



Section A

Contacts and phone numbers

In this section	
Useful contacts	Page 2
What to do in an emergency	Page 4
Other support agencies	Page 5

Useful contacts

This space is for you to add in local contact details that will be useful for you.

Transform local office

Office address:

Office tel. no:

Team email:

Name of keyworker:

Keyworker mobile:

Keyworker email:

Emergency/on-call number:

Repairs – non-emergency:

Repairs – emergency:

GP surgery

GP address:

GP tel. no:

Name of GP:

Dentist

Dentist address:

Dentist tel. no:

Name of dentist:

Benefits – JobCentre Plus

JobCentre Plus address:

Tel. no:

Please fill in the sheet below with contact details of any other agencies that provide you with support (for example: social worker, mental health support worker etc.). There is also space for additional notes at the bottom of page 7.

Other support 1:

Name of organisation:	
Name of support worker:	
Office address:	
Office tel. no:	
Email:	

Other support 2:

Name of organisation:	
Name of support worker:	
Office address:	
Office tel. no:	
Email:	

Your details

My National Insurance no:	
My NHS number:	

What to do in an emergency

Health: Emergency

If someone is seriously ill or injured and their life is at risk then **dial 999 and ask for an ambulance.**

Health: Non-emergency

If there is a medical situation which is not a life-threatening emergency, you can:

- Call NHS 111 for medical advice.
- Visit or call your GP or make your way to your local A&E department.

Police: Emergency

You should **dial 999 and ask for the police if:**

- there is a danger to life or a risk of injury (e.g. assault)
- a crime is in progress
- Police attendance is required immediately (e.g. to prevent a crime).

Police: Non-emergency

For all non-emergency police matters, please dial 101.

Fire

If a person's life or property is in danger due to fire, **dial 999 and ask for the fire service.**

- Do not assume that someone else has already called.
- Call even if the fire is small – they can get bigger very quickly.

Dialling 999

When dialling 999 remember to remain calm and speak clearly. Tell the operator the exact location of the emergency and do not hang up until you are certain they have all the information they need.

Gas leak

If you smell gas in your home:

- open doors and windows and alert others in the property
- do not smoke, light matches or turn light switches or electrical appliances on
- leave the property straight away
- ring the **National Gas Emergency service** on **0800 111 999** to report the leak
- inform Transform staff as soon as possible.

Mental health crisis

In times of a mental health crisis you might find the following helpful:

- **Sane** – 07984 967 708
Leave a message and someone will call you back.
- **Samaritans** – 116 123 (24 hours a day)
- For further support please speak to a member of Transform staff as soon as you can. We have also included some mental health support numbers on **page 6**.

You may want to record the number of your local **Crisis Line** below:

If you feel suicidal or feel like harming yourself, you can:

- speak to a member of Transform staff
- dial 999 and ask for an ambulance
- make your way to your local A&E department. **NHS 111** can let you know where your local A&E is.

Other support agencies

While at Transform you might want to make contact with other organisations that are able to offer you specialised advice. The contact telephone numbers and/or website addresses of some useful organisations are given below. If you want other specialist help not mentioned in the list, please speak to a member of staff. All details provided were correct at time of print.

Name	Support	Contact details
Beat Eating disorders	Support and information for all individuals affected by eating disorder.	0808 801 0677 Youthline – 0808 801 0711 www.b-eat.co.uk
Citizens Advice	Support and advice on a broad range of issues.	0800 144 8848 www.citizensadvice.org.uk
CRUSE Bereavement Support	Support following the death of someone close to you.	0808 808 1677 www.cruse.org.uk
Equality Advisory & Support Service (EASS)	Advice and support on issues relating to equality and human rights.	0808 800 0082 9am-7pm Mon-Fri and 10am-2pm Sat www.equalityadvisoryservice.com
Gamblers Anonymous	Support for people with gambling issues.	0330 094 0322 www.gamblersanonymous.org.uk
National Debtline	Charity providing free debt advice and support.	0800 808 4000 9am-8pm Mon-Fri and 9.30am-1pm Sat www.nationaldebtline.org
NHS 111	NHS 111 is a free-to-call single non-emergency number medical helpline.	111 24 hours a day, seven days a week www.111.nhs.uk
Refuge	Support and advice for women and children who have experienced domestic abuse.	0808 2000 247 24 hours a day, seven days a week www.refuge.org.uk
Relate	Relationship advice and support.	0300 003 2324 www.relate.org.uk
Sexual health helpline	Free confidential information and advice on sexual health.	0300 123 7123 www.nhs.uk/live-well/sexual-health
Victim Support	Support for those who have been a victim of crime or affected by crime.	0808 16 89 111 24 hours a day, seven days a week www.victimsupport.org.uk

Mental health issues

Crisis Helpline (Surrey and North East Hampshire)	Helpline for people experiencing a mental health crisis.	0800 915 4644 24 hours a day, 365 days a year www.sabp.nhs.uk/help
Crisis Helpline (Wokingham)	Wokingham helpline for people experiencing a mental health crisis.	0300 365 9999 24 hours a day, seven days a week www.berkshirehealthcare.nhs.uk
Crisis Helpline (Sutton)	South west London helpline for people experiencing a mental health crisis.	0800 028 8000 24 hours a day, 365 days a year www.swlstg.nhs.uk
MIND	Mental health charity.	0300 123 3393 (Infoline – signposting) 9am-6pm Mon-Fri www.mind.org.uk
Mind Matters Surrey NHS	Confidential talking therapies for people aged 17+ registered with a Surrey GP.	0300 330 5450 8.30am-5.30pm Mon-Fri www.mindmattersnhs.co.uk
Rethink Mental Illness	Practical help with mental health issues.	0808 801 0525 1pm-4pm Mon-Fri www.rethink.org (Webchat available 9:30am – 4pm Mon-Fri)

Drug and alcohol issues

Alcoholics Anonymous	Freephone number providing support with alcohol issues.	0800 9177 650 www.alcoholics-anonymous.org.uk
Cocaine Anonymous	Support for those using cocaine or other mind-altering substances.	0800 612 0225 www.cocaineanonymous.org.uk
Frank	Information and advice about drugs.	0300 123 6600 24 hours a day, seven days a week www.talktofrank.com
Narcotics Anonymous	Support with drug issues.	0300 999 1212 10am-midnight www.ukna.org

Department for Work and Pensions benefits

New benefit claims (JSA):	0800 055 6688 Mon-Fri 8am-5pm
Existing claims (JSA/IS/Incapacity Benefit/ESA):	0800 169 0310 Mon-Fri 8am-5pm
Universal Credit	0800 328 5644 Mon-Fri 8am-6pm
State Pension	0800 731 0469 Mon-Fri 8am-6pm

Money issues

Money Helper

Free guidance on benefits, everyday money, pensions, family and care,

0800 138 7777

5am-6pm Mon-Fri

www.moneyhelper.org.uk

Money Saving Expert

Providing money saving guides, tips, tools and techniques

www.moneysavingexpert.com

Notes