Useful Sources of Support

POLICE, AMBULANCE OR FIRE – CALL 999 if you or someone else is seriously ill or injured, at immediate risk of harm or danger to life, or if there is an immediate threat or use of violence. It is always best to speak to the call handler if you can, but if you cannot speak press '55' and they will be able to help you.

NHS 111 Online - Remember you can talk in confidence to **your GP** about many issues, or contact NHS 111 Online at https://111.nhs.uk/ for non-emergency medical advice (24 hours, 7 days a week)

POLICE For non-emergency advice or assistance – CALL 101 or make an online report at Police.UK

Non-urgent support for anyone seeking help and advice about their mental health

TALKZONE Call 0800 511111 or text 07786 511111 between 2pm-10pm for advice and support about drug and alcohol use, problems at home or school, mental health, self-harm, sex and relationships, housing, rights and money and staying safe online.

MINDSMATTER (NHS) www.lscft.nhs.uk/talking-therapies A well-being service offering a range of free psychological therapies to people aged 16 and over in Lancashire. MindsMatter are part of the nationwide Improving Access to Psychological Therapies (IAPT) service. It is possible to self-refer using an online form on their website.

WELLBEING HELPLINE & TEXTING SERVICE (NHS) 0800 915 4640 or text 'Hello' to 07860 022 846 (Mon to Fri 7pm-11pm; Sat to Sun 12 noon-12 midnight) staffed by volunteers offering emotional support for anyone who is feeling lonely or wants to chat about their mental health.

CHILDLINE 0800 11 11 (free phone, 24 hours) www.childline.org.uk Free, confidential help and advice for young people **up to 19 years old** who are feeling down, stressed, anxious or lonely and want to talk to someone.

CALM 0800 58 58 58 (5pm-12am, 365 days) www.thecalmzone.net The Campaign Against Living Miserably helpline and webchat offer practical suggestions for life's problems including anxiety, relationship concerns, health worries, money worries or suicidal thoughts.

PAPYRUS Suicide Prevention 0800 068 4141 or text 07786 209697 (Weekdays 10am-10pm) www.papyrus-uk.org Non-judgemental support, practical advice and information to teenagers and young people up to the age of 35 years who are worried about how they are feeling or anyone who is concerned about a young person.

SHOUT Text 85258 or Text 'YM' if you are under 19 (24/7) www.giveusashout.org A free, confidential text messaging support service for anyone who is struggling to cope because they are anxious, stressed, depressed, suicidal or overwhelmed and need help.

THE MIX 0808 808 4994 or text 'THEMIX' to 85258 (4-11pm daily) www.themix.org.uk Support for under 25s with issues such as mental health, money, homelessness, finding a job, break-ups and drugs and more.

STEM 4 https://stem4.org.uk/# Support for young people, their families and friends about coping with feelings of anxiety, depression, self-harm, eating disorders and addiction. Advice about dealing with change and developing resilience.

HEALTHY YOUNG MINDS www.healthyyoungmindslsc.co.uk Online self-help materials, resources and guidance for young people, families and friends including an interactive map of mental health services in Lancashire & Cumbria.

YOUNG MINDS www.youngminds.org.uk Support, information and advice about mental health and emotional wellbeing for young people. Young Minds also provide a telephone helpline for parents and carers: 0808 802 5544

KOOTH www.kooth.com An online mental wellbeing community commissioned by the NHS. Mainly for 10-25 year-olds, however access to services in different areas of the country can vary according to age.

URGENT help for anyone in mental health distress

CRISIS LINE (NHS) Lancashire & South Cumbria www.lscft.nhs.uk/services/service-finder-z/crisis-line 0800 953 0110 Lancashire & South Cumbria NHS (24 hrs) If you need urgent help as you are in mental health distress, or you know someone who needs help urgently, then call this Crisis Line. It is staffed by trained mental health professionals who are able to provide assessment and referrals to appropriate services.

CRISIS LINE (NHS) East Lancashire & Blackburn with Darwen 0300 029 0500 When life seems overwhelming and you feel you have nowhere to turn the Home Treatment Team (HTT) may be able to help. They aim to help people who are experiencing mental distress and to support them out of a crisis. The service helps to resolve problems and offers practical and emotional support. If you require urgent help, please contact the Initial Response Service (IRS) on 0300 290 500 or contact the Out of Hours team on 01254 226 074.

SAMARITANS 116 123 (free phone, 24 hours) www.samaritans.org If you are feeling lonely, struggling to cope or having suicidal thoughts, whatever you are going through the Samaritans will face it with you.

Support for young people leaving care or who are carers themselves

BARNARDO'S www.barnardos.org.uk Over 800+ services which provide specialist support to vulnerable young people who are experiencing issues linked with being a young carer, homelessness, seeking asylum, leaving care, gender and sexual identity, domestic violence, alcohol and substance abuse and more.

Lancashire Young Carers (LYC) 01772 641002 email lancashireyoungcarers@barnardos.org.uk Funded through Lancashire County Council, LYC supports young carers under 18 who provide regular care and emotional support to a family member who is physically or mentally ill, disabled, or misuses substances and are significantly affected by their caring role. LYC is responsible for assessing all young carers in Lancashire.

Support for LGBTQ+ young people

PROUD TRUST www.theproudtrust.org The Proud Trust is an LGBT+ organisation that supports LGBT+ young people. It runs the Proud Connections online chat service.

SWITCHBOARD LGBT+ Helpline https://switchboard.lgbt/ An information, support and referral service for lesbians, gay men and bisexual and trans people – and anyone considering issues around their sexuality and/or gender identity.

Support for anyone who self-harms, or is considering using self-harm, as a coping technique

BATTLE SCARS www.battle-scars-self-harm.org.uk Based in Leeds, Battle Scars is not a crisis support service so it does not operate a helpline, but they provide useful resources, online support and workshops for young people who self-harm and their families and friends

CALM HARM www.calmharm.co.uk From the NHS app library: an app deigned to help people resist or manage the urge to self-harm

NHS Self Harm advice page at www.nhs.uk

RIGHT LINES www.right-lines.co.uk/ Right Lines is a Community Interest Company set up to work with young people between 13-35 who struggle with self-harm

SAFA Self Harm Awareness for All www.toolbox.safa-selfharm.com/self-harm-and-self-injury/ Based in Cumbria, SAFA provides support for anyone who is struggling and using self-harm as a coping technique.

Support and advice for anyone with disordered eating, and their friends and families

BEAT 0808 801 0677 (Mon-Fri 12-8; Sat-Sun 4–8) www.beateatingdisorders.org.uk

Beat is the UK's eating disorder charity: a guide and friend for anyone affected by an eating disorder and those supporting them.

Advice about sexual health and relationships

BROOK https://www.brook.org.uk/ Free sexual health and wellbeing advice

FUMBLE www.fumble.org.uk Help and advice on intimacy, relationships, consent, sexual identity, health and wellbeing for young people up to the age of 25 of all genders, sexualities and backgrounds.

RELATE www.relate.org.uk for information and support about relationship and family-life difficulties

Support for anyone who has experienced, or is at risk of experiencing,sexual violence

RAPE CRISIS National Helpline: 0808 802 9999 (12-2.30pm and 7-9pm daily) www.rapecrisis.org.uk Information and support for anyone affected by rape, sexual assault, sexual harassment and all other forms of sexual violence and abuse. Advice about sexual consent, online emotional support, self-help tools and links to Rape Crisis Centres nearby. Many of the Rape Crisis Centres also support men and boys who have experienced sexual violence.

SURVIVORS UK www.survivorsuk.org Support for men, boys and non-binary people who have been affected any type of unwanted sexual activity. Chat online or call 020 3322 1860 (12-8pm Mon-Sun).

Advice about personal safety and support for anyone who is worried they are being stalked

SUZY LAMPLUGH TRUST www.suzylamplugh.org Advice about personal safety for students, and support for anyone who thinks they might be being stalked.

National Stalking Helpline: 0808 802 0300 A helpline for anyone who is worried that they are being stalked (**09:30 - 16:00** every weekday apart from Wednesdays when it is open from **09:30 - 20:00. Calls are free)**

Support for young people about drugs, alcohol, smoking and gambling

ALCOHOLICS ANONYMOUS 0800 917 7650 www.alcoholics-anonymous.org.uk

EARLY BREAK 0161 723 3880 (weekdays) www.earlybreak.co.uk

FRANK 0300 123 6600 www.talktofrank.comText 82111

WE ARE WITH YOU formerly **ADDACTION** www.wearewithyou.org.uk Advice for young people under 25 who live in Lancashire who are worried about their drug and alcohol use, or someone else that they care about. One-to-one web chat via the website or 0808 164 0074 (Burnley) or 0808 164 0074 (Preston).

CGL INSPIRE 01254 495382 www.changegrowlive.org A free and confidential drug and alcohol service for adults, families, carers and affected others. Centres in Burnley, Accrington and Blackburn with Darwen.

SMOKEFREE LANCASHIRE 0808 196 2638 (Burnley and Accrington) www.smokefreelancashire.org.uk

GAMCARE www.gamcare.org.uk Offers free information, support and counselling for anyone experiencing problems with gambling. It runs the **National Gambling Helpline** 0808 8020 133.

Support for young people experiencing problems in their family home, at risk of homelessness or considering running away

BREATHING SPACE www.breathingspacelancs.org.uk For young people aged 14-25 who are having problems at home, thinking of leaving or been told to move out. Help and advice, including communication within families and safe accommodation.
Blackburn with Darwen - **Nightsafe** 01254 503067
Hyndburn & Ribble Valley - **YNOT Aspire** 01254 352592
Pendle and Burnley – **HAPI SafeSpace** 01282 619192
Rossendale – **HAPI SafeSpace** 01706 212894
RUNAWAY HELPLINE www.runawayhelpline.org.uk Call/Text 116 000 (free phone, 24 hours) Run by the UK Charity Missing People for young people thinking about running away or anyone who is worried that someone they care about is going to run away.

Advice and support for anyone worried about, or experiencing, domestic abuse or domestic violence

Broken Rainbow 0300 999 5428 for lesbian/gay/bi-sexual/transgender people suffering domestic abuse.
HARV Domestic Violence Team 01254 879 855 www.harvoutreach.org.uk Supporting and protecting adults and children from abuse, exploitation and violence.
MAKE THE CHANGE (Lancashire Domestic Abuse Perpetrator Programme LDAPP) A 14-week programme in locations across Lancashire to support men who are worried about their behaviour towards women. Call 01254 260465 or email info@bddwa.org.uk. It is possible to self-refer.
NATIONAL DOMESTIC VIOLENCE HELPLINE www.nationaldahelpline.org.uk 24-Hours 0808 2000 247 or live chat (Mon-Fri 3-10pm)
REFUGE www.refuge.org.uk Supports women and children who experience domestic violence, sexual violence, female genital mutilation, forced marriage, so-called 'honour'-based violence, human trafficking or modern slavery.
RESPECT Phone Line www.respectphoneline.org.uk If you're hurting the ones you love or you're worried about your use of violence within a relationship, contact the helpline to talk in confidence to an advisor who will listen without judgement and provide honest advice. One-to-one web chat or 0808 8024040 (free phone, Mon-Fri 9-5)
Wish Centre 01254 260465 www.thewishcentre.org Based in Blackburn, the Wish Centre provides advice and courses for young people who have witnessed or experienced domestic abuse in the past, or those who may be vulnerable or in abusive relationships, or need support in building positive relationships.

Dealing with online abuse, bullying, threats, harassment, sexual harassment and the effects of crime

THINK U KNOW www.thinkuknow.co.uk
CEOP Internet Safety Centre www.ceop.police.uk/Safety-Centre/ for advice about staying safe, managing your identity, dealing with pressure, bullying or manipulative behaviour online.
REPORT REMOVE If you are concerned that a nude photo of you is online, or a photo that could potentially end up online, you can now flag up the content using the '**Report Remove'** tool or **'Ask Sam'** at www.childline.org.uk
INTIMATE IMAGE ABUSE www.revengepornhelpline.org.uk Support for adults over 18 who are experiencing intimate image abuse or 'revenge porn'.
NEST 0300 111 0323 https://nestlancashire.org For young people in Lancashire up to 18 who have been affected by crime, subjected to threats or harassment.
OUR STREETS NOW www.ourstreetsnow.org A campaign that provides information and discussion aimed at ending Public Sexual Harassment in the UK through cultural and legislative change.

Support for anyone who is worried because someone is expressing extreme views or hatred (extremism or radicalisation) which could lead to them harming themselves or others

LET'S TALK ABOUT IT www.ltai.info/ provides support for anyone who is worried that someone they know is at risk of being radicalised. The site provides support via two counter-extremism initiatives: **PROTECT** and **CHANNEL**.

Support and advice for children, young people and adults when someone dies

CRUSE Bereavement Care www.cruse.org.uk 0808 808 1677
CHILD BEREAVEMENT UK www.childbereavementuk.org 0800 028 8840 (Weekdays 9am-5pm)
GRIEF ENCOUNTER www.griefencounter.org.uk 0808 802 0111 (Mon-Fri 9am-9pm)
WINSTON'S WISH www.winstonswish.org/ A charity that helps children, teenagers and young adults (up to the age of 25) who have been affected by grief.

Advice about money, debt and legal issues including your rights as a consumer and as an employee if you have a part-time job

CITIZENS ADVICE BUREAU 03444 111 445 or webchat www.citizensadvice.org.uk For confidential advice and support about legal issues, money and debt, consumer and employment rights.
NATIONAL DEBTLINE www.nationaldebtline.org Free debt advice and support
STEP CHANGE www.stepchange.org 0800 138 1111 Free debt advice and support