

# Red card – support, advice, and information services

In a life-threatening situation, or if you have concerns about an immediate risk to a person, call 999.

## Safe Havens

What is a safe haven?

A safe haven is an informal place that offers you a safe, calm, and friendly environment when you need support for your emotional or mental health when you feel unable to cope.

You can drop into the Safe Haven at any time without making an appointment.

You can visit any of the other Safe Havens in Surrey and North East Hampshire if you are in the area and find that you need support.

What can you expect when you visit a safe haven?

- Your mental well-being is top priority
- You will receive help and support from trained staff, including qualified mental health professionals.
- You can meet and chat to other people who may be having similar experiences to you.
- The Safe Haven provides a friendly informal place with quiet areas if you want to have your own space.
- Help you to access other services

The Safe Haven team will ensure your privacy and dignity at all times.

Find a safe haven:

<p>Aldershot The Wellbeing Centre, 121-123 Victoria Road, GU11 1JN</p>	<ul style="list-style-type: none"> <li>➤ 6pm – 11pm, Monday to Friday</li> <li>➤ Weekends and bank holidays: 12.30pm – 11pm</li> <li>➤ Drop in for peer or wellbeing support: 6pm – 8pm, 365 days per year plus 12.30pm – 2.30pm on weekends and bank holidays</li> </ul>
<p>Epsom The Larches, 44 Waterloo Road, KT19 8EX</p>	<ul style="list-style-type: none"> <li>➤ 6pm – 11pm 365 days a year</li> <li>➤ 6pm – 7pm wellbeing / peer support</li> </ul>
<p>Guildford Oakleaf Enterprise, 101 Walnut Tree Close, GU1 4UQ</p> <p>Redhill Wingfield Resource Centre, St Annes Drive, RH1 1AU</p> <p>Woking The Prop, 30 Goldsworth Road, GU21 6JT</p>	<ul style="list-style-type: none"> <li>➤ 6pm – 11pm, 365 days a year</li> <li>➤ 6pm – 8pm wellbeing / peer support</li> </ul>

## Citizens advice bureau (CAB)

CAB specialist advisers offer information, advice and advocacy on:

- Debt and finances
- Housing
- Health and social care
- Family
- Relationships
- Employment
- Immigration
- Welfare benefits

Call 0800 144 8848 for your local service. If you can't hear or speak on the phone, you can type what you want to say: 18001 then 0800 144 8848.

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

## Debt and finances

Step change

Call 0800 138 1111

Website: [www.stepchange.org](http://www.stepchange.org)

Money advice service

Call 0800 138 7777 – Monday to Friday 8am – 6pm

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

## Mental health

Samaritans

Call 116 123 - Open 24 hours a day, 7 days a week.

Email [jo@samaritans.org](mailto:jo@samaritans.org)

Sane

Call 07984 967708 and leave a message including your first name and a contact number. A professional will get back to you as soon as possible.

Email [support@sane.org.uk](mailto:support@sane.org.uk)

Surrey Mental Health Crisis helpline

Call 0800 915 4644 – 24 hour support for people in Surrey and North East Hampshire.

If you have hearing or speech difficulties you can text 07717 989024.

## Domestic abuse

Surrey Domestic Abuse helpline

Call 01483 776822 – open 9am – 9pm, 7 days a week.

Website: [www.healthysurrey.org.uk/domestic-abuse](http://www.healthysurrey.org.uk/domestic-abuse)

## Housing

Shelter

Call 0808 800 4444

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

## Children and Young People

NSPCC

Call 0808 800 5000 – 24/7 helpline

Email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

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

Childline

Free confidential advice for under 18s.

Call 0800 11 11

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

Young Minds

Parent and carer helpline.

Call 0808 802 5544 – Monday to Friday 9.30am – 4pm

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

## Welfare Benefits and grants

A national charity that helps people in financial hardship gain access to welfare, benefits, charitable grants and support services.

Website: [www.turn2us.org.uk](http://www.turn2us.org.uk)

## Older adults

Age UK Surrey

Call 01483 503414 – Monday to Friday 9am – 4.45 pm

Email: [enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk)

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

Silver Line

Silver Line is a confidential, free helpline for older people in the UK.

Call 0800 470 8090 – open 24 hours, 7 days a week.

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

## Out of hours healthcare

If you need to access healthcare when your GP is closed call NHS 111 for free. Lines open 24/7.

## Carers support

Action for Carers Surrey

Action for Carers offer information, advice and support to carers in Surrey.

Call 0303 040 1234 or text on 07714 075993.

Email: [carersupport@actionforcarers.org.uk](mailto:carersupport@actionforcarers.org.uk)

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

Surrey Young Carers

Call 01483 569269

Email: [syc@actionforcarers.org.uk](mailto:syc@actionforcarers.org.uk)

## Gambling

GamCare

Call 0808 8020 133 - National helpline

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

Gamblers Anon

Call 0330 093 0322 - National helpline

Email: [info@gamblersanonymous.org.uk](mailto:info@gamblersanonymous.org.uk)

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

## Surrey Drug and Alcohol care

Call 0808 802 5000 – 24/7 helpline. If you have hearing or speech difficulties, you can text 07537 432411.

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

## Relationship

Relate

Call 0300 003 0396

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

## Combat stress

If you're currently serving or have served in the UK Armed Forces, you can call the 24 hour helpline to talk about your mental health.

Call 0800 138 1619 or you can text on 07537 404719.

Email: [helpline@combatstress.org.uk](mailto:helpline@combatstress.org.uk)

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

## Workplace advice

ACAS

Call 0300 123 1000 – Monday to Friday 8am – 6pm.

If you have hearing or speech impairment, you can contact using text relay on 18001 0300 123 1100.

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