

Signposting List

England, Wales and Northern Ireland

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 remind callers that they may experience longer waiting times when calling an organisation and suggest where possible they visit the organisations website for up to date information on their services.

Addiction

Dan 24/7 (Wales)

Support with drug and alcohol problems
24/7, 365 days a year.

Phone: **0808 808 2234**
Text: **81066**
Web: **www.dan247.org.uk**

Drinkline

National helpline for anyone concerned
about their or others alcohol consumption.
Charges and hours vary.

Phone: **0300 123 1110**
Web-Chat: **Available**
Web: **www.drinkaware.co.uk**

Dunlewey Addiction Services (NI)

Confidential counselling and mentoring
programme for those experiencing difficulties
with their own or other people's substance
misuse or gambling issues. Support available
seven days a week 09:00 – 23:00.

Phone: **0289 039 2547**
Phone: **0800 886 725**
Web: **www.dunlewey.net**

Frank

Intended to reduce the use of both legal
and illegal drugs by educating teenagers
and adolescents about the potential effects
of drugs.

Phone: **0300 123 6600**
Text: **82111**
Web-Chat: **Available**
Email: **frank@talktofrank.com**
Web: **www.talktofrank.com**

GamCare

Information, advice support and free
counselling service for problem gambling 24
hours a day, seven days a week.

Phone: **0808 802 0133**
Web-Chat: **Available**
Web: **www.gamcare.org.uk**

Benefits and rights

Citizens Advice

Impartial advice on rights and entitlements
across the UK. Mon – Fri 09:00 – 17:00. Charges
and hours vary within each nation.

Phone: **0344 411 1444** *England & Wales*
Phone: **0344 477 2020** *Wales*
Phone: **0800 028 1881** *Northern Ireland*
Web: **www.adviceguide.org.uk**

Farming Community Network

Confidential help and advice to those within the
farming community. Support available seven days
a week 07:00 – 23:00.

Phone: **0300 011 1999**
Email: **help@fcn.org.uk**
Web: **www.fcn.org.uk**

Bereavement

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.

Phone: **0800 028 8840**
Email: **support@childbereavement.org**
Web-Chat: **Available**
Web: **www.childbereavment.org**

Cruse

Offers support for bereaved people. Also supports those bereaved by pets. Charges and hours vary within each nation.

Phone: **0808 808 1677**
Email: **helpline@cruse.org.uk**
Web: **www.cruse.org.uk**

Carers

Carers UK

Support for unpaid carers of family or friends. Hours and charges vary within each nation.

Phone: **0808 808 7777** *England & Wales*
Phone: **028 9043 9843** *Northern Ireland*
Email: **advice@carersuk.org**
Web: **www.carersuk.org**

YoungMinds Parent Helpline

Offering services to parents and carers who are concerned about their child's mental health, up to the age of 25.

Phone: **0808 802 5544**
Web-Chat: **Available**
Web: **youngminds.org.uk/parents-helpline**

Family Action (England and Wales)

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

Phone: **0808 802 6666**
Text: **07537 404 282**
Email: **familyline@family-action.org.uk**
Web-Chat: **Available**
Web: **www.family-action.org.uk**

Children and young people

Childline

Free help and support for children and young people under 18 in the UK. Mon - Sun 09:00 - 00:00.

Phone: **0800 11 11**
Web-Chat: **Available**
Web: **www.childline.org.uk**

YoungMinds Crisis Messenger

Providing free 24/7 text support for young people across the UK experiencing a mental health crisis.

Text: **YM to 85258**
Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, tesco Mobile and Telecom Plus.

The Mix

Free help and support for children and young people under 25 in the UK. Support available seven days a week 16:00 - 23:00.

Phone: **0808 808 4994**
Web-Chat: **Available**
Web: **www.themix.org.uk**

Papyrus

Prevention of young suicide under 35. Mon - Fri 09:00 - 22:00. Weekends and bank holidays 14:00 - 22:00.

Phone: **0800 068 4141**
Text: **07860 039967**
Email: **pat@papyrus-uk.org**

Stem4

A charity that promotes positive mental health in teenagers as well as encouraging them to build resilience and manage difficult emotions via online resources.

Web: www.stem4.org.uk

MeeTwo

A free app (11+) for teenagers providing resources and a fully-moderated community where you can share your problems, get support and help other people too. Can be downloaded from GooglePlay or App Store.



Debt

StepChange Debt Charity

Comprehensive debt advice for people in the UK.
Mon - Fri 09:00 - 17:00 and Sat 08:00 - 16:00.

Phone: **0800 138 1111**

Web-Chat: **Available**

Web: www.stepchange.org

Eating disorders

B-Eat

Open 365 days per year. Weekdays 09:00 - 20:00 and weekends 16:00 - 20:00. Support and information relating to eating disorders. Hours and charges vary.

Phone: **0808 801 0677** *Adults only*

Web-Chat: **Available**

Phone: **0808 801 0711** *Under 18's*

Web: www.beateatingdisorders.org.uk

Phone: **0808 801 0811** *Students*

Email: help@beateatingdisorders.org.uk

Email: fyp@beateatingdisorders.org.uk

Email: studentline@beateatingdisorders.org.uk

Health

NHS 111 (England and Wales)

Health advice and reassurance, free from landlines and mobiles.

Phone: **111**

Web: www.nhs.uk

Housing/Homelessness

Shelter/Housing Rights NI

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

Phone: **0808 800 4444** *England*
Phone: **08000 495 495** *Wales*
Phone: **028 9024 5640** *Northern Ireland*
Web-Chat: **Available**

Web: **www.shelter.org.uk**
Web: **www.sheltercymru.org.uk**
Web: **www.housingrights.org.uk**

Mental health

Aware (NI)

Confidential free helpline and email service for people who are experiencing depression.

Phone: **028 9035 7820**
Email: **help@aware-ni.org**
Web: **www.aware-ni.org**

BACP

British Association of Counselling and Psychotherapy
A membership organisation that sets standards for therapeutic services. 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.

Phone: **01455 883300**
Email: **bacp@bacp.co.uk**
Web: **www.bacp.co.uk**

CALM

Campaign Against Living Miserably
Provides support to anyone in the UK who is feeling down and needs to talk or find information. Open 17:00 - 00:00 365 days per year.

Phone: **0800 58 58 58**
Web-Chat: **Available**
Web: **www.thecalmzone.net**

Samaritans

Always someone there for anyone that needs someone. 24/7 call are free.

Phone: **116 123**
Email: **jo@samaritans.org**
Web: **www.samaritans.org**

Calm Harm

A free app providing support and strategies to help resist or manage the urge to self-harm. Can be downloaded from Google Play or App Store.



Mind (England and Wales)

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.

Phone: **0300 123 3393**
Text: **86463**
Email: **info@mind.org.uk**
Web: **www.mind.org.uk**

Shout

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

Text: **85258**
Web: **www.giveusashout.org**

Letter: **Chris
Freepost
RSRB-KKBY-CYJK
PO Box 9090
Sterling
FK8 2SA**

Military

Veterans Gateway

First point of contact for veterans/military personnel and families seeking support.

Phone: **0808 802 1212**

Web-Chat: **Available**

Text: **81212**

Web: **www.veteransgateway.org.uk**

Older people

Age UK

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

Phone: **0800 678 1602** *England*

Phone: **0800 022 3444** *Wales*

Phone: **0800 808 7575** *NI*

Web: **www.ageuk.org.uk**

Silverline

Information, friendship and advice to older people 24/7.

Phone: **0800 470 80 90**

Web: **www.thesilverline.org.uk**

Relationships

Relate

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

Phone: **0300 100 1234**

Phone: **028 9032 3454** *Northern Ireland*

Web-Chat: **Available**

Web: **www.relate.org.uk**

Sexuality

Switchboard LGBT+ Helpline

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

Phone: **0300 330 0630**

Email: **chris@switchboard.lgbt**

Web-Chat: **Available**

Web: **www.switchboard.lgbt**

Sexual abuse/Domestic abuse (for abused)

Men's Adviceline

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.

Phone: **0808 801 0327**
Email: **info@mensadviceline.org.uk**
Web-Chat: **Available**
Web: **www.mensadviceline.org.uk**

NAPAC

National Association for People Abused in Childhood

Offers support to adult survivors who are 18+ with all types of childhood abuse. Mon, Wed and Fri 10:00 - 16:00 and Tues and Thurs 14:00 - 21:00.

Phone: **0808 801 0331**
Web: **www.napac.org.uk**

Refuge National Domestic Violence Helpline

Support for women experiencing domestic violence (including forced marriages, tech abuse, modern slavery) 24 hours free from most landlines and mobiles.

Phone: **0808 200 0247**
Web: **www.nationaladhelpline.org.uk**

Rape Crisis

Calls are free from landlines and some mobiles. England and Wales 12:00 - 14:30 and 19:00 - 21:30 every day, and 15:00 - 17:30 at weekends. Northern Ireland 24 hours.

Phone: **0808 802 9999**
Phone: **1800 778 888**
Web-Chat: **Available**
Web: **www.rapecrisis.org.uk**
Web: **www.rapecrisishelp.ie**

Sexual abuse/Domestic abuse (for abuser)

Respect

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

Phone: **0808 802 4040**
Email: **info@respectphonenumber.org.uk**
Web-Chat: **Available**
Web: **www.respectphonenumber.org.uk**

Stop It Now

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

Phone: **0808 1000 900**
Email: **help@stopitnow.org.uk**
Web: **www.stopitnow.org.uk**

Victims of crime

Victim Support

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

Phone: **0808 168 9111** *England and Wales*
Phone: **0289 024 3133** *Northern Ireland*
Web: **www.victimsupport.org.uk**
Web: **www.victimsupport.co.uk**