

# Where you can go for help

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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](http://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](http://www.nhs.uk) if you live in England  
[www.scot.nhs.uk](http://www.scot.nhs.uk) if you live in Scotland  
[www.nhsdirect.wales.nhs.uk](http://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](http://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/](http://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](http://www.dementiafriends.org.uk)

Telephone: 0300 222 5855

Face-to-face: Find details of their information sessions at [www.dementiafriends.org.uk/sessions](http://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](http://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](http://www.alcoholics-anonymous.org.uk)

Telephone: 0800 9177 650

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

Face-to-face: Find details of their local meetings at [www.alcoholics-anonymous.org.uk/AA-Meetings](http://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](http://www.payplan.com)

Telephone: 0800 280 2816

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