**Welfare Awareness Topic:  
Support and Helplines**

# The following drop-down lists have resources for national support and helplines for each category

# Crisis Support and Mental Health Helplines

**If you or someone you know is in a mental health crisis and needs urgent medical help, ring 999 to contact emergency services, or go to your nearest Accident and emergency (A&E) department.**

**If it is not a medical emergency but you still need urgent help, ring 111 for professional health advice and guidance on where to access services. This is available 24 hours a day, 7 days a week, and 365 days a year. You can also make an appointment with your GP.**

[Samaritans](https://www.samaritans.org/): Phone 116 123 for free, 24 hours a day, 87 days a week. You can also email [jo@samaritans.org](mailto:jo@samaritans.org). They have listeners 24 hours a day, 365 days a year and provide completely confidential and non-judgemental support.

[SANEline](http://www.sane.org.uk/what_we_do/support/helpline) is a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness. They are open every day of the year from 4.30pm to 10.30pm. Their number is 0300 304 7000, or you can leave a message on 07984 967 708 giving your first name and a contact number, and they will call you back as soon as possible. You can also email them on [support@sane.org.uk](mailto:support@sane.org.uk), and they will respond as soon as possible.They also have a [Support Forum](http://www.sane.org.uk/what_we_do/support/supportforum/) and [Textcare services](http://www.sane.org.uk/what_we_do/support/textcare/).

[Mind](https://www.mind.org.uk/information-support/helplines/) have the Mind Infoline and Legal Line, which is open Monday- Friday 9am-6pm (except for bank holidays) Their Infoline is contactable on 0300 123 3393 and provides an information and signposting service with advice on mental health problems, where to get help near you, treatment options and advocacy services. Their Legal Line is contactable on 0300 466 6463, and provides legal information and general advice on mental health related law.

National Suicide Prevention Helpline UK. Offers a supportive listening service to anyone with thoughts of suicide. You can call the [National Suicide Prevention Helpline UK](https://www.spbristol.org/NSPHUK) on [0800 689 5652](tel:+44-08006895652) (open 24/7).

Campaign Against Living Miserably (CALM). You can call the [CALM](https://www.thecalmzone.net/) on [0800 58 58 58](tel:+44-0800585858) (5pm–midnight every day) if you are struggling and need to talk. Or if you prefer not to speak on the phone, you could try the [CALM webchat service](https://www.thecalmzone.net/help/webchat/).

The Mix. If you're under 25, you can call The Mix on [0808 808 4994](tel:+44-08088084994) (3pm–midnight every day), request support by email [using this form on The Mix website](https://www.themix.org.uk/get-support/speak-to-our-team/email-us) or [use their crisis text messenger service](https://www.themix.org.uk/get-support/speak-to-our-team/crisis-messenger).

Papyrus HOPELINEUK. If you're under 35 and struggling with suicidal feelings, or concerned about a young person who might be struggling, you can call [Papyrus HOPELINEUK](https://www.papyrus-uk.org/) on [0800 068 4141](tel:+44-08000684141) (weekdays 10am-10pm, weekends 2pm-10pm and bank holidays 2pm–10pm), email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org) or text [07786 209 697](sms:+44-07786209697).

Nightline. If you're a student, you can look on the [Nightline website](http://nightline.ac.uk/want-to-talk/) to see if your university or college offers a night-time listening service. Nightline phone operators are all students too.

Switchboard. If you identify as gay, lesbian, bisexual or transgender, you can call [Switchboard](https://switchboard.lgbt/) on [0300 330 0630](tel:+44-03003300630) (10am–10pm every day), email [chris@switchboard.lgbt](mailto:mailto%22chris@switchboard.lgbt) or use their webchat service. Phone operators all identify as LGBT+.

C.A.L.L. If you live in Wales, you can call [the Community Advice and Listening Line (C.A.L.L.)](http://www.callhelpline.org.uk/) on [0800 132 737](tel:+44-0800132737) (open 24/7) or you can text 'help' followed by a question to 81066.

Helplines Partnership. For more options, visit [the Helplines Partnership](https://helplines.org/helplines/) website for a directory of UK helplines.

[Rethink Advice and information service](https://www.rethink.org/aboutus/what-we-do/advice-and-information-service/) offer practical help on a wide range of topics such as The Mental Health Act, community care, welfare benefits, and carers rights. They also offer general information on living with mental illness, medication and care. Their advice and information telephone service is open from 1pm to 4pm on **0808 801 0525**, and their webchat service is open from 9:30am – 4pm Monday to Friday, excluding bank holidays. Outside of these hours, please use the contact email: advice@rethink.org

# Finding a Therapist

The [British Association for Counselling and Psychotherapy Resister](https://www.bacp.co.uk/search/Register) is a searchable website of accredited counsellors and psychotharapists.

The [British Psychological society](https://www.bps.org.uk/public/find-psychologist) also has a [list of chartered members](https://www.bps.org.uk/lists/cpsychol) and a [directory of chartered psychologists](https://www.bps.org.uk/lists/cpsychol), which makes it easy for you to find a chartered psychologist in your area.

If you live in England and are aged 18 or over, you can access [NHS psychological therapies (IAPT- Improving Access to Psychological therapies) services.](https://www.nhs.uk/service-search/mental-health/find-a-psychological-therapies-service/) A GP can refer you, or you can refer yourself directly without a referral. IAPT (Improving Access to Psychological Therapies) services offer: talking therapies, such as cognitive behavioural therapy (CBT), counselling, other therapies, and guided self-help and help for common mental health problems, like anxiety and depression.

[The **UK Council for Psychotherapy** is](https://www.psychotherapy.org.uk/) the leading organisation for psychotherapists and psychotherapeutic counsellors in the UK, and their website has a [searchable register of local therapists.](https://www.psychotherapy.org.uk/find-a-therapist/)

# Abuse

[NSPCC](https://www.nspcc.org.uk/about-us/contact-us/) are the leading children’s charity, if you are worried abut a child you can contact their trained helpline counsellors 24 hours a day by email ([help@nspcc.org.uk](mailto:help@nspcc.org.uk)) or on their [online reporting form.](https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/report/) They have a helpline Monday to Friday 8am-10pm and 9am-6pm on the weekends on 0808 800 5000. They have free, confidential support for all young people under 19 on their 0800 1111 ChildLine, which is open 24 hours a day, 7 days a week.

[NAPAC](https://napac.org.uk/calling-our-support-line/) (the National Association for People Abused in Childhood) have a support line and email service if you want to talk to someone about what you experienced in childhood or how it is affecting you now. Call 0808 801 0331, they are open Monday to Thursday 10am-9pm and Friday 10am-6pm.

[Rape Crisis](https://rapecrisis.org.uk/get-help/) provides specialist support and services to women and girls who have experienced sexual violence, you can [find your local centre here](https://rapecrisis.org.uk/get-help/find-a-rape-crisis-centre/), or if you are not sure what to do and wany to speak to someone, they have an [emotional support live chat helpline](https://rapecrisis.org.uk/get-help/want-to-talk/) and a National Telephone Helpline on 0808 802 9999 which is open between 12:00-14:30 and 19:00-21:30 every day of the year.

Women can call [The Freephone National Domestic Abuse Helpline, run by Refuge](https://www.nationaldahelpline.org.uk/) on [0808 2000 247](tel:%200808%202000%20247) for free at any time, day or night. The staff will offer confidential, non-judgemental information and support

Men can call [Men's Advice Line](http://www.mensadviceline.org.uk/) on [0808 8010 327](tel:%200808%20801%200327) (Monday and Wednesday, 9am to 8pm, and Tuesday, Thursday and Friday, 9am to 5pm) for non-judgemental information and support.

Men can also call [ManKind](https://www.mankind.org.uk/) on [0182 3334 244](tel:%2001823%20334%20244) (Monday to Friday, 10am to 4pm)

If you identify as LGBT+ you can call [Galop](http://www.galop.org.uk/domesticabuse/) on [0800 999 5428](tel:%200800%20999%205428) for emotional and practical support

Anyone can call [Karma Nirvana](https://karmanirvana.org.uk/) on [0800 5999 247](tel:%200800%205999%20247) (Monday to Friday 9am to 5pm) for forced marriage and honour crimes. You can also call [020 7008 0151](tel:%20020%207008%200151) to speak to the GOV.UK [Forced Marriage Unit](https://www.gov.uk/stop-forced-marriage)

[The Respect Phoneline](https://respectphoneline.org.uk/) offers help for domestic abuse perpetrators who want to change, we give confidential advice & **support** to help you stop being abusive. For telephone support you can freephone 0808 802 4040 Monday-Friday 9am-8pm, and for Email Support contact [info@respectphoneline.org.uk](mailto:info@respectphoneline.org.uk)

# Addiction and Substance Misuse

Adfam [adfam.org.uk](http://adfam.org.uk/)  
Information and support for friends and family of people with drug or alcohol problems.

[Alcoholics Anonymous](https://bppserviceslimited.sharepoint.com/teams/Under18AbsenceEngagementTracking/Shared%20Documents/General/U18%20Webinar%20Tracking%2020%2021.xlsx?web=1) provide help and support for anyone with alcohol problems, you can ring their national helpline free on 0800 9177 650 or email [help@aamail.org](mailto:help@aamail.org)

[Drinkaware](https://www.drinkaware.co.uk/advice/alcohol-support-services) has a free confidential helpline for anyone who is concerned about their drinking, or someone else's, call [0300 123 1110](https://www.drinkaware.co.uk/umbraco/0300%20123%201110) (weekdays 9am–8pm, weekends 11am–4pm)

[Talk to Frank](https://www.talktofrank.com/contact-frank) has confidential advice and information about drugs, their effects and the law, call [0300 123 6600](tel:03001236600) 24 hours a day, 7 days a week.

# Anxiety

[Anxiety UK](https://www.anxietyuk.org.uk/get-help/helpline-email-text-live-chat-services/) offer support, advice and information on all anxiety, stress and anxiety-based depression, you can call their helpline on 03444 775 774. This service is open 9.30am – 5.30pm, Monday – Friday (except bank holidays).

[No Panic](https://nopanic.org.uk/)offers advice, support, recovery programs and help for people living with phobias, OCD and any other anxiety-based disorders OCD action. You can call their helpline Number on 0300 772 9844, and their Youth Line: 0330 606 1174 everyday - 10am - 10pm ( 365 days of the year)

[PTSD Resolution](https://www.ptsdresolution.org/main-v1.php) helps veterans, TA and reservists with military trauma, you can call their helpline on 0300 302 0551 Monday-Friday 9am-5pm.

[Triumph over Phobia](https://www.topuk.org/) is a UK registered charity which aims to help sufferers of phobias, obsessive compulsive disorder and other related anxiety to overcome their fears and become ex-sufferers. They do this by running a network of self-help therapy groups that meet weekly and are structured, warm and supportive.

# Bereavement

[Bereavement Advice Centre](https://www.bereavementadvice.org/) supports and advises people on what they need to do after a death, they have a helpline on [0800 634 9494](tel:0800%20634%209494) that is open from 9am to 5pm Mon – Fri (excluding bank holidays).

[**Child Bereavement**](https://www.childbereavementuk.org/) **UK** supports families and educates professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement, they have a helpline on 0800 02 888 40, or a [live chat on their website](https://www.childbereavementuk.org/) 9am-5pm.

[Cruse Bereavement Care](https://www.cruse.org.uk/get-help/local-services/wales/cardiff-and-the-vale), have a national helpline (0808 808 1677). They provide free and confidential services with trainer volunteers, and have resources on coping with grief and bereavement, as well as a live chat.

[Survivors of Bereavement by Suicide](https://uksobs.org/) have a [national helpline](https://uksobs.org/we-can-help/helpline/) open 9am-9pm Monday to Sunday on 0300 111 5065, and also have [local support groups.](https://uksobs.org/we-can-help/local-support-groups/)

# Carers

[Carers Trust](https://carers.org/) is a major charity for, with and about carers. They work to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems.

[Carers UK](https://www.carersuk.org/) give carers [expert advice](https://www.carersuk.org/help-and-advice), information and support for people who need help with looking after a friend or family member, they have a helpline available on 0808 808 7777 from Monday to Friday, 9am – 6pm or you can contact them by email on [advice@carersuk.org](mailto:advice@carersuk.org)

# Cancer

[Macmillan](https://www.macmillan.org.uk/) help everyone with cancer live life as fully as they can, whether you need help paying bills, advice on benefits or treatment, or just want to chat. They have a [get support guide here](https://www.macmillan.org.uk/cancer-information-and-support/get-support-guide) to help you figure out what you need help with. They also have an [online cancer forum](https://community.macmillan.org.uk/?_ga=2.25700029.1060430299.1639583210-170327358.1637234035) with support available 24 hours a day in a safe environment. You can call them 7 days a week, 8am-8pm on 0808 808 00 00.

# Depression

[Depression UK](http://depressionuk.org/) are a National Self-Help Organisation helping people cope with their depression, you can email [info@depressionuk.org](mailto:info@depressionuk.org) if you would like to get in touch, or they have [different offers of support on their website.](http://depressionuk.org/index.php/how-we-can-help/)

[PANDAS foundation](https://pandasfoundation.org.uk/) offer hope, empathy and support for every parent or network affected by perinatal mental illness. They have a free helpline number on 0808 1961 776 that is open 7 days a week, 11am- 10pm. They also have an email support service on [info@pandasfoundation.org.uk](mailto:info@pandasfoundation.org.uk).

# Eating Disorders

[ABC Anorexia and Bulimia Care](https://www.anorexiabulimiacare.org.uk/about/contact-us) provide personal care and support for anyone affected by anorexia, bulimia, binge eating & all types of eating distress. They have [peer-led support groups](https://www.anorexiabulimiacare.org.uk/help-for-you/pips-place-online#peersupportgroup), you can book [a 1:1 support call](https://anorexia-and-bulimia-care.bookafy.com/?locale=en), and they have a helpline on **03000 11 12 13** open Wednesdays, Thursdays and Fridays, 9am - 1pm. You can also email [support@anorexiabulimiacare.org.uk](mailto:support@anorexiabulimiacare.org.uk) or [familyandfriends@anorexiabulimiacare.org.uk](mailto:familyandfriends@anorexiabulimiacare.org.uk)

[BEAT](https://www.beateatingdisorders.org.uk/) have resources and information on eating disorders, and runs a supportive online community. They have an adult helpline on [0808 801 0677](tel:+44-808-801-0677) and a Studentline on [0808 801 0811](tel:+44-808-801-0811). They also have a directory of support services at [HelpFinder](https://helpfinder.beateatingdisorders.org.uk/).

# Employment

[ACAS](https://www.acas.org.uk/) provide free advice and support with anything employment related in the UK, their helpline is 0300 123 1100, open Monday-Friday 8am-6pm.

[Mindful Employer](http://mindfulemployertensteps.co.uk/) provides businesses and organisations with easier access to information and support for staff who experience stress, anxiety, depression or other mental health conditions.

# General Advice, Information and Support

[Citizens Advice](https://www.citizensadvice.org.uk/) give online free advice to anyone to help you find a way forward, whatever the problem. Their website has loads of advice and support and you can find your [nearest citizen’s advice and contact details here.](https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/)

[NHS Choices](https://www.nhs.uk/) has advice, tips and tools to help you make the best choices about your health and wellbeing.

# General Mental Health

[Action for Happiness](https://www.actionforhappiness.org/about-us) is a movement of people committed to building a happier and more caring society.

[Mind](https://www.mind.org.uk/) provide [advice and support](https://www.mind.org.uk/information-support/) to empower anyone experiencing a mental health problem. If you need help, use [this help tool](https://www.mind.org.uk/need-urgent-help/using-this-tool), or you can call their Infoline on 0300 123 3393, it’s open 9am to 6pm, Monday to Friday (except for bank holidays).

[Rethink Advice and information service](https://www.rethink.org/aboutus/what-we-do/advice-and-information-service/) offer practical help on a wide range of topics such as The Mental Health Act, community care, welfare benefits, and carers rights. They also offer general information on living with mental illness, medication and care. Their advice and information telephone service is open from 1pm to 4pm on **0808 801 0525**, and their webchat service is open from 9:30am – 4pm Monday to Friday, excluding bank holidays. Outside of these hours, please use the contact email: advice@rethink.org

[SANEline](http://www.sane.org.uk/what_we_do/support/helpline) is a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness. They are open every day of the year from 4.30pm to 10.30pm. Their number is 0300 304 7000, or you can leave a message on 07984 967 708 giving your first name and a contact number, and they will call you back as soon as possible. You can also email them on [support@sane.org.uk](mailto:support@sane.org.uk), and they will respond as soon as possible.They also have a [Support Forum](http://www.sane.org.uk/what_we_do/support/supportforum/) and [Textcare services](http://www.sane.org.uk/what_we_do/support/textcare/).

# Homelessness

You can get support and [advice from the local council](https://www.gov.uk/homelessness-help-from-council) if you are homeless or about to lose your home.

[Shelter](https://www.shelter.org.uk/) have housing advice and support, for housing and homelessness. If you are homeless, have nowhere to stay tonight, are worried about losing your home, or are at risk of harm or abuse in your home, you can use their helpline by calling 0808 800 4444, Monday-Friday 8am-8pm, weekends and bank holidays 9am-5pm. They also have [online housing advice](https://england.shelter.org.uk/housing_advice) and a [webchat.](https://england.shelter.org.uk/housing_advice)

# LGBTQ+ Resources

[Stonewall](https://www.stonewall.org.uk/help-and-advice) have information and support for LGBT communities and their allies, you can contact their information service on 0800 050 2020, the lines are open 9:30-4:30 Monday to Friday.

Switchboard. If you identify as gay, lesbian, bisexual or transgender, you can call [Switchboard](mailto:Switchboard) on [0300 330 0630](tel:+44-03003300630) (10am–10pm every day), email [chris@switchboard.lgbt](mailto:mailto%22chris@switchboard.lgbt) or use their webchat service. Phone operators all identify as LGBT+.

[Galop](https://galop.org.uk/) support LGBTQ+ people who have experienced abuse and violence, they have a helpline and can provide support and advocacy, you can call them on 0207 704 2040.

# Long Term Illness

[Independent Age](https://www.independentage.org/) has info on [where to get support for a long term illness](https://www.independentage.org/get-advice/health/living-long-term-health-conditions/where-to-get-support-a-long-term-condition), and a helpline on 0800 319 6789.

# Psychosis

[Action on Postpartum Psychosis](https://www.app-network.org/)is the national charity for women and families affected by postpartum psychosis (PP

[Hearing Voices Network](https://www.hearing-voices.org/) helps people who hear voices, see visions and experience tactile sensations, and helps those who support them.

# Refugees

[Refugee Council](https://www.refugeecouncil.org.uk/) offer support and empower people who have made the heart breaking decision to flee conflict, violence and persecution in order to rebuild their lives here in the UK. You can call their Infoline on 0808 196 7272, or visit their [contact us page here.](https://www.refugeecouncil.org.uk/about-us/contact/)

# Self-Harm

[Harmless](https://harmless.org.uk/) is a passionate organisation who works to address and overcome issues related to self-harm and suicide. You can [contact them here](https://harmless.org.uk/contact/).

[National Self Harm Network](https://www.nshn.co.uk/) supports individuals who **self harm** to reduce emotional distress and improve their quality of life, and support and provide information for family and carers.

# Self-Help and Self-Care

[Get Self-Help](https://www.getselfhelp.co.uk/) provides CBT self help and therapy resources.

[Headspace](https://www.headspace.com/) helps you learn to manage feelings and thoughts with the lifelong skill of everyday mindfulness, any time of the day.

There are a whole host of apps on the [NHS website](https://www.nhs.uk/apps-library/category/mental-health/) that help with mental health, self-care and other concerns you might be having.

# Suicide prevention

National Suicide Prevention Helpline UK. Offers a supportive listening service to anyone with thoughts of suicide. You can call the [National Suicide Prevention Helpline UK](https://www.spbristol.org/NSPHUK) on [0800 689 5652](tel:+44-08006895652) (open 24/7).

Campaign Against Living Miserably (CALM). You can call the [CALM](https://www.thecalmzone.net/) on [0800 58 58 58](tel:+44-0800585858) (5pm–midnight every day) if you are struggling and need to talk. Or if you prefer not to speak on the phone, you could try the [CALM webchat service](https://www.thecalmzone.net/help/webchat/).

Papyrus HOPELINEUK. If you're under 35 and struggling with suicidal feelings, or concerned about a young person who might be struggling, you can call [Papyrus HOPELINEUK](https://www.papyrus-uk.org/) on [0800 068 4141](tel:+44-08000684141) (weekdays 10am-10pm, weekends 2pm-10pm and bank holidays 2pm–10pm), email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org) or text [07786 209 697](sms:+44-07786209697).

If you would like to talk to the safeguarding team about anything you have just read, we will listen without judgement and signpost you to support. If you would like to talk to a member of the Safeguarding Team then please get in touch: [safeguarding@bpp.com](mailto:safeguarding@bpp.com)