brereton – Service User Participation Worker

01452 891214

Email: jenny.dempster@glos.nhs.uk

or mike.brereton@glos.nhs.uk

Web: www.partnershiptrust.org.uk

2gether NHS Foundation Trust has a Service User and a Carer Participation Worker who support service users and carers who want to use their experience of services to influence the development and delivery of services. There are opportunities to influence service delivery and development by involvement in planning/project groups, recruitment and selection of staff, reviewing trust services, research, service user and care groups /forums and through staff training. The participation workers provide training and support to people who want to get involved.

SPEAKOUT

c/o 41d High Street
Cinderford
Glos
GL14 2SL

Bill Phillips – Chair

07791 051932

Email: bill.phillips@hotmail.co.uk

Speakout is a group of service users who are interested in ensuring that views of service users are taken into account in the development of mental health services. Speakout meetings take place at Burleigh House, Nettleton Road, Gloucester (off Eastgate Street) 1.30 to 3.00pm on the first Thursday of the month.

STEPS

Ley Court
Minsterworth
Gloucester
GL2 8JU

01452 750599

Email: mike@stepsrehab.co.uk

Web: www.stepsrehab.co.uk

Steps provides an environment where clients can access help for addiction and depression, using a core twelve-step programme, in conjunction with any alternative therapies that support recovery. Assessments are carried out prior to admission, with a further assessment once the client has been admitted. The care will generally last 6 to 8 weeks. The major therapeutic component is the sharing of experiences, both in and out of group therapy. Open days take place bi-monthly – please contact Steps for details.

STRESS MANAGEMENT WORKSHOPS

Contact via the PCAT Teams or GLOSCAT
Cheltenham & Tewkesbury - The Brownhill
Centre, 01242 275070
Gloucester & Forest of Dean - 18 Denmark Road
01452 891220
Stroud & Cirencester – Park House
01453 761520
Gloscat
0845 155 2020

Web: www.gloscat.ac.uk

This course is for any adult of any age group, who is experiencing mild/moderate anxiety symptoms. Attendance is by self referral, and does not entail becoming registered with psychiatric services, or the GP needing to be involved. The course consists of six consecutive sessions each lasting two hours and over a period of six weeks. There are thirty courses per year run at various college and community locations throughout Gloucestershire, including Gloucester, Cheltenham, Cirencester, Forest of Dean, Tewkesbury and Stroud.

WEAVERS CROFT COMMUNITY MENTAL HEALTH SERVICE

Field Road
Stroud
GL5 2HZ

01453 562160

Web:

www.partnershiptrust.org.uk/content/services.html

The Community Mental Health Team provides nursing care, assessment and treatment for a wide range of mental illness. A comprehensive package of care is provided for people in their own homes. This care provides support to clients and their carers in close liaison with other members of the multi-disciplinary team and is evaluated and reviewed on a regular basis.

WOTTON LAWN HOSPITAL

Wotton Lawn
Horton Road
Gloucester
GL1 3WL

01452 891500

Web:

www.partnershiptrust.org.uk/content/services.html

Wotton Lawn Hospital is a 84 bed Acute Mental Health Hospital situated near the centre of Gloucester and provides in-patient services for the county of Gloucestershire. The hospital has four admission wards, a Nurse led psychiatric intensive care unit and a Low Secure Unit. Service Users are supported by a variety of healthcare workers including nurses, doctors and allied health professionals including art, physio, occupational and sports therapists.

**VICTIM SUPPORT IN
GLOUCESTERSHIRE**

Eastgate House
Eastgate Street
Gloucester
GL1 1PX

01452 371444 (Mon to Fri: 8.00am to 8.00pm)

Web: www.victimsupport.org.uk

If no-one is in the office, call 0845 3030900
(National Victim Supportline) or leave a message

The Gloucestershire Branch of victim support provides a comprehensive service to all victims of crime, their relatives and witnesses. Following the merger of six offices across the county, Victim Support now operates a central referral / contact point in the county called the Victim Care Unit(VCU). The new office is the point of contact for all referrals and community based services in the county. Support for victims of crime will continue to be delivered locally by a team of dedicated volunteers across the county, with a range of outreach spaces being identified to ensure victims will have the opportunity to meet with volunteers in their own community.

Volunteers are selected and trained to offer confidential support and advice on a wide range of issues, such as domestic violence, insurance matters and criminal injuries compensation, crime prevention, support when attending court and more.

Mental health advocacy services

ADVOCACY TRUST GLOUCESTERSHIRE

Stroud, Cheltenham, Cotswolds & Gloucester office

The Ambrose Rendell Suite, The Manor
Upper Mills Trading Estate
Bristol Road
Stonehouse
GL10 2BJ

Mon to Fri: 9.00am to 5.00pm, but appointments can be made at other times

Gill Glover, County Co-ordinator
0845 051 1203
Email: info@catglos.co.uk

Web: www.atglos.co.uk

Forest of Dean office

Room 17, St Annal's House
6 Belle Vue Road
Cinderford
GL14 2AB

Janet Hall, Co-ordinator
01594 821121 (12.00 to 5.00pm Tues/Thurs)
Email: citizenad-t-fod@btconnect.com

The Advocacy Trust Gloucestershire offers advocacy to people living in the county. The service helps people who have learning disabilities.

A citizen advocate is a person who forms a partnership with someone who is vulnerable by disability or age, in order to help that person exercise and defend their rights as a citizen, have their voice heard and obtain access to services they need.

The service is free of charge and home visits can be arranged if needed.

Leaflets available in Makaton or other symbol form.

Group advocacy also available.

Forest of Dean office also covers villages west of the River Severn

GLOUCESTERSHIRE ADVOCACY SUPPORT SERVICE

Lifestyles Office
Hatherley Day Centre
Hatherley Road
Gloucester
GL1 4PW

Julie Wilkins – Administrator
01452 332414
Email: gass@gloslifestyles.co.uk
Web: www.gloslifestyles.co.uk

Gloucestershire Advocacy Support Scheme (GASS) is a support service to groups / individuals offering advocacy provision throughout Gloucestershire. GASS is able to: arrange suitable training courses; address issues which affect the work of accredited groups; carry out Criminal Record (CRB) checks for unregistered groups; refer requests for advocacy to the most relevant group; promote citizen advocacy; raise awareness of advocacy across the county. They have developed a set of standards for providers to ensure clients receive an equal standard of assistance through (QuAd).

GLOUCESTERSHIRE COMMUNITY PALS

GUiDE & PALS,
Sanger House
5220 Valiant Court
Gloucester Business Park
Brockworth
Gloucester GL3 4FE

Mary Dignan – Manager
0800 0151 548
08456 583 888 (GUiDE & PALS)
Email: community.pals@glos.nhs.uk
Web: www.palsglos.org.uk/pals/pals8.html

Gloucestershire Community Patient Advice and Liaison Service (PALS) is a confidential service to help people sort out their problems with local health services and to provide health service information. They can listen to your concerns and act quickly to resolve issues. Community PALS are concerned with NHS services provided by GPs, dentists, opticians, podiatrists and pharmacies. Gloucestershire Community PALS cover services for Community Hospitals, mental health and learning disability services.

**INDEPENDENT COMPLAINTS
ADVOCACY SERVICE**

Unit 3, Premier House
Willowside Park
Canal Street
Trowbridge
Wiltshire
BA14 8RH

Chris Noble - Regional Co-ordinator
0845 120 3782 (Regional Helpline)
Email: trowbridge.icas@seap.org.uk
Web: www.seap.org.uk/icas/whatisicas.html

The Independent Complaints and Advocacy Service (ICAS) is an independent and confidential service for anyone needing help or advice regarding a complaint about NHS treatment. ICAS Officers will work closely with other agencies to ensure that the client receives a complete service - they collaborate closely with PALS (the Patients Advice and Liaison Service). They cover all aspects of clinical treatment, including dentistry, consent to treatment, attitude of staff, communication / information to patients, admissions, transfer or discharge, length of time waiting for a response, patient privacy and dignity, discrimination, property and expenses, etc.

**RETHINK GLOUCESTERSHIRE
ADVOCACY SERVICE**

Wotton Lawn
Horton Road
Gloucester
GL1 3WL

Lorna Thacker - Project Manager
01452 891539 (Mon to Fri: 9.00am to 5.00pm)
Email: rethink.glosadvocacy@glos.nhs.uk
Web: www.rethink.org

Rethink is a national voluntary organisation which actively represents and supports people who are subject to the Mental Health Act 1983 and / or are in the care of a psychiatric unit or psychiatric services who experience severe and long term mental illness, including dementia, learning disability and brain injuries. They provide confidential advice on welfare benefits, housing, community support and family problems. There is also a Mental Health Advocacy Worker who aims to give Users a voice which will be heard when dealing with services.

SOLICITORS REGULATION AUTHORITY

Accreditation Schemes
Ipsley Court
Redditch
Worcestershire
B98 0TD

Information Services
0870 606 2555
Email: info.services@lawsociety.org.uk
Web:
www.lawsociety.org.uk/professional/accreditationpanels.law

The SRA is the independent regulatory body of the Law Society of England and Wales. The Law Society has established quality assured panels of solicitors and their employees to offer legal services in the following specific areas of the law: personal injury; clinical negligence; children proceedings; family law and mediation; immigration law; planning law; mental health.

The details of firms with panel members can be obtained from the Solicitors Online web site. Full details of panel membership criteria and assessment processes can be found on the website.

Support for carers

AL-ANON FAMILY GROUPS

61 Great Dover Street
London
SE1 4YF

0207 403 0888 (24hr)

Email: alanonuk@aol.com

Web: www.al-anonuk.org.uk/

Al-Anon is world wide and offers understanding and support for families and friends of problem drinkers, whether the alcoholic is still drinking or not.

Alateen a part of Al-Anon, is for teenagers aged twelve to twenty whose lives are, or have been, affected by an alcoholic, usually that of a parent. There are currently local groups (in Gloucestershire) in Gloucester, Stroud, Cheltenham and Cirencester. To contact any local group or to receive details of meetings throughout the UK and Eire, please contact the Helpline.

ALZHEIMER'S SOCIETY

0845 300 0336 - (national helpline)
01452 525222 - Gloucester & District
(see separate entry below)
01453 791830 - Stroud & District
01594 844234 - Forest of Dean

Web: www.alzheimers.org.uk

The Alzheimer's Society is the UK's leading care and research charity for people with Alzheimer's disease and other forms of dementia and their families. It is a national membership organisation and works through some three hundred branches and support groups. The Society has expertise in information and education for carers and professionals.

CARERS GLOUCESTERSHIRE (PRINCESS ROYAL TRUST FOR CARERS)

2nd Floor, Messenger House
35 St Michael's Square
Gloucester
GL1 1HX

01452 386283 (Mon to Fri: 9.00am to 5.00pm)

Email: mail@carersgloucestershire.org.uk

Web: www.carersgloucestershire.org.uk

Carers Gloucestershire aims to raise awareness of the needs of Carers in Gloucestershire, to make contact with hidden carers who may be experiencing discrimination and to develop support services for carers throughout the county. Helen Webster is the Projects Advice and Advocacy worker. Help is available with benefit claims (full range of benefits), form filling, etc. Home visits can be arranged. The Project works closely with the Black Carers Forum. There are a number of carers groups throughout the county providing support and advice in an informal setting.

COTSWOLD CARESHARE

1 The Mews
Cricklade Street
Cirencester
GL7 1HY

Mrs. Valerie Garrett - Manager
01285 650168

CareShare is a non profit making organisation supporting carers in the Cotswold District. A consistent member of a team of trained Carer Support Workers will go into the home of someone with a physical disability or dementia to support them, taking over the family routine so that the carer can have a break from caring. Careshare can provide support for up to five hours a week, free of charge to carers in the Cotswolds District area.

CROSSROADS

Cheltenham and Tewkesbury
The Basement
21 Rodney Road
Cheltenham
GL50 1HX
01242 584844 (Mon to Fri: 9.00am to 1.00pm)

Stroud and Gloucester
The Hill
Merrywalks
Stroud
GL5 4ER
01453 756999 (Mon to Fri: 9:30am to 4.00pm)

Web: www.crossroads.org.uk

Crossroads is a charity which provides community based respite breaks for carers. Trained reliable care support workers are placed to assist disabled people and their Carers after assessment of their needs. The aim of this service is to relieve stress in the caring situation, give carers a break, and avoid admission into hospital or residential care of the disabled person at a time when normal support is difficult. Care can take on a variety of forms according to need, either in the home or taking the cared person out for activities.

DEMENTIA CARE TRUST

Century House
100 London Road
Gloucester
GL1 3PL

Vicky Dale – Services Manager
01452-550066/7
Email: vicky.dale@dct.org.uk
Web: www.dct.org.uk

Dementia care Trust has recently merged with the South West charity, Brunelcare. However, the Dementia Care Trust is still able to provide a Community Support worker for those who care for a person with dementia. The Community Support workers have all had training from the Dementia Care Trust and have a genuine interest in working with people who have dementia and mental illness. They are registered with the NCSC (National Care Standards Commission).

This is a very flexible service, ranging from four to five hours per month upwards. Services include day centres for people with dementia, respite relief and a luncheon club. An advice service and training are available. A counselling service is also available

GLOUCESTER AND DISTRICT ALZHEIMER'S SOCIETY

North Wing
Agriculture House
Greville Close
Gloucester
GL2 9RG

Mon to Fri: 9.00am to 4.30pm

Ann Carter (Branch Manager/Support Worker)
01452 525222
Email: glosalzheimers@btconnect.com
www.alzheimers.org.uk/Gloucester

Gloucester and District Alzheimer's Society was launched in 1997 and holds regular support group meetings. It has an information line and luncheon club. Meetings are on the second Wednesday of every month from 2.00 to 4.00pm. People with any form of dementia and their families or carers are welcome to attend.

They have a small resource library of books and videos for loan. There is a monthly Pub Grub Club (last Tuesday, 11.30am to 1.30pm, at the Gloucestershire Club, Greville Close, Sandhurst Lane, Gloucester). They do outreach work and will visit people at home, and now also offer a Befriending Scheme Co-ordinator to develop and manage a scheme for carers of people with dementia. A fortnightly art group is held at the City Works in Alfred Street and there are regular Singing for the Brain sessions.

GLOUCESTERSHIRE YOUNG CARERS

7 Twigworth Court Business Centre
Twigworth
Gloucester
GL2 9PG

01452 733060 (Mon to Fri: 9.00am to 4.00pm)

Email: trina@glosyoungcarers.org.uk

Web: www.glosyoungcarers.org.uk

Gloucestershire Young Carers (GYC) is for young people up to twenty five years, whose lives are affected by caring for a family member. The Project aims to raise awareness of the needs of Young Carers in Gloucestershire and develop relevant and acceptable support services. Young Carers Groups around the county offer a chance for social opportunities, mutual support and understanding, a break from their caring role, and access to information. Young Carer Groups meet at various locations around the county, usually early evening.

HOLLY HOUSE CARERS

Gloucestershire 2gether NHS Trust
6 West Lodge Drive
Coney Hill
Gloucester
GL4 4QH

Denise Evans – Team Manager

01452 563136

The Holly House Carers group provides a six week information and support group, with a monthly group to follow on, all held at Holly House, Gloucester

MANAGING MEMORY 2GETHER

Freephone: 0800 694 8800

Email: managingmemory@glos.nhs.uk

Website: www.2gether.nhs.uk

Caring with Confidence sessions (for carers who care for someone with any kind of illness or disability): 01452 500885 or 01452 386283

An information and education service for

- people worried about memory
- people with dementia
- family and carers of people with dementia

As well as offering information and advice via telephone or email, people can also book to attend group information sessions. This provides an opportunity to get the information you need in a friendly environment where you can also meet with other people who have similar concerns.

MENTAL HEALTH CARER SUPPORT TEAM

Carers Gloucestershire
2nd Floor, Messenger House
35 St Michaels Square
Gloucester
GL1 1HX

Helen Webster - Manager

01452 386283

Email: mail@carersgloucestershire.org.uk

Web: www.carersgloucestershire.org.uk

The Mental Health Carer Support Team provide practical and emotional support. They can help maximise Carers access to rights and benefits, be a source of information on mental health illness, treatment and local services. They have six Carer Support Workers situated across the whole of Gloucestershire:

Karen Bent - 01452 891222 Gloucester

Sharon Bound - 01242 710018 Cheltenham

Rachel Holland - 08454 223970 Tewkesbury

Louise Duruty de Lloyd - 01594 598200 Forest of Dean

Sandra John - 01453 562095 Stroud

Roy McDowell - 01452 386283 Cirencester & North Cotswolds.

MENTAL HEALTH CARER SUPPORT GROUPS – FOREST & GLOUCESTER

Coleford House
Boxbush Road
Coleford
GL16 8DN

Louise Duruty de Lloyd – Co-ordinator
01594 589200
Email: Ldurutydelloyd@gloscarers.org.uk
Karen Bent – Carer Support Worker
01452 891220

The Mental Health Support Group has been set up for parents and families of people with mental health problems. There are monthly meetings which offer the opportunity to meet with others who understand the situation, where you will be listened to and able to talk through problems. Although based in the Forest of Dean the groups are open to anyone in Gloucestershire.

Meetings are held on the 2nd Tuesday of the month - Coleford House at 10:30am. and Denmark Road, Gloucester at 2pm. Evening meetings are being planned for the future.

MENTAL HEALTH / LEARNING DISABILITIES BUDDYING SCHEMES

Gloucestershire Lifestyles
Hatherley Day Centre
Hatherley Road
Gloucester
GL1 4PW

Liz West - Buddying Scheme Manager
01452 312994 (Mental Health)
01452 311400 (Learning Disability)
Email: liz@gloslifestyles.co.uk
Web: www.gloslifestyles.co.uk

Gloucestershire Lifestyles Buddying Schemes provide respite to carers of individuals with mental health problems or learning disabilities. Buddies are trained volunteers who have been carefully matched with a participant to ensure that they have interests in common and can build a real friendship. The buddy can take the participant out into the community, giving the carer valuable time to spend as they wish with the reassurance that the participant is enjoying themselves in a safe environment. The buddy will help to build the confidence of the participant, helping them to integrate into the community, learn new skills and enjoy new experiences.

MILSOM STREET CARERS GROUP

8 Milsom Street
Cheltenham
GL50 4BA

Ceri Jones – Centre Manager
01242 512812

The Carers Group meet at the Milsom Street Centre on the 1st Wednesday of the month from 4-5:30pm. It has been organised for carers of service users at the centre.

OPEN4U

Church Room
Bourton Baptist Church
Station Road
Bourton-on-the-Water
GL54 2AA

Ruth Darbon
01451 821084
Revd Richard Crippen
01451 824225 Church Office

Open4u is a local support group for Service Users and Carers. They provide a 'drop-in' service every Thursday, 10am-5pm. in the Church Room.

PARK HOUSE RELATIVES SUPPORT GROUP

c/o Park House
Park Road
Stroud
GL5 2JG

01453 832228 (Tony)
01453 890197 (Joe)

The Park House Relatives Support Group meets, informally, at Park House on the first Wednesday of each month from 7:30 to 9:00pm. The aim of the group is to offer mutual support and to try to improve services.

PERSONALITY DISORDERS CONTACT AND NETWORK GROUP

Gloucestershire

Annie Friston – Co-ordinator
07775 731680

Email: annie@pdcan.org.uk

Web: www.pdcan.org.uk

PDCaN is a local Gloucestershire support group of Service Users and Carers who meet together once a month in Gloucester. This group meets on the fourth Wednesday of each month at City Works, Alfred Street in Gloucester, from 10.00 am to 12.00pm. The group's aims are primarily to provide a meeting space for mutual support, information sharing, and discussion. They aim to invite a guest speaker to meetings when possible to talk about issues pertaining to personality disorders.

RETHINK (NSF) LOCAL SUPPORT GROUPS

Highclere
Watledge
Nailsworth
Glos
GL6 0AY

Mr Burton MBE - Volunteer Co-ordinator
01453 832228

Telephone link-lines, 24 hour volunteers:

Rosemary (Dursley) 01453-845548

Margaret (Dursley) 01453-545286

Tony (Nailsworth) 01453-832228

Graham (Lydney) 01594-845739

These groups provide self-help support to anyone with any type of mental illness, their families and carers, through sharing experiences and discussing common issues. There are regular monthly meetings held at various venues throughout the county.

A joint programme of short break social outings is arranged throughout the year.

SERVICE USER AND CARER PARTICIPATION

2gether NHS Foundation Trust
136 Stroud Road
Gloucester
GL1 5JR

Jenny Dempster - Carer Participation Worker
Mike Brereton – Service User Participation Worker

01452 891214

Email: jenny.dempster@glos.nhs.uk

or mike.brereton@glos.nhs.uk

Web: www.partnershiptrust.org.uk

2gether NHS Foundation Trust has a Service User and a Carer Participation Worker who support service users and carers who want to use their experience of services to influence the development and delivery of services. There are opportunities to influence service delivery and development by involvement in planning/project groups, recruitment and selection of staff, reviewing trust services, research, service user and care groups /forums and through staff training. The participation workers provide training and support to people who want to get involved.

WEAVERS CROFT CARERS GROUP

Weavers Croft
Field Road
Stroud
GL5 2HZ

Community Mental Health Team
01453 562160

The Weavers Croft Carers Group offers support to carers of older people who have been diagnosed with Dementia and are known to the service through its Carers Education and Training Programme. Each programme runs over a period of six weeks. Contents of the sessions include opportunities to share experiences, advice about the illness, what support is available to carers, advice about benefits, and information on stress management. A number of guest speakers are used during these sessions.

Money

EDUCATIONAL GRANTS ADVISORY SERVICE (EGAS)

501-505 Kingsland Road
London
E8 4AU

0207 254 6251 (Student Advice Line)
(Tues, Wed, Thurs: 2.00 to 4.00pm)
Web: www.egas-online.org

EGAS operates nationally providing comprehensive advice and information on sources of funding available for post-16 education and training including loans, grants, benefits, access funds, hardship funds, bursaries and charitable trusts. Services are provided free to individual students. EGAS is part of the [Family Welfare Association](#), which provides support to some of the poorest families in the community.

GLOUCESTER AND DISTRICT MONEY ADVICE SERVICE

Gloucester Citizens Advice Bureau
Room 199, 75 - 81 Eastgate Street
Gloucester
GL1 1PN

01452 527202 (Service by appointment only)
Web: www.gloucestercab.org.uk

Gloucester and District Citizens Advice Bureau operates a free and confidential Money Advice Service. CAB advisors can negotiate with creditors, accompany people to Court, check benefits, advice on budgeting and offer information. They cannot advise on the performance of investments or where to make them. Advice is by appointment only, except for Tuesday mornings, 10:00am to 12 noon, when there is an emergency Money Advice Drop-in.

GLOUCESTERSHIRE CITIZEN ADVICE BUREAU

Cheltenham & Tewks 01242 522491
Cirencester 01242 522491
Forest of Dean 01594 823937
Gloucester 01452 527202 (General Enquiries)
01452 528017 (Advice Line)
Stroud 01453 762084

Web: www.citizensadvice.org.uk

The Citizens Advice Bureau offers free, independent and confidential advice in the following areas: legal matters, consumer problems, debt, personal and family affairs, neighbour dispute mediation, housing, welfare benefits and others. Their aim is to ensure that individuals do not suffer through ignorance of their rights and responsibilities or of the services available, or through an inability to express their needs effectively. There are numerous outreach services. Triage service in operation.

GLOUCESTERSHIRE TRADING STANDARDS

Hillfield House
Denmark Road
Gloucester
GL1 3LD

0845-404-0506 (consumer advice enquiries)
Email: tradstds@gloucestershire.gov.uk
Web: www.tradingstandards.gov.uk/glos

The Gloucestershire Trading Standards Office can respond to general enquiries and complaints. They deal with enquiries, concerns and complaints regarding product safety, fair trading, weights and measures, food, animal health and welfare. They can offer advice especially around the quality, quantity, price, description and safety of goods and services. The consumer advice enquiry line, provided by Consumer Direct, offers advice by telephone from 8am – 6.30pm Monday to Friday and 9am to 1pm Saturdays.

MOTHERS UNION MONEY ADVICE SERVICE

18 College Green
Gloucester
GL1 2LR

01452 383288
Email: mumoneyadvice@yahoo.co.uk

The Mothers Union Money Advice Service is a free, confidential advice and practical help service, given to anyone with money problems however small or large. Debt Advice is also available. These services are available throughout the county, and in particular for those who find it difficult to contact advice centres in the larger towns. The service is accessed by twenty four hour ansaphone only.

NATIONAL DEBTLINE

Tricorn House,
51-53 Hagley Road
Birmingham
West Midlands
B16 8TP

0808 808 4000 (Freephone)
(Mon to Fri: 9.00am to 9.00pm. Sat: 9:30am –
1:30pm)

Email: advice@nationaldebtline.co.uk

Web: www.nationaldebtline.co.uk

The National Debtline, part of the Money Advice Trust, is a national telephone helpline for people with debt problems. Staff are able to give advice over the telephone and can back this up with a self help information pack which will be sent to every caller free of charge. This pack will tell individuals how to: work out their personal budget; deal with priority debts; work out offers of payment to creditors; deal with court papers and procedures. The service is free, confidential and independent.

STUDENT FINANCE EDUCATION SERVICE

Gloucestershire County Council
Shire Hall
Gloucester
GL1 2TP

01452 425393 (Mon to Fri: 8:45am to 5.00pm)
01452 425391 Disabled Students' Allowance
Email: edawards@gloucestershire.gov.uk
Web: www.gloucestershire.gov.uk/students

The team are responsible for applications for and assessments of student loans, grants, disabled students' allowances and tuition fees for students taking higher education courses.

They work in partnership with the Department for Education and Skills, the Student Loans Company and universities and colleges.

THE PRINCE'S TRUST

1st. Floor Discovery Court
162 Southgate Street
Gloucester
GL1 2EX

01452 416191 (Mon to Fri: 9.00am to 5.00pm)
0800 842 842 (National Freephone)
Web: www.princes-trust.org.uk

The Prince's Trust offers practical solutions to help young people to get their lives working. They help over thirty thousand people a year. They have a range of solutions for young people that help them to: develop their confidence, skills and job chances through personal developments programmes and financial awards to groups and individuals for community based products; improve their motivation and attendance at school through a network of xl clubs in schools; start their own business with start-up loans and grants plus advice and support; overcome barriers and get their lives working.

Neighbourhood projects

BROCKWORTH COMMUNITY PROJECT

Brockworth Community Centre
1 Court Road
Brockworth
Gloucester
GL3 4EL

01452 863896 / 863681

Email: brockworthcp@btconnect.com

Brockworth Community Project offers a wide range of services to the people of Brockworth, such as: a health resource centre; information, advice and guidance on education, training, employment & benefits; a Young Mums' group; a gardening service for elderly, frail or disabled residents; an outreach advice service; an environmental service which is improving the area; a networking service raising the profile of needs around crime prevention, education, health and age related activities; a home support service catering for elderly residents home needs; a community allotment. There is also a Neighbourhood College facility.

CHURCHDOWN & INNSWORTH COMMUNITY PROJECT

8 Salvia Close
Churchdown
Gloucester
GL3 1LL

01452 857535 / 854521 (Mon to Fri: 8:30am to 6:30pm)

Email: kimgregory@churchdownnp.co.uk

The Project offer a wide range of services to local people, such as: The Learning Centre for courses including Word Processing for beginners, ECDL SAGE, courses to improve maths and English; The Playteam are situated within a modern 'Cyber' snackbar; The health department are currently planning a wide spread health awareness programme; The advice office is open on a drop in basis on a Monday & Thursday from 10am till 12pm at the Resource Centre and on Wednesdays from 9.30am at the ITRA Hut in Innsworth.

CHURN NEIGHBOURHOOD PROJECT

86b Dyer Street
Cirencester
GL7 2PF

01285 644779

Email: thechurn@yahoo.co.uk

The Churn Neighbourhood Project is a community centre offering various activities and support for people living in the Watermoor and Beeches areas of Cirencester. Courses include parent craft such as breastfeeding support including the new support group, BEST, Parentline Plus, Fun to Play, playgroup and a creche; also basic skills including cookery, computing, literacy and numeracy. Courses and support for older people include coffee mornings and gentle exercise sessions, called Extend Body and Mind. Holidays and outings for various groups are also organised through The Churn.

GL11 COMMUNITY PROJECT

Fairmead Estate
Cam
Dursley
GL11 5NE

01453 548530 (Mon-Fri: 8:30am to 4:30pm, Mon to Thurs: 7-9pm)

Web: www.gl11.org.uk

The GL11 Community Project is a community project providing activities and services for local people. They offer computer courses, alternative health classes, garden maintenance for the elderly and nationally qualified childcare courses, all supported by an Ofsted registered crèche. 'Next Steps' career information, advice and guidance is also available.

HESTERS WAY NEIGHBOURHOOD PROJECT

Hesters Way Community Resource Centre
Cassin Drive
Cheltenham
GL51 7SU

01242 521319 (Mon to Fri: 8:30am to 6.00pm)
Web: www.hwnp.org

Hesters Way Neighbourhood Project provides a variety of services aimed at local residents. These services include benefit advice, healthy living activities, drugs support, Neighbourhood College courses and a Nursery. The Neighbourhood Project works closely with other agencies in the area. The Community Resource Centre is also home to: Sure Start; a community cafe; Hesters Way Partnership; the HW Healthy Living Centre (Tel. 01242-548299)

GL COMMUNITIES - MATSON

The Trinity Centre
Norbury Avenue
Matson
Gloucester
GL4 6AD

01452 505544 (Mon to Fri: 9.00am to 4:30pm)
Email: reception@matsonnp.co.uk

Matson Neighbourhood Project is now part of a new charity called GL Communities.

GL Communities - Matson provides support and resources for the local community, community groups and self help agencies. Two Advice Offices are based at One Stop Plus, Matson Avenue and the Trinity Centre, Norbury Avenue. The drop-in services are open Monday to Friday from 9am to 12.30pm.

GL COMMUNITIES - PODSMEAD

Poets Corner
96 / 98 Masefield Avenue
Gloucester
GL2 5BA

01452 541576 (Mon to Thurs: 9:30am to 4.00pm,
Fri: 9:30am to 3.00pm)
Email: podsmeadnp@podsmeadnp.co.uk

Podsmead Neighbourhood Project is now part of a new charity called GL Communities.

GL Communities - Podsmead provides support and services to the local community. Staff can help with welfare benefit checks, form filling and debt management. There is a home visiting service, a learning support centre and a gardening service in the spring and summer.

A drop in general advice service is open every day 9.30am to 12.30pm.

PRIORS PARK NEIGHBOURHOOD PROJECT

103 Queens Road
Priors Park
Tewkesbury
GL20 5EN

01684 290069 (Mon to Fri: 9.00am to 3.00pm)
Email: ppnp@freenet.co.uk
Web: www.pppnp.org.uk

Priors Park Neighbourhood Project is a community organisation run by the residents and agencies of Priors Park to provide facilities to the local community. Current projects include: an Older Persons Group (The Optimists); an After School Club (POPS) which meets at the Jubilee Centre; an information shop; Basic Skills training; Tewkesbury Local Heritage Initiative Food Project; sessions from other agencies such as chiropodists, Fair Shares, CAB and GDAS, providing a range of services.

WHADDON LYNWORTH & PRIORS NEIGHBOURHOOD PROJECT

Oakley Community Resource Centre
Clyde Crescent
Whaddon
Cheltenham
GL52 5QJ

Kevin Potts, Project Manager
01242 516960 (Mon to Fri: 9.00am to 4.00pm)
Email: community@wlpnp.org.uk
Web: www.oakleyregeneration.com

This Neighbourhood Project provides a wide range of services to people living in the Whaddon, Lynworth and Priors areas of Cheltenham. All advice services are free and confidential. They deal with issues such as health, benefits, housing, adult education, training, employment, debt advice and much more. A Neighbourhood College, with an NVQ Level III trained worker, provides employment and career information. Varied range of courses available: eg IT, arts and crafts, NVQs. The college is designed to offer an alternative to mainstream education, with priority to local residents and with an emphasis on lifelong learning. They also run an after school club.

GL COMMUNITIES – WHITE CITY

Starvaell Centre
Finlay Road
Gloucester
GL4 6TP

01452 554412 (Mon to Thurs: 9.00am to 5.00pm,
Fri: 9.00am to 4.00pm)
Email: info@wccp.org.uk

The White City Community Project is now part of a new charity called GL Communities.

GL Communities – White City offers a drop-in advice service every weekday morning. Welfare benefits advice is available, with help with claims and appeals. Adult education courses are available, such as computer courses and basic literacy. A meeting room is available for evening use by recognised local groups and a Job Centre warm phone and IAG. There are also health sessions, such as exercise and alternative therapies.

Sport and leisure

ART SHAPE

The Old Citizen Building
9-13 St John's Lane
Gloucester
GL1 2AT

01452 504996 (Mon to Fri: 9:30am to 5.00pm)
Email: info@artshape.co.uk
Web: www.artshape.co.uk

ArtShape is an innovative arts development agency working throughout Gloucestershire. ArtShape is an equal opportunities organisation working with people who are facing disabling barriers to have equality of access to the arts in all its forms. Examples of work undertaken: classes in accessible venues; accredited courses; exhibitions; changing environments through commissioned work; one-to-one mentoring. They run a wide range of classes and courses across the county, all focused on the needs of adults facing disabling barriers to participation in traditional forms of arts learning

BREWERY ARTS

Brewery Court
Cirencester
GL7 1JH

01285 657181 (Mon to Sat: 10.00am to 5.00pm)
Email: education@breweryarts.org.uk
Web: www.breweryarts.org.uk

Brewery Arts offers a range of inspirational arts and crafts activities for all ages and abilities. Other classes can be arranged for groups with particular needs as and when they are required.

CINDERFORD ARTSPACE

The New Mercury
3 Woodside Street
Cinderford
GL14 2NN

01594 825111
Email: info@cinderfordartspace.org
Web: www.cinderfordartspace.org

Cinderford Artspace is an independent community arts organisation offering workshop space with wheelchair access and suitable equipment, plus a range of outreach projects with groups with specific needs. A year round programme of classes, in which the emphasis is on integrating people of all ages and abilities, offers painting and drawing, pottery, print making, photography, textiles, dance and movement, and digital arts. All adult activities are between 10:00am and 5:30pm. Evening activities are for young people only.

EVERYMAN YOUTH THEATRE

Everyman Theatre
Regent Street
Cheltenham
GL50 1HQ

01242 512515 ext 237
email: eyt@everymantheatre.org.uk

Everyman Youth Theatre gives young people, aged 7-19, the opportunity to develop their performing arts skills. The members meet up each week to rehearse and develop their skills before performing at the Everyman (in both The Other Space studio theatre and the main auditorium). The Everyman also provides opportunities for 2-7 year olds through EveryTots and the EveryKid Club. They enjoy workshops, shows and storytelling involving music, drama, dance and craft workshops.

GUILDHALL ARTS CENTRE

23 Eastgate Street
Gloucester
GL1 1NS

01452 396382 (admin)
01452 503050 (Box office: 10.00am to 9.15pm
Mon and Tues; 9.00pm Wed and 10.00pm Thurs
to Saturday. Closed Sunday unless there is an
event on)
Email: guildhall.boxoffice@gloucester.gov.uk
Web: www.gloucester.gov.uk/guildhall

The Guildhall is host to two cinema screens, a concert hall, theatre, galleries and café-bar. In addition they offer a number of workshops and classes aimed at all ages, including music, dance, theatre, comedy, painting, photography and other art forms. A range of activities are offered for older people including cinema matinees every Wed and Saturday at 2.00pm; U3A classes including arts and flower arranging. Induction loops for hard of hearing. Wheelchair access to all public floors via a lift, which also has Braille controls.

PREMA ARTS CENTRE

South Street
Uley
GL11 5SS

01453 860703 (Tues to Fri: 11.00am to 6.00pm)

Email: info@prema.demon.co.uk

Web: www.prema.demon.co.uk

Prema is an arts centre open to people of all ages and abilities. Activities include performances by actors and artists, including shows, exhibitions and music recitals and also workshops. There are also afternoon and evening classes for children. Prema also promotes weekly classes for adults.

Contact Prema for a full list of activities

DUKE OF EDINBURGH'S AWARD

Grosvenor Hall
Grosvenor Street
Cheltenham
GL52 2SG

Karen Taylor, Co-ordinator

01242 255888 (Mon to Fri: 9.00am to 5.00pm)

Email: dofeward@gloucestershire.gov.uk

Web:

www.gloucestershire.gov.uk/index.cfm?articleid=4194

The Duke of Edinburgh's Award offers a challenging programme for young people between fourteen and twenty five years old, including expeditions in the countryside. There are three levels of the Award and each level has four different sections to complete. The national website gives all the information you may need at www.theaward.org

GLOUCESTERSHIRE LIBRARY SERVICE

Quayside House
Shire Hall
Gloucester
Gloucestershire
GL1 2HY

0845 230 5420 Helpline & Renewal Hotline

Email: libraryhelp@gloucestershire.gov.uk

Web: www.gloucestershire.gov.uk/libraries

Gloucestershire County Council's Libraries and Information Service is delivered through 39 static libraries, and seven mobile libraries; including mobile services in rural areas, services for the housebound, a specialist education service and a service for the visually impaired.

GLOUCESTERSHIRE SPORTS & LEISURE CENTRES

Leisure@Cheltenham
01242 528764

Web: www.cheltenham.gov.uk

Cotswold Leisure, Cirencester
01285 654057

Web: www.cotswold.gov.uk

Five Acres Leisure Centre, Coleford
01594 835388

Web: www.fdean.gov.uk

GL1 Leisure Centre, Bruton Way,
Gloucester GL1 1DT
0845 6434203

Email: gl1@aspiretrust.org.uk

Web: www.aspiretrust.org.uk/GL1/gl1.aspx

Stratford Park Leisure Centre, Stroud
01453 766771

Email: stratfordpark@parkwood-leisure.co.uk

Web: www.leisurecentre.com

Cascades Leisure Centre, Tewkesbury
01684 293740

Web: www.tewkesbury.gov.uk

All of Gloucestershire's six district councils operate a number of leisure and recreation centres throughout the area. They offer a wide range of facilities and activities, supporting voluntary groups and clubs, for people of all ages and abilities. In addition to the main leisure centres, there are a number of centres that share facilities with local community schools and colleges.

BOURNSTREAM ADVENTURE PLAYGROUND

C/O 28 Bradley Street
Wotton-under-Edge
GL12 7AR

Mark Pasco – Chairperson 01453 845568

Jinny Rawlings 01531 820693

Web: www.bournstream.org.uk

Email: info@bournstream.org.uk

Open every day Easter to end of November.

Bournstream is an area in the Cotswolds which has been turned into an adventure playground and picnic site for children with special needs. The service is free to keyholders, no matter how often they come. Amenities include a new paddling area, a very large sand pit, contour slide, swings, climbing apparatus, playhouse, plenty of grass to run around on, including football area and goals. The locked gate and perimeter fence ensure that children can play safely. There is a locked car park, a toilet house, several all-weather shelters / gazebos, and plenty of picnic tables and benches. The play site is recommended by users' parents and respite groups as being "a peaceful haven", five miles out of Wotton and backed by woodland and walks.

COTSWOLD WATER PARK SOCIETY

Water Park Office
Keynes Country Park
Shorncliffe
Cirencester
GL7 6DF

01285 861459

Email: info@waterpark.org

Web: www.waterpark.org

The Cotswold Water Park comprises over one hundred and thirty lakes, south of Cirencester. It offers a range of water sport and land based pursuits eg. angling, canoeing, jet skiing, cycling, sailing, water skiing, windsurfing and walking. There are two country parks, including Keynes Country Park, with picnic and BBQ sites, children's play area and beach area, plus three nature reserves with bird hides. Accommodation facilities include caravanning, self-catering holiday chalets and bed and breakfast. Many of the venues are suitable for wheelchair users.

GLOUCESTERSHIRE DANCE

Colwell Centre for Arts in Education
Derby Road
Gloucester
GL1 4AD

01452 550431 (Mon to Fri: 8:30am to 4:30pm)
Email: admin@gloucestershiredance.org.uk
Web: www.gloucestershiredance.org.uk

The aims of Gloucestershire Dance are to offer dance opportunities to a range of community groups, including older people and disabled people. They focus on creativity, contemporary dance and addressing barriers to participation. The Gloucestershire Dance Co-ordinator is available to anyone for advice or information regarding dance for able-bodied and disabled people across the County. For people with a disability, GD runs Gd:Velcro, a programme which aims to inspire, provide disabled role models, break down barriers and improve quality of life and career opportunities for disabled adults and children.

OXSTALLS TENNIS CENTRE

Plock Court
off Tewkesbury Road
Gloucester
GL2 9DW

01452 396969
Email: Tennis@aspiretrust.org.uk
Web: www.aspiretrust.org.uk

The Oxstalls Tennis Centre offer facilities and courses for all abilities, age and experience. Courses are structured so that progression is available for all ages (3 years upwards) and abilities (from absolute beginners to performance players). The indoor centre hosts the National Wheelchair championships and the National Deaf Championships. There is also, a development plan for tennis in special schools to give tasters in school, provide schools tournaments and create opportunities for pupils to access tennis within their local community.

PEDALBIKEAWAY

Cannop Valley
Coleford
GL16 7EH

01594 860065
Email: info@pedalbikeaway.co.uk
Web: www.pedalbikeaway.co.uk

Situated in the centre of the Forest of Dean, adjacent to the way marked Cycle Trail of 10 miles. Pedalbikeaway provide a range of modest cycles for the less adventurous casual cycling encounter, on safe traffic free, hard stoned forest tracks or the Cycle Trail. There is a comprehensive range of bicycles to suit everyone, adult trail bikes, tandems, children's bikes, carriers, trailers as well as equipment for people with special needs.

**RIDING FOR THE DISABLED
ASSOCIATION
(GLOUCESTERSHIRE)**

The Paddocks
Moreton Road
Stow-on-the-Wold
GL54 1 EG

Sally Johnson
01451 832200
Web: www.riding-for-disabled.org.uk

Riding for the Disabled (RDA) promotes the setting up of supportive groups, to arrange riding at local stables for children and adults with physical or learning disabilities. Riding stimulates muscles, balance, self-confidence and general well-being. Riding and horse care are taught to the best of the client's ability. There are seventeen groups throughout Gloucestershire. Carriage Driving also available with some RDA Groups.

Training and employment

ARENA

43 Rodney Road
Cheltenham
GL50 1HX

01242 251441 (Mon to Fri: 8:30am to 4:30pm)

ARENA is for people who have been mental health service users and are looking at work related opportunities in the Gloucestershire area. Help is available to update your skills or learn new ones. This includes assessment, training, guidance and support towards employment goals. Anything from voluntary work to full time employment may be appropriate. Arrangements for training and payment of course fees are possible, plus help with job applications, CVs, interviews etc. A referral is needed via SSD, CPN, DEA, but you can call ARENA direct to discuss the service. ARENA is part of the Gloucestershire NHS Partnership Trust.

CONNEXIONS GLOUCESTERSHIRE

92 – 96 Westgate Street
Gloucester
GL1 2PE

01242 250317 Cheltenham
01452 426900 Gloucester
01453 757133 Stroud
01684 854940 Tewkesbury
Web: www.connexionsglos.org.uk

Connexions is the information, advice, guidance and support service for young people as they make decisions about education, training, employment and other life choices. It brings together services that already exist. Every young person will have access to a Personal Adviser, or PA for short. If they are at school or college, this is likely to be where they meet their Connexions PA - but the service will be flexible and it will be possible for young people to meet their PA in different settings and outside usual 'office hours'.

JOBCENTRE PLUS

Cedar House
Spa Road
Gloucester
GL1 1XL

08000-5566-88 General number for all new claims

Web: www.jobcentreplus.gov.uk

Jobcentre Plus offer a range of help for people, employed or unemployed, who are looking for work. They can also help with training, and are the point of contact for New Deal. For those who cannot find work, they arrange payments of Jobseekers' Allowance. No appointments necessary for enquiries or contact, but may be necessary for longer meetings such as making a new claim to benefit or joining New Deal.

DISABILITY EMPLOYMENT SERVICE (GLOUCESTERSHIRE)

Contact your local Jobcentre
(See above)

Disability Employment Advisers are based in Gloucester, Stroud and Cheltenham Jobcentres, covering the whole of the county. They visit all the other local Jobcentres regularly. Their role is to provide advice and guidance for people with disabilities who are seeking to enter - or re-enter - employment, or who are experiencing difficulties in their work. Advice and guidance is also available to employers, when requested.

CIRENCESTER COLLEGE

Fosse Way Campus
Stroud Road
Cirencester
GL7 1XA

01285 640994
Email: adult.guidance@cirencester.ac.uk
Web:
www.cirencester.ac.uk/adults/adultguidance.htm

The college offers vocational and general interest courses. Day, evening and some Saturday classes are available. Fee rates vary, but those claiming benefits can have free tuition through the Fee Remission Scheme on courses leading to qualifications. Students do have to pay for exams, books and materials, but help is available in some instances through the Access Fund.

FACULTY OF HEALTH AND SOCIAL CARE

UWE Gloucester Centre
Hartpury Campus
Gloucester
GL19 3BE

01452 702166

Email: admissions@uwe.ac.uk

Web: www.uwe.ac.uk

Now part of the University of the West of England, based in Bristol, the Faculty of Health and Social Care at Hartpury is the main College of Nursing in Gloucestershire. Anyone seeking to take up nursing as a career and interested in the courses available, should contact the College for a syllabus and further details. The courses offered at Hartpury include BSC (Hons.) / DIPHE Nursing - Adult and mental health.

GLOUCESTERSHIRE COLLEGE

Gloucester Campus
Llanthony Road
Gloucester
GL2 5JQ

Cheltenham Campus
Princess Elizabeth Way
Cheltenham
GL51 7SJ

01452/01242 532000

0845 155 2020 Student Services

Email: info@gloscol.ac.uk

Web: www.gloscol.ac.uk

GLOSCOL runs a wide range of full, part-time and short courses, included are basic skills (literacy and numeracy) and access to further and higher education.

GLOSCOL also runs a full programme of adult day and evening courses, plus training courses for Voluntary and Community groups and can also help with information on courses for people with disabilities.

NATIONAL STAR COLLEGE

Ullenwood Manor
Cheltenham
GL53 9QU

Reception Desk: 01242 527631

Email: enquiries@natstar.ac.uk

Web: www.natstar.ac.uk

The National Star College is a specialist residential further education college for students, aged sixteen to twenty five, with a physical disability and/or an acquired brain injury. Students come from all over the UK and usually remain at the college for three years, although this can vary. Funding is generally provided through the local Learning and Skills Council, with occasional support from Social Services or Health Authority. There are also non-residential courses for adults (sixteen plus) with a disability living in Gloucestershire.

ROYAL FOREST OF DEAN COLLEGE

Five Acres Campus
Berry Hill
Coleford
GL16 7JT

01594 833416

Web: www.rfdc.ac.uk

They offer a wide range of full and part time programmes for learners of all ages and for businesses wanting to meet national legislation and improve their workforce's skills. These programmes can be delivered in a variety of ways to suit your individual needs.

STROUD COLLEGE

Stratford Road
Stroud
GL5 4AH

01453 761126 / 761226 (Student Services)

Email: enquire@stroudcol.ac.uk

Web: www.stroud.ac.uk

Stroud College offers a wide variety of full-time and part-time courses to suit individual needs. They have full-time vocational and academic programmes. Part-time courses range from accounting to yoga and attract adult learners, whether seeking recreation, professional and career development or personal enrichment. They also offer a variety of courses through their Flexible Learning Centre.

UNIVERSITY OF GLOUCESTERSHIRE

The Park
Cheltenham
GL50 2QF

08707 201100

Email: admissions@glos.ac.uk

Web: www.glos.ac.uk

The University of Gloucestershire is divided into four main campuses, The Park, Francis Close Hall, Pittville (all in Cheltenham) and Oxstalls (in Gloucester). There are also two sports complexes at Hardwick and Oxstalls. A full range of undergraduate and graduate courses are available as well as diploma standard courses and evening classes.

FAMILY SERVICES

Bullying

ANTI-BULLYING ALLIANCE

0207 843 1901

Web: www.antibullyingalliance.org

The Anti-Bullying Alliance was established in July 2002 and is an independent body made up of 35 organisations involved in the learning, development, growth and emotional well-being of children and young people. The aim of the Anti-Bullying Alliance is to promote a society in which children and young people feel safe and protected to develop, grow, learn and play in a secure environment. Contact the information helpline or visit the website.

BULLY ONLINE

Web: www.bullyonline.org

Bully OnLine provides free insight, information, support and research into bullying and guidance for dealing with workplace bullying, school bullying, family bullying and related subjects including violence, stress, post traumatic stress disorder and suicide. Advice on bullying is available via the internet.

CHILDLINE

Freepost NATN1111
London
E1 6BR

0800 1111 (Free Helpline) Everyday - 24hrs

Web: www.childline.org.uk

Childline is a free national helpline for children in trouble or danger. It offers a 24 hour confidential telephone counselling service for any child or young person with any problem. The Line - for children living away from home is 0800 884444 open (Mon-Fri. 3.30pm-9.30pm) (Sat-Sun. 2pm-8pm). Childline Minicom is open on 0800 400222 (Mon-Fri. 9.30pm-9.30pm) (Sat-Sun. 9.30pm-8pm).

CHILDLINE IN PARTNERSHIP WITH SCHOOLS

The CHIPS Office, ChildLine
45 Folgate Street
London
E1 6GL

0207 650 3230

Web: www.childline.org.uk/Schools.asp

CHIPS has grown out of what young people and adults have told CHILDLINE since it was launched in 1986. CHIPS can link with schools to increase the number of children who know about CHILDLINE and helps young people find ways of working with each other on things that are important to them.

KIDSCAPE

2 Grosvenor Gardens
London
SW1W 0DH

Administrator
0207 730 3300

08451 205 204 (Helpline, Mon to Fri: 10.00am to 4.00pm)

Email: info@kidscape.org.uk

Web: www.kidscape.org.uk

KIDSCAPE offers information and advice to children who are being bullied and their parents. KIDSCAPE will also offer advice and arrange workshops for schools. Information and publications, including books and videos are available. A special information pack is available for schools. Please send a large SAE for advice and information. A counsellor is available from Monday to Friday.

PARENTLINE PLUS

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

0808 800 2222 (Helpline 24hrs)

01453 768160 (Gloucestershire) Mon to Fri:
9.00am to 4.00pm)

Email: parentsupport@parentlineplus.org.uk

Web: www.parentlineplus.org.uk

Parentline is a family support service offering a confidential telephone helpline service to anyone parenting or caring for a child who is experiencing any kind of difficulty. Parentline has regional branches whose numbers are available in local telephone directories or via the national helpline. The helpline is for parents, step-parents, grandparents and anyone in a parenting role. Parentline Plus (Gloucestershire) also run parenting courses and workshops for parents in community venues across Gloucestershire. For further information phone 01453 768160.

Legal (Children's Issues)

ADVISORY CENTRE FOR EDUCATION LIMITED

1c Aberdeen Studios
22-24 Highbury Grove
London
N5 2DQ

0808 800 5793 (Advice)
(Mon to Fri: 2.00 to 5.00pm)
Email: ace-ed@easynet.co.uk
Web: www.ace-ed.org.uk

ACE is an independent national centre for parents of children in state schools. It runs telephone advice lines, answers letters, produces publications and offers training on all aspects of school matters including education law. It has particular expertise on special needs including the new code of practice. ACE also provides training and materials to help local voluntary organisations provide advice for parents.

BOTH PARENTS FOREVER (INCORPORATING MISTER X)

39 Cloonmore Avenue
Orpington
Kent
BR6 9LE

Mr John Bell - Co. Director
01689 854343 (Mon to Sun: 8.00am to 9.00pm)

Both Parents Forever (BPF) is a support service which aims to help all parents, grandparents and children following divorce, separation or care proceedings on their rights to contact, residence, information from authorities etc. Help is also given in child abduction cases. A counselling service and a telephone helpline are operated on a twenty four hour basis and provides support whenever required. In association with MISTER X, they give help and advice to men who are victims of Domestic violence.

CHILDREN'S LEGAL CENTRE

University of Essex
Wivenhoe Park
Colchester
Essex
CO4 3SQ

01206 872466 (Admin) Mon to Fri: 9.00am to 5.00pm
0845 456 6811 Education Law Advice
Email: clc@essex.ac.uk
Web: www.childrenslegalcentre.com

The Children's Legal Centre is an independent national, charitable organisation concerned with law and policy affecting children and young people in England and Wales. The Centre's activities include the Education Law and Advocacy Unit which provides parents and carers with legal advice for those in conflict with schools and / or LEA's.

EDUCATION WELFARE SERVICE

Grange Road
Tuffley
Gloucester
GL4 0DJ

Annie Cam –Head of Service
01452 550505 Mon to Fri: 9.00am to 5.00pm)

This department's main concern is school attendance, but often when investigating a case they discover a link with domestic violence, child abuse etc. They liaise with other agencies to support families, and are able to help in placing children in alternative schools as appropriate.

NATIONAL ASSOCIATION FOR SPECIAL EDUCATIONAL NEEDS (NASEN)

4-5 Amber Business Village
Amber Close
Amington, Tamworth
Staffordshire
B77 4RP

01827 311500
Email: welcome@nasen.org.uk
Web: www.nasen.org.uk

NASEN promotes the interests of those with exceptional learning needs or disabilities. They provide a forum for those actively involved in this subject and also contribute to the formulation of policies. They provide the means and opportunities for members to share their concerns and disseminate expertise and knowledge.

NATIONAL CHILDRENS BUREAU

8 Wakley Street
London
EC1V 7QE

020 7843 6000 (Switchboard) Mon to Fri:
10.00am to 12noon, 2.00 to 4.00pm)

Email: enquiries@ncb.org.uk

Web: www.ncb.org.uk

NCB works to identify and promote the well-being and interests of all children and young people across every aspect of their lives. It encourages professionals and policy makers to see the needs of the whole child and emphasises the importance of multi-disciplinary, cross-agency partnerships.

NATIONAL YOUTH ADVOCACY SERVICE

Eggerton House
Tower Road
Birkenhead
Merseyside
CH41 1FN

0800 616101 Freephone Helpline for children and young people (Mon to Fri: 8.00am to 8.00pm, Saturday 10.00am to 4.00pm)
Textline: 07773 334555

Elena Fowler - Chief Executive
0151 649 8700 Office (Mon to Fri: 9.00am to 5.00pm)

Web: www.nyas.net

e-mail: main@nyas.net

NYAS can provide children and young people with information, advice and representation in Courts and Tribunals. It is extremely hard for children to make themselves heard above the voices of powerful adults or bureaucracies without access to accurate information and independent representation and NYAS seeks to improve this situation. NYAS is particularly concerned with the following groups of children who are particularly vulnerable, children being looked after by local authorities in England, those on child protection registers, young runaways, etc.

ONE PARENT FAMILIES

255 Kentish Town Road
London
NW5 2LX

Chris Pond – Director
020-7428-5400
0800 018 5026 (Helpline) Mon to Fri: 9.00am to 5.00pm)

Email: info@oneparentfamilies.org.uk

Web: www.oneparentfamilies.org.uk

One Parent Families (OPF) is the acknowledged expert on all issues of one-parent family life and social and employment policy issues affecting lone parents. OPF provides free publications and information packs to lone parents including details on financial, legal and housing issues. It provides an information service and training for professionals working with lone parents. It researches, lobbies and campaigns to improve the position of lone parents and their children.

SOLICITORS REGULATION AUTHORITY

Accreditation Schemes
Ipsley Court
Redditch
Worcestershire
B98 0TD

Information Services
0870 606 2555

Email: info.services@lawsociety.org.uk

Web:

www.lawsociety.org.uk/professional/accreditationpanels.law

The SRA is the independent regulatory body of the Law Society of England and Wales. The Law Society has established quality assured panels of solicitors and their employees to offer legal services in the following specific areas of the law: personal injury; clinical negligence; children's proceedings; family law and mediation; immigration law; planning law; mental health.

The details of firms with panel members can be obtained from the Solicitors Online web site. Full details of panel membership criteria and assessment processes can be found on the website.

Support for parents

ACT

Orchard House
Orchard Lane
Bristol
BS1 5DT

0845 108 2201 (Helpline) Mon to Fri: 9.00am to 4.00pm)

Email: info@act.org.uk

Web: www.act.org.uk

ACT - The Association for Children's Palliative Care - is a national charity seeking to promote excellence and equity in the provision of care and support for all children and young people with life-threatening or life-limiting conditions and their families.

It campaigns for improved provision of children's palliative care services, supports professionals and informs and empowers families.

ALLSORTS

(previously known as SNAP, Special Needs And Parents)

Parliament Children's Centre
Bisley Old Road
Stroud
Glos
GL5 1NL

Serena Green - Coordinator

01453 755373

Email: serena.green@gloucestershire.gov.uk

ALLSORTS - held at Parliament Children's Centre, Stroud - is a weekly support group (term time only) for parents / carers of children up to nineteen years old with special needs.

They offer chat, speakers, visits, activities and courses.

All are welcome - Fridays between 9.15am and 12noon.

CHELTENHAM & DISTRICT CARERS & FAMILIES

Battledown Centre
Harp Hill
Battledown
Cheltenham
GL52 6PZ

Sue Clark/Emma Sollis - Family Support Workers
01242 222117 Mon to Fri: 9.00am to 3.00pm)

Email: psw@cadcaf.co.uk

Web: www.cadcaf.co.uk

Cheltenham and District Carers and Families (CADCAF), an independent voluntary organisation, is a support group for families and carers in the Cheltenham area who have children with special needs. The group offers practical help, mutual support, and the opportunity to exchange information. An after school club is available (eight to fifteen years) for Special Needs children only, held every Wednesday (termtime). Monthly coffee mornings at Battledown with guest speakers. Activities and coach trips are arranged during school holidays. They also arrange siblings-only activities and therapy sessions for parents / carers (reflexology and Indian head massage). Activities may include bowling, ice-skating, cinema, horse-riding, theatre trips and arts and craft sessions.

CONTRACEPTION AND SEXUAL HEALTH CLINIC (CHELTENHAM)

St. Pauls Wing, Cheltenham General Hospital
College Road (entrance in Keynsham Road)
Cheltenham
GL53 7AN

08454-222374

Formerly the Family Planning Clinic, this offers a variety of services which include the full range of contraceptive services, well-woman checks, smears, preconceptual advice, HRT advice and pregnancy testing. There is a specialist Menopause Clinic held on Wednesday afternoons (2 – 4pm) and a Psychosexual Clinic on Fridays, both of which require a GP referral. Also a young persons' clinic held on Saturday mornings.

CONTRACEPTION AND SEXUAL HEALTH CLINIC (GLOUCESTER)

Hope House
Gloucester Royal Hospital
Great Western Road
Gloucester
GL1 3NN

08454 226201 (9.00am to 7.00pm)

Clinics also available at Cheltenham (see above)
Stroud, Stonehouse, Dursley, Wotton-under-Edge, Coleford, Cinderford, Tewkesbury, Cirencester and Lydney.
Please call above number for details

Formerly the Family Planning Clinic, this service offers CONFIDENTIAL and FREE advice on all forms of contraception, including free condoms. Also available are emergency contraception advice (morning after pill) and referral for unplanned pregnancy, pregnancy testing, cervical smears, psychosexual counselling and counselling on other sexual health matters.

Doctor sessions as follows:

Monday 10.00am to 3.00pm, 4.30 to 7.00pm
Tuesday 1.30 to 4.00pm, 4.30 to 7.00pm
Wednesday 4.30 to 7.00pm
Friday 1.00 to 3.30pm

Nurse only clinics Mon to Thurs, 12.00 to 6.30pm,
Friday 12.00 to 3.00pm

CONTACT A FAMILY

Head Office
209 - 211 City Road
London
EC1V 1JN

0808 808 3555 (freephone helpline): Mon to Fri:
10.00am to 4.00pm, plus 5.30 to 7.30pm
Monday
Textphone: 0808 808 3556

0207 608 8700 (for professionals)

Email: info@cafamily.org.uk
Web: www.cafamily.org.uk

Contact a Family provides advice, information and support to parents of all disabled children – no matter what their health condition. They enable parents to get in contact with other families through a family linking service, locally and nationally. Contact the helpline for information on specific conditions and rare disorders. Help is offered to families and groups by a number of experienced staff and volunteer family workers around the UK. They also provide information to professionals and development advice to support groups, and work to influence services, and campaign to improve the quality of life for families with disabled children. Wide range of publications and information on their website.

GLOUCESTERSHIRE CONTINENCE SERVICE

Rikenel
Montpellier
Gloucester
GL1 1LY

Mandy Butler /Jane Walker /Becky Wilcox
Clinical Nurse Specialists
01452 891034 (helpline)
01452 891170 (main office – adults)
01452 891410 (paediatric service)

Gloucestershire Continence Service is the umbrella name for all the specialists who work within the field of continence care in Gloucestershire. Clinics are held all over Gloucestershire at Cirencester, Cheltenham, Bourton-on-the-Water, Winchcombe, Stroud, Dursley, Gloucester, Coleford, the Dilke Hospital and Lydney. The adult service is based at Rikenel and the paediatric service is based at Quedgeley.

CRY-SIS HELPLINE

BM Cry-sis
London
WC1N 3XX

0845 228 669 Helpline 7 days a week, 9.00am to 10.00pm
Web: www.cry-sis.org.uk

A self-help support group run by volunteers who have experienced the problems of a crying and/or sleepless baby or young child. Volunteers take telephone calls from parents who want help, practical advice, and reassurance about their baby or an opportunity to talk to someone who really understands. They have a national network of volunteers who aim to support emotionally and give practical help.

GLOUCESTERSHIRE DOMESTIC VIOLENCE SUPPORT AND ADVOCACY PROJECT

01452 500115 (Helpline 24hr)
Office: Mon to Fri: 9.00am to 5.00pm
Email: admin@domesticviolencesupport.net
Web: www.domesticviolencesupport.org.uk

The project provides a telephone helpline, advocacy and support service for women experiencing domestic violence, and temporary accommodation for women and children leaving refuges. The Project works directly with all victims of domestic violence. The emergency helpline is open seven days a week. This is not a drop in centre, although the helpline for general or on-going advice and support is open 9 to 5 Mon to Fri.

EDUCATIONAL PSYCHOLOGY SERVICE - COUNTY

Matson Lane
Matson
Gloucester
GL4 6DX

Kate Blinston - Principal Educational Psychologist 01452 426 961
Mon to Fri: 8:30am to 5.00pm
Email: kate.blinston@gloucestershire.gov.uk
Web: www.gloucestershire.gov.uk/schoolsnet/educationalpsychology
01242 525 448 Cheltenham – Matt Baker
01452 426 962 Gloucester - Teresa Bliss
01453 873838 Stroud - Tonia Robinson

The Educational Psychology Service offers support to children with special educational needs usually by working closely with their parents and professionals helping the children. Each Educational Psychologist (EP) covers an area of the county and all educational facilities have an assigned EP. Consultation with staff takes place on a wide range of individual and general policy and practical issues. Three local SENSS centres support this service across the county.

EDUCATION AND RESOURCES FOR IMPROVING CHILDHOOD CONTINENCE

36 Old School House
Britannia Road
Kingswood
South Gloucestershire
BS15 8DB

Eileen Jacques – Information and Helpline Manager
0845 370 8008 Helpline, Mon to Fri: 10.00am to 4.00pm)
Email: info@eric.org.uk
Web: www.eric.org.uk

Education and Resources for Improving Childhood Continence (ERIC) offers free information and advice to children, young adults, parents and professionals on childhood bedwetting, daytime wetting, soiling, constipation and continence for children with special needs. Publications include the 'ERIC Products Catalogue' (available on request and via the website) and they sell bedding protection, enuresis alarms, washable underwear and other products. They also have a database on all the enuresis clinics around the UK. Sign up for ERIC's quarterly e-newsletter by email.

FAMILY CONCILIATION SERVICE

40 The Wheatridge
Gloucester
GL4 4DJ

Mrs Barbara Kew - Principal Mediator
01452 520 999
Email: kbarbara40@yahoo.co.uk

The Family Conciliation Service is a mediation service for couples who are separating. They offer help in planning for children, making arrangements for access and drawing up agreements. The service offers experienced advice on the welfare and needs of children facing domestic turmoil and change, step-parenting problems and child behaviour problems. For couples suffering financial hardship the fees are negotiable. The service covers Gloucester, Cheltenham and Stroud.

FAMILY SUPPORT SERVICES

15 Royal Crescent
Cheltenham
GL50 3DA

Sylvia Salmon - Chief Executive
01242 228999

Email: reception@ccprojects.org.uk

Web: www.ccprojects.org.uk

Run by Cheltenham Community Projects, this is a preventative project that offers any statutory or voluntary agency the opportunity to offer support to families with children where there is a risk of breaking down due to particular stressful situations or difficulty in coping with everyday family life. Non statutory intervention is available when a child's behaviour at home or school is presenting a difficulty. Any agency or professional may refer families. The family must be living in Cheltenham, have at least one child aged up to sixteen and have agreed to intervention.

FOREST PULSE

c/o Heart of the Forest Community Special
School
Speech House Road
Coleford
Glos
GL16 7EJ

Pamela Jones - Family Support Worker & Liasion
Officer

01594 826357

Email: admin@forestcontactfamily.org

Web: www.forestcontactfamily.org

Forest Pulse - Forest of Dean is an Independent Charity which offers a support and befriending service to families living in the Forest of Dean area who have a child with Special Needs, from birth to nineteen years. This is achieved by linking parents together, through Social Events, a Quarterly Newsletter and a variety of activities for the children. A Family Support Worker arranges activities and maintains contact with parents, professionals, and statutory and voluntary bodies. Also run a support group for parents of children with autistic spectrum/language disorders.

GINGERBREAD

255 Kentish Town Road
London
NW5 2LX

0808 8020925 (Single Parent helpline)

Mon to Fri: 9.00am to 5.00pm. Wed till 8.00pm

Email: office@gingerbread.org.uk

Web: www.gingerbread.org.uk

Gingerbread is a support organisation for all lone parents and their children; it campaigns for a better standard of living for single parents. Its Single Parent Helpline, offers information and advice on subjects such as benefits, childcare, the CSA, contact, divorce, returning to work, housing, maternity rights, lone parenthood, and holidays. There is also a network of self-help groups across the country, providing meeting places for friendship and support. Regular email newsletter.

GLOUCESTERSHIRE MEDIATION SERVICES

27 Brunswick Square
Gloucester
GL1 1UN

Jenny Vowles - Manager

01452 411843 (Mon to Fri: 9.00am to 5.00pm)

Email:

mediation@gloucestershirefm.fsbusiness.co.uk

Gloucestershire Mediation Services (GMS) aims to provide an independent mediation service for people at all stages of breakdown in their relationship. They help to settle differences over residence of and contact with children, financial arrangements and property matters. The service is confidential and only breached when a child or adult is at risk. The service is provided at various venues.

GLOUCESTERSHIRE YOUNG CARERS

7 Twigworth Court Business Centre
Twigworth
Gloucester
GL2 9PG

01452 733060 Mon to Fri: 9.00am to 4.00pm)

Email: trina@glosyoungcarers.org.uk

Web: www.glosyoungcarers.org.uk

Gloucestershire Young Carers (GYC) is for young people up to twenty five years, whose lives are affected by caring for a family member. The Project aims to raise awareness of the needs of Young Carers in Gloucestershire and develop relevant and acceptable support services. Young Carers Groups around the county offer a chance for social opportunities, mutual support and understanding, a break from their caring role, and access to information. Young Carer Groups meet at various locations around the county, usually early evening.

HYPERACTIVE CHILDREN'S SUPPORT GROUP

71 Whyke Lane
Chichester
West Sussex
PO19 7PD

01243 539966 (Mon, Tues, Thurs: 10.00am to 12.00pm)

Email: hyperactive@hacsg.org.uk

Web: www.hacsg.org.uk

The Hyperactive Children's Support Group (HACSG) helps and supports hyperactive, ADHD, allergic children and their parents, researches and promotes investigation into hyperactivity in the UK, its causes and treatments, and gives information. Special diet programme details are available. Membership is recommended and includes three newsletters per annum, reduced fees for meetings and conferences, advice and help.

LOOK GLOUCESTERSHIRE

c/o Evergreen
The Reddings
Cheltenham
GL51 6RL

Mrs. Melanie Drewitt
01452 713617

LOOK Gloucestershire is a group of parents and teachers of visually impaired children. Their aim is to offer support to visually impaired children, including multi-disabled visually impaired children and their families. They organise a number of social events for visually impaired children and their families throughout the year. They are affiliated to LOOK, the National Federation of Families with Visually Impaired Children.

MARRIAGE CARE GLOUCESTERSHIRE

39 Rodney Road
Cheltenham
Glos
GL50 1HX

01242 234882

Marriage Care is a professional, confidential counselling service for individuals or couples who may be experiencing relationship difficulties. This service operates as part of a national organisation and provides a service to anyone living in and around the Gloucestershire area. Appointments usually take place in the Cheltenham office although other locations can sometimes be arranged. This is a free and confidential service open to all regardless of income, although donations are welcomed where possible.

MEET A MUM ASSOCIATION

54 Lillington Road
Radstock
BA3 3NR

0845-120-3746 (24hr answerphone))

Email: meet_a_mum.assoc@btinternet.com

Web: www.mama.co.uk

MAMA is a national organisation aimed at providing a network of care to help all mothers and mothers-to-be. It maintains a database containing details of all the mothers who contact them. If they are not able to put a mother in touch with a local group, then MAMA pass on the names and addresses of any other mums they have heard from in the area, so that mothers have a chance to make a few new friends and get support on a one-to-one basis.

MERMAIDS

BM Mermaids
London
WC1N 3XX

07020 935066 (Helpline) 12noon to 9.00pm,
when staffed

Email: mermaids@freeuk.com

Web: www.mermaids.freeuk.com

Mermaids aims to support children and teenagers, up to the age of nineteen, who are trying to cope with gender identity issues. They also offer support to parents, families and carers, raise awareness amongst professionals and the general public and campaign for wider recognition of these issues.

PALS CHILDREN'S SERVICES

86 Beaufort Road
Gloucester
GL4 6SQ

Lynn Dalley - Co-Ordinator
01452 528628 Mon to Fri: 12noon to 5.00pm

Email: LynnDalley@msn.com

This is an independent body working alongside community projects run by volunteers. They welcome enquiries or referrals from anyone needing support, help or guidance with domestic violence, learning difficulties, emotional and behaviour problems, bereavement and any other difficulties that inhibit a child fulfilling their full potential. It is a confidential service which encourages children to speak freely about their experiences, uses play to express feelings, emotions and difficulties to enable them to develop coping mechanisms.

**PARENTLINE PLUS
(GLOUCESTERSHIRE)**

Willow House
Slad Road
Stroud
GL5 1QJ

Doreen Jones – Senior Parent Support Co-ordinator
01453-768 160 (Office)
020 7284 5500 (Central Office team)
(General information on Parentline Plus and its services)

Web: www.parentlineplus.org.uk

Parentline Plus is a national charity that recognises that family life is not always easy and works to ensure that family members are valued in all their diversity. They offer a variety of services to parents including a twenty four hour Helpline, information material, support groups, workshops and a website. Parentline Plus (Gloucestershire) also run parenting support groups and workshops for parents in community venues across Gloucestershire.

**GLOUCESTERSHIRE PARENT
PARTNERSHIP
SERVICE**

Room 44
Quayside House
Gloucester
GL1 2HY

Freephone: 0800 158 3603
01452 426448 Mon to Fri: 9.00am to 4.00pm
Email: ppw@gloucestershire.gov.uk
Web: www.glospps.org.uk

Parent Partnership Service is a free, confidential and impartial service which gives information, advice and support to parents / carers of children who have special educational needs (SEN). It enables parents / carers to play a full part in the processes and decisions related to their child's needs. The Service can help with placements, assessments, exclusions, reports, letters, support at meetings, and any information needed.

TAMBA ONE PARENT FAMILIES GROUP

2 The Willows
Gardner Road
Guildford
Surrey
GU1 4PG

01483 304442

Email: enquiries@tamba.org.uk

Web: www.tamba.org.uk

This Group aims to support families who, for various reasons, have been left to bring up twins or triplets alone. They help by putting them in touch with each other, and by producing a newsletter. Consultants are also available to help advise on particular problems which may arise.

TWINS AND MULTIPLE BIRTHS ASSOCIATION (TAMBA)

2 The Willows
Gardner Road,
Guildford
Surrey
GU1 4PG

01483 304442 (Mon to Fri: 9.30am to 4.00pm)

0800 138 0509 (Twinline) (7 days a week,
10.00am to 1.00pm, 7.00 to 10.00pm)

Email: enquiries@tamba.org.uk

Web: www.tamba.org.uk

The Twins and Multiple Births Association (TAMBA) is a nationwide charity providing information and mutual support networks for families of twins, triplets and more. TAMBA operates a Freephone helpline, a confidential support, listening and information service for all parents who are expecting or have experienced multiple births, and the professionals involved in their care. Membership is open to anyone concerned with the support and care of multiple birth families. Families with twins and more have extra difficulties to face, so they may need additional support. TAMBA's specialist groups aim to provide that support.

Each specialist support group has a co-ordinator who can be contacted initially via the TAMBA office. TAMBA has a database of Twins and Multiples Clubs in the UK and can put you in touch with your nearest club.

Support for young people

THE ASTRA PROJECT

Chequers Bridge Centre
Painswick Road
Gloucester
GL4 6PR
01452 541599 (Mon to Fri: 9.00am to 4:30pm)
0808 800 7070 (Runaway Helpline)
Email: astra@gloucestershire.gov.uk
Web: www.astraproject.org.uk

The ASTRA (Alternative Solutions To Running Away) Project covers the whole of Gloucestershire to provide support, advice and information to young people up to eighteen years old who have run away. This might be from a family home, foster home or from a residential unit. ASTRA provides support after the event to enable a young person to address the causes of running away. The ASTRA project offers young people a listening ear and the support required in order to find Alternative Solutions To Running Away.

BROOK CENTRES

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

0800-0185-023 (freephone helpline)
020-7284-6040 (office)

Web: www.brook.org.uk

Brook Centres provide contraceptive advice and supplies, pregnancy testing, pregnancy counselling and counselling for sexual and emotional problems for young people under twenty five years of age. There are seventeen Brook Centres offering services in forty four locations. The Freephone helpline operates Mondays to Fridays 9.00am – 5.00pm. The centre welcomes enquiries from men as well as women.

CANDI

Rheola House
Belle Vue Centre
Cinderford
GL14 2AB

01594 825410 / 826984
Email: candicharity@aol.com
Web: www.candi.btik.com

CANDI, the Cinderford Area Neighbourhood Development Initiative, is a registered Charity. CANDI runs an information shop and resource service for young people based above the CANDI 'Drop-In' at 31A Market Street, Cinderford. Information available covers education, employment and training, environment, Europe, family and relationships, health, housing, justice and equality, money, sport, leisure and travel.

COUNTY COMMUNITY PROJECTS

15 Royal Crescent
Cheltenham
GL50 3DA

01242 228999
Email: reception@ccprojects.org.uk
Web: www.ccprojects.org.uk

County Community Projects (CCP) exists to improve the lives of young people, families and vulnerable adults, particularly those who have been excluded or have excluded themselves from mainstream services. Services include: Cheltenham Foyer (secure accommodation for young people in Cheltenham); educational pathways; support for families at risk of breakdown or eviction; St Paul's Community House; appropriate adult service; Cheltenham 1st Stop at 301 High Street.

CHILDREN IN NEED OF COUNSELLING HELP

27 Brunswick Square
Gloucester
GL1 1UN

01452 411843 Mon to Fri: 9.00am to 5.00pm
Email: cinch@gloucestershirefm.fsbusiness.co.uk

CiNCH, Children in Need of Counselling Help, is a scheme run jointly by Gloucestershire Family Mediation with Relate Gloucestershire. The aim is to support children and young people who are experiencing the distress of family separation. This low-level, short term counselling course for children and young people will help them to make sense of the changes in their family and the feelings they are experiencing. For under sixteens, the consent of the adult that the child lives with is needed before the child can be seen.

THE DOOR YOUTH PROJECT

26 Gloucester Street
Stroud
GL5 1QG

01453 756745 Office, Mon to Fri: 9.00am to 5.00pm

Email: info@thedooryouthproject.org.uk

Web: www.thedooryouthproject.org.uk

Coffee bar open 3.00 to 5.00pm weekdays, 7.30 to 10.00pm Fridays, 11.30am to 5.00pm Saturdays

The Door Youth Project aims to offer young people (aged 11 to 25) friendship, support and encouragement, as well as offering a way forward for those who are looking for a deeper dimension to life. The Door offers the following facilities: Cafe style coffee and snack bar plus information and advice, open to everyone; Shop - stock includes items made by students; Recreational area, including a pool table; Counselling room; Mentoring service called Light at the Door.

Basic skills, personal development and vocational training by referral.

All services are free.

GLOSAID YOUTH ACTION

Chequers Bridge Youth Centre
Painswick Road
Gloucester
GL4 6PR

01452 304227

Email: glosaid@callnetuk.com

Glosaid Youth Action is a registered charity run entirely by young people between the ages of fourteen and twenty six. Glosaid aims to help young people to help their local community as well as helping themselves.

Glosaid runs one off and regular events such as summer camps, disco's, environmental work and work for the elderly and disabled. They rely entirely on grants and donations from councils, companies and the general public.

GLOUCESTERSHIRE YOUTH SERVICE

92-96 Westgate Street
Gloucester
GL1 2PE

Lynne Speak – Head of Service

01452 583791 Mon to Fri: 8:45am to 5.00pm

Email: youthservice@gloucestershire.gov.uk

Web:

www.gloucestershire.gov.uk/youthservice

Gloucestershire Youth Service aims to provide young people aged thirteen to nineteen (ten to twenty-five years for those with disabilities) with social educational opportunities to enable them to develop the skills, confidence and awareness to play a full, active and meaningful part in the life of their community. This is done through a wide range of youth projects in local areas. They also run a Freephone and texting Information and Support service for young people - YOUTHLINE (run by trained young people on) 0800-096-1425.

INDEPENDENCE TRUST YOUNG PEOPLES SERVICE

Messenger House
33-35 St Michaels Square
Gloucester
GL1 1HX

01452 500300

0845 863 8323 (help and advice)

Independence Trust Young Peoples Service offers a free and confidential counselling service on a one to one basis to young people aged between eleven and twenty five. Counselling is provided for people experiencing a wide range of problems including: family/relationship difficulties, panic/anxiety, bullying, truanting/risk of exclusion, anger, loneliness, physical/emotional/sexual abuse, depression, loss/bereavement, sexuality, illness, self harm etc Counselling by appointment only.

PROUD START

07967 424752

Email: info@proudstart.co.uk

A youth group for young people aged 14 to 19 who are lesbian, gay, bisexual or transgender or who think they might be.

PAPYRUS

Lodge House, Thompson Park
Ormerod Road
Burnley
Lancashire
BB11 2RU

01282-432555 - administration
0800 068 4141 - HopeLine
Mon to Fri: 10.00am to 5.00pm, 7.00 to 10.00pm,
2.00 to 5.00pm weekends
Email: admin@papyrus-uk.org
Web: www.papyrus-uk.org

Papyrus is a voluntary organisation committed to the prevention of young suicide and the promotion of good mental health and well being. Information on mental health issues and support for young people who may be suicidal will be sent to any enquirer. PAPYRUS wants to raise the awareness about the risk of mental distress during adolescence and young adulthood and to remove the stigma attached to suicide. It produces resources for health and education professionals. There is a website and a helpline called Hopeline UK for anyone who needs advice on how to support a young person who is feeling suicidal.

SCHOOL NURSING SERVICES

Edward Jenner Court, Pioneer Avenue,
Gloucester Business Park
Brockworth
Gloucester
GL3 4AW

08456 598142
08456 598224
Email: christine.barnes@glos.nhs.uk

School Nurses provide a full range of services to children and young people in school and community settings. They work in partnership with children, young people, families, teachers, schools, and other agencies both statutory and voluntary. They aim to facilitate healthy life style choices and improve the health and wellbeing of children and young people.

SOULUTIONS

Anne Peniket House
380 Bristol Road
Gloucester
GL2 4QX

Julie Ingram, Acting Team Manager
01452 427797 Mon to Fri: 9.00am to 5.00pm
Email: julie.ingram@gloucestershire.gov.uk

Solutions is a free support service for young people that have been looked after by Social Services, and who are leaving care. A personal advisor will be allocated to the young person and a pathway plan drawn up, and reviewed on a regular basis. They also offer a countywide floating support service for young people, through the Supporting People programme on 01452 529187

TEENS IN CRISIS

Unit 6-13
The Mews
Brook Street
Mitcheldean
GL17 0SL

01594 544281 Mon to Fri: 9.00am to 5.00pm
Email: vivattic@tiscali.co.uk
Web: www.teensincrisis.org.uk

Teens in Crisis are a Gloucestershire based charity which is committed to Crisis Prevention, Intervention and Care for teenagers. They work through youth projects, education in schools and a range of advice, support, counselling and care services, including a helpline. They operate in nine schools in the county, youth cafes in the Forest of Dean and at a further four counselling centres. They provide advice to parents, family counselling, as well as work with young people on an individual basis.

WHO CARES?

Kemp House
152-160 City Road
London

EC1V 2NP

020-72513117 (switchboard)
Email: mailbox@thewhocarestrust.org.uk
Web: www.thewhocarestrust.org.uk

The Who Cares? Trust is a national charity, working to improve the outcome for children and young people in and leaving public care, in terms of their education, health and preparation for independent living and the world of work. It produces a quarterly magazine for children in care and has recently launched a website which includes an online agony aunt service.

YMCA

6 Vittoria Walk
Cheltenham
GL50 1TP

01242 524024 Cheltenham

Email: info@cheltenhamymca.com

Web: <http://www.cheltenhamymca.com>

Cheltenham and Gloucester YMCA's offer a wide range of overnight and long term accommodation and affordable sports and leisure facilities to young people and the wider community, including holiday play schemes and 50+ fitness programmes.

YOUTHLINE

0800-096-1425

Web: www.youthcomm.org

Freephone confidential information and support line, run by young people.

YOUTH OFFENDING SERVICE

48 London Road
Gloucester
GL1 3NZ

Mon to Fri: 9.00am to 5.00pm

Andy Ray, Head of Service

01452 547540

Email: andy.ray@gloucestershire.gov.uk

www.gloucestershire.gov.uk/index.cfm?articleid=901

The Youth Offending Service works with children and young people (ten to seventeen) and their families to prevent offending. Referrals are usually via the Police and the Courts.

It is a multi-agency service composed of staff from Education, Connexions, Youth Service, Health, Police, Probation and Children's Services. The service is based in Gloucester and works across the county.

A considerable part of the service's work is also concerned with the victims of youth crime and bringing together victims and offenders to reduce the negative effects of crime on the victim where this is achievable.

YOUNG GLOUCESTERSHIRE

Harbour House
West Key
The Docks
Gloucester
GL1 2LG

01452 501008 Mon to Fri: 9.00am to 5.00pm

Email: admin@youngglos.org.uk

Web: www.youngglos.org.uk

Young Gloucestershire is a youth work charity offering a wide range of events, workshops and new skills to young people (aged eleven to twenty-five) throughout Gloucestershire. It is a voluntary agency, operating in partnership with various local agencies and the Integrated Youth Support service. Projects include health/sexual education, healthy living, club support and Roadrunners. YG also provides workshops and fun events as well as training courses including Prince's Trust Team and Actions. They also run a music and arts programme on Friday and Saturday nights to help deliver diversionary activities to reduce anti-social behaviour. Other projects which YG runs are involved with the Youth Achievement foundation, which is an alternative provision for young people who are excluded from mainstream education.

YOUNG MINDS

48-50 St. John Street
London
EC1M 4DG

0207 336 8445 (Office)

0800 018 2138 (Parent Information)

Mon & Fri 9:30am to 5:30pm

Email: enquiries@youngminds.org.uk

Web: www.youngminds.org.uk

YoungMinds is the national charity committed to improving the mental health of all babies, children and young people. YoungMinds provides a Parent Information Service for anyone with concerns about the mental health of a child or young person. Other Services include training and consultancy and a wide range of publications for young people, parents and professionals covering issues affecting children such as depression, bullying, self-harm etc. The website is very informative and key to the service.

YOUNG PEOPLE'S SUBSTANCE MISUSE SERVICE

Windsor House
40 Brunswick Road
Gloucester
GL1 3HD

01452 503186

Email: info@webgini.com

Web: www.webgini.com

The Young People's Substance Misuse Service (YPSMS) provides support and treatment for young people in Gloucestershire with alcohol and substance misuse problems.

The YPSMS consists of two teams. The medical team provide comprehensive assessments and treatment packages for young people aged under eighteen with a drug or alcohol dependency. The GINI team offer one to one support to young people who are concerned about any drug or alcohol issue. GINI works across the county meeting young people in places that are comfortable for them. The service also offers family therapy and is piloting the Hidden Harm Project.

Quick guide

ORGANISATION	AREA COVERED	TEL	
2Gether NHS Foundation Trust	Gloucestershire	01452 891000	
ACT (Assoc for Children's Palliative care)	National	0845 108 2201	
Advisory Centre for Education Limited	National	0808 800 5793	
Advisory Teaching Service	Gloucestershire	01452 426955	
Advocacy Trust Gloucestershire	Stroud, Gloucester, Cheltenham, & Cotswolds	0845 051 1203	
	Forest of Dean	01594 821121	
African-Caribbean Association	Gloucestershire	01452 387754	
Al-Anon Family Groups	National	0207 403 0888	
ALLSORTS	Stroud	01453 755373	
Alzheimer's Society	National	0845 300 0336	
	Gloucester	01452 525222	
	Stroud	01453 791830	
	Forest of Dean	01594 844234	
Anti-Bullying Alliance	National	0207 843 1901	
Arena	Gloucestershire	01242 251441	
Attendance Allowance	National	08457 123456	
Asian Family Counselling Service	National	0208 571 3933	
Asian People with Disabilities Alliance	National	0208 9022 113	
Asian Women's Resource Centre	National	0208 696 0023	
Art Shape	Gloucestershire	01452 307684	
The Astra Project	Gloucestershire	01452 541599	
	Runaway Helpline	0808 800 7070	
B			
BACP	National	0870 443 5252	
Bangladesh Association	National	0117 9511 419	
Bangladeshi Women's Association	Gloucester	01452 520571	
beat (Eating Disorders Assn) Helpline	National	0845 634 1414	
	Youthline	0845 634 7650	
	Gloucestershire	01452 563035	
Benefit Enquiry Line	National	0800 88 22 00	
	Existing benefit claims	National	0845 608 8578
	New benefit claims	National	0800 055 6688
	Crisis Loan	National	0800 032 8349
Bereavement Support for Parents	Gloucestershire	01452 395526	
Black and Minority Ethnic Services	Gloucestershire	01452 426973	
Books on Prescription (Library Helpline)	Gloucestershire	0845 823 5420	
Both Parents Forever	National	01689 854343	
Bournstream Adventure Playground	Wotton-under-Edge	01453 843630	

Brewery Arts	Cirencester	01285 657181	
Brockworth Community Project	Brockworth	01452 863896 / 863681	
Bristol Crisis Service for Women	National	0117 925 1119	
British Association for Counselling & Psychotherapy	National	0870 443 5252	
British Pregnancy Advisory Service	National	08457 30 40 30	
Brook Centres	National	020 7284 6040	
	Helpline	0800 0185 023	
Building Circles in Gloucestershire	Gloucestershire	01242 244998	
C			
Candi	Cinderford	01594-825410 / 826984	
Carers Gloucestershire	Gloucestershire	01452 386283	
Charlton Lane Centre- Older People's Unit	Cheltenham	01242 272148	
Cheltenham Borough Homes	Cheltenham	0800 408 0000	
Cheltenham Community Projects	Cheltenham	01242 228999	
Cheltenham & District Carers & Families	Cheltenham	01242 222117	
Cheltenham Health & Social Care Centre	Cheltenham	01242 512812	
Cheltenham Pregnancy Crisis Centre	Cheltenham	01242 243841	
Cheltenham SEN Support Service (SENSS)	Cheltenham	01242 525448	
Child & Adolescent Mental Health Service	Gloucestershire	08454 226 010	
Child Benefit Office	National	0845 3021 444	
Child Death Helpline	National	0800 282 986	
Child Support Agency	National	08457 133133	
Childline	National	0800 11 11	
Children in Need of Counselling Help	Gloucestershire	01452 411843	
Children's Legal Centre (Office)	National	01206 872466	
	Education Advice line	National	0845 456 6811
Childline in Partnership with Schools	National	0207 650 3230	
Chinese Citizens' Support Worker	Gloucester	01452 425677	
Chinese Information & Advice Centre	National	08453 131 868 / 0207 440 0061	
		01452 857535 / 854521	
Churchdown & Innsworth Community Project			
Churn Neighbourhood Project	Cirencester	01285 644779	
Cinderford Artspace	Cinderford	01594 825111	
Cirencester College	Cirencester	01285 640994	
Cirencester Housing for Young People	Cirencester	01285 644900	
Citizens Advice	Cheltenham	01242 522491	
	Cirencester	01242 522491	
	Forest of Dean	01594 823937	
	General Enquiries	Gloucester	01452 527202
	Advice line	Gloucester	01452 528017
		Stroud	01453 762084

	Tewkesbury	01242 522491
Colliers Court Community Mental Health Service	Cinderford	01594 598080
Compassionate Friends	National	0845 1203785
Confederation of Indian Organisations UK	National	0207 928 9889
Connexions	Cheltenham	01242 250317
	Gloucester	01452 426900
	Stroud	01453 757133
Contact A Family	National	0207 6088700
	Freephone Helpline	0808 808 3555
Continence Service	Gloucestershire	01452 891034
Contraception and Sexual Health Clinics	Cheltenham	08454 222 374
	Gloucester	08454 226201
Cool Runnings Children's Project	Gloucestershire	01452 541346
Cotswold Careshare	Cirencester	01285 650168
Cotswold Counselling & Support Centre	Cirencester	01285 885830
Cotswold Housing Advice Service	Cirencester	08450 582099
Cotswold Water Park Society	Cirencester	01285 861459
Countywide Primary Care Substance Misuse Service	Gloucestershire	01452 523151
Countywide Specialist Substance Misuse Service	Gloucestershire	01452 891260
Crossroads	Stroud/Gloucester	01453 756999
	Cheltenham / Tewkesbury	01242 584844
Cruse Bereavement Care	National	0845 1232304
	Helpline	0870 167 1677
	Young Person's Helpline	0808 808 1677
	Gloucestershire	01242 252518
Cry-sis Helpline	National	0845 228 669
D		
Dementia Care Trust	Gloucestershire	01452 550066
Disability Employment Service	Contact local Jobcentre Plus	
Disability Law Service	National	0207 7919800
Disability Living Allowance	National	08457 123456
	Minicom	08457 224433
Domestic Violence (GDVSAP)	Gloucestershire	01452 500115
The Door Youth Project	Stroud	01453 756745
Duke of Edinburgh Award Scheme	Gloucestershire	01242 255888
E		
Educational Grants Advisory Service	National	020 7254 6251
Educational Psychology Service, Support & Advocacy Project	County	01242 525448
	Gloucester	01452 426962

	Stroud	01453 426961
Education and Resources for Improving Childhood Continence (ERIC)	National	0845 370 8008
Educational Welfare Service	Gloucestershire	01452 550505
Epilepsy Bereaved	National	01235 772852
Equality and Human Rights Commission	National	020 3117 0235
Everyman Youth Theatre	Cheltenham	01242 512515 ext 237
Evesham and Pershore MIND	Evesham	01386 429454
F		
Faculty of Health & Social Care	Hartpury	01452 720166
Family Conciliation Service	Gloucester	01452 520999
Family Support Services	Cheltenham	01242 228999
Forest of Dean Bereavement Support	Cinderford	01594 822014
Forest Pulse	Coleford	01594 826357
FRANK	National	0800 77 66 00
G		
GAY-GLOS	Gloucestershire	01452 306800
GL11 Community Project	Dursley	01453 548530
Gingerbread	National	0808 8020925
Glosaid Youth Action	Gloucester	01452 304227
GLOSCOL	Gloucester	01452 532000
	Cheltenham	01242 532000
Gloucester City Homes	Gloucester	0800 408 2000
Gloucester & District Money Advice Service	Gloucester	01452 527202
Gloucester Health & Social Care Centre	Gloucester	01452 311599
Gloucester Community Mental Health Team	Gloucester	01452 563136
Gloucester Punjabi Association	Gloucester	01452 520774
Gloucestershire Race Equality Council	Gloucester	01452 301290
Gloucester Sickle Cell & Thalassaemia	Gloucester	08454 225224
Gloucestershire Advocacy Support Scheme	Gloucester	01452 332414
Gloucestershire Bangladeshi Association		01452 383921
Gloucestershire Chinese Community		01452 503094
Gloucestershire Chinese Women's Guild		01452 332088
Gloucestershire Community PALS	Gloucestershire	08456 583888 / 0800 0151548
Gloucestershire Counselling Service		08454 224 279
Gloucestershire Dance	Gloucestershire	01452 550431
Gloucestershire Housing Association	Gloucester	01452 529255
Gloucestershire Mandarin School		01452 526170
Gloucestershire Parent Partnership Service		0800 1583603

GRIP Team Cheltenham, Tewks and North Cotswolds		01242 548295
Gloucester and Forest of Dean		01452 891220
Stroud		01453 756342
Guildhall Arts Centre	Gloucester	01452 503050
GUM Clinics	Gloucestershire	08454 226 470
Gymnasion	Gloucester	01452 308127
H		
Hesters Way Neighbourhood Project		01242 521319
HIV Care Co-ordinator	Gloucestershire	08454 226965
Holly House Carers	Gloucester	01452 563130
Holly House Resource Centre	Gloucester	01452 891380
Housing Benefits	Cheltenham	01242 264341
	Cotswolds	01285 623035/ 6
	Forest of Dean	01594 812568
	Gloucester	01452 396483
	Stroud	01453 754865
	Tewkesbury	01684 295010
Hyperactive Children's Support Group	National	01243 539966
I		
Independent Complaints and Advocacy Service (ICAS)	South West	0845 120 3782
Independence Trust – Drug and Alcohol Service	Gloucester	01452 381166
	Cheltenham	01242 584881
	Stroud	01453 755711
	Forest	01594 825656
	Help and advice	0845 863 8323
Independence Trust Young Peoples Service	Gloucester	01452 500300
J		
Job Centre / Jobcentre plus	Cheltenham	01242 845000
	Cinderford	01594 585366
	Cirencester	01285 662950
	Coleford	01594 838611
	Gloucester	08456 088 578
	Stroud	01453 435200
	Tewkesbury	01684 615600
K		
Kidscape	National	0207 730 3300 / 08451 205204

L		
Learning Disability Buddying Scheme	Gloucestershire	01452 311400
Library Service Helpline	Gloucestershire	0845 230 5421
Book renewals		0845 230 5422
Listening Post	Gloucestershire	01452 383820
Look Gloucestershire	Gloucestershire	01452 713617
M		
Managing Memory 2gether	Gloucestershire	0800 6948800
Marriage Care Gloucestershire	Cheltenham	01242 234882
Matson Neighbourhood Project		01452 505544
Mediation Services	Gloucestershire	01452 411843
Meet A Mum Association	National	0845 120 3746
Mental Health Buddying Scheme	Gloucestershire	01452 312994
Mental Health Carer Support Groups	Gloucester/Forest	01452 891220 / 01594 589200
Mental Health Carers Support Team	Gloucester	01452 386283
Mental Health Foundation	National	0207 803 1100
Mental Health Service User Forum	Gloucestershire	01242 254747 / 07939 227046
Mermaids	National	07020 935066
Milsom Street Carers	Cheltenham	01242 512812
Mind - The Mental Health Charity	National	0845 7660163
Mind Link	England and Wales	0845 7660163
Mothers Union Money Advice Service	Gloucester	01452 383288
N		
Narcotics Anonymous Helpline		0845 373 3366
National Association for Children of Alcoholics		0800 358 3456
National Association for Special Education Needs		01827 311500
National Association of Widows		024 7663 4848
National Children's Bureau		0207 843 6000
National Debt Line		0808 808 4000
National Hearing Voices Network		0845 122 8641
National Star College	Ullenwood	01242 527631
National Youth Advocacy Service	Office	0151 649 8700
Freephone Helpline		0800 616 101
O		
One Parent Families Helpline	National	0800 018 5026
Organisation of Blind African-Caribbean's	National	020 7735 3400
Oxstalls Tennis Centre	Gloucester	01452 396969

P		
Palliative Care Team Community Specialist	Gloucester	01452 371022
Pals Children's Services	Gloucester	01452 528628
PAPYRUS	National	01282 432555
	Helpline	0800 068 4141
Parentline Plus	National	0808 800 2222
	Gloucestershire	01453 768160 01453890197/ 832228
Park House Relatives Group	Stroud	
Pedalabikeaway	Coleford	01594 860065
Personality Disorders Contact & Network	Gloucestershire	07775 731680
		01452 521557/ 505544
Phoenix Club	Gloucester	
Podsmead Neighbourhood Project	Podsmead	01452 541576
Prema Arts Centre	Uley	01453 860703
Primary Care Assessment and Treatment (PCAT)	Cheltenham and Tewkesbury	01242 275070
	Stroud and Cirencester	01453 761520
	Gloucester and Forest of Dean	01452 891220
The Prince's Trust	Gloucester	01452 416191
	National	0800 842 842
Proud Start	Gloucester	07967 424752
Priors Park Neighbourhood Project		01684 290069
Psychological Therapies Department	Gloucester	01452 509018
Q		
QUIT	National	0800 00 22 00
R		
Rape Crisis Centre	Gloucestershire	01452 526770
Relate	Gloucestershire	01242 523215
Re-Solv	National	01785 817885
Rethink	Gloucestershire	01452 891539
	Nailsworth	01453 832228
Riding for the Disabled	Gloucestershire	01451 832200
Roadpeace	National helpline	0845 4500 355
Royal Forest of Dean College		01594 833416
Rural Minds	National	020-8215-2322
S		
Samaritans	Cheltenham	01242-515777
	Gloucester	01452 306333
	National	08457 90 90 90

Saneline	National	0845 767 8000
School Nurse Bereavement Service	Gloucestershire	01453 562192
School Nursing Services	Gloucestershire	08456 598142
Service User & Carer Participation	Gloucester	01452 891612
Severn Vale Housing Society	Tewkesbury	01684 272727
Share Young People's Counselling Service	Gloucester	01452 500300
Shelter Gloucestershire	Gloucestershire	0844 515 1286
Solicitors Regulation Authority	National	0870 606 2555
Solutions	Gloucestershire	01452 427797
Speakout	Gloucestershire	07791 051932
Sports & Leisure Centres	Cheltenham	01242 528764
	Cotswold	01285 654057
	Forest of Dean	01594 835388
	Gloucester	0845 6434203
	Stroud	01453 766771
	Tewkesbury	01684 293740
Steps	Gloucestershire	01452 750599
Still Birth & Neonatal Death Society (SANDS)	National	0207 436 5881
Stonham	Gloucestershire	01242 283080
Stress Management (GLOSCAT or via the PCAT teams)	Gloucester	0845 1552020
Stroud District Council	Stroud	01453 754078
Stroud College	Stroud	01453 761126 / 761226
Student Finance	Gloucestershire	01452 425393
	Disabled students	01452 425391
Substance Misuse Service	Gloucestershire	01452 891260
Support After Murder & Manslaughter	National	0207 735 3838
Support (Local) for families following death of baby or child	Gloucester	01452 812591
	Stroud & Stonehouse	01453 824403 / 764474
Survivors of Bereavement by Suicide	National helpline	0844 561 6855
	Gloucester	01452 371945
Swindon Counselling Service	Swindon	01793 514550
T		
Tapestry Translation & Interpreting	General Enquiries	01452 396909
	Chinese speaking	01452 396926
	Gujarati, Urdu, Bengali speakers	01452 396909
Tax Credits	National	0845 300 3900
Teens in Crisis	Mitcheldean	01594 544281
Tewkesbury Borough Council	Tewkesbury	01684 272212
Translation & Interpretation Hub, NHS Glos		08456 583888 /
	Gloucestershire	0800 0151548



An updated version of this directory is also available at
www.guide-information.org.uk

Phone: 08456 583888
E-mail: enquiries@guide-information.org.uk

Updated April 2010