

We're committed to helping our customers and we understand that sometimes you may experience difficult situations where you need more support.

To help, we've compiled a list of organisations who have the expertise, skills and knowledge to guide you through these difficult times and provide the support or advice you may require.

Bereavement

Bereavement Advice Centre

There are many practical issues to manage when someone dies. The Bereavement Advice Centre supports and advises people on what they need to do after a death.

The service is free and their contact details are:

Website: www.bereavementadvice.org

Telephone: 0800 634 9494.

Physical and mental health conditions

National Health Service (NHS)

The National Health Service provides help and advice regarding health issues and social care.

The service is free and their contact details are:

Website: www.nhs.uk if you live in England, www.scot.nhs.uk if you live in Scotland, or www.nhsdirect.wales.nhs.uk if you live in Wales

Telephone: 111

Face-to-Face: Visit your GP

Specialist mental health

Mind

Mind provides advice and support to empower anyone experiencing a mental health problem.

The service is free and their contact details are:

Website: www.mind.org.uk

Telephone: 0300 123 3393

Face-to-Face: Find details of their local offices at www.mind.org.uk/information-support/local-minds/

Dementia Friends

Dementia Friends aims to transform the way the nation thinks, acts and talks about dementia.

The service is free and their contact details are:

Website: www.dementiafriends.org.uk

Telephone: 0300 222 5855

Face-to-Face: Find details of their information sessions at www.dementiafriends.org.uk/sessions

Addiction

Frank

Frank is a friendly, confidential helpline offering advice, information and support for anyone affected by drugs.

The service is free and their contact details are:

Website: www.talktofrank.com

Telephone: 0300 123 6600

Alcoholics Anonymous

For anyone who is worried about their drinking, and wants free, confidential information, help and support from other AA members. Contact Alcoholics Anonymous on:

The service is free and their contact details are:

Website: www.alcoholics-anonymous.org.uk

Telephone: 0800 9177 650

Email: help@aamail.org

Face-to-Face: Find details of their local meetings at www.alcoholics-anonymous.org.uk/AA-Meetings

Financial difficulty

Payplan

Payplan is a free, impartial and non-judgemental debt advice service.

The service is free and their contact details are:

Website: www.payplan.com

Telephone: 0808 274 2303

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