

# Student Mental Health Policy

## Introduction

1. The University of Bolton is committed to taking positive steps to eliminate discrimination in its policies, practices and procedures by creating an inclusive environment for all students, promoting mental wellbeing and to support students who experience mental health difficulties. These difficulties may be a long term mental illness, an emerging mental health problem which are impacting on a student's ability to study.
2. The University of Bolton aims to create an environment where students feel at ease to disclose past or current mental health difficulties. The University respects people's rights to privacy and will treat all information concerning an individual's mental health with appropriate confidentiality, in accordance with the Data Protection Act (1998) and the Disability Service's Confidentiality Policy.
3. Widening participation, increasing student numbers and disability legislation have all led to a notable increase in the numbers of students with mental health entering higher education.
4. The purpose of this policy is to set out a framework for working with students experiencing mental health difficulties.

## Context and Legal Framework

5. In 2011 the Royal College of Psychiatrists published a report on the mental health of students in higher education.<sup>1</sup> This report made clear that students were a disadvantaged population when it came to access to mental health services in the community.
6. The Disability Discrimination Act(s) (DDA) 1995 and 2005, and the Special Educational Needs Disability Act (SENDA) 2001 as amended by the Equality Act 2010 places a duty to make "reasonable adjustments" for the individual with a "mental impairment" and to ensure that reasonable steps are taken to ensure that the student is not placed at a substantial disadvantage in comparison to other students.
7. The DDA 2005 placed a duty on the University to publish a Disability Equality Scheme (DES). Among its actions, the DES made staff disability awareness training mandatory, as well as improve facilities and services for disabled students and staff. This duty has been amended

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<sup>1</sup> Royal College of Psychiatrists (2011). *The Mental Health of Students in Higher Education*. (Council Report CR166). London: Royal College of Psychiatrists

by the Equality Act 2010 and the University has incorporated these actions into the University's Single Equality Scheme equality objectives. Currently all new staff are required to participate in mandatory Disability awareness sessions, plus encouraged to attend any supplementary bespoke disability sessions

8. This policy has been reviewed in response to and in accordance with the Equality Act 2010 and the Student mental wellbeing in Higher Education (2015)<sup>22</sup>.
9. This policy is based on students studying at the Deane Road & Queens campus and provision should be mirrored by partners / off campus

### **Terminology**

10. Under the Equality Act, a disability is defined as a physical or mental impairment which has a "substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities". "Substantial" means more than minor or trivial. "Impairment" covers long term medical conditions and fluctuating or progressive conditions. What is classed as a mental impairment can include a whole myriad of medical labels however it is important to remember all people are individuals and even those with the same medical label are unlikely to experience exactly the same effects. It is therefore vital that staff consider a more holistic approach rather than a medical model. However unfortunately many students need to have a medical diagnosis under the act to access some services and funding for example government funded Disabled Students Allowance (DSA).

### **Roles and responsibilities of staff**

11. All staff should ensure policies and procedures, from strategic planning to operational practices facilitate integration and embedding of mental wellbeing across the institution.
12. Staff should be ready to offer support to students within the professional limitation of their role but are not expected to assume responsibility outside the parameters of their professional role for resolving a student's mental health difficulties. Staff will be well informed about appropriate University services and procedures for students experiencing mental health difficulties i.e. Disclosure Form (Appendix 1), basic guidance on identifying warning signs to look out for in order to signpost the student to the most appropriate service (Appendix 2) and support networks inside and outside the University (Appendix 3).
13. Staff must be sensitive of the language they use. Negative stereotypical language promotes a climate in which people with mental health difficulties are stigmatised and do not feel comfortable to disclose these difficulties or seek the advice and help they need.

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<sup>22</sup> Universities UK (2015) Student Mental Wellbeing in Higher Education. Universities UK ISBN 978-1-84036-331-9

## **Roles and responsibility of students**

14. Students need to take responsibility for communicating their needs and accessing services and support within the University to enable the University to offer support.
15. Students are encouraged to take care of their own mental health, for example ensuring that they get adequate rest, take prescribed medication and access appropriate support.
16. Students should be aware that any behaviour which impacts negatively on fellow students or staff, or is in any way disruptive or offensive, is not acceptable within the University community and may ultimately be subject to University Disciplinary Procedure after all reasonable adjustments are considered. If University staff that come into contact with a student believe that the student's mental health difficulties may have been a contributory factor in their behaviour, or if the student themselves or their peers disclose this information, careful consideration should be given to the way in which the incident or behaviour is treated and whether any reasonable adjustments can be considered due to these difficulties. The supported study policy should also be considered.
17. Students concerned about a fellow student's mental well-being should be aware of their personal limitations and should encourage their fellow student to seek specialist support at the earliest opportunity and if this is difficult they themselves should seek advice in confidence from any of the services listed in Appendix 3. However if the student considers themselves or the fellow student to be in imminent danger or is likely to cause harm to themselves or others they should contact the emergency services on 999 or 666 from an internal university phone.

## **Policy Statement**

18. The aims of this policy are to provide:
  - A clear, transparent and practical policy framework relating to mental health issues for students, potential students and staff supporting these students at the University of Bolton
  - A basis for a consistent approach throughout the University to the way we respond to the needs of students experiencing mental health difficulties.
19. This policy applies to all current and prospective students.

## **Admissions and Entry**

20. The University welcomes enquiries and applications from prospective students who have a history of mental health difficulties. All applicants will be assessed on their academic merits and the University will consider implementing any reasonable adjustments to prevent discrimination on the grounds of mental wellbeing.
21. At application, prospective students living with mental health difficulties are encouraged to disclose this information. Admissions staff will inform the Disability Service and the Disability Service will contact the student to discuss the student's support requirements and inform them of the support and services available.
22. Students should be given specific advice about the support available to them, including advice about the Disabled Student's Allowance (DSA), if appropriate. Any information disclosed will be kept confidential and only disseminated with the student's written consent in line with the Data Protection Act 1998 and the Disability Service's Confidentiality agreement. With consent, a notification will be sent to the student's School and other relevant staff alerting them to the student's particular support requirements. It will be explained to students who do not consent to information being disclosed, as outlined above, that this could limit the support measures that the University can put in place.
23. Mental Health problems should not be a barrier to full participation in student life. All necessary adjustments, where reasonable, will be made to enable students living with mental health difficulties to access all aspects of their course and to ensure that they are not at a disadvantage compared to other students.

## **During the course of study**

24. If a student experiences mental health difficulties during their time at University, advice and support are available from the Disability Service, Chaplaincy or Counselling Service. Other support networks information is provided in Appendix 3.
25. Student Liaison Officers located within Schools provide pastoral care, practical advice and guidance for all students who experience barriers to study.
26. Students can use the Multi Faith Chaplaincy for a wide range of welfare issues, the majority of which are not related at all to faith or belief.
27. The University has a Counselling Service staffed by a professional counsellor. This service offers free and confidential counselling to all students. Students are encouraged to self-refer.
28. The Disability Service provides staff with advice and guidelines on supporting students with mental health difficulties. It will liaise with

students' Schools as appropriate (depending on the level of the students consent) to ensure that an individual student has all the support necessary to participate fully in the student experience and fulfil their potential.

### **Mental Health Wellbeing intervention plan**

29. To ensure students Mental Health wellbeing is maintained to a level that they can study successfully to the best of their ability, it is recommended that students are encouraged to complete an intervention plan, with their disability adviser, in order that if they exhibit / declare signs of a relapse, in line with this plan, staff can contact the student's nominated persons at an earlier stage than they may otherwise have done, enabling the student to potentially seek the support they need at an earlier stage than they may otherwise do, leading to a more successful outcome for the student.

### **Examination Arrangements**

30. The University will put in place appropriate individual exam arrangements for students who provide acceptable medical evidence that they have a mental health difficulty, to ensure that such students are not placed at a disadvantage to fellow students when undertaking examinations. Please refer to the Procedure for Individual Exam Arrangements which is downloadable from <http://www.bolton.ac.uk/Students/PoliciesProceduresRegulations/AllStudents/Taught-Programmes.aspx>

### **Mitigating Circumstances**

31. If a student is unable to complete a piece of work or feels that their performance in a piece of work or an examination has been adversely affected by a fluctuating or deterioration in their disability they are entitled to submit an application concerning mitigating circumstances. This will be considered by the student's appropriate examination board. Further details on the Mitigating Circumstances Procedure is available from Student Liaison Officers or Student Advisors on [studentadvisors@bolton.ac.uk](mailto:studentadvisors@bolton.ac.uk) or x3733, or please refer to the Procedure for Mitigating Circumstances, which is downloadable from <http://www.bolton.ac.uk/Students/PoliciesProceduresRegulations/Mitigating-Circumstances-Regulations-and-Procedures.aspx>

### **Fitness to Practice**

32. A student's performance could be compromised by mental health difficulties, thus impacting upon fitness to practice. Where a student is studying on a programme of study which leads to a vocational qualification and which is subject to a fitness to practice or termination of training procedure, any serious mental health concerns should be referred to the appropriate person in the School of Study.

### **Interruption of Studies**

33. The University will respond flexibly to any request to suspend studies on the grounds of mental ill health and it is usually possible for a student to suspend his or her course of study to enable a period of rest and recovery. An appropriate period of recovery can be negotiated, after which the University might require medical evidence to confirm that the student is fit and able to cope with the academic demands that will be placed upon them.
34. If a student feels that a suspension of study may help them they should discuss this option with an appropriate member of staff, such as their Personal Tutor, Programme Leader, Student Liaison Officers, Student Advisers or the Students Union, however although many of these staff can offer advice to students about the process only academic members of staff can sanction this action.
35. If a student's performance is being adversely affected by a mental health difficulty, the tutor may encourage the student to consider requesting some time out to recover. A student will not be disadvantaged on the resumption of his/her studies by reason of agreed suspension due to mental health difficulties. However it must be considered that a student's options for their academic path may be limited by factors that the University could not have reasonably known at the time, such as a particular course or programme of study ceasing to exist in the meantime.
36. It is important that before making the decision to suspend the student seeks advice about the financial implications of so doing from Student Services.
37. There may be instances in which a student's mental health causes them to behave in a disruptive manner. If University staff that come into contact with a student believe that the student's mental health difficulties may have been a contributory factor in their behaviour, or if the student themselves or their peers disclose this information, careful consideration should be given to the way in which the incident or behaviour is treated and whether any reasonable adjustments can be considered due to these difficulties. The supported study policy should also be considered.

### **Equality Impact Assessment**

38. The University of Bolton is committed to the promotion of equality, diversity and a supportive environment for all members of our community. Our commitment to equality and diversity means that this policy has been screened in relation to the use of plain English, the promotion of the duty in relation to the protected characteristics of race, sex, disability, age, sexual orientation, religion or belief, gender reassignment, marriage and civil partnership, pregnancy and maternity.

39. All University policies are subject to periodic review under the equality impact assessment process.

### **Monitoring and Review**

40. This policy will be monitored annually to judge its effectiveness and updated in accordance with changes in the law by the Equality and Diversity Committee.

### **Related Policies**

See <http://www.bolton.ac.uk/studentinformation-policyzone/Home.aspx>

### **Dissemination of and Access to the Policy**

41. This policy will be published on the University of Bolton's website to be available to all staff, students, visitors and contractors on <http://www.bolton.ac.uk/studentinformation-policyzone/Home.aspx>

42. The University will ensure that all appropriate staff including academic staff, academic related staff and those who provide a service to or support students are trained on this policy and any associated guidance.

43. This document can be produced in alternative formats upon request.

44. Further details and guidance for this policy are available on [www.bolton.ac.uk/Students/AdviceAndSupport/ServicesForDisabledStudents](http://www.bolton.ac.uk/Students/AdviceAndSupport/ServicesForDisabledStudents), by email at [disabilityinfo@bolton.ac.uk](mailto:disabilityinfo@bolton.ac.uk), by telephone on 01204 903478 or SMS on 07799 657 035.

<b>Student Mental Health Policy</b>	
Policy Ref	
Version Number	8
Version Date	<i>May 2015 (updated Nov 2015)</i>
Name of Developer/Reviewer	Fiona Valentine –Disability Service Manager Katie Morris –Disability Service Manager
Policy Owner (School/Centre/Unit)	Student Services
Person responsible for implementation (postholder)	Disability Service Manager
Approving Committee/Board	Equality and Diversity Committee
Date approved	1 November 2011
Effective from	1 November 2011
Dissemination method (e.g. website)	Web pages
Review Frequency	Annually
Reviewing Committee	Equality and Diversity Committee
Consultation History (individuals/groups consulted with dates)	Equality and Diversity Committee Disability Advisory Group
Document History (e.g. rationale for and dates of previous amendments)	Equality Act 2010 Technical Updates and Nomenclature updates Nov 2015

**Confidential**

**Disclosure of a disability/additional requirement/medical condition to a member of staff by a University of Bolton student**

**Staff**

Please complete this form with the student and ask the student to tick **ONE** of the options and then sign and date the bottom of the form. **Send completed form to the Disability Service. Student Services immediately.** You should give a copy of the completed form to your student and keep a copy for your own records. Guidance notes are available at <http://www.bolton.ac.uk/Students/AdviceAndSupport/ServicesForDisabledStudents/Worrdocs/DisclosureGuide2014.pdf>

Student Name (Printed) \_\_\_\_\_ Student I.D No \_\_\_\_\_

Course \_\_\_\_\_ Year of Study 1<sup>st</sup> / 2<sup>nd</sup> / 3<sup>rd</sup> / 4<sup>th</sup> / 5<sup>th</sup>

Staff name (Printed) \_\_\_\_\_

What is the declared disability \_\_\_\_\_

Do you have any written evidence of this declared disability? YES  NO

**Option A**

I have informed this member of staff that I have a previously undisclosed disability/additional requirement/medical condition and I agree that this information about my disability and needs may be shared (on a need to know basis) with relevant University staff and outside agencies such as funding bodies or Access Centres to ensure that appropriate support can be put in place as fully as possible. **I understand this option means my support needs will be able to be met as fully as possible.**

**Option B**

I have informed this member of staff that I have a previously undisclosed disability / additional requirement/medical condition and I agree that this information about my disability and needs may be shared (on a need to know basis) with some named University staff (these must be clearly listed). **I understand that this may mean that not all of my support needs will be able to be met.**

**Option C**

I have informed this member of staff that I have a previously undisclosed disability/additional requirement/medical condition and I agree that this information about my disability and needs may **only** be shared with Disability services. **I understand this will mean my support needs may not be met or may be limited by the choice.**

**Option D**

I have informed this member of staff that I have a previously undisclosed disability/additional requirement/medical condition and I agree that this information about my disability and needs cannot be shared with anyone other than this person. **I understand this will mean my support needs will not be met by this choice. (The original form should be kept in a safe and secure place with the service or academic support service).**

**Option E**

I have informed this member of staff that I have a previously undisclosed disability/additional requirement/medical condition and I do not need any disability related support or adjustments to be put in place and therefore the information I have provided does not need to be communicated to anyone outside of Disability Services.

Signed \_\_\_\_\_ (Student) Date \_\_\_\_\_

Signed \_\_\_\_\_ (Staff) Date \_\_\_\_\_

<u>Office use</u>	
Forwarded to the Disability Service YES <input type="checkbox"/> NO <input type="checkbox"/>	Date received in the Disability Service _____
Date forwarded to the Disability Service _____	Printed name of DS staff member _____
Printed name of staff member _____	Signature of DS staff _____

Bottom yellow copy

to be retained by the student

## Appendix 2

### Guidelines on Student Mental Health and Wellbeing

The purpose of these guidelines is to provide basic guidance on identifying warning signs, symptoms and behaviour, with a view to informing or advising students on possible sources of appropriate support across the University.

It is a guide to help staff to understand some common mental health difficulties. **Staff are not expected to become diagnosticians, as this is a specialist task.** However it is hoped that these notes will assist in making decisions about referring a student for further support.

Knowing that a student carries this or that particular mental illness label is usually unhelpful, and conveys little or nothing about the person's difficulties or experiences. Information about the typical symptoms of illnesses is readily available from a range of sources including the NHS <http://www.nhs.uk/Conditions/Pages/hub.aspx>. This section avoids a condition-by-condition approach, and concentrates instead on **behaviours** which staff may encounter, and the responses which are likely to be helpful.

It is important to remember no two people experience mental health difficulties in exactly the same way. Mental health difficulties are likely to be temporary and are often treated effectively by counsellors, psychologists and/or medication. They may be caused by the need to cope with sudden change, e.g. bereavement, or the breakup of a relationship. They can be the result of chronic stress or can also stem from emotional difficulties which people have experienced in their childhood, adolescence or as adults.

Staff in a pastoral role such as Personal Tutors, counsellors, chaplains, postgraduate supervisors and University owned accommodation services staff can have an important role in the early detection of these disabling but eminently treatable conditions. People who are experiencing symptoms may not recognise what is happening and only seek help when prompted by friends, flatmates, family or university staff.

A change in behaviour can be associated with some medical conditions. Behaviour which is out of character for an individual may be associated with being run down, very tired and overexcited or under stress. Alternatively it may result from the use of drugs (legal and illegal), new or a change in medication etc. Mental illness is different. Mental illness can have a deeply incapacitating effect, and may require hospital admission. Its diagnosis is unlikely to depend on isolated symptoms and is usually associated with the observation of a persistent cluster of symptoms over a period of time. By contrast with mental health difficulties, which affect approximately one in four of the general population, mental illness is experienced by approximately one in fifty.

Feeling worried is a healthy response in many situations, and an important aspect of successful achievement. We all develop ways of coping with our anxieties when we feel under pressure. However, between 7 – 10% of the population is likely to be worried about many aspects of living and when anxiety becomes too great and significantly impairs the ability to function; we need to encourage students to seek help. Sessions with a counsellor or psychologist can be helpful ways of exploring the causes of stress and implementing ways forward.

In rare cases of severe anxiety and panic attacks, or severe mental illness, a GP referral, medication and the use of psychological or cognitive therapies may be beneficial.

Depression is one of the most common forms of mental health distress. We all go through difficult times in our lives, but for people who are depressed life can be a real struggle. They may feel bad about their lives and themselves in many ways. At times they may feel despairing. Counselling can provide a powerful way of safely exploring how the depression began and of assisting the student to mobilise *those centres of resilience jargon* that still remain, GP referral is recommended and the careful use of anti-depressant medication can prove helpful.

If you are aware of a student experiencing some of the symptoms listed below it may be appropriate to make them aware of resources which are available to them. For students who experience a cluster of symptoms over a period of time, it is important that they are encouraged to seek professional help.

### **Recognising warning signs, symptoms and behaviours**

It should be reiterated that there is no expectation that University staff will become diagnosticians, and the following list of symptoms is in no way intended to be a diagnostic tool. There are also many reasons why students may be experiencing some of these symptoms and therefore it doesn't mean a student definitely is experiencing Mental Health issues if they have some of these signs and symptoms. It is, however, guidance to staff in advising or informing a student about possible sources of help.

Examples of a range of signs and symptoms:

#### **Behaviour**

- Change in study patterns e.g. doing considerably more or less work than usual
- Change in attendance patterns at university
- Falling grades
- Agitation
- Over-intense interaction/withdrawal
- Uninhibited/disruptive/disturbing behaviour
- Disrupted eating pattern
- Disrupted sleeping pattern
- Reduced concentration
- Changes in motivation
- Self harm
- Suicidal thoughts and activity
- Avoidance of everyday activity

## Appearance

- Lack of attention to appearance and poor personal hygiene
- Marked weight loss or increase
- Particularly drawn/tired looking
- Noticeable smell of alcohol, cannabis
- Bizarre, unusual and out of character dress

## Mood

- Loss of interest in most things/exaggerated interest
- Significant mood swings
- Excitable/restless/fidgety
- Extremely angry
- Extremely sad
- Feeling flat
- Isolated and withdrawn
- Feeling of disorientation
- Altered states of perception
- Persecutory ideas
- Feelings of acute loneliness

## Other indicators

- Something what the student is saying or doing makes you feel very concerned or uneasy
- History of mental health difficulties
- Recent disruptive/traumatic events
- Significant loss in their lives (past/present)
- Debt/financial worries
- Lack of other supports/isolated
- Significant academic pressure
- Difficulties in the home environment (family/flatmates)

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### Appendix 3

#### Sources of support for staff in assisting students with mental health difficulties:

People seek counselling with a range of concerns varying from short term personal, social, family or academic worries to longer term more complex psychological problems. Some may attend only once or twice, others may use counselling for regular meetings over a period of several months.

The Counselling Service offers a confidential, professional service to students. Students can make an appointment to see the University Counsellors by calling into Student Services or by ringing ext. 3733.

The Student Liaison Officers are available to provide confidential advice and support, offer opportunities to develop student study skills and coordinate a Peer Mentoring scheme.

<b>University of Bolton contacts:</b>	
<p><b>Chaplaincy</b> Chancellor's Mall Tel: 01204 903415 Mob: 07958 692 454 Email: chaplain@bolton.ac.uk <a href="http://www.bolton.ac.uk/chaplaincy">www.bolton.ac.uk/chaplaincy</a></p>	<p><b>Disability Team</b> Student Centre Chancellor's Mall Tel: 01204 903478 / 01204 903439 SMS: 07799 657 035 Email: disabilityinfo@bolton.ac.uk <a href="http://www.bolton.ac.uk/student-services/disability/home.aspx">www.bolton.ac.uk/student-services/disability/home.aspx</a></p>
<p><b>Immigration and Welfare Officer</b> Student Centre Chancellors Mall Tel: 01204 903496 Email: studentimmigration@bolton.ac.uk <a href="http://www.bolton.ac.uk/StudentServices/ImmigrationWelfare/Home.aspx">www.bolton.ac.uk/StudentServices/ImmigrationWelfare/Home.aspx</a></p>	<p><b>Student Counsellor</b> Student Centre Tel: Contact student advisors to book an appointment on 01204 903733 Email: studentadvisors@bolton.ac.uk <a href="http://www.bolton.ac.uk/StudentServices/Counselling/Home.aspx">www.bolton.ac.uk/StudentServices/Counselling/Home.aspx</a></p>
<p><b>Student Liaison Officers</b> Tel: 01204 903595 / 01204 903229 Email: slo@bolton.ac.uk <a href="http://www.bolton.ac.uk/StudentServices/StudentLiaisonOfficers/Home.aspx">www.bolton.ac.uk/StudentServices/StudentLiaisonOfficers/Home.aspx</a></p>	

**External organisations that may provide a source of support:**

**Abortion/Pregnancy/Family Planning Advice/Sexual Health**

**Abortion/Pregnancy/Family Planning Advice / Sexual Health (Local)**

Integrated Sexual Health Department  
Royal Bolton Hospital  
Minerva Road  
Farnworth  
Bolton  
BL4 0JR  
Tel: 01204 390771

Website: [boltonft.nhs.uk/services/sexual-health/contact-details/](http://boltonft.nhs.uk/services/sexual-health/contact-details/)

**Bolton Pregnancy Advisory Service (Local)**

4th & 5th floor  
Nelson House  
Nelson Square  
Bolton  
BL1 1JT  
Telephone: 01204 521 400/Fax: 01204 364 745  
Email: [info@smpclinic.co.uk](mailto:info@smpclinic.co.uk)

Website: [smpclinic.co.uk/bolton/](http://smpclinic.co.uk/bolton/)

**Rainbow Pregnancy Advice Centre (Local)**

Bolton Pentecostal Church  
Bury New Road  
Bolton  
BL2 2BD  
Tel: 01204 522002

**Brook (National)**

Confidential Sexual Health Advice

Brook (Walkden Surgery)  
Walkden  
15 memorial Road  
Walkden  
M28 3AQ  
Tel: 0161 6229848

Website:  
[www.brook.org.uk/your-life/category/pregnancy](http://www.brook.org.uk/your-life/category/pregnancy)

**Marie Stopes UK (National)**

Family planning support

Tel: 03453 008090 (24 hr line)  
Email: [services@mariestopes.org.uk](mailto:services@mariestopes.org.uk)

Website:  
[www.mariestopes.org.uk/women/abortion/abortion-fact](http://www.mariestopes.org.uk/women/abortion/abortion-fact)

## Advocacy Service

### Action for Children (local)

The Bolton Hub  
Bold Street  
Bolton  
BL1 1LS  
Tel: 01204 546087

### Coram Voice (National)

Coram Voice, Gregory House,  
Coram Campus,  
49 Mecklenburgh Square,  
London WC1N 2QA  
Tel: 020 7833 5792,  
fax: 020 7713 1950,  
email: [info@coramvoice.org.uk](mailto:info@coramvoice.org.uk)

Website:  
[www.coramvoice.org.uk/professional-zone/about-us](http://www.coramvoice.org.uk/professional-zone/about-us)

## Adaptive Equipment

### Bolton Council (Local)

Independent Living Service

Tel: - 01204 337020/337900  
Minicom: 01204 337945

Website:  
[www.bolton.gov.uk/website/pages/Supportingindependencefordisabledpeople.aspx](http://www.bolton.gov.uk/website/pages/Supportingindependencefordisabledpeople.aspx)

## Alcohol Drugs and Substance Misuse

### Bolton Integrated Drug and Alcohol Service (BIDAS) (Local)

69-73 Manchester Road  
Bolton  
BL2 1ES  
Tel: 01204 557977  
E-mail: [info@boltondrinkanddrugs.org](mailto:info@boltondrinkanddrugs.org)

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

### Harbour Project (Local)

Supporting anyone affected by Drug/Alcohol misuse

21 New York  
Bolton  
BL3 4NG  
Tel: 01204 62274

Email: [harbourproject@btinternet.com](mailto:harbourproject@btinternet.com)

Website: [www.talktofrank.com/treatment-centre/harbour-project](http://www.talktofrank.com/treatment-centre/harbour-project)

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<p><b>Al Anon (National)</b> Offer Family Groups providing support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not.</p> <p>Local groups available see website for details</p> <p>Helpline 020 7403 0888 <b>Website:</b> <a href="http://www.al-anonuk.org.uk/">http://www.al-anonuk.org.uk/</a></p>	<p><b>Alcoholics Anonymous (National)</b> Various locations for meetings</p> <p>Tel: 0845 769 7555 Email: <a href="mailto:help@alcoholics-anonymous.org.uk">help@alcoholics-anonymous.org.uk</a></p> <p>Website: <a href="http://www.alcoholics-anonymous.org.uk/">www.alcoholics-anonymous.org.uk/</a></p>
<p><b>Alcohol Concern (National)</b></p> <p>25 Corsham Street London N1 6DR Tel: 0207 5669800</p> <p>Website: <a href="http://www.alcoholconcern.org.uk/">www.alcoholconcern.org.uk/</a></p>	<p><b>Narcotics Anonymous (National)</b> Local meetings held every Thursday 7pm Middle of the Boat YMCA 125 Deansgate Bolton Tel helpline : 0300 999 1212 (10.00am – midnight) Website: <a href="http://ukna.org/na-meeting/bolton-4">http://ukna.org/na-meeting/bolton-4</a></p>
<p><b>Anger Management</b></p>	
<p><b>Online Resource</b> Website: <a href="http://www.skillsyouneed.com/ps/angermanagement.html">www.skillsyouneed.com/ps/angermanagement.html</a></p>	
<p><b>Anorexia/Eating Disorders</b></p>	
<p><b>Adult Dieticians (Local)</b></p> <p>Royal Bolton Hospital Adult Dieticians Bolton</p> <p>Tel: 01204 390605</p>	<p><b>2. Support Line (National)</b> <b>3.</b> 4. PO Box 2860, 5. Romford, 6. Essex 7. RM7 1JA 8. Helpline: 01708 765200 (hours vary so ring for details) Admin: 01708 765222 9. 10. Website: <a href="http://www.supportline.org.uk/problems/anorexia.php">http://www.supportline.org.uk/problems/anorexia.php</a></p>

## Anxiety and Depression

### Mental Health Independent Support Team (MHIST) (Local)

Hanover House  
Hanover Street  
Bolton  
BL1 4TG  
Tel: 01204 527200  
E-mail [info@mhist.co.uk](mailto:info@mhist.co.uk)  
Website: [www.mhist.co.uk](http://www.mhist.co.uk)

### Social Anxiety (National)

E-mail: [contact@social-anxiety.org.uk](mailto:contact@social-anxiety.org.uk)  
Website: [www.social-anxiety.org.uk](http://www.social-anxiety.org.uk)

### Depression Alliance (National)

9 Woburn Walk  
London  
WC1H 0JE  
Tel: 0845 12 32 320  
Email: [information@depressionalliance.org](mailto:information@depressionalliance.org)  
  
Website: [www.depressionalliance.org](http://www.depressionalliance.org)

## Aspergers and Autism

### Bolton Autism Spectrum Support Team (Local)

Bentley House, Viking Works,  
Weston Street,  
Bolton,  
Greater Manchester,  
BL3 2RX

Tel: 01204 544640

Website:  
<https://www.gmw.nhs.uk/services-list/venue/bolton-autism-spectrum-conditions-support-team-161/>

### National Autistic Society (Local)

The National Autistic Society  
Manchester Adult and Community Services  
Anglo House  
Chapel Road  
Northenden  
M22 4JN  
Tel: 0161 945 0040 Fax: 0161 945 3038  
Email: [manchester.service@nas.org.uk](mailto:manchester.service@nas.org.uk)

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

<p><b>Action for aspergers (National)</b></p> <p>Tel: <b>01536 266681</b> (24 hours/7 days; message facility available)</p> <p>Website: <a href="https://www.actionforaspergers.org/">https://www.actionforaspergers.org/</a></p>	<p><b>National- Autism Initiatives (National)</b></p> <p>Autism Initiatives UK 7 Chesterfield Road Liverpool Merseyside L23 9XL Tel: 0151 330 9500</p> <p>Website: <a href="http://www.autisminitiatives.org/default.aspx">http://www.autisminitiatives.org/default.aspx</a></p>
<p><b>Benefits</b></p>	
<p><b>Bolton Welfare Rights Service (Local)</b></p> <p>Town Hall Victoria Square Bolton BL1 1RU Tel: 01204 333820 Email: <a href="mailto:welfare.rights@bolton.gov.uk">welfare.rights@bolton.gov.uk</a></p> <p>Website: <a href="http://www.bolton.gov.uk/website/pages/Benefitsadvice.aspx">www.bolton.gov.uk/website/pages/Benefitsadvice.aspx</a></p>	
<p><b>Bereavement</b></p>	
<p><b>Bereavement and Donor Support Team (Local)</b></p> <p>Tel: 01204 390448</p> <p>Website: <a href="http://www.boltonft.nhs.uk/patients-and-visitors/hospital/support-services/bereavement-and-donor-support-services/">http://www.boltonft.nhs.uk/patients-and-visitors/hospital/support-services/bereavement-and-donor-support-services/</a></p>	<p><b>The compassionate Friends (Local)</b> <b>Have a group meeting in Bolton</b></p> <p>14 New King Street Deptford London SE8 3HS Tel: 03451203785/02084690022</p> <p>Website: <a href="http://www.tcf.org.uk/">www.tcf.org.uk/</a></p>

<p><b>Cruse Bereavement Care (National)</b></p> <p>Vine House, 22 Cromwell Road Ribbleton Preston Lancashire PR2 6YB United Kingdom Tel: 01772 433645</p> <p>Website: <a href="http://www.cruse.org.uk/?domain=www.crusebereavementcare.org.uk">www.cruse.org.uk/?domain=www.crusebereavementcare.org.uk</a></p>	<p><b>Sudden Infant Death Syndrome and Cot Death support group (National)</b></p> <p>Tel: 0808 802 6869 <a href="http://www.lullabytrust.org.uk">www.lullabytrust.org.uk</a></p>
<p><b>Budgeting</b></p>	
<p><b>Bolton's Money Skills Service (Local)</b></p> <p>Housing Advice Services 1 Silverwell Lane Bolton BL1 1Q Tel: 01204 331968</p> <p>Website: <a href="http://www.boltonsmoneyskills.org.uk/">www.boltonsmoneyskills.org.uk/</a></p>	<p><b>Hoot Credit Union (Local)</b></p> <p>The Square 53-55 Victoria Square Bolton BL1 1RZ Telephone: 01204 365024 Fax:01204 527736 Email:<a href="mailto:enquiries@wisewithmoney.org.uk">enquiries@wisewithmoney.org.uk</a></p> <p>Website: <a href="http://www.wisewithmoney.org.uk/contact.html">www.wisewithmoney.org.uk/contact.html</a></p>
<p><b>Bullying/Harassment</b></p>	
<p><b>Victim Support (Local)</b></p> <p>31 Chorley Old Road, Bolton BL1 3AD Tel: 01204 399736</p> <p>Website: <a href="http://www.victimsupport.org.uk/">www.victimsupport.org.uk/</a></p>	<p><b>Anti-Bullying Alliance (National)</b></p> <p>Website: <a href="http://www.anti-bullyingalliance.org.uk/">www.anti-bullyingalliance.org.uk/</a></p>
<p><b>Bullying UK (National)</b></p> <p>Website: <a href="http://www.bullying.co.uk/">http://www.bullying.co.uk/</a></p>	

## Carers

### Bolton Carer Support (Local)

23 Chorley New Rd  
Bolton  
BL1 4QR  
Tel: 01204 363056

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

### Bolton Council Carers services (Local)

Website:  
[www.bolton.gov.uk/websit/pages/Carersinformationandservices.aspx](http://www.bolton.gov.uk/websit/pages/Carersinformationandservices.aspx)

## Children and Families (Safeguarding)

### Children and Families (Local)

Child protection and safeguarding  
Bolton Council  
Tel: 01204 337777

Website:  
[www.bolton.gov.uk/website/pages/Childprotection.aspx](http://www.bolton.gov.uk/website/pages/Childprotection.aspx)

### Bolton Safeguarding Children's Board (Local)

Website:  
<http://boltonsafeguardingchildren.org.uk/>

## Community Faith support groups

### Bolton Council of Mosques (Local)

1 Vicarage Street  
Bolton  
11. BL3 5LE  
12. Tel: 01204 363681  
13.  
Website: [www.thebcom.org/](http://www.thebcom.org/)

### Bolton Christian Community Cohesion (Local)

14. Bolton Christian Community Cohesion  
15. The Second Floor  
16. The Bolton Hub  
17. Bold Street  
18. BL1 1LS  
19. Tel:01204 546138/6139  
20. Email: [info@bolton.gmim.org.uk](mailto:info@bolton.gmim.org.uk)

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

<p><b>Bolton Hindu Forum (Local)</b></p> <p>Website: <a href="http://www.boltonhinduforum.org.uk/?page_id=89">www.boltonhinduforum.org.uk/?page_id=89</a></p>	<p><b>Bolton Interfaith Council (Local)</b></p> <p>The Bolton Hub Bold Street Bolton BL1 1LS Tel No: 01204 546110 Email: <a href="mailto:chan@boltoninterfaithcouncil.org.uk">chan@boltoninterfaithcouncil.org.uk</a></p> <p>Website: <a href="http://www.boltoninterfaithcouncil.org.uk/5.html">www.boltoninterfaithcouncil.org.uk/5.html</a></p>
<p><b>Bury Fellowship (Local)</b> (Christian Group providing a drop-in service, practical assistance and counselling)</p> <p>Manna House Irwell Street Bury BL9 0HE Tel: 0161 764 8131</p> <p>Website: <a href="http://www.s128937293.websitehome.co.uk/">www.s128937293.websitehome.co.uk/</a></p>	<p><b>Urban Outreach (Local)</b> A registered Christian Charity, established in 1990 to work with disadvantaged and vulnerable individuals in the town of Bolton</p> <p>Tel: 01204 385848</p> <p>Website: <a href="http://www.urbanoutreach.co.uk/home">http://www.urbanoutreach.co.uk/home</a></p>
<p><b>Community Transport/Furniture assistance</b></p>	
<p><b>Bolton Community Transport &amp; Furniture Services (BCTFS) (Local)</b> (Will accept furniture, appliances and supply those in need and can provide transport with wheelchair accessible minibuses)</p> <p>63 Knowsley Street Bolton BL1 2AS Tel: 01204 364777</p> <p>Website: <a href="http://www.bctfs.co.uk/">www.bctfs.co.uk/</a></p>	<p><b>Community Care Options (Local)</b></p> <p>Services for people who have a disability including Shop Mobility</p> <p>Bath Street Bolton BL1 2DJ Tel: 01204 392946</p> <p>Website: <a href="http://www.Comco.org.uk">www.Comco.org.uk</a></p>
<p><b>Guild of Help (Local)</b></p> <p>(Financial Help for those in need, Furniture and white goods for low incomes) 27 Silverwell Street Bolton BL1 1PP Tel: 01204 524858</p>	

## Counselling

### Beacon Bolton Counselling Services (Local)

(General Counselling & group work for survivors of Sexual abuse)

The Bolton Hub

Bold Street

Bolton

BL1 1LS

Tel: 01204 546100

Email: [enquire@beaconcounselling.org](mailto:enquire@beaconcounselling.org)

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

### Bury Fellowship(Local)

(Christian Group providing a drop-in service, practical assistance and counselling)

Manna House

Irwell Street

Bury

BL9 0HE

Tel: 0161 764 8131

### St Mary's Sexual Assault Referral Centre (Local)

- Immediate Crisis Support
- Forensic Medical Examination
- Access to Emergency Contraception
- Sexual Health Screening
- Counselling
- Independent Sexual Violence Advisor

St. Mary's Sexual Assault Referral Centre

The Old St Mary's Hospital

York Place

Oxford Road

Manchester M13 9WL

Tel: 0161 276 6515 (24 Hour Service)

Email: [stmarys.sarc@cmft.nhs.uk](mailto:stmarys.sarc@cmft.nhs.uk)

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

### Simeon Centre Counselling Service (One point) (Local)

Appointments for this service based at the Victoria Hall, Knowsley Street can be booked

Bolton's Psychological Health and Wellbeing Alliance. The Old Turkish Baths, 18 Great Moor Street, Bolton, BL1 1NP

[www.1pointbolton.org.uk](http://www.1pointbolton.org.uk)

Tel 01204 867000.

They offer an initial assessment appointment usually within 28 days of initial contact.

## Epilepsy

### Epilepsy Action (Local)

New Anstey House

Gate Way Drive

Yeadon, LEEDS

LS19 7XY

Tel: 0113 210 8800 (UK) or +44 (0)113 210 8800 (international)

Email: [epilepsy@epilepsy.org.uk](mailto:epilepsy@epilepsy.org.uk)

Website: <https://www.epilepsy.org.uk>

### Neurological Long Term Conditions Service (Local)

Brightmet Health Centre

Brightmet Fold Lane

Brightmet

Bolton

BL2 6NT

Tel: 01204 462766

<p><b>Young Epilepsy (National)</b></p> <p>St. Piers Lane Lingfield, Surrey RH7 6PW Tel: 01342 832243 / Helpline: 01342 831342 Email: <a href="mailto:info@youngepilepsy.org.uk">info@youngepilepsy.org.uk</a></p> <p>Website: <a href="http://www.youngepilepsy.org.uk/">www.youngepilepsy.org.uk/</a></p>	
<p><b>Forced Marriages</b></p>	
<p><b>Bolton Women’s Aid – Fortalice (Local)</b> (For single women with children, married women who need help, no men allowed)</p> <p>43 Bradford Street Bolton BL2 1HT Email: <a href="mailto:info@fortalice.co.uk">info@fortalice.co.uk</a> Tel: 01204 365677/701846 Tel: 01204 701846 (24 hr)</p> <p>Website: <a href="http://fortalice.org.uk/">http://fortalice.org.uk/</a></p>	<p><b>Victim Support (Local)</b></p> <p>Keith Salt House 31 Chorley Old Road Bolton BL1 2BA Tel: 01204 399736 Email: <a href="mailto:supportline@victimsupport.org.uk">supportline@victimsupport.org.uk</a></p> <p>Website: <a href="http://www.victimsupport.org.uk/">www.victimsupport.org.uk/</a></p>
<p><b>Women’s Refuge for Asians (Manchester) (Local)</b></p> <p>PO Box 44 SDO Manchester M20 4BJ Tel: 0161 945 4187 Email: <a href="mailto:info@saheli.org.uk">info@saheli.org.uk</a> Website: <a href="http://saheli.org.uk/">http://saheli.org.uk/</a></p>	<p><b>Support line (National)</b></p> <p>Website: <a href="http://www.supportline.org.uk/problems/forced_marriages.ph">http://www.supportline.org.uk/problems/forced_marriages.ph</a></p>

## Gambling

### Gamblers Anonymous Bolton (Local)

Unitarian Chapel Bank Street  
Off Deansgate  
Bolton  
(Access: at rear in Crown Street next to Pepper Alley  
Hotel facing multi-storey  
car park. Meetings: Friday at 7.30 pm)  
Tel: 08700 508880

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

## Hate crime

### Community Safety Services (Local)

First Floor  
Paderborn House  
16 Howell Croft North  
Bolton  
BL1 1XX  
Tel: 01204 331060  
Website:

[www.bolton.gov.uk/website/Pages/Hatecrime.aspx](http://www.bolton.gov.uk/website/Pages/Hatecrime.aspx)

### Victim Support (Local)

Keith Salt House  
31 Chorley Old Road  
Bolton  
BL1 2BA  
Tel: 01204 399736  
Email: [supportline@victimsupport.org.uk](mailto:supportline@victimsupport.org.uk)

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

## Health (general)

### Bolton Primary Care Trust (Local)

Information on hospital services available  
Royal Bolton Hospital  
Minerva Road  
Farnworth  
Bolton  
BL4 0JR  
Tel: 01204 390390  
[www.boltonft.nhs.uk/](http://www.boltonft.nhs.uk/)

### Get Active Team (Local)

The Get Active Team  
Castle Hill Centre  
1st Floor, Rooms 1-34 to 1-35  
Castleton Street,  
Bolton  
BL2 2JW  
Tel: 01204 333 215  
Freephone: 0800 458 9029 (from landlines only)  
Email: [info@getactivebolton.co.uk](mailto:info@getactivebolton.co.uk)

Tel: 01204 488202  
Website: [www.getactivebolton.co.uk](http://www.getactivebolton.co.uk)

## Homeless Welfare

### **Bolton Community homes (Local)**

Silverwell Lane  
Bolton  
BL1 1QN  
Tel: 01204 335 830

### **Bolton Homeless Welfare (Local)**

Homeless Welfare  
Bolton Community Homes  
Silverwell House  
Silverwell Lane  
Bolton  
BL1 1QN  
Tel: 01204 335830

Website:

[www.bolton.gov.uk/website/Pages/Homelessn  
ess.aspx](http://www.bolton.gov.uk/website/Pages/Homelessn<br/>ess.aspx)

### **The Salvation Army (Local)**

102 St Georges Road  
Bolton  
BL1 2BZ  
Tel: 01204 365455  
E-mail [bolton.citadel@salvationarmy.org.uk](mailto:bolton.citadel@salvationarmy.org.uk)

Website: [www.salvationarmy.org.uk/bolton-citadel](http://www.salvationarmy.org.uk/bolton-citadel)

### **Samaritans (Local)**

16 Bark Street East, Bolton  
Lancashire  
BL1 2BQ  
Tel: 01204 521200

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

### **Street Life (Local)**

Street Life works with rough sleepers and other homeless people to help them access suitable accommodation. Street Life runs a drop-in centre every Tuesday afternoon from the Urban Restore Centre.

Pool Street  
Bolton  
BL1 2BA

Website:

<http://www.urbanoutreach.co.uk/projects/9>

**Mental Health (Variety of Topics including Self Harm and suicide)**

**Bolton Employment Support Team (BEST) (Local)**

Supports people with severe and enduring mental health problems with work preparation and placement experience

Best and active Choices Team

Office 3

Bolton Market

Ashburner Street

Bolton

BL1 1TQ

Tel: 01204 3375230/334162

Website: [www.gmw.nhs.uk/services-list/venue/bestactive-choices-156](http://www.gmw.nhs.uk/services-list/venue/bestactive-choices-156)

**The Early Intervention in Psychosis Team (EIT) (Local)**

Bentley House,

Viking Works,

Weston Street,

BL3 2RX

Telephone: 01204 544640

Bolton Council Early Intervention Team

Tel: 01204 337860

Website:

[www.gmw.nhs.uk/services-list/venue/bolton-early-intervention-in-psychosis-team-eit-68/](http://www.gmw.nhs.uk/services-list/venue/bolton-early-intervention-in-psychosis-team-eit-68/)

**Mental Health Independent Support Team (MhIST) (Local)**

Hanover House

Hanover Street

Bolton

BL1 4TG

Tel: 01204 527200

E-mail [info@mhist.co.uk](mailto:info@mhist.co.uk)

[www.mhist.co.uk](http://www.mhist.co.uk)

**The Sanctuary (Local)**

Providing a 'overnight, every night' service providing a place of safety and support to adults feeling at crisis point and living with difficulties such as panic attacks, depression and low mood.

Open: 8pm to 6am

Tel: 0300 303 0581

**No Secrets (Local)**

Wigan Support Group

Platt Bridge Community Zone,

81 Ribble Rd,

Wigan,

WN2 5EG

Tel: 07514 458121

Website:

<http://www.no-secrets.org.uk/contactus.html>

**Mental Health Foundation (National)**

Colechurch House

1 London Bridge Walk

London

SE1 2SX

Tel: 020 7803 1100

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

**Rethink (National)**

Various local locations

Tel: 0300 5000927

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

**Royal College of Psychiatrists (National)**

Tel: 020 7235 2351

Website: [www.rcpsych.ac.uk](http://www.rcpsych.ac.uk)

**Sane (National)**

**Self Harm UK (National)**

St. Mark's Studios  
14 Chillingworth Road  
Islington  
London  
N7 8QJ  
Tel: 020 7375 1002  
Helpline: 0300 3047000

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

3a Upper George Street  
Luton  
Bedfordshire  
LU1 2QX  
Email: [info@selfharm.co.uk](mailto:info@selfharm.co.uk)  
  
Website: [www.selfharm.co.uk/](http://www.selfharm.co.uk/)

## Rape and Sexual Violence

### Manchester Rape Crisis (Local) For women only

Tel: 0161 273 4591  
(Rape and sexual abuse counselling service)

Website:  
[www.manchesterrapecrisis.co.uk](http://www.manchesterrapecrisis.co.uk)

### St Mary's Sexual Assault Referral Centre (Local)

- Immediate Crisis Support
- Forensic Medical Examination
- Access to Emergency Contraception
- Sexual Health Screening
- Counselling
- Independent Sexual Violence Advisor

St. Mary's Sexual Assault Referral Centre  
The Old St Mary's Hospital  
York Place  
Oxford Road  
Manchester M13 9WL  
Tel: 0161 276 6515 (24 Hour Service)  
Email: [stmarys.sarc@cmft.nhs.uk](mailto:stmarys.sarc@cmft.nhs.uk)  
Website: [www.stmaryscentre.org/](http://www.stmaryscentre.org/)

### Victim Support (Local)

31 Chorley Old Road, Bolton BL1 3AD  
Tel: 01204 399736

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

### Rape and Sexual Abuse Counselling (RASAC) (National)

Tel: 01962 868688/864433

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

## Sexual Health

### Integrated Sexual Health Department (Local)

Royal Bolton Hospital  
Minerva Road  
Farnworth  
Bolton  
BL4 0JR  
Tel: 01204 390771

Website:

<http://www.boltonft.nhs.uk/services/sexual-health/>

### Reach out Project (Local)

Reach Out offers practical and emotional support, information and guidance to women who are involved in sex work within Bolton.

Environ House  
Salop Street  
Bolton  
BL2 1DZ  
Tel: 01204 385848

Website:

<http://www.urbanoutreach.co.uk/projects/12>

## Sexual identity

### Gender Trust (National)

76 The Ridgeway  
Astwood Bank  
B96 6LX  
Worcestershire  
Tel: 01527 894 838

Website:

<http://gendertrust.org.uk/directory/support-organisations>

### LGBT Foundation (National)

Wide range of support services to lesbian, gay, bisexual and trans\* people  
5 Richmond Street,  
Manchester  
M1 3HF

Tel: 0345 3 30 30 30 (between **10am** until **10pm**  
Monday – Friday)

Email: [info@lgbt.foundation](mailto:info@lgbt.foundation)

Website: <https://lgbt.foundation/get-support/>

### Mermaids (National)

BM Mermaids,  
London,  
WC1N 3XX

Website:

<http://mermaidsuk.org.uk/index.php/contact>

### Young minds (National)

Suite 11  
Baden Place  
Crosby Row  
London  
SE1 1YW  
Tel: **020 7089 5050**

Website: <http://www.youngminds.org.uk/>

## General Help and advice

### **Bolton & District Citizen's Advice Bureau (Local)**

Advice on Benefits and Tax credits, Community Care, Consumer advice, Housing, Immigration & Asylum, Money & Debt, Education, Relationships and Work

26 – 28 Mawdsley Street  
Bolton  
BL1 1LF  
Tel: 03444 889622

Website: [www.boltoncab.co.uk](http://www.boltoncab.co.uk).

### **Bolton Community and Volunteer Services (CVS) (Local)**

Supports Volunteers and promotes good practice to organisations on volunteering

The Bolton Hub  
Bold Street  
Bolton  
BL1 1LS  
Tel: 01204 546010  
Email: [admin@boltoncvs.org.uk](mailto:admin@boltoncvs.org.uk)

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

### **Bolton Women's Aid – Fortalice (Local)**

(For single women with children, married women who need help, no men allowed)

43 Bradford Street  
Bolton  
BL2 1HT  
Email: [info@fortalice.co.uk](mailto:info@fortalice.co.uk)  
Tel: 01204 365677/701846  
Tel: 01204 701846 (24 hr)

Website: <http://fortalice.org.uk/>

### **Greater Manchester Immigration Aid Unit (GMIAU) (Local)**

Tel: 0161 740 7722

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

### **Samaritans (Local)**

16 Bark Street East, Bolton  
Lancashire  
BL1 2BQ  
Tel: 01204 521200

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

### **Storehouse Food Bank (Local)**

Bolton's food bank and distribution project, providing emergency food parcels to individuals and families who find themselves in need of help due to illness, debts or fines, benefit delays, homelessness, domestic abuse, redundancy or family breakdown.

Urban Restore Centre  
Pool Street  
Bolton  
BL1 2BA

Tel: 01204 385848

Website:

<http://www.urbanoutreach.co.uk/projects/59>

**Suzy Lamplugh Trust (National)**

Personal safety advice

Website: [www.suzylamplugh.org/personal-safety-tips/](http://www.suzylamplugh.org/personal-safety-tips/)