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**SOURCES OF SUPPORT FOR INDIVIDUALS HARMED BY SUBSTANCE USE OR GAMBLING**

This is a summary of some of the main sources of help and support for people who are struggling with the effects of substance use or gambling in England, Scotland and Wales. Whilst not exhaustive, we hope that you will find it useful, whether you are in the early stages of considering change, or have made a decision to seek help. The websites offer a wealth of information, guidance and search tools to help you find local groups and specialist support. Many of these organisations also run helplines and/or offer email support. ­­­­­­

Although QAAD is not a counselling service, you are welcome to contact our director, Alison Mather, who is always happy to listen and advise on further support: 0117 9246981, or email: [alison@qaad.org](mailto:alison@qaad.org) All contact is held in strict confidence. QAAD also maintains a list of Friends with personal experience who are willing to offer some longer-term support.

**DRUGS AND ALCOHOL**

**Change Grow Live** <https://www.changegrowlive.org/>

The charity runs a large network of drug and alcohol support services across the country, often involving peer mentors. The website offers an online chat service and includes a search tool to find local services. It also has advice and information on a range of topics such as reducing risks, relapsing and treatment options.

**Drugs and Me** <https://www.drugsand.me>

A social enterprise providing evidence-based, non-judgemental information designed to help people using drugs recreationally to make safer, healthier decisions. The website has an A-Z drugs index, a regular blog, a tool to check how drugs interact with each other and advice on reducing risks.

**Drink and Drugs News** <https://www.drinkanddrugsnews.com>

An online newsletter featuring articles about harm reduction, projects and new approaches. It also has an addiction treatment directory: <https://www.drinkanddrugsnews.com/addiction-treatment-directory/>

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

**NHS Inform (NHS Scotland)**

* **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>

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.

**12-Step Fellowships**

Fellowships’ websites provide further information and resources including tools to find in-person and online meetings, all of which are free. Many also operate helplines:

* **Alcoholics Anonymous (AA):** <https://www.alcoholics-anonymous.org.uk/>

Helpline: 0800 917 7650 (10am – 10pm every day)

## Narcotics Anonymous (NA): <https://ukna.org/> (all drugs)

In addition to offering meetings, the website includes audio shares by people in recovery.

Helpline: 0300 999 1212 (10am – midnight every day)

## Marijuana Anonymous (MA): <https://marijuana-anonymous.org> (Cannabis and Marijuana)

*There is no helpline for MA at present*

* **Cocaine Anonymous (CA):** <https://www.cocaineanonymous.org.uk/>

Helpline: 0800 612 0225 (10am – 10pm every day)

* **Cocaine Anonymous Scotland**: <https://www.cascotland.org.uk/>

Helpline: 0141 959 6363 (**8 am** to **11 pm, every day)**

**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, gambling and cigarettes. SMART runs facilitated, mutual support groups both in-person and online, full details of which can be found on the website.

**Rehabilitation**

These websites enable you to research rehabilitation providers. 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>

**With You** <https://www.wearewithyou.org.uk/>

Previously known as Addaction, With You runs 80 local services in England and Scotland supporting people with drug, alcohol and/or mental health issues, and their friends and family. It offers face to face support in the community, in schools and in prisons, and online services including webchat support. The website includes several toolkits on subjects such as stress management, goal setting and distraction activities.

*We are aware that some people who develop problems relating to substance use or gambling as adults experienced family issues related to these issues in childhood. If this is something that has affected you, you may find the support offered by the following organisations helpful:*

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

NACOA aims to meet the needs of children who have grown up in families affected by parental substance use, including adult children. It offers information, advice and support, aims to raise public awareness and help prevent alcoholism developing in this group.

Helpline: Tel: 0800 358 3456 (Mon- Sat noon – 7pm)

Email: [helpline@nacoa.org.uk](mailto:helpline@nacoa.org.uk) or post: PO Box 64, Bristol, BS16 2UH

**Adult Children of Alcoholics & Dysfunctional Families (ACA UK)** <https://www.adultchildrenofalcoholics.co.uk/>

A 12-step fellowship supporting those who grew up in families where alcohol was a problem and/or who experienced familial abuse and neglect. The website provides a tool to search for online and in-person meetings.

Email (General enquiries): [info@adultchildrenofalcoholics.co.uk](mailto:info@adultchildrenofalcoholics.co.uk)

**GAMBLING**

**BetKnowMore UK** <https://www.betknowmoreuk.org/>

This national charity was set up and is led by people with lived experience of gambling harm. It has three current services: Community Based Outreach, Peer Aid (support for patients receiving clinical treatment) and New Beginnings (women-only support).

Phone (general enquiries): 0800 0664827 or email: [info@betknowmoreuk.org](mailto:info@betknowmoreuk.org)

There is also a contact form on the website: <https://www.betknowmoreuk.org/contact-us>

**Citizens Advice** <https://www.citizensadvice.org.uk/debt-and-money/gambling-problems/get-help-with-gambling-problems/>

Citizens Advice debt counsellors can to discuss gambling-related debt problems via its online chat service or by phone. The website also offers practical advice and links to further sources of specialist support.

Phone: Adviceline (England) 0800 144 8848 or Advicelink (Wales) 0800 702 2020 (9am – 5pm Monday – Friday, not on public holidays)By 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/>)

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

The site provides details of how to find out if you have a gambling problem, and sources of support including NHS-run gambling clinics and debt advice.

**The National Gambling Helpline:** offering free information, support and counselling.

Phone: 0808 8020 133 (available 24 hours every day)

**National Problem Gambling Clinic** <https://www.cnwl.nhs.uk/services/mental-health-services/addictions-and-substance-misuse/national-problem-gambling-clinic>

This London based clinic treats people in England aged 13 and over who are experiencing gambling harms. The team assesses gamblers’ needs and also those of their partners and family members.

Phone: 020 7381 7722 or email: [gambling.cnwl@nhs.net](mailto:gambling.cnwl@nhs.net)

**GamBan** <https://gamban.com/>

A subscription self-exclusion tool which will prevent you from using over 60,000 online gambling websites and apps worldwide.

**GamStop** <https://www.gamstop.co.uk/>

A free, online self-exclusion tool which will prevent you from using online gambling websites and apps for companies registered in Great Britain. You can choose the duration of the ban and update the tool at any time.

**Gamblers Anonymous (GA)** <https://www.gamblersanonymous.org.uk/>

The 12-step fellowship for people who struggle with the impact of gambling.

**Information Line:** National0330 094 0322; North-East07771 427 429; North-West07974 668 999

**General Enquiries:** [info@gamblersanonymous.org.uk](mailto:info@gamblersanonymous.org.uk)

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

The website offers a variety of support, including an online forum, chat and a self-assessment tool, together with a recovery toolkit and free information leaflets which can be downloaded.

Phone:08088020133

**Gambling Commission** <https://www.gamblingcommission.gov.uk/public-and-players/guide/page/organisations-that-can-help>

The Commission is the UK’s gambling regulator and its website includes details of support services and organisations which can help. It also has guides on different aspects of reducing harm whilst gambling.

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

Originally set up to support close others, GamFam has since expanded to include help for gamblers too. It runs a network of peer support meetings (currently all via Zoom), based on its 5-stage Recovery and Support Programme (GRAS5P). There is a contact form on the website for further information.

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

This charity provides a range of services including residential treatment and pre and post-treatment support, a Retreat and Counselling programme (separate female and male programmes are available) and gambling therapy. It also offers support for family members and friends.

**Tel:** 01384 241292  
**Email:** [help@gordonmoody.org.uk](mailto:help@gordonmoody.org.uk)

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

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