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**SOURCES OF SUPPORT FOR FAMILY MEMBERS AND FRIENDS (‘CLOSE OTHERS’)**

It is always stressful and distressing watching someone we love being harmed through their use of substances or gambling. Finding the information and support we need in such circumstances can be difficult and confusing, with so many agencies and providers available.

We hope the following list will be helpful. Whilst not exhaustive, it summarises some of the main sources of support for close others. Most of these websites provide information, guidance and search tools to help you find local groups and specialist support. Many of the organisations also run helplines and email contact.

If you would find it helpful to talk about your concerns, please ring or email our director, Alison Mather, who will be happy to listen and advise on further support. QAAD also maintains a confidential list of Friends who have been personally affected by addiction and are willing to offer some longer-term support. Tel: 0117 9246981 Email: [alison@qaad.org](mailto:alison@qaad.org)

**ALCOHOL AND OTHER DRUGS**

**NHS England and Wales**

Alcohol: <https://www.nhs.uk/Service-Search/find-an-alcohol-addiction-service/location>

Alcohol: minority ethnic groups: <https://www.nhs.uk/service-search/other-services/Alcohol-services-for-minority-ethnic-groups/Location/298>

Drugs: https://www.nhs.uk/live-well/addiction-support/advice-for-the-families-of-drug-users/

**NHS Inform (NHS Scotland)**

These sites provide information about risks/harm and sources of support for people using alcohol and/or other drugs and their families. There is a search function for locating local groups and services.

**Alcohol:** <https://www.nhsinform.scot/healthy-living/alcohol/alcohol-support/>

**Drugs:** <https://www.nhsinform.scot/healthy-living/drugs-and-drug-use/support-for-people-affected-by-drugs>

**ADFAM** <http://www.adfam.org.uk/home>

A charity devoted to helping close others, ADFAM’s website provides a wealth of information including advice, briefings, guides, online support groups and videos and details of its local and remote support services.

**DrugFAM** [**https://drugfam.co.uk/**](https://drugfam.co.uk/)

A charity which offers phone and email support for close others affected by another’s use of alcohol,other drugs and/or gambling. The website includes guides related to emotional well-being, blogs, recordings and interviews and resources for those bereaved through addiction. The helpline is available every day of the year, 9am – 9pm: 0300 888 3853. You can also complete an email contact form: <https://drugfam.co.uk/contact/>

**DAN 24/7** <https://dan247.org.uk/>

DAN 24/7 provides information and resources on alcohol and drugs, including a range of free leaflets, online resources and a search tool for local services. Its free, bilingual helplineis available 24 hours a day, 7 days a week: **0808 808 2234 or text DAN 80166**. This provides a single point of contact for anyone in Wales wanting further information and/or help relating to drugs and alcohol. It helps individuals, their families, carers, and drug and alcohol support workers to find appropriate local and regional services.

**Drugs and Me**

This social enterprise provides evidence-based, non-judgemental information designed to help people using drugs recreationally to make safer, healthier decisions. The website includes an A-Z index and a toolkit to help parents talk to their children about drugs and alcohol: <https://www.drugsand.me/parents/parents/>

**12-Step Fellowships**

Since the launch of Alcoholics Anonymous in 1935, its spiritual 12-Step programme has been adapted to offer support relating to many other substances and behaviours. There are several ‘-anon’ fellowships which use the 12-Step approach and offer mutual support for close others. Fellowships’ websites provide further information and resources including tools to find in-person and online meetings, all of which are free. Several also operate helplines.

**Al-Anon** <http://www.al-anonuk.org.uk/>

### Helpline: Helpline (UK) 0800 0086 811 (10am – 10pm every day of the year)

### Email: <https://al-anonuk.org.uk/contact/send-an-email/>

## **Alateen** <https://al-anonuk.org.uk/alateen/>

## Part of Al-anon, supporting teenaged relatives and friends of alcoholics. For details of meetings and further information, call Al-anon’s General Service Office: 020 7593 2070 (10am-5pm Monday – Friday)

**Families Anonymous (Fam-anon)** <http://famanon.org.uk/>

Fam-anon supports people affected by someone’s drug use and related behaviours. It has a network of in-person and online meetings and an online forum for members.

Helpline: 0207 4984 680 or Email: [office@famanon.org.uk](mailto:office@famanon.org.uk)  
Telephone enquiries: 0207 4984 680

**Nar-anon** <https://www.nar-anon.co.uk/> (all drugs)

**Co-anon Family Groups UK** <https://www.co-anon.org.uk/> (cocaine and other drugs)

Contact: [info@co-anon.org.uk](mailto:info@co-anon.org.uk)

**SMART Recovery** <https://smartrecovery.org.uk/>

SMART (Self-Management and Recovery Training) provides training and tools for people wanting to change behaviour which has become a problem, including addiction to drugs, alcohol, cigarettes, gambling, food, shopping, and internet use. Facilitated, mutual support groups are held in-person and online.

**Talk to Frank** is a website providing information on a wide range of topics and a ‘Find support near you’ option that gives details of advice and treatment services <http://www.talktofrank.com/>

**National Association for Children of Alcoholics (NACOA)** [**https://nacoa.org.uk/**](https://nacoa.org.uk/)

NACOA offers information, advice and support for anyone affected by someone else’s drinking, including children and young people. The website offers online chat groups for adults and young people, downloadable guides and leaflets, and accounts of personal experiences. It also gives details of NACOA research and publications.

Helpline: Telephone 0800 358 3456 (Monday - Saturday 12 noon to 7pm) or Email support: [helpline@nacoa.org.uk](mailto:helpline@nacoa.org.uk) (Monday – Saturday 12 noon – 9pm)

**Residential rehab**

These websites enable you to research rehabilitation units. Funding will need to be considered separately and arranged either through NHS or social services, or privately.

England and Wales: <http://www.rehab-online.org.uk/>

Scotland:<https://experience.arcgis.com/experience/f8d6c5cef507474caa396178a43c30d9?org=perth-kinross>

**GAMBLING**

**BigDeal** <https://bigdeal.org.uk/parents-professionals-hub/>

This site was developed by the national gambling charity GamCare, specifically to help young people aged 11 and over who are worried about their own or someone else’s gambling. The website also has a Parent Hub where you will find helpful information about how to speak to young people about gambling, reasons why young people gamble and the influence of parental gambling on children.

**Citizens Advice** <https://www.citizensadvice.org.uk/debt-and-money/gambling-problems/if-youre-worried-about-someones-gambling/>

The website provides practical information and advice about the financial impact of gambling on the family, including what to do if money has been borrowed in your name without your knowledge and how to manage debt. Help is available in person at Citizen Advice offices, via online chat and email. Phone: Adviceline (England) 0800 144 8848 or Advicelink (Wales) 0800 702 2020 (9am – 5pm Monday – Friday, not on public holidays).Relay UK: A free service available via an app or textphone if you cannot hear or speak on the phone. You can type 18001 followed by the Adviceline number (for further details: <https://www.relayuk.bt.com/>)

**Gambling with Lives** <https://www.gamblingwithlives.org/>

This charity describes itself as a community of families and friends bereaved by suicide directly caused or influenced by a predatory gambling industry. It offers support and opportunities to share experience through drop-in online chats and regional in-person meetings. It also provides professional practical and legal help in the event of a sudden death, and psychotherapeutic support for families and friends online or in-person.

**Gam-Anon UK** <https://gamanon.org.uk/>

The 12-step fellowship for close others struggling with the impact of someone else’s gambling. The website provides details of in-person, online and hybrid meetings in England and Wales and explains the 12-step approach.

For details of Gam-Anon Groups in Scotland: <https://www.gamanonscotland.org/gamanon-meetings-across-scotland/>

**GamCare** <https://www.gamcare.org.uk/>

GamCare is a national charity providing advice and support both for gamblers and for close others.

Their services can be provided face to face, online by live chat, or by phone. There is also an online Forum and daily group chatrooms on the website. If someone close is receiving treatment through GamCare, you can also be supported to be involved, with their agreement.

National Gambling Helpline Freephone: 0808 8020 133 (24 hours every day)

**GamFam** <https://gamfam.org.uk/for-the-family/>

This charity provides detailed and practical information and support for close others affected by gambling harm, based on its 5-stage self-help peer Recovery and Support Programme (GRAS5P). The website has an online contact form for further information or to request support.

**Gordon Moody** <https://gordonmoody.org.uk/friends-family/>

The charity’s support for close others looks at the social, physical, and financial impact problem gambling can have on them. It offers one-to-one support, weekly online meetings, and pre- and post-treatment support for the whole family.

Phone: 01384 241292 Email: email:help@gordonmoody.org.uk

**NHS Advice** <https://www.nhs.uk/live-well/addiction-support/gambling-addiction/>

This site is designed to advise people experiencing gambling harm, and contains information and links to specialist support which will also be of help to close others supporting them.