**Helpline and Online Support**

**Mental Health**

* **The Samaritans** 
  + Can be contacted at any time on **116 123**
  + Alternatively email [**jo@samaritans.org.uk**](mailto:jo@samaritans.org.uk)– please note that the email has a 24 hour response window so you will not receive an immediate reply.
* **CALM (Campaign Against Living Miserably)**
  + Service for men and - open from 5pm to Midnight every day.
  + Can be contacted on **0800 58 58 58**
  + Alternatively contact CALM bywebchat on [**https://www.thecalmzone.net/help/webchat/**](https://www.thecalmzone.net/help/webchat/)
* **Papyrus (prevention of young suicide)**
  + Service for people under the age of 35
  + Can be contacted on **0800 068 4141**
  + Or send a text to **07860 039967**
  + Or email [**pat@papyrus-uk.org**](mailto:pat@papyrus-uk.org)
  + Opening times Monday to Friday 9am to 10pm, weekends and bank holidays 2pm to 10pm.
* **Childline** 
  + Service for young people under the age of 19
  + Can be contacted 24/7 on **0800 1111**
  + Or online chat with a counsellor at [**https://www.childline.org.uk/get-support/1-2-1-counsellor-chat/**](https://www.childline.org.uk/get-support/1-2-1-counsellor-chat/) - online chat available 9am-Midnight (must have joined “waiting room” by 10:30pm)
  + Or sign up online to send an email
  + Calls are free and can be made without credit.
  + Calls will not show up on phone bills.
* **Anxiety UK** 
  + Charity providing support for anxiety sufferers
  + Contact **03444 775 774** (Monday to Friday 9:30am to 10pm, Saturdays and Sundays 10am to 8pm)
* **Rethink Mental Illness**
  + Information and advice service
  + Contact **0300 5000 927** (9:30am – 4pm Monday to Friday)
  + Can also email or use webchat: <https://www.rethink.org/aboutus/what-we-do/advice-and-information-service>
* **YoungMinds – Parents Helpline** 
  + Contact **0808 802 5544** (9:30am-4pm Monday to Friday)
  + Or use email service: <https://youngminds.org.uk/contact-us/parents-helpline-enquiries/>
* **YoungMinds – Young Peoples Crisis Messenger (for those under 25)**
  + Text **YM to 85258** for urgent help (available 24/7)
  + Texts are answered by trained volunteers with support from clinical supervisors
  + Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.
* **Beat (Eating Disorders)**
  + Call **0808 801 0677** (Adults)
  + Call **0808 801 0811** (Students)
  + Call **0808 801 0711** (Under 18s)
  + All three helplines open from 12pm-8pm (Monday to Friday) and 4pm-8pm (weekends and Bank Holidays)
  + Email and webchat also available: <https://www.beateatingdisorders.org.uk/support-services/helplines>

**Abuse**

* **Refuge 24 Hour Domestic Abuse Helpline**
  + Contact **0808 2000 247**
* **Northumberland Domestic Abuse Services** 
  + Call **01434 608030** (10am-4:30pm Monday to Friday)
* **Childline** 
  + Service for young people under the age of 19
  + Can be contacted 24/7 on **0800 1111**
  + Or online chat with a counsellor at [**https://www.childline.org.uk/get-support/1-2-1-counsellor-chat/**](https://www.childline.org.uk/get-support/1-2-1-counsellor-chat/) - online chat available 9am-Midnight (must have joined “waiting room” by 10:30pm)
  + Or sign up online to send an email
  + Calls are free and can be made without credit.
  + Calls will not show up on phone bills.
* **NSPCC** 
  + Helpline for adults concerned about the welfare of a child
  + Call **0808 800 5000** (24 hours)
* **OneCall** 
  + Northumberland safeguarding and welfare hub
  + Call **01670 536400**

**Bereavement**

* **Cruse Bereavement Care** 
  + Contact helpline on **0808 808 1677**
  + **The helpline is open Monday-Friday 9.30-5pm (excluding bank holidays), with extended hours on Tuesday, Wednesday and Thursday evenings (open until 8pm).**
  + **Can also email** [**helpline@cruse.org.uk**](mailto:helpline@cruse.org.uk)

**Crime**

* **Victim Support** 
  + Helpline open 24/7 on **0808 16 89 111**
  + Online support can also be requested here: <https://www.victimsupport.org.uk/>
* **Rape Crisis (Tyneside and Northumberland)**
  + Call helpline on **0800 035 2794** (Monday-Thursday 6:30pm to 8:30pm, Friday 11am-2pm)

**Addiction Services**

* **Gamcare/Be Gamble Aware**
  + 24/7 national gambling helpline
  + Call **0808 8020 133**
  + Or webchat: <https://www.gamcare.org.uk/get-support/talk-to-us-now/>
* **Narcotics Anonymous**
  + Contact helpline on **0300 999 1212** (10am-Midnight)
  + Online meetings also available: <https://ukna.org/>
* **Alcoholics Anonymous**
  + Contact national helpline on **0800 9177650**
  + Or email [help@aamail.org](mailto:help@aamail.org)
  + Online chat and online meetings also available (see website for details): [https://www.alcoholics-anonymous.org.uk/#](https://www.alcoholics-anonymous.org.uk/)

**Befriending Services/Friendship Lines**

* **The Silver Line**
  + Service providing information, friendship and advice to people aged 55 or over
  + Contact 24/7 on **0800 4 70 80 90**
* **Age UK Northumberland Friendship Line**
  + Regular weekly calls to chat in order to reduce isolation and loneliness.
  + For people aged 60 and over.
  + Service users are matched to a trained volunteer.
  + Call **01670 786800** to join the service (or refer someone else).

**Coronavirus Support**

* **Northumberland Communities Together – Response Hub** 
  + For those needing support accessing necessities such as food.
  + Email: [**northumberlandcommunitiestogether@northumberland.gov.uk**](mailto:northumberlandcommunitiestogether@northumberland.gov.uk)
  + Phone: **01670 620015** between 9am to 6pm, seven days a week.