

ADVICE LINES AND SUPPORT GROUPS

ADVICE LINES

ACT Helpline (Wirral)

Tel: 0800 028 1300

- For drugs advice, support and action 24/7.

AI-Anon Family Groups UK and Eire

Tel: 020 7403 0888

Opening hours: every day 10am - 10pm.

- Offers understanding and support for families (including young people) and friends of problem drinkers.

Alcoholics Anonymous

Tel: 08457 697 555 / 01244 659 759

- Information on services provided by AA with links to local support groups.

CALM (Campaign Against Living Miserably)

Tel: 0800 58 58 58

Opening hours: 5pm - 3am, 365 days a year.

- For when you need to 'sort your head out'. Ring to talk about your problems or anything that may be bothering you.

Carers Helpline

Tel: 0151 670 0777

Opening hours: Monday - Friday 9am - 4pm.

- For advice and information on issues that affect carers.

Cheshire Carers Centre

Tel: 0800 085 0307

Opening hours: Tuesday - Friday 10am - 4pm.

Cocaine Anonymous Helpline

Tel: 0800 612 0225

From outside the UK: +44 (0) 800 612 0225

From UK mobile phones: 0800 612 0225

Email: helpline@cauk.org.uk

Opening hours: 10am - 10pm seven days a week.

Community Legal Services Direct

Tel: 0845 345 4345

- Provides confidential advice on issues such as debt, benefits, housing and employment. Can also refer you to your local advice service for face to face information.

Drinkline

Tel: 0800 917 8282 (24 hour)

- Worried about your own or someone else's drinking? Call this free helpline, in complete confidence.

FRANK

Tel: 0800 77 66 00 (24 hour) Text phone: 0800 917 8765

- Friendly, confidential drug advice and information. FRANK can also put you in touch with local services.

Gamblers Anonymous

Tel: 08700 50 88 80 (24 hour)

Hepatitis C Trust Helpline

Tel: 0845 223 4424

Opening hours: Monday - Friday 10.30am - 4.30pm (except bank holidays).

Narcotics Anonymous

National: 0207 730 0009 (10am - 10pm) or 01253 850 018 (24 hour)

- Support for all drug addiction problems. Will link you with local support groups.

Email: pi@nwna.info

Website: www.nwna.info



National Debtline

Tel: 0808 808 4000

Opening hours: Monday - Friday 9am - 9pm.

Saturday 9.30am - 1pm.

National Domestic Violence Helpline

Tel: 0800 2000 247

- Freephone 24 Hour National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge.

NHS Smoking Helpline

Tel: 0800 169 0 169

Opening hours: 7am - 11pm.

- A source of practical advice and support on smoking and giving up.

NHS Direct

Tel: 0845 46 47

Textphone: 0845 606 4547

www.nhsdirect.nhs.uk

- For health advice and information available 24 hours.

PADA (Parents Against Drug Abuse)

Tel: 08457 023867

- 24 hour helpline offering support, advice and information for family members affected by someone else's substance misuse. (Please see page 36 for full listing.)

Parentline Plus North West

Tel: 0808 800 2222 Text phone: 0800 783 6783

- Offers support to anyone parenting a child. (Please see page 37 for full listing.)

Release

Tel: 0207 729 9904 / 0207 749 4034 or local rate number 0845 4500 215

- Information and advice about legal, social and health aspects of drug use, including dealing with police and courts.

Samaritans

Tel: 0845 790 9090

Opening hours: 24 hours 7 days a week.

- A listening service offering emotional support.

Saneline

Tel: 0845 767 8000

Opening hours: 1pm - 11pm, seven days a week.

- Mental Health telephone helpline providing information and support.

Sexwise (see page 43)

Shelterline

Tel: 0808 800 4444

Opening hours: 8am - midnight 365 days a year.

- A housing advice helpline.

Social Services (Wirral) Central Advice and Duty Team

Tel: 0151 606 2006

Out of hours emergency service: 0151 677 6557

Terrence Higgins Trust

Tel: 0845 1221 200 (local rate)

Opening hours: Monday - Friday 10am - 10pm

Saturday/Sunday 12pm - 6pm

- Provides HIV support and information. (Please see page 61-62 for full listing.)

Wirral Domestic Violence Helpline

Tel: 0151 643 9766

Opening hours: 24 hours 365 days a year.

- Advice/support and counselling for anyone, male or female who is in an abusive relationship.



SUPPORT GROUPS

C the Difference - Hepatitis C Support Group

Telephone: 0151 647 2162 or 07753 853 666

Email: inneraction@ntlworld.com

C the Difference is a support group for individuals affected by the Hepatitis C virus, including their families and carers.

Services provided:

- mutual support and care
- advice and information on e.g. treatment, coping skills
- help to develop further contacts and networking opportunities
- basic information service for other agencies.

How to access:

Please phone for further details of group meetings.

Reachout

Beechwood Advice Centre
Beechwood

Wirral

Tel: 0151 677 6277 or 07804 962945

Email: beechwoodandballantynereachout@tranmerealliance.org.uk

Reachout is a service delivered to residents of Beechwood, Ballantyne and Bidston. They will visit your home with support and advice on:

- community issues
- education and training
- jobs
- debt advice
- CV support
- housing issues
- employment advice
- welfare benefits.

This service is delivered by Tranmere Alliance.

Venus

Zero Centre

169 – 171 Laird Street
Birkenhead CH41 0AA

Tel: 0151 670 1528

Venus provides a programme of help and support for women who have experienced domestic abuse including physical, emotional, sexual, social and economic abuse.

Victim Support and Witness Service Merseyside

Central Office

WECC

Everton Brow

Liverpool

L3 8PU

Tel: 0151 298 2848

Email: central.admin@victimsupportmerseyside.org.uk

Victim Support is the national independent charity for people affected by crime (victims and witnesses), their family and friends. Trained staff and volunteers offer free and confidential advice, information, support and practical help after crimes, including burglary, assault, harassment, domestic violence, rape and murder. All contact is in the strictest confidence.

Witness Service will help with information on the police, court procedures and criminal justice system. It also helps prepare compensation and insurance claims and information on attending court.

