



Helpline directory



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Helplines

Below is information on organisations that provide advice and support to people on a range of issues. Support and advice can be given over the phone, by email or in person.

Your support worker will be able to give you more information about local support groups in your area.

General advice

Samaritans

Tel: 08457 90 90 90 (24 hours)
Email: jo@samaritans.org
Information: Confidential emotional support for people who are experiencing feelings of distress or despair.

Alcohol and drugs

Alcoholics Anonymous

Tel: 0845 769 7555 (24 hours)
Information: Free advice line if you, or someone you know, needs help with a drink problem.

DrinkLine

Tel: 0800 917 8282
(Monday – Friday, 9:00am – 11:00pm)
Information: Confidential service.
Callers can listen to recorded information or speak to an adviser.

National Drugs Helpline

Tel: 0800 77 66 00 (24 hours)
Email: frank@talktofrank.com
Information: Free, confidential information and advice about drugs.

Smokers Quitline

Tel: 0200 00 22 00
Information: Practical help, advice and support to all smokers who want to stop.

Domestic abuse and rape

Refuge

Tel: 0808 2000 247 (24 hours)
Information: Emotional support and advice for victims of domestic abuse, particularly on accommodation issues.

Women's Aid Helpline

Tel: 0808 2000 247 (24 hours)
Information: Provides support, information and a listening ear to women experiencing domestic abuse and those seeking help on a woman's behalf.

Rape and Sexual Abuse Support Centre

Tel: 0845 1221 331
(Monday – Fridays 12:00pm – 2:30pm, 7:00pm – 9:30pm, weekends and bank holidays 2:30pm – 5:00pm)
Information: Support and information for women and girls who have been raped or sexually abused.

Rape Crisis Centre

Email: info@rapecrisis.org.uk
Information: Information on local services for people who have suffered rape or sexual assault.

Broken Rainbow

Tel: 08452 60 44 60
Email: lgbtd@btopenworld.com
Information: Helpline for victims of domestic abuse who are lesbian, gay, bisexual or transgender.

Victim support

Victim Support

Tel: 0845 30 30 900
(Monday – Friday 9:00am – 9:00pm, Weekends 9:00am – 7:00pm, 9:00am – 5:00pm on bank holidays)
Email: supportline@victimsupport.org.uk
Information: Free and confidential support to help you deal with your experience of crime, whether you reported it to the police or not.

Elderly

Age Concern

Tel: 0800 00 99 66 (7:00am – 7:00pm)
Information: Service for older people, their relatives and friends, and professionals and carers.

Elder Abuse Response Helpline

Tel: 0808 808 8141
(Monday – Friday, 10:00am – 4:30pm)
Information: Freephone helpline for anyone concerned about the abuse of older people.

Seniorline (Help the Aged)

Tel: 0808 800 6565
(Monday – Friday, 9:00am – 4:00pm)
Information: Advice and information on welfare rights issues.

Abuse

Voice UK

Tel: 0870 013 3965
(Monday – Friday, 10:00am – 4:00pm)
Information: Support for adults and children with learning disabilities who have been abused, and for their families and carers.

Homelessness

Shelterline

Tel: 0808 800 4444 (24 hours)
Information: Confidential advice on housing.

Immigration

Immigration Advisory Service

Tel: 020 7967 1200

(Monday – Friday, 9:00am – 6:00pm)

020 7378 9191 (answer phone)

Information: Call back service for urgent advice on detention, deportation or removal.

Debt and gambling

National Debtline

Tel: 0808 808 4000

Information: Free, confidential and independent advice on dealing with debt problems.

Gamblers Anonymous

Tel: 020 7384 3040

Information: Aims to help compulsive gamblers overcome their addiction.

Children

Childline

Tel: 0800 1111 (24 hours)

Information: Children and young people can call about any problem, at any time.

NSPCC Child Protection Helpline

Tel: 0808 800 5000 (24 hours)

Email: help@nspcc.org.uk

Information: Use this free number if you have any concerns about the welfare of a child.

Relationships

Relate

Tel: 08451 30 40 16

(Monday – Friday, 9:00am – 5:00pm)

Information: Talk directly to a counsellor about any concerns you have about your relationship.

Citizens Advice Bureau

The Citizens Advice Bureau (CAB) gives people free and independent advice. They help people resolve their debt, help with benefits, housing, legal issues, discrimination, employment, immigration and other problems. There are over 3000 CABs in the UK. Please speak to your support worker or go to

www.citizensadvice.org.uk

for details of the CAB closest to where you live. Information on the CAB website is also available in other languages.