

Where to find additional support

Organisation	Service description	L/ N	U 18	Open	Website	Phone
Abuse and Violence						
Childline	Counselling service for children and young people up to their 19th birthday provided by the NSPCC	N	Y	24 hours a day, seven days a week	www.childline.org.uk/	0800 1111
Devon Domestic Abuse Support Services (DDASS/ Splitz)	Independent charity and the leading provider of domestic abuse support services in the southwest	L		9am-5pm Mon-Fri	www.splitz.org/devon.html	0345 155 1074
Galop.org.uk	LGBT Domestic Abuse Helpline	N		10am-5pm Mon-Thurs, 1pm-5pm Fri, 12pm-4pm Sun	www.galop.org.uk/domesticabuse	0800 999 5428
Men's Advice Line	Confidential helpline for any man experiencing domestic violence and abuse from a partner (or ex-partner)	N		Mon-Fri 9am-5pm	www.mensadviceline.org.uk/	0808 801 0327
NAPAC (National Association for People Abused in Childhood)	Offers support to adult survivors of all types of childhood abuse, including physical, sexual, emotional abuse or neglect.	N		10am-9pm Mon-Thur, 10am-6pm Fri	https://napac.org.uk/	0808 801 0331
National Centre for Domestic Violence (NCDV)	Free, fast emergency injunction service, working in close partnership with the police, local firms of solicitors and other support agencies to help survivors obtain speedy protection	N		24 hours a day, seven days a week	www.ncdv.org.uk/	0800 970 2070
Rape Crisis England and Wales	Help if you've experienced rape, child sexual abuse or any kind of sexual violence and information about sexual violence for survivors and people supporting survivors	N		12-2.30pm and 7-9.30pm every day, and 3-5.30pm Mon-Fri	https://rapecrisis.org.uk/	0808 802 9999
SAFE Domestic Violence Helpline	A helpline run in partnership between Refuge and Women's Aid for women experiencing domestic violence	N		24 hours a day, seven days a week	www.safe-services.org.uk	0808 200 0247

Survivors UK	Help sexually abused men as well as their friends and family, no matter when the abuse happened	N		Mon-Fri 9am-5.30pm	www.survivorsuk.org	0203 598 898
The Oak Centre (Sexual Assault Referral Centre: SARC), Hawkins House Pines Hill, Rydon Lane, Exeter, EX2 5SS	Based at a safe, secure and discreet location in Exeter, staff are specially trained to support those who have experienced rape and/or sexual assault, recently or in the past	L		9am-5pm Mon-Fri	http://theoakcentresarc.org.uk/	01392 436967
The Rape and Sexual Abuse Helpline (Devon)	Support for women aged 13 and over and young men aged 13-25	L	Y	Mon, Wed, Fri 6pm-9pm	www.devonrapecrisis.org.uk/	01392 204174
Victim Support	Independent charity giving emotional and practical help to recover from the impact of any crime, whether or not it has been reported to the police	N		24 hours a day, seven days a week	www.victimsupport.org.uk	0808 168 9111
Addictions						
Addaction	Charity supporting adults, children, young adults and older people to make positive behavioural changes, whether that's with alcohol, drugs, or mental health and wellbeing, here to help people improve their lives in ways they never thought possible.	N	Y	N/A	https://www.addaction.org.uk/	N/A
Alcoholics Anonymous (Great Britain) Ltd (AA)	Helpline provided by a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.	N		24 hours a day, seven days a week	https://www.alcoholics-anonymous.org.uk/	0800 917 7650
	Find daily AA meetings near you (just enter your postcode).	L		N/A	https://www.alcoholics-anonymous.org.uk/AA-Meetings/Find-a-Meeting	N/A
BAT (Battle Against Tranquillisers)	Help those who are addicted to benzodiazepines and 'Z' drug tranquillisers, and sleeping pills (and drugs with similar effects) and who wish to withdraw from them, to do so as comfortably as possible, and to help them to make the changes necessary in life after withdrawal.	N		(24 hour answering machine)	http://bataid.org/	0844 826 9317
Drinkline	Confidential helpline for people who are concerned about their drinking, or someone else's.	N		Mon-Fri 9am-8pm, Sat/Sun 11am-4pm	https://www.drinkaware.co.uk/alcohol-support-services/	0300 123 1110

Drink Wise Age Well, Exeter CVS, Wat Tyler House, King William Street, Exeter, EX4 6PD	Local Addaction service, works with people aged Over 50 and their families to create a healthier relationship with alcohol.	L		Mon-Fri 9.00am-5pm	https://www.addaction.org.uk/services/devon-drink-wise-age-well	0800 304 7034
EDP Drug and Alcohol Services, Suite 2-11, Renslade House, Bonhay Road, Exeter, EX4 3AY	Charity offering support for anyone affected by drugs or alcohol.	L		Mon-Fri 9am-5pm	http://www.edp.org.uk/	01392 666710
GamCare	Information, advice, support and free counselling for the prevention and treatment of problem gambling.	N		8am to midnight daily	http://www.gamcare.org.uk/	0808 802 0133
Marijuana Anonymous UK	Helpline provided by a fellowship of men and women who share experience, strength, and hope with each other to solve their common problem and help others to recover from marijuana addiction.	N		Leave a message, you will be contacted by a recovering marijuana addict within a couple of days	http://www.marijuana-anonymous.org.uk/	0300 124 0373
National Association for Children of Alcoholics (NACOA)	Information, advice and support to children of alcohol-dependent parents and people concerned with their welfare through a free and confidential telephone and email helpline.	N	Y	Fri/Sat/Mon 12 noon-7pm, Tue/Wed/Thur 12 noon-9pm	http://www.nacoa.org.uk/	0800 358 3456
RISE Recovery and Integration Service Exeter, 1st Floor Brittany House, New North Road, Exeter, EX4 4EP	Local Addaction service providing drug and alcohol support to all.	L		Mon/Wed/Fri 9am-5pm, Tue/Thur 9am-8pm	https://www.addaction.org.uk/services/exeter-rise	0300 303 3384
Anxiety and Depression						
Anxiety UK	Support those living with anxiety and anxiety-based depression by providing information, support and understanding.	N		Mon-Fri 9.30am-5.30pm	https://www.anxietyuk.org.uk/	0333 212 5820

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Mind Info line/Legal line	Help you make choices about treatment, understand your rights or reach out to sources of support to empower anyone experiencing a mental health problem	N		9am-6pm Mon-Fri (except for bank holidays)	https://www.mind.org.uk/information-support	0300 123 3393/030 0 466 6463
Mindline South Devon and Torbay	Out of hours helpline that is a confidential listening service providing a safe place to talk if you, or someone you know, is in distress.	L		8pm-11pm Tue, Wed, Fri, Sat & Sun	http://mindtws.org.uk/our-service	0300 330 5464
Samaritans	Charity aimed at providing emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide: a safe place to talk, any time, in your own way, about whatever's getting to you.	N		24 hours a day, seven days a week	https://www.samaritans.org/	116 123
Samaritans of Exeter, Mid and East Devon (10 Richmond Road, Exeter, EX4 4JA)	Local Samaritans Branch	L		10.30am-9.30pm daily	https://www.samaritans.org/branches	01392 411711
SANE	Mental health charity improving quality of life for anyone affected by mental illness - including family friends and carers	N		4.30pm-10.30pm daily	http://www.sane.org.uk/	0300 304 7000
Woebot	Woebot is an automated conversational agent (chatbot) who helps you monitor mood and learn about yourself. Drawing from a therapeutic framework known as Cognitive Behaviour Therapy, Woebot asks you how you're feeling and what is going on in your life in the format of brief daily conversations. Woebot also talks to you about mental health and wellness and sends you videos and other useful tools depending on your mood and needs at that moment.	N		Available on Facebook Messenger, iPhones, iPads, and Android devices 24/7	https://woebot.io/	

Bereavement and Loss Looking Onwards (Balloons), Basepoint Business Centre, Yeoford Way, Marsh Barton, Exeter, EX2 8LB	Charity providing support for children, young people and their families before an expected death, or following the death, of someone significant in their lives. Dedicated phone line, one-to-one support with children and young people in a safe environment, activity days for children and family events.	L	Y	Mon-Fri 9am-5pm	http://balloonscharity.co.uk.gridhosted.co.uk/	01392 826065
Bereavement Advice Centre	Supports and advises people on what they need to do after a death in terms of practical issues.	N		Mon-Fri 9am-5pm	https://bereavementadvice.org/	0800 634 9494
Cruse and Hope Again	Bereavement charity, providing free care and bereavement counselling to people suffering from grief (and Hope Again for young people).	N	Y	Mon-Fri 9.30am-5pm	https://www.cruse.org.uk/ http://www.hopeagain.org.uk/	0808 808 1677
Survivors of Bereavement by Suicide (SoBS)	Meet the needs and overcome the isolation experienced by people over 18 who have been bereaved by suicide.	N		9am-9pm Mon-Fri	https://uksobs.org/	0300 111 5065
	Local SoBS group near you, precise locations are kept private, so please contact Amy to get the details of where they meet.	L		N/A	N/A	Amy on 07984 786 868

Eating Disorders

Beat Eating Disorders	Charity helpline supporting anyone affected by eating disorders, anorexia, bulimia, EDNOS or any other difficulties with food, weight and shape	N		Open daily 10am-3pm	www.beateatingdisorders.org.uk	0808 801 0677
	Youthline from Beat Eating Disorders	N	Y	Open daily 10am-3pm	www.beateatingdisorders.org.uk	0808 801 0711
	Studentline Beat Eating Disorders	N		Open daily 10am-3pm	www.beateatingdisorders.org.uk	0808 801 811
Men Get Eating Disorders Too! (MGEDT)	Charity run by and for men with eating disorders including their carers and families	N		See website for live chat opening times	https://mengetedstoo.co.uk/	N/A
National Centre for Eating Disorders (NCFED)	Help & treatment for sufferers	N		Mon-Fri 9.30am-5pm	https://eating-disorders.org.uk/	0845 838 2040

Emergency

Child and Adolescent Mental Health Services (CAMHS), Integrated Children's Services, Single Point of Access Team, Virgin Care Limited, 1a Capital Court, Bittern Road, Sowton Industrial Estate, Exeter, EX2 7FW	Provides specialist assessment and evidence based interventions to all children and young people under the age of 18, who are experiencing severe, complex and enduring mental health and emotional wellbeing problems.	L	Y	Mon-Fri 8am-5pm	http://devon.integratedchildrensservice.com	0330 024 5321
	CAMHS Emergency Number, if you are worried about your child out of normal working hours and think you need additional help in an emergency (If you or your child is in imminent danger please go directly to your local A&E or ring the police).	L	Y	Out of normal working hours	N/A	0345 600 0388
Community Mental Health Team - Exeter, Wonford House, Dryden Road, Exeter, EX2 5AF	Provide specialist assessment and treatment to people aged 18 years and older who are experiencing difficulties with their mental health and wellbeing. Their aim is to work with you to support your recovery to enable you to return to manageable levels of activity and independence.	L		Mon-Fri 9am-5pm	https://www.dpt.nhs.uk/locations/	01392 208900
Crisis Resolution Home Treatment Team - Exeter, East and Mid Devon, The Cedars, Dryden Road, Exeter, EX2 5SN	Provide support if you are experiencing a severe mental health need which could lead to an inpatient admission to a psychiatric hospital. The main aim of the team is to help you manage and resolve your crisis through assessment and treatment in your home environment.	L		24 hours a day, seven days a week	https://www.dpt.nhs.uk/locations/	01392 674988
Devon and Cornwall Police, Sidmouth Rd, Middlemoor, Exeter EX2 7HQ	Deal with non life-threatening emergencies	L		24 hours a day, seven days a week	www.nhs.uk/NHSEngland/AboutNHSEngland/ContactUs/101-Call-Service.aspx	101
NHS England	Assess your symptoms and, depending on the situation, will then: give you self-care advice; connect you to a nurse, emergency dentist or GP; book you a face-to-face appointment; send an ambulance directly, if necessary; direct you to the local service that can help you best with your concern	N	Y	24 hours a day, seven days a week	www.england.nhs.uk/urgent-emergency-care/	111

NHS Walk in Centre, Unit 4, 31 Sidwell Street, Exeter, EX4 6NN	NHS Walk in Centre	L	Y	Mon-Sat 8am- 4pm, Sun 10am-4pm	www.nhs.uk/Services/clinics/Over	01392 276892
Police Emergency	Deal with life-threatening emergencies	N	Y	24 hours a day, seven days a week	www.nhs.uk/NHSEngland/AboutNHS	999
Royal Devon and Exeter (RD&E) Hospital, Barrack Road , Exeter, EX2 5DW	Accident and Emergency/Emergency Department (A&E/ED)/NHS Walk In Centre	L	Y	24 hours a day, seven days a week	www.rdehospital.nhs.uk/patients/	01392 411611
LGBTQQIA (lesbian, gay, bisexual, transgender, queer, questioning, intersex and allies)						
Intercom Trust, Wrentham Business Centre, 5, Prospect Park, Exeter, EX4 6NA	LGBT community group providing information and confidential help, training, advocacy and campaigns to combat homophobic school bullying.	L		9am-4pm Mon- Fri	www.intercomtrust.org.uk	01392 201015
	Intercom Trust helpline and online directory of groups and organisations	SW		9am-4pm Mon- Fri	https://www.intercomtrust.org.uk	0800 612 3101
Mindline Trans +	Confidential emotional, mental health support helpline and signposting service for people who identify as Trans, A Gender, Gender Fluid, Non-binary.	SW		Mon and Fri from 8pm to midnight	http://mindtws.org.uk/trans-plus/	0300 330 5468
TransgenderZone.com	Transgender medical and social information data base, support group and information for crossdressers, transvestites, transsexuals, transgender people, family and friends.	N		See website for information and support group	http://transgenderzone.com/	N/A
Relationships and Wellbeing						
Exeter & District Relate Centre, Verney House, 115 Sidwell Street, Exeter, EX4 6RY	A range of services to help you with your relationships, whether you're young or old, straight or gay, single or in a relationship, aimed at 10-21year olds. Counselling and therapy available for individuals and families.	N/L	Y	Mon-Thurs 10am-7.30pm, Fri 10am- 4.30pm, Sat 9.15am- 12.30pm	http://www.relate-ed.org.uk/	0300 772 9681

Kooth	Online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop and free at the point of use.	N	Y	Mon-Fri 12pm-10pm, Sat/Sun 6pm-10pm	https://kooth.com/	N/A
Rethink	Mental health charity providing information, services & a strong voice for everyone affected by mental illness - challenging attitudes and changing lives.	N		9.30am-4pm Mon to Fri	https://www.rethink.org/	0300 500 0927
YES Centre, 39 George St, Exeter, EX1 1DA	Drop-in centre run by Young Devon	L	Y	Mon/Fri 1pm-4pm, Tues/Wed 2pm-4pm	http://www.youngdevon.org/com	01392 331666
Young Devon	Charity changing the odds in favour of young people through advice, support and services for housing, skills development, mental health, engagement, participation, representation and advocacy.	L	Y	Mon-Fri 9am-5pm	http://www.youngdevon.org/yout	0808 281 0155
Self Harm and Suicide						
Campaign Against Living Miserably (CALM)	Helpline provided by this movement against male suicide, the single biggest killer of men under 45 in the UK.	N		5pm–mid night daily	https://www.thecalmzone.net/hel	0800 585 858
CASS Self Injury Helpline	Run by Self Injury Support	N	Y	Tues-Thurs 7-9.30pm	https://www.selfinjurysupport.org	0808 800 8088
Mental Health Foundation "The truth about self-harm" booklet	Helps you understand more about self-harm and what to do if you are worried about yourself or someone else, explains what self-harm is, what to do if you or someone you know is self-harming, and how to get help.	N	Y	N/A	https://www.mentalhealth.org.uk/	N/A
National Self Harm Network (NSHN)	On-line forum to support individuals who self harm to reduce emotional distress and improve their quality of life.	N		N/A	http://www.nshn.co.uk/forum/	N/A

PAPYRUS	Charity dedicated to the prevention of young suicide providing HOPELineUK, a specialist telephone service staffed by trained professionals who give non-judgemental support, practical advice and information to children, teenagers and young people up to the age of 35 who are worried about how they are feeling, and anyone who is concerned about a young person.	N	Y	Mon-Fri 10am-10pm, Sat/Sun 2pm-10pm & bank holidays 2pm-5pm	https://www.papyrus-uk.org/#	0800 068 4141
Self Injury Support	Supports girls and women affected by self-injury or self-harm.	N	Y	N/A	https://www.selfinjursupport.org	N/A
Specialist Support						
Bipolar UK	Offer practical information, advice and support for everyone affected by bipolar by phone and email, as well as through information on the website.	N		9am-5pm Mon to Fri	https://www.bipolaruk.org/	0333 323 3880
Elefriends	Supportive online Mind community from where you can be yourself, a safe place to listen, share and be heard.	N		N/A	https://www.elefriends.org.uk/	N/A
Hearing Voices Network (HVN)	Committed to helping people who hear voices their reputation is growing as the limitations of a solely medical approach to voices become better known. Offer information, support and understanding to people who hear voices and those who support them.	N		Mon-Fri 9am-5pm	https://www.hearing-voices.org/	0114 271 8210
National Autistic Society Community	Discussion forum for autistic people aged 16 and over, their families and friends, allows you to meet online and share your thoughts, experiences and support.	N	Y		https://community.autism.org.uk/?Redirected=true	
National Autistic Society Helpline	Confidential expert advice and support on autism for autistic people, their families and friends.	N		Mon-Thurs 10am-4pm, Fri 9am-3pm	https://www.autism.org.uk/get-involved/about-us/contact-us.aspx	0808 800 4104
Open Minds Group (Exeter,)Bridge Collective, Unit 4, King Street Business Centre, 7 - 9 King Street , Exeter, EX1 1BQ	HVN local peer support group for people who see, hear or sense things other people don't (sometimes labelled 'psychosis'), meet once a month for chat, coffee, support, sharing ideas and general discussion.	L		1-2.30pm on the second Wed of the month	http://www.bridgecollective.org.uk	01392 433358
YoungMinds Parent Helpline	Advice and support for parents worried about a child or young person's behaviour or mental health.	N		Mon to Fri 9.30am-4pm	https://youngminds.org.uk/	0808 802 5544

L = Local, N = National, SW = South West

Y = Help for under 18s