

Help & Support

Uncertain times

We hope that you are coping during these unprecedented times. The situation with Coronavirus is fluid and there is no sense of certainty.

Many of you will be anxious for your family's health, employment and finances. This leaflet aims to:

- Signpost you towards possible avenues of support
- Give you contact details should you have a concern about someone else

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Crisis and emotional support



Samaritans

The following helpline provides emotional and crisis support for everyone affected by mental health:

Phone 116 123 (freephone, 24 hours a day, 7 days a week)

Email: jo@samaritans.org

Website: www.samaritans.org



Saneline

Provides out of hours mental health and emotional support and information to anyone affected by mental ill health, including family, friends and carers.

Phone 0300 304 7000 (Local rates, 6p11pm, 7 days a week)



Mind Infoline

Provides information on types of mental health issues, where to get help, medication and alternative treatments and advocacy.

Phone 0300 123 3393 (Local rates, 9am-6pm Mon-Fri)

Text: 86463

Abuse (domestic violence, child, sexual abuse)



If you think a child or other person is at immediate risk call 999.

Phone: 0808 800 5000

(Freephone, 24 hours a day, 7 days a week – for adults concerned about a child) Email: help@nspcc.org.uk

Website: www.nspcc.org.uk



Rape crisis is a national charity supporting anyone who has experienced rape, child sexual abuse and/or any other kind of sexual violence.

Phone: 0808 802 999 (Freephone helpline, see website for opening hours)

Website: www.rapecrisis.org.uk



Refuge provide help and information about domestic violence and runs a number of safe houses.

Phone: 0808 2000 247 (Freephone, 24 hours a day, 7 days a week)

Email: helpline@refuge.org.uk

Website: 111.refuge.org

Anxiety

1

Anxiety UK

A national charity run by people with lived experience of anxiety through information and support. This includes talking therapies and self-help groups.

Phone: 08444 775 774 (Infoline, 9:30am-5:30pm, Mon-Fri) www.anxietyuk.org.uk

2

No Panic

A charity which helps people who experience any kind of anxiety disorder. It specializes in self-help based recovery via their helpline and resources available on their website.

Phone: 0844 967 4848 (Helpline, 10am-10pm, 7 days a week)
www.nopanic.org.uk

3

OCD Action

National charity focusing on obsessive compulsive disorder. It provides support and information to those affected by OCD, and works to increase awareness of it.

Phone: 0845 390 6232
Website: www.ocdaction.org.uk

Debt

Who can help?

Many mortgage companies and banks are willing to discuss up to 3 months mortgage holiday. You should contact your mortgage provider for more information. In some cases this can also apply to loans.

For more serious debt concerns please see below:

Money Advice Service

A free independent service set up by the government that provides information on all money related matters via a helpline, online information and free web chats.
Phone: 0800 138 7777 (Freephone, 9am-8pm Mon-Fri, 9:30am-1pm Sat)
Website: www.moneyadviceservice.org.uk

Stepchange

This charity provides free advice on problem debt and debt management.
Phone: 0800 138 1111 (Freephone helpline)
Website: www.stepchange.org

Employment

1

ACAS (Advisory, Conciliation and Arbitration Service)

ACAS provides free and impartial information and advice to employers and employees on all aspects of workplace relations and employment law.

Phone: 0300 123 1100
Website: www.acas.org.uk

2

Fit for Work

A voluntary service that offers the wider working population access to occupational health (OH) advice and support.

Phone: 0800 032 6235
Website: www.fitforwork.org
Education Support Partnership
Provides free confidential counselling for teachers, including online chat services.
Phone: 0800 0562 561
Website: www.educationsupportpartnership.org.uk