



# mental health

## where to find help

**A directory of support and resources**  
phone, email, web, webchat and face-to-face

**BCP Council Children's Services**  
Bournemouth, Christchurch and Poole





## **A range of support and resources**

phone, email, web, webchat and face-to-face

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## Crisis support

**distrACT** Instant online help is available for those aged 17+ in Dorset who are struggling to cope.

**Download the app**

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**SHOUT** A free 24/7 text service for anyone in crisis - if you are struggling to cope and need immediate help.

**T. Text 85258**

**W. [giveusashout.org](http://giveusashout.org)**

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**National Self-Harm Network (NSHN)** Online support forum which provides crisis support, information and resources, advice, discussions, and distractions to support individuals who self-harm to reduce emotional distress and improve their quality of life.

**W. [nshn.co.uk](http://nshn.co.uk)**

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**Papyrus** Crisis support (35 and under) to people struggling with thoughts of suicide, and anyone worried about a young person.

**T. 0800 068 4141** (hopelineUK)

weekdays 9am-10pm weekends 2-10pm

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

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**The Dorset Mental Health Forum** A local peer-led charity with Attend Anywhere, an online face to face service.

**T. 07788 312844**

**E. [advocacy@dorsetmentalhealthforum.org.uk](mailto:advocacy@dorsetmentalhealthforum.org.uk)**

**W. [dorsetmentalhealthforum.org.uk](http://dorsetmentalhealthforum.org.uk)**

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## Access Mental Health (Dorset NHS)



If you are struggling to cope or feel yourself nearing a breakdown, Dorset's Access Mental Health services are here to provide help and support.

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### **The Retreat** (Bournemouth and Dorchester)

Open to anyone aged 18 or above, providing a safe space to seek face-to-face help and support out-of-hours. Staffed by both mental health professionals and peer specialists. There is no referral or appointment needed, just turn up. See website page for up-to-date opening times or virtual support.

**W.** [dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/mental-health/retreat](https://www.dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/mental-health/retreat)

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**Connection** – a 24/7 helpline open to all ages. Dorset residents or people visiting Dorset can call

**T. 0800 652 0190** or **NHS 111** for free

**W.** [dorsethealthcare.nhs.uk/access-mental-health](https://www.dorsethealthcare.nhs.uk/access-mental-health)

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### **Community Front Rooms**

(Bridport, Shaftesbury, Weymouth and Wareham)

Open to anyone aged 18+, providing a welcoming, safe space where you can discuss problems and work towards solutions with mental health professionals and peer specialists. There is no referral or appointment needed.

**W.** [dorsethealthcare.nhs.uk/access-mental-health/community-front-rooms](https://www.dorsethealthcare.nhs.uk/access-mental-health/community-front-rooms)

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# Counselling support

## The Mix Youth Counselling

If you're having problems with any kind of emotional or mental health issue, talking treatment could help. This could include 1:1 counselling, cognitive behavioural therapy (CBT), group/ support therapy, relationship or family counselling. Under 25s service.

Most counselling sessions take place once per week and last for 50 minutes. At The Mix, you can have up to eight sessions.

**T.** 0808 808 4994

**E.** [themix.org.uk/get-support/speak-to-our-team/email-us](https://themix.org.uk/get-support/speak-to-our-team/email-us)

**W.** [themix.org.uk/mental-health/types-of-therapy-5837.html](https://themix.org.uk/mental-health/types-of-therapy-5837.html)

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## Kooth

Counselling service, chat function, MH advice and tips and forums.

**W.** [kooth.com](https://kooth.com)

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## The Listening Ear



Counselling for children and young people aged 5-19 across the BCP area.

**T.** 01202 980770 / 075441 65928

**E.** [info@thelisteningear.org](mailto:info@thelisteningear.org)

**W.** [the-listening-ear.org](https://the-listening-ear.org)

The Listening Ear, vo9, 203 - 205 Charminster Road, Bournemouth, BH8 9QQ

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## Steps to Wellbeing (NHS)



Counselling/ Cognitive Behavioural Therapy (CBT) for low mood, anxiety, self-harm etc. Can be accessed through self-referral.

**W.** (under 18) [steps2wellbeing.co.uk](https://steps2wellbeing.co.uk)  
(self-referral 18+) [steps2wellbeing.co.uk/self\\_referral](https://steps2wellbeing.co.uk/self_referral)

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## Headstrong Counselling

Offers low-cost, accessible, and high-quality counselling for individuals and couples aged 18+.

Therapies include cognitive behavioural therapy (CBT), psychodynamic therapy, integrative therapy, family systemic therapy etc

**E.** [enquiries@headstrongcounselling.co.uk](mailto:enquiries@headstrongcounselling.co.uk)

**W.** [headstrongcounselling.co.uk](http://headstrongcounselling.co.uk)

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## Stop. Breathe. Think

Counselling for under 21s. Stop.Breathe.Think is a free and confidential mental health service where young people can talk or text about anything.

**T.** text BREATHE to **85258**

**W.** [snow-camp.org.uk/young-people-resources/stop-breathe-think-talk-text](http://snow-camp.org.uk/young-people-resources/stop-breathe-think-talk-text)

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## General support

### NSPCC

Child wellbeing and information

**T.** help for adults concerned about a child  
**0808 800 5000**

**W.** [nspcc.org.uk](http://nspcc.org.uk)

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**Childline** help for children and young people

**T.** **0800 1111**

**W.** [childline.org.uk](http://childline.org.uk)

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### Samaritans

Child wellbeing and information

**T.** **116 123**

**W.** [samaritans.org](http://samaritans.org)

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## **Chatterboxes** (YMCA)



A youth action project run by young people with disabilities aged 11-25 years old from Bournemouth and Poole. Transition and building skills for the future.

### **Online zoom sessions for peer mentors**

Monday 5.30 – 6.30pm or 7 – 8pm

### **Townsend Youth Centre face-to-face sessions**

Tuesday 5 – 6.30pm (11 to 18 year olds)

or 7 – 8.30pm (18 to 25 year olds)

### **Online zoom sessions for 16 to 25 year olds**

Wednesday 6 – 7.30pm – zoom sessions

**T. 07827 848479**

**E.** [poppy.sargeaunt@ymcabournemouth.org.uk](mailto:poppy.sargeaunt@ymcabournemouth.org.uk)

**W.** [ymcabournemouth.org.uk/youth/  
the-chatterboxes-disability-action-group](http://ymcabournemouth.org.uk/youth/the-chatterboxes-disability-action-group)

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## **Become charity** (care advice)

Advice line and workshops for care leavers, and young people in care who will be leaving care soon, aged between 16-25.

Open Monday to Friday from 10am to 5pm.

**T. 0800 023 2033**

**E.** [advice@becomecharity.org.uk](mailto:advice@becomecharity.org.uk)

**W.** [becomecharity.org.uk/for-young-people/  
care-advice-line](http://becomecharity.org.uk/for-young-people/care-advice-line)

Workshop information: [becomecharity.org.uk/  
for-professionals/workshops-for-young-people](http://becomecharity.org.uk/for-professionals/workshops-for-young-people)

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## **Rethink** (Care Programme Approach)

The Care Programme Approach (CPA) is a package of care that may be used to plan your mental health care with a RGN or social worker.

**T. 0300 5000 927** (9.30am-4pm Mon-Fri)

**E.** [advice@rethink.org](mailto:advice@rethink.org)

**W.** [rethink.org/advice-and-information/  
living-with-mental-illness/treatment-and-support/  
care-programme-approach-cpa](http://rethink.org/advice-and-information/living-with-mental-illness/treatment-and-support/care-programme-approach-cpa)

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**Onwards 'n' upwards**

A mentoring programme supports young people aged 8-24 years with anger management, behaviour, social skills, communication skills and life skills.

**T.** mobile **07791 109756** office **01202 280900**

**E.** [office@onwardsnupwards.org.uk](mailto:office@onwardsnupwards.org.uk)

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**Youth Access**

The national membership organisation for youth information, advice, and counselling services (YIACS).

**T.** **020 8772 9900**

**E.** [admin@youthaccess.org.uk](mailto:admin@youthaccess.org.uk)

**W.** [youthaccess.org.uk](http://youthaccess.org.uk)

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**Alumina**

A free, online 7-week course for 14 to 19 year olds struggling with self-harm. Each course has up to 8 young people, all accessing the sessions from their own phones, tablets or laptops across the UK. The courses take place on different evenings of the week.

**E.** [helloalumina@youthscape.co.uk](mailto:helloalumina@youthscape.co.uk)

**W.** [selfharm.co.uk/#help](http://selfharm.co.uk/#help)

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**SANE**

SANE provides emotional support, guidance and information to anyone affected by mental illness, including families, friends and carers.

**T.** **0300 304 7000** (4.30 - 10.30pm every day)

**E.** [support@SANE.org.uk](mailto:support@SANE.org.uk)

**W.** [sane.org.uk/what\\_we\\_do/support/](http://sane.org.uk/what_we_do/support/)

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**ASSIST  
Trauma Care**

Offers therapeutic help to adults and children, individuals and families affected by a wide range of traumatic occurrences.

**T.** **01788 551919**

**E.** [admin@assisttraumacare.org.uk](mailto:admin@assisttraumacare.org.uk)

**W.** [assisttraumacare.org.uk/get-involved/](http://assisttraumacare.org.uk/get-involved/)

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## Headspace

Website and app which provides guidance for sleep, positive mental health and stress through breathing techniques, mindfulness, guided meditation, advice, tips. There is a free section with a subscribed section at £9.99 pcm with a one week free trial.

**W.** [headspace.com](https://www.headspace.com)

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## LifeSIGNS

LifeSIGNS (Self-Injury Guidance & Network Support) offers information about self-injury and support for people as and when they choose to make changes in their lives.

**W.** [lifesigns.org.uk](https://www.lifesigns.org.uk)

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## Self-injury support

For women of any age or background affected by self-injury. Open Tuesday and Thursday, 7– 9.30pm

**T.** 0808 800 8088 Text **07537 432444**

**E.** [tessmail@selfinjurysupport.org.uk](mailto:tessmail@selfinjurysupport.org.uk)

**W.** [selfinjurysupport.org.uk](https://www.selfinjurysupport.org.uk)

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## Better help: Every Mind Matters

Tips, advice and support to help boost your mental wellbeing.

**W.** [nhs.uk/every-mind-matters/mental-wellbeing-tips](https://www.nhs.uk/every-mind-matters/mental-wellbeing-tips)

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## Hub of Hope

A national database that brings together local mental health services.

**W.** [hubofhope.co.uk](https://www.hubofhope.co.uk)

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## The Colour Works Foundation

An 8-week programme with young people to equip them with tools that build confidence and resilience.

**T.** 07305 3363331

**E.** [liz@tcwfoundation.org.uk](mailto:liz@tcwfoundation.org.uk)

[giles@tcwfoundation.org.uk](mailto:giles@tcwfoundation.org.uk)

**W.** [tcwfoundation.org.uk](https://www.tcwfoundation.org.uk)

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**Living life to the full**  
(LLTTF)

Teaches a range of life skills based on the tried and trusted cognitive behavioural therapy (CBT) approach, aiming to improve wellbeing and resilience.

**W.** [lltff.com/about-lltff](http://lltff.com/about-lltff)

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**Get Self Help**

Provides cognitive behavioural therapy (CBT) self-help and therapy resources, including worksheets, videos and information sheets.

**W.** [getselfhelp.co.uk](http://getselfhelp.co.uk)

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**RJVN8**



Sport and community events to support mental wellbeing.

**T.** 02036 673 688

**E.** [hello@rjvn8.co.uk](mailto:hello@rjvn8.co.uk)

**W.** [www.rjvn8.co.uk/](http://www.rjvn8.co.uk/)

367 Charminster Road, Bournemouth, BH8 9QS

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**Discovery Project**

A partnership initiative from Dorset HealthCare and Dorset Mental Health Forum which combines the expertise of NHS healthcare professionals, the lived experience of peer specialists and the voice of young people to create spaces to explore and share what mental health, recovery, and wellbeing.

**W.** [dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/mental-health/discovery-project](http://dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/mental-health/discovery-project)

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**CALM**  
(focus for men)

The Campaign Against Living Miserably (CALM) has a free and confidential helpline and webchat for anyone who needs to talk about life's problems.

Support available for those bereaved by suicide, through the Support After Suicide Partnership.

**T.** 0800 585858 (5pm to midnight every day)

**W.** [thecalmzone.net/help/get-help](http://thecalmzone.net/help/get-help)

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## Local mental health services

### The Koru Project



The Koru Project works with victims of abuse, neglect and relational trauma to rewire their capacity to trust, to love and to form functional, reciprocal relationships.

**E.** [hello@the-koru-project.org.uk](mailto:hello@the-koru-project.org.uk)

**W.** [thethe-koru-project.org.uk](http://thethe-koru-project.org.uk)

### The Wave Project



Surf therapy programmes offering young people aged 8 to 21 the opportunity to participate in a specialised surf therapy session once a week for six weeks. Each young person is paired with a volunteer surf mentor and receives one-to-one support appropriate to their needs for the duration of the course.

**T.** 01637 820830

**E.** [info@waveproject.co.uk](mailto:info@waveproject.co.uk)

**W.** [waveproject.co.uk/project-locations/dorset](http://waveproject.co.uk/project-locations/dorset)

### Parks in Mind



Provides fun nature conservation and other outdoor activities in Bournemouth's beautiful parks and open spaces to deliver health and wellbeing benefits to the people taking part.

**T.** 07384 790048

**E.** [peter@parksfoundation.org.uk](mailto:peter@parksfoundation.org.uk)

**W.** [parksfoundation.org.uk/parks-in-mind](http://parksfoundation.org.uk/parks-in-mind)

### Fusion Youth Centre



Open-access session takes place every Friday in central Bournemouth between 6.30– 9pm.

**T.** 01202 084984

**W.** [ymcabournemouth.org.uk/fusion-youth-club-cafe](http://ymcabournemouth.org.uk/fusion-youth-club-cafe)

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**Dorset Child  
and Mental  
Health Services**

(CAMHS)  
Bournemouth  
& Christchurch

Child mental health service and referral, information, assessment and intervention

**T. 01202 646300**

**W.** [camhsdorset.org/](http://camhsdorset.org/)

self-referral 16-18 years old:

[camhsdorset.org/about-camhs/camhs-gateway](http://camhsdorset.org/about-camhs/camhs-gateway)

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**Dorset Mind  
Your Head**

(DMYH  
children's  
service)

A free counselling (and wellbeing 'n' chat) service for 11 to 18-year-olds.

**W.** [dorsetmind.uk](http://dorsetmind.uk)

Counselling [dorsetmindyourhead.co.uk/services/counselling](http://dorsetmindyourhead.co.uk/services/counselling)

**T.** (groups and support info) **01202 315329 ext 2**

Mind infoline **0300 123 3393**

Monday to Friday 9am– 6pm

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**Early  
Intervention  
Service (EIS)**

Assesses young people and can offer social, psychological and emotional support, as well as medical input for up to 3 years.

**T. 01202 584336**

**W.** [dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/mental-health/early-intervention-psychosis](http://dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/mental-health/early-intervention-psychosis)

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**Connection  
(Access Mental  
Health)**

A 24/7 helpline for people in Dorset, experiencing mental health problems and need support. You can also phone for support and advice about a friend/family member experiencing poor mental health.

**T. 0800 652 0190** (24/7 service)

Connection can also be accessed via **NHS 111**

**W.** [dorsethealthcare.nhs.uk/access-mental-health](http://dorsethealthcare.nhs.uk/access-mental-health)

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**UP in BCP**  
Youth Access  
Points



**T. 01202 456227 / 07880 480602**

**E. UPinBCP@bcpcouncil.gov.uk**

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**507 Boscombe**

Careers advice, counselling, sexual health advice.

**W. [upinbcp.co.uk/yap/507-boscombe](http://upinbcp.co.uk/yap/507-boscombe)**

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**Sussed Kinson**

Advice and guidance hub supports young people in Bournemouth aged between 13-19 years.

Youth workers, youth advisors, sexual health nurses available for information, advice and guidance.

**W. [upinbcp.co.uk/yap/sussed-kinson](http://upinbcp.co.uk/yap/sussed-kinson)**

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**18 Poole**

Gateway to information on a range of services for young people aged 12-19 (with onward referral services for young people with special educational needs or disabilities up to the age of 25).

Support with training, learning, volunteering and work opportunities.

**W. [upinbcp.co.uk/yap/number-18-poole](http://upinbcp.co.uk/yap/number-18-poole)**

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**Side by Side**  
(run by Mind)

Online community where you can listen, share and be heard.

**W. [sidebyside.mind.org.uk/about](http://sidebyside.mind.org.uk/about)**

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**Care Leavers' Foundation**

Provides help to care leavers through support, encouragement, and financial assistance through grants (for 18–29-year-olds), who are in crisis, want to take control or learn new skills.

**T. 01678 540598**

**E. [janet.rich@thecareleaversfoundation.org](mailto:janet.rich@thecareleaversfoundation.org)**

**W. [thecareleaversfoundation.org](http://thecareleaversfoundation.org)**

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## Mental health support through Apps

### ChatHealth

Young people aged 11-19 across Dorset can access support via this secure and confidential text messaging service. Provides guidance on sexual or emotional health, alcohol, drugs, smoking and other things that may be getting in the way of having a good quality life.

**T.** Text: **07480 635511**

**W.** [chathealth.nhs.uk](http://chathealth.nhs.uk)

### Stem4

Promotes positive mental health in teenagers and those who support them including their families and carers, education professionals through the provision of mental health education, resilience strategies and early intervention.

**E.** [admin@stem4.org.uk](mailto:admin@stem4.org.uk)

**W.** [stem4.org.uk](http://stem4.org.uk)

### Catch It

CatchIt helps you turn negative thoughts into more realistic ones and improve your mental wellbeing. Use the app every day, or as much as you need.

**Download the app**

### Move mood

Low mood and depression support app – engage, initiate and activate your mood.

**Download the app**

### Calm Harm

Support urges to self-harm using strategies such as ‘the 5 minute rule’ and ‘the 15 minute rule.’

Use activities to help reduce the urge to self-harm.

**Download the app**

### CBT Companion

Engage in mediation, feel supported by the community, learn and complete cognitive behavioural therapy based tasks to support low mood, anxiety or depression.

**Download the app**

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## DBT Coach

Use affirmations, reminders, diary check-ins, gratitudes, reflections, meditation and breathing exercises. Learn about sleep hygiene and nutrition. Feel supported by the community to support low mood, anxiety or depression through talking therapy techniques.

**Download the app**

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## InnerHour

Track mood, build confidence, fight loneliness, practise deep breathing, visualisations and guided imagery exercises to support depression. Interactivity and support through community available.

**Download the app**

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## 21 days

Create affirmations, step outside your comfort zone, daily journaling, routine tracker, positive mindset, optimism challenge and many other exercises to support and maintain mental wellness.

**Download the app**

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## Eating disorder support

### Young people's Eating Disorders Service (YPEDS)

Eating disorder support from the Child and Adolescent Mental Health Services (CAMHS) Dorset

**T. 01202 492415**

**E.** [dhc.referrals.yped@nhs.net](mailto:dhc.referrals.yped@nhs.net)

**W.** [camhsdorset.org/young-people/feelings-and-emotions/worried-about-an-eating-disorder/eating-disorders](https://www.camhsdorset.org/young-people/feelings-and-emotions/worried-about-an-eating-disorder/eating-disorders)





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**Dorset  
All age  
Eating  
Disorders  
Service**

This service is designed to help individuals, and their families/carers, overcome a range of different eating disorders, including anorexia and bulimia nervosa. Treats people of all ages from across Dorset (including Bournemouth and Poole).

**T. 0300 019 1771**

**E.** [dhc.eatingdisorders@nhs.net](mailto:dhc.eatingdisorders@nhs.net)

**W.** [dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/mental-health/eating-disorders](https://www.dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/mental-health/eating-disorders)

Kimmeridge Court, St Ann's Hospital

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**BEAT Eds**

Provides support and tips and online peer support.

**T. 0808 801 0677** (helpline)

**E.** [help@beateatingdisorders.org.uk](mailto:help@beateatingdisorders.org.uk)

**W.** [dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/mental-health/eating-disorders](https://www.dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/mental-health/eating-disorders)

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**Sane**

SANE provides emotional support, guidance and information to anyone affected by eating disorder, including families, friends and carers.

**T. 0300 304 7000** (4.30 - 10.30pm every day)

**E.** [support@SANE.org.uk](mailto:support@SANE.org.uk)

**W.** [sane.org.uk/what\\_we\\_do/support](https://www.sane.org.uk/what_we_do/support)

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**Rethink**

Information for seeking help and support with an eating disorder. Information fact sheets and advice.

**T. 0121 522 7007**

**E.** [advice@rethink.org](mailto:advice@rethink.org)

**W.** [rethink.org](https://www.rethink.org) (Webchat available)

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## Drug and alcohol support (addictions)

### With You

Free, confidential support to people experiencing issues with drugs, alcohol or mental health. Includes online chat, tools/guidance, signposting for local/ further services.

**W.** [wearewithyou.org.uk/](http://wearewithyou.org.uk/)

Online chat [wearewithyou.org.uk/help-and-advice/about-our-online-chat](http://wearewithyou.org.uk/help-and-advice/about-our-online-chat)

Monday to Friday 9am - 9pm

Saturday and Sunday 10am - 4pm

### Recovery Education Centre



Provides courses designed and delivered in partnership with Dorset Healthcare that help to empower you to find hope, to see and embrace opportunity through building skills and gain control by putting these skills into practice.

**T.** 01202 584478 07787 836708

**E.** [recovery.educationcentre@dhuft.nhs.uk](mailto:recovery.educationcentre@dhuft.nhs.uk)

**W.** [dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/REC/learn-online](http://dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/REC/learn-online)

### (Talk to) Frank

Provides honest information about drugs and alcohol. Information on accessibility, confidentiality and cost available.

**T.** 0300 123 6600 (Open 24/7)

Live chat **82111** (2 - 6pm, 7 days a week)

**E.** [frank@talktofrank.com](mailto:frank@talktofrank.com)

**W.** [talktofrank.com](http://talktofrank.com)

### Drink aware

Provides support, information and advice about the impact of alcohol on you, your family or friends.

**T.** 0300 123 1110

Live chat [drinkaware.co.uk/advice/alcohol-support-services/chat-with-an-advisor](http://drinkaware.co.uk/advice/alcohol-support-services/chat-with-an-advisor)

Monday to Friday 9am - 2pm

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

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## Alcoholics Anonymous



Offers local support groups for people to share their experiences and solve their problem of alcoholism.

If your drinking has reached the point of where it worries you, you may be interested to know about Alcoholics Anonymous and the AA programme of recovery from alcoholism.

**T. 0800 917 7650**

**E.** [help@aamail.org](mailto:help@aamail.org)

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

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## Narcotics Anonymous

Provides information for anyone who needs support and advice about drug addiction.

**T. 0300 999 1212** (10am - midnight, every day)

**W.** [ukna.org](http://ukna.org)

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## Al-Anon Family Groups

Support for anyone whose life is, or has been, affected by someone else's drinking. Call the helpline or find a local support meeting on the website. Meetings on the website for 12-17 year olds.

**T. 0800 0086 811** (10am-10pm every day)

**E.** [helpline@al-anonuk.org.uk](mailto:helpline@al-anonuk.org.uk)

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

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## Nacoa

Provides information, advice and support for anyone affected by a parent's drinking.

**T. 0800 358 3456**

**E.** [helpline@Nacoa.org.uk](mailto:helpline@Nacoa.org.uk)

**W.** [nacoa:.org.uk](http://nacoa:.org.uk)

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## Addaction

If you have a problem with drugs, alcohol or substances, Addaction is here to help. Addaction is one of the UK's leading mental health, drug and alcohol charities dealing with addiction.

**T. 02072 515890**

**E.** [info@addaction.org.uk](mailto:info@addaction.org.uk)

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

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## Adfam

Works to improve life for families affected by drugs or alcohol. Their mission is to empower family members and carers, support frontline workers and influence decision makers to stop this happening.

**T. 02075 527640**

**E.** [admin@adfam.org.uk](mailto:admin@adfam.org.uk)

**W.** [adfam.org.uk](http://adfam.org.uk)

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## EDP Drug & Alcohol Services

Support people who face complex issues, including substance misuse, mental ill health and other harmful, addictive and offending behaviour, to improve their health, wellbeing and employability.

**T. 01202 733322**

**E.** [admin.polle@edasuk.org](mailto:admin.polle@edasuk.org)

**W.** [edasuk.org](http://edasuk.org)

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## Families Anonymous

A world-wide fellowship of family members and friends affected by another's addiction or abuse of mind-altering substances (drugs, alcohol), or related behavioural problems.

**T. 02074 984680**

**E.** [office@famanon.org.uk](mailto:office@famanon.org.uk)

**W.** [famanon.org.uk](http://famanon.org.uk)

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## Advocacy

### National Youth Advocacy Service (NYAS)

Supporting care-experienced young people, young people and vulnerable adults with making decisions, having a voice and empowering young people. NYAS also campaign, lobby and influence for positive change.

**T. 0808 808 1001**

**E.** [help@nyas.net](mailto:help@nyas.net)

**W.** [nyas.net](http://nyas.net)

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## Financial support

### Citizens Advice



Citizens Advice can give you more information about support options and help you apply.

**T.** 01202 081 732

**W.** [citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us](https://citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us)

### Step Change

Step Change use a simple, three-step process to deal with your debt:

- They'll help you work out your budget, income and debts
- They'll use this information to find a solution to your debt that suits your situation
- They'll set up your debt solution, and offer support however long it's needed

**W.** [stepchange.org](https://stepchange.org)

Webchat [stepchange.org/setting-expectations](https://stepchange.org/setting-expectations)

### The Money Charity

Provides education, information, advice and guidance to people of all ages, helping them to manage their money well and increase their financial wellbeing.

**T.** 0207 062 8933

**E.** [hello@themoneycharity.org.uk](mailto:hello@themoneycharity.org.uk)

**W.** [themoneycharity.org.uk](https://themoneycharity.org.uk)

### Advice UK

Provide complementary products and services, tailored to the needs of the advice sector, with the ultimate aim of making life easier for those in desperate need of help.

**E.** [adviceuk.org.uk/about/contact](https://adviceuk.org.uk/about/contact)

**W.** [adviceuk.org.uk](https://adviceuk.org.uk)

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**Money Helper** Confidential, free money advice and guidance.  
**W.** [moneyhelper.org.uk](http://moneyhelper.org.uk)

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## Accommodation support

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**Living life to the full**  
(LLTF)

Teaches a range of life skills that are based on the tried and trusted cognitive behavioural therapy (CBT) approach, including support for those experiencing change in their housing situation.

**W.** [littf.com/about-littf](http://littf.com/about-littf)

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**Citizens Advice** Citizens Advice can give you more information about support options and help you apply.

**T.** 01202 081 732  
**W.** [citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/](http://citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/)

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## Careers advice

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**Youth Employment UK**

The Youth Employment UK Skills and Careers Hub provides 14-24 year olds with free resources, advice and guidance.

Designed with input from young people, the hub offers practical tools to support young people through education, transition into employment and beyond in a process of lifelong learning.

**T.** 01536 513388  
**E.** [info@youthemployment.org.uk](mailto:info@youthemployment.org.uk)  
**W.** [youthemployment.org.uk/employment-help-young-people](http://youthemployment.org.uk/employment-help-young-people)

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## The Prince's Trust

Open to young people aged 11 to 30 and offering hundreds of free courses, grants and mentoring opportunities to inspire young people to build their confidence and start a career.

**T. 01536 513388**

**E.** [hrhelpdesk@princes-trust.org.uk](mailto:hrhelpdesk@princes-trust.org.uk)

**W.** [princes-trust.org.uk/help-for-young-people/who-else/employment/careers-advice](https://princes-trust.org.uk/help-for-young-people/who-else/employment/careers-advice)

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## ACAS

Acas gives employees and employers free impartial advice on workplace rights, rules and best practice. Services include dispute resolution, training, document templates and advice.

**T. 0300 123 1100**

**E.** [events@acas.org.uk](mailto:events@acas.org.uk)

**W.** [www.acas.org.uk](https://www.acas.org.uk)

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## Parental support

### Living life to the full (LLTTF)

Teaches a range of life skills that are based on the tried and trusted cognitive behavioural therapy (CBT) approach. Parenting courses include building confidence, closeness and resilience whilst pregnant, enjoy your baby/ being a new parent (children 0-18 months) and enjoy your infant.

**W.** [lltff.com/about-lltff](https://lltff.com/about-lltff)

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### Support for food

BCP Council Family Information Service can advise households with children about accessing food.

**T. 01202 261970**

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## Home Start (SE Dorset)



Run four nurturing family groups a week offering a safe and welcoming environment. They are friendly and inclusive and are there for all sorts of parents: whether it's postnatal depression, mental health problems or simply struggling to cope. You'll be able to meet new friends, gain new skills and improve your confidence.

**T. 01202 574877**

**E.** [office@homestartsoutheastdorset.org.uk](mailto:office@homestartsoutheastdorset.org.uk)

**W.** [homestartsoutheastdorset.org.uk](http://homestartsoutheastdorset.org.uk)

1462 Wimborne Road, Kinson BH10 7AS  
(Monday to Thursday 9am – 5pm)

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## Sexual health services

### Chat Sexual Health

Help for young people with all kinds of things, from emergency contraception and pregnancy to relationship worries and consent.

**W.** [sexualhealthdorset.org/how-can-we-help/chat-sexual-health](http://sexualhealthdorset.org/how-can-we-help/chat-sexual-health)

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### The Shores - Dorset Sexual Assault Referral Centre (SARC)

Providing a comprehensive service to men, women and children who have been raped or sexually assaulted.

**T. 01202 552 056**

**W.** [the-shores.org.uk](http://the-shores.org.uk)

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### Dorset Sexual Trauma and Recovery Service

Available to talk if you are experiencing sexual violence or abuse. A voluntary organisation run for men, women, young people and children who have been raped or sexually abused.

**T. 0800 032 5204 / 01202 308 855**

**W.** [theyoutrust.org.uk/service/domestic-violence-abuse](http://theyoutrust.org.uk/service/domestic-violence-abuse)

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**Dorset  
Survivor  
Pathway**

A guide for anyone wanting to know more about specialist sexual violence support services in Dorset.

**W.** [survivorpathway.org.uk/dorset](http://survivorpathway.org.uk/dorset)

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**Sexual Trauma  
and Recovery  
Services**

(STARS Dorset)

Supports anyone who lives, works or studies in Dorset and has been affected by some form of sexual trauma at anytime in their life. It does not have to be a recent incident and does not have to have occurred in the county.

**T.** 01202 308855

**E.** [enquiries@stars.cjsm.net](mailto:enquiries@stars.cjsm.net)

**W.** [starsdorset.org](http://starsdorset.org) (live chat available)

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**Safeline**

An independent and non-discriminatory charity that provides specialist, tailored support for anyone affected by sexual abuse or rape and works to prevent the sexual exploitation of children. Services include counselling, interventions, advice and support for survivors, their friends and family.

**T.** 01926 402 498

**E.** [safeline.org.uk/contact-us](http://safeline.org.uk/contact-us)

**W.** [safeline.org.uk](http://safeline.org.uk)

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**Men's advice line**

**T.** 0800 800 5005 text 07860065187

live chat [safeline.org.uk/contact-us](http://safeline.org.uk/contact-us)

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**Terrence  
Higgins Trust**

The UK's leading HIV and sexual health charity. They support people with HIV and amplify their voices. Counselling services, advice, online groups/ workshops/ community, work and skills and peer support.

**T.** 0808 802 1221

**W.** [tht.org.uk/contact-us](http://tht.org.uk/contact-us)

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## Domestic abuse services

**The YOU trust** **You First - domestic abuse helpline for Dorset**  
Work with women, men and children who are experiencing domestic abuse.

**T. 0800 032 5204**

**E.** [youfirst@theyoutrust.org.uk](mailto:youfirst@theyoutrust.org.uk)

**W.** [theyoutrust.org.uk/service/domestic-violence-abuse](https://theyoutrust.org.uk/service/domestic-violence-abuse)

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**PARAGON** are a specialist domestic abuse, sexual violence and stalking team empowering change for individuals, families, and our communities.

**The Dragonfly Project** develops community-based support for people affected by domestic abuse. Dragonfly champions are trained to provide a listening ear and a link to domestic abuse support agencies so that people who are isolated have access to help.

**T. 01329 825930**

**E.** [enquiries@theyoutrust.org.uk](mailto:enquiries@theyoutrust.org.uk)

**W.** [paragonteam.org.uk](https://paragonteam.org.uk)

**Website:** <https://paragonteam.org.uk/dragonfly-project>

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## BCHA

Are you worried about your relationship? Concerned about domestic abuse? Come along to a drop in sessions for a coffee and a chat.

### **Boscombe Childrens Centre:**

22 Ashley Close, BH1 4PE  
Every other Monday, 10am - 12noon

### **Springbourne Family Centre:**

83 Walpole Road, BH1 4HB  
First Thursday of every month, 1- 3pm

### **Kinson Hub:**

Wimborne Road, BH11 9AW  
First Friday of every month, 10am - 12noon.

### **Citygate Church:**

138 Holdenhurst Road, BH8 8AS.  
Last Wednesday of every month, 1- 3pm

### **T.** (24 hours)

Poole Project **01202 710 777**

Bournemouth Project **01202 547755**

**E.** [bourneouthrefuge@bcha.org.uk](mailto:bourneouthrefuge@bcha.org.uk).

**W.** [bcha.org.uk/our-services/supported-housing/  
domestic-abuse/outreach-services/](http://bcha.org.uk/our-services/supported-housing/domestic-abuse/outreach-services/)

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## Southwest Victim Care Unit

An independent charity. Support is free, confidential and tailored to your needs.

**T.** Southwest helpline **0300 303 163**

National helpline **0808 1689 111**

**W.** [victimsupport.org.uk](http://victimsupport.org.uk)

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## Men's advice line

Confidential helpline for men experiencing domestic violence from a partner or ex-partner (or from other family members).

**T.** **0808 801 0327**

**E.** [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)

**W.** [mensadviceline.org.uk](http://mensadviceline.org.uk)

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## Honour based violence support

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**Karma Nirvana** National charity supporting men and women who are being pressured to get married against their will, fear bringing shame or dishonour to their family or are concerned about being disowned.

**T.** 0800 599 9247

**W.** [karmanirvana.org.uk](http://karmanirvana.org.uk)

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## Bereavement support

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**Cruse** Get support with grief through counsellors or volunteers. Get information on coping with grief, get involved with grief workshops, signposting and campaigns. Available for anyone.

**T.** 0808 808 1677

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

Chat: [cruse.org.uk/get-support/crusechat](http://cruse.org.uk/get-support/crusechat)

**Grief works app**

**W.** [cruse.org.uk/about/blog/julia-samuels-grief-works-app/](http://cruse.org.uk/about/blog/julia-samuels-grief-works-app/)

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**Mosaic bereavement services**

Supports children and young people who have been bereaved of someone special, such as a parent, sibling, friend or a member of their extended family. This includes all causes of death such as long-term illness, sudden death, suicide, murder or road traffic accident.

**T.** 01258 837071

**E.** [info@mosaicfamilysupport.org](mailto:info@mosaicfamilysupport.org)

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## LGBTQI+ support

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### Space Youth Project LGBT+

One-to-one support, family support, workshops for schools, colleges or youth groups, and professional training. The Bournemouth Group runs every Tuesday between 6-9pm.

**T.** 07384 958421

**E.** [paul@spaceyouthproject.co.uk](mailto:paul@spaceyouthproject.co.uk)

**W.** [spaceyouthproject.co.uk/](http://spaceyouthproject.co.uk/)

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### Over the Rainbow LGBT Centre

Drop-in, advice, support and information centre for the lesbian, gay, bisexual and transgender community of Dorset. A counselling service is available to discuss problems in a safe, confidential space with a qualified, professional counsellor, helping you to see things from a different perspective, think and act more productively and feel more confident in yourself.

**T.** 07788 415522

**E.** [overtherainbow2@dchft.nhs.uk](mailto:overtherainbow2@dchft.nhs.uk)

**W.** [rainbowbournemouth.co.uk/index](http://rainbowbournemouth.co.uk/index)

Address: The Shores, 5 Madeira Road,  
Bournemouth, BH1 1QQ

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### Stonewall

Stonewall stand for equality and potential through campaigning for driving positive change in public attitudes and public policy. Stonewall are committed to empowering people to create change in their own communities.

Seek advice or guidance or get involved with campaigning or fundraising.

**E.** [stonewall.org.uk/contact-us](http://stonewall.org.uk/contact-us)

**W.** [stonewall.org.uk](http://stonewall.org.uk)

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**LGBT  
Foundation**

A national charity delivering advice, support and information services to lesbian, gay, bisexual and trans (LGBT) communities.

**T. 0808 801 0400**

**E.** [info@mermaidsuk.org.uk](mailto:info@mermaidsuk.org.uk)

**W.** [mermaidsuk.org.uk/about-us](http://mermaidsuk.org.uk/about-us)

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**Proud Trust**

LGBT+ organisation supporting young people through youth groups, peer support , mentoring programs and the Proud Connections chat service.

**T. 0161 660 3347**

**E.** [theproudtrust.org/contact-us](http://theproudtrust.org/contact-us)

**W.** [theproudtrust.org](http://theproudtrust.org)

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**Just Like Us**

LGBT+ charity supporting anti-LGBT+ bullying research across the UK, school programmes and resources and volunteering opportunities.

**T. 0300 365 5002**

**E.** [info@justlikeus.org](mailto:info@justlikeus.org)

**W.** [justlikeus.org/home/who-we-are](http://justlikeus.org/home/who-we-are)

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**Akt**

Supports LGBT+ young people (aged 16-25) who are facing or experiencing homelessness or living in a hostile environment.

**T. 020 7831 6562**

**E.** [gethelp@akt.org.uk](mailto:gethelp@akt.org.uk)

**W.** [akt.org.uk/get-help](http://akt.org.uk/get-help)

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**Switchboard  
LGBT+  
helpline**

A one-stop listening service for LGBT+ people on the phone, by email and through instant messaging. Brighton based but accessible nationally.

**T.** 01273 204050

**E.** [admin@switchboard.org.uk](mailto:admin@switchboard.org.uk)

**W.** [switchboard.org.uk](http://switchboard.org.uk)

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