

Local services to help you in times of need

Mental Health

| Organisation | What does the service offer? | Contact |
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| Big White Wall | Big White Wall is an anonymous online service that supports people experiencing common mental health problems. | |
| CAMHS (Children & Adolescent Mental Health Service) | Provide support to young people who are experiencing difficulties with behaviour or emotions and their families. Young people aged 14 or over and parents concerned about their children's mental health can self-refer into CAMHS. | 01942 867 888 |
| Campaign against Living Miserably (CALM) | Offers support to men, of any age, who are down or in crisis via a helpline, webchat and website | 0800 58 58 58 5pm - midnight |
| Chaplaincy Service | Whether you have a personal faith or not, chaplaincy is available to offer spiritual, religious and pastoral help and support - Chaplains are available to listen and support you through your day | wigancouncilchaplains@churchwigan.org |
| Imagine Independence Mental Health Support | Offer Independent Living (social inclusion and independence), Befriending, Vocational (work prep, job skills, job retention – their workers are located within IAPT teams) and Pier (peer) Support services (includes wellbeing sessions). Services can be accessed via self-referral (telephone) or via GP/other health professionals. | 0151 709 2366 |
| Live Life Well (16-19yrs) | Self-help information and advice about living well in Wigan and other local areas. Includes information on mental health support services and specific information for young people aged 16 to 19. | |
| Making Space (computerised CBT) | Computerised CBT ('Beating the Blues') for mild to moderate depression can be accessed via self-referral or via a Health Professional. This can be done by emailing cibt@makingspace.co.uk or by leaving a voicemail on 01925 581755. | 01925 581755 or email cibt@makingspace.co.uk |

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| Men's Health Forum | 24/7 stress support for men by text, chat and email | 020 7922 7908 |
| Mental Health Urgent Response Team | If you are having extreme thoughts and feelings or you're considering taking your own life, you should speak to the Assessment Team. Call 01942 636395 (open 24 hours a day, 365 days a year). | 01942 636395 (24/7/365 days a year) |
| Mental Wellbeing Champions | Our champions can provide supportive conversations with colleagues about mental health. They are available to provide support and listen to you but will not make a professional judgement. The role of the champion has clear boundaries - they are not a counsellor or mental health nurse, but they will be able to signpost you to local and national services. | Visit the intranet for your local Champion |
| MIND | National charity providing advice and support to empower anyone experiencing a mental health problem. | Mind Infoline - 0300 123 3393 or text 86463 |
| Papyrus | National charity preventing young suicide. They offer support to young people across the country via their HOPEline (up to age 35) | Hopeline UK 0800 068 4141 or text 07786 209 697 |
| Samaritans | Helpline - someone to listen to what's troubling you. It's not just for people who are feeling suicidal | Freephone 116 123 (number doesn't appear on bill), text: 07725 909 090 or jo@samaritans.org |
| SHOUT | Text service during COVID-19 for age 16+, offering free 24/7 confidential help in a crisis | TEXT GMWigan to 85258 |
| Wigan Family Welfare | Offer confidential, free counselling for a range of issues including anxiety, bereavement, depression and relationships | 01942 867 888 |

If you're in an unhappy place, click [here](#)

Legal

| Organisation | What does the service offer? | Contact |
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| Child Law Advice | The service provides advice on education and family law. | Child/family law: 0300 330 5480; Education law: 0300 330 5485. NB visit website for email advice during Covid-19 crisis |
| Citizens Advice | Provides free, confidential and independent advice to help people overcome issues with money, work, housing and consumer rights. | 0300 3309 077 |

Relationships

| Organisation | What does the service offer? | Contact |
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| Child Line | Free 24-hour helpline for children and young people | 0800 1111 |
| Empathy North West | Offer individual counselling sessions, family therapy or group sessions to help deal with and overcome issues. It provides a safe and regular space for you to talk. | 0303 303 1333 |
| Families Need Fathers | Offer advice and support for parents dealing with the aftermath of a split. It also helps grandparents without access to their grandchildren. | 0300 0300 363 Mon-Fri 9am-10pm / Sat & Sun 10am-3pm |
| Marriage Care | Specialists in helping couples build and sustain strong, fulfilling, healthy relationships and provide support in times of relationship difficulty. Based in Wigan. | 0800 389 3801 |
| Relate | Offers advice, relationship counselling, sex therapy, workshops, mediation, consultations and support face-to-face, by phone and through their website | 0300 330 5793 |
| Wigan Family Welfare | Offer confidential, free counselling for a range of issues including anxiety, bereavement, depression and relationships | 01942 867 888 |

Older People

| Organisation | What does the service offer? | Contact |
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| Age UK | Committed to providing advice and support, enabling independence and combatting loneliness in older people | 01942 615880 |
| Pensioners Link | Provides activities, friendship, counselling and support for older people who feel isolated, improving confidence and positive mental wellbeing | 01942 261753 |
| The Silver Line | Friendship and advice to older people. FREE confidential helpline | Call 0800 4 70 80 90 |

Work issues

| Organisation | What does the service offer? | Contact |
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| ACAS | Advisory, conciliation and arbitration service offering free and impartial advice to employers and employees on all aspects of workplace relations and employment law | 0300 123 1100 |
| Citizens Advice | Provides free, confidential and independent advice to help people overcome issues with money, work, housing and consumer rights. | 0300 3309 077 |

Money Advice

| Organisation | What does the service offer? | Contact |
|---|--|--|
| Beacon Counselling Trust - harmful gambling | Delivers a free counselling service in the North West, with clinics in Wigan and Leigh | 01942 901233 or gamcare@beaconcounsellingtrust.co.uk |
| Citizens Advice | Provides free, confidential and independent advice to help people overcome issues with money, work, housing and consumer rights. | 0300 3309 077 |
| National Debt Line | Free confidential and independent debt advice | Tel: 0808 808 4000 |

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| Report Loan Sharks | Anonymously report a suspected loan shark to the Illegal Money Lending Team | Tel 0300 555 2222 (24 hours) or text LOAN SHARK and the lender's details to 07860 022116 |
| The Brick | Offers support and advice to people who are homeless or at risk of becoming homeless | Tel: 01942 236953 |
| Unify Credit Union | Savings, loans and advice on financial management and budgeting | Tel: 01942 701706 or 01942 607002 |
| Wigan and Leigh Carers Centre | Offers benefits advice and support for carers | 01942 705959 |
| Wigan Welfare Rights team | Income maximisation, benefit advice, basic debt advice and support with budgeting. Advice available to all residents | |
| Wigan Welfare Support | Providing food, energy and furniture to people in crisis | |

Drug & Alcohol support

| Organisation | What does the service offer? | Contact |
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| Drinkaware | National alcohol helpline providing a free helpline to talk to worries about your own, or someone else's confidence | 0300 123 1110 (weekdays 9am to 8pm, weekends 11am to 4pm) |
| FRANK National Drugs Helpline | You can talk, text or email an advisor at the national drugs and alcohol information service, FRANK | 0300 123 6600 |
| Healthy Routes | The service can work with you to reduce your weekly alcohol intake and offer confidential information and support | Call 01942 489012 or text: HUB to 61825 |
| We Are With You | Drug and alcohol service in Wigan and Leigh who can help you if you are having troubles yourself with alcohol or if you are affected by someone in your family who is having problems with drugs or alcohol. | 01942 827979 |

Bereavement

| Organisation | What does the service offer? | Contact |
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| Age UK | Provide advice and support about coping with bereavement and arranging a funeral (COVID 19 specific) | |
| Beyond | Advice on bereavement support and what to do when someone dies. | |
| Childhood Bereavement Network | Provides advice and guidance from a number of children and young people's bereavement organisations | |
| Compassionate Friends | A nationwide charitable organisation of bereaved parents, offering support to other parents with children who have died at any age and from any cause. Support is extended to siblings and grandparents. | 0345 123 2304 |
| CRUSE | Bereavement charity provides free care and bereavement counselling to people suffering from grief, in particular those affected by coronavirus | 0808 808 1677 or email helpline@cruse.org.uk |
| Empathy North West | Offer individual counselling sessions, family therapy or group sessions to help deal with and overcome issues. It provides a safe and regular space for you to talk. | 0303 303 1333 |
| GM Suicide Bereavement Information Service | A confidential information service for people bereaved or affected by suicide. | 0161 983 0700 or email SB.IS@nhs.net |
| National Association of Funeral Directors | Offer guidance and advice on funeral arrangements (COVID 19 specific) | |
| NHS.UK website | The NHS website provides general advice on grief and loss | |
| Survivors of Bereavement by Suicide | Survivors of Bereavement by Suicide (SOBS) is a support group for those who have been affected by a loss through someone taking their own life | 0300 111 5065 9am-9pm every day |

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| <u>Wigan Family Welfare</u> | Offer confidential, free counselling for a range of issues including anxiety, bereavement, depression and relationships | 01942 867 888 |
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