# Helplines

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Addiction

Al-Anon Family Groups
We are here for anyone affected by someone else's drinking. Our Helpline is manned by a team of friendly and helpful volunteers who are also members of Al-Anon. They will listen and be happy to answer your questions. They are here to help you. Call them free of charge on 0800 0086 811 from 10 am - 10 pm, 365 days a year. Please do not leave a message as, to ensure callers' confidentiality, they are unable to return calls. You can also email: helpline@al-anonuk.org.uk

T: 0800 0086 811  
Open: 10 am - 10 pm, 365 days a year  
W: www.al-anon.org.uk/helpline

Alcoholics Anonymous Helpline
The way they work is very simple - it is one alcoholic talking to another. The helpline is staffed by volunteer members of AA who will be happy to answer your questions or put you in touch with those who can.

T: 0800 9177 650  
Open: 24/7  
W: www.alcoholics-anonymous.org.uk/Contact

National Gambling HelpLine
The National Gambling HelpLine provides confidential information, advice and support for anyone affected by problem gambling in England, Scotland and Wales. You can speak with our Advisers over the phone or via live chat every day of the year, 24 hours a day. They will be able to listen to what’s going on for you and can talk you through all of the options available to you for support in your local area, online or over the phone.

T: 0808 8020 133  
Open: 24/7  
W: www.gamcare.org.uk/get-support/talk-to-us-now

Cocaine Anonymous
If you think you have a problem with any mind-altering substance you can call the CA helpline and speak to a member of Cocaine Anonymous during opening times. The answerphone worked 24/7.

T: 0800 612 0225  
Open: Monday – Friday: 10am – 10pm  
W: www.cocaineanonymous.org.uk/if-you-need-help

www.theolliefoundation.org
Addiction

Dear Albert
Calling Dear Albert in the first instance can be the first step to resolving the situation and getting access to the help required. What they do promise is that action will be taken immediately by them, and that they will work with you, and others as necessary, to start getting things back on track. This might take the form of directing you towards the right kind of assessment and treatment, seeing if a detox is required (and if so, what kind) and identifying what help can be accessed straight away, both within your local community and beyond.

T: 0800 880 3153
Text: 07712 707 999
W: www.dearalbert.co.uk/our-services

GamCare
The National Gambling HelpLine provides confidential information, advice and support for anyone affected by problem gambling in England, Scotland and Wales. You can speak with their Advisers over the phone or via live chat every day of the year, 24 hours a day. They will be able to listen to what’s going on for you and can talk you through all of the options available to you for support in your local area, online or over the phone.

T: 0808 8020 133
Open: 24/7
W: www.gamcare.org.uk/get-support/talk-to-us-now

Narcotics Anonymous
The NA Helpline is often the first point of contact for people needing support and advice about the nature of drug addiction. Anyone from the using addict, their friends and family members through to drug workers and the press are welcome to call. Everyone who volunteers for shifts are Recovering Addicts, many of whom called the Helpline themselves at some point. The NA Helpline is open until midnight, seven days a week, but if, for some reason, you get an answer-phone, please DO leave a message and they will get back to you, with the utmost discretion, as soon as possible.

T:
Open: Monday – Sunday: 10am – Midnight
W: www.ukna.org/na-helpline-uk

National Association for the Children of Alcoholics
NACOA works to address the needs of children growing up in families where one or both parents suffer from alcoholism or a similar addictive problem. This includes children of all ages, many of whose problems only become apparent in adulthood. Their helpline is for everyone affected by a parent’s alcohol problems. They are there for children, adults, concerned others and professionals alike.
T: 0800 358 3456
Open: Tuesday – Thursday: Midday – 9pm & Monday, Friday, Saturday: Midday – 7pm
W: www.nacoa.org.uk/about-nacoa/helpline

www.theolliefoundation.org
Additional Needs

Child Autism UK
The Child Autism UK helpline is a vital resource for parents when they first get a diagnosis of autism for their child. Calls to the Helpline vary considerably from day to day. Categories of calls include: How does autism manifest itself, How to get a diagnosis, What help is available, Setting up an ABA programme, Special educational needs funding and Employing tutors. One of the most valuable aspects of the Helpline is that parents can be put in contact with other parents in their area who have faced the same issues. Child Autism UK also runs a confidential helpline for tutors which gives advice on contractual matters and ethics. To call the tutor helpline phone 01344 882248 (2pm – 4pm weekdays).

T: 01344 882248
W: www.childautism.org.uk/for-families/autism-helpline

Mencap Learning Disability Helpline
The Learning Disability Helpline is our free helpline service offering advice and support for people with a learning disability, and their families and carers.

T: 0808 808 1111
Open: Monday – Friday: 9am – 3pm
W: www.mencap.org.uk/advice-and-support/learning-disability-helpline

National Autistic Society
The Autism Helpline enquiry service provides impartial, confidential information along with advice and support for autistic people and their families and carers. The helpline can answer general questions about autism and Asperger syndrome - for example, we can talk through what the condition is, how it might affect someone, and suggest strategies to help. It can talk through options available to people with autism and Asperger syndrome, talk through support options available to family members, tell you about local services, refer you on to other organisations that may be able to help you and send you information in the post or by email about all of these things.

T: 0808 800 4101
Open: Monday – Thursday: 10am – 4pm & Friday: 9am – 3pm

Dyspraxia Foundation
Their helpline is available to help you with problems and issues you may encounter; offering help and advice to people with dyspraxia, parents, carers, and families about or on the subject of dyspraxia.

T: 01462 454986
Open: Monday – Friday: 9am – 1pm
W: www.dyspraxiafoundation.org.uk

www.theolliefoundation.org
Anxiety

Anxiety UK
Anxiety UK’s InfoLine service is operated by a team of dedicated volunteers and staff. Many of whom have personal experience of anxiety, stress or anxiety-based depression and can offer practical advice and information on support services that are available. They can offer this advice to anybody affected by anxiety, stress and/or anxiety-based depression, their family, friends, loved ones and professionals. They can provide up to 10 minutes information & advice through their telephone and web chat services.

T: 03444775774
Text: 07537 416 905
Open: Monday – Friday 9.30am – 5.30pm (excluding Bank Holidays)
W: www.anxietyuk.org.uk/get-help/anxiety-uk-national-infoline-service

No Panic Helpline
The No Panic Helpline operates between 10am and 10pm every day of the year. It is staffed by trained volunteers. During the night hours the crisis message is played. The crisis message is a recorded breathing exercise that can help you through a panic attack and help you learn diaphragmatic breathing. You can also access the crisis message 24hrs a day by calling 01952 680835. The helpline is busiest during the first hour of each shift and the last hour of the last shift of night.

T: 0844 967 4848
Open: Monday – Sunday: 10am – 10pm & crisis message 10pm – 10am
W: www.nopanic.org.uk/the-no-panic-helpline

OCD Action Helpline
The OCD Action Helpline and Email Service is a confidential and unbiased service offering help, information and support for people with OCD, carers and anyone who is concerned that they, or their friends or relatives, may have OCD or a related disorder. They can listen supportively to you, tell you about the clinically effective treatment choices available through the NHS and how to access those treatments. There is no time limit to the length of the call – you may take as long as you need. They can also send free information packs and leaflets to you (all of our materials are sent under plain cover) – they will need your name and address to do this.

T: 0845 390 6232
Open: Monday – Friday: 9.30am – 8pm
W: www.ocdaction.org.uk/getting-support/help-and-information-line
Anxiety

Rethink Helpline
The Rethink Mental Illness Advice Service offers practical help on issues such as the Mental Health Act, community care and welfare benefits, living with mental illness, medication and care. They can only usually give advice where the person experiencing mental illness is 18 or over and lives in England.

T: 0300 5000 927
Open: Monday – Friday: 9.30am – 4pm
W: www.rethink.org/aboutus/what-we-do/advice-and-information-service/contact-our-advice-information-service

SANEl ine
SANEl ine is a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers. Their helpline is here to support you when you feel you have reached a moment of crisis. They know that moment of crisis is different for everybody — some people can reach that point daily, and for some people it is a rare occurrence. Their helpline volunteers are empathic and non-judgemental, providing a space and time for you to talk about your mental health, or the mental health of someone close to you.

T: 0300 304 7000
Open: Monday – Sunday: 4.30pm – 10pm
W: www.sane.org.uk/what_we_do/support/helpline

Bullying

Bully Busters
The Bully Busters helpline is for anyone being bullied, or if someone they know is being bullied.

T: 0800 169 6928
Open: Monday – Friday: 3pm - 6pm
W: www.bullybusters.org.uk/contact_us

Kidscape Parent Advice Line
Telephone support for families facing a bullying situation. They offer friendly, impartial, non-judgemental information, advice and support to parents, carers and family members who are concerned about their child or young person being bullied. Bullying may be taking place inside or outside of school, in sports/youth clubs, over social platforms or phones.

T: 020 7823 5430
Open: Monday – Wednesday: 9.30am – 2.30pm (excluding bank holidays)
W: www.kidscape.org.uk/advice/parent-advice-line
Bullying

National Bullying Helpline
The National Bullying Helpline website and helpline is run by Volunteers. We are open from 9am to 5pm Monday to Friday. They do not provide counselling services, mental-health or welfare advice and nor do they provide free legal advice relating to the merit of a particular case. They endeavour to remain impartial and, at the same time, offer practical advice to help you understand options open to you. They will do all they can to help you deal with the situation you are facing, to help you to understand your rights and give you the confidence to resolve matters yourself.

T: 0845 22 55 787
Open: Monday – Friday: 9am – 5pm
W: www.nationalbullyinghelpline.co.uk/contact.html

Bereavement

Child Bereavement UK
When you contact the Child Bereavement Helpline, they offer you time to explore your situation and provide information and emotional support through active listening. They can also direct you to other appropriate services and can talk through approaches with you that other bereaved families have found helpful. They do not offer counselling, medical information or advice, and they are not an emergency service. Their services are confidential, but to help them answer your queries and guide you to appropriate support, they may ask some questions about your situation, such as your geographical location, and your age, or the age of those you are supporting.

T: 0800 02 888 40
Open: Monday – Friday: 9am – 5pm
W: www.childbereavementuk.org/about-our-helpline

Child Death Helpline
Your call will be answered by a trained volunteer who has also lost a child and understands the feelings that surround the death of a child. They know we cannot take away your pain and they do not try to tell you what to do or to offer solutions. They offer a confidential, safe environment where you can talk openly about your child’s life and death – first and foremost they listen. You can freely express your worries and emotions to someone who understands the day-to-day struggle who recognises the need to re-tell the story of a child’s life and death and will not wince or change the subject. The Child Death Helpline lessens the sense of isolation and encourages you to openly express your thoughts. You can contact their helpline whenever you need to talk. They provide support not only at times of crisis but also for the on-going needs over your lifetime - whenever you need to talk, they are there to listen.

T: Landline: 0800 282 986 Mobile: 0808 800 6019
Open: Monday – Friday: 10am – 1pm | Tuesdays 1pm – 4pm | Wednesdays 1pm – 4pm
Every evening 7pm to 10pm
W: www.childdeathhelpline.org.uk
Bereavement

Cruse Bereavement Care Helpline
The Cruse Bereavement Care Freephone National Helpline is staffed by trained bereavement volunteers, who offer emotional support to anyone affected by bereavement. The helpline is open Monday-Friday 9.30-5pm (excluding bank holidays), with extended hours on Tuesday, Wednesday and Thursday evenings, when they’re open until 8pm.

T: 0808 808 1677
Open: Monday & Friday: 9.30am – 5pm & Tuesday – Thursday: 9.30am – 8pm
W: www.cruse.org.uk/get-help/helpline

Lullaby Trust Bereavement Support Helpline
The helpline does not offer a formal counselling service but is a listening service. Open every day of the year, their Helpline Advisers answer during office hours, and at weekends and public holidays the calls are answered by bereaved parents, grandparents, and other relatives. Everyone who contacts their bereavement support line will be offered the chance to be put in touch with a Befriender. For more information about Befriending support, see their Befriending page on their website.

T: 0808 802 6868
Open: Monday – Friday: 10am – 5pm & Saturdays – Sundays (+ Bank Holidays) 6pm – 10pm
W: www.lullabytrust.org.uk/bereavement-support/how-we-can-support-you/bereavement-support-helpline

SANDS
The Sands National Helpline provides a safe, confidential place for anyone who has been affected by the death of a baby. Whether your baby died long ago or recently, they are there for you. The helpline team can also be contacted at helpline@sands.org.uk.

T: 0808 164 3332
Open: Monday – Friday: 9.30am – 5.30pm Tuesday & Thursdays extended to 9.30pm
W: www.sands.org.uk/support-you/how-we-offer-support/helpline

SOBS: Survivors of Bereavement by Suicide
SOBS helpline provides an opportunity to talk confidentially with someone who has been bereaved by suicide and to know that you are not alone in your experience. Your call will be answered by one of their volunteers, the majority of whom have been bereaved by suicide themselves. They will listen to you and answer any questions you may have. If you would like them to, they will post a copy of our support booklet and other information to you. SOBS services are only available for those 18 and over.

T: 0300 111 5065
Open: Monday – Friday: 9am – 9pm
W: www.uksobs.org/we-can-help/helpline
Bereavement

Winston's Wish
Everyone and anyone who is supporting a grieving child can call the Freephone National Helpline. They receive calls from parents, grandparents, step-parents, carers, aunts, uncles, friends, teachers, health visitors, faith leaders, police officers, doctors and almost anyone else you can think of. Your call will be answered by people with wide knowledge and expertise, who have up-to-date experience of supporting bereaved children and their families.

T: 08088 020 021
Open: Monday – Friday: 9am – 5pm
W: www.winstonswish.org/helpline

SAMM
The bereaved or people wishing to find out information on how we support the traumatically bereaved should phone the Helpline. Your information is confidential and will only be viewed by trained staff.

T: 0845 872 3440
W: www.samm.org.uk/support-for-the-bereaved.php

Carers

Carers UK
The Carers UK helpline provide information, support and advice to carers. The information and advice we provide covers a range of subjects relating to caring including: Benefits and tax credits, Carers employment rights, Carers assessments and how to get support, Services available to carers and How to complain effectively and challenge decisions.

T: 0808 808 7777
Open: Monday – Tuesday: 10am - 4pm
W: www.carersuk.org/help-and-advice/talk-to-us

Mencap Learning Disability Helpline
The Learning Disability Helpline is our free helpline service offering advice and support for people with a learning disability, and their families and carers.

T: 0808 808 1111
Open: Monday – Friday: 9am – 3pm
W: www.mencap.org.uk/advice-and-support/learning-disability-helpline
Carers

SANEl ine
SANEl ine is a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers. Their helpline is here to support you when you feel you have reached a moment of crisis. They know that moment of crisis is different for everybody – some people can reach that point daily, and for some people it is a rare occurrence. Their helpline volunteers are empathic and non-judgemental, providing a space and time for you to talk about your mental health, or the mental health of someone close to you.

T: 0300 304 7000
Open: Monday – Sunday: 4.30pm – 10pm
W: www.sane.org.uk/what_we_do/support/helpline

SEED
SEED’s mission is to create a facility that provides eating-disorder sufferers and carers alike with confidential independent and non-judgemental advice and support to ensure they are aided by the best possible network of care and support to facilitate recovery.

T: 01482 718130
Open: Monday – Friday: 9.30am – 5pm
W: www.seedeatingdisorders.org.uk/services

Child Abuse

Childline
Childline is yours – a free, private and confidential service where you can talk about anything. Whatever your worry, whenever you need help, we’re here for you online, on the phone, anytime.

T: 0800 1111
Open: 24/7
W: www.childline.org.uk/about/about-childline

Female Genital Mutilation (FGM) Helpline NSPCC
If you’re worried a child is at risk of or has already had FGM, call the NSPCC free, anonymous dedicated FGM helpline on 0800 028 3550 or email fgmhelp@nspcc.org.uk.

T: 0800 028 3550
Child Abuse

Karma Nirvana
If you or someone you know is experiencing honour-based abuse or is at risk of a forced marriage you can call the helpline. If you are unable to call or email us, you can send us a message securely via their website.

T: 0800 5999 247
Open: Monday – Friday: 9am – 5pm
W: www.karmanirvana.org.uk/contact

Mosac
They provide a safe place for all parents and carers to come following the trauma of discovering that their child or children have been abused. You may wish to just talk; they will listen. You may want information resources; they will help as best as we can. They offer confidentiality except when there is a grave concern for the safety of a child. Staffed by trained volunteers we offer support and information to all non-abusing parents and carers and to professionals working with families whose children have been sexually abused.

T: 0800 980 1958
W: www.mosac.org.uk

Parents Against Child Sexual Exploitation (PACE)
The PACE helpline provides confidential help and advice to parents concerned that their child is being sexually exploited by someone outside the family. Pace takes referrals directly from parents. If you are worried about child sexual exploitation happening to your son or daughter, get in touch. You can also send them an email using the enquiry form on their website. Someone from their parent support team will be in touch to discuss the help and information Pace could offer.

T: 0113 240 5226
W: www.paceuk.info/about-pace/contact-us

Stop it Now! UK and Ireland
The confidential Stop It Now! helpline is available for anyone with concerns about child sexual abuse. Callers do not need to give identifying information, so can remain anonymous. You can message the helpline using their secure messaging service on their website. Their messaging service is not able to offer an immediate response due to high demand. They aim to respond to messages within 5-7 working days. If your enquiry is urgent, please call the confidential helpline.

T: 0808 1000 900
Open: Monday – Thursday: 9am – 9pm Friday: 9am – 5pm
W: www.stopitnow.org.uk/helpline.htm
Children & Young People

**Childline**
Childline is yours – a free, private and confidential service where you can talk about anything. Whatever your worry, whenever you need help, we’re here for you online, on the phone, anytime.

**T:** 0800 1111  
**Open:** 24/7  
**W:** www.childline.org.uk/about/about-childline

**Runaway Helpline**
Runaway Helpline is here if you are thinking about running away, if you have already run away, or if you have been away and come back. You can also contact them if you are worried that someone else is going to run away or if they are being treated badly or abused. Runaway Helpline has been supporting young people for many years and is run by the UK charity Missing People. You can call or text them, for free, 24 hours a day. You can get them on their 1-2-1 Chat on their website or email them on 116000@runawayhelpline.org.uk. It’s all confidential.

**T:** 116 000  
**Open:** 24/7  
**W:** www.runawayhelpline.org.uk/about-us

**Muslim Youth Helpline**
The Muslim Youth Helpline (MYH) provides pioneering faith and culturally sensitive services to Muslim youth in the UK. The service uses male and female volunteers trained in basic counselling skills to respond to client enquiries. They respond to any issues that their clients call them about. In line with their non-judgmental ethos we treat all enquiries seriously. The majority of their Helpline volunteers are under the age of 30 years of age as our services are targeted at young people. However, they take calls from people of all ages and backgrounds and don’t turn anyone away.

**T:** 0808 808 2008  
**Open:** Monday – Sunday: 4pm – 10pm  
**W:** www.myh.org.uk/helpline

**National Youth Advocacy Service**
The NYAS National Helpline is a lifeline to many children and receives around 24,500 contacts a year. The Helpline offers advice and information as well as allocating independent advocates to around 10,000 cases created each year. This ensures NYAS can continue to provide the help these children need.

**T:** 0808 808 1001  
**W:** www.nyas.net/services/helpline
**Children & Young People**

**Nightline Association**
Nightline is a listening, emotional support, information and supplies service, run by students for students. Nightlines are open at night, run by trained, caring, fellow student volunteers. Nightline can be contacted by phone, face to face, by email or by online chat. There are Nightline services at many universities around the UK (but not all) and elsewhere. Additional services such as information and supplies are also often available. You can find if your University has a Nightline service via the link below.

**W:** www.nightline.ac.uk/want-to-talk

**NSPCC Helpline**
You can talk to us about anything. No problem is too big or too small. Call them for free on 0800 1111 or get in touch online. However you choose to contact them, you’re in control. It’s confidential and you don’t have to give your name if you don’t want to.

**T:** 0800 1111  
**Open:** 24/7  
**W:** www.childline.org.uk/get-support/contacting-childline

**PAPYRUS HopeLine**
HOPELINEUK advisers want to work with you to understand why these thoughts of suicide might be present. They also want to provide you with a safe space to talk through anything happening in your life that could be impacting on your or anyone else’s ability to stay safe. HOPELINE is for children and young people under the age of 35 who are experiencing thoughts of suicide or for anyone concerned that a young person could be thinking about suicide.

**T:** 0800 068 4141  
**Open:** Monday – Friday: 9am – 5pm Tuesday & Thursday: 8am – 8pm Saturday: 10am – 2pm  
**W:** www.papyrus-uk.org/hopelineuk

**Safeline**
Safeline is a specialised charity working to prevent sexual abuse and to support those affected in their recovery. They support a wide range of people through their helpline and online support. They appreciate that making that decision to get in touch and talk about your experiences can be difficult and they aim to give you the time and space to be able to do that. They run a National Male Helpline which is a dedicated service for men and boys affected by rape or sexual abuse and a National Young People’s Helpline dedicated for young people under 18 years old affected by sexual abuse or at risk of sexual exploitation.

**National Young People’s Helpline**  
**T:** 0808 800 5007  
**Open:** Monday, Wednesday, Friday: 9am – 5pm Tuesday & Thursday: 8am – 8pm Saturday: 10am – 2pm  
**W:** www.safeline.org.uk/what-we-do/helpline-and-online-support-service
Children & Young People

The Mix
If you’re under 25 and need help but don’t know where to turn, you can call The Mix for free. They’ll explore your situation with you and find organisations that may be able to help you further.

T: 0808 808 4994  
Open: Monday – Friday: 4pm – 11pm  
W: www.themix.org.uk/get-support/speak-to-our-team

Counselling

Stamp out Suicide
They have set up a free phone line counselling service that will be accessible to anyone in the UK and their aim is to support as many people as we possibly can. Once they receive a text message from you, they will call you back and organise for a counsellor to call you and take it from there. This means you do not have to cover the cost of your call or any of the future calls while having ongoing counselling.

T: 07766808222  
Open: Monday – Sunday: 10am – 2am  
W: www.stampoutsuicide.co.uk/contact-us.php

Crime

Victim Support Helpline
If you’ve been affected by crime and you need confidential support or information, call our Supportline for free. You can dial 141 to hide your number, but please check with your network provider as this doesn’t work on some mobile networks. Their Supportline operates 24/7, every day of the year, including Christmas. They’re independent of the police and anyone can contact us for support, regardless of whether the crime has been reported or how long ago it took place. Please note that they can only offer support to people in England and Wales.

T: 0808 1689 111  
Open: 24/7  
Crisis Support

PAPYRUS HopeLine
HOPELINEUK advisers want to work with you to understand why these thoughts of suicide might be present. They also want to provide you with a safe space to talk through anything happening in your life that could be impacting on your or anyone else’s ability to stay safe. HOPELINE is for children and young people under the age of 35 who are experiencing thoughts of suicide or for anyone concerned that a young person could be thinking about suicide.

T: 0800 068 4141
Open: Monday – Friday: 9am – 10pm & Saturday, Sunday & Bank Holidays: 2pm – 10pm
W: www.papyrus-uk.org/hopelineuk

Safer Places
Safer Places is an independent domestic abuse service with 24-hour emergency helpline. They work comprehensively with those who have experienced domestic abuse to help them recover, to empower them, to rebuild their lives and to go on and achieve for themselves things they might once have thought impossible.

T: 03301 025811
Open: 24/7
W: www.saferplaces.co.uk/contact-us

Samaritans Helpline
They offer a safe place for you to talk any time you like, in your own way – about whatever’s getting to you. They won’t judge your or tell you what to do, they’ll listen to you.

T: 116 123
Open: 24/7
W: www.samaritans.org/how-we-can-help/contact-samaritan/talk-us-phone/

Shelter
You can call Shelter’s Helpline to talk to an expert housing adviser if you're in urgent need of housing advice. You should use this line if: You have nowhere to sleep, or might be homeless soon, You have somewhere to sleep, but nowhere to call home or You are/could be at risk of harm. Having relevant documents (tenancy agreements, council letters etc.) to hand will help them deal with your problem. When you do call, they’ll ask you to explain what’s going on – and these documents can help us understand the situation. Having a pen and paper can also be helpful.

T: 0808 800 4444
Open: Monday – Friday: 8am – 8pm Saturday – Sunday: 9am – 5pm
W: www.england.shelter.org.uk/get_help/helpline
Crisis Support

Shout
Shout’s Crisis Text Line service is a free, nationwide, text-based, 24/7 service for people experiencing crisis. They are there for you when life feels overwhelming. Their team of trained Crisis Volunteers will help take you from a crisis to calm 24/7, whenever you need them. They will always try to respond to texters as quickly as possible; however their responses will be longer at times of high demand. They will always respond to high risk texters as a priority. If you are at imminent risk call 999.

Text: 85258
Open: 24/7
W: www.giveusashout.org/get-help

Stamp out Suicide
They have set up a free phone line counselling service that will be accessible to anyone in the UK and their aim is to support as many people as we possibly can. Once they receive a text message from you, they will call you back and organise for a counsellor to call you and take it from there. This means you do not have to cover the cost of your call or any of the future calls while having ongoing counselling.

T: 07766808222
Open: Monday – Sunday: 10am – 2am
W: www.stampoutsuicide.co.uk/contact-us.php

The Silver Line
The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

T: 0800 4 70 80 90
Open: 24/7
W: www.thesilverline.org.uk

Citizens Advice Adviceline
You can contact an adviser through their national phone service, Adviceline: Adviceline: 03444 111 444 or Text relay: 03444 111 445. Adviceline’s available 9am to 5pm, Monday to Friday. It's usually busiest at the beginning and end of the day. It's not available on public holidays. If you call from a mobile, they’ll ask you to enter a local landline number on your keypad. This can be any number - they only use it to send your call to a local adviser if one’s available.

T: 03444 111 444
Open: Monday – Friday: 9am – 5pm
W: www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/
Debt

Debt Advice Foundation
Debt Advice Foundation is a registered national debt advice and education charity offering free, confidential support and advice to anyone worried about loans, credit and debt. Because they're a debt charity, you can be sure that the advice they provide is impartial and based solely on what is best for you. If you have a debt problem, Debt Advice Foundation can help you understand which options are available to you and will recommend the debt solution that is right for your situation.

T: 0800 043 40 50
Open: Monday – Friday: 8am – 8pm & Saturday: 9am – 3pm
W: www.debtadvicefoundation.org

Debt Support Trust
If you have a debt problem and need money advice, then speak to Debt Support Trust on 0800 085 0226. The right debt-help and solutions will depend on your personal and financial situation. In some instances, you may be suitable for a number of debt solutions, if this is the case, they will help explain the positives and negatives of each debt option for you.

T: 0800 085 0226
Open: Monday – Friday: 8am – 7pm
W: www.debtsupporttrust.org.uk/how-can-we-help

Money Advice Service
Their service is available 24 hours a day via our website and five days a week by telephone on 0800 138 7777 (calls are free). Anyone can use their service and they provide guidance across a wide range of money matters, including a number of useful tools and calculators to help people manage their money. Their focus is on supporting people who can benefit the most from our help or who are going through significant life events – such as saving for a home, dealing with the breakdown of a long-term relationship, or starting a family.

T: 0800 138 7777
Open: Monday – Friday: 8am – 6pm
W: www.moneyadviseservice.org.uk

Step Change Debt Charity
They offer debt advice online or over the phone. Either way they'll follow a simple, three-step process to deal with your debt: Help you work out your budget, income and debts, Use this information to find a solution to your debt that suits your situation and Set up your debt solution, and offer support however long it's needed. Callers need to use their budget form available on their website before calling. A debt advice call typically takes around 40 minutes.

T: 0800 138 1111
Open: Monday – Friday: 8am – 8pm Saturday: 8am – 4pm
W: www.stepchange.org/contact-us.aspx#helpline
Depression

CALM: Campaign Against Living Miserably
They offer an accredited confidential, anonymous and free support, information and signposting to people anywhere in the UK through their helpline. Calls are taken by trained staff who are there to listen, support, inform and signpost and because calls are confidential and anonymous, they don’t and can’t offer a counselling service. They also offer a web chat service. OFCOM rulings mean that all calls are now free to make from landlines, payphones and all mobiles. Calls are taken in order, so it’s best to stay in a queue rather than redial. The helpline is open 7 days a week, 5pm to midnight.

T: London: 0808 802 58 58
Nationwide: 0800 58 58 58
Open: Monday – Sunday: 5pm - midnight
W: www.thecalmzone.net/help/helpline

Rethink Helpline
The Rethink Mental Illness Advice Service offers practical help on issues such as the Mental Health Act, community care and welfare benefits, living with mental illness, medication and care. They can only usually give advice where the person experiencing mental illness is 18 or over and lives in England.

T: 0300 5000 927
Open: Monday – Friday: 9.30am – 4pm
W: www.rethink.org/aboutus/what-we-do/advice-and-information-service/contact-our-advice-information-service

SANELine
SANELine is a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers. Their helpline is here to support you when you feel you have reached a moment of crisis. They know that moment of crisis is different for everybody – some people can reach that point daily, and for some people it is a rare occurrence. Their helpline volunteers are empathic and non-judgemental, providing a space and time for you to talk about your mental health, or the mental health of someone close to you.

T: 0300 304 7000
Open: Monday – Sunday: 4.30pm – 10pm
W: www.sane.org.uk/what_we_do/support/helpline

www.theolliefoundation.org
Domestic Abuse

Aanchal
Aanchal is a women's organisation that assists women affected by physical as well as mental, financial, sexual and emotional domestic abuse. Their guiding principle is that they will never turn our back on a woman in need of our help. While some statutory agencies turn women away because they don't have the right legal status or their situation doesn't quite fit into the agency's remit, they'll do what they can to help. Their helpline staff are able to help you in a number of languages, including English, Hindi, Punjabi, Urdu, Gujarati, Tamil, Bengali and Eastern European languages.

T: 0845 451 2547
Open: 24/7
W: www.aanchal.org.uk

Mankind
Their confidential helpline is available for male victims of domestic abuse and male victims of domestic violence across the UK. They support men suffering from domestic abuse from their current or former wife or partner (including same-sex partner). This can range from actual violence or object throwing to mental abuse such as constant bullying or constant insults. The helpline provides both emotional support and practical information.

T: 01823 334244
Open: Monday – Friday: 10am – 4pm
W: www.mankind.org.uk

Men's Advice Line
Men's Advice Line provides confidential helpline for men experiencing domestic violence from a partner or ex-partner (or from other family members). They help by: giving you time to tell your story; offering emotional support; providing practical advice and signposting you to other services for specialist help.

T: 0808 801 0327
Open: Monday – Friday: 9am – 5pm
W: www.mensadviceline.org.uk
Domestic Abuse

National Domestic Violence Helpline
The Freephone 24 Hour National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf. The Helpline can give support, help and information over the telephone, wherever the caller might be in the country. The Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential. Translation facilities for callers whose first language is not English, and a service for callers who are deaf or hard of hearing are available.

T: 0808 2000 247
Open: 24/7
W: www.nationaldomesticviolencehelpline.org.uk

National Stalking Helpline
Who can contact the National Stalking Helpline? Are you or someone you know being made to feel harassed or intimidated by the behaviour of another person? Are you unsure what can be done about this person’s behaviour? Do you feel that you, your friend or family member are at risk of emotional or physical harm from another person? If you answer yes to any of these questions then you can contact the National Stalking Helpline. If you are unsure about whether they can help then please do call and ask. They can help you by giving you information and guidance on topics including: The law in relation to stalking and harassment in the United Kingdom, Reporting stalking or harassment, Effective gathering of evidence, Ensuring your personal safety and that of your friends and family and Practical steps to reduce the risk

T: 0808 802 0300
Open: Monday – Friday: 9.30am – 4pm (Wednesdays open at 1.30pm)
W: www.suzylamplugh.org/helpline

Respect Phoneline
Confidential helpline offering advice, information and support to help you stop being violent and abusive to your partner. The service is available to people living in England, Wales, Scotland and Northern Ireland.

T: 0808 802 4040
Open: Monday – Friday: 9am – 5pm
W: www.respectphoneline.org.uk/contact-us
Domestic Abuse

Rights of Women
Their free telephone advice lines have provided many thousands of women with legal advice and information on a wide range of legal issues including domestic violence, child contact, sexual violence and the criminal justice process and immigration and asylum as well as other legal issues arising from relationship breakdown. They aim to make our advice lines accessible to all women. They provide a safe space for women to talk about their situation and receive expert legal advice to enable them to make important decisions about their future.

Family Law T: 020 7251 6577
Open: Tuesday – Thursday: 7pm – 9pm & Friday: 12pm – 2pm
W: www.rightsofwomen.org.uk/get-advice/family-law

Criminal Law T: 020 7251 8887
Open: Tuesday: 7pm – 9pm
W: www.rightsofwomen.org.uk/get-advice/criminal-law

Immigration Law T: 020 7118 0267
Open: Tuesdays: 11am – 1pm & 2pm – 4pm Wednesdays: 11am – 1pm & 2pm – 4pm
W: www.rightsofwomen.org.uk/get-advice/immigration-and-asylum-law

Sexual Harassment @ Work T: 020 7490 0152
Open: Monday: 6pm – 8pm Tuesday: 5pm – 7pm Wednesday: 5pm – 6.30pm
W: www.rightsofwomen.org.uk/get-advice/sexual-harassment-at-work-law

Safer Places
Safer Places is an independent domestic abuse service with 24-hour emergency helpline. They work comprehensively with those who have experienced domestic abuse to help them recover, to empower them, to rebuild their lives and to go on and achieve for themselves things they might once have thought impossible.

T: 03301 025811
Open: 24/7
W: www.saferplaces.co.uk/contact-us

Southall Black Sisters
They run an advice, advocacy and resource centre in West London which provides a comprehensive service to women experiencing violence and abuse and other forms of inequality. They offer specialist advice, information, casework, advocacy, counselling and self-help support services in several community languages, especially South Asian languages. Whilst their focus is on the needs of black and minority women, they will not turn any woman away who needs emergency help.

T: 0208 571 0800
Open: Monday, Wednesday, Friday: 9.30am – 4.30pm (closed 12.30pm – 1.30pm for lunch)
W: www.southallblacksisters.org.uk/contact-us

www.theolliefoundation.org
Domestic Abuse

Pathway Project
The helpline can provide you with information, can be a listening ear, or can lead you to the services you need to keep yourself and your family, if you have one, safe. You can ring anonymously if you prefer. Their telephone helpline staff and volunteers have all trained in domestic abuse, know their services inside and out, and are committed to providing you with the right information to be able to make your own decisions. Please remember to protect yourself by dialling 141 before dialling our number so that your call cannot cause you problems later.

T: 01543 676800  
Open: 24/7  
W: www.pathway-project.co.uk/services/24-hour-helpline

Eating Disorders

Anorexia & Bulimia Care
If you've noticed you're experiencing distorted thoughts and behaviours around food or eating and are concerned you might be developing a problem, it's important to talk through some of your concerns and seek information and reassurance. ABC is here to listen to any worries you may have and to talk through some of the signs of an eating disorder, offering guidance and information about the support they can provide and the relevant professional help for you. The helpline has option 1, for people living with difficult thoughts around eating, and option 2 for family and friends.

T: 03000 11 12 13  
W: www.anorexiabulimiacare.org.uk

Beat Helpline
The Beat Helplines enables you to speak to a trained support worker experienced in listening and talking to people in a similar situation to you. They know it can be difficult to reach out for help and talk about what you are feeling and going through, but they aim to provide a supportive, non-judgemental space. They run 3 lines: Helpline is open to anyone over 18, Studentline is open to all students, and Youthline is open to anyone under 18.

T: Helpline: 0808 801 0677  
Studentline: 0808 801 0811  
Youthline: 0808 801 0711  
Open: Monday – Friday: 12pm–8pm & Saturday – Sunday + Bank Holidays: 4pm–8pm  
W: www.beateatingdisorders.org.uk/support-services/helplines
Eating Disorders

SEED
SEED's mission is to create a facility that provides eating-disorder sufferers and carers alike with confidential independent and non-judgemental advice and support to ensure they are aided by the best possible network of care and support to facilitate recovery.

T: 01482 718130
Open: Monday – Friday: 9.30am – 5pm
W: www.seedeatingdisorders.org.uk/services

Family Support

FNF: Families Need Fathers
FNF is the leading UK charity supporting dads, mums and grandparents to have personal contact and meaningful relationships with their children following parental separation. On Monday – Friday, between the hours of 6pm and 10pm, they provide more specialised support. At these times, the helpline is staffed by FNF volunteers who have experience of some of the problems that you might be facing. They may able to give you information that will enable you to progress your situation or simply to listen if you want a sympathetic ear. Outside of these hours, their calls are taken by the charity Family Lives, whose Helpliners are trained by Family Lives and receive additional material and training from FNF on how to respond to our service users. They receive a large number of calls and it can sometimes be difficult to get through. Their average call length is 45 minutes so please try to leave a gap between your attempts. Callers can leave a message on our weekday evening service and they should receive a call-back from their volunteers, usually within 24 hours.

T: 0300 0300 363
Open: Monday 10am – 6pm Tuesday, Thursday & Friday 10am – 4pm & Wednesday 10am – 1pm & 5pm – 7pm

Gingerbread
The Gingerbread Single Parent Helpline provides support and expert advice on anything from dealing with a break-up to going back to work or sorting out child maintenance, benefit or tax credit issues. Their friendly advisers will talk through your options and send you useful information. Your call is free and confidential. Check if your question can be answered by any of their online information. This information – available on a range of subjects and regularly checked and updated by advice professionals – might give you the answer you need more quickly. Demand for the helpline is high and so callers often have to wait to speak to an adviser – the average waiting time is around 20 minutes.

T: 0808 802 0925
Open: Monday 10am – 6pm Tuesday, Thursday & Friday 10am – 4pm & Wednesday 10am – 1pm & 5pm – 7pm
W: www.gingerbread.org.uk/what-we-do/contact-us/helpline
Family Support

Men's Aid Charity
Formed in 2006 to help provide practical advice and support to men who have been abused. The charity has evolved to provide information and advice to all parents who are seeking to maintain a meaningful and responsible relationship with their children after family breakdown or divorce. They aim to assist these parents in their endeavours to achieve equal and just treatment in the Family Courts and from their associated services.

T: 0333 567 0556
W: www.mensaid.co.uk/index.html

PANDAS Foundation UK
Sometimes it might feel like no one understands what you are going through and coping with the everyday effects of pre and postnatal depression can be isolating and stressful. It can be difficult to come to terms with a diagnosis or to make a treatment choice. Sometimes you simply need space and time to talk freely about how you are feeling and all the options you might have. The PANDAS Helpline is for offering information, support and guidance. They are unable to diagnose mental health illnesses, or issue medical or legal advice. If you have, or suspect you may have, a health problem you should consult your doctor or specialist nurse.

T: 0808 1961 776
Open: Monday – Sunday: 9am – 8pm
W: www.pandasfoundation.org.uk/helpline

Working Families
The helpline is for parents and their advisers and gives advice on employment rights for parents and benefits for families. The helpline is run by a team of solicitors and advisers and has an Advice Quality Standard Quality Mark.

T: 0300 012 0312
Open: Monday: 3pm – 5pm Tuesday & Thursday: 12pm – 2pm
W: www.workingfamilies.org.uk/advice-information/free-parents-carers-helpline

YoungMinds Parents’ Helpline
Their Parents Helpline is available to offer advice to parents and carers worried about a child or young person under 25. You may have questions about a child’s behaviour, emotional wellbeing, or mental health condition. You may have a child who’s already been admitted to CAMHS and have questions about their treatment or want to know what to say to your GP when you visit them. Their trained advisers are here to give you help and advice, whatever the question.

T: 0808 802 5544
Open: Monday – Friday: 9.30am – 4pm
W: www.youngminds.org.uk/find-help/for-parents
Housing

Centrepoint
Homeless or at risk? They’re here for you. They offer advice to anyone in England aged 16-25. Call them for free on 0808 800 0661 (Monday-Friday, 9am-5pm). They can also help people worried about a young person they know. They also offer helpline advisors available to chat online Monday to Friday between 10am-4pm.

T: 0808 800 0661
Open: Monday – Friday: 9am-5pm
W: www.centrepoint.org.uk/youth-homelessness/get-help-now/

Citizens Advice Adviceline
You can contact an adviser through their national phone service, Adviceline: Adviceline: 03444 111 444 or Text relay: 03444 111 445. Adviceline’s available 9am to 5pm, Monday to Friday. It’s usually busiest at the beginning and end of the day. It’s not available on public holidays. If you call from a mobile, they’ll ask you to enter a local landline number on your keypad. This can be any number - they only use it to send your call to a local adviser if one’s available.

T: 03444 111 444
Open: Monday – Friday: 9am – 5pm
W: www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/

Runaway Helpline
Runaway Helpline is here if you are thinking about running away, if you have already run away, or if you have been away and come back. You can also contact them if you are worried that someone else is going to run away or if they are being treated badly or abused. Runaway Helpline has been supporting young people for many years and is run by the UK charity Missing People. You can call or text them, for free, 24 hours a day. You can get them on their 1-2-1 Chat on their website or email them on 116000@runawayhelpline.org.uk. It’s all confidential.

T: 116 000
Open: 24/7
W: www.runawayhelpline.org.uk/about-us
Housing

Shelter
You can call Shelter’s Helpline to talk to an expert housing adviser if you’re in urgent need of housing advice. You should use this line if: You have nowhere to sleep, or might be homeless soon, You have somewhere to sleep, but nowhere to call home or You are/could be at risk of harm. Having relevant documents (tenancy agreements, council letters etc.) to hand will help them deal with your problem. When you do call, they’ll ask you to explain what’s going on – and these documents can help us understand the situation. Having a pen and paper can also be helpful.

T: 0808 800 4444
Open: Monday – Friday: 8am – 8pm Saturday – Sunday: 9am – 5pm
W: www.england.shelter.org.uk/get_help/helpline

Illness

Action on Pain
A helpline providing support & advice for people suffering with chronic pain. All the advice they give is impartial and they try to offer a friendly and personal service. They are not able to provide medical advice as our volunteers are not qualified to do so however we often know “a man who can”. PainLine is open between 1000-1600hrs Monday to Friday with an answerphone out of hours on 0345 6031593 which may be free to some callers depending on who provides your telephone service. As they rely on volunteers there may be a time when you get the answerphone during our “open” hours. Please leave a message as they always get back to you.

T: 0345 6031593
Open: 1000-1600hrs Monday to Friday
W: www.action-on-pain.co.uk/support-and-advice

Listening Helplines

CALM: Campaign Against Living Miserably
They offer an accredited confidential, anonymous and free support, information and signposting to people anywhere in the UK through their helpline. Calls are taken by trained staff who are there to listen, support, inform and signpost and because calls are confidential and anonymous, they don’t and can’t offer a counselling service. They also offer a web chat service. OFCOM rulings mean that all calls are now free to make from landlines, payphones and all mobiles. Calls are taken in order, so it’s best to stay in a queue rather than redial. The helpline is open 7 days a week, 5pm to midnight.

T: London: 0808 802 58 58
Nationwide: 0800 58 58 58
Open: Monday – Sunday: 5pm - midnight
W: www.thecalmzone.net/help/helpline
Listening Helplines

Samaritans Helpline
They offer a safe place for you to talk any time you like, in your own way – about whatever’s getting to you. They won’t judge your or tell you what to do, they’ll listen to you.

T: 116 123
Open: 24/7
W: www.samaritans.org/how-we-can-help/contact-samaritan/talk-us-phone/

SANElime
SANElime is a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers. Their helpline is here to support you when you feel you have reached a moment of crisis. They know that moment of crisis is different for everybody – some people can reach that point daily, and for some people it is a rare occurrence. Their helpline volunteers are empathic and non-judgemental, providing a space and time for you to talk about your mental health, or the mental health of someone close to you.

T: 0300 304 7000
Open: Monday – Sunday: 4.30pm – 10pm
W: www.sane.org.uk/what_we_do/support/helpline

SupportLine Helpline
SupportLine provides a confidential telephone helpline offering emotional support to any individual on any issue. The Helpline is primarily a preventative service and aims to support people before they reach the point of crisis. It is particularly aimed at those who are socially isolated, vulnerable, at risk groups and victims of any form of abuse. They work with callers to develop healthy, positive coping strategies, an inner feeling of strength and increased self-esteem to encourage healing, recovery and moving forward with life. They also keep details of counsellors, agencies and support groups throughout the UK.

T: 01708 765200
Open: Hours vary
W: www.supportline.org.uk
Legal Advice

Citizens Advice Adviseline
You can contact an adviser through their national phone service, Adviseline:
Adviseline: 03444 111 444 or Text relay: 03444 111 445. Adviseline’s available 9am to 5pm, Monday to Friday. It’s usually busiest at the beginning and end of the day. It’s not available on public holidays. If you call from a mobile, they’ll ask you to enter a local landline number on your keypad. This can be any number - they only use it to send your call to a local adviser if one’s available.

T: 03444 111 444
Open: Monday – Friday: 9am – 5pm
W: www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/

Citizens Advice Consumer Helpline
The helpline adviser can: give you practical and impartial advice on how to resolve your consumer problem, tell you the law which applies to your situation and pass information about complaints on to Trading Standards (you can’t do this yourself). However, the adviser can’t: make a complaint for you or take legal action on your behalf.

T: 03454 04 05 06
Open: Monday – Friday: 9am – 5pm
W: www.citizensadvice.org.uk/about-us/contact-us/contact-us/consumer-service/

MIND Legal Line
They provide legal information and general advice on mental health related law covering mental health, mental capacity, community care and human rights and discrimination/equality related to mental health issues.

T: 0300 466 6463
Open: Monday – Friday: 9am – 6pm (excluding bank holidays)
W: www.mind.org.uk/information-support/helplines
Legal Advice

Rights of Women
Their free telephone advice lines have provided many thousands of women with legal advice and information on a wide range of legal issues including domestic violence, child contact, sexual violence and the criminal justice process and immigration and asylum as well as other legal issues arising from relationship breakdown. They aim to make our advice lines accessible to all women. They provide a safe space for women to talk about their situation and receive expert legal advice to enable them to make important decisions about their future.

Family Law T: 020 7251 6577
Open: Tuesday – Thursday: 7pm – 9pm & Friday: 12pm – 2pm
W: www.rightsofwomen.org.uk/get-advice/family-law

Criminal Law T: 020 7251 8887
Open: Tuesday: 7pm – 9pm
W: www.rightsofwomen.org.uk/get-advice/criminal-law

Immigration Law T: 020 7118 0267
Open: Tuesdays: 11am – 1pm & 2pm – 4pm Wednesdays: 11am – 1pm & 2pm – 4pm
W: www.rightsofwomen.org.uk/get-advice/immigration-and-asylum-law

Sexual Harassment @ Work T: 020 7490 0152
Open: Monday: 6pm – 8pm Tuesday: 5pm – 7pm Wednesday: 5pm – 6.30pm
W: www.rightsofwomen.org.uk/get-advice/sexual-harassment-at-work-law

Southall Black Sisters
They run an advice, advocacy and resource centre in West London which provides a comprehensive service to women experiencing violence and abuse and other forms of inequality. They offer specialist advice, information, casework, advocacy, counselling and self-help support services in several community languages, especially South Asian languages. Whilst their focus is on the needs of black and minority women, they will not turn any woman away who needs emergency help.

T: 0208 571 0800
Open: Monday, Wednesday, Friday: 9.30am – 4.30pm (closed 12.30pm – 1.30pm for lunch)
W: www.southallblacksisters.org.uk/contact-us

Working Families
The helpline is for parents and their advisers and gives advice on employment rights for parents and benefits for families. The helpline is run by a team of solicitors and advisers and has an Advice Quality Standard Quality Mark.

T: 0300 012 0312
Open: Monday: 3pm – 5pm Tuesday & Thursday: 12pm – 2pm
W: www.workingfamilies.org.uk/advice-information/free-parents-carers-helpline
Men

**CALM: Campaign Against Living Miserably**
They offer an accredited confidential, anonymous and free support, information and signposting to people anywhere in the UK through their helpline. Calls are taken by trained staff who are there to listen, support, inform and signpost and because calls are confidential and anonymous, they don’t and can’t offer a counselling service. They also offer a web chat service. OFCOM rulings mean that all calls are now free to make from landlines, payphones and all mobiles. Calls are taken in order, so it’s best to stay in a queue rather than redial. The helpline is open 7 days a week, 5pm to midnight.

**T:** London: 0808 802 58 58
Nationwide: 0800 58 58 58
**Open:** Monday – Sunday: 5pm - midnight
**W:** [www.thecalmzone.net/help/helpline](http://www.thecalmzone.net/help/helpline)

**Mankind**
Their confidential helpline is available for male victims of domestic abuse and male victims of domestic violence across the UK. They support men suffering from domestic abuse from their current or former wife or partner (including same-sex partner). This can range from actual violence or object throwing to mental abuse such as constant bullying or constant insults. The helpline provides both emotional support and practical information.

**T:** 01823 334244
**Open:** Monday – Friday: 10am – 4pm
**W:** [www.mankind.org.uk](http://www.mankind.org.uk)

**Men’s Advice Line**
Men’s Advice Line provides confidential helpline for men experiencing domestic violence from a partner or ex-partner (or from other family members). They help by: giving you time to tell your story; offering emotional support; providing practical advice and signposting you to other services for specialist help.

**T:** 0808 801 0327
**Open:** Monday – Friday: 9am – 5pm
**W:** [www.mensadvicecline.org.uk](http://www.mensadvicecline.org.uk)
Men

Safeline
Safeline is a specialised charity working to prevent sexual abuse and to support those affected in their recovery. They support a wide range of people through their helpline and online support. They appreciate that making that decision to get in touch and talk about your experiences can be difficult and they aim to give you the time and space to be able to do that. They run a National Male Helpline which is a dedicated service for men and boys affected by rape or sexual abuse and a National Young People’s Helpline dedicated for young people under 18 years old affected by sexual abuse or at risk of sexual exploitation.

National Male Helpline T: 0808 800 5005
Open: Monday, Wednesday, Friday: 9am – 5pm Tuesday & Thursday: 8am – 8pm Saturday: 10am – 2pm
W: www.safeline.org.uk/what-we-do/helpline-and-online-support-service

Mental Health

MIND Infoline
Their team provides information on a range of topics including types of mental health problems, where to get help, medication and alternative treatments and advocacy. They will look for details of help and support in your own area.

T: 0300 123 3393
Open: Monday – Friday: 9am – 6pm (excluding bank holidays)
W: www.mind.org.uk/information-support/helplines

MIND Legal Line
They provide legal information and general advice on mental health related law covering mental health, mental capacity, community care and human rights and discrimination/equality related to mental health issues.

T: 0300 466 6463
Open: Monday – Friday: 9am – 6pm (excluding bank holidays)
W: www.mind.org.uk/information-support/helplines

MIND Blue Light Infoline
Their Blue Light Infoline is just for emergency service staff, volunteers and their families. Their team provides information on a range of topics including staying mentally healthy for work, types of mental health problem, how and where to get help, medication and alternative treatments, advocacy, post-traumatic stress disorder (PTSD), existing emergency service support and mental health and the law.

T: 0300 303 5999
Open: Monday – Friday: 9am – 6pm (excluding bank holidays)
W: www.mind.org.uk/information-support/helplines
Mental Health

PANDAS Foundation UK

Sometimes it might feel like no one understands what you are going through and coping with the everyday effects of pre and postnatal depression can be isolating and stressful. It can be difficult to come to terms with a diagnosis or to make a treatment choice. Sometimes you simply need space and time to talk freely about how you are feeling and all the options you might have. The PANDAS Helpline is for offering information, support and guidance. They are unable to diagnose mental health illnesses, or issue medical or legal advice. If you have, or suspect you may have, a health problem you should consult your doctor or specialist nurse.

T: 0808 1961 776
Open: Monday – Sunday: 9am – 8pm
W: www.pandasfoundation.org.uk/helpline

Rethink Helpline

The Rethink Mental Illness Advice Service offers practical help on issues such as the Mental Health Act, community care and welfare benefits, living with mental illness, medication and care. They can only usually give advice where the person experiencing mental illness is 18 or over and lives in England.

T: 0300 5000 927
Open: Monday – Friday: 9.30am – 4pm
W: www.rethink.org/aboutus/what-we-do/advice-and-information-service/contact-our-advice-information-service

SANElene

SANElene is a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers. Their helpline is here to support you when you feel you have reached a moment of crisis. They know that moment of crisis is different for everybody – some people can reach that point daily, and for some people it is a rare occurrence. Their helpline volunteers are empathic and non-judgemental, providing a space and time for you to talk about your mental health, or the mental health of someone close to you.

T: 0300 304 7000
Open: Monday – Sunday: 4.30pm – 10pm
W: www.sane.org.uk/what_we_do/support/helpline
Other Abuse

Action on Elder Abuse
Their unique confidential freephone helpline, which provides information, advice and support to victims and others who are concerned about or have witnessed abuse, neglect or financial exploitation. The helpline is available in England, Wales, Scotland and Northern Ireland - Monday to Friday, 9am to 5pm - and will not show up on your phone bill. Each nation has its own service, and callers can choose their relevant nation at the outset. The helpline not only provides direct advice and help to people who may be in danger of experiencing abuse but they also provide unique information on the nature, circumstances and dynamics of elder abuse.

T: 080 8808 8141
Open: in England, Wales, Scotland and Northern Ireland - Monday to Friday, 9am to 5pm
W: www.elderabuse.org.uk/helpline

National Stalking Helpline
Who can contact the National Stalking Helpline? Are you or someone you know being made to feel harassed or intimidated by the behaviour of another person? Are you unsure what can be done about this person’s behaviour? Do you feel that you, your friend or family member are at risk of emotional or physical harm from another person? If you answer yes to any of these questions then you can contact the National Stalking Helpline. If you are unsure about whether they can help then please do call and ask. They can help you by giving you information and guidance on topics including: The law in relation to stalking and harassment in the United Kingdom, Reporting stalking or harassment, Effective gathering of evidence, Ensuring your personal safety and that of your friends and family and Practical steps to reduce the risk.

T: 0808 802 0300
Open: Monday – Friday: 9.30am – 4pm (Wednesdays open at 1.30pm)
W: www.suzylamplugh.org/helpline

Southall Black Sisters
They run an advice, advocacy and resource centre in West London which provides a comprehensive service to women experiencing violence and abuse and other forms of inequality. They offer specialist advice, information, casework, advocacy, counselling and self-help support services in several community languages, especially South Asian languages. Whilst their focus is on the needs of black and minority women, they will not turn any woman away who needs emergency help.

T: 0208 571 0800
Open: Monday, Wednesday, Friday: 9.30am – 4.30pm (closed 12.30pm – 1.30pm for lunch)
W: www.southallblacksisters.org.uk/contact-us
Older People

Action on Elder Abuse
Their unique confidential freephone helpline, which provides information, advice and support to victims and others who are concerned about or have witnessed abuse, neglect or financial exploitation. The helpline is available in England, Wales, Scotland and Northern Ireland - Monday to Friday, 9am to 5pm - and will not show up on your phone bill. Each nation has its own service, and callers can choose their relevant nation at the outset. The helpline not only provides direct advice and help to people who may be in danger of experiencing abuse but they also provide unique information on the nature, circumstances and dynamics of elder abuse.

T: 080 8808 8141
Open: in England, Wales, Scotland and Northern Ireland - Monday to Friday, 9am to 5pm
W: www.elderabuse.org.uk/helpline

Citizens Advice Adviceline
You can contact an adviser through their national phone service, Adviceline:
Adviceline: 03444 111 444 or Text relay: 03444 111 445. Adviceline’s available 9am to 5pm, Monday to Friday. It’s usually busiest at the beginning and end of the day. It’s not available on public holidays. If you call from a mobile, they’ll ask you to enter a local landline number on your keypad. This can be any number - they only use it to send your call to a local adviser if one’s available.

T: 03444 111 444
Open: Monday – Friday: 9am – 5pm
W: www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/contact-us/

SupportLine Helpline
SupportLine provides a confidential telephone helpline offering emotional support to any individual on any issue. The Helpline is primarily a preventative service and aims to support people before they reach the point of crisis. It is particularly aimed at those who are socially isolated, vulnerable, at risk groups and victims of any form of abuse. They work with callers to develop healthy, positive coping strategies, an inner feeling of strength and increased self-esteem to encourage healing, recovery and moving forward with life. They also keep details of counsellors, agencies and support groups throughout the UK.

T: 01708 765200
Open: Hours vary
W: www.supportline.org.uk

The Silver Line
The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.
T: 0800 4 70 80 90
Open: 24/7
W: www.thesilverline.org.uk
Pregnancy

Marie Stopes UK
They are there to support you through your decision about a pregnancy and talk to you about the options available to you. If you have had an unexpected positive pregnancy test, you may have mixed feelings about what to do next. If your pregnancy was planned, but sadly after antenatal screening you have been told of a serious foetal anomaly, they can talk you through all the options and will be there for you during this difficult time.

T: 0345 300 8090
Open: 24/7
W: www.mariestopes.org.uk/contact-us

Prisoners/Ex-offenders

The Prisoners’ Families Helpline
The National Prisoners’ Families Helpline can support you if a family member is in contact with the criminal justice system. They provide advice and information on all aspects from what happens on arrest, visiting a prison to preparing for release. They support families in England and Wales and you can find information about organisations who can support you in Scotland and Northern Ireland on their website.

T: 0808 808 2003
Open: Monday – Friday: 9am – 8pm Saturday – Sunday: 10am – 3pm
W: www.prisonersfamilies.org

Unlock
Their helpline provides information and advice to people with convictions. Its focus is on helping people to overcome the problems and difficulties that are caused by criminal convictions. These are sometimes referred to as the ‘collateral’ consequences of criminal convictions.

T: 01634 247350
Open: Monday – Friday: 10am – 4pm
W: http://hub.unlock.org.uk/contact/

Self-harm

Self Injury Support
For women of any age or background affected by self-injury, whether their own or that of a friend or family member. Call them for free, confidential, non-judgemental emotional support around self-injury. All calls are answered by female volunteers who have received specialist training. You don’t have to be in crisis or distress at the time you call, and you can talk to them for up to half an hour each time we are open. They ask that you choose either the helpline or webchat, but not access both services on the same night.

T: 0808 800 8088
Open: Tuesday – Thursday: 7pm – 9.30pm
W: www.selfinjurysupport.org.uk/Pages/FAQs/Category/phone-support

www.theolliefoundation.org
Sexual Abuse

CIS'ters
CIS'ters is a survivor led group for women who, as female children/teens, were raped/sexually abused by a member of their immediate/extended family. Their offer a 24-hour answer phone to which you can leave contact details clearly. They will take care when responding. Phone is monitored daily during the working week.

T: 023 80 338080
Open: Answerphone 24/7
W: www.cisters.org.uk

Karma Nirvana
If you or someone you know is experiencing honour-based abuse or is at risk of a forced marriage you can call the helpline. If you are unable to call or email us, you can send us a message securely via their website.

T: 0800 5999 247
Open: Monday – Friday: 9am – 5pm
W: www.karmanirvana.org.uk/contact

Lifecentre UK
Lifecentre is a UK based charity that supports male and female survivors of rape and sexual abuse of all ages. Lifecentre’s helplines offer a confidential service to help you begin or continue your journey of working through what has happened to you.

T: 0808 802 0808
Text: 07717 989022
Open: Monday, Tuesday, Thursday & Sunday: 7.30pm – 10pm
W: www.lifecentre.uk.com/helplines

Safeline
Safeline is a specialised charity working to prevent sexual abuse and to support those affected in their recovery. They support a wide range of people through their helpline and online support. They appreciate that making that decision to get in touch and talk about your experiences can be difficult and they aim to give you the time and space to be able to do that. They run a National Male Helpline which is a dedicated service for men and boys affected by rape or sexual abuse and a National Young People’s Helpline dedicated for young people under 18 years old affected by sexual abuse or at risk of sexual exploitation.

National Male Helpline T: 0808 800 5005
National Young People’s Helpline T: 0808 800 5007
Open: Monday, Wednesday, Friday: 9am – 5pm Tuesday & Thursday: 8am – 8pm Saturday: 10am – 2pm
W: www.safeline.org.uk/what-we-do/helpline-and-online-support-service
Sexual Abuse

Survivors' Network Helpline
The helpline is for all self-identifying women who have experienced sexual violence and/or abuse, no matter when or how it happened, as well as partners, supporters and professionals of any gender.

T: 01273 720110
Open: Wednesday: 7pm – 9pm
W: www.survivorsnetwork.org.uk/get-help/helpline

Sexuality & Gender

Galop
Galop gives advice and support to people who have experienced biphobia, homophobia, transphobia, sexual violence or domestic abuse. They also support lesbian, gay, bisexual, trans and queer people who have had problems with the police or have questions about the criminal justice system. They operate two helplines; the London LGBT+ Anti-violence Advice and the National LGBT+ Domestic Abuse Helpline.

T: London: 020 7704 2040 & National: 0800 999 5428
W: www.galop.org.uk/how-we-can-help

LGBT Foundation
LGBT Foundation is a national charity delivering advice, support and information services to lesbian, gay, bisexual and trans (LGBT) communities. LGBT Foundation's Helpline Service provides thousands of hours of advice and support to thousands of people every year, both over the phone and via email.

T: 0345 3 30 30 30
Open: Monday – Friday: 10am – 6pm
W: www.lgbt.foundation/helpline

Mermaids
Mermaids provides a helpline aimed at supporting transgender youth up to and including the age of 19, their families and professionals working with them. The helpline offers emotional support, a gateway to the parents and teens forums, information about current legislation and protections under the law, plus signposting to training and resources. The helpline is covered by volunteers, so they do not have a definitive schedule of when they can answer your call but aim to answer your calls between 9am and 9pm, Monday to Friday. Any voicemails will be responded to as soon as they can once received. If there is no-one available to talk to and your situation is urgent, please email info@mermaidsuk.org.uk.

T: 0808 801 0400
Open: Monday – Friday: 9am – 9pm
W: www.mermaidsuk.org.uk/helpline-support.html

www.theolliefoundation.org
Sexual Abuse

Switchboard LGBT
Every call is unique, and Switchboard prides itself on responding to the changing needs of our communities by providing a service that’s continually evolving and relevant. Here are some of the things people might call us for: Information about support groups for someone who is struggling with their gender identity, Support for a man who has been a victim of homophobic abuse, but has previously had a bad experience going to the police, Contact details for an LGBT-friendly therapist, Support for a lesbian teenager thrown out of her home by her parents, and who needs somewhere to stay, Information on how to get to local gay pubs for someone with mobility issues, Times and places for a local bisexual social group and Listening to some of the concerns a mother has about her child who is trans.

T: 0300 330 0630
Open: Monday – Sunday: 10am – 10pm
W: www.switchboard.lgbt/help

Women

Aanchal
Aanchal is a women’s organisation that assists women affected by physical as well as mental, financial, sexual and emotional domestic abuse. Their guiding principle is that they will never turn our back on a woman in need of our help. While some statutory agencies turn women away because they don't have the right legal status or their situation doesn’t quite fit into the agency's remit, they'll do what they can to help. Their helpline staff are able to help you in a number of languages, including English, Hindi, Punjabi, Urdu, Gujarati, Tamil, Bengali and Eastern European languages.

T: 0845 451 2547
Open: 24/7
W: www.aanchal.org.uk

CIS’ters
CIS’ters is a survivor led group for women who, as female children/teens, were raped/sexually abused by a member of their immediate/extended family. Their offer a 24-hour answer phone to which you can leave contact details clearly. They will take care when responding. Phone is monitored daily during the working week.

T: 023 80 338080
Open: Answerphone 24/7
W: www.cisters.org.uk
Women

Female Genital Mutilation (FGM) Helpline NSPCC
If you're worried a child is at risk of or has already had FGM, call the NSPCC free, anonymous dedicated FGM helpline on 0800 028 3550 or email fgmhelp@nspcc.org.uk.

T: 0800 028 3550

Karma Nirvana
If you or someone you know is experiencing honour-based abuse or is at risk of a forced marriage you can call the helpline. If you are unable to call or email us, you can send us a message securely via their website.

T: 0800 5999 247
Open: Monday – Friday: 9am – 5pm
W: www.karmanirvana.org.uk/contact

Rights of Women
Their free telephone advice lines have provided many thousands of women with legal advice and information on a wide range of legal issues including domestic violence, child contact, sexual violence and the criminal justice process and immigration and asylum as well as other legal issues arising from relationship breakdown. They aim to make our advice lines accessible to all women. They provide a safe space for women to talk about their situation and receive expert legal advice to enable them to make important decisions about their future.

Family Law T: 020 7251 6577
Open: Tuesday – Thursday: 7pm – 9pm & Friday: 12pm – 2pm
W: www.rightsofwomen.org.uk/get-advice/family-law

Criminal Law T: 020 7251 8887
Open: Tuesday: 7pm – 9pm
W: www.rightsofwomen.org.uk/get-advice/criminal-law

Immigration Law T: 020 7118 0267
Open: Tuesdays: 11am – 1pm & 2pm – 4pm Wednesdays: 11am – 1pm & 2pm – 4pm
W: www.rightsofwomen.org.uk/get-advice/immigration-and-asylum-law

Sexual Harassment @ Work T: 020 7490 0152
Open: Monday: 6pm – 8pm Tuesday: 5pm – 7pm Wednesday: 5pm – 6.30pm
W: www.rightsofwomen.org.uk/get-advice/sexual-harassment-at-work-law

www.theolliefoundation.org
Women

Self Injury Support
For women of any age or background affected by self-injury, whether their own or that of a friend or family member. Call them for free, confidential, non-judgemental emotional support around self-injury. All calls are answered by female volunteers who have received specialist training. You don’t have to be in crisis or distress at the time you call, and you can talk to them for up to half an hour each time we are open. They ask that you choose either the helpline or webchat, but not access both services on the same night.

T: 0808 800 8088
Open: Tuesday – Thursday: 7pm – 9.30pm
W: www.selfinjurysupport.org.uk/Pages/FAQs/Category/phone-support

Southall Black Sisters
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T: 0208 571 0800
Open: Monday, Wednesday, Friday: 9.30am – 4.30pm (closed 12.30pm – 1.30pm for lunch)
W: www.southallblacksisters.org.uk/contact-us

Survivors’ Network Helpline
The helpline is for all self-identifying women who have experienced sexual violence and/or abuse, no matter when or how it happened, as well as partners, supporters and professionals of any gender.

T: 01273 720110
Open: Wednesday: 7pm – 9pm
W: www.survivorsnetwork.org.uk/get-help/helpline

www.theolliefoundation.org