



SIGNPOSTING LIST: UK

Please note, when you signpost callers to an organisation that uses an 084 or 034 number, please let them know that call charges will vary depending on their telephone provider and if they're calling from a landline or a mobile.

• Addiction:

Addiction NI (Northern Ireland)

T: 028 9066 4434

Support with alcohol and drug problems.

Hours and charges vary.

www.addictionni.com

Dan 24/7 (Wales)

T: 0808 808 2234

Text: 81066

Support with drug and alcohol problems.

24/7, 365 days a year.

www.dan247.org.uk

Drinkline

T: 0300 123 1110

T: 0800 731 4314 (Drinkline Scotland)

National helpline for anyone concerned about their alcohol use or someone else's. Charges and hours vary.

www.drinkaware.co.uk (England)

www.drinksmarter.org/drinkline (Scotland)

Talk to Frank (England)

T: 0300 123 6600

Text: 82111

Friendly, confidential drugs advice.

Webchat and email available.

www.talktofrank.com

GamCare

T: 0808 802 0133

Information, advice, support and free counselling for the prevention and treatment of problem gambling. 8am–12am, 7 days a week.

www.gamcare.org.uk

Know the Score (Scotland)

T: 0800 587 5879

Confidential information and advice about drugs. 8am–11pm, 7 days a week.

Email available.

www.knowthescore.info

• Benefits and rights:

Citizens Advice

T: 0344 411 1444 (England and Wales)

T: 0808 800 9060 (Scotland)

T: 0344 477 2020 (Welsh speaker)

T: 0300 123 3233 (N.Ireland)

Impartial advice on rights and responsibilities (free at bureaux) across the UK. 9am–5pm Mon–Fri. Charges and hours vary within nation. Free online advice and webchat available.

www.adviceguide.org.uk

• Bereavement:

Child Bereavement UK

T: 0800 028 8840

E: support@childbereavementuk.org

Child Bereavement UK supports families when a baby or child of any age dies or is dying, or when a child is facing bereavement. Telephone and email support is available 9am–5pm Mon–Fri.

www.childbereavementuk.org

Cruse

T: 0808 808 1677

T: 0845 600 2227 (Cruse Scotland)

E: helpline@cruse.org.uk

Offers support for bereaved people.

Charges and hours vary within nation.

www.cruse.org.uk (England)

www.crusescotland.org.uk (Scotland)

• Carers:

Carers UK

T: 0808 808 7777 (England, Scotland, Wales)

T: 028 9043 9843 (Northern Ireland)

Charity set up to support millions of unpaid carers: people who look after family or friends. Hours and charges vary within nation. www.carersuk.org (England, Scotland, Wales)

• Children/young people:

ChildLine

T: 0800 11 11

Free help and support for children and young people in the UK. 24hrs. Webchat available.

www.childline.org.uk

• Debt:

StepChange Debt Charity

T: 0800 138 1111

Debt advice for people in the UK.

8am–8pm Mon–Fri, 8am–4pm Sat.

www.stepchange.org

• Eating disorders:

B-EAT

T: 0808 801 0677 (adults over 18)

E: help@b-eat.co.uk (adults)

T: 0808 801 0711 (Youth line under 18)

E: fyp@b-eat.co.uk (Youth line)

Support and information relating to eating disorders. Hours and charges vary.

www.b-eat.co.uk

• Health:

NHS 111 (England & Scotland)

T: 111

Health advice and reassurance. 111 is free from landlines and mobiles. Call charges may apply in Wales.

www.nhs.uk (England)

www.nhs24.com (Scotland)

NHS Direct (Wales)

T: 0845 46 47

Health advice and reassurance. Call charges vary.

www.nhsdirect.wales.nhs.uk (Wales)

• Housing/homelessness:

Shelter

T: 0808 800 4444 (England, Scotland)

T: 0345 075 5005 (Wales)

T: 028 9024 5640 (Northern Ireland, Housing Rights Service)

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

www.shelter.org.uk

• Mental health:

BACP (British Association for Counselling and Psychotherapy)

E: bacp@bacp.co.uk

BACP is a membership organisation that sets standards for therapeutic practice. Their online directory can be used to locate a professional counsellor, who will usually charge for their services.

www.itsgoodtotalk.org.uk



SIGNPOSTING LIST: UK

Please note, when you signpost callers to an organisation that uses an 084 or 034 number, please let them know that call charges will vary depending on their telephone provider and if they're calling from a landline or a mobile.

- **Mental health (Cont):**

- Lifeline (Northern Ireland)**

- T: 0808 808 8000 (free in NI)**

- 24hrs crisis response helpline service for people who are experiencing distress or despair.

- www.lifelinehelpline.info

- Mind (England and Wales)**

- T: 0300 123 3393**

- Text: 86463**

- E: info@mind.org.uk**

- Advice, support and information around mental health issues including self-harm. Mind has a legal advice line in England and Wales. 9am–6pm Mon–Fri, call charges apply.

- www.mind.org.uk

- SAMH (Scotland)**

- T: 0141 530 1000 (general enquires)**

- E: enquire@samh.org.uk**

- Advice, support and information around mental health issues including self-harm. Phone line open for general enquires 9am–5pm call charges apply.

- www.samh.org.uk

- **Older people:**

- Age UK**

- T: 0800 678 1174 (England)**

- T: 0800 022 3444 (Wales)**

- T: 0800 124 4222* (Scotland)**

- T: 0808 808 7575 (Northern Ireland)**

- Support for older people. Calls and hours vary within nation. *Age Scotland operates its helpline in partnership with The Silver Line.

- www.ageuk.org.uk

- The Silver Line**

- T: 0800 4 70 80 90 (free)**

- Information, friendship and advice to older people. 24hrs.

- www.thesilverline.org.uk

- **Relationships:**

- Relate**

- T: 0300 100 1234 (Relate)**

- T: 028 9032 3454 (Relate NI)**

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

- www.relate.org.uk

- Relationships Scotland**

- T: 0345 119 2020**

- Counselling, mediation and family support across Scotland Services usually provided at a cost. Mon - Fri 9:30am - 4:30pm call charges may apply.

- www.relationships-scotland.org.uk

- **Sexuality:**

- Switchboard, the LGBT+helpline**

- T: 0300 330 0630**

- E: chris@switchboard.lgbt**

- Free support and information to lesbian, gay, bisexual and transgendered communities throughout the UK. 10am–11pm daily. Call charges may apply.

- www.switchboard.lgbt

- **Sexual/domestic abuse (Abused):**

- Rape Crisis (women only)**

- T: 0808 802 9999 (England & Wales)**

- (12pm–2.30pm and 7–9.30pm every day, and 3–5.30pm weekdays)

- T: 0808 801 0302 (Scotland)** (6pm–12am daily)

- T: 1800 778888 (N. Ireland)** (24hrs Helpline)

- Calls are free from landlines and some mobiles.

- www.rapecrisis.org.uk (England & Wales)

- www.rapecrisisscotland.org.uk

- (Scotland)

- www.rapecrisishelp.ie (N. Ireland)

- Mens Advice Line (men only)**

- T: 0808 801 0327**

- E: info@mensadvice.org.uk**

- Confidential helpline for men experiencing domestic violence from a partner or ex-partner. Helpline is free from most landlines and mobiles and is open Mon–Fri 9am–5pm.

- www.mensadvice.org.uk

- NAPAC (National Association for People Abused in Childhood)**

- T: 0808 801 0331 (free)**

- Offers support to adult survivors of all types of childhood abuse.

- 10am–9pm Mon–Thu, 10am–6pm Fri.

- www.napac.org.uk

- National Domestic Violence Helpline (women only)**

- T: 0808 200 0247**

- Support for women experiencing domestic violence, and others calling on their behalf. 24 hrs, free most landlines and mobiles.

- www.nationaldomesticviolencehelpline.org.uk

- Revenge Porn Helpline**

- T: 0845 600 0459**

- E: help@revengepornhelpline.org.uk**

- Free and confidential advice around harm caused by revenge porn. Helpline is open from Mon–Fri 10am–4pm.

- www.revengepornhelpline.org.uk

- **Sexual/domestic abuse (Abuser):**

- Respect**

- T: 0808 802 4040**

- E: info@respectphoneline.org.uk**

- A confidential and anonymous helpline for anyone (men and women) concerned about their violence and/or abuse towards a partner or ex-partner. Helpline is free from most landlines and mobiles and is open Mon–Fri 9am–5pm.

- www.respectphoneline.org.uk

- Stop it now! UK and Ireland**

- T: 0808 1000 900**

- E: help@stopitnow.org.uk**

- Helpline available for adult perpetrators of child sexual abuse, and concerns about other adults abusing children. 9am–9pm Mon–Thu and 9am–5pm Fri, free from landlines.

- www.stopitnow.org.uk

- **Victims of crime:**

- Victim Support**

- T: 0808 168 9111 (England, Wales)**

- T: 0345 603 9213 (Scotland)**

- T: 028 9024 3133 (N.Ireland)**

- E: info@victimsupportni.org.uk (N.Ireland)**

- Help for victims of crime, witnesses and their families and friends. Hours and call charges vary in each nation. Weeknights 8pm–8am, weekends 5pm to 8am.

- www.victimsupport.org.uk (England, Wales)

- www.victimsupportscotland.org.uk (Scotland)

- www.victimsupportni.co.uk (N.Ireland)