

HELP IS AT HAND

There are many social services available in the Cambridge area to help you out of difficulties. A list of some of them follows, and many more are listed at <http://www.mindincambs.org.uk/Resources/Links> and <https://www.cambridge.gov.uk/services-for-homeless-people>

0800 and 0808 numbers are normally free to call from landlines. If you have to pay from your mobile, you will be told what the charge is before you continue. 0500 numbers are similar.

GENERAL

Samaritans helpline: 08457 90 90 90

Lifeline helpline: 0808 808 2121

Salvation Army

Runs housing centres for men, women and families which offer activities and training to help improve self-esteem, mental health and employment prospects.

3 Tenison Road, Cambridge CB1 2DG Tel: 01223 367 633 <http://camsa.org.uk>

Citizens Advice Bureau

Helps people resolve legal, money and other problems by providing free, independent and confidential advice.

66 Devonshire Road, Cambridge, CB1 2BL

Tel: (advice line) 0344 848 7979 www.cambridgecab.org.uk

There is also an office at the Cambridge County Court:

197 East Road, Cambridge, CB1 1BA

For the Addenbrookes office and other nearby offices see www.citizensadvice.org.uk

SPECIFIC ASSISTANCE

EX-OFFENDERS

Caring for Ex-Offenders

Based in London, they provide national support and advice.

Tel: 0207 052 0332 www.caringforexoffenders.org

Offenders Anonymous

Runs small groups of ex-offenders who work through a 12-step programme to attempt to beat addiction to crime.

Email: info@offenders-anonymous.org.uk www.offenders-anonymous.org. uk

Offenders' Families Helpline

Can contribute to travel costs involved in visiting relatives in prison.

Tel: 0808 808 2003 www.offendersfamilieshelpline.org

PACT

Supports prisoners' families in the UK.

Tel: (London) 020 7735 9535 www.prisonadvice.org.uk

Prisoner Location Service

To find an inmate who has been imprisoned for some time, you need to write to the address below, including the following information:

- Full name of person you want to contact
- Details of any known aliases

- His/Her date of birth
- Sentencing details (if known)
- Your full address
- Your date of birth
- Reason for enquiry

If the person is in custody, your details will be passed to the prisoner who will be asked to give consent for the disclosure of his or her whereabouts. All replies and disclosures of information will be in accordance with departmental rules and relevant legislation.

PO Box 2152 Birmingham B15 1SD

Email: prisoner.location.service@noms.gsi.gov.uk <https://www.gov.uk/find-prisoner>

UNLOCK

The National Association of Ex-Offenders. Unlock has written a guide to the Disclosure & Barring Service, Unlocking Criminal Record Checks, that aims to help understand the process and hopefully address some of the difficulties people face in trying to find work with a criminal record. Tel: 01634 247 350 advice@unlock.org.uk www.unlock.org.uk

DISABLED AND/OR ELDERLY PERSONS AND THEIR CARERS DISABILITY CAMBRIDGESHIRE

Advice and information for disabled people and/or older people and their carers Pendrill Court, Ermine St North, Papworth Everard, Cambridgeshire CB23 3UY Tel: (advice line) 01480 839 192 info@disability-cambridgeshire.org.uk. www.disabilitycambridgeshire.org.uk

Cambridgeshire County Council

Support and advice for adults and older people, and their carers

www.cambridgeshire.gov.uk/info/20071/support_for_adults_and_older_people

Age UK Cambridgeshire

Formerly Age Concern Cambridgeshire. 2 Victoria Street, Chatteris, PE16 6AP

Tel: 01223 221921

DEBT AND FINANCIAL ADVICE

Consumer Affairs

A not-for-profit organisation offering debt and money advice to consumers.

Legal Advice helpline: 0845 345 4 345 www.consumeraffairs.org.uk

Department of Work and Pensions

Can give advice on various benefits and financial support. www.dwp.gov.uk

Cambridge City Council

The Council's website has advice and links for making sure you are getting all the benefits to which you are entitled. They also have links for reporting loan sharks and for advice on getting a bank account if you're finding it difficult.

Tel: 01223 457000

www.cambridge.gov.uk/debt-and-money-advice

The Money Course

Helps people explore their personal relationship with money and take control of their finances.

www.themoneycourse.org

Christians Against Poverty

Free debt help and advice to anyone. Headquarters in Bradford but there is a Cambridge Central Debt Centre.

Tel: 0800 328 0006 or, if you have inclusive minutes in your mobile phone tariff, please call 01274 760839 to avoid any charge for calls to non-geographic numbers. www.capuk.org

ACCOMMODATION, RECREATION AND SUPPORT FOR ROUGH SLEEPERS

Cambridge City Council - Homeless Services

Provides accommodation & support services to single homeless & rough sleepers. Tel: 01223 457918. Emergency help between 5pm and 9am and at weekends: 01706 242 818

housing.advice@cambridge.gov.uk www.cambridge.gov.uk/services-for-homeless-people

Cambridge City Council - Housing Advice

Housing advice service for all sorts of housing issues.

Mandela House, 4 Regent Street, Cambridge CB2 1BY

Tel: 01223 457918 Out of hours: 01706 242 818

housing.advice@cambridge.gov.uk www.cambridge.gov.uk/housing-options-and-advice-service

CRI Cambridge Street & Mental Health Outreach Team

A street and community based service dedicated to identifying and working with people who are over 18 and are either rough sleepers and/or are vulnerable housed

Individuals presenting with mental health support needs that are not engaged with mainstream mental health services.

2nd Floor, 125 Newmarket Road, Cambridge, CB5 8HA Tel: 01223 366292

Emmaus

Self-supporting community based in Landbeach.

Tel: 01223 863 657 Email: info@emmauscambbridge.org www.emmaus.org.uk/cambridge

Jimmy's Cambridge

Provides short-term, emergency accommodation for men and women who might otherwise have to sleep rough. They also provide resettlement support and advice.

1 East Road, Cambridge, CB1 1BD Tel: 01223 576085

<http://jimmyscambridge.net>

Streetlink

Advice and support if you're concerned about someone sleeping rough.

Tel: 0300 500 0914 www.streetlink.org.uk

Riverside ECHG (was 222)

222 Victoria Road is the Cambridge facility of ECHG. It is a 74 bed project providing temporary accommodation and medium to high support for homeless people in Cambridge. Tel: 01223 352718

Helga.bailey@riverside.org.uk; Jamie.butcher@riverside.org.uk

www.riverside.org.uk/pdf/Victoria%20Road%20leaflet.pdf

The Big Issue

Their Cambridge office is at **Wintercomfort**. Wintercomfort provides breakfast, laundry and shower facilities, education and recreational facilities, support and advice to rough sleepers.

Wintercomfort, Overstream House, Victoria Avenue, Cambridge CB4 1EG

Tel: 01223 518140 info@wintercomfort.org.uk <http://www.wintercomfort.org.uk>

Invigorate

A Council-run programme of activity for both mental health service users and Homeless community users in Cambridge.

Tel: 01223 457532 sport@cambridge.gov.uk.

Shelter Housing Advice

Free, expert housing advice to anyone in any situation. It has a section dedicated to people in prison and ex-offenders.

Tel: 0808 800 4444

http://england.shelter.org.uk/get_advice

DRUGS AND ALCOHOL

Alcoholics Anonymous

A fellowship of men and women who support and help one another to achieve sobriety. There are many meetings in Cambridge every week, including on Wednesdays at 7.45 pm at St Luke's Church (CB4 3DZ - ground floor).

Tel: 0845 769 7555 www.alcoholics-anonymous.org.uk

Al-Anon

Support for anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not.

The only Cambridge meeting listed is at St Luke's Church (CB4 3DZ - Ramsey Room) on Wednesdays at 7.45 pm.

Tel: (London) 0207 403 0888

enquiries@al-anonuk.org.uk

www.al-anonuk.org.uk

Cambridge and Peterborough Drug and Alcohol Action Team

Services for people affected by drug or alcohol problems, including drug users and people who care for them.

Box CC1207, Castle Court, Shire Hall, Cambridge CB3 0AP

Tel: 01223 699 680 daat@cambridgeshire.gov.uk <http://www.cambsdaat.org>

Narcotics Anonymous

Groups of people for whom drugs are a problem, meeting together to encourage abstinence and recovery. There are a few meetings in Cambridge, including Mondays at 7.30 pm, Bermuda Road Community Room CB4 3LN on the Histon Road, through the gate by the Tandoori Palace/68 Histon Road, then up spiral stairs.

Tel: 0300 999 1212 www.ukna.org

Nar-Anon

Support groups for families and friends of compulsive drug users. Skype meeting Details are given on the website.

Tel: 08455 390 193 info@nar-anon.co.uk <http://www.nar-anon.co.uk>

Rehabilitation for Addicted Prisoners Trust

Works to help people with drug and alcohol dependence, both in prison and in the community, move towards, achieve and maintain positive and fulfilling drug-free and crime-free lives.

Tel: (London) 020 7820 3716 info@rapt.org.uk www.rapt.org.uk

Release

Advice on drug-related issues, including legal problems.

Tel: helpline (London) 020 7324 2989

ask@release.org.uk

www.release.org.uk

Re-Solv

Dedicated to the prevention of solvent and volatile substance abuse. They can help Find a local support service.

Tel: helpline (Staffordshire) 01785 810762

www.re-solv.org

Talk To Frank

Drugs education service. Tel: 0800 77 66 00

www.talktofrank.com

Teen Challenge

Helps people who have developed life controlling problems, especially drug and Alcohol addictions.

Tel: 01664 822221 (Nottinghamshire)

www.teenchallenge.org.uk

EMPLOYMENT

Jobcentre Plus

The website has telephone numbers to contact for new or existing benefits, changes Of address etc. They can advise how to look for a job if you have a criminal record.

Henry Giles House, 73-79 Chesterton Road, Cambridge CB4 3BQ

Tel: 0345 604 3719 Text: 0345 608 8551

www.gov.uk/contact-jobcentre-plus

National searchable database of jobs: www.gov.uk/jobsearch

MENTAL HEALTH

Counselling Directory

Search for a counsellor or psychotherapist near you.

Tel: 0844 8030 240

www.counselling-directory.org.uk

Mind in Cambridgeshire

Supports people in their recovery from mental health issues, promotes wellbeing and campaigns against stigma and discrimination. Their website has a lot of good resources.

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

Barrere House, 100 Chesterton Road, Cambridge CB4 1ER Tel: 01223 311320

Rethink

Works to help everyone affected by severe mental illness recover a better quality of life.

Tel: 0300 5000 927 Cambridge careline: 01354 655 786 www.rethink.org

SANE

Raises awareness of mental health, conducts research and offers a helpline service To give advice to anyone affected by mental health, theirs or others.

Tel: helpline 0845 767 8000

www.sane.org.uk

Cambridgeshire & Peterborough NHS Foundation Trust, Fulbourn

Mental health and specialist learning disability services across Cambridgeshire and Peterborough. Services include child, adolescent, adult and older people's mental health services; primary care

and liaison psychiatry services; forensic and specialist mental health services; substance misuse services and specialist learning disability services.

Elizabeth House, Fulbourn Hospital, Cambridge CB21 5EF

Trust headquarters: 01223 726789

<http://www.cpft.nhs.uk>

MIND

Help and advice for people with mental health problems and their family and friends. Tel: Infoline 0300 123 3393 Legal advice 0300 466 6463

www.mind.org.uk

OCD Action

Provides support and information for people affected by obsessive compulsive disorder.

Helpline: 0845 390 6232 support@ocdaction.org.uk

www.ocdaction.org.uk

POLICE

Parkside Police Station, Parkside, Cambridge, CB1 1JG Tel: Emergencies: 999 All others including out of hours: 101

Street Life Officer - Castle area. PC Nutbeam 07850 133333

CHILD PROTECTION, WOMEN AND FAMILIES

Churches Child Protection Advisory Service

An independent Christian safeguarding charity.

Tel: 0845 120 4550 (out of hours for urgent issues only)

info@ccpas.co.uk

www.ccpas.co.uk

Family Lives

Used to be called Parentline Plus. Incorporates Bullying UK and Teen Boundaries. They offer support and advice for families with any problem or challenge that they face on a free, confidential, helpline 24/7.

Tel: 0808 800 2222

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

Stop It Now!

Sdvice for those sexually attracted to children.

Tel: 0808 1000 900 help@stopitnow.org.uk www.stopitnow.org.uk

The Lucy Faithfull Foundation

Aims to reduce the likelihood of children being sexually abused.

Tel: See Stop It Now! (above)

www.lucyfaithfull.org.uk

Parents Protect

Aims to help parents protect their children from sexual abuse.

Tel: See Stop It Now! (above)

www.parentsprotect.co.uk

Cambridge Rape Crisis Centre

Volunteer run confidential support and information by telephone.

Tel: 01223 245888 open 19:30 to 21:30 Wednesday evenings www.cambridgerapecrisis.co.uk

Women's Aid Federation of England

Working to end domestic violence against women and children.

Tel: (24/7 helpline) 0808 2000 247 www.womensaid.org.uk

Young People and Children Cambridgeshire County Council

If you are concerned that a child may be suffering physical, sexual or emotional abuse or is being neglected or you are a child or young person and you are being abused or neglected or you are a parent or carer and feel you are harming your child or are close to doing so. Tel: 0345 045 5203
After hours call the Emergency Duty Team: 01733 234 724, or the police on 999.

ReferralCentre.Children@cambridgeshire.gov.uk or
referralcentre.childrens@cambridgeshire.gcsx.gov.uk
www.cambridgeshire.gov.uk/info/20107/childrens_social_care

Centre 33

Offers advice and support for young people who want help with their problems Tel: (helpline) 01223 316 488 help@centre33.org.uk www.centre33.org.uk

Children's Society

A Christian charity committed to helping vulnerable and disadvantaged young People including safeguarding children in care and young runaways.

Tel: 020 7841 4400 (London; but they have events and shops in Cambridgeshire)

www.childrensociety.org.uk

Youth Offending Team (YOT)

The YOT is for young people who have entered the criminal justice system, who are seen as in danger of doing so, and parents who need support for such young people.

Anna Jack, Cambridgeshire Youth Offending Team Manager, Box SS1012,
Babbage House, Castle Park, Cambridge CB3 0AP

Tel: 01223 507 220 yos@cambridgeshire.gov.uk; anna.jack@cambridgeshire.gov.uk

www.cpft.nhs.uk/services/cambridgeshire-youth-offending-service.htm

YMCA England

Advice with problems, housing, training and sports facilities to support young people and their families.

Queen Anne House, Cambridge CB1 1ND

Tel: 01223 356 998 admin@theymca.org.uk

www.theymca.org.uk

OTHER SERVICES

Message Home

Helps track missing people.

Tel: 0800 700 740 Text Service: 80234

Email: messagehome@missingpeople.org.uk

Local Probation Trust

Warkworth Lodge, Warkworth Street, Cambridge CB1 1EG

Tel: 03000477200

Cruse Bereavement Care

Providing free care, information, support and training services to the bereaved and those who are looking after them.

Tel: 01223 302662

helpline@cruse.org.uk

www.cruse.org.uk

Listening Books

Books on audio to people who find it difficult to read due to illness or disability, Including learning difficulties like dyslexia.

Tel: 020 7407 9417 (London) info@listening-books.org.uk
www.listening-books.org.uk

Telephone charges

To find out more about phone number charges see
<http://consumers.ofcom.org.uk/files/2010/01/numbering.pdf>

Information accurate as of December 2014.