

# EMERGENCY CONTACTS

**Hamoaze House Office Number: 01752 566 100**

## **First Response Service 24/7**

Livewell Southwest's First Response Service is a 24/7 crisis line providing advice, support and signposting for people experiencing mental health difficulties.

Call 111 and select mental health option

If you feel worried about your mental health or that of a loved one or a friend, you can call the crisis line on **0800 923 9323**.

## **Samaritans (National)**

[Samaritans](#) is open 24/7 for support with any issues. The number is free from any phone.

**Call 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org)**

## **Shout**

[Shout](#) is a confidential 24/7 text support service for anyone who is struggling to cope. The helpline is free to use from most mobile networks.

**Text 'SHOUT' to 85258**

## **Head Space**

[Head Space](#) offers an out-of-hours service for people who may be approaching a mental health crisis. **Open 7 days a week, 6pm–midnight.**

**Call 07890 257 614 or email [headspace@colebrooksw.org](mailto:headspace@colebrooksw.org)**

## **SANeline**

[SANeline](#) offers specialist emotional support, guidance, and information to anyone affected by mental illness. **Open 7 days a week, 4pm–10pm.**

**Call 0300 304 7000 or email [support@sane.org.uk](mailto:support@sane.org.uk)**

## **NSP Helplines**

The [National Suicide Prevention Helpline](#) offers a supportive listening service to anyone having thoughts of suicide. It operates nationally. **Open 7 days a week, 6pm–3:30am.**

**Call 0800 689 5652**

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## **Mindline Trans+**

[Mindline Trans+](#) is an emotional and mental health support helpline for anyone who identifies as LGBTQ+, plus friends and family. **The helpline is open Monday, Wednesday and Fridays 8pm- 11pm**

**Call 0300 330 5468**

## **Campaign Against Living Miserably**

[CALM](#) is an organisation dedicated to supporting men who feel suicidal. The helpline and webchat are available 5pm–midnight 365 days a year.

**Call 0800 58 58 58 or [use webchat](#)**

## **Cruse Bereavement**

[Cruse](#) offers support to those in a crisis following a bereavement. Their helpline is open Monday, Wednesday, Thursday, Friday- 9:30am- 5pm. Tuesday- 1pm- 9pm. Saturday and Sunday- closed

**Call 0808 808 1677**

## **Bullying UK**

[Bullying UK](#) has a free, confidential helpline for young people and adults affected by bullying. Open Monday to Friday 10:30am to 9pm.

**Call 0808 800 2222 or email [askus@familylives.org.uk](mailto:askus@familylives.org.uk)**

## **The Silver Line**

[The Silver Line](#) operates the only confidential, free helpline for older people across the UK that's open 24 hours a day, 7 days a week.

**Call 0800 4 70 80 90**

# EMERGENCY CONTACTS

## Addiction Support (Out of hours)

### 12 Step Fellowship

#### **AA (Alcoholics Anonymous)**

National Helpline: 0800 917 7650

Plymouth Helpline: 01752 791 111 (8:30 – 10pm)

Email address: [help@aamail.org](mailto:help@aamail.org)

Website: <https://www.alcoholics-anonymous.org.uk/>

#### **NA (Narcotics Anonymous)**

Helpline: 0300 999 1212 (10:00 am – midnight)

Website: <https://ukna.org/>

#### **DAA (Drug Addicts Anonymous)**

Helpline: 0300 030 3000 (OPEN 10AM -10PM)

Website: [www.drugaddictsanonymous.org.uk](http://www.drugaddictsanonymous.org.uk)

#### **CA (Cocaine Anonymous)**

Helpline: 0800 612 0225 (open 10am – 10pm 7days a week)

Website: <https://www.cocaineanonymous.org.uk/>

#### **GA (Gamblers Anonymous)**

Helpline: 0330 094 0322

Website: <https://www.gamblersanonymous.org.uk/>

#### **Al-anon (For family members and loved ones)**

Helpline: 0800 0086 811 (open from 10am – 10pm)

Website: <https://al-anonuk.org.uk/>

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

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## OTHER ADDICTION SUPPORT

### **SMART Recovery**

Website: <https://smartrecovery.org.uk>

### **Talk to Frank**

Tel: [0300 123 6600](tel:03001236600)

Website: <https://www.talktofrank.com/>

Need some friendly, confidential advice?

### **Phone Call 0300 123 6600**

Call FRANK 24 hours a day, 7 days a week.

### **Chat Text 82111**

Text a question and FRANK will text you back.

Text service details

### **Email**

Send an email and FRANK will message you back.

The reply will come from [frank@talktofrank.com](mailto:frank@talktofrank.com) and the subject line won't have your question in it.

FRANK will only ever reply to you. You'll never receive an email you didn't ask for.

If you're worried about someone reading your messages, you can always set up a special email account with something like Gmail or Yahoo.

# EMERGENCY CONTACTS

## FOOD SUPPORT

### **PLYMOUTH FOOD BANK (referral needed by a keyworker)**

Plymouth Foodbank opening hours:

#### **OPENING TIMES**

Mon 13:30 - 15:30

Tue Closed

Wed 10:00 – 12:00, 1:30- 3:30pm

Thu Closed

Fri 12:00 - 2:30

Sat Closed

Sun Closed

#### **ADDRESS**

The Oasis Project  
28 Manor Street  
Stonehouse  
Plymouth  
PL1 1TW

**\*\* On Wednesday we are closed between 12:00 and 13:30 \*\***

### **DEVONPORT, STONEHOUSE & STOKE "HELP A NEIGHBOUR"**

#### **OPENING HOURS**

\* Tuesday 12pm till 2pm

\* Wednesday 10am till 2pm

\* Thursday 10am till 2pm

£2 membership for a whole year

£1 for 5 items plus free fruits and veg.

We're based at the Athletics Club near Brickfields.

Tel 07340 642893

0117 422 0866 leave a message and they will call back.

### **LOVE YOUR NEIGHBOUR / ST MATTHIAS PLYMOUTH**

Location: North Hill, Plymouth PL4 8HF

Food parcels and some capacity for deliveries.

Hours available: Tuesday 6pm-8pm Friday 12pm-2pm

01752 569340

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## **TAMAR VIEW COMMUNITY CENTRE**

Tamar View Community Centre, Plymouth, PL5 1DJ

Food parcels available directly. Hours available: Monday to Friday 10am-12pm (except bank holidays)

Tel 01752 365904

## **KEYHAM GREEN PLACES**

Food parcels available directly or via referral

Hours available: Monday and Thursday 9am-3pm

Location: 163 Renown Street, Plymouth. PL2 2D

[\(+44\) 01752 569340](tel:+441752569340)

## **FOUR GREENS COMMUNITY TRUST**

Direct food parcel supplies and signposting.

Location: 15 Whitleigh Green, PL5 4DD

Monday to Friday 8:30am – 4:30pm

01752 875916 Referral Form needed

## **CAFE CONNECT – THE BARN**

Donated food available directly.

Cafe and food drop on Wednesday 10am-2pm

Upcycle clothing swop – bring something you no longer use and take some you could use.

Location: The Barn, Kit Hill Crescent, Barne Barton PL5 1EJ

Tel 01752 916016

## **NORTH PLYMOUTH FOODBANK**

Plymbridge Road, Estover, Plymouth PL6 7LF

Open Tuesday 10am – 12pm and Friday 1:30 – 4pm.

07759 258889