



UK Helplines

There are times when we all need information, advice or support or simply just a person to talk to. Whatever is on your mind there are a wide range of helplines run by charities, organisations or public bodies who are set up to provide help and support.

Most helplines are not for people in immediate danger. In an emergency call 999. In non-emergencies you can also call the Police on 101 or NHS on 111.

Please note that 0800 and 0808 calls are free from consumer landlines or mobile phones. They may not be free on business phones. Other phone numbers may incur a cost to call.

Get support from a mental health charity

Whether you're concerned about yourself or a loved one, these mental health charities, organisations and support groups can offer expert advice.

Urgent help in a crisis

If you need help during a mental health crisis or emergency, NHS urgent mental health helplines provide:

- 24-hour advice and support – for you, your child, your parent or someone you care for
- help to speak to a mental health professional
- an assessment to help decide on the best course of care

Find a local NHS urgent mental health helpline

If you are in a crisis or distressed call the Samaritans. It is important to know is that whatever is on your mind you will not be wasting anyone's time.

Phone: 116 123 (24 hours)

Text: Text the word SHOUT to 85258 (24 hour crisis text support).

Website: www.samaritans.org

A-Z

Anxiety UK

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

Phone: 03444 775 774 (Monday to Friday, 9.30am to 5.30pm)

Website: www.anxietyuk.org.uk

Bipolar UK

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

Website: www.bipolaruk.org.uk

CALM

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

Phone: 0800 58 58 58 (daily, 5pm to midnight)

Website: www.thecalmzone.net

Men's Health Forum

24/7 stress support for men by text, chat and email.

Website: www.menshealthforum.org.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.

Phone: 0300 123 3393 (Monday to Friday, 9am to 6pm)

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.

Helpline: 0300 772 9844 – 24 Hour Crisis Line: 01952 680835

Website: www.nopanic.org.uk

OCD Action

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

Helpline: 0300 636 5478

Website: www.ocdaction.org.uk

OCD UK

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

Helpline: 01332 588112 (Monday to Friday, 9am to 5pm)

Website: www.ocduk.org

PAPYRUS

Young suicide prevention society.

Phone: HOPElineUK 0800 068 4141 (Monday to Friday, 10am to 5pm and 7pm to 10pm, and 2pm to 5pm on weekends)

Website: www.papyrus-uk.org

Rethink Mental Illness

Support and advice for people living with mental illness.

Helpline 0121 522 7007 (Monday to Friday, 9.30am to 4pm)

Website: www.rethink.org

Samaritans

Confidential support for people experiencing feelings of distress or despair.

Phone: 116 123 (free 24-hour helpline)

Website: www.samaritans.org

SANE

Emotional support, information and guidance for people affected by mental illness, their families and carers.

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

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

Website: www.sane.org.uk/support

YoungMinds

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

Phone: Parents' helpline 0808 802 5544 (Monday to Friday, 9.30am to 4pm)

Website: www.youngminds.org.uk

Abuses and victim support

Action on Elder Abuse

Action on Elder Abuse works to protect, and prevent the abuse of, vulnerable older adults and provides a confidential helpline for anyone concerned – including older people themselves, their friends and relatives.

Phone: 0808 808 8141 (Mon-Fri 9am-5pm)

Website: www.wearehourglass.org

Childline – NSPCC

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

Phone: 0800 1111 Childline for children up to the age of 18 (24 hours)

Phone: 0808 800 5000 NSPCC helpline for adults concerned about a child (24 hours)

Website Childline: www.childline.org.uk

Website NSPCC: www.nspcc.org.uk

CrimeStoppers

Anyone who would like to report a crime but is uncomfortable going directly to the Police can call CrimeStoppers. Crimes can be reported in confidence and anonymously – calls are not traced.

Phone: 0800 555 111 (24 hours)

Website: www.crimestoppers-uk.org

EACH (Educational Action Challenging Homophobia)

Support for adults and young people affected by homophobic or transphobic bullying.

Phone: For young people – 0808 1000 143 (lines open Monday – Friday 9am-4pm)

www.each.education

Equality Advisory & Support Service – EASS

Assistance and advice on equality and human rights

Helpline : 0808 800 0082 (Mon-Fri 9am – 7pm, Saturday 10am – 2pm)

Website: www.equalityadvisoryservice.com/

Mankind

Support to male victims of domestic abuse and violence.

Phone: 01823 334244 (Mon-Fri 10am-4pm)

Website: www.mankind.org.uk

Modern Slavery Helpline

Confidential helpline if you or someone else may be a victim of slavery or exploitation

Phone: 08000 121 700 (24 hours)

Website: www.modernslaveryhelpline.org/

Rape Crisis – England and Wales

Supporting anyone in England and Wales affected by rape and sexual violence.

Website: www.rapecrisis.org.uk

Rape Crisis Scotland

Supporting anyone in Scotland affected by rape and sexual violence.

Phone: 08088 010302 (6pm – 12 midnight)

Website: www.rapecrisisscotland.org.uk

The Rape and Sexual Abuse Support Centre

Supporting anyone who has been raped or sexually abused regardless of when the abuse happened.

Phone: 0808 802 9999 (12 noon – 2.30pm and 7pm – 9.30pm)

Website: <http://www.rasasc.org.uk>

Refuge Domestic Violence Helpline

Advice on dealing with domestic violence.

Phone: 0808 2000 247 (24 hours)

Website: www.refuge.org.uk

Respect – Men's Advice Line

Advice and support for men experiencing domestic violence and abuse from a partner or ex-partner

Phone: 0808 801 0327 (Mon-Fri 9am-5pm)

Website: mensadviceline.org.uk

Revenge Porn Helpline

Supporting adult victims of intimate image abuse and seeking to remove images placed online unlawfully

Email: help@revengepornhelpline.org.uk

Website: www.revengepornhelpline.org.uk

National Centre for Domestic Violence

Emergency injunction service to survivors of domestic violence regardless of their financial circumstances.

Phone: 0800 970 2070 (24 hours)

Website: www.ncdv.org.uk

National Lesbian, Gay, Bisexual and Trans Domestic Violence Helpline

Helplines providing support to LGBT+ people suffering domestic abuse.

Phone: 0800 999 5428 (Mon-Fri 10am-5pm / Weds-Thurs 10am-8pm)

Website: www.galop.org.uk

National Stalking Helpline

Information and support for harassment or stalking.

Phone: 0808 802 0300 (Mon, Tues, Thurs, Fri 9.30 – 4pm, Weds 1– 4pm)

Website: www.suzyplugh.org/Pages/Category/national-stalking-helpline

Support Line

Emotional support for people of all ages including people who are vulnerable or victims of any form of abuse

Phone: 01708 765200

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

Victim Support

Supporting people affected by crime and traumatic events, regardless of whether or not the Police are notified.

Phone England and Wales: 0808 168 9111 (24-hours)

Phone Scotland: 0800 160 1985 (Mon-Fri 8am-8pm)

Website England and Wales: www.victimsupport.org

Website Scotland: www.victimsupport.scot

Alcohol misuse

Alcoholics Anonymous

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

Phone: 0800 917 7650 (24-hour helpline)

Website: www.alcoholics-anonymous.org.uk

Al-Anon

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

Phone: 0800 0086 811 (daily, 10am to 10pm)

Website: <https://www.al-anonuk.org.uk/>

NHS Drinkline

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

Phone: 0300 123 1110 (weekdays 9am to 8pm, weekends 11am to 4pm)

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.

Phone: 0800 358 3456 (Friday, Saturday and Monday 12pm to 7pm and Tuesday, Wednesday and Thursday 12pm to 9pm)

Website: <https://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.

Phone: 0330 053 6022 for general enquiries about SMART Recovery UK (9am to 5pm, Monday-Friday)

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

Alzheimer's and dementia

Alzheimer's Society

Provides information on dementia, including factsheets and helplines.

Phone: 0333 150 3456 (Monday to Friday, 9am to 5pm and 10am to 4pm on weekends)

Website: www.alzheimers.org.uk

Alzheimer Scotland

Help in Scotland for dementia sufferers, as well as their families and carers.

Phone: 0808 808 3000 (24 hours)

Website: www.alzscot.org

Dementia UK

The Admiral Nurse Dementia Helpline is for anyone with a question or concern about dementia and the challenge of living with the condition

Phone: 0800 888 6678 (Mon-Fri 9am-9pm / Sat-Sun 9am-5pm)

Website: www.dementiauk.org

Animal welfare

RSPCA

Rescue and protection of neglected or badly treated animals.

(24 hours)

Website: www.rspca.org.uk

Bereavement

Cruse Bereavement Care

Phone: 0808 808 1677 (Monday to Friday, 9am to 5pm)

Website: www.cruse.org.uk

Cancer

Cancer Research UK

Information for anyone affected by cancer. Cancer information nurses are available via the helpline.

Phone: 0808 800 40 40 (Mon-Fri 9am – 5pm)

Website: www.cancerresearchuk.org

Macmillan Cancer Support

Offers practical support for people affected by cancer

Phone: 0808 808 0000 (Mon-Fri 9am-8pm)

Website: www.macmillan.org.uk

Caring for someone

Carers UK

Information advice and support for people who need help looking after a friend or family member.

Phone: 0808 808 7777 (Mon-Fri 9am-6pm)

Website: www.carersuk.org

Children & Youth (inc. Forced Marriage & FGM)

Become

A service for children and young people in care, supporting anyone who is living in residential or foster care.

Phone: 0800 023 2033 (Mon-Fri 10am – 5pm)

Website: www.becomecharity.org.uk

ChildLine

Support and counselling for anyone up to the age of 18 about anything of concern.

Phone: 0800 11 11 (24 hours)

Website: www.childline.org.uk

The Forced Marriage Unit

The UK Government Forced Marriage Unit offers advice to anyone living in the UK, whatever their nationality. It also helps UK nationals who are facing forced marriage abroad.

Phone: 0207 008 0151 (Mon-Fri 9am-5pm) or 0207 008 1500 outside these hours (ask for the Global Response Centre)

Website: <https://www.gov.uk/guidance/forced-marriage>

Karma Nirvana

Karma Nirvana supports victims and survivors of Forced Marriage and Honour Based Abuse.

Phone: 0800 5999 247 (Mon-Fri 9am-5pm)

Website: www.karmanirvana.org.uk

Muslim Women's Network FGM Helpline

Information and support for Asian and Muslim women and girls

Phone: 0800 999 5786 (Mon-Fri 10am -4pm)

Text: 07415 206 936 (Text at any time, replies Mon-Fri 10am -4pm)

Website: www.mwnhelpline.co.uk/issuesstep2.php?id=16

The Mix

Non-judgmental support and information for young people under 25 on everything from sex and exam stress to debt and drugs and self harm.

Phone: 0808 808 4994

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

NSPCC – FGM

Offering support advice for anyone concerned about female genital mutilation (FGM).

Phone: 0800 028 3550 (24 hours)

Website: www.nspcc.org.uk/fgm

Supportline

Support for any problems including bullying and cyber-bullying.

Phone: 01708 765 200 (Mon 8.30 – 10.30am, Tues-Thurs 5pm – 7.30pm)

Website: www.supportline.org.uk/problems/bullying_at_school.php

Disability

Scope

Support for disabled people, their families or carers and professionals.

Phone: 0808 800 3333 (Mon-Fri 8am-7pm / Sat-Sun 10am-6pm)

Website: www.scope.org.uk

Drug misuse

Cocaine Anonymous

A free self-help group. Its “12 step” programme involves stopping using cocaine and all other mind-altering substances with the help of regular face-to-face and online support groups.

Phone: 0800 612 0225 (daily, 10am to 10pm)

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

FRANK

Free, confidential information and advice about drugs, their effects and the law. FRANK's live chat service runs daily from 2pm to 6pm.

Phone: 0300 1236600 (24-hour helpline)

Text a question to: 82111

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

Marijuana Anonymous

A free self-help group. Its "12 step" programme involves stopping using marijuana with the help of regular face-to-face and online support groups.

Phone: 0300 124 0373 (callback service)

Website: <http://www.marijuana-anonymous.org.uk/>

Narcotics Anonymous

A free self-help group. Its "12 step" programme involves stopping using drugs with the help of regular face-to-face and online support groups.

Phone: 0300 999 1212 (daily, 10am to midnight)

Website: www.ukna.org

Northern Ireland – Addiction NI

Support and information for alcohol and drugs issues, for anyone based in Northern Ireland.

Phone: 02890 66 44 34 (Mon-Thurs 9am – 5pm, Fri 9am – 1pm)

Website: <http://www.nicas.info/>

Scotland – Know The Score

Information on drug issues, for anyone based in Scotland.

Phone: 0800 587 5879 (Mon-Fri 9am – 9pm, Sat-Sun 10am – 4pm)

Website: www.knowthescore.info

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.

Phone: 0330 053 6022 for general enquiries about SMART Recovery UK (9am to 5pm, Monday-Friday)

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

Wales Drug and Alcohol Helpline

Support information for alcohol and drugs issues, for anyone based in Wales.

Phone: 0808 808 22 34 (lines open 24 hours)

Website: www.dan247.org.uk

Eating disorders

Beat

Phone: 0808 801 0677 (adults) or 0808 801 0711 (for under-18s)

Website: www.b-eat.co.uk

Gambling

Gamblers Anonymous

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

Phone: 0330 094 0322 (24-hour)

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

Gam-Anon

A free self-help group. Its “12 step” programme is for those affected by someone else’s gambling with the help of regular face-to-face and online support groups.

Website: www.gamanon.org.uk

National Gambling Helpline

Phone: 0808 8020 133 (daily, 8am to midnight)

Website: www.begambleaware.org

National Problem Gambling Clinic

A specialist NHS clinic for problem gamblers aged 13 and over.

Phone: 020 7381 7722 (callback)

Website: <https://www.cnwl.nhs.uk/services/mental-health-services/addictions-and-substance-misuse/national-problem-gambling-clinic>

Health

NHS Blood Donation

To book an appointment or make an enquiry about giving blood

Phone England: 0300 123 23 23 (24 hours)

Phone Scotland: 0345 90 90 999 (9am-5pm Mon-Fri)

Phone Wales: 0800 25 22 66 (8am-8pm Mon-Fri / 9am-1pm Sat)

Website England: <https://www.blood.co.uk> Website Scotland: <https://www.scotblood.co.uk> Website Wales: <https://www.welsh-blood.org.uk>

NHS 111 – NHS health enquiries

Phone: 111

Website (England):

<http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx>

Website (Scotland): <http://www.nhs24.com/explained/services/>

Website (Wales): <http://www.was-tr.wales.nhs.uk/Default.aspx?pagelId=315&lan=en>

Homelessness and housing

Shelter

Advice and information for people with a housing problem or who are homeless / about to become homeless or badly housed.

Phone: 0808 800 4444 (England: Mon-Fri 8am-8pm & Sat-Sun 8am-5pm / Scotland: Mon-Fri 9am-5pm / Wales: 9.30am-4pm Mon-Fri)

Website England: www.shelter.org.uk

Website Wales: www.sheltercymru.org.uk

Website Scotland: www.scotland.shelter.org.uk

Learning disabilities

Mencap

Charity working with people with a learning disability, their families and carers.

Phone: 0808 808 1111 (Monday to Friday, 9am to 5pm)

Website: www.mencap.org.uk

LGBT+

UK LGBT+ helpline

Helpline: 0800 0119 100 (10am to 10pm)

Website: www.switchboard.lgbt

Missing people

Missing Persons

Support and options for people who are thinking about going missing or are already away and the families of those missing

Phone: 116 000 Call or text (24 hours per day)

Website: www.missingpeople.org.uk

Money matters

Citizens Advice Bureaux (CAB)

Network of charities providing confidential advice on money, legal, consumer and other problems.

Phone England: 03444 111 444 (Mon-Fri 9am-5pm)

Phone Wales: 03444 77 20 20 (Mon-Fri 9am-5pm)

Phone Scotland: 0800 028 1456 (Mon-Fri 9am-5pm)

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

Job Centre Plus

UK job search support

Phone: 0800 055 6688 (Mon-Fri 8am-6pm)

Website: www.gov.uk/find-a-job

Money helper

Information, help and support on all aspects of money supported by the UK Government

Phone: 020 8132 5284 (8.00am to 6.30pm on weekdays)

Website: maps.org.uk/moneyhelper/

National Debt Line

Information and support for dealing with debt and money issues

Phone: 0808 808 4000 (Mon-Fri 9am-8pm)

Website: www.nationaldebtline.org

Adviceline (England)

[03444 111 444](tel:03444111444) (9am-5pm Mon-Fri)

Advicelink (Wales)

[03444 77 20 20](tel:03444772020) (9am-5pm Mon-Fri)

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

Older people

Age UK

Age UK provides free information, advice and support on the issues that matter to older people.

Phone: 0800 678 1602 (8am-7pm)

Website: www.ageuk.org.uk

The Silver Line

A confidential helpline providing information, friendship and advice to older people.

0800 4 70 80 90 (24 hours per day)

Website: <http://www.thesilverline.org.uk>

Parenting

Family Lives (England and Wales)

Advice on all aspects of parenting, including dealing with bullying.

Phone: 0808 800 2222 (Mon-Fri, 9am-9pm and Sat-Sun, 10am-3pm)

Website: www.familylives.org.uk

Parenting NI

Advice to parents in Northern Ireland on all aspects of parenting.

Phone: 0808 8010 722 (Mon-Thurs 9.30am – 3.30pm, Fri 9.30am- 12.30pm)

Website: www.parentingni.org

Parentline Scotland

For any parent or carer in Scotland who needs information or someone to talk to.

Phone: 0800 028 22 33 (Mon-Sun 9am – 9pm)

Website: www.children1st.org.uk

Parkinson's Disease

Parkinson's UK

Information and support for anyone with Parkinson's and their families and carers:

Phone: 0808 800 0303

Website: www.parkinsons.org.uk

Post-natal depression

House of Light – PND support

Support and information to women affected by Post Natal Depression and their families.

Phone: 0800 043 2031 (Mon-Fri 9am – 5pm)

Website: houseoflight.org.uk/

Association for Post Natal Illness – APNI

Support for post-natal depression.

Phone: 0207 386 0868 (Mon-Fri 10am – 2pm)

Website: www.apni.org

Relationships and Sex

National Sexual Health Helpline

Confidential information on sexual health. Helpline run by Public Health England

Phone: 0300 123 7123 (Mon-Fri 9am-8pm)

Relate

The UK's largest provider of relationship support.

Website: www.relate.org.uk

Service personnel & Families

Combat Stress

Mental health helpline for serving and ex-service men and women with PTSD, depression and anxiety disorders.
Phone: 0800 138 1619 (For veterans – 24 hours) Phone: 0800 323 4444 (For serving personnel and their families – 24 hours) Website: combatstress.org.uk

Soldiers, Sailors, Airmen and Families Association – SSAFA

Support to anyone serving in the Armed Forces including financial assistance, emotional support and a confidential helpline.

Phone: 0800 260 6767 (Mon-Fri 9am-5pm)

Website: www.ssafa.org.uk

The Royal British Legion

Support to anyone who has served or are currently serving in the Armed Forces, and their dependants.

Phone: 0808 802 8080 (8am-8pm)

Website: www.britishlegion.org.uk

Veterans Gateway

Putting veterans and their families in touch with organisations offering information, advice and support.

Phone: 0808 802 12 12 (24 hours)

Website: www.veteransgateway.org.uk

Veterans-UK

Welfare, support and specialist programmes for anyone who has served in the Armed Forces.

Phone: 0808 1914 2 18 (Mon-Fri 8am-4pm)

Website <https://www.gov.uk/government/organisations/veterans-uk>

Smoking

Help me Quit Helpline (Wales)

Support to quit smoking

Phone: 0808 250 4024

Website: helpmequit.wales

National Smokefree Helpline (England)

Support and advice when you're trying to stop smoking

Phone: 0300 123 1044 (Mon-Fri 9am-8pm, Sat-Sun 11am-4pm)

Website: <https://www.nhs.uk/smokefree/help-and-advice/support>

Quit Your Way Scotland

Support to quit smoking from NHS Scotland, including when you're feeling tempted.

Phone: 0800 84 84 84 (Mon-Fri 9am-5pm)

Website: <https://www.nhsinform.scot/care-support-and-rights/nhs-services/helplines/quit-your-way-scotland>

War in Ukraine

Ukrainian Support Helpline

Barnardo's have set up the Ukrainian Support Helpline to provide a holistic support service. The helpline is available to anyone fleeing the conflict in Ukraine.

Phone: 0800 148 8586 (Mon-Fri 10am-8pm / Sat 10am-3pm)

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