



SIGNPOSTING LIST

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ABUSE

SEXUAL AND DOMESTIC ABUSE (for people who are abused)

Rape Crisis (Women only)

Rape Crisis is the national umbrella body for a network of 41 Rape Crisis Centres. The centres provide frontline specialist, independent and confidential services for women and girls of all ages who have experienced any form of sexual violence, at any time in their lives

T: 0808 802 9999 (England & Wales) (Daily, midday to 2.30pm and 7pm to 9.30pm)

T: 0808 801 0302 (Scotland) (Daily, 6pm to midnight)

T: 0800 0246 991 (Northern Ireland) (Monday & Thursday, 6pm to 8pm)

E. emailsupport@rapecrisisni.org.uk

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

www.rapecrisisscotland.org.uk (Scotland)

www.rapecrisishelp.ie (Northern Ireland)

Men's Advice Line (Men only)

Practical advice line for male victims of domestic abuse.

T: 0808 801 0327 (Open Monday, to Friday, 9am to 8pm;)

E: info@mensadvice.org.uk

W: Webchat available (See website)

www.mensadvice.org.uk

NAPAC (National Association for People Abused in Childhood)

Offers support to adult survivors of child abuse and training for those who support them. NAPAC also runs support groups where funding is available.

T: 0808 801 0331 (10am to 9pm, Mondays-Thursdays ,10-6pm Fridays)

www.napac.org.uk

National Domestic Violence Helpline (Women and Children)

A national domestic abuse helpline for anyone forced to change their behaviour because they are frightened of their partner's or ex-partner's reaction.

T: 0808 200 0247 (Always open)

www.nationaldomesticviolencehelpline.org.uk

The Freedom Programme

A domestic violence programme (11-12 weeks) primarily designed for women as victims of domestic violence. When provided as an intensive two day course, the programme is also suitable for men, whether abusive and wishing to change their attitudes and behaviour or victims of same sex domestic abuse themselves. Now available online

T: 0808 2000 247 (Always open) not checked

www.freedomprogramme.co.uk

SEXUAL AND DOMESTIC ABUSE (for those who are abusers)

Respect (Men & Women)

Provides help for the perpetrators of abuse, helping them to become safe around their partners and children.

T: 0808 802 4040 (Monday to Friday, 9am to 8pm)

E: info@respectphoneline.org.uk

W: Webchat available (see website)

www.respectphoneline.org.uk

ADDICTION (DRUGS & ALCOHOL)

Dan 24/7 (Wales)

A free and bilingual telephone drugs helpline providing a single point of contact for anyone in Wales wanting further information or help relating to drugs or alcohol. The helpline assists individuals, their families, carers and support workers within the drug and alcohol field to access appropriate local and regional services.

T: 0808 808 2234 (24/7)

Text: 81066

www.dan247.org.uk

Drinkline

A free, confidential helpline for anyone who is concerned about their drinking, or someone else's.

T: 0300 123 1110 (Weekdays 9am to 8pm, weekends 11am to 4pm)

W: Webchat available (See website)

www.drinkaware.co.uk

Dunlewey Addiction Services (Northern Ireland)

A free and confidential counselling and mentoring programme for those experiencing difficulties with their own, or other people's substance misuse or gambling issues.

T: 028 9039 2547

T: 1800 936 725

(Both lines - Every day, 9am to 11pm, not Bank holidays)

www.dunlewey.net

Frank

An advice and information helpline, providing friendly, confidential advice to drug users or their families about any aspect of drug use.

T: 0300 123 6600 (24/7)

Text: 82111

E: frank@talktofrank.com

W: Webchat available (See website)

www.talktofrank.com

GamCare

A national provider of free information, advice and support for anyone affected by problem gambling.

T: 0808 802 0133 (24/7)

W: Webchat available (see website)

www.gamcare.org.uk

Know the Score

A free, confidential information and advice service about the facts of drug use, also providing information about local and national sources of support and information.

T: 0800 587 5879 (Mon-Fri 9am to 9pm; Sat-Sun 10am to 4pm)

www.knowthescore.info

Teen Challenge

A Christian charity operating nationally to help young people who have developed life controlling problems, especially drug and alcohol addictions. They also offer preventative help to those who may be in danger of doing so. Teen Challenge has 12 local teams in multiple locations across UK, plus 6 residential centres.

T: 01664 822221 not checked

E: info@teenchallenge.org.uk

www.teenchallenge.org.uk

Betel

An independent Christian charity for men, women and families affected by the hardships that lead to social exclusion, especially homelessness, drug and alcohol abuse and long-term unemployment. Betel centres are located around the UK and each one offers a safe, structured family-like environment where there is consistent peer support. Details of the centres available and the application process are available on the website.

T: 01564 822356

E: info@betel.uk www.betel.uk

ADDICTION (SEX)

Addiction Helpline

A free 24-hour helpline, offering confidential expert advice and support for those seeking help in overcoming their addictive behaviour and accessing the right treatment pathway.

Tel: 0808 163 9632

Website: <https://www.addiction.org.uk/>

Association for the Treatment of Sexual Addiction and Compulsivity (ATSAC)

ATSAC is a not-for-profit organisation that provides information and support on sex addiction and compulsivity.

Contact Forms on the Website: <https://atsac.org.uk/>

Sex Addicts Anonymous UK

A fellowship of people who share their experience, strength and hope with each other in order to find freedom from addictive sexual behaviours and help others recover from sex addiction. Its programme is based on the Twelve Steps of Alcoholics Anonymous. Recovery meetings and tele-meetings offer an accepting, non-judgemental environment where members can share their common struggles and learn how to apply Twelve Step principles in their everyday lives.

Tel: 07748 168 164 or 07585 091 602

Email: info@saauk.info

Website: <https://saauk.info/en/>

Sexaholics Anonymous

For those who want to stop their destructive sexual thinking or sexual behaviour. Sexaholics Anonymous is a fellowship of men and women who share their experience, strength, and hope with each other that they may solve their common problem and help others to recover. Its programme is based on the Twelve Steps of Alcoholics Anonymous.

Helpline: 03001117777 (24-hours)

Website: <https://www.sauk.org/>

BENEFITS AND RIGHTS

Citizen's Advice

A network of independent charities offering free and confidential advice online, over the phone and in person: advice on consumer rights, benefits, workers' rights, debt, housing and family rights, legal assistance and support. Also, pension guidance to people over 50.

T: 0800 144 8848 (England)

T: 0800 028 1456 (Scotland)

T: 0800 702 2020 (Wales)

T: 0800 028 1881 (Northern Ireland) (Debt advice only)

(All phonedlines – 9am to 5pm, Monday to Friday)

www.adviceguide.org.uk

BEREAVEMENT

Child Bereavement UK

Helps children and young people (up to age 25), parents and families to rebuild their lives when a child grieves.

T: 0800 02 88840

E: support@childbereavementuk.org

W: Webchat available (See website)

www.childbereavementuk.org

Cruse

A free bereavement care national helpline staffed by trained bereavement volunteers, who offer emotional support to anyone affected by bereavement.

T: 0808 808 1677 (Monday-Friday 9.30-5pm (excluding bank holidays), with extended hours on Tuesday, Wednesday and Thursday evenings, when it's open until 8pm. Weekends, 10-2)

T: 0808 802 6161 (Scotland) (Mon-Fri 9-8. Weekends 1-4)

E: helpline@cruse.org.uk www.cruse.org.uk www.crusescotland.org.uk (Scotland)

CHILDREN AND YOUNG PEOPLE

Childline (18 years and under)

A free, confidential helpline where children are encouraged to talk about anything that is troubling them (e.g. bullying, abuse, safety and the law, body issues, feelings, friendships and sex, families, school, college and work).

T: 0800 11 11 (24/7)

W: Webchat available (See website)

www.childline.org.uk

NSPCC

Advice and support for those who are concerned about a child's welfare. You can be anonymous if you need to be.

0808 800 5000 (Mon-Friday, 8am-10pm) weekends 9am-6pm)

Stop It Now

Helping to prevent Child sexual abuse. An anonymous and confidential helpline available to anyone with concerns about child sexual abuse

0808 1000 900 (Mon-Thurs 9-9, Fri 9-5, closed weekends and Bank holidays)

CHRISTIANITY

New Kapporet Chaplaincy

If a caller is interested in knowing more about the Christian faith, please ask for their contact details and advise them that a member of the Chaplaincy Team will contact them.

Details required:

- **First Name**
- **Contact telephone number**
- **Email address (if possible)**
- **Time of day when a call would be convenient.**

Alpha

An evangelistic 11-week course that seeks to introduce the basics of the Christian faith through a series of talks and discussions. Courses are run in churches, homes, workplaces, prisons, universities and a wide variety of other locations.

To find an Alpha course nearby visit the website:

www.alpha.org

Christianity Explored

Publishes a range of materials to introduce Jesus Christ to those unfamiliar with his message.

www.christianityexplored.org

Learn more about Jesus

A short course provided by the Bible network.

www.learnmoreaboutjesus.co.uk

COMMUNITY SUPPORT

Carers UK

The UK's national membership charity for unpaid carers, providing information and guidance on carer's rights, benefits and financial support, services available and complaint procedures.

T: 020 7378 4999 (Monday to Friday, 9am to 6pm)

T. 029 2081 1370 (Wales)

T. 0141 445 3070 (Scotland)

T: 028 9043 9843 (Northern Ireland)

www.carersuk.org

Farming Community Network (FCN)

A voluntary organisation and charity that supports farmers and families within the farming community through difficult times.

T: 0300 011 1999 (7am to 11pm)

E: chris@fcn.org.uk

www.fcn.org.uk

Prisoners Families Helpline

If you are concerned about someone in prison or you want support yourself.

0808 808 2003 (9am-8pm daily)

DEBT

StepChange - Debt Charity

An advisory service offering free, impartial and confidential advice tailored to an individual's situation, including a range of practical debt solutions. An online debt advice tool is also available.

T: 0800 138 1111 (Monday to Friday, 9am to 5pm)

www.stepchange.org

Christians against Poverty

A Christian charity offering help with debt, job search and life skills and bad habits, through local debt centres, job clubs, Fresh Start groups and Life Skills courses.

T: 0800 328 0006

www.capuk.org

The Mix

A support service for young people (under 25), helping them to take on any challenge they are facing, from homelessness to finding a job, from break-ups to drugs.

T: 0808 808 4994 (Daily, 4pm to 7pm)

W: Webchat available (See website)

www.themix.org.uk

DISABILITY

Livability

A disability charity that connects people with their communities, in order to tackle social isolation and the barriers that cause this in the lives of disabled and vulnerable people. Livability offers a range of disability, education, training and community services.

T: 020 7452 2000

www.livability.org.uk

EATING DISORDERS

B-EAT

A helpline offering practical guidance for people affected by eating disorders, both sufferers and their friends and families. B-EAT offers awareness training in schools and workplaces and a HelpFinder service to help people find treatment in their area.

T: 0808 801 0677 (Adults over 18)

T: 0808 801 0711 (Youth line under 18)

E: help@beateatingdisorder.org.uk (Adults)

E: fyp@beateatingdisorder.org.uk (Youth line)

www.beateatingdisorders.org.uk

HOUSING AND HOMELESSNESS

Shelter

Shelter helps people struggling with bad housing or homelessness through advice, support and legal services.

T: 0808 800 4444 (England, Wales & Scotland)

T: 034 4892 0900 (Northern Ireland)

All helplines are open 8am - 8pm on weekdays, 9am - 5pm on weekends.

W: Webchat available (see website)

www.shelter.org.uk

MENTAL HEALTH AND COUNSELLING

Association of Christian Counsellors (ACC)

A UK-wide Christian counselling organisation, which aims to facilitate the provision of quality counselling and pastoral care. The ACC website can be used to find a Christian counsellor, who can offer face-to-face, online and telephone counselling.

T: 0247 644 9694 (Monday to Friday, 9am to 5pm)

www.acc-uk.org

British Association for Counselling and Psychotherapy (BACP)

BACP offers advice and information to people on what type of therapy they need and how to find a safe and effective counsellor or psychotherapist.

T: 01455 883300 (Open from 10am to 4pm Monday to Friday)

E: bacp@bacp.co.uk

www.bacp.co.uk

AWARE (Northern Ireland)

AWARE has an established network of support groups in rural and urban areas across Northern Ireland, which are run by trained volunteers. Support groups welcome people with depression and bipolar disorder as well as carers for people with the illness. They also deliver information outreach sessions and mental health and well-being programmes into communities, schools, colleges, universities and workplaces.

T: 028 9035 7820 (free in NI)

E: help@aware-ni.org

www.aware-ni.org

MIND (England & Wales)

A helpline providing information and signposting, covering mental health problems, where to get help, treatment options and advocacy services.

T: 0300 123 3393 (9am to 6pm, Monday to Friday, except for bank holidays)

Text: 86463

E: info@mind.org.uk

www.mind.org.uk

The Scottish Association for Mental Health (SAMH)

SAMH provides mental health and social care support services in primary care, schools and further education. Services include: peer and employment support, addiction and homelessness support, suicide prevention and supported accommodation.

T: 0344 800 0550 (Open 9am to 6pm, Monday to Friday, except for bank holidays)

E: Enquire@samh.org.uk

www.samh.org.uk

MILITARY

Veterans Gateway

A consortium of organisations and Armed Forces charities, including The Royal British Legion, SSAFA – the Armed Forces charity, Poppyscotland, Combat Stress and Connect Assist. Working on a one-to-one basis, they provide a first point of contact to ensure veterans can access whatever help they need, whether the veteran is based in the UK or abroad.

T: 0808 802 1212 (24/7)

Text: 81212

W: Webchat available (See website)

www.veteransgateway.org.uk

OLDER PEOPLE

Age UK

Age UK helps older people understand their rights and make the best choices for later life. They offer advice on health, care and wellbeing. Local Age UK branches offer cafes and restaurants, exercise and physical activities, day centres, handyperson services, foot care, home help, IT training and social activities.

T: 0800 169 8080 (England)

T: 029 2043 1555 (Wales)

T: 0845 125 9732 (Scotland)

T: 028 9024 5729 (Northern Ireland)

(All phonelines are open daily 8am to 7pm)

www.ageuk.org.uk

Silverline

The Silver line operates the only confidential free helpline for older people across the UK .

T: 0800 4 708090 (24/7)

RELATIONSHIPS

Relate

Provides support to people of all ages, backgrounds, sexual orientations and gender identities to strengthen their relationships.

T: 0300 003 0396 (England)

T: 0300 003 2340 (Wales)

(Monday to Thursday, 8am to 8pm; Friday, 8am to 8pm; Saturday, 9am to 1pm)

T: 028 9032 3454 (Relate NI) (Opening times vary – see website)

W: Webchat available (See website)

www.relate.org.uk

Relationships Scotland

Relationships Scotland's network provide relationship counselling, family mediation, child contact centres and other family support services across all of mainland and island Scotland. Our work supports individuals, couples and families experiencing relationship difficulties.

T: 0345 119 2020 (Mon to Fri, 9:30am to 4:30pm)

www.relationships-scotland.org.uk

VICTIMS OF CRIME

Victim Support

Provides support and advice to the victims of crime or traumatic events. Support is free and confidential.

T: 0808 168 9111 (England & Wales) (Always open)

T: 0800 160 1985 (Scotland) (Open Monday to Friday, 8am to 8pm)

T: 0289 024 3133 (Northern Ireland) (Open Monday to Friday, 9am to 5pm)

www.victimsupport.org.uk (England)

www.victimsupportscotland.org.uk (Scotland)

www.victimsupportni.co.uk (N Ireland)

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