**Helpline and Online Support**

**Mental Health**

* **The Samaritans**
	+ Can be contacted at any time on **116 123**
	+ Alternatively email **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**
	+ 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**

**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
	+ 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**
	+ Phone: **01670 620015** between 9am to 6pm, seven days a week.