

## Help Is At Hand

There are many social services available in the Cambridge area to provide support or to help you out of difficulties. A list of some of them follows, and many more are listed at

[www.cpslmind.org.uk/](http://www.cpslmind.org.uk/) (click on 'resources')

and

[www.cambridge.gov.uk/homeless-people](http://www.cambridge.gov.uk/homeless-people)

0800 and 0808 numbers are free to call from UK mobiles and landlines (unless you are calling from a commercial number).

03 numbers called from landlines are typically charged up to 16p per minute; calls from mobiles typically cost up to 65p per minute (but they do count as part of your allowance).

### **General**

**Samaritans** helpline: 116 123 (free to anyone) (especially for support in suicidal crisis)

**Lifeline** helpline: 0808 808 2121 (also free) (for support in crisis)

### **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](http://www.cambridgecab.org.uk)

For other nearby offices see

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

### **CGL – Change, Grow, Live**

Help and support to adults, children, young people and families providing a broad range of safe, high quality health and social care services.

Mill House, 351 Mill Road, Cambridge CB1 3DF

Tel; [0300 555 0101](tel:03005550101)

[www.changegrowlive.org/](http://www.changegrowlive.org/)

### **Specific Assistance**

#### **Asylum Seekers/Immigrants**

[cambridge.cityofsanctuary.org/how-can-i-help](http://cambridge.cityofsanctuary.org/how-can-i-help) lists many support services available to immigrants.

#### **EU citizens: staying in the UK**

[www.gov.uk/staying-uk-eu-citizen](http://www.gov.uk/staying-uk-eu-citizen)

## **Ex-Offenders**

### **Caring for Ex-Offenders**

Based in London, they provide national support and advice.

Tel: 0207 052 0332

[www.caringforexoffenders.org](http://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.

[info@offenders-anonymous.org.uk](mailto:info@offenders-anonymous.org.uk)

[www.offenders-anonymous.org.uk](http://www.offenders-anonymous.org.uk)

### **Prisoners' Families Helpline**

Incorporating Prisoners Advice Care Trust (PACT) and Prisoner Location Service.

Advice and support on all aspects of arrest, going to court and prison.

Tel: 0808 808 2003

[www.prisonersfamilies.org/](http://www.prisonersfamilies.org/)

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.

[www.prisonersfamilies.org/locating-a-prisoner/](http://www.prisonersfamilies.org/locating-a-prisoner/)

PO Box 2152 Birmingham B15 1SD

[prisoner.location.service@noms.qsi.gov.uk](mailto:prisoner.location.service@noms.qsi.gov.uk)

## **UNLOCK**

The National Association of Ex-Offenders. Unlock provides information, advice and support to help address some of the difficulties people face in trying to find work with a criminal record.

Tel: 01634 247 350

[advice@unlock.org.uk](mailto:advice@unlock.org.uk)

[www.unlock.org.uk](http://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

Orwell House, Cowley Road, Cambridge CB4 0PP

Tel: (advice line) 01480 839 192

[admin@disability-cambridgeshire.org.uk](mailto:admin@disability-cambridgeshire.org.uk).

[disability-cambridgeshire.org.uk/](http://disability-cambridgeshire.org.uk/)

### **Age UK Cambridgeshire**

Formerly Age Concern Cambridgeshire.

2 Victoria Street, Chatteris, PE16 6AP

Tel: 0300 666 9860

[infoandadvice@ageukcap.org.uk](mailto:infoandadvice@ageukcap.org.uk)

[www.ageuk.org.uk/cambridgeshireandpeterborough/](http://www.ageuk.org.uk/cambridgeshireandpeterborough/)

### **Caring Together**

Formerly Carers' Trust

Supports family carers of all ages across Cambridgeshire, Peterborough and Norfolk and offers professional care services to adults and children with a range of disabilities and health conditions.

One Place, Addenbrooke's Hospital, Hills Road, Cambridge CB2 0QQ and other sites

Tel: 0345 241 0954 or 01480 499090

[hello@caringtogether.org](mailto:hello@caringtogether.org)

[www.caringtogether.org/](http://www.caringtogether.org/)

### **Cambridgeshire County Council**

Help and advice for keeping elderly people in their homes

Tel: 01223 457199

[independent.living@cambridge.gov.uk](mailto:independent.living@cambridge.gov.uk)

[www.cambridge.gov.uk/visiting-support-service](http://www.cambridge.gov.uk/visiting-support-service)

### **Community Navigators**

Part of Cambridge Care Network, they provide local volunteers who help older people find enjoyable activities and useful services e.g. car schemes and help with transport, lunch clubs, mobility aids and help to modify the home, help to access benefits, access to the library-at-home service etc.

Tel: 01223 300460

[admin@care-network.org.uk](mailto:admin@care-network.org.uk)

<https://care-network.org.uk/community-information-and-advice/>

### **Debt and Financial Advice**

#### **Department of Work and Pensions**

Can give advice on various benefits and financial support.

[www.dwp.gov.uk](http://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 457762

[benefits@cambridge.gov.uk](mailto:benefits@cambridge.gov.uk)

[www.cambridge.gov.uk/advice-about-debt-and-managing-your-money](http://www.cambridge.gov.uk/advice-about-debt-and-managing-your-money)

#### **Cambridge City Foodbank**

Can provide groceries when you are in temporary financial crisis.

2 Orwell House, Orwell Furlong, Cambridge, CB4 0PP

Tel: 07772 538628

[info@cambridgecityfoodbank.org.uk](mailto:info@cambridgecityfoodbank.org.uk)

[cambridgecity.foodbank.org.uk/](http://cambridgecity.foodbank.org.uk/)

### **The Money Course**

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

[www.themoneycourse.org](http://www.themoneycourse.org)

### **Christians Against Poverty**

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

01274 760720

[info@capuk.org](mailto:info@capuk.org)

[www.capuk.org](http://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: 0844 335 3944

[www.cambridge.gov.uk/homeless-people](http://www.cambridge.gov.uk/homeless-people)

### **Cambridge City Council - Housing Advice**

Housing advice service for all sorts of housing issues including old age.

Mandela House, 4 Regent Street, Cambridge CB2 1BY

Tel: 01223 457918

Out of hours: 0330 0538109.

[housing.advice@cambridge.gov.uk](mailto:housing.advice@cambridge.gov.uk) – may not be current

[www.cambridge.gov.uk/get-advice-about-housing](http://www.cambridge.gov.uk/get-advice-about-housing)

### **Cambridge Street & Mental Health Outreach Team**

2nd Floor, 125 Newmarket Road, Cambridge, CB5 8HA

Tel: 01223 366292

[www.changegrowlive.org/content/cambridge-street-outreach-team](http://www.changegrowlive.org/content/cambridge-street-outreach-team)

### **Emmaus**

Self-supporting community based in Landbeach.

Tel: 01223 863 657

[info@emmauscambbridge.org](mailto:info@emmauscambbridge.org)

[www.emmaus.org.uk/cambridge](http://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

[info@jimmyscambridge.org.uk](mailto:info@jimmyscambridge.org.uk)

[www.jimmyscambridge.org.uk/](http://www.jimmyscambridge.org.uk/)

### **Streetlink**

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

[www.streetlink.org.uk](http://www.streetlink.org.uk)

### **Riverside ECHG (was 222)**

222 Victoria Road is the Cambridge facility of ECHG. It is a 34 bed project providing temporary accommodation and medium to high support for homeless people in Cambridge.

Cherry House, 224 Victoria Road, Cambridge CB4 3LG  
Tel: 01223 352718  
communitysupportandprevention@riverside.org.uk  
[www.riverside.org.uk/in-your-neighbourhood/cambridge-2/care-and-support/the-victoria-project/](http://www.riverside.org.uk/in-your-neighbourhood/cambridge-2/care-and-support/the-victoria-project/)

### **The Big Issue and Wintercomfort**

The Big Issue 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  
[www.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 458646  
sport@cambridge.gov.uk  
[www.cambridge.gov.uk/fitness-for-people-with-mental-ill-health](http://www.cambridge.gov.uk/fitness-for-people-with-mental-ill-health)

### **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  
[england.shelter.org.uk/housing\\_advice](http://england.shelter.org.uk/housing_advice)

### **Drugs and Alcohol**

**MIND** has a good leaflet on recreational use of legal and illegal drugs  
[www.mind.org.uk/information-support/types-of-mental-health-problems/drugs-recreational-drugs-alcohol/](http://www.mind.org.uk/information-support/types-of-mental-health-problems/drugs-recreational-drugs-alcohol/) and click to download the PDF.

### **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: 0800 9177 650  
[help@aamail.org](mailto:help@aamail.org)  
[www.alcoholics-anonymous.org.uk](http://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) 0800 0086 811  
[www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

### **Change Grow Live (CGL)**

This seems to have taken over from the Cambridge and Peterborough Drug and Alcohol Action Team (DAAT)

Free and confidential drug and alcohol service for adults (including offenders), family members, carers and affected others.

Mill House, 351 Mill Road, Cambridge CB1 3DF

Tel; [0300 555 0101](tel:03005550101)

[www.changegrowlive.org/content/change-grow-live-cambridgeshire-cambridge](http://www.changegrowlive.org/content/change-grow-live-cambridgeshire-cambridge)

### **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 3LE 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](http://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](mailto:info@nar-anon.co.uk)

[www.nar-anon.co.uk](http://www.nar-anon.co.uk)

### **FORWARD**

Formerly Rehabilitation for Addicted Prisoners Trust

Empowers people to break the often interlinked cycles of crime and addiction to move forward with their lives.

Tel: (London) 020 3981 5525

[info@forwardtrust.co.uk](mailto:info@forwardtrust.co.uk)

[www.forwardtrust.org.uk/](http://www.forwardtrust.org.uk/)

### **Release**

Advice on drug-related issues, including legal problems.

Tel: helpline (London) 020 7324 2989

[ask@release.org.uk](mailto:ask@release.org.uk)

[www.release.org.uk](http://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

[c4r@re-solv.org](mailto:c4r@re-solv.org)

[www.re-solv.org](http://www.re-solv.org)

### **Talk To Frank**

Drugs education service and resources website.

Tel: 0300 123 66 00

[www.talktofrank.com](http://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](http://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: 0800 169 0190 Text: 0800 169 0314

[www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)

National searchable database of jobs: [www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)

## **Suicide**

### **Samaritans**

helpline: 116 123

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

### **Lifeline**

helpline: 0808 808 2121 freephone, 7 PM to 11 PM every night

### **Campaign Against Living Miserably (CALM)**

Preventing male suicides.

helpline: 0800 58 58 58, 5 PM to midnight every night; also has webchat

[www.thecalmzone.net](http://www.thecalmzone.net)

### **Papyrus**

Advice for young people (under 35) at risk of suicide.

helpline: 0800 068 4141; 07786 209697 SMS

[pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

[www.papyrus-uk.org/](http://www.papyrus-uk.org/)

### **Survivors of Bereavement by Suicide**

Tel: 0300 111 5065

[email.support@uksobs.org](mailto:email.support@uksobs.org)

[www.uksobs.org](http://www.uksobs.org)

## **Mental Health**

### **NHS Mental Health Crisis support**

24/7 help for people in crisis. You have to phone yourself, or if you're with the person in crisis and they agree, you can phone on their behalf.

Tel: 111 option 2

### **Counselling Directory**

Search for a counsellor or psychotherapist near you.

Tel: 0333 325 2500

[www.counselling-directory.org.uk](http://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.

Barrere House, 100 Chesterton Road, Cambridge CB4 1ER

Tel **0300 303 4363**

[enquiries@cpslmind.org.uk](mailto:enquiries@cpslmind.org.uk).  
[www.cpslmind.org.uk](http://www.cpslmind.org.uk)

### **Psychological Wellbeing Service**

NHS's Cambridgeshire and Peterborough Foundation Trust Psychological Wellbeing Service  
Self-refer yourself for your allowance of NHS counselling without having to go through your GP. Can be used for temporary problems.

Tel: 0300 300 0055

[www.cpft.nhs.uk/services/pws/psychological-wellbeing-service.htm](http://www.cpft.nhs.uk/services/pws/psychological-wellbeing-service.htm)

### **Rethink**

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

Tel: 0300 5000 927

[info@rethink.org](mailto:info@rethink.org)

[www.rethink.org](http://www.rethink.org)

### **The Cogwheel Trust**

Counselling and psychotherapy support for people in Cambridgeshire. Some places subsidized for those on low-income. Can be used for temporary problems.

47-51 Norfolk Street, Cambridge CB1 2LD

Tel: 01223 464385

[admin@cogwheel.org.uk](mailto:admin@cogwheel.org.uk)

[www.cogwheel.org.uk/](http://www.cogwheel.org.uk/)

### **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.

helpline: 0300 304 7000

[www.sane.org.uk](http://www.sane.org.uk)

### **Cambridgeshire & Peterborough NHS Foundation Trust**

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

Tel: 01223 219400

[www.cpft.nhs.uk](http://www.cpft.nhs.uk)

### **MIND**

Help and advice for people with mental health problems and their family and friends.

Tel: 0300 123 3393 (infoline); 0300 466 6463 (legal advice)

[info@mind.org.uk](mailto:info@mind.org.uk); [legal@mind.org.uk](mailto:legal@mind.org.uk)

[www.mind.org.uk/information-support/helplines/](http://www.mind.org.uk/information-support/helplines/)

See also under 'drug abuse' for their leaflet the mental health effects of recreational drug abuse.

### **Inclusion**

Drug, alcohol & psychological therapy services, probably for regular/heavy users. Can refer yourself for alcohol or substance abuse. Interventions underpinned by a psychological, clinical and behaviour change approach.

Cambridgeshire facility:

1A Fortescue Rd, Cambridge CB4 2JS

Tel: 0300 555 0101

[www.inclusion.org/](http://www.inclusion.org/)



### **OCD Action**

Provides support and information for people affected by obsessive compulsive disorder.  
helpline: 0845 390 6232  
[support@ocdaction.org.uk](mailto:support@ocdaction.org.uk)  
[www.ocdaction.org.uk](http://www.ocdaction.org.uk)

### **Police**

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

## **Child Protection, Women and Families**

### **Cambridge Rape Crisis Centre**

Volunteer-run confidential support and information by telephone.  
Tel: 01223 245 888 open 19:30 to 21:30 Wednesday evenings  
Enquiries: 01223 313 551  
[support@cambridgerapecrisis.org.uk](mailto:support@cambridgerapecrisis.org.uk)  
[cambridgerapecrisis.org.uk/](http://cambridgerapecrisis.org.uk/)

### **Cambridgeshire County Council - Young People and Children**

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.

[www.cambridgeshire.gov.uk/residents/children-and-families/children-s-social-care/safeguarding-children-and-child-protection/cambridgeshire-children-s-social-work/](http://www.cambridgeshire.gov.uk/residents/children-and-families/children-s-social-care/safeguarding-children-and-child-protection/cambridgeshire-children-s-social-work/)

### **Centre 33**

Offers advice and support for young people in Cambridge and Peterborough who want help with their problems

Tel: (helpline) [0333 4141809](tel:03334141809)

[help@centre33.org.uk](mailto:help@centre33.org.uk)

[www.centre33.org.uk](http://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.childrenssociety.org.uk](http://www.childrenssociety.org.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.

helpline: 0808 800 2222

[www.familylives.org.uk](http://www.familylives.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](http://www.lucyfaithfull.org.uk)

### **National Society for the Prevention of Cruelty to Children**

Working with parents, other concerned adults, schools, and children to end child abuse

Helpline for adults concerned about a child: 0808 800 5000

Helpline for children and young people: 0800 1111 (Childline)

[www.nspcc.org.uk/services-and-resources/](http://www.nspcc.org.uk/services-and-resources/)

### **Parents Protect**

Aims to help parents protect their children from sexual abuse.

Tel: See Stop It Now! (above)

[www.parentsprotect.co.uk](http://www.parentsprotect.co.uk)

### **Stop It Now!**

Advice for those sexually attracted to children.

Tel: 0808 1000 900

[www.stopitnow.org.uk](http://www.stopitnow.org.uk)

### **Thirtyone:eight**

formerly Churches Child Protection Advisory Service

An independent Christian safeguarding charity.

helpline: 0303 003 11 11

[info@thirtyoneeight.org](mailto:info@thirtyoneeight.org)

<https://thirtyoneeight.org/>

### **Women's Aid Federation of England**

Working to end domestic violence against women and children.

Tel: (24/7 helpline) 0808 2000 247

[helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

[www.womensaid.org.uk](http://www.womensaid.org.uk)

### **YMCA England**

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

Queen Anne House, Gonville Place, Cambridge CB1 1ND

Tel: 01223 356 998

[admin@ymcatrinity.org.uk](mailto:admin@ymcatrinity.org.uk)

<http://ymcatrinitygroup.org.uk/>

### **Youth Offending Service (YOS)**

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

Tel: 01480 376666

[early.help@cambridgeshire.gov.uk](mailto:early.help@cambridgeshire.gov.uk)

[www.cambridgeshire.gov.uk/residents/children-and-families/parenting-and-family-support/providing-children-and-family-services-how-we-work/youth-offending-service/](http://www.cambridgeshire.gov.uk/residents/children-and-families/parenting-and-family-support/providing-children-and-family-services-how-we-work/youth-offending-service/)

### **Other Services**

#### **Message Home**

Helps track missing people.

FREEPOST Missing People, 284 Upper Richmond Road West, London SW14 7JE

Tel: 116 000; 0208 3924590

Text Service: 80234

[messagehome@missingpeople.org.uk](mailto:messagehome@missingpeople.org.uk)

[www.missingpeople.org.uk/](http://www.missingpeople.org.uk/)

**Local Probation Trust**

Warkworth Lodge, Warkworth Street, Cambridge CB1 1EG  
Tel: 0300 0477200

**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: 01223 633 536; 0808 808 1607

[cambridge@cruse.org.uk](mailto:cambridge@cruse.org.uk)

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

**DoingTime**

An on-line information resource for families or first-time convicted criminals; answers to practical questions

[www.doingtime.co.uk/](http://www.doingtime.co.uk/)

**Listening Books**

Books on audio for 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](mailto:info@listening-books.org.uk)

[www.listening-books.org.uk](http://www.listening-books.org.uk)

**Telephone charges**

To find out more about phone number charges see

[www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/how-much-does-a-phone-call-really-cost](http://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/how-much-does-a-phone-call-really-cost)

Information accurate as of November 2008.