

# HELPLINES



<i><b>SUPPORT FOR...</b></i>	<b>ORGANISATION</b>	<b>CONTACT DETAILS</b>	<b>DESCRIPTION</b>
<i>Befriending</i>	Age UK	<p>Call: 0800 678 1602</p> <p>Available 8am-7pm every day</p>	<p>The Age UK Advice Line is a free, confidential, national phone service for older people, their families, friends, carers and professionals, which is open 365 days a year (8am-7pm).</p>
	The Silver Line	<p>Call: 08004 708090</p>	<p>The Silver Line is the only confidential, free helpline for older people across the UK open every day and night of the year. The specially trained helpline team can</p> <ul style="list-style-type: none"> <li>➤ Offer information, friendship and advice</li> </ul>

*Carers*

**Bridgend Carers Wellbeing Service**

**Call: 01656 336969**

**Email:  
bridgendwellbeing@ctsew.org.uk**

- Link callers to local groups and services
- Offer regular friendship calls
- Protect and support older people who are suffering abuse and neglect.

The Bridgend carers wellbeing service provides information, advice and practical assistance to unpaid carers in Bridgend.

*Counselling*

**Cruse Bereavement Care**

**Call: 0808 808 1677**

If you rely on support from others while dealing with a bereavement – whether that's family, friends, being at work – and you are struggling being on

*Domestic Abuse*

		your own then the helpline is open.
<b>Childline</b>	<b>Call: 0800 1111</b> <b>Available 24 hours a day</b>	<b>Comforts, advises and protects children 24 hours a day and offers free confidential counselling.</b>
<b>Live Fear Free</b>	<b>Call: 0808 80 10 800</b> <b>Text: 07860077333</b> <b>Email:</b> <b><a href="mailto:info@livefearfreehelpline.wales">info@livefearfreehelpline.wales</a></b> <b>Available 24 hours a day</b>	<b>Live Fear Free can provide help and advice to:</b> <ul style="list-style-type: none"><li>➤ <b>Anyone experiencing domestic abuse</b></li><li>➤ <b>Anyone who knows someone who needs help. For example, a friend, family member or colleague</b></li><li>➤ <b>Practitioners seeking professional advice</b></li></ul>

*Identity*

<p><b>Safer Wales</b></p>	<p><b>Call: 0808 801 0321</b></p> <p><b>Available 10am-4pm Monday, Tuesday, Wednesday</b> <b>Answerphone service out of hours</b></p>	<p><b>Free confidential helpline for men experiencing domestic abuse. The Team can provide a listening ear, information on services available in the local area, help in developing a personalised safety plan and support in accessing other services and organisations. A 24 hour answerphone service is available when the helpline is closed.</b></p>
<p><b>Mermaids</b></p>	<p><b>Call: 0808 801 0400</b> <b>Text MERMAIDS to 85258</b></p> <p><b>Email: <a href="mailto:info@mermaidsuk.org.uk">info@mermaidsuk.org.uk</a></b></p> <p><b>Web Chat available 9am-9pm Monday to Friday</b></p>	<p><b>Mermaids provides a helpline aimed at supporting transgender youth up to and including the age of 19, their families and professionals working with them.</b></p>

*Mental Health*

		<p>The helpline offers emotional support, a gateway to the parents and teens forums, information about current legislation and protections under the law, plus signposting to training and resources.</p>
<p>Switchboard</p>	<p>Call: 0300 330 0630 Email: <a href="mailto:chris@switchboard.lgbt">chris@switchboard.lgbt</a>  Available 10am-10pm every day</p>	<p>LGBT+ Helpline  Safe space for anyone to discuss anything, including sexuality, gender identity, sexual health and emotional wellbeing.</p>
<p>Campaign Against Living Miserably (CALM)</p>	<p>Call: 0800 585858  Available 5pm-midnight every day</p>	<p>Free and confidential helpline and webchat for anyone who needs to talk about life's problems. Support for those bereaved by suicide, through the <u>Support</u></p>

		<p>After Suicide Partnership (SASP).</p>
<p>Community Advice and Listening Line (C.A.L.L.)</p>	<p>Call: 0800 132 737 Text help to 81066</p> <p>Available 24 hours a day</p>	<p>Offers emotional support and information/literature on Mental Health and related matters to the people of Wales.</p> <p>Anyone concerned about their own mental health or that of a relative or friend can access the service. C.A.L.L. Helpline offers a confidential listening and support service.</p>
<p>Mind Infoline</p>	<p>Call: 0300 123 3393 Text: 86463 Email: <a href="mailto:info@mind.org.uk">info@mind.org.uk</a></p> <p>Available 9am-6pm Monday-Friday</p>	<p>Ask about:</p> <ul style="list-style-type: none"> <li>➤ Mental health problems</li> <li>➤ Where to get help near you</li> <li>➤ Treatment options</li> <li>➤ Advocacy services</li> </ul>

<p><b>Papyrus</b></p>	<p>Call: 0800 068 4141  Text: 07786 209 697  Email: <a href="mailto:papyrus-uk.org">papyrus-uk.org</a></p> <p>Available 10am-10pm weekdays,  2pm-10pm weekends</p>	<p>Confidential support and advice to young people struggling with thoughts of suicide, and anyone worried about a young person through the helpline.</p>
<p><b>Samaritans</b></p>	<p>Call: 116 123  Email: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a></p> <p>Available 24 hours a day</p>	<p>24 hour confidential listening and support for anyone who needs it. (Adults included.)</p>
<p><b>SANEline</b></p>	<p>Call: 0300 304 7000</p> <p>Available 4:30pm-10:30pm every day</p>	<p>SANEline is a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers.</p>
<p><b>The Help Hub</b></p>	<p><a href="https://www.thehelphub.co.uk/">https://www.thehelphub.co.uk/</a>  Phone call and video calls are available</p>	<p>The Help Hub has been set up to support individuals who find themselves</p>

	Email: <a href="mailto:info@thehelphub.co.uk">info@thehelphub.co.uk</a>	with limited contact due to the Covid-19 Coronavirus.
The Mix	Call: 0808 808 4994 Text: 85258  Available 24 hours a day	Information, support and listening for people under 25.  Get advice about sex, relationships, drugs, mental health, money & jobs.
YoungMinds Crisis Messenger	Text: 85258  Available 24 hours a day	Provides free, 24/7 crisis support across the UK if you are experiencing a mental health crisis  If you need urgent help text YM to 85258  All texts are answered by trained volunteers, with support from experienced clinical supervisors



		<p>Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.</p>
<p><b>YoungMinds Parent Helpline</b></p>	<p><b>Call: 0808 802 5544</b></p> <p><b>Available 9:30am-4pm Monday-Friday</b></p>	<p><b>Worried about a child or young person? Call the free helpline for confidential, expert advice.</b></p> <p><b>Parents Helpline is available to offer advice to parents and carers worried about a child or young person under 25.</b></p> <p><b>You may have questions about a child's behaviour, emotional wellbeing, or mental health condition. You may have a child who's already been admitted to CAMHS and have questions about their treatment</b></p>

*Sexualised Behaviour*

		or want to know what to say to your GP when you visit them.
Lucy Faithfull	Call: 01372 847160 Email: contact@lucyfaithfull.org.uk	This service provides a range of services for organisations, professionals and the public including risk assessments and intervention; expert training; specialist consultancy, and public education.