

Please Note: When signposting callers to an organisation let them know that call charges may apply and will vary depending on their phone provider and if calling from a landline or mobile. **Due to COVID-19 please remind callers that they may experience longer waiting times when calling other organisations and suggest where possible they visit the organisations website for up to date information on their services.**

- **Addiction:**

Drinkline

T: 0300 123 1110

W: Webchat available (check website)

National helpline for anyone concerned about their or others alcohol. Charges and hours vary www.drinkaware.co.uk

Dunlewey Addiction Services (Northern Ireland)

T: 028 9039 2547

T: 0800 886 725

Confidential counselling and mentoring program for those experiencing difficulties with their own, or other people's substance misuse or gambling issues. Support available 7 days a week 09:00-23:00 www.dunlewey.net

Frank

T: 0300 123 6600

Text: 82111

E: frank@talktofrank.com

W: webchat available (check website)

Friendly, confidential drugs advice.

www.talktofrank.com

GamCare

T: 0808 802 0133

W: webchat available (check website)

Information, advice, support and free counselling for the problem gambling. 24hrs a day 7 days a week.

www.gamcare.org.uk

- **Benefits and rights:**

Citizens Advice

T: 0344 411 1444 (England)

T: 0800 028 1881 (N.Ireland)

Impartial advice on rights and responsibilities across the UK. Mon-Fri 09:00–17:00. Charges and hours vary within nation www.adviceguide.org.uk

- **Bereavement:**

Child Bereavement UK

T: 0800 028 8840

E: support@childbereavementuk.org

W: Webchat available (check website)

Child Bereavement UK supports families when a baby or child of any age dies or is dying, or when a child is facing bereavement. Support available Mon-Fri 09:00-17:00.

www.childbereavementuk.org

Cruse

T: 0808 808 1677

E: helpline@cruse.org.uk

Offers support for bereaved people. Also supports those bereaved by Pets. Charges and hours vary.

www.cruse.org.uk

Hospice UK: Loss Support (NHS Staff Only)

T: 01609 710510

Confidential service to provide grief, loss and trauma support to NHS staff. Mon-Sun 08:00-20:00

www.hospiceuk.org

- **Carers:**

Carers UK

T: 0808 808 7777 (England)

T: 028 9043 9843 (Northern Ireland)

E: advice@carersuk.org

Support for unpaid carers for family or friends. Hours and charges vary.

www.carersuk.org

Family Action

T: 0808 802 6666

Text: 07537 404 282

E: familyline@family-action.org.uk

W: Webchat available (check website)

Provides emotional and practical support around family pressures. Free call Mon-Fri 09:00-15:00 & 18:00-21:00

www.family-action.org.uk

- **Children/young people:**

ChildLine (18yrs and under)

T: 0800 11 11

W: webchat available (check website)

Free help and support for children and young people in the UK. Mon – Sun 09:00-00:00

www.childline.org.uk

The Mix (25yrs and under)

T: 0808 808 4994

W: webchat available (check website)

Free help and support for children and young people in the UK. Support available 7 days a week 16:00-23:00

www.themix.org.uk

- **Debt:**

StepChange Debt Charity

T: 0800 138 1111

W: webchat available (check website)

Comprehensive debt advice for people in the UK. Mon–Fri 09:00–17:00 & Sat 8:00am–16:00 www.stepchange.org

- **Eating disorders:**

B-EAT

T: 0808 801 0677 (adults over 18)

E: help@beateatingdisorders.org.uk (adults)

T: 0808 801 0711 (Youth line under 18)

E: fyp@beateatingdisorders.org.uk (Youth line) See website for students

Support and information relating to eating disorders. Hours and charges vary. www.beateatingdisorders.org.uk

- **Emotional Text Support:**

Shout

Text: 85258

Free 24/7 text service on all major mobile networks. Support for anyone in crisis and struggling to cope

www.giveusashout.org

- **Health:**

NHS 111

T: 111

Health advice and reassurance. 111 is free from landlines and mobiles.

www.nhs.uk

- **Housing/homelessness:**

Shelter / Housing Rights NI

T: 0808 800 4444(England)

T: 028 9024 5640 (Northern Ireland)

W: Webchat available (check website)

Housing and homelessness charity, offering advice and information. Hours and charges vary within nation.

www.shelter.org.uk (England)

www.housingrights.org.uk (NI)

- **Mental health:**

Aware (Northern Ireland)

T: 028 9035 7820 (free in NI)

E: help@aware-ni.org

Confidential helpline and email service for people who are experiencing depression www.aware-ni.org

BACP (British Association for Counselling and Psychotherapy)

T: 01455 883300

E: bacp@bacp.co.uk

BACP is a membership organisation that sets standards for therapeutic practice. Their online directory can be used to locate a professional counsellor, who will usually charge for their services.

Phoneline available Mon-Fri 10:00-16:00

www.bacp.co.uk

Please Note: When signposting callers to an organisation let them know that call charges may apply and will vary depending on their phone provider and if calling from a landline or mobile. **Due to COVID-19 please remind callers that they may experience longer waiting times when calling other organisations and suggest where possible they visit the organisations website for up to date information on their services.**

- **Mental health (Cnt):**

Mind

T: 0300 123 3393

Text: 86463

E: info@mind.org.uk

Advice, support and information around mental health issues including self-harm. Mind has a legal advice line in England and Wales. Mon-Fri 09:00-18:00 call charges may apply www.mind.org.uk

- **Military:**

Veterans Gateway

T: 0808 802 1212

Text: 81212

W: webchat available (check website)

Veterans' Gateway is the first point of contact for veterans/military personnel and families seeking support.

www.veteransgateway.org.uk

- **Older people:**

Age UK

T: 0800 678 1602 (England)

T: 0808 808 7575 (Northern Ireland)

Support for older people. Calls and hours vary within nation.

www.ageuk.org.uk

The Silver Line

T: 0800 4 70 80 90

Information, friendship and advice to older people. 24hrs.

www.thesilverline.org.uk

- **Relationships:**

Relate

T: 0300 100 1234 (Relate)

T: 028 9032 3454 (Relate NI)

W: webchat available (check website)

Counselling and workshops on relationships and family issues. Services usually provided are at a cost. Hours vary in each nation; call charges may apply.

www.relate.org.uk

- **Sexuality:**

Switchboard LGBT+ helpline

T: 0300 330 0630

E: chris@switchboard.lgbt

W: webchat available (check website)

Free support and information to lesbian, gay, bisexual, transgendered and non-binary communities. 10:00-22:00 daily. Call charges may apply.

www.switchboard.lgbt

- **Sexual/domestic abuse (Abused):**

Mens Advice Line (Men only)

T: 0808 801 0327

E: info@mensadviceline.org.uk

W: webchat available (check website)

Confidential helpline for men experiencing domestic violence in any relationship. Helpline is free from most landlines and mobiles and is open Mon-Fri 09:00-17:00.

www.mensadviceline.org.uk

NAPAC (National Association for People Abused in Childhood)

T: 0808 801 0331

Offers support to adult survivors who are 18+ years, with all types of childhood abuse. Mon, Weds & Fri 10:00-16:00 & Tues & Thurs 14:00-21:00 please see website www.napac.org.uk

Refuge National Domestic Violence Helpline (Women only)

T: 0808 200 0247

Support for women experiencing domestic violence (inc forced marriages/tech abuse/modern slavery). 24 hrs free from most landlines/mobiles.

www.nationaldahelpline.org.uk

Rape Crisis (Women only)

T: 0808 802 9999 (England)

(12:00-14:30 & 19:00-21:30 every day, and 15:00-17:30 weekdays)

T: 1800 778 888 (N. Ireland) (24hrs)

Helpline) Calls are free from landlines and some mobiles.

W: webchat available (check website)

www.rapecrisis.org.uk (England)

www.rapecrisishelp.ie (N. Ireland)

- **Sexual/domestic abuse (Abuser):**

Respect (Men and Women)

T: 0808 802 4040

E: info@respectphoneline.org.uk

W: webchat available (check website)

Confidential and anonymous helpline for anyone concerned about their violence and/or abuse towards a partner or ex-partner. Helpline free from most landlines and mobiles. Mon-Fri 09:00-17:00 www.respectphoneline.org.uk

Stop it now! UK and Ireland

T: 0808 1000 900

E: help@stopitnow.org.uk

Helpline for adult perpetrators of child sexual abuse, and concerns about other adults abusing children. Mon-Thurs 09:00-21:00 & Fri 09:00-17:00.

www.stopitnow.org.uk

- **Victims of crime:**

Victim Support

T: 0808 168 9111 (England)

T: 0289 024 3133 (N.Ireland)

Help for victims of crime, witnesses and their families and friends. Hours and call charges vary in each nation.

www.victimsupport.org.uk (England)

www.victimsupportni.co.uk (N.Ireland)

- **NHS Staff (Only):**

NHS Employers

T: 0207 799 6666 / 0113 306 3000

E: enquiries@nhsemployers.org

Offers NHS employees with guidance and resources to help support and protect them during Covid-19

www.nhsemployers.org

NHS Microsite

I: Online support (visit website)

Helping NHS staff manage their own health and wellbeing. Access to free online resources and support.

www.people.nhs.uk

Practitioners Health (Doctors & Dentists only)

T: 0300 030 3300

E: visit website for ebooking

Free confidential NHS service for doctors and dentists with mental health and addiction issues. Mon-Fri 08:00-20:00 & Sat 08:00-14:00

www.practitionerhealth.nhs.uk