

# National Support Directory



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# Riverside

## National Food Support Services



### Council Support

You may be able to get help with essential costs from your local council. This is sometimes known as ‘the Household Support Fund’. This could help if you’re struggling to afford things like:

- **energy and water bills**
- **food**
- **essential items**

Your council may also offer food vouchers to families during the school holidays.

### **Who the Household Support Fund is for**

Funding is aimed at anyone who’s vulnerable or cannot pay for essentials. You do not have to be getting benefits to get help from your local council.

If you get benefits, they will not be affected if you get a payment from a Household Support Fund scheme.

### **Find out about schemes in your area**

Councils decide how to run their schemes. There may be differences in:

- **If you can apply**
- **if or how you need to apply**
- **who money is given to**

For example, some councils share out money through local charities and community groups and some limit household applications to one per year.

Check with your local council to find out what support is available.

<https://www.gov.uk/find-local-council>

### **Trussel Trust**

Food banks in the Trussel Trust network welcome and support everyone who is referred to them,. Volunteers will give a minimum of three days’ emergency food.

### **How to get a food voucher**

In order to get help from a food bank you will need to be referred with a voucher, which can be issued by a number of local community organisations (for instance schools, GPs and advice agencies). Your local food bank can advise which agencies can help.

You can search food banks local to you by visiting: <https://www.trusselltrust.org/get-help/find-a-foodbank/>

If you live in England or Wales please call Help through Hardship for free to talk confidentially to a trained Citizens Advice adviser on: **0808 208 2138** **Monday to Friday, 9 am to 5 pm. Closed on public holidays.)**

They can help address your crisis and provide support to maximise your income, help you navigate the benefits system, and identify any additional grants you could be entitled to. If needed, they’ll issue you with a voucher so you can get an emergency food parcel from your local food bank.

**Trussell Trust Helpline - 0800 915 4604**  
**Open Monday to Friday 9 am to 5 pm**

# Riverside

## National Food Support Services



### Feeding Britain

Feeding Britain supports a national network of 80 organisations – ranging from community centres and schools, to local authorities and social enterprises.

To find your local centre please visit

<https://feedingbritain.org/about-us/where-we-work/>

### Your Local Pantry

Pantries stock a wide range of food including fresh fruit and veg, frozen and chilled food, meat and dairy products, and long-life tinned and packaged food. To find your local pantry visit

<https://www.yourlocalpantry.co.uk/pantry-listings/>

### Independent Food Aid Network

Across the UK there is a growing network of food banks, food distribution charities and local support hubs. To find one nearest to where you live, search the Independent Food Aid Network's interactive map.

<https://www.google.com/maps/d/u/0/viewer?mid=15mnlXFpd8-x0j406Ck6U90chPn4bkbWz&ll=54.09489700993946%2C-2.757892499999981&z=6>

### Community Shops

Community Shop membership is free and open to those who live locally to a Community Shop store and receive a means-tested benefit. If you think you may be eligible, find your nearest Community Shop and contact them directly about membership.

<https://www.companyshopgroup.co.uk/company-shop/store-locations/>  
<https://communitygrocery.org.uk/our-locations/>

### National Organisations

#### Too good to go

On the Too Good To Go app, restaurants, cafes and bakeries list leftover food that would otherwise be thrown away. Users can then browse the map for food near them and pick up a 'magic bag' for a fraction of the original retail cost. Registration to the app is free and users can specify their dietary requirements.

<https://www.toogoodtogo.com/en-gb>

#### Olio

Olio provides a platform for neighbours to share unwanted food and other items, all for free. People are free to share or pick up anything from an unwanted gift, produce that's on its date from a local store, leftover event catering supplies or excess food that won't get eaten.

<https://olioapp.com/en/>

#### Karma

The Karma app enables users to rescue fresh food from restaurants, bakeries, cafes and even wholesalers that would have otherwise been thrown away.

<https://save.karma.life/>

#### NoWaste

NoWaste users can scan receipts and barcodes, log each weekly shop, make lists of what's in, plan meals more effectively and receive automatic expiration reminders.

#### NOSH

Nosh is an app offering another option to track the food you have in your home. With nosh, users can view categorised expiry and use by dates all on one screen, so they can easily prioritise which foods to use up first.

# Riverside

## National Food Support Services



### KITCHE

The free app has thousands of recipe suggestions that users can filter by the ingredients in their kitchen that need to be used up.

### OddBox

Oddbox is a subscription service that delivers straight to your door, fruit & veg that is considered either too large or too small to be sold in supermarkets. When you sign up to Oddbox, you'll need to decide what you would like to be sent and how often. You can choose fruit, vegetables or a selection of both and have them delivered each week or fortnightly.

<https://www.oddbox.co.uk/>

### Kids Eat Free Deals

Many restaurants, Supermarkets, Cafes and pubs will have Kids Eat Free Deals. You can find a list at Money Saving Expert.

<https://www.moneysavingexpert.com/deals/cheap-restaurant-deals/#kids>

### ASDA

If you dine in at any Asda Café (there are 205 of them) you can get a free bowl of porridge and a hot drink from 8am to midday every day of the week until Wednesday 20 March. There's no minimum spend, so just order at the counter.

### Salvation Army

Run food banks year-round from many of their churches and community centres. To find the closest centre to you visit.

<https://www.salvationarmy.org.uk/map-page>

### Bread and Butter Thing

Their mobile food clubs give access to nutritious and affordable food taken into the heart of communities. This low cost weekly shop provides essential produce for family eating – fresh fruit and veg, fridge favourites and cupboard staples.

**Find your nearest hub by visiting**

<https://www.breadandbutterthing.org/become-a-member>

Once you have found the nearest hub Text **07860 063 304** with your full name, postcode, and the name of the hub you will be collecting from.

### HAF Programmes

The HAF programme provides free holiday provision, including healthy food and enriching activities, for children in receipt of benefits-related free school meals in England.

**To find a programme near you, visit your local council website.**

# National Furniture Support



## Local Council Support

Your local council may be able to help you get hold of items of furniture – as well as helping with other issues, such as debt advice, food and fuel poverty. They do this through what are known as their local welfare assistance schemes (LWASs), also known as local welfare provision (LWP) or crisis support.

Not all councils have these schemes, and some do not provide help with furniture and white goods. If they do help with furniture, most provide it for free, while others will only offer you a loan to get the items yourself. You can usually only apply a limited number of times within a given period.

Most local authorities with a scheme only help with the most essential items such as a cooker, fridge/freezer, and bed. Some will also provide a washing machine, sofa and wardrobe. Many schemes also provide other support beyond furniture, such as help with utility bills and food.

If your council doesn't have a scheme, they will be offering some sort of support through their allocation of the Household Support Fund so we have now included links to every local authority scheme. Authorities are using this funding in different ways, a few are using it for furniture and appliances so do have a look at the link. Local authorities also provide other support such as advice on any additional benefits that you may be entitled to so it is worth getting in touch with them.

**To find the details of your local council visit**  
<https://www.gov.uk/find-local-council>

## End Furniture Poverty

End Furniture Poverty have a list of resources and advice on their website on how to access new and preloved furniture.

<https://endfurniturepoverty.org/>

## Reuse Network

The Reuse supports reuse charities across the UK to help them alleviate poverty, reduce waste and tackle climate change.

You can search charity shops, projects and groups near you who offer affordable household items including furniture, electrical appliances, IT equipment and more.

**Search by visiting**

<https://reuse-network.org.uk/>

## Charities

### Glasspool Trust

UK-wide charity that provides grants support for people experiencing financial hardship, with no restrictions on who they can help.

<https://www.glasspool.org.uk/>

### Buttle UK

Support children and their families, including the provision of beds, and offer more comprehensive packages of support.

<https://buddleuk.org/apply-for-a-grant/>

### Family Fund

Helping vulnerable children and young people up to the age of 18 who are experiencing a crisis or emergency. They provide essential furniture items and they accept direct applications.

<https://www.familyfund.org.uk/>

# National Furniture Support



**Facebook Groups** - There are several groups on Facebook that offer free or low-cost furniture. **To find groups search Help Groups or Bargain Groups in your area.**

**Second Hand Furniture Websites**  
Facebook Marketplace and Groups  
Gumtree  
Freecycle  
Pre-Loved  
Freeads  
VivaStreet  
Freegal

**Charity Shops** - There are many charity shops that sell low-cost second-hand cost second hand furniture. These include:

**Barnardo's Donation Centres**  
Age UK  
British Heart Foundation Furniture Furniture and Electrical Stores  
Red Cross  
Cancer Research  
Oxfam  
Salvation Army  
Local Hospice Charities

## **UK Furniture Bank**

UK Furniture Bank in partnership with the referring including social services and community centres. There are some costs involved, although these are kept to a minimum. **They only accept requests direct from your Support Worker, Housing Officer, Welfare Worker, or local Faith Organisation, who must apply on your behalf.**  
<https://theukfb.co.uk/furniture-request-form>

# National Cost of Living Support Benefits



## GOV.UK

The GOV.UK website has a list of resources to help support those who are struggling due to the cost-of-living crisis.

<https://www.gov.uk/>

## Benefits and Financial Support

There are several benefits that you may be eligible for including:

**Universal Credit** - If you're on a low income, you're out of work or you cannot work

**Carer's Allowance** - If you care for someone who gets certain benefits at least 35 hours a week

**New Style Employment and Support Allowance (ESA)** - If you have a disability or health condition that affects how much you can work or if you need support to get back into work.

**New Style Jobseeker's Allowance (JSA)** - If you need help when you're looking for work

**Access to Work** - If you have a physical or mental health condition or disability you may be able to receive support to help you stay in work.

To find out what benefits and support you may be eligible for visit

<https://www.gov.uk/cost-of-living/benefits-tax-work>

## Help for Households

See what support is available to help with the cost of living and save money with our energy saving tips.

<https://helpforhouseholds.campaign.gov.uk/>

## Personal Independence Payment

Personal Independence Payment (PIP) can help with extra living costs if you have both:

- a long-term physical or mental health condition or disability
- difficulty doing certain everyday tasks or getting around because of your condition

You can get PIP even if you're working, have savings or are getting most other benefits.

**To find out more visit - <https://www.gov.uk/pip>**

## Citizens Advice

The national charity and network of local charities offer confidential advice online, over the phone, and in person, for free.

You can contact an adviser through the national phone service: Adviceline (England): **0800 144 8848**

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: **18001** then the Adviceline or Advicelink number

You can use Relay UK with an app or a textphone. There's no extra charge to use it.

**Adviceline's available 9am to 5pm, Monday to Friday. It's usually busiest at the beginning and end of the day. It's not available on public holidays.**

To find your nearest Citizens Advice visit <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/>

# National Cost of Living Support Debt Help



## Citizens Advice

Full debt and consumer advice service in England and Wales. Many have specialist case workers to deal with any type of debt, including repossessions and negotiation with creditors. If you live in England or Wales, get in touch by:

**Web chat:** The web chat service is open Monday to Friday, 8am - 7pm and Saturday 9.30am - 1pm (except bank holidays).

**0800 240 4420 (debt helpline)** The debt helpline is available 9am to 5pm, Monday to Friday (excluding bank holidays).

## Step Change Debt Charity

Online support is available via the debt advice tool where you can create a budget and get a personal action plan with practical next steps. .

**0800 138 1111** Opening times: Monday to Friday, 8am to 8pm, Saturday, 8am to 2pm (closed on Sundays and bank holidays).

<https://www.stepchange.org/>

## National Debtline

National Debtline provides free advice and resources to help people deal with their debts. Advice is available over the phone, online and via webchat.

**0808 808 4000** Opening times: Monday to Friday, 9am to 8pm, Saturday, 9.30am to 1pm.

<https://www.nationaldebtline.org/about-us/>

## Debt Advice Foundation

Debt Advice Foundation is a debt advice and education charity offering free, confidential support and advice to anyone worried about loans, credit and debt.

**0800 043 40 50** Monday to Friday 8am to 6pm

## Christians Against Poverty

National debt counselling charity with a network of 160 centres based in local churches, offering hope and a solution to anyone in debt (not just Christians).

<https://capuk.org/>

## PayPlan

PayPlan offer free, simple debt advice to anyone who needs it. When you go to them for debt advice, they will show you all the different debt solutions that are out there so you've got a clear idea of what your options are, and how each one could help you. They can also advise you on what the best solution is for your circumstances, plus any other options that might work for you.

**0800 316 1833 Available between 8am to 8pm Monday to Friday and 9am to 3pm on Saturday.**

<https://www.payplan.com/>

## Community Monday Advice

Community Money Advice (CMA) is a charity dedicated to supporting and helping community groups, churches and groups of churches set up free, face to face debt & money advice centres in their neighbourhood.

<https://www.communitymoneyadvice.com/freedom-from-debt/get-help>

## Turn2Us

Turn2us is a national charity providing practical help to people who are struggling financially. You can use their free Benefits Calculator and Grants Search to find out what help you can get.

<https://www.turn2us.org.uk/>

# National Cost of Living Support Services



## **Money Advice service**

The Money Advice Service is a free, impartial advice, to help improve your finances, set up by government to help keep track and plan ahead  
**0800138 7777**

## **Credit Unions**

Credit unions come in all shapes and sizes. Whether you're looking for a credit union with online and phone banking, a payroll partnership with your employer, a local branch or service point you can walk into – or a combination of all three – there's a good chance you'll find the credit union you're looking for to meet your needs.

To find a credit union near you visit

<https://www.findyourcreditunion.co.uk/>

## **Fuel and Energy Support**

### **Energy Projects Plus**

Free and impartial advice to help you save money on your energy bills.

0800 043 0151

<https://www.epplus.org.uk/>

### **British Gas Energy Trust**

<https://britishgasenergytrust.org.uk/>

### **Scottish Power Hardship Fund**

<https://www.scottishpower.co.uk/support-centre/help-paying-your-bill/hardship-fund>

## **E.On Energy Fund**

<https://www.eonenergyfund.com/>

## **Support from Banks**

Most banks offer help for those struggling during the current cost of living surge, with most stating that they plan to ramp up their guidance and support services.

# National Cost of Living Support Employment



## Government Support

Find a Job in England, Scotland or Wales through the government's official job vacancy service that offers a simple way for people to search for the latest jobs.

Find additional job opportunities through the Job Help website.

<https://jobhelp.campaign.gov.uk/>

## Apprenticeship's

An apprenticeship combines practical training in a job with study.

You can start an apprenticeship if you're:

- 16 or over - there's no upper age limit
- not in education (full or part-time)

You can have a previous qualification, like a degree, and still start an apprenticeship.

<https://www.gov.uk/apply-apprenticeship>

## Learn online for free

Learn online for free with The Skills Toolkit, where you can access more than 70 courses in digital, numeracy and employability skills.

<https://nationalcareers.service.gov.uk/find-a-course/the-skills-toolkit>

## Get a free Level 3 qualification

If you are 19 or over and don't yet have A levels or equivalent you can now take your first Level 3 qualification for free. There are hundreds of free

courses available linking to jobs in sectors such as building and construction, health and social care, accounting, engineering, environmental conservation and more.

To find out more visit

<https://www.gov.uk/guidance/free-courses-for-jobs>

## The Job Entry Targeted Support Scheme

The Job Entry Targeted Support scheme is providing six months of personalised support for people who have been unable to find work within the first 3 months of unemployment.

To find out more visit <https://www.gov.uk/>

## Get support from a work coach

Work coaches use their experience of the jobs market to help you find opportunities that match your skills, which could include types of work you've never considered before. Get support from your work coach by asking at your nominated Job Centre.

## National Careers Service

Provide careers information, advice and guidance. We can help you make decisions at all stages in your career.

Call 0800 100 900 to speak to an adviser.

8am to 8pm Monday to Friday, 10am to 5pm Saturday and bank holidays.

<https://nationalcareers.service.gov.uk/>

# National Welcoming Spaces



## **Welcoming Spaces/Warm Hubs**

Many warm hubs are based in Churches, Community Venues and Libraries. They offer a safe space to access food and refreshments, advice and guidance on benefits and keeping your home warm, activities and the opportunity to make new friends.

## **Warm Welcome**

Warm Welcome Spaces are opening their doors to local communities, offering everyone a free, warm, welcoming and friendly space.

You can search spaces near you by visiting <https://www.warmwelcome.uk/>

## **Libraries**

Libraries are Welcoming Spaces where people can meet up, socialise, access support on issues such as money, welfare and mental wellbeing, access computers, free wi-fi and charging points, and heated spaces.

Search for your local library here:

<https://www.gov.uk/local-library-services>

# Riverside National Digital Inclusion Support



## **Job Centre Support**

Connectivity provider TalkTalk is rolling out a new voucher scheme that gives jobseekers across the UK free access to high-quality broadband.

**Your work coach will be able to help support you to access further information**

## **Social Tariffs**

Internet access at home can be expensive, some broadband providers offer social tariffs – broadband and phone packages at a reduced price for people claiming Universal Credit, Pension Credit as well as some other benefits. Some providers call them ‘essential’ or ‘basic’ broadband.

**Visit [www.ofcom.org.uk](http://www.ofcom.org.uk) and search social tariffs to find out more.**

## **The Department for Education**

The Department For Education offers free qualifications and provides access to free, high-quality provision to equip them with the essential digital skills they need for life and work.

To be eligible for full funding under the entitlement:

- Be a UK resident
- Aged 19 and over
- Do not have the essential digital skills required to operate effectively in work and day to day life

**[www.gov.uk/guidance/free-qualifications-for-adults-with-low-digital-skills](http://www.gov.uk/guidance/free-qualifications-for-adults-with-low-digital-skills)**

## **Get Online @ Home**

Get Online @ Home sells heavily discounted, refurbished computers and tablets.

**<https://www.getonlineathome.org>**

## **Family Fund**

Devices, such as computers and tablets, can have a huge impact on disabled children and their families. Family Fund can help support families.

**[www.familyfund.org.uk](http://www.familyfund.org.uk)**

## **The Charity Excellence**

The Charity Excellence Framework provides a resource for a wide range of free laptops, computers, software, IT support and grants for UK charities and social enterprises.

**[www.charityexcellence.co.uk](http://www.charityexcellence.co.uk)**

## **The National Data Bank**

The National Databank is a national foodbank for connectivity data. Run by Good Things Foundation, data to help almost 500,000 people will be donated by Virgin Media O2, Vodafone, and Three Mobile from September 2022.

**[www.goodthingsfoundation.org](http://www.goodthingsfoundation.org)**

## **National Device Bank**

Good Things Foundation is building the UK's first ever National Device Bank. Devices will be provided to people in need by thousands of community organisations in Good Things Foundation's network.

**<https://www.onlinecentresnetwork.org>**

# National Digital Inclusion Support



## Libraries

Libraries across the UK offer a range of different services and support including computer and internet access, digital learning, printing, group activities and wellbeing support.

**Search for your local library here:**

**<https://www.gov.uk/local-library-services>**

## Learning

### **Learn My Way**

Learn My Way is a website of free online courses for beginners to develop digital skills to make the most of the online world.

**[www.learnmyway.com](http://www.learnmyway.com)**

### **Barclays Digital Wings**

Barclays Digital Wings platform offers free online digital skills courses from how to stay safe online, use social media, make your business digital and much more. Available to everyone, no eligibility criteria.

**<https://digital.wings.uk.barclays/>**

### **FutureLearn**

FutureLearn provide a suite of free digital skills courses from digital skills for work and life to advanced skills like web analytics, social media, AI and much more.

**[www.futurelearn.com](http://www.futurelearn.com)**

# National Support for Young People



## Children's Centres

Children's centres bring together a range of free services for children from birth to five, and their families. Services vary at each centre according to local community needs but all centres provide child and family health, family support services and a range of parent and toddler activities. Contact your local council to find out about Sure Start centres in England.

<https://www.gov.uk/find-local-council>

## National Support Services

### Youth Access

Youth Access works with organisations delivering support for young people. You can search their Find Help page to find support near you.

<https://www.youthaccess.org.uk/our-network/find-help>

### National Youth Advocacy Service

The Get Support page offers a wide range of advice, guidance and support available for many issues affecting young people.

<https://www.nyas.net/get-support/>

### Young Minds

Mental health support for young people, parents and carers. Young Minds provide young people with tools to look after their mental health. The website is full of advice and information on what to do if you're struggling with how you feel.

[www.youngminds.org.uk](http://www.youngminds.org.uk)

Young Minds Textline: Text YM to 85258

## The Mix

At The Mix, trained staff provide help for young people aged 11-25. This Mix isn't just about young people and mental health, they also provide support for relationship issues, working life, school life, housing, depression and any other issues all year round.

Support Available.

**Crisis Messenger:** If you feel like you can't cope or are worried about how you are feeling, you can contact the crisis messenger 24 hours a day, 7 days a week by texting **THEMIX** to **85258**. The text messaging support service is free and for any issue.

**Email Support:** The Mix can help you find the information you need.

<https://www.themix.org.uk/get-support/speak-to-our-team/email-us>

**One-to-one chat** One to one chat allows you to live message trained helpline supporters about any issue that is troubling you. The one-to-one chat is open from 4pm to 11pm, Monday to Friday.

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

**Mind** - Useful contacts for supporting Children and young people

<https://www.mind.org.uk/for-young-people/how-to-get-help-and-support/useful-contacts/>

# National Support for Young People



## **Kooth – Online Counselling and Support (11-25)**

Kooth is an, online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop.

**Access through [www.Kooth.com](http://www.Kooth.com)**

**0203 984 9337 [contact@kooth.com](mailto:contact@kooth.com)**

## **PAPYRUS**

PAPYRUS is the national charity dedicated to the prevention of young suicide.

**HOPELINE247** advisers want to work with you to understand why thoughts of suicide might be present. They also want to provide you with a safe space to talk through anything happening in your life that could be impacting on your or anyone else's ability to stay safe.

- For children and young people under the age of 35 who are experiencing thoughts of suicide
- For anyone concerned that a young person could be thinking about suicide

**Call: 0800 068 4141**

**Text: 07860039967**

**Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)**

Line are open 24 hours every day of the year (Weekends and Bank Holidays included)

\*If you are not able or prefer not to speak English, please request Language Line when calling for support.

## **Safe4Me**

The Safe4me website provides educators, service providers and parents with information and resources to help educate, guide and support children and young people to keeping safe.

**<https://www.safe4me.co.uk/support-services/>**

## **National Services**

### **National Citizenship Service**

Delivers a range of experiences for young people across the UK.

**<https://wearencs.com/> 0800 197 8010**

### **Duke of Edinburgh**

Delivers a range of experiences for young people across the UK.

**<https://www.dofe.org/>**

### **Virtual KEEN**

Inclusive online activities for young people

**[www.keenuk.org/virtualkeen](http://www.keenuk.org/virtualkeen)**

### **Support for different identities and communities**

**Bayo** - An online search tool to find mental health and wellbeing support or services, run by and for the Black community.

**[bayo.uk](http://bayo.uk)**

**Being Gay is OK** - Provides advice and information for LGBTQIA+ people under 25.

**Kids of Colour** - Online platform for young people to learn about race, identity and culture, and to challenge racism. Offers a YouTube channel, summer school and workshops.

**[kidsocolour.com](http://kidsocolour.com)**

**Mermaids UK** - Support for transgender, nonbinary and gender-diverse people up to 18. Runs events, local groups, online courses and a webchat.

**0808 801 0400**

**[mermaidsuk.org.uk](http://mermaidsuk.org.uk)**

# National Support for Young People



**Muslim Youth Helpline** - Provides faith and culturally sensitive support to young Muslims by phone, webchat, WhatsApp and email.

**0808 808 2008**  
**myh.org.uk**

**The Proud Trust** - Support for LGBTQIA+ young people through youth groups, peer support, mentoring schemes and a webchat.

**0161 660 3347**  
**theproudtrust.org**

**Stonewall** - Information and advice for LGBTQIA+ people on a range of issues, like coming out and hate crimes. Provides an information phoneline for people and their families.

**0800 050 2020**  
**stonewall.org.uk**

**Switchboard** - Provides a helpline, webchat and nationwide database of LGBTQIA+ services. A safe space to discuss topics like sexuality, gender identity and wellbeing.

**0800 0119 100**  
**hello@switchboard.lgbt**  
**switchboard.lgbt**

## Support for grief, trauma and abuse

**Help 2 Make Sense** - Advice and resources for coping with grief, plus an email helpline and webchat. **help2makesense.org**

**Child Bereavement UK** - Help for children, young people, parents and families after the death of someone close. Offers support through local services, groups for young people, plus films and blogs.

**0800 028 8840**  
**childbereavementuk.org**

**Hope Again** - Information, resources and support for young people coping after the death of someone close.

**0808 808 1677**  
**hopeagain@cruse.org.uk**  
**hopeagain.org.uk**

**Kidscape** - Information and advice for young people, parents and carers with concerns about school bullying and abuse.

**kidscape.org.uk**

**Stop Hate UK** - Offers a 24-hour phone and text service for people under 18 who have experienced or seen a hate crime. Provides an online service for reporting hate crimes.

**0808 801 0576**  
**07717 989025 (textline)**  
**stophateuk.org**

**Victim Support** - Emotional and practical support for people affected by crime and traumatic events. Offers specific information for young people.

**0808 168 9111**

# National Support for families



## Healthy Start

If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk. If you're eligible, you'll be sent a Healthy Start card with money on it that you can use in some UK shops.

### You can use your card to buy:

- plain liquid cow's milk
- fresh, frozen, and tinned fruit and vegetables
- fresh, dried, and tinned pulses
- infant formula milk based on cow's milk

### You can also use your card to collect:

- Healthy Start vitamins – these support you during pregnancy and breastfeeding
- vitamin drops for babies and young children – these are suitable from birth to 4 years old

<https://www.nhs.uk/start-for-life/>

## Family Action

Family Action supports families who are in financial hardship, mental health problems, social isolation, learning disabilities, domestic abuse, or substance misuse and alcohol problems.

You can search activities and support local to you by visiting: <https://www.family-action.org.uk/worried/in-your-area/>

## Baby Banks

A baby bank works in a similar way to a food bank, but instead of giving out food, families can get free baby items. This can include nappies and toiletries, clothing, cots, prams, highchairs and toys.

Baby banks don't only provide help for babies, however. With some you may be able to get clothing and items for children up to age sixteen. You can find baby banks near you by visiting <https://littlevillagehq.org/uk-baby-banks/> <https://www.babybankalliance.org/baby-bank-map> <https://baby-basics.org.uk/>

## Period and Hygiene Product Support

Many food banks, pantries and community centres will have access to free sanitary products.

**Bloody Good Period** - Give period products to those who can't afford them and provide reproductive health education to those less likely to access it. [hello@bloodygoodperiod.com](mailto:hello@bloodygoodperiod.com)

## **Morrisons - Package for Sandy**

Customers in need can now go to any Morrisons customer service desk nationwide and ask for a package for 'Sandy' or a 'period product pack'. The customers will then be given a free discreet envelope with sanitary products and no questions asked.

**Freedom4Girls** - provides period products to those in Leeds, Sheffield, West Yorkshire, and select other regions of the UK <https://www.freedom4girls.co.uk/request-products/>

# National Support for Older People



**Age UK** - Age UK's Advice Line is a free, confidential national telephone service for older people, as well as their families, friends, carers and professionals. The team will give you information that's reliable and up to date and help you access the advice you need.

**Age UK Advice Line: 0800 678 1602**  
**Lines are open 8 am to 7 pm, 365 days a year**

**The Silver Line Helpline** run by Age UK is a free, confidential telephone service for older people. We provide friendship, conversation and support 24 hours a day, 7 days a week.  
**Call free on 0800 4 70 80 90**

**Age UK day centres** provide older people with both practical assistance and a chance to socialise, with support from trained staff and volunteers. You can find services in your area by visiting  
<https://www.ageuk.org.uk/services/in-your-area/day-centres/>

**IT Training** - Many local Age UKs offer computer training for older people. In these courses, things are explained clearly and in plain English to help you get online. You can find services in your area by visiting  
<https://www.ageuk.org.uk/services/in-your-area/it-training/>

**Handyperson service** - This service offers older people extra help with small practical jobs to make their lives easier and safer around the home. You can find services in your area by visiting -  
<https://www.ageuk.org.uk/services/in-your-area/handyperson-services/>

**Social Activities** - Each local Age UK has its own timetable of clubs and classes. Examples include Arts & Crafts, Bridge group, Coffee morning, Men in Sheds, Photography club, Pub lunch, Quizzes, Tea dance and much more.

You may need to book a place in the class and you will usually pay a small amount to take part. You can find services in your area by visiting  
<https://www.ageuk.org.uk/services/in-your-area/social-activities/>

**Friends of the Elderly - Grants for older people**  
Friends of the Elderly's grants programme is designed to assist older individuals facing financial difficulties. Grants can be used to cover essential expenses such as purchasing a new fridge, paying unexpected bills, food, clothing, or covering gas and electricity costs.  
<https://www.fote.org.uk/our-charity-work/grants-2/>

## Hourglass

Support and information for older people and those concerned about an older person facing abuse or exploitation.  
**08088088141**

## Ability Net

Ability Net has a UK-wide network of Tech volunteers who offer free technology support to older people and disabled people. You may need help to set up a new device, connect to the internet, have a problem with a computer virus or require support to connect to family and friends online.  
**0300 180 0028**  
<https://abilitynet.org.uk/free-tech-support-and-info/about-our-support>

# Riverside National Support for Older People



## **The Cinnamon Trust:**

National charity for elderly or terminally ill people and their pets. Network of volunteers who can visit homebound owners to take dogs for daily walks, foster pet as one of their family when owners face time in hospital, take pets to the vet, buy pet food, clean budgie cage.

**01736 757900**

**[www.cinnamon.org.uk](http://www.cinnamon.org.uk)**

## **Re-engage**

Group and one-to-one social activities will help older people connect with others.

**0800 716543**

## **Tax Help for Older People**

01308 488066 [taxvol@taxvol.org.uk](mailto:taxvol@taxvol.org.uk)

**Dementia UK** - 0800 888 6678

**Alzheimers Society** - Support for those living with, or caring for those with dementia.

**Telephone: 0333 150 3456**

# National Mental Health and Wellbeing Support



## Mind

Mind offers help and support to those who need it most. There's more than 100 local Minds across England and Wales, offering specialised support and care based on the needs of their communities.

Local Minds run mental health services in local communities. Anyone can get in touch – you don't need to have a GP referral. Each local Mind is different, but the services they offer might include:

- Talking therapy
- Crisis helplines
- Advocacy
- Employment and training schemes
- Counselling
- Befriending services

### To find support near you visit

<https://www.mind.org.uk/information-support/local-minds/>

**Samaritans** - To talk about anything that is upsetting you, you can contact Samaritans 24 hours a day, 365 days a year. You can call **116 123** (free from any phone), email [jo@samaritans.org](mailto:jo@samaritans.org) or visit some branches in person. To find your local branch visit <https://www.samaritans.org/branches/>

**SANEline** - If you're experiencing a mental health problem or supporting someone else, you can call SANEline on **0300 304 7000 (4.30pm–10pm every day)**.

## National Suicide Prevention Helpline UK.

Offers a supportive listening service to anyone with thoughts of suicide. You can call the National Suicide Prevention Helpline UK on **0800 689 5652 (6 pm to midnight every day)**.

## Campaign Against Living Miserably (CALM).

You can call the CALM on **0800 58 58 58** (5pm–midnight every day) if you are struggling and need to talk. Or if you prefer not to speak on the phone, you could try the CALM webchat service. <https://www.thecalmzone.net/get-support>

**Shout** - If you would prefer not to talk but want some mental health support, you could text **SHOUT** to **85258**. Shout offers a confidential 24/7 text service providing support if you are in crisis and need immediate help.

**Side by Side** - Minds online support community. A place to be heard, listen and share. <https://sidebyside.mind.org.uk>

**Togetherall** - A safe community to support your mental health, 24/7. Get support. Take control. Feel better. <https://togetherall.com/en-gb>

## Hub of Hope

The Hub of Hope is the UK's leading mental health support database of local, national, peer, community, charity, private and NHS mental health support and services together in one place. Support available online or through the Hub of Hope App. <https://hubofhope.co.uk/>

**Mental Health Matters** - National Support service providing help for those struggling with their mental health **0191 516 3500** [info@mh.org.uk](mailto:info@mh.org.uk)

## Depression UK

<https://www.depressionuk.org/>



# Riverside National Mental Health and Wellbeing Support



## Addiction

**GamCare** - Support for those struggling with a gambling addiction.  
**0808 8020 133**

## **Alcoholic's Anonymous**

Further information about the local meetings or A.A. group can be obtained by contacting  
**National Helpline 0800 9177 650**  
**help@aamail.org**

## **Narcotics Anonymous**

Further information about the St Helens support group can be found by calling Helpline and general enquiries: **0300 999 1212**

**Frank** - Advice, information and support for anyone concerned about drugs and substance misuse.

**Helpline: 0300 123 6600 24/7 Text 82111**

# National Domestic Abuse Services



## If you are in immediate danger, call 999 and ask for the police.

If prompted, press 55 to Make Yourself Heard and this will transfer your call to the police. Pressing 55 only works on mobiles and does not allow police to track your location.

## Call 999 from a landline

If the operator can only hear background noise and cannot decide whether an emergency service is needed, you will be connected to a police call handler. If you replace the handset, the landline may remain connected for 45 seconds in case you pick up again.

When 999 calls are made from landlines, information about your location should be automatically available to the call handlers to help provide a response.

## If you are deaf or can't use a phone

You can register with the emergencySMS. Text REGISTER to 999. You will get a text which tells you what to do next. Do this when it is safe so you can text when you are in danger.

<https://www.emergencysms.net/>

## Bright Sky app

Bright Sky is a mobile app and website for anyone experiencing domestic abuse, or who is worried about someone else.

The app can be downloaded for free from the app stores. **Only download the app if it is safe for you to do so and if you are sure that your phone isn't being monitored.**

## Safe Spaces

Safe Spaces are available in Boots, Morrisons, Superdrug and Well pharmacies, TSB banks and independent pharmacies across the UK.

## Ask for ANI codeword

If you are experiencing domestic abuse and need immediate help, ask for ANI (Action Needed Immediately) in participating pharmacies and Jobcentres

When you ask for ANI, you will be offered a private space, provided with a phone and asked if you need support from the police or other domestic abuse support services.

To find your nearest participating provider, search using the postcode checker on the Ask for Ani page on the Enough website.

<https://enough.campaign.gov.uk/get-support/ask-for-ani>

**Refuge** - Refuge offers a freephone, 24 hour National Domestic Abuse Helpline, Webchat, advice and guidance on what support is available to you.

**Helpline - 0808 2000 247**

**Webchat - <https://www.nationaldahelpline.org.uk/en/Chat-to-us-online>**

## Women's Aid

Women's Aid's directory contains details of local, regional and national services specialising in violence against women and girls including domestic abuse, sexual violence, forced marriage and stalking/harassment.

<https://www.womensaid.org.uk/womens-aid-directory/>

If you are experiencing domestic abuse or are worried about friends or family, you can access the Women's Aid live chat service 7 days a week, 10am to 6pm.

[helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

# National Domestic Abuse Services



## **Victim Support**

Victim Support run these services for victims and survivors of any abuse or crime, regardless of when it occurred or if the crime was reported to the police: free, independent and confidential

24/7 Supportline - **08 08 16 89 111**

live chat service -

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat/>

My Support Space - free online resource

<https://www.mysupportspace.org.uk/>

## **Mankind**

A confidential helpline is available for male victims of domestic abuse and domestic violence across the UK as well as their friends, family, neighbours, work colleagues and employers.

**Helpline 01823 334244 open Monday to Friday 10am to 4pm**

The website also includes a directory of services called the Oak Book Directory. This can be found by visiting <https://mankind.org.uk/help-for-victims/directory/>

## **Galop**

Galop exists to help those who are lesbian, gay, bisexual or trans-plus (LGBT+) suffering domestic abuse, or biphobia, homophobia, transphobia or sexual violence.

**800 9995 428.**

<https://galop.org.uk/>

## **Charities and Grants**

### **Heinz, Anna and Carol Kroch Foundation**

Search by visiting

<https://grants-search.turn2us.org.uk/>

**Smallwood Trust** - [www.smallwoodtrust.org.uk](http://www.smallwoodtrust.org.uk)

### **Skinnners Benevolent Trust -**

[www.skinnners.org.uk/sbt](http://www.skinnners.org.uk/sbt)

## **Family Support**

**NSPCC Helpline** - 0808 800 5000

**Childline** - 0800 1111

### **Family Action**

Provides grants to families in crisis, including those who have recently experienced domestic abuse.

<https://www.family-action.org.uk/what-we-do/grants/welfare-grants/>

### **Dogs Trust Freedom Project**

Refuges for women leaving domestic abuse are often unable to take pets, including dogs. Dogs Trust offers free and confidential foster care while their owner is in a refuge.

[www.dogstrust.org.uk/help-advice/hope-project-freedom-project/freedom-project](http://www.dogstrust.org.uk/help-advice/hope-project-freedom-project/freedom-project)

### **Cats Protection Paws Protect**

Cats Protection has a network of fosterers that provides a retreat for cats of people going into a refuge until the owner has a safe place to live and they can be reunited.

[www.cats.org.uk/what-we-do/paws-protect](http://www.cats.org.uk/what-we-do/paws-protect)

# National Domestic Abuse Services



## **Government Support -**

<https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>

## **Support from a Job Centre**

Jobcentres are a safe space and the DWP supports victims of domestic abuse. This includes helping you access temporary accommodation and supporting you to make new applications for Universal Credit and putting you in touch with local experts and support networks.

## **Citizen's Advice**

Ask your local Citizens Advice if your local council operates a welfare assistance scheme or hardship fund and how you can apply.

## **IKWRO Women's Rights Organisation**

Support for Middle Eastern, North African and Afghan survivors.

**0208906460**

**07846275246** Kurdish/Arabic and English Speakers

**07846310157** Farsi/Dari and English Speakers

**Jewish Women's Aid** - 0808 801 0500

## **Muslim Women's Network**

0800 999 5786 or 0303 999 5786

[info@mwnhelpline.co.uk](mailto:info@mwnhelpline.co.uk)

# National Support for Disabilities



## Government Support

There is a wide range of disability-related financial support, including benefits, tax credits, payments, grants and concessions.

Some benefits you might get are:

- Universal Credit
- Personal Independence Payment (PIP) or Disability Living Allowance (DLA)
- Attendance Allowance
- New Style Employment and Support Allowance (ESA)

## Vehicles and transport

If you're disabled you can apply for the following:

- exemption from paying vehicle tax
- parking benefits - Blue Badge
- disabled persons bus pass or Disabled Persons Railcard
- help to buy or lease a car from The Motability Scheme

**To find out more visit**

<https://www.gov.uk/financial-help-disabled>

## Access to Work

Access to Work can help you get or stay in work if you have a physical or mental health condition or disability. Access to work may pay for

- special equipment, adaptations or support worker services to help you do things like answer the phone or go to meetings
- help getting to and from work
- mental health support
- communication support at a job interview (for example, a British Sign Language interpreter or a lipspeaker)

<https://www.gov.uk/access-to-work>

## Disability Rights UK

Disability Rights UK is the UK's leading organisation led by, run by, and working for disabled people. To find out more visit <https://www.disabilityrightsuk.org/>

## Citizens Advice

Citizens Advice can offer advice, support and guidance in finding what support is available to you. To find out more visit

<https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/>

## Scope

Scope provide practical information and emotional support when it's most needed.

Free disability helpline - **0808 800 3333**

Open Monday to Friday 9am to 6pm. Saturday to Sunday 10am to 6pm.

[helpline@scope.org.uk](mailto:helpline@scope.org.uk)

To access the support services and resources available visit

<https://www.scope.org.uk/advice-and-support/legal-information-and-your-rights/>

## Money Helper

The Money Helper website provides resources and information to help those living with a disability to find the support that is available to them.

<https://www.moneyhelper.org.uk/en/benefits/benefits-if-youre-sick-disabled-or-a-carer/charitable-grants-for-ill-or-disabled-people>

## RNIB

RNIB is an expert national organisation, ensuring blind and partially sighted people get practical support in all aspects of their lives.

**0303 123 9999**

# National Support for Disabilities



## **Mencap**

Mencap is a UK learning disability charity working with people with learning disabilities and their families and carers.

**02074540454**

**information@mencap.org.uk**

**www.mencap.org.uk**

## **National Autistic Society**

The National Autistic Society is a charity which exists to champion the rights and interests of all people with autism and to ensure that they and their families receive quality services appropriate to their needs.

**02078332299 nas@nas.org.uk**

**www.autism.org.uk**

## **British Institute of Learning Disabilities (BILD)**

A charity that exists to improve the quality of life of all people with a learning disability.

**01562723010 enquiries@bild.org.uk**

**www.bild.org.uk**

## **Disability Law Service**

Disability Law Service offers a National Advice Line that provides specialist legal advice and information for disabled people, their families and carers.

**02077919800 advice@dls.org.uk**

**www.dls.org.uk**

## **HFT - Family Carer Support Service**

The HFT Family Carer Support Service offers a variety of information and support to family carers.

**01179061751**

**familycarersupport@hft.org.uk or info@hft.org.uk**

**www.hft.org.uk**

## **Respond**

Services for people with learning disabilities or autism, who've experienced abuse or trauma.

**0207 383 0700 respond.org.uk**

## **United Response**

Support in England and Wales for people with learning disabilities, autism and mental health needs. Services include help with housing, supported living, education and employment.

**unitedresponse.org.uk**

## **Turning Point**

Health and social care services in England for people with a learning disability. Also supports people with mental health problems, drug and alcohol abuse or unemployment.

**turning-point.co.uk**

## **Equality Advisory & Support Service (EASS)**

Advice on issues relating to equality and human rights, including guidance for disabled people.

**0808 800 0082**

**equalityadvisoryservice.com**

## **Livability**

Christian organisation providing care services for disabled people in England and Wales

**020 7452 2110**

**livability.org.uk**

## **Foundation for People with Learning Disabilities (FPLD)**

Promotes the rights of people with a learning disability, and their families. FPLD also offer an easy-read online resource to help people with a learning disability to take care of their mental health.

**learningdisabilities.org.uk**

## **CHANGE**

Helps organisations to support the rights of people with a learning disability. Its services include producing Easy Read resources and providing accessibility training.

# National Support for Disabilities



## Support for Carers

### Mind

Being a carer can often be stressful and can have an impact on your mental health. Mind offers support to anyone who may be struggling.

**Mind's helplines** provide information and support by phone and email.

**0300 123 3393** [info@mind.org.uk](mailto:info@mind.org.uk)

**Local Minds** offer face-to-face services across England and Wales. These services include talking therapies, peer support and advocacy.

<https://www.mind.org.uk/information-support/local-minds/>

**Side by Side** is Mind's supportive online community for anyone experiencing a mental health problem.

<https://www.mind.org.uk/information-support/local-minds/>

### Benefits for carers

You might not think of yourself as a carer. But you probably are if you're looking after someone regularly, including your spouse or a family member, because they're ill or disabled.

As a carer, you may be entitled to one or more state benefits to help you with the costs.

To find out more visit

<https://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/benefits-for-carers/>

### Carers UK

Carers UK is an online resource for those caring for someone. There is lots of helpful advice, guidance and resources available to support you.

**0808 808 7777**

[advice@carersuk.org](mailto:advice@carersuk.org)

To find out more visit

<https://www.carersuk.org/>

## The Carers Trust Network

Carers Trust works with charities across the UK providing support for carers.

<https://carers.org/>

# National Migrant and Multi-Cultural Support



## **BME Youth**

BME Youth is a national youth organisation of children and young people from Black, Asian and Minority Ethnic (BAME) communities in the UK.

<https://www.bmeyouth.org.uk/about/>

## **Muslim Women's Network UK**

MWNUK is the only national Muslim women's organisation in Britain. They offer a helpline, counselling services, training and workshops.

<https://www.mwnuk.co.uk/>

## **Migrants Rights Network**

The Migrants' Rights Network is a UK charity that stands in solidarity with all migrants in their fights for rights and justice.

<https://migrantsrights.org.uk/>

## **The Muslim Community Helpline**

The Muslim Community Helpline is a confidential, non-judgemental listening and emotional support service.

**0208 908 6715 / 0208 904 8193**

**ess4m@btinternet.com**

## **Boloh Helpline**

Offers advice, signposting, emotional support and free therapy to adult asylum seekers UK Wide.

**To find out more contact 0800 151 2605**

## **Useful Links**

**British Red Cross** - [RAMP@redcross.org.uk](mailto:RAMP@redcross.org.uk)

**SHAP** - [cdw@shap.org.uk](mailto:cdw@shap.org.uk)

**Oneworld Parish Nurse** -

[rachelsutton.parnishurse@mail.com](mailto:rachelsutton.parnishurse@mail.com)

**Refugee Women Connect**

[info@refugeewomenconnect.org.uk](mailto:info@refugeewomenconnect.org.uk)

# National Women and Men's Groups



## Women's groups

### **Young Women's Trust**

Young Women's Trust champions young women aged 18 to 30 on low or no pay. They offer young women free coaching, feedback on job applications and information to help them get where they want to be. To find out more visit <https://www.youngwomenstrust.org/get-support/>

### **The National Women's register**

The website has a map of activities running across the UK, you can search groups by visiting <https://nwr.org.uk/network/groups/>

### **Ladies Circle**

Ladies Circle provides the opportunity for women to connect across the UK. <https://www.ladiescircle.co.uk/>

## Men's Groups

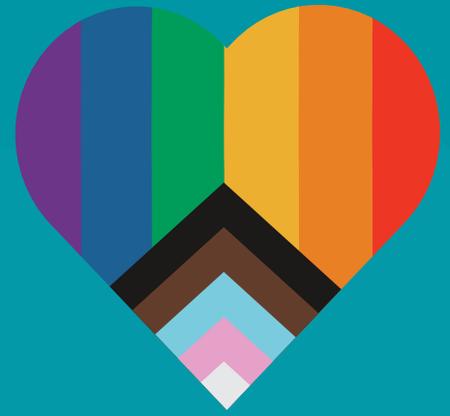
### **ANDYSMANCLUB**

ANDYSMANCLUB want to eliminate the stigma surrounding mental health and create a judgment-free, confidential space where men can be open about the storms in their lives. They have clubs across the UK that deliver weekly, free-to-attend peer-to-peer support groups for men aged over 18. <https://andysmanclub.co.uk/find-your-nearest-group/>

### **Men's Shed Groups**

Men's Shed Groups bring together social connections and friendship building, sharing skills and knowledge, and of course a lot of laughter. There are a number of groups across the UK, to find the one closest to you visit <https://menssheds.org.uk/find-a-shed/>

# National LGBTQ+ Support



## LGBTQ+ National Support

### **Corner House Range of support opportunities for LGBTQ+ ages 11 to 17**

Offer a support group for LGBTQ+ young people aged 11-17, who want to socialise with other young people experiencing similar things to them. This is a weekly session currently running on Zoom, Tuesdays 4.30 pm to 6 pm.

[leahfewlass@wearecornerhouse.org](mailto:leahfewlass@wearecornerhouse.org)

### **Mermaids Support for gender diverse young people and their families**

Mermaids supports transgender, nonbinary and gender-diverse children and young people until their 20th birthday, as well as their families and professionals involved in their care.

[www.mermaidsuk.org.uk](http://www.mermaidsuk.org.uk)

**0808 801 0400 Monday to Friday 9 am –to 9 pm**

### **Stonewall**

Stonewall stand for lesbian, gay, bi, trans, queer, questioning and ace (LGBTQ+) people everywhere. The website provides resources for individuals and workplaces across the UK.

[www.stonewall.org.uk](http://www.stonewall.org.uk)

**Mind** - Mindline Trans+ - helpline for LGBT / non-binary people - **0300 330 5468**

### **Mindout**

MindOut is a mental health service run by and for lesbian, gay, bisexual, trans, and queer (LGBTQ) people. We work to improve the mental health and wellbeing of all LGBTQ communities and to make mental health a community concern.

**01273 234839** [info@mindout.org.uk](mailto:info@mindout.org.uk)

### **LGBT Hero**

LGBT HERO provide information, advice and various types of support including one-to-one, group and peer-support on a range of topics including mental health, sexual health, Living with HIV, coming out, gender and sexuality and hate crime and discrimination. LGBT HERO also campaigns for LGBTQ+ people to lead happier, healthier lives.

<https://www.lgbthero.org.uk/>

### **LGBT Foundation**

The LGBT Foundation services have been designed by LGBTQ+ people for LGBTQ+ people. They offer a number of services including talking therapies, sexual health support, helpline, befriending, peer support, advocacy and much more.

<https://lgbt.foundation/>

### **Switchboard**

Switchboard is for all. Figuring out your gender expression? Questioning your sexuality? Or is someone you care about facing a challenge? Wherever you fit into the picture, they are here to listen. Acknowledging and celebrating wherever people are on their journey, we meet you where you are.

**0800 0119 100 Open 10 am to 10 pm**

[hello@switchboard.lgbt](mailto:hello@switchboard.lgbt)

<https://switchboard.lgbt/get-support>

### **TransUnite**

Have an online directory of trans support groups near you.

<https://www.transunite.co.uk/find-a-group/>

# National Support Services



## Sexual Violence Support

### Silent Solution

Helps people who are unable to speak, but who genuinely need police assistance. After calling 999, dial 55 to be put through to your local police station. If you are not able to speak, listen carefully to the questions and instructions from the call handler so they can assess your call and arrange help if needed.

### Rape Crisis

If something sexual happened to you without your consent – or you're not sure – you can talk to a member of the team. No matter when it happened. **0808 500 2222** open 24 hours a day  
<https://rapecrisis.org.uk/get-help/>

### Galop

A UK LGBT+ anti-abuse charity, provides a dedicated sexual violence helpline for LGBT+ people who have experienced sexual assault, violence or abuse, however or whenever it happened.

**Victims can contact the Helpline by phone 0800 999 5428 or via email [help@galop.org.uk](mailto:help@galop.org.uk).**

### The 24/7 Rape and Sexual Abuse Support Line

24/7 offers Free, specialist and confidential support delivered by Rape Crisis England & **0808 500 2222**

**To chat online or find out more visit**

<https://247sexualabusesupport.org.uk>

### National Online Helpline for Male Survivors

Operated by Survivors UK. Supports men and boys (trans or cisgender) and non-binary people who have ever experienced unwanted sexual activity. Live chat, SMS and email support.

<https://www.survivorsuk.org/>

### Safeline

A dedicated service in England and Wales for adults and children affected by rape or sexual abuse who identify as male and for those that support them such as friends and family.

<https://www.safeline.org.uk>

**0808 800 5005** or visit

<https://www.safeline.org.uk/contact-us/> to chat online

Text support: **07860 065187** Open Monday to Friday 9 am to 8 pm, Saturday and Sunday 10 am to 2 pm.

### The Survivors Trust

The Survivors Trust provides confidential information, advice and support for women, men and young people, their parents/carers or partners via a helpline or email.

**08088 010818**

[info@thesurvivorstrust.org](mailto:info@thesurvivorstrust.org)

More information can be found at

[www.thesurvivorstrust.org](http://www.thesurvivorstrust.org)

### Victim Support

If you've been affected by sexual violence and would like information or support, you can get in touch by:

contacting your local Victim Support team

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/>

Calling the Supportline on **08 08 16 89 111** using the free 24/7 live chat service

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

If English is not your first language and you would like support, call supportline and let us know which language you speak. They will call you back with an interpreter as soon as possible. They also welcome calls via Relay UK and SignLive (BSL).

# National Support Services



## Hate Crime

Report a hate crime

You can report a hate crime online or call 101 to speak to the police.

Call 999 if you're reporting a crime that's in progress or if someone is in immediate danger.

## **Stop Hate UK**

Stop Hate UK is available 24 hours a day. The helpline is confidential and independent.

You can report a hate crime by:

**0800 138 1625 Text: 07717 989 025**

**Text relay: 18001 0113 293 5100**

**Webchat at [www.stophateuk.org/talk-to-us](http://www.stophateuk.org/talk-to-us)**

## **Victim Support: (24/7 support)**

Victim Support operates a 24/7 Supportline and live chat service, every day of the year, offering specialist emotional and practical support to anyone who has been a victim or a witness. You don't have to report a crime to get help from Victim Support.

**0808 16 89 111**

Live chat available by visiting

**<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat>**

## **Hate Crime Campaign**

The Hate Crime Campaign provides information and services to those who have been a victim of Hate Crime.

**<https://hatecrime.campaign.gov.uk/>**