



# **Health and Wellbeing of UK Armed Forces Personnel: An Interview Study**

## **Signposting Booklet**

General Information on services for  
Serving and ex-Service personnel

**KING'S**  
*College*  
**LONDON**

**University of London**

Version 2.0

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# 1. National Mental Health Services and Advice

**For those of you still serving** the first port of call should be your Medical Officer; the Chain of Command; the Padre.

**For veterans** the first port of call is your GP.

**For reservists** the first port of call is the TA Chain of Command or your GP.

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## 1.1. Big White Wall

An anonymous peer support network that encourages you to be open about what is on your mind, to learn more about yourself and what is troubling you. It is available 24/7 and is free for serving personnel, veterans and their families. You can talk anonymously through your troubles with the whole community, or a selected group or individual. Trained mental health professionals can help small groups of members to resolve problems like stress, anxiety and depression.

**Open:** 24hrs/365 days a year

**Tel:** 0203 574 4561

**Email:** [theteam@bigwhitewall.com](mailto:theteam@bigwhitewall.com)

**Web:** [www.bigwhitewall.com](http://www.bigwhitewall.com)

## 1.2. Combat Stress 24 Hour Helpline

Provides confidential help and advice on any mental health issues to the military community and their families

**Open:** 24hrs/365 days a year

**Helpline:** 0800 138 1619

**Email:** [combat.stress@rethink.org](mailto:combat.stress@rethink.org)

**Text:** 07537 404 719

(standard charges may apply for texts)

## 1.3. Combat Stress

Originally called the *Ex-Services Mental Welfare Society*, Combat Stress specialises in the treatment and support of British Armed Forces Veterans who have mental health problems.

Contact head office for details of your local office.

**Open:** Monday - Friday, 9am - 5pm.

**Tel:** 01372 841600

**Email:** [contactus@combatstress.org.uk](mailto:contactus@combatstress.org.uk)

**Web:** [www.combatstress.org.uk](http://www.combatstress.org.uk)

## 1.4. Forcesline

As part of Soldiers, Sailors, Airmen and Families Association (SSAFA) this support line offers totally confidential, non-judgemental, guidance on all personal/welfare issues including sexual harassment, discrimination, bullying, racism, drugs, depression, alcohol, debt, relationship counselling and suicide to the Army community from anywhere in the world. It is completely independent of the military chain of command.

**Open:** 7 days a week from 10.30am -10.30pm (UK time)

**From UK:** 0800 731 4880 (freephone) 0845 241 7141 (helpline)

**From Cyprus:** 800 91065 (freephone)

**From Germany:** 0800 1827 395 (freephone)

**Falkland Islands:** #6111 (freephone)

**Rest of the World:** +44(0) 1980 630854 (\*staff will phone you back)

**Absent without Leave (AWOL) Line:** 01380 738137

**From Operational Theatres:** use Paradigm's phone system and dial the appropriate access number then enter \*201 at the PIN prompt)

**Website:** [www.ssafa.org.uk/how-we-help/forcesline](http://www.ssafa.org.uk/how-we-help/forcesline)

### 1.5. The Veterans and Reserves Mental Health Programme (VRMHP)

The Veterans and Reserves Mental Health Programme (VRMHP) (*formerly the Medical Assessment Programme*) provides mental health assessments for veterans and reservists who have concerns about their mental health as a result of service.

The Medical Assessment Programme has moved from St Thomas' Hospital, London to Chilwell, Nottingham and the service is now co-located with Reservist Mental Health Programme and renamed the VRMHP.

The VRMHP investigates patients' mental health concerns and, so far as possible, it provides a diagnosis if the veteran has a mental health disorder, and recommends appropriate management through the NHS, if required. Advice will also be provided on the extensive support network that is available to veterans and their families in the UK.

The **Veterans Mental Health Programme** is available to veterans who have deployed since 1982 and are experiencing mental health challenges as a result of military service. The service will remain the same; a full mental health assessment by a consultant psychiatrist with accompanying guidance on care and treatment for the veteran's local clinical team. Referrals to the VRMHP will preferably be made by the individual's GP however self-referrals will now be accepted for this service.

The **Reserves Mental Health Programme**, run in partnership with the NHS, is open to all current or former members of the UK Volunteer and Regular Reserves who have been demobilised since 1 January 2003, following operational deployment overseas as a Reservist and who believe that their deployment may have affected their mental health.

**Helpline:** 0800 032 6258

**Email:** [DPHCE-DCMHCHL-VRMHP@mod.uk](mailto:DPHCE-DCMHCHL-VRMHP@mod.uk)

**Web:** [www.gov.uk/support-for-war-veterans](http://www.gov.uk/support-for-war-veterans) (Veterans and Reserves)

### 1.6. MIND

Mind's telephone helpline offers a range of advice on mental health issues on their infoline and also offers legal advice on their legal line. The website also has links to a wide range of booklets and leaflets.

**Open:** Mon–Fri, 9.00am – 6.00pm

**Helpline:** 0845 766 0163

**Infoline:** 0300 123 3393

**Web:** [www.mind.org.uk](http://www.mind.org.uk)

**Legal Line:** 0300 4666 463

**Email:** [contact@mind.org.uk](mailto:contact@mind.org.uk)

## **MIND (Cymru)**

**Tel:** 029 2039 5123

**Email:** [contactwales@mind.org.uk](mailto:contactwales@mind.org.uk)

**Web:** <http://www.mind.org.uk/news-campaigns/mind-cymru-campaigns/>

MIND do not currently work in Scotland or Northern Ireland. If you are from either of these areas and are looking for mental health information, advice or support, you may find the following organisations helpful:

### **The Scottish Association for Mental Health:**

**Tel:** 0141 530 1000

**Web:** [www.samh.org.uk](http://www.samh.org.uk)

### **The Northern Ireland Association for Mental Health :**

**Tel:** 02890 328 474

**Web:** [www.niamhwellbeing.org](http://www.niamhwellbeing.org)

## **1.7. NHS 111**

Call or email health professionals for advice about mental and physical health.

**Open:** 24hrs/365 days a year

**Tel:** 111 (freephone) or

0845 4647 in some areas

## **1.8. Samaritans**

Someone to talk to 24 hours a day. They also offer face to face appointments in local branches.

**Open:** 24hrs/365 days a year

**Tel:** 08457 90 90 90

**Email:** [jo@samaritans.org](mailto:jo@samaritans.org)

**Web:** [www.samaritans.org](http://www.samaritans.org)

## **1.9. Veterans UK: The Service Personnel and Veterans Agency**

Aims to be a first-stop for veterans providing information on the various services offered by other organisations in one place.

The Veterans UK Helpline provides advice on many topics.

**Open:** Monday – Thursday: 7.30am - 6.30pm

Friday: 7.30am - 5.00pm

**Freephone:** 08081 914218

**Overseas:** +44 (0)1253 866043

**Email:** [veterans-uk@mod.uk](mailto:veterans-uk@mod.uk)

**Web:** [www.veterans-uk.info](http://www.veterans-uk.info)

### 1.10. Royal British Legion

Provides financial, social and emotional support to all those who have served and are currently serving in the Armed Forces, as well as their families.

**Open:** Monday – Friday, 8am – 8pm.      **Helpline:** 0808 802 8080

**Web:** [www.britishlegion.org.uk](http://www.britishlegion.org.uk)      **Helpline (ROI):** 02033 768 080

There are 2,500 local branches around the UK and overseas providing support for people in their local communities and also a meeting place to get together.

**Web:** [www.britishlegion.org.uk/membership/branches](http://www.britishlegion.org.uk/membership/branches)

## 2. Regional/local Mental Health Service and Advice

Please note that the list of regional/local services is not exhaustive. For more information on local services, if you cannot find an appropriate service listed below, please contact:

**Combat Stress 24 hour helpline** (0800 138 1619, see section 1.2)

**Veterans UK Helpline** (08081 914218, see section 1.9)

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### Services in Scotland

#### 2.1. Veterans F1rst Point

Aims to provide a one-stop shop for veterans and their families living in Lothian, working with organisations that might be able to help a veteran or their family to resolve whatever issue they may have.

**Tel:** 0131 220 9920

**Web:** [www.veteransfirstpoint.org.uk](http://www.veteransfirstpoint.org.uk)

#### 2.2. Veterans' Health Zone

Information on specific NHS support for veterans in Scotland, as well as programmes and initiatives that you may access.

**Web:** [www.nhsinform.co.uk/veteranshealth](http://www.nhsinform.co.uk/veteranshealth)

### Services in Wales

#### 2.3. All Wales Veterans Health and Wellbeing Service

This is a service for veterans who need psychological support, treatment and advice. The service also provides help to access employment, benefits and housing advice.

Open to any veteran living in Wales who has served at least one day with the British Military as either a regular service member or as a reservist who has a service related psychological injury. Self-referral or referral by GP.

**Open:** Monday – Friday, 8.00am - 3.30pm

**Tel:** 029 2074 2062

**Email:** [Claire.morgan4@wales.nhs.uk](mailto:Claire.morgan4@wales.nhs.uk)

**Web:** [www.veteranswales.co.uk](http://www.veteranswales.co.uk)

**24/7 helpline:** 0800 132 737

### Services in Northern England

#### 2.4. NHS Humber and Yorkshire Veterans Outreach Service

Mental health triage and assessment for military veterans registered with GPs across North, West and South Yorkshire and the Humber.

**Tel:** 01482 617594

**Email:** [HNF-TR.veteransoutreachservice@nhs.net](mailto:HNF-TR.veteransoutreachservice@nhs.net)

**Web:** [www.humber.nhs.uk/services/veterans-outreach-service](http://www.humber.nhs.uk/services/veterans-outreach-service)

## **2.5. NHS Tees, Esk and Wear Valleys NHS Foundation Trust Veteran Services**

Services include Community Veterans Mental Health Service, Veterans Wellbeing Group, Veterans' Wellbeing Assessment and Liaison Service and Veterans Mental Health Awareness Training

**Tel:** 01388 646802

**Web:** [www.tevv.nhs.uk/](http://www.tevv.nhs.uk/)

## **2.6. NHS Pennine Military Veterans' Service**

Service to improve the mental health and emotional wellbeing of ex-service personnel and their families. Service covers the whole North West, working closely with local services. Self-referral or referral through GP.

**Tel:** 0300 323 0707

**Email:** [mviapt.enquiries.nw@nhs.net](mailto:mviapt.enquiries.nw@nhs.net)

**Web:** [www.penninecare.nhs.uk/your-services/military-veterans-service](http://www.penninecare.nhs.uk/your-services/military-veterans-service)

## **Services in The Midlands**

### **2.7. West Midlands Regional Veterans Mental Health Network**

Network of eight Mental Health Trusts has been established across the West Midlands region to support the identification and engagement of veterans into services

**Email:** [veterans.support@sssft.nhs.uk](mailto:veterans.support@sssft.nhs.uk)

**Web:** [www.sssft.nhs.uk/services/veterans](http://www.sssft.nhs.uk/services/veterans)

### **2.8. South Staffordshire & Shropshire Veterans' Mental Health Services**

This service offers specialist advice, support and understanding in regards to mental health problems that affect our veteran population.

**Tel:** 0800 500 3113 (If ringing from a mobile phone 01785 258041)

**Email:** [veterans.support@sssft.nhs.uk](mailto:veterans.support@sssft.nhs.uk)

**Web:** [www.sssft.nhs.uk/services/veterans](http://www.sssft.nhs.uk/services/veterans)

## **Services in London and Southern England**

### **2.9. South West Veterans Mental Health Partnership Service**

Provides help to military veterans across the whole of the South West of England. Referrals from veterans themselves, their families or carers, from any health or social care professional or recognised charity.

**Tel:** 0300 555 0112

**Email:** [awp.swveterans@nhs.net](mailto:awp.swveterans@nhs.net)

**Web:** [www.swveterans.org.uk](http://www.swveterans.org.uk)

### **2.10. NHS London Veterans' Community Mental Health Service**

Mental Health Service for veterans in London, self-referral or referral by charity or GP

**Tel:** 020 3317 6590

**Email:** [veterans@candi.nhs.uk](mailto:veterans@candi.nhs.uk)

**Web:** [www.candi.nhs.uk/services/london-veterans-assessment-and-treatment-service-lvs](http://www.candi.nhs.uk/services/london-veterans-assessment-and-treatment-service-lvs)



## 3. General Advice and Support

### 3.1. Citizens Advice Bureau

The national centre can give you the number of your local office.

**Tel:** (England) 03454 04 05 06  
(Wales) 03454 04 05 05

**Web:** [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### 3.2. Debt Advice Line

Leave a message to request an information pack or factsheet.

**Open:** Mon-Fri, 9am-9pm

**Freephone:** 0808 808 4000

Saturday 9:30am-1pm

**Web:** [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

### 3.3. HIVE

Tri-Service information network offering range of advice to all members of the service community.

**Web:** <http://www.army.mod.uk/welfare-support/23438.aspx>

### 3.4. RAF Community Website

For RAF personnel and their families. Information on a wide range of topics, including family separation, housing and support groups.

**Web:** [www.raf.mod.uk/community](http://www.raf.mod.uk/community)

### 3.5. Rear Party

Online community for families and friends of UK Armed Forces personnel.

**Web:** [www.rearparty.co.uk](http://www.rearparty.co.uk)

**Forum:** [www.rearparty.co.uk/Forums.html](http://www.rearparty.co.uk/Forums.html)

### 3.6. Royal British Legion

Provides financial, social and emotional support to all those who have served and are currently serving in the Armed Forces, as well as their families.

**(See section 1.10)**

### 3.7. Royal Navy Community Website

For RN personnel and their families. Information on a wide range of topics, including family wellbeing, community support and support services as well as a help desk for advice.

**Web:** [www.royalnavy.mod.uk/Community/Members-area](http://www.royalnavy.mod.uk/Community/Members-area)

### **3.8. The Site**

Online guide for 16-25 year-olds in the UK providing information on many topics including relationships, health and wellbeing, housing, money, work and study, crime and addiction.

**Web:** [www.thesite.org](http://www.thesite.org)

### **3.9. Veterans UK: The Service Personnel and Veterans Agency**

Aims to be a first-stop for veterans providing information on the various services offered by other organisations in one place.

**(See section 1.9)**

### **3.10. Personnel Officers**

Provides HR and welfare support to servicemen/women and their dependents.

## 4. Alcohol and Drugs

### 4.1. Addiction

Addaction is one of the UK's largest specialist drug and alcohol treatment charities. This website gives information about coping with alcohol and drug dependency and can help you find a service in your local area.

**Web:** [www.addaction.org.uk](http://www.addaction.org.uk)

### 4.2. Alcoholics Anonymous

A fellowship of men and women who share their experience, strength and hope with each other to help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking.

**Tel:** 0800 9177 650 (Freephone)

**Web:** [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

**Email:** [help@alcoholics-anonymous.org.uk](mailto:help@alcoholics-anonymous.org.uk)

### 4.3. Al-Anon

Provides support to anyone whose life is, or has been, affected by someone else's drinking as they believe alcoholism affects the whole family, not just the drinker.

**Open:** 10am - 10pm, 365 days a year

**Email:** [enquiries@al-anonuk.org.uk](mailto:enquiries@al-anonuk.org.uk)

**Confidential Helpline:** 020 7403 0888

**Web:** [www.al-anonuk.org.uk/](http://www.al-anonuk.org.uk/)

**From Northern Ireland:** 028 9068 2368 (10am - 10pm, 365 days a year)

**From Republic of Ireland:** 01 873 2699 (10am - 1pm Monday – Friday  
6pm – 11pm Monday – Sunday)

### 4.4. Drinkaware

Offers free, confidential information and advice to callers who are concerned about their own or someone else's drinking.

**Tel:** 0300 123 1110 (Helpline)

**Web:** [www.drinkaware.co.uk](http://www.drinkaware.co.uk)

### 4.5. National Drugs Helpline - FRANK

FRANK is a confidential service to speak to a professionally trained advisor about drugs.

**Open:** 24hrs/365 days a year

**Tel:** 0300 123 6600

**SMS:** 82111 (text a question for an answer from FRANK)

**Web:** [www.talktofrank.com](http://www.talktofrank.com)

### 4.6. Turning Point

National health and social care provider to help people find a new direction in life and help tackle substance misuse, mental health issues or employment difficulties

**Tel:** 020 7481 7600

**Email:** [info@turning-point.co.uk](mailto:info@turning-point.co.uk)

**Web:** [www.turning-point.co.uk](http://www.turning-point.co.uk)

## 5. Jobs and Employment

### 5.1. Employment Service Direct (Job Centre)

**Open:** Monday - Friday, 8am - 6pm and Saturdays, 9am - 1pm.

**Tel:** 0845 6060 234

**Textphone:** 0845 6055 255

**Web:** [www.gov.uk/browse/working/finding-job](http://www.gov.uk/browse/working/finding-job)

### 5.2. NACRO

Aims to help those with a criminal record get back into work.

**Open:** Monday - Friday, 9am - 5pm.

**Tel:** 0800 0181 259

**Email:** [Helpline@nacro.org.uk](mailto:Helpline@nacro.org.uk)

**Web:** [www.nacro.org.uk](http://www.nacro.org.uk)

### 5.3. SaBRE

Offers advice to reservists about their employment rights and responsibilities.

**Open:** Monday - Friday, 9am-5pm.

**Tel:** 0800 389 5459

**Website:** [www.sabre.mod.uk](http://www.sabre.mod.uk)

## 6. Grants for Courses/Education

### 6.1. Adult Learning Grant

Financial assistance to help adults back into education. Learner support helpline is open 7am to 8pm.

**Information on advanced learning loans:**

[www.direct.gov.uk/en/EducationAndLearning/AdultLearning/FinancialHelpForAdultLearners/index.htm](http://www.direct.gov.uk/en/EducationAndLearning/AdultLearning/FinancialHelpForAdultLearners/index.htm)

**For further source of financial help with childcare contact the learner support helpline: 0800 121 8989**

### 6.2. Army Education Centre

There are over 25 permanent Army Education Centres (AECs) located in the major Army bases in the UK, Cyprus and Germany, available to those still serving. In some respects, the AECs are similar to local further education colleges. They are staffed by both military and civilian instructors who deliver a whole range of courses and educational services for officers, soldiers and their dependants.

### 6.3. Royal British Legion

The British Legion has grants and scholarships available for ex-service personnel and their dependants, spouses of ex-service personnel and their dependants.

**Open:** 10am-4pm Monday-Friday.      **Tel:** 0808 802 8080

**Web:** [www.britishlegion.org.uk](http://www.britishlegion.org.uk)

### 6.4. Army Benevolent Fund

Offers a range of financial grants for care in the home, holidays, bursaries, annuities and practical support to serving and ex-service personnel and their families.

**Tel:** 020 7901 8900

**Web:** [www.soldierscharity.org](http://www.soldierscharity.org)

### 6.5. Princes Trust

For help with setting up your own business or with money for courses, for those aged 18-25.

**Tel:** 0800 842842

**Web:** [www.princes-trust.org.uk](http://www.princes-trust.org.uk)

### 6.6. RAF Benevolent Fund

For former RAF personnel or their families. Offers a wide range of practical, financial and emotional support.

**Tel:** 0800 169 2942

**Web:** [www.rafbf.org.uk](http://www.rafbf.org.uk)

For those still serving, contact should be made through Chief Clerk or Flight Commander.

### **6.7. Royal Navy Benevolent Trust**

Offers a range of help, including grants and advice, for serving and ex-serving members of the Royal Navy and Royal Marines and their families, including those who are separated or divorced and now living with a new partner.

**Tel:** 02392 690112

**Email:** [rnbt@rnbt.org.uk](mailto:rnbt@rnbt.org.uk)

**Web:** [www.rnbt.org.uk/](http://www.rnbt.org.uk/)

**Service family members can also get basic skills training at their local Armed Forces education facility. Ask at your local facility for details.**

## 7. Help Claiming Benefits

### 7.1. JobCentre Plus

**Open:** Monday to Friday, 8am to 6pm.   **Tel:** 0800 055 6688

### 7.2. SSAFA

SSAFA (Soldiers, Sailors, Airmen and Families Association)

**Open:** Monday-Friday, 9am-5.30pm.   **Tel:** 0845 241 7141

**Web:** [www.ssafa.org.uk](http://www.ssafa.org.uk)

### 7.3. Royal British Legion

The British Legion also has funding available for families of ex-service personnel in need.

**Open:** 8am - 8pm, 7 days a week.   **Tel:** 0808 802 8080

**Web:** [www.britishlegion.org.uk](http://www.britishlegion.org.uk)

## 8. Housing

### 8.1. Government Housing information

**Web:** [www.communities.gov.uk/housing](http://www.communities.gov.uk/housing)

### 8.2. Haig Homes

Lets rental property to ex-Service personnel.

**Open:** Monday - Friday, 9am - 5pm. **Tel:** 020 7685 5777

**Email:** [enquiries@haighousing.org.uk](mailto:enquiries@haighousing.org.uk) **Web:** [www.haighomes.org.uk/](http://www.haighomes.org.uk/)

### 8.3. JSHAO

Provides civilian housing information, advice and, where possible, placement to service persons and their dependants and to ex-service personnel still occupying service accommodation.

**Tel:** 01252 787 574

**Email:** [aws-jshao-mailbox@mod.uk](mailto:aws-jshao-mailbox@mod.uk)

**Web:** [www.gov.uk/housing-for-service-personnel-and-families](http://www.gov.uk/housing-for-service-personnel-and-families)

### 8.4. SPACES

Assistance for single ex-Service personnel in finding housing.

**Tel:** 01748 833797 or 01748 872940 or 01748 830191

**Email:** [spaces@riverside.org.uk](mailto:spaces@riverside.org.uk)

**Web:** <http://www.spaces.org.uk>

### 8.5. SSAFA: Housing Advice

**Tel:** 0207 463 9354

**Web:** [www.ssafa.org.uk](http://www.ssafa.org.uk)

### 8.6. Stoll Foundation

Provides temporary and permanent housing for ex-Service personnel.

**Open:** Monday - Friday, 9am - 5pm. **Tel:** 020 7385 2110

**Web:** <http://www.stoll.org.uk>

### 8.7. Veteran's Aid

Provides help for veterans who are homeless or are likely to become homeless. This includes help with hostel accommodation, financial assistance, meal vouchers and clothing, advice and advocacy.

**Freephone:** 0800 0126867

**Email:** [info@veterans-aid.net](mailto:info@veterans-aid.net)

**Web:** [www.veterans-aid.net](http://www.veterans-aid.net)



## 9. Relationship Guidance and Family Support

### 9.1. Army Families Federation

Helps still serving military families sort out a range of problems.

**Open:** Mon-Fri, 9am-5pm.

**Tel:** 0755 286 1983

**Web:** [www.aff.org.uk](http://www.aff.org.uk)

**Email:** [additionalneeds@aff.org.uk](mailto:additionalneeds@aff.org.uk)

### 9.2. Naval Families Federation

A range of information for Royal Naval and Royal Marines families.

**Tel:** 02392 654374

**Web:** [www.nff.org.uk](http://www.nff.org.uk)

### 9.3. RAF Families Federation

Information and support for RAF families.

**Tel:** 01780 781650

**Web:** [www.raf-ff.org.uk](http://www.raf-ff.org.uk)

### 9.4. Relate

Offers phone counselling, internet counselling and/or appointments for face to face counselling.

**Tel:** 0300 100 1234

**Web:** [www.relate.org.uk](http://www.relate.org.uk)

### 9.5. Relate for Parents

Free support, ideas, guidance and information.

**Tel:** 0300 100 1234

**Email:** [enquiries@relate.org.uk](mailto:enquiries@relate.org.uk)

**Web:** <http://www.relate.org.uk/relationship-help/help-family-life-and-parenting>

### 9.6. Working Families

Helping children, working parents and carers and their employers find a better balance between responsibilities at home and work.

**Tel:** 0800 012 0312

**Email:** [advice@workingfamilies.org.uk](mailto:advice@workingfamilies.org.uk)

**Web:** [www.workingfamilies.org.uk](http://www.workingfamilies.org.uk)

### 9.7. Children's Education Advisory Service

Provides expert and impartial advice about the education of Service children, both in the UK and overseas.

**Tel:** 01980 618 244 (Answerphone service)

**Email:** [enquiries@ceas.detsa.co.uk](mailto:enquiries@ceas.detsa.co.uk)

**Web:** <https://www.gov.uk/childrens-education-advisory-service>

## 10. Counselling and Support

### 10.1. Cruse

Cruse supports people through bereavement.

**Daytime helpline:** 0844 477 9400

**Email:** [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

**Web:** [www.cruse.org.uk](http://www.cruse.org.uk)

### 10.2. Relate

Offers phone counselling, internet counselling and/or appointments for face to face counselling.

**Tel:** 0300 100 1234

**Web:** [www.relate.org.uk](http://www.relate.org.uk)

### 10.3. Samaritans

Someone to talk to 24 hours a day. They also offer face to face appointments in local branches.

**Open:** 24hrs/365 days a year

**Tel:** 08457 90 90 90

**Email:** [jo@samaritans.org](mailto:jo@samaritans.org)

**Web:** [www.samaritans.org](http://www.samaritans.org)

# 11. Information on Equality and Rights

## 12.1. Equality Advisory Support Service

Specially trained staff will provide information and guidance on discrimination and human rights issues.

**Open:** Monday - Friday: 9am - 8pm. Saturday: 10am - 2pm

**Tel:** 0808 800 0082      **Textphone:** 0808 800 0084

**Website:** [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

## 12.2. Mankind Initiative

The Mankind Initiative is a national charity that provides support for male victims of domestic abuse. It runs a helpline and can provide referrals to refuges and local authorities where appropriate.

**Open:** Monday - Friday, 10am - 4pm and 7pm - 9pm

**Tel:** 01823 334244      **Web:** <http://www.mankind.org.uk/>

## 12.3. Men's Advice Line

A confidential helpline for all men experiencing domestic violence by a current or ex-partner.

**Open:** Monday - Friday, 10am - 1pm and 2pm - 5pm

**Freephone\*:** 0808 801 0327 (\*including most mobiles)

**Email:** [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)      **Web:** [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

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