

Child Protection

Childline

The UK's free, confidential helpline for children and young people.

Tel: **0800 1111** Web: **www.childline.org.uk**

NSPCC

Free confidential service for anyone concerned about children at risk, including children themselves.

Tel: **0808 800 5000** Email: **help@nspcc.org.uk**

Stop it Now!

Stop it Now! believes that sexual abuse is preventable and challenges adults to create a society that no longer tolerates the sexual abuse of children.

Tel: **0808 1000 900** Email: **help@stopitnow.org.uk**

Web: **www.get-support.stopitnow.org.uk**

The Mix

Free info & advice for under 25s on sexual consent, drugs, mental health, relationships, bullying etc.

Tel: **0808 808 4994** Web: **www.themix.org.uk**

Bullying UK

Provides information advice for child and adult victims of bullying, as well as support for parents affected by their child being bullied.

Tel: **0808 800 2222** Web: **www.bullying.co.uk**

Housing

Shelter

Free helpline for those who are homeless.

Tel: **0808 800 4444** Web: **www.shelter.org.uk**

Street Legal

This program partners with the homeless charities St Mungo's and Praxis to tackle the issue of refugee and asylum seeker homelessness.

Tel: **0300 500 0914**

Asylum Crisis

For asylum seekers seeking accommodation or support.

Tel: **0207 952 1599**

Military/Veterans

The Royal British Legion

Financial, social and emotional support for serving and ex-personnel and their dependants.

Tel: **0808 802 8080** Web: **www.britishlegion.org.uk**

Combat Stress

Charity helping veterans deal with mental health problems.

Tel: **0800 138 1619**, Text: **07537 404 719**

Email: **helpline@combatstress.org.uk**

Veterans-Aid

Provides practical support to all ex-servicemen and women who are homeless, facing homelessness or are in crisis.

Tel: **0800 012 6867**

Visit: **40 Buckingham Palace Road, Victoria, SW1W 0RE**

Joining Forces (app)

A free smartphone app available to armed forces personnel which provides tailored information on mental health problems as well as highlighting where to access help.

Miscellaneous

Age UK

Help and advice with all age related issues such as loneliness and enabling independence

Tel: **0800 055 6112** Web: **www.ageuk.org**

Assisted Voluntary Returns programme

Help and advice on returning home if you are in the UK illegally or have claimed asylum.

Tel: **0300 004 0202**

Email: **voluntaryreturns@homeoffice.gsi.gov.uk**

Refugee Action

Provides advice to migrants and asylum seekers.

Tel: **0808 800 0007**

National Debtline

Free confidential advice on dealing with debts.

Tel: **0808 808 4000** Web: **www.nationaldebtline.org**



TOTAL POLICING

Support Agency Referral

The Metropolitan Police Service (MPS) has produced this leaflet to help you seek help or advice. There are however lots of other organisations available to help you that are not listed here.

The MPS does not accept responsibility for any advice given or information provided by any of the named organisations and groups.

Please ask someone if you would like any help to make contact* with a support agency and we will do our best to help you.

If your English is not good and you would like to speak to a support agency please ask the police for an interpreter or someone who can interpret for you (the support agency may not be able to assist you if they only speak English).

*Not all help-lines operate 24/7. Some agencies will only accept contact with the person seeking help and not the police.

Samaritans

The Samaritans have a drop-in centre in central London. See overleaf for further details.



Suicide Prevention

Samaritans

Providing confidential and emotional support to those experiencing despair, distress or suicidal feelings.

Tel: **116 123** (free) Web: www.samaritans.org

Email: jo@samaritans.org

Visit them: **46 Marshall Street, W1F 9BF** open daily 9am to 9pm (no appointment necessary)

Local Samaritans branches will also do appointments.

Campaign Against Living Miserably (CALM)

CALM exists to prevent male suicide in the UK.

Callers can talk through any issue and services are free, confidential and anonymous.

Tel: **0808 802 58 58** Web: www.thecalzone.net

Papyrus uk | HOPElineUK

HOPElineUK is a specialist telephone helpline service giving support and practical advice to under 35s

having thoughts of suicide or to anyone concerned a young person is having suicidal thoughts.

Tel: **0800 068 4141** or Text: **07786 209697**

Mental Health

Sane

Deals with all aspects of mental illness including depression, schizophrenia and anxiety.

Tel: **0845 767 8000** Web: www.sane.org.uk

Bipolar UK

Support to enable people affected by bipolar disorder/manic depression to take control of their lives.

Tel: **0333 323 3880** Email: info@bipolaruk.org

Web: www.bipolaruk.org.uk

Mind

Information, advice, guidance and support for people with mental health problems.

Tel: **0300 123 3393** Email: info@mind.org.uk

Rethink Mental Illness

Offers general help & support for people living with mental illness.

Tel: **0300 5000 927** Web: www.rethink.org

Big White Wall

An online mental health and wellbeing service offering a supportive community where every voice counts.

Web: www.bigwhitewall.com

Text: **86463**

Drugs & other addictions

Talk to Frank

National organisation that provides information and advice regarding drugs and substance abuse.

On-line live chat service also available. Text: **82111** Tel: **0300 123 6600** Web: www.talktofrank.com

Hepatitis C Trust

An organisation for all affected by hepatitis C.

Tel: **0207 089 6221** Web: www.hepctrust.org.uk

The Terrance Higgins Trust

HIV/Aids charity with a helpline that offers advice and information.

Tel: **0808 802 1221** Email: info@tht.org.uk

Web: www.tht.org.uk

Alcoholics Anonymous

Free helpline for alcohol issues.

Tel: **0800 9177 650** Email: help@aamail.org

Web: www.alcoholicsanonymous.org.uk

Drinkline

If you are worried about your own or someone else's drinking, you can call this free helpline in complete confidence.

Tel: **0300 123 1110** (weekdays 9am – 8pm, weekends 11am – 4pm).

Gamblers Anonymous

Confidential help with a gambling problem. Chatline and meeting details are on the website.

Web: www.gamblersanonymous.org.uk

GamCare

Provides support and advice to anyone suffering through a gambling problem. Free helpline through to a trained advisor.

Tel: **0808 8020 133** Web: www.gamcare.org.uk

Narcotics Anonymous (UKNA)

Recovering addicts who help each other stay clean.

Meetings in person or online.

Tel: **0300 999 1212** Web: www.ukna.org

Beat

Provides support on all aspects of eating disorders.

Tel: **0808 801 0677** (over 18s)

Email: help@beateatingdisorders.org.uk

Youthline tel: **0808 801 0711**

Email: typ@beateatingdisorders.org.uk

Relationships

Galop

Emotional and practical support for LGBT people experiencing domestic violence.

Tel: **0800 999 5428** Email: help@galop.org.uk

National Domestic Violence Helpline

Run in partnership between Women's Aid and Refuge.

Tel: **0808 2000 247**

Respect

A confidential helpline, email & webchat service to perpetrators of domestic violence looking for help to stop.

Tel: **0808 802 4040**

Email: info@respecthoneine.org.uk

Men's Advice Line

Information, support and advice to men experiencing domestic violence, offered by Respect.

Tel: **0808 801 0327**

Email: info@mensadviceine.org.uk

Relate

Counselling, sex therapy and relationship education for couples. Live chatline service also available.

Tel: **0300 100 1234** Web: www.relate.org.uk

Anger Management

British Association of Anger Management (BAAM)

Tel: **0845 130 0286** Web: www.angermanage.co.uk

Cruse Bereavement Care

Support, information, advice, to enable anyone bereaved to understand grief and cope with loss.

Tel: **0808 808 1677** Web: www.cruse.org.uk