

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/ (click on 'resources')

and

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).

01, 02 and 03 numbers called from landlines are typically charged up to 16p per minute and there is sometimes a 'connection charge' of, for example, 23p; calls from mobiles typically cost up to 65p per minute (but they do count as part of your free allowance).

116 numbers are free to call from UK mobiles and landlines.

COVID

Most websites have COVID information. See especially the Ex-offenders, (Disabled and) Elderly, Debt and Financial Advice sections and CRUSE bereavement care at the end.

<https://www.gov.uk/coronavirus> especially the Work and Support section

General

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

Lifeline helpline: 0808 808 8000 (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

<http://camsa.org.uk> (click on 'contact us' at the left)

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) 08082 787808

www.cambridgecab.org.uk

For other nearby offices enter your postcode in the 'Find your local Citizens Advice' box at

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.

You have to go to their website and say what sort of service you want, and where.

www.changegrowlive.org/

Specific Assistance

Asylum Seekers/Immigrants

cambridge.cityofsanctuary.org/how-can-i-help lists many support services available to immigrants.

EU citizens: staying in the UK

<https://www.gov.uk/settled-status-eu-citizens-families>

Ex-Offenders

Caring for Prison Leavers

Based in London, they provide national support and advice.

Tel: 0207 052 0332

<https://caringforprisonleavers.org/>

DoingTime

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

www.doingtime.co.uk/

Prisoners' Families Helpline – includes link to page on COVID-19 and prisons
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/

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/

PO Box 2152 Birmingham B15 1SD

prisoner.location.service@noms.gsi.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

www.unlock.org.uk

Local Probation Trust

Cambridge Probation Office, 27 Warkworth Street, Cambridge CB1 1EG

Tel: 01223 646 200

<https://www.gov.uk/guidance/cambridgeshire-cambridge-probation-office>

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: 01223 755610

admin@disability-cambridgeshire.org.uk.

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

www.ageuk.org.uk/cambridgeshireandpeterborough/

Age UK COVID helpline:

COVID19@ageukcap.org.uk

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.

Unit 4, Meadow Park, Meadow Lane, St Ives, Cambridgeshire PE27 4LG

Tel: 0345 241 0954 or 01480 499090

hello@caringtogether.org

www.caringtogether.org/

Cambridgeshire County Council

Help and advice for keeping elderly people in their homes

Tel: 01223 457199

independent.living@cambridge.gov.uk

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.

18 Broadway House, 149-151 St Neots Road, Hardwick, Cambridgeshire, CB23 7QJ

Tel: 01954 211919

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. Includes information about COVID-related work slumps. Includes links for the local jobcentre, disability service and pensions service.

<https://www.gov.uk/government/organisations/department-for-work-pensions>

Cambridge City Council COVID financial support

<https://www.cambridge.gov.uk/coronavirus-financial-support-for-residents>

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

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@ccfb.org.uk

<https://cambridgecity.foodbank.org.uk/>

The Money Course

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

Tel: 02070520318

Lorelei.Freeman@crosslightadvice.org

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 328006

info@capuk.org

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: 0330 053 8109

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/emergency: 0330 053 8109.

housing.advice@cambridge.gov.uk

www.cambridge.gov.uk/get-advice-about-housing

Cambridge Street & Mental Health Outreach Team

[2nd Floor, 125 Newmarket Road, Cambridge, CB5 8HA not available during COVID?]

Tel: 01223 366292

sot.cambridge@cgl.org.uk

<https://changegrowlive.org/street-outreach-cambridge/info>

Emmaus

Self-supporting community based in Landbeach.

Green End, Landbeach, Cambridge CB25 9FD

Tel: 01223 863 657

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

info@jimmyscambridge.org.uk

www.jimmyscambridge.org.uk/

Streetlink

Advice and support if you're concerned about an adult who is sleeping rough.

Mobile app: 'StreetLink' from Apple iTunes / Google Play store

Tel: 0300 500 0914

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

Their 'contact us' page doesn't give contacts until you say what you want help with

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

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

<https://www.cambridge.gov.uk/fitness-activities-to-help-improve-your-wellbeing>

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

https://england.shelter.org.uk/housing_advice and if the answer isn't there try

https://england.shelter.org.uk/get_help

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/

and click to download the PDF.

Alcoholics Anonymous

A fellowship of men and women who support and help one another to achieve sobriety. Before the pandemic there were several 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

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. Before the pandemic there was only one Cambridge meeting listed each week, 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

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 not available during COVID?]

cambridgeshirereferrals@cgl.org.uk

Tel: 0300 555 0101

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. Before the pandemic there were several meetings in Cambridge every week, 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. Now there are local on-line meetings.

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

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.org.uk

www.forwardtrust.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

info@re-solv.org

www.re-solv.org

Talk To Frank

Drugs education service and resources website.

Tel: 0300 123 6600

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. There is a page about looking for a job if you have a criminal record.

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

www.gov.uk/contact-jobcentre-plus

<https://www.gov.uk/browse/working/finding-job>

<https://www.gov.uk/tell-employer-or-college-about-criminal-record>

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

For information about relief during COVID-related work slumps see the Department of Work and Pensions:

<https://www.gov.uk/guidance/coronavirus-covid-19-what-to-do-if-youre-employed-and-cannot-work>

Suicide

Call 111 and press option 2 to speak to an NHS professional - 24/7

Samaritans

helpline: 116 123

www.samaritans.org

Lifeline

helpline: 0808 808 2121 freephone, 11 AM to 11 PM every day

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

Papyrus

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

Head office in Cheshire

helpline: 0800 068 4141; 07860 039 967 Text

pat@papyrus-uk.org

www.papyrus-uk.org/

Survivors of Bereavement by Suicide

Tel: 0300 111 5065 9 AM-9 PM daily

email.support@uksobs.org

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.

Based in Surrey.

Tel: 0333 325 2500

www.counselling-directory.org.uk

Keep your Head

Brings together reliable information on mental health and wellbeing for children, young people and adults across Cambridgeshire & Peterborough.

<https://keep-your-head.com/>

Lifecraft

Creative activities, recovery groups, social activities, employment and volunteering opportunities, information, counselling, and suicide bereavement support for adults in the Cambridgeshire and Peterborough area who have experience of mental health difficulties in their lives.

<https://lifecraft.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.

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. They have self-help videos and guides.

www.cpft.nhs.uk/services/pws/psychological-wellbeing-service.htm

www.cpft.nhs.uk/patient-advice-and-liaison-service-pals

Rethink

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

[Tel: 0300 5000 927 not available during COVID?]

advice@rethink.org

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

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.

Based in London

[Tel: helpline: 0300 304 7000 not available during COVID. Leave a message at 07984 967 708]

support@sane.org.uk

http://www.sane.org.uk/what_we_do/support/

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.

Head office: Elizabeth House, Fulbourn Hospital, Cambridge CB21 5EF

Tel: 01223 219400 (not a helpline)

www.cpft.nhs.uk/patient-advice-and-liaison-service-pals

MIND

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

Based in London

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

info@mind.org.uk; legal@mind.org.uk

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.

National, at one time did have a Cambridge base but maybe no longer. Based in Stafford. An NHS Midlands partnership.

Tel: 01785 221 662

inclusionadmin@mpft.nhs.uk

www.inclusion.org/

OCD Action

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

helpline: 0300 636 5478

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

Child Protection, Women, Domestic Abuse and Families

National domestic abuse line for men or women 24/7: 0800 2000 247

<https://www.nationaldahelpline.org.uk/>

<https://www.womensaid.org.uk/information-support/useful-links/> is a good starting point for women victims, male survivors of domestic abuse, and LGBT+ domestic abuse victims under 'information and support'.

Respect

Helpline for male victims of domestic abuse

Tel: 0808 8010327 Mon–Fri 9am-8pm

info@mensadviceline.org.uk Mon-Fri 9am-8pm, Sat & Sun 10am-12pm & 4pm-6pm

<https://mensadviceline.org.uk/>

Cambridge Rape Crisis Centre

Volunteer-run confidential support for women and girls, and information by telephone.

Tel: 01223 245 888 open 19:30 to 21:30 Wed. + Thu. evenings and Sun. mornings 10-12:30

Enquiries: 01223 313 551

support@cambridgerapecrisis.org.uk

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/

Centre 33

Offers advice and support for young people (up to age 25) in Cambridge and Peterborough who want help with their problems

Tel: (helpline) 0333 4141809; text/WhatsApp 07514 783745

help@centre33.org.uk

www.centre33.org.uk

Children's Society

A Christian charity based in London committed to helping vulnerable and disadvantaged young people including safeguarding children in care and young runaways. Not a crisis helpline.

[Tel: 020 7841 4400 (London; but they have events and shops in Cambridgeshire) not available during COVID?]

Supporter Care: 0300 303 7000

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

askus@familylives.org.uk

www.familylives.org.uk

The Lucy Faithfull Foundation

Aims to reduce the likelihood of children being sexually abused.

Tel: See Stop It Now! (below)

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)

help@nspcc.org.uk

www.nspcc.org.uk/services-and-resources/

Parents Protect

Aims to help parents protect their children from sexual abuse.

Tel: See Stop It Now! (below)

www.parentsprotect.co.uk

Stop It Now!

Advice for those sexually attracted to children, those worried about the behaviour of another adult or those worried about the behaviour of other children.

Tel: 0808 1000 900

Email contacts depend upon what you are looking for help with.

www.stopitnow.org.uk

Thirtyone:eight

formerly Churches Child Protection Advisory Service

An independent Christian safeguarding charity, helping those responsible for safeguarding to meet their needs.

helpline: 0303 003 11 11

info@thirtyoneeight.org

<https://thirtyoneeight.org/>

Women's Aid Federation of England

Working to end domestic violence against women and children.

helpline@womensaid.org.uk

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

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

Youth Offending Service (YOS)

The YOS is for young people (age 10-17) 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

<https://www.cambridgeshire.gov.uk/residents/children-and-families/parenting-and-family-support/accessing-support-for-your-family>

Other Services

Message Home

Helps track missing people.

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

Tel: 116 000

They have on-line email contact forms depending upon what you need

www.missingpeople.org.uk/

Cruse Bereavement Care

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

Helpline: 0808 808 1677

www.cruse.org.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

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

The above information accurate as of October 2021.