

UK Organisations for Mental Health

Abuse (child, sexual, domestic violence)

ManKind Initiative

Confidential helpline for male victims of domestic abuse and domestic violence.

Helpline: **01823 334244** Open Monday to Friday, 10-4pm

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

National Association Supporting People Abused in Childhood (napac)

Support line: **0808 801 0331**. Open from 10am until 9pm Mondays to Thursdays, and 10am until 6pm on Fridays.

Website: <https://napac.org.uk>

NSPCC

Children's charity dedicated to ending child abuse and child cruelty.

Telephone 24/7: **0800 1111** for Childline for children.

For adults concerned about a child telephone 24/7: **0808 800 5000**

Website: www.nspcc.org.uk

Refuge

Advice on dealing with domestic violence.

Telephone 24/7: **0808 2000 247**

Website: www.refuge.org.uk

Rape & Sexual Violence Project West Midlands

Telephone: **0121 643 4136**

Email: For general enquiries and counselling, wellbeing and group services
info@rsvporg.co.uk

For adult, children's and LGBT advocacy ISVA@rsvporg.co.uk

To speak to **RSVP's** specialist sex worker ISVA/advocate ISVA@rsvporg.co.uk

SupportLine

For those who are isolated, vulnerable and may be at risk of any forms of abuse.

Website: Supportline.org.uk

Helpline: **01708 765200**

Email: info@supportline.org.uk

English Women's Aid

Women's Aid is the national charity working to end domestic abuse against women and children.

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

Chat online, email response within 5 days, obtain a Survivors Handbook and Forum

The Women's Aid National Helpline Instant Messaging Service is free, confidential and secure. Daily Opening Hours:

Monday to Friday 10am – 1pm and 7pm to 10pm.

Saturday 12pm to 3pm and 7pm to 10pm.

Sunday 11am – 1pm and 7pm to 10pm.

Scottish Women's Aid

Scotland's Domestic Abuse and Forced Marriage

Helpline: 24/7 on **0800 027 1234**, or email and web chat from www.sdafmh.org.uk

Welsh Women's Aid

You can access support through our direct email service:

info@livefearfreehelpline.wales

Live chat is available 24 hours.

We can support you in Welsh, English and any other languages using LanguageLine.

Text phone users can contact us via Type Talk on **18001 0808 80 10 800**

You can contact the Live Fear Free Helpline by text 24/7 on **078600 77 333**

Republic of Ireland Women's Aid

Helpline: **1800 341 900**

The Helpline provides support to callers where English is not their first language, through our Language Line facility (available 24 hours a day, 7 days a week)

For women who are deaf or hard of hearing through its Text Service facility (operational daily, 8am-8pm).

Website: <https://www.womensaid.ie/services/>

Federation Northern Ireland

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

If you are experiencing domestic abuse and need support, information and emergency accommodation. Contact your local Women's Aid group Monday to Friday from 9am to 5pm.

You can chat to us via the webchat service managed by Belfast & Lisburn Women's Aid, Mon to Fri from 9am – 5pm.

Local Group Map:

Antrim, Ballymena, Carrickfergus, Larne & Newtownabbey Women's Aid

028 2563 2136

Armagh Down Women's Aid

028 3025 0765

Belfast & Lisburn Women's Aid

028 9066 6049

Causeway and Mid Ulster Women's Aid - Mid Ulster Office

028 8676 9300

Causeway and Mid Ulster Women's Aid - Causeway Office

028 7035 6573

Fermanagh Women's Aid

028 6632 8898

Foyle Women's Aid

028 7141 6800

North Down & Ards Women's Aid

028 9127 3196

Omagh Women's Aid

028 8224 1414

Women's Aid Federation NI

028 9024 9041

The Survivors Trust

Is based in the UK & Ireland which provide specialist support for women, men and children who have survived rape, sexual violence or childhood sexual abuse.

Freephone: **08088 010818** Website: <https://www.thesurvivorstrust.org/>

ACAS

The Acas helpline is for anyone who needs employment law or workplace advice, including employers, employees and workers. Contact us for confidential, free advice. We can talk through:

- any work-related problem or question you have
- what the law says and how it relates to you
- good practice at work
- your options, including any risks and benefits

You do not have to give any personal details.

If you (or someone you're calling on behalf of) speak another language, call the helpline and we can provide an interpreter.

If you cannot hear or speak on the phone, you can contact us using Relay UK text relay: **18001 0300 123 1100**

Helpline: **0300 123 1100** Open Monday to Friday, 8am to 6pm.

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

Alcohol misuse and Support agencies:

ACA UK

Adult Children of Alcoholics & Dysfunctional Families. ACA's recovery program is based on the 12 Steps and 12 Traditions of Alcoholics Anonymous and has developed to support the needs of adult children.

Website: <https://www.adultchildrenofalcoholics.co.uk/>

For enquiries related to ACA please contact info@acoa.uk

ADFAM

Information, advice and local support services for families affected by alcohol and drugs.

Please note ADFAM do not operate a helpline but general queries can be made on **07442 137 421** or **07552 986 887**

Website: <https://adfam.org.uk/>

Alcoholics Anonymous (AA) in UK

A free self-help group. Its “12 step” programme involves getting sober with the help of regular face-to-face and online support groups.

Telephone 24/7: **0800 917 7650** Email helpline: help@aamail.org

Website: www.alcoholics-anonymous.org.uk

Al-Anon-UK and Eire

Al-Anon is a free self-help “12 step” group for anyone whose life is or has been affected by someone else’s drinking.

Telephone: **0800 0086 811** Open daily, 10am to 10pm

Website: www.al-anonuk.org.uk

DAN-Wales

DAN is a free and confidential bilingual helpline for anyone seeking alcohol and drug support in Wales.

Helpline 24/7: **0808 808 2234** Open 7 days a week. text DAN to **81066**

Website: <https://dan247.org.uk/>

Drinkchat

Our trained advisors are on hand to support you with confidential advice about alcohol. You don't even have to make a phone call. Open 9am-2pm on weekdays.

Website: <https://www.drinkaware.co.uk/advice/alcohol-support-services/chat-with-an-advisor>

Drinkline

A free confidential helpline for people worried about their own or someone else's drinking.

Telephone: **0300 123 1110** Open weekdays 9am to 8pm, weekends 11am to 4pm

If you are in Scotland, you can also contact Drinkline Scotland on **0800 7314 314**

FRANK

Confidential information, advice and support for anyone concerned about alcohol and illegal drugs.

Helpline 24/7: **0300 123 6600** Open 7 days a week. Text: **82111**

Website: <https://www.talktofrank.com/>

GCA - Glasgow Council on Alcohol

Alcohol Counselling, Alcohol Brief Intervention's (ABI's), Groupwork, Community Justice First.

Telephone: **0141 353 1800** | Freephone Helpline: **0808 802 9000**

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

National Association for Children of Alcoholics

National Association for Children of Alcoholics offers free confidential advice and information to everyone affected by a parent's drinking including children, adults and professionals.

Telephone: **0800 358 3456** Open Friday, Saturday and Monday 12pm to 7pm and Tuesday, Wednesday and Thursday 12pm to 9pm

Website: www.nacoa.org.uk

SMART Recovery UK

SMART Recovery UK face-to-face and online groups help people decide whether they have a problem with alcohol and drugs, build up their motivation to change, and offer a set of proven tools and techniques to support recovery.

Telephone: **0330 053 6022** for general enquiries about SMART Recovery UK Open 9am to 5pm, Monday-Friday

Website: smartrecovery.org.uk

We Are With You (formerly Addaction)

UK-wide treatment agency, helping individuals, families and communities to manage the effects of drug and alcohol misuse. If you are over 50 and have concerns about your drinking, you can also call the helpline.

Helpline: **0808 801 0750**

Website: <https://www.talktofrank.com/>

Glasgow Council on Alcohol (GCA)

We offer Alcohol Counselling, Group work, Community Justice first and deliver Alcohol Brief Interventions in Glasgow and surrounding areas.

Telephone: **0141 353 1800** | Freephone Helpline **0808 802 9000**

Can chat to us on Facebook Messenger

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

Scottish Families affected by alcohol and drugs (SFAD)

Offers a helpline, online chat facility, local support services, find support on a map and bereavement counselling for those affected by loss of a loved one through the use of drugs or alcohol.

Helpline: **08080 10 10 11**

Email: helpline@sfad.org.uk

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

withyou-We are with you- UK wide

Advice, guidance and signposting to be able to get free, confidential support with alcohol, drugs or mental health issues from one of our local services face to face or if you are over 18 years old can chat online.

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

Alzheimer's Society

Provides information on dementia, including factsheets and helplines.

Telephone: **0300 222 1122** Open Monday to Friday, 9am to 5pm and 10am to 4pm on weekends.

Website: www.alzheimers.org.uk

Alzheimer's Scotland

Provides a wide range of specialist services for people with dementia and their carer's. They offer personalised support services, community activities, information and advice, at every stage of the dementia journey.

Telephone: **0808 808 3000**

Website: alzscot.org

Anxiety UK

Charity providing support if you have been diagnosed with an anxiety condition.

Telephone: **03444 775 774** Open Monday to Friday, 9.30am to 5.30pm

Website: www.anxietyuk.org.uk

Beat Eating Disorders

Offers a helpline-online-chatroom-resources for youths and parents/guardians dealing with eating disorders. Our Helplines are open 365 days a year from 9am-midnight during the week, and 4pm-midnight on weekends and bank holidays.

England: 0808 801 0677/Email Support help@beateatingdisorders.org.uk

Scotland: 0808 801 0432 Email Support Scotlandhelp@beateatingdisorders.org.uk

Wales: 0808 801 0433/ Email Support Waleshelp@beateatingdisorders.org.uk

Northern Ireland: 0808 801 0434/Email Support NIhelp@beateatingdisorders.org.uk

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

British Association of Counselling and Psychotherapy (BACP)

A directory of qualified therapists working across the UK.

Telephone: [01455 883300](tel:01455 883300)

Website: bacp.co.uk/therapists

Bipolar UK

A charity helping people living with manic depression or bipolar disorder.

We're here to give practical information, advice and support by phone and email, as well as through our website.

With an emphasis on self-management, the Peer Support Line provides:

- advice on how to support a loved one
- information on how to manage your bipolar
- coping strategies to stay well
- links to useful support services

Website: www.bipolaruk.org.uk to book a call using the chat box.

Email to book a call/advice: info@bipolaruk.org

Blood Cancer UK

You can call us free on **0808 2080 888** to speak to a member of our trained blood cancer support team in confidence. Our phone lines are open:

- Monday: 10am–7pm
- Tuesday to Friday: 10am–4pm
- Saturday, Sunday and bank holidays: 10am–1pm

Or call us anytime and leave a message and we'll get back to you within one working day. You can contact using Facebook and Twitter for help and support.

Email: support@bloodcancer.org.uk

Website: <https://bloodcancer.org.uk>

Breathing Space in Scotland

Breathing Space is a free confidential service for people in Scotland. Open up when you're feeling down.

Telephone **0800 83 85 87** Opening hours: Weekdays: Monday-Thursday 6pm to 2am. Weekend: Friday 6pm-Monday 6am

CALM

CALM is the Campaign Against Living Miserably, for men aged 15 to 35.

Telephone: **0800 58 58 58** Open 5pm to midnight, 365 days a year

Free, anonymous webchat with trained staff

Website: www.thecalmzone.net

Cancer Research UK

You can find practical advice and information. There is a Cancer chat forum where you can talk to others affected by cancer, share experiences, and get support. Cancer Chat is free to join and available 24 hours a day.

Website: <https://www.cancerresearchuk/>

COSCA

Scotland's organisation for counselling and psychotherapy. Includes a directory of counsellors.

Telephone: **01786 475 140**

Website: cosca.org.uk

Cruse Bereavement Care

Telephone: **0808 808 1677** Open Monday to Friday, 9am to 5pm

Website: www.cruse.org.uk/home

Contacting your GP-

We know it can be difficult to talk about mental health and especially hard to talk to people or ask for help. We've put together some tools that will help you prepare for the first time you visit a doctor to discuss your mental health.

<http://www.docready.org/#/home>

Family Lives

Call us on **0808 800 2222** for emotional support, information, advice and guidance on any aspect of parenting and family life.

You can contact askus@familylives.org.uk about any parenting or family issue. Please note we are unable to respond to legal or medical issues, and we are not connected to social services.

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

HopeLine UK

If you're under 35 and feel that life is not worth living any more, call Papyrus's HopelineUK from 9am to 10pm weekdays and 2pm to 10pm on weekends.

Call HopelineUK on **0800 068 41 41**. Text: **07786 209697**

Hub of Hope

The Hub of Hope is a directory of mental health support services in the United Kingdom. You can input your postcode to find any local services.

Website: <https://hubofhope.co.uk/>

Kooth

Kooth is a digital mental health and wellbeing company working to provide a welcoming space for digital mental health care, available to youths and adults.

Website: <https://www.kooth.com/>

Macmillan Support Line

We offer confidential support to people living with cancer and their loved ones. If you need to talk, we'll listen. Call us free* on **0808 808 00 00**, 7 days a week, 8am-8pm.

Website: <https://www.macmillan.org.uk/support-line.html>

Men's Health Forum

24/7 stress support for men by text, chat and email. Website: www.menshealthforum.org.uk/beatstress.uk

Mental Health Foundation

Provides information and support for anyone with mental health problems or learning disabilities. Website: www.mentalhealth.org.uk

Mind

Promotes the views and needs of people with mental health problems.

Telephone: **0300 123 3393** Open Monday to Friday, 9am to 6pm

Email: info@mind.org.uk

Ask us about:

- mental health problems
- where to get help near you
- treatment options
- advocacy services.

Legal line: **0300 466 6463** Email: legal@mind.org.uk

Ask us about:

- being detained under the Mental Health Act (sectioning)
- mental capacity
- community care
- discrimination and equality.

Website: www.mind.org.uk

No Panic

Voluntary charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD). Offers a course to help overcome your phobia or OCD.

Telephone: **0844 967 4848** Open daily, 10am to 10pm. Calls cost 5p per minute plus your phone provider's Access Charge

Website: www.nopanic.org.uk

OCD Action

Support for people with OCD. Includes information on treatment and online resources.

Telephone: **0845 390 6232** Open Monday to Friday, 9.30am to 5pm. Calls cost 5p per minute plus your phone provider's Access Charge

Website: www.ocdaction.org.uk

OCD UK

A charity run by people with OCD, for people with OCD. Includes facts, news and treatments.

Telephone: **0333 212 7890** Open Monday to Friday, 9am to 5pm
Website: www.ocduk.org

PAM ASSIST

EAP Counselling Telephone provider 24/7 on **0800 882 4102**

In addition, please direct employees to PAM Asist App and Assist Log-in Website and can access immediate Live Chat.

<https://login.pamassist.co.uk/login>

For example; Log in details for (employer) are:

Username - (employer)

Password - (employer1)

PAPYRUS-HOPELINE UK

Young suicide prevention society.

Telephone: **0800 068 4141** Open 9am to midnight, every day of the year
Website: www.papyrus-uk.org

Rape Crisis- England and Wales

Our member Rape Crisis centres provide free support and services for victims and survivors of rape, sexual assault, sexual abuse and all forms of sexual violence.

To find your local services phone: **0808 802 9999** Open daily, 12pm to 2.30pm and 7pm to 9.30pm

The Live Chat Helpline is an emotional support service for women and girls aged 16 and over, who have experienced sexual violence and abuse:

<https://rapecrisis.org.uk/livechat>

Website: www.rapecrisis.org.uk

Relationships Scotland

Relationship counselling in Scotland, for couples and family mediation.

Telephone: **0345 119 2020**

Website: relationships-scotland.org.uk

Rethink Mental Illness

Support and advice for people living with mental illness.

Telephone: **0300 5000 927** (Monday to Friday, 9.30am to 4pm)

Website: www.rethink.org

Samaritans

Confidential support for people experiencing feelings of distress or despair.

Telephone: **116 123** (free and confidential 24-hour helpline) Welsh speakers

Telephone: **0808 164 0123**

Website: www.samaritans.org/

SANELine

Emotional support, information and guidance for people affected by mental illness, their families and carer's.

Textcare: comfort and care via text message, sent when the person aged 16 years old and over needs it most: www.sane.org.uk/textcare

Email support: is available for anyone who feels more comfortable writing down how they are feeling, or what support they would like. It is available at

support@sane.org.uk

Peer support forum: www.sane.org.uk/supportforum

Website: www.sane.org.uk/support

SHOUT-85258

There is a newer text facility called Shout, <https://giveusashout.org/> is available 24/7 for immediate and emotional and practical support.

Stay Alive App

The Stay Alive app is a pocket suicide prevention resource for the UK

Website: <https://www.prevent-suicide.org.uk/find-help-now/stay-alive-app/>

Support in Mind Scotland

Support in Mind Scotland works to improve the wellbeing and quality of life of people affected by serious mental illness. This includes those who are family members, carer's and supporters.

Telephone: 0300 323 1545

Website: supportinmindscotland.org.uk

SOS (Silence of Suicide)

Telephone: 0300 102 0505

Online Support: support@sosilenceofsuicide.org

Website: <https://sosilenceofsuicide.org/>

Switchboard

If you identify as gay, lesbian, bisexual or transgender, you can call Switchboard on 0300 330 0630 (10am – 10pm every day)

Email chris@switchboard.lgbt or use their webchat service. Phone operators all identify as LGBT+

The Miscarriage Association

The Miscarriage Association is a charity that offers support to people who have lost a baby.

Helpline: **01924 200 799** Open Mon-Fri, 9am-4pm

Email address: info@miscarriageassociation.org.uk and can put you in touch with a support volunteer.

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

The Mix – Under 25's

Is a support service for young people online, social and mobile. Dealing with challenges such as: mental health, money, homelessness, to finding a job, going through a break-ups and drugs.

If you're under 25, you can call **0808 808 4994** Open: Everyday 4pm – 11pm

You can request support via email contact box or use a crisis text messenger service.

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

Tommy's- together for every baby

Telephone: (for general enquiries): **020 7398 3400**

If you would like to speak to one of our midwives about your pregnancy, or need support and advice following a pregnancy loss, you can contact the team at:

Pregnancy Line: **0800 014 7800** Open: Monday to Friday, 9am to 5pm

Email: midwife@tommys.org

Trauma-SupportLine

SupportLine is particularly aimed at those who are isolated, at risk, vulnerable and victims of any form of abuse.

Helpline: **01708 765200**

Email: info@supportline.org.uk

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

Victim Support

Independent, free, confidential service for those affected by Crime

Telephone: 24/7 **0808 168 9111**

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

YoungMinds

Information on child and adolescent mental health. Services for parents and professionals.

Parents' Helpline: **0808 802 5544** Open Monday to Friday, 9.30am to 4pm

Website: www.youngminds.org.uk/