

Support for learners – Useful directory of services

Bereavement Support



Cruse Bereavement Care

Provide support for you after the death of someone close. Cruse offer a range of free confidential support for adults and children.

Call: 0808 808 1677

<https://www.cruse.org.uk/>

Carers Support



Devon Carers

Provide support to enable carers to maintain their own health, wellbeing and independence; and to care safely, confidently and effectively. Available 8am-6pm Monday to Friday and 9am-1pm Saturday.

Call: 03456 434 435

Email: info@devoncarers.org.uk

<https://devoncarers.org.uk/>

Domestic Abuse Support



Torbay Domestic Abuse Service

Domestic abuse service for high and medium risk victims, survivors and members of their household including children. The service will enable people to make informed choices about their safety, health, housing and other identified individual needs. Support is confidential and non-judgemental, regardless of whether people wish to leave a relationship, stay or have left.

Call: 0800 916 1474

Email: T.DAS@sanctuary-housing.co.uk.cjism.net

<http://www.areyouok.co.uk/directory/torbay-domestic-abuse-service/>



For women and children.
Against domestic violence.

Refuge

Offers confidential, non-judgmental information and expert support. The team will provide a listening ear if you want to talk about your experiences and support you to work through your options in the short and long term. Helpline is open 24 hours a day.

Call: 0808 2000 247

Live chat: www.nationaldahelpline.org.uk

<https://www.refuge.org.uk/get-help-now/phone-the-helpline/>



Splitz Support Service

Support services to adults and young people experiencing the trauma of domestic abuse and sexual violence. Splitz delivers services across south-west England. Available 9.30am-4.30pm.

Call: 0345 155 1074. Team available 9.30-4.30

Email: admin.devon@splitz.org

<https://www.splitz.org/>

Drug and Alcohol Support



FRANK

Provides honest information about A-Z of drugs and a 24/7 helpline if you are worried about drugs or somebody else. Live chat online operates from 2pm-6pm 7 days a week.

Call: 0300 123 6600

Text: 82111

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



Y-Smart Drug and Alcohol Service for under 18s

Provides high quality, accessible, targeted prevention and treatment services specifically for young people across the county. Wherever possible, our service is confidential, promotes physical and mental well-being and reduces harm that can be associated with drug and alcohol use for young people and their families.

Call: 01271 388162 or 01392 385637

Email: y-smart@devon.gov.uk

<http://ysmart.org.uk/>

Eating Disorders



Beat Eating Disorders

UK's leading eating disorder charity. Provides support for people and their families on a range of disorders including anorexia nervosa, bulimia and binge eating.

Call: 0808 801 0677

Email: help@beateatingdisorders.org.uk (Adults)

www.beateatingdisorders.org.uk

Financial support



Money Helper

Free and impartial money advice. Has advice and guides to help improve your finances. Available Monday to Friday 8am-6pm.

Call: 0800 011 3797

www.moneyhelper.uorg.uk

Food Banks



Paignton Community Larder

Serves the Paignton community with food parcels to those families and individuals suffering from poverty and crisis situations. Open Tuesday – Thursday 12pm-2pm.

Call: 01803 551 866 Monday-Thursday 12-2

Call: 07895 925872

Email: contact@paigntoncommunitylarder.org.uk

Visit: Christ Church, 102 Torquay Road, Paignton, TQ3 2AA

<https://www.paigntoncommunitylarder.org.uk/>



**Torbay Community
Support Alliance**

Torbay Food Alliance

Support people in Torbay who are struggling to afford food.

Facebook: @TorbayFoodAlliance



Torquay Community Larder

Providing emergency food and related assistance to those in need throughout Torquay. Open Monday and Friday 10am-2pm.

Call: 01803 203091

Visit: Salvation Army, 29 Market Street, Torquay, TQ1 3AF

Email: info@torquaycommunitylarder.org.uk



Riviera Life Storehouse and Baby Bank

Runs a food bank to provide emergency food and a baby bank to help with the practical needs of families and babies within Torbay.

Call: 01803 291156

Facebook: @RivieraLifeStorehouse

Visit: 527 Babbacombe Road, Torquay, TQ1 1HG

General Support

CheckPoint

Checkpoint Torbay

Provide a range of free and confidential information, advice and support services to children and young people aged 8–17. Available Monday to Friday.

Call: 01803 200 100

Visit: 7 Victoria Road, Torquay, TQ1 1HU

<https://www.childrensociety.org.uk/checkpoint>

childline

Childline

A free, private and confidential service where you can talk about anything. Whatever your worry, whenever you need help, we're here for you online, on the phone, anytime.

Call: 0800 1111

<https://www.childline.org.uk/>



Citizens Advice Service

Offers confidential advice online, over the phone and in person for free. Covers areas including benefits, work, debt and money, housing, family, law, immigration, health and consumer issues. Open Monday to Friday 9am-5pm.

Call: 03444 111 444

Visit: 29 Palace Avenue, Paignton, Devon, TQ3 3EQ

Visit: Follaton House Plymouth Road, TOTNES, Devon, TQ9 5NE

Visit: 36-38 Market Walk, NEWTON ABBOT, Devon, TQ12 2RX

<https://www.citizensadvice.org.uk/>



Kooth

A friendly, free, safe and anonymous online support service for young people. It's available from Monday to Friday from 12pm – 10pm and on Saturdays and Sundays from 6pm-10pm.

www.kooth.com



Samaritans

A safe place for you to talk any time you like – in your own way and about whatever's worrying you.

Call: 116 123

Email: jo@samaritans.org (response time 24 hours)

www.samaritans.org



YES (Youth Enquiry Service)

Offers young people free and confidential advice and support about work and study, health and wellbeing, leaving care support, housing and welfare rights, sex and relationships, alcohol and drugs, travel.

Call: 08082 810 155

Email: yes.exeter@youngdevon.org (Exeter)

Email: yes.newtonabbot@youngdevon.org (Newton Abbot)

Visit: LBD House, George Street, Exeter EX1 1DA (Exeter)

Visit: 11 Queen Street, Newton Abbot TQ12 2AQ

<https://www.devon.gov.uk/educationandfamilies/young-people/youth-enquiry-service-yes>

Health Support



NHS 111

Provides a Health A-Z and information about NHS Services.

[Get medical help - NHS 111](#)

Housing Support



PATH Torbay

Runs a food and support service for anyone facing homelessness and crisis. Available 7 days a week 2pm - 8pm.

Call: 07763398238

Email: Pathtorbay@outlook.com

Visit: The vanilla Pod, 172 union street, Torquay, Devon, TQ25QP, UK



Shelter

Supports people struggling with bad housing or homelessness through our advice, support and legal services. Contact if you have nowhere to sleep, might be homeless soon, have nowhere to call home or you are or could be at risk of harm. Available 8am-8pm Monday-Friday and 9am-5pm Saturday and Sunday.

Call: 0808 800 4444

<https://england.shelter.org.uk/>

Mental Health Support



Anxiety UK

Relieve and support those living with anxiety and anxiety-based depression by providing information, support and understanding via an extensive range of services, including 1:1 therapy. Available Mon-Fri 9.30am-5.30pm

Call: 03444 775 774

Text: 07537 416 905

<https://www.anxietyuk.org.uk/>



The Children's Society

A National charity that offers advice and support on mental health and emotional issues. It also provides a wide range of resources for a range of ages. Get advice on lots of issues that face young people.

Call: 0300 303 7000

Email: supportercare@childrenssociety.org.uk

<https://www.childrenssociety.org.uk/>



Mental Health Matters – The Moorings

The Moorings @ Devon offers out-of-hours mental health support to anyone aged 17+ in the Devon area. Open 10am-midnight every day.

Call: 07483 991 848

Email: devontorquay.mhm@nhs.net

Visit: Croft Hall Medical Practice, 19 Croft Rd, Torquay TQ2 5UA



Mind

Confidential support around any mental health issue.

Call: 0300 123 3393

Text: 86463

Email: info@mind.org.uk



The Mix

Essential Mental Health support for people who are under 25. Offers advice about drugs, sex, money and relationships. Helpline is open 4pm-11pm every day.

Call: 0808 808 4994

<https://www.themix.org.uk/>



Rethink Mental Illness

Offers information, advice and guidance on mental illness. Find help in your local area and read various guides. The advice line is open from 9:30am - 4pm, Monday to Friday.

Call: 0300 5000 927

<https://www.rethink.org/>



Shout Crisis Textline

In a crisis? Anxious? Worried? Offers 24/7 help. The service is designed to help individuals to think more clearly and to take their next steps to feeling better.

Text: Shout to 85258

<https://www.giveusashout.org/>



Talkworks

A free, confidential, NHS talking therapy service for people (aged 18+) in Devon (excluding Plymouth), helping you to feel better and giving you the tools and techniques to improve your mental and physical wellbeing.

Call: 0300 555 3344

<https://www.talkworks.dpt.nhs.uk/>



let's end mental health discrimination

Time to change

Dispels myths and establishes facts surrounding mental health. It also offers guidance and information.

<https://www.time-to-change.org.uk/>



Young Minds

UK's leading charity fighting for children and young people's mental health. Text the Young Minds Crisis Messenger, for free 24/7 support across the UK if you are experiencing a mental health crisis.

Text: YM to 85258

<https://youngminds.org.uk/>

Self-harm Support



Heads above the Waves

Organisation that raises awareness of depression and self-harm in young people.

Promotes positive ways of dealing with bad days.

<https://hatw.co.uk/>



National Self Harm Network

Online Support Forum to support for individuals and families of individuals who self harm.

<https://www.nshn.co.uk/>

Sexual Health Support



Devon Rape Crisis and Sexual Abuse Services

Offers confidential, professional support to survivors of rape, sexual assault and childhood sexual abuse. Available Monday 6-9pm, Wednesday 6-9pm and Friday 6-9pm.

Call: 01392 204 174

Email: support@devonrapecrisis.org.uk

<http://www.devonrapecrisis.org.uk/>



Terrence Higgins Trust

Provides sexual health advice and information. There is a free direct helpline plus online advice and counselling. The helpline is open from 10am-8pm Monday to Friday.

Call: 0808 802 1221

<https://www.tht.org.uk/>

Suicide Support



Papyrus (Prevention of Young Suicide)

Provide confidential support and advice to young people struggling with thoughts of suicide, and anyone worried about a young person. Available 9am – 10pm weekdays, 2pm – 10pm weekends, 2pm – 10pm bank holidays

Call: 0800 068 4141

Text: 07860039967

Email: pat@papyrus-uk.org

<https://papyrus-uk.org/>



SOBS (Survivors of Bereavement by Suicide)

SOBS is a support service for anybody affected by suicide. The national helpline is open from 9am to 9pm Monday to Friday.

Call: 0300 111 5065

Email: email.support@uksobs.org

<https://uksobs.org/>