

The Tunbridge Wells Counselling Centre

Community Liaison Referral Resources and Specialist Services

	Organisation	Description of Service	Contact Information
ABORTION	Marie Stopes UK	Abortion advice and provision	Helpline: 0345 300 8090 www.mariestopes.org.uk
ADDICTIONS	Alcoholic Anonymous	Alcohol addiction support	Helpline: 0800 9177 650 www.alcoholics-anonymous.org.uk
	Al-Anon Family Groups	For those affected by someone else's drinking.	Helpline: 0800 0086 811 Everyday 10am-10pm www.al-anonuk.org.uk
	Change Grow Live	Advice, information and specialist treatment options relating to drugs and alcohol for people in Tunbridge Wells.	Tel: 01892 556580 Mon-Fri 9.30-5pm Located at: 18 Mount Pleasant Road Tunbridge Wells TN1 1QU www.changegrowlive.org
	Drinkline	For people who are concerned about their drinking, or someone else's.	Helpline: 0300 123 1110 Mon-Fri 9am-8pm Weekends 11am-4pm
	Drug FAM	For those affected by someone else's drug or alcohol use, including those bereaved by addiction.	Helpline: 0300 888 3853 Everyday 9am-9pm www.drugfam.co.uk
	Gamblers Anonymous	Gambling addiction support	Helpline: 0330 094 0322 www.gamblersanonymous.org.uk
	Narcotics Anonymous	Drug addiction support	Helpline: 0300 999 1212 (10am-midnight) www.ukna.org
	NHS Smokefree	Support to stop smoking	Helpline: 0300 123 1044 Mon-Fri 9am-8pm Weekends 11am-4pm www.quitnow.smokefree.nhs.uk
	Release	Information and advice service in relation to drugs and drug laws	Helpline: 0207 324 2989 Mon-Fri 11am-1pm, 2pm-4pm www.release.org.uk
	Talk to FRANK	Confidential drugs information and advice	Helpline: 0300 123 6600 Open 24/7 www.talktofrank.com
	West Kent Recovery Service	Support for anyone who has problems with drugs and alcohol	Tel: 01732 367 380 CRI, 133 High Street Tonbridge, Kent, TN9 1DH
ADOLESCENT/YOUTH	Childline	Confidential helpline for anyone under 19	Helpline: 0800 1111 24/7 365 days a year www.childline.org.uk

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	Kent Children and Young People's Mental Health Services (CYPMHS)	Emotional wellbeing and mental health advice and support for young people and their families across Kent.	Tel: 0300 123 4496 (Option 1, then Option 3) and you will be put through to the Single Point of Access (SPA) team in Kent. www.nelft.nhs.uk
	Kent County Council Child Protection	To report concern about a child or for information on family support services	Tel: 03000 41 61 61 Tel: 03000 41 91 91 (out of hours)
	NSPCC	To report concerns about a child's safety and wellbeing and advice for parents and carers.	Helpline: 0808 800 5000 24/7 365 days a year www.nspcc.org.uk
	Relate - West and Mid Kent	Children and Young People's Counselling Service	Tel: 01892 529927 Located at Thatcher House, 12 Mount Ephraim, Tunbridge Wells. www.relate.org.uk
	Switch Youth Cafe	Safe haven for young people (aged 11-21 years) to access support and guidance from youth workers.	Tel: 01622 220408 Located at: 34A High Street, Maidstone, Kent, ME14 1JH Opening times: Tues-Fri 3.30pm-7pm (term time) and Tues-Fri 2pm-7pm (non-term time). www.switchcafe.co.uk
	The Mix	Support service for young people.	Helpline: 0808 808 4994 Everyday 4pm-11pm www.themix.org.uk
	Young Minds	Support for parents worried about the mental health of a young person under 25.	Helpline: 0808 802 5544 Mon-Fri 9.30am-4pm www.youngminds.org.uk
ALZHEIMERS/ DEMENTIA	Alzheimer's Society	Providing information, support and advice about alzheimers	Helpline: 0300 222 1122 Mon-Wed 9am-8pm, Thurs-Fri 9am-5pm, Sat-Sun 10am-4pm www.alzheimers.org.uk
	Dementia UK	Providing advice and support about dementia	Helpline: 0800 888 6678 www.dementiauk.org
BEREAVEMENT	Child Death Helpline	Service for all those affected by the death of a child	Helplines: 0800 282 986 and 0808 800 6019 Mon-Fri 10am-1pm, Tues 1pm-4pm, Wed 1pm-4pm, Every evening 7pm-10pm. www.childdeathhelpline.org.uk

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	Cruse Bereavement Care	Support, advice and information to children, young people and adults when someone dies.	Helpline: 0808 808 1677 Mon-Fri 9.30am-5pm Open until 8pm on Tue, Wed & Thurs www.cruse.org.uk
	SAMM	Support for families after murder and manslaughter	Helpline: 0845 872 3440 www.samm.org.uk
	SOBS	Support for survivors of bereavement by suicide	Helpline: 0300 111 5065 Mon-Fri 9am-9pm www.uksobs.org
DEBT	National Debtline	Advice on debt problems	Helpline: 0808 808 4000 Mon-Fri 9am-8pm, Sat 9.30am-1pm www.nationaldebtline.org
DISABILITY	Scope	Advice and support on disability issues	Helpline: 0808 800 3333 Mon-Fri 8am-8pm Sat-Sun 10am-6pm www.scope.org.uk
DOMESTIC VIOLENCE	DAVSS	Support for male and female victims of domestic abuse in West Kent.	Helpline: 01892 570538 Mon-Fri 10am-1pm www.davss.org.uk
	Forced Marriage Unit	Advice and support to victims of forced marriage	Tel: 020 7008 0151 Mon-Fri 9am-5pm
	Galop	Support for LGBT+ people experiencing hate crime, sexual violence and domestic abuse.	Helpline: 0800 999 5428 Mon-Tues 10am-5pm Wed-Thurs 10am-8pm Fri 10am-5pm www.galop.org.uk
	Karma Nirvana	Support for victims of honour-based abuse and forced marriage	Helpline: 0800 5999 247 Mon-Fri 9am-5pm www.karmanirvana.org.uk
	Men's Advice Line	Advice and support for men experiencing domestic violence and abuse	Helpline: 0808 801 0327 Mon & Wed 9am-8pm Tues, Thurs, Fri 9am-5pm www.mensadvice.org.uk
	National Domestic Violence Helpline (run in partnership with Women's Aid and Refuge)	Support for women experiencing domestic violence and their family, friends, colleagues and others.	Helpline: 0808 2000 247 Open 24/7 www.womensaid.org.uk www.refuge.org.uk
	National Stalking Helpline (run by Suzy Lamplugh Trust)	Help and advice for concerns about stalking	Helpline: 0808 802 0300 Weekdays 9.30am-4pm except Wed 1pm-4pm. www.suzylamplugh.org
	Respect	Advice, information and support for perpetrators of domestic violence	Helpline: 0808 802 4040 Mon-Fri 9am-5pm www.respectphoneline.org.uk

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EATING DISORDERS	Anorexia & Bulimia Care (ABC)	Care, support and guidance for anyone affected by eating disorders.	Helpline: 03000 11 12 13 Option 1: Support line Option 2: Family & friends www.anorexiabulimiacare.org.uk
	Beat	Support and information for adults and young people about eating disorders	Helpline: 0808 801 0677 Youthline 0808 801 0711 Studentline 0808 801 0811 Mon-Fri 12pm-8pm Weekends 4pm-8pm www.beateatingdisorders.org.uk
	National Centre for Eating Disorders	Support for anyone affected by eating disorders.	Helpline: 0845 838 2040 www.eating-disorders.org.uk
FAMILY	Family Lives	Advice and support on family and parenting issues	Helpline: 0808 800 2222 Mon-Fri 9am-9pm Weekend 10am-3pm www.familylives.org.uk
	Fegans	Counselling service for children and parent support, intervention and training	Tel: 01892 538288 Located at: 160 St James' Road, Tunbridge Wells, TN1 2HE www.fegans.org.uk
	Gingerbread	Support for single parent families.	Helpline: 0808 802 0925 Mon 10am-6pm Tues, Thurs, Fri 10am-4pm Wed 10am-1pm, 5pm-7pm www.gingerbread.org.uk
	Relate - West and Mid Kent	Family and relationship counselling	Tel: 01892 529927 Located at: Thatcher House, 12 Mount Ephraim, Tunbridge Wells, TN4 8AS. www.relate.org.uk
GENERAL	Accident & Emergency (A&E)	Nearest A&E to Tunbridge Wells.	Tel: 01892 823535 Located at: Tunbridge Wells Hospital, Pembury, Tunbridge Wells, Kent, TN2 4QJ 24 hour/7days
	Citizens Advice Bureau	Information and advice on a range of issues. Advice sessions held at various locations in Tunbridge Wells.	Tel: 01892 600161 Located at: Monson House Monson Way Tunbridge Wells, TN1 1LQ (appointments only) www.catwd.org.uk
HOMELESS	Porchlight	Support for the vulnerable and homeless across Kent.	Helpline: 0800 567 7699 24 hour www.porchlight.org.uk

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	Shelter	Advice and support for people struggling with bad housing or homelessness.	Helpline: 0800 800 4444 Weekdays 8am-8pm Weekends 9am-5pm www.England.shelter.org.uk
LGBT+	Switchboard	Information, support and referral service for LGBT+ people	Helpline: 0300 330 0630 Every day 10am-10pm www.switchboard.lgbt
	Galop	Support for LGBT+ people experiencing hate crime, sexual violence and domestic abuse.	Helpline: 0800 999 5428 Mon-Tues 10am-5pm Wed-Thurs 10am-8pm Fri 10am-5pm www.galop.org.uk
MENTAL HEALTH	CALM (Campaign Against Living Miserably for Men)	Support service for men needing to talk or find information and support.	Helpline: 0800 585 858 Everyday 5pm-midnight www.thecalmzone.net
	Mental Health Matters	Mental health helpline for Kent and Medway including for those in crisis. Also support for carers.	Helpline: 0800 107 0160 Open 24/7 www.mhm.org.uk
	Mental Health Resources (located in Tunbridge Wells)	Providing safe spaces and person-centred mental health support in the community Including: The Hub wellbeing centre. Serenity Cafe, an out of hours service. Reachout, a community outreach service. Reachout Youth, cafe style sessions for 13-19 year olds. Assert, Independent Mental Health Advocacy service.	Tel: 01892 615 552 Located at: 2a Grosvenor Park, Tunbridge Wells, TN1 2BD www.mentalhealthresource.org.uk
	Mind	Advice and support for people experiencing a mental health problem.	Mind Infoline: 0300 123 3393 Mon-Fri 9am-6pm www.mind.org.uk
	West Kent Mind	Tonbridge Wellbeing Centre	Tel: 01732 356630 Located at: 3 St. Mary's Road Tonbridge, TN9 2LD
	Mind Solace Cafe	Safe environment for people at risk of developing a mental health crisis.	Tel: 01732 356630 or 07436 102171 Located at: 3 St. Mary's Road Tonbridge, TN9 2LD Thurs and Sat 5pm-9pm (last entry 8.45pm) www.westkentmind.org.uk

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	No Panic	Support for people suffering from Panic Attacks, Phobias, Obsessive Compulsive Disorders and other related anxiety disorders.	Helpline: 0844 967 4848 Everyday 10am-10pm. Youth Helpline: 0330 606 1174 www.nopanic.org.uk
	Rethink	Support and information on mental health issues. Sahayak Asian Mental Health Line (languages include Gujarati, Punjabi, Hindu and Urdu or English)	Helpline: 0300 5000 927 Mon-Fri 9.30am-4pm www.rethink.org Helpline: 0808 800 2073 Mon, Wed 4pm-7pm Tues, Thurs 12pm-3pm
	SANE	Specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers.	Helpline: 0300 304 7000 Everyday 4.30pm-10.30pm. www.sane.org.uk
	West Kent Crisis Resolution and Home Treatment Team	Providing community based treatment for individuals aged 18 and above who are experiencing a mental ill health crisis. Includes Kent & Medway single point of access team	Tel: 01622 725000 Open 24/7 www.kmpt.nhs.uk Tel: 0300 222 0123 Open 24/7
OBSESSIVE COMPULSIVE DISORDER (OCD)	OCD Action	Support for people affected by OCD.	Helpline: 0845 390 6232 or 020 7253 2664 Mon-Fri 9.30am-8pm www.ocdaction.org.uk
OLDER PEOPLE	Age UK	Life-enhancing services and support to people in later life.	Helpline: 0800 678 1602 Everyday 8am-7pm www.ageuk.org.uk
RAPE AND SEXUAL ABUSE	Family Matters	Support for people who have suffered childhood sexual abuse and rape.	Helpline: 01474 537 392 www.familymattersuk.org
	One In Four	Support for people who have experienced child sexual abuse and trauma	Tel: 020 8697 2112 www.oneinfour.org.uk
	Rape Crisis	Umbrella body for a network of independent Rape Crisis Centres.	Helpline: 0808 802 9999 Everyday 12pm-2.30pm and 7pm-9.30pm. www.rapecrisis.org.uk
	Survivors UK	Support for boys and men who have suffered rape and sexual abuse.	Online chat service for boys aged 13-18 and men aged 18+. SMS text: 020 3322 1860 www.survivorsuk.org

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	The Survivors Trust	129 member organisation providing support for women, men and children who have survived rape, sexual violence and childhood sexual abuse.	Helpline: 08088 010 818 Mon, Tues & Wed 10am-7.30pm Thurs 10am-6pm Fri 10am-2pm www.thesurvivorstrust.org
SAFEGUARDING	Kent County Council Child Protection	To report concern about a child or for information on family support services	Tel: 03000 41 61 61 Tel: 03000 41 91 91 (out of hours)
	NSPCC	To report concerns about a child's safety and wellbeing and advice for parents and carers.	Helpline: 0808 800 5000 24/7 365 days a year www.nspcc.org.uk
SUICIDE	Maytree	Residential service for people in suicidal crisis	Tel: 020 7263 7070 www.maytree.org.uk
	Papyrus UK	Support for young people at risk of suicide or for anyone worried about a young person at risk of suicide.	Helpline: 0800 068 41 41 Mon-Fri 9am-10pm Weekends 2pm-10pm Bank Holidays 2pm-10pm www.papyrus-uk.org
	Samaritans	Providing support to reduce feelings of isolation and disconnection that can lead to suicide.	Helpline: 116 123 (free) 24/7 365 days of the year Tunbridge Wells Centre: 7 Lime Hill Road Tunbridge Wells, TN1 1LJ Tel: 01892 53 23 23 Open 9am-9pm daily
VICTIM SUPPORT	Victim Support	Support for people affected by crime or traumatic events.	Helpline: 0808 16 89 111 24/7 365 days of the year www.victimsupport.org.uk
WELFARE BENEFITS	Kent County Council	Online benefits calculator	www.kent.entitledto.co.uk
	Turn2us	Financial support and advice on benefits	www.turn2us.org.uk

