



Where to go when you need support



BRITISH
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POLICE

Working together with



More support information
btp.police.uk/support

About this booklet

Life is not always easy and we often need somewhere to turn for help. We have produced this booklet to let you know about charities, groups and agencies that can support you.

Working closely together with NHS England, organisations listed in the booklet cover England, Scotland and Wales. For an online list of support organisations please visit **btp.police.uk/support**

There are also many locally based support organisations that can be found by:

- Searching online
- Contacting your local doctors surgery
- Contacting Citizens Advice Bureau

If you are not registered with a doctor then we advise that you do this as soon as you can. They should always be your first step towards receiving health support, whatever your needs. They can offer guidance on the best support services available to you in your area.

To find your local doctor visit **nhs.uk/service-search**. You will have to visit the surgery to register.

If you need advice or medical support immediately call 111 or in an emergency 999.

To view this booklet in Welsh, visit
I weld y llyfr yn hwn yn Gymraeg, ewch i
btp.police.uk/cefnogaeth



General support

Samaritans

Samaritans are available 24 hours a day 7 days a week providing confidential emotional support for people who are struggling to cope, in emotional distress or thinking about suicide.

Freephone 116 123
jo@samaritans.org
samaritans.org

Salvation Army

The Salvation Army provides a range of support and programmes for everyone. These cover food and shelter provisions for the homeless, drop-in centres, reuniting families, support for alcohol and substance abuse, domestic violence and those with special needs.

Phone 0207 367 4500
info@salvationarmy.org.uk
salvationarmy.org.uk

Citizens Advice Bureau

Citizens Advice provide free information and advice on issues including:

- Legal matters
- Money problems
- Employment
- Housing
- Benefits
- Relationship concerns

Phone
03444 111 444 (England)
03444 772 020 (Wales)
0808 800 9060 (Scotland)
citizensadvice.org.uk

Alcohol and substance abuse

Alcoholics Anonymous

Alcoholics Anonymous is freely available to everyone and aims to help those who want to get sober and remain sober. It's anonymous and all groups are treated confidentially.

Freephone 0800 9177650
help@alcoholics-anonymous.org.uk
alcoholics-anonymous.org.uk

Narcotics Anonymous

Narcotics Anonymous is a support organisation for men and women for whom drugs have become a problem. It is supported by recovering addicts. They encourage going to meetings, listening with an open mind, asking questions and staying clean.

Phone 0300 999 1212 - lines open 10am to midnight every day
ukna.org

Turning Point

You can go to Turning Point for help with drug or alcohol issues, a mental health concern, a learning disability or if you are looking for an employment solution. They'll give you the individual support you need.

Phone 0207 481 7600
turning-point.co.uk

Mental health and suicide

Maytree Respite Centre

Maytree, in North London, supports people in suicidal crisis in a non-medical setting and offers free residential support, with the opportunity to be heard in complete confidence with compassion and warmth.

Phone 0207 263 7070
maytree.org.uk

Rethink

Rethink supports those who are suffering from mental illness as well as the people who support them, such as family members and carers. They offer a wide range of services, including support groups and telephone support.

Phone 0300 5000 927 - Monday to Friday 9am to 4pm
advice@rethink.org
rethink.org

Together

Together offers a wide variety of support to help people deal with the personal and practical impacts of mental health issues.

Phone 0207 780 7300
contact-us@together-uk.org
together-uk.org

Befrienders International Network

Befrienders, available worldwide in many languages, listen to people who are lonely, depressed, feeling bullied, self harming or considering suicide.

befrienders.org

Mind

Mind supports anyone who is suffering mental distress or experiencing a mental health problem. Support could include looking at your medication, alternative treatments and understanding the legal system.

Phone 0300 123 3393 - Monday to Friday 9am to 6pm
Text 86463
contact@mind.org.uk
mind.org.uk

CALM

Campaign Against Living Miserably is a charity that confidentially supports men, of any age, who are down, in crisis, depressed or considering suicide.

Freephone
0800 585858 (National) - 5pm to midnight every day
0808 802 5858 (London) - 5pm to midnight every day
thecalmzone.net

SANE

SANE provides care and emotional support for people with mental health problems, their families and carers. They also offer Textcare, a system of message support via texts to you. Young SANE is a virtual community that focuses on mental ill health for people under 25.

Phone 0300 304 7000 - 6pm to 11pm every day
sanemail@sane.org.uk - response within 5 working days
sane.org.uk

The Listening Place

The Listening Place offers free face-to-face support by appointment for those who feel life is no longer worth living. Based in London, they offer support for over 18s.

Phone 0207 259 8136
referrals@listeningplace.org.uk
listeningplace.org.uk

Young people

NHS GO

Designed by young people for young people, NHS GO is a free app that gives 24/7 access to health information that helps young people take control of their health. It can help answer questions about your health and give instant access to information that can help you stay well.



Papyrus

Papyrus offers confidential support and advice to young people and adults and anyone worried about a young person or adult. They offer practical advice and support to vulnerable people and those who may be at risk of suicide.

Freephone 0800 068 4141

Monday to Friday 10am to 10pm
Saturday and Sunday 2pm to 10pm
Bank holidays 2pm to 5pm

Text 07786 209 597

pat@papyrus-uk-org
papyrus-uk-org

Mindfull

Mindfull is a service available for those aged 11 to 17-years-old. They offer support and advice about mental health and emotional wellbeing. There is also a chatroom that you can access.

mindfull.org

Childline

Childline is available all day every day and is a confidential service for children and young people up to the age of 19. You can speak to Childline about anything.

Freephone 0800 1111
childline.org.uk

Bereavement

Cruse

Cruse Bereavement Care promotes the wellbeing of bereaved people to enable them to understand their grief and cope with their loss by providing counselling, support, information and advice.

Freephone 0808 808 1677

helpline@cruse.org.uk
cruse.org.uk

Survivors of Bereavement by Suicide (SOBS)

SOBS is a charitable organisation that offers support and advice to those bereaved by suicide. A self help organisation that aims to provide a safe, confidential environment where you can share feelings, experiences and support.

Phone 0300 111 5065 9am to 9pm

uk-sobs.org.uk

If You Care Share Foundation

If You Care Share Foundation is there to help you through the difficult times. They provide emotional and practical support for prevention, intervention and support after suicide.

Phone 0191 387 5661

share@ifucareshare.co.uk

Physical/sexual abuse

Women's Aid

Women's Aid is the national charity working to end domestic abuse against women and children. Providing life-saving services to those experiencing violence and fear in the home.

Freephone 0808 2000 247 24hr domestic violence helpline
Run in partnership between Women's Aid and Refuge

helpline@womensaid.org.uk (5 day response)
womensaid.org.uk

Lucy Faithfull Foundation

The Lucy Faithfull Foundation is a UK-wide child protection charity dedicated to reducing the risk of children being sexually abused. They work with families that have been affected by sexual abuse, including adult male and female sexual abusers; young people with inappropriate sexual behaviours; victims of abuse and other family members.

Freephone 0808 1000 900
help@stopitnow.org.uk
stopitnow.org.uk

Support in Scotland

Breathing Space

Breathing Space offers confidential phone support to anyone in Scotland who is experiencing low moods, depression and anxiety.

Freephone 0800 83 85 87

Monday to Thursday 6pm to 2am

Friday to Sunday 6pm to 6am

breathingspace.scot

Living Life

Living Life is a free telephone service available to anyone over the age of 16 who is feeling low, anxious or depressed. You can access their support either by a referral through your doctor or by phoning the number directly.

Freephone 0800 328 9655 - Monday to Friday 1pm to 9pm
nhs24.com/usefulresources/livinglife

SAMH

SAMH is the Scottish Association for Mental Health and is Scotland's leading mental health charity. It provides help, information and support to people with mental health problems.

Phone 0141 530 1000
enquire@samh.org.uk
samh.org.uk

See Me

See Me is Scotland's programme to tackle mental health stigma and discrimination. See Me does not provide direct support to individuals in mental distress but can provide information on how to access services.

Phone 0141 530 1111 - Monday to Friday 9am to 5pm
info@seemescotland.org
seemescotland.org

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