

National Support Lines - for Parents and Carers

Organisation	Description	Contact Details	Who can Access
Barnardos	A children's charity that protects and supports the UK's most vulnerable children and young people. To find out more on what they can support on, visit their website.	https://www.barnardos.org.uk/	Children, Young people and families who require support.
Campaign Against Living Miserably (CALM)	Aimed specifically at men. Their helpline is open between 5pm and midnight every day of the year.	Telephone (outside of london) 0800 58 58 58 Telephone (London) 0808 802 58 58 www.thecalmzone.net	
Child Bereavement UK	Child bereavement UK supports families and educates professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement.	https://www.childbereavementuk.org/	Everyone who requires support.
Childline	Childline is a national support line helping all children and young people on various topics.	https://www.childline.org.uk/	For all children and young people
Cruse Bereavement Care	Providing support and advice around those who are affected by bereavement.	https://www.cruse.org.uk/	Support and information available for Young people, Parents and Professionals
Kooth	A free online counselling and emotional well-being support service providing young people in Newham aged 10-16 years with a free, safe and secure way of accessing support from a professional team of qualified counsellors.	https://kooth.com/	All young people in Newham aged 10-16 years up to their 17th birthday
Maytree	Maytree is open 365 days a year. They offer a free 4 night, 5 day stay for adults, with the opportunity to be heard in complete confidence, and support all adults who are feeling suicidal.	https://www.maytree.org.uk/	Adults who are feeling suicidal

Mind	Mind provide advice and support to empower anyone experiencing a mental health problem. We campaign to improve services, raise awareness and promote understanding.	https://www.mind.org.uk/	Everyone who requires support.
Mood Swings	Providing support to anyone affected by a mood disorder, including friends, families and carers. Their helpline is open from 10am to 4pm Monday to Friday.	www.moodswings.org.uk	Everyone who requires support.
Newham CAHMS	A multi-agency specialist mental health service for children and young people with complex, severe or persistent emotional, behavioral or developmental problems. We accept referrals from birth to their 18th birthday.	020 8430 9000. York House, 411 Barking Road, Plaistow, London E13 8AL https://camhs.elft.nhs.uk/	A referral can be made through GPs, schools, social services and other agencies online referral form available: https://www.elft.nhs.uk/service/48/Child-and-Family-Consultation-Service
NSPCC	A national organisation offering support and protection to those suffering from child abuse.	https://www.nspcc.org.uk/	All children and young people
Our Time	Providing support to children and young people affected by parental mental health.	https://ourtime.org.uk/	All children and young people
Papyrus	A national charity dedicated to the prevention of young suicide.	https://papyrus-uk.org/	Support for under 35s
Samaritans	Providing support and information to anyone who is having a difficult time, shows signs you may be struggling to cope, if you're worried about someone else.	https://www.samaritans.org/	Everyone who requires support.
Sane Line	Providing support and advice to anyone affected by mental illness, including families, friends and carers. Their helpline is open between 4:40pm and 10pm everyday of the year. They also provide a free text based support service called textcare. And an online supportive forum.	www.sane.org.uk	Everyone who requires support.

Shout	A 24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere. It's a place to go for immediate help and you're struggling. Text Shout to 85258	https://www.giveusashout.org/	Anyone of any age, who is a resident in the UK, can text into the service for support.
SilverLine	A support service for people over the age of 55 offering help, advice and information. Their helpline is open 24 hours a day, every day of the year.	0800 470 80 90 www.thesilverline.org.uk	Anyone over the age of 55 years
Students Against Depression	Providing you with a calm environment and the resources to help you find a way forward - a website offering advice, information and guidance to those affected by low mood, depression and suicidal thinking.	https://www.studentsagainstdepression.org/	Children and Young People of educational age.
Support Line	Providing a confidential telephone helpline offering emotional support to any individual on any issue. Their opening hours vary so you need to ring them for details: 01708 765200	www.supportline.org.uk	Everyone who requires support.
The Mix	A UK support service for young people. They provide support to help you take on challenges you're facing - from mental health to money, from homelessness to finding a job, from break-ups to drugs. Talk to us via online, social or our free, confidential helpline.	https://www.themix.org.uk/	Support for under 25s
Winston's Wish	Winston's Wish is a UK childhood bereavement charity. They support children and their families after the death of a parent or sibling.	https://www.winstonswish.org/	Everyone who requires support.
Young Minds	A UK charity fighting for children and young people's mental health.	https://youngminds.org.uk/contact-us/	Young People, Parents and Professionals
East London Community Eating Disorder Service for Children and Young people	The East London Community Eating Disorders Service for Children and Young People (CEDS-CYP) is a specialist CAMHS service for young people up to the age of 18 who are experiencing an eating disorder.	0208 215 5270 http://camhs.elft.nhs.uk	Referrals can be made by GPs, healthcare professionals, schools and colleges through CAHMS self referrals also available

24-hour National Domestic Abuse Helpline	Offering support and advice to all those affected by domestic abuse	0808 2000 247 https://www.nationaldahelpline.org.uk/Contact-us	
Women's aid	A grassroots federation working together to provide life-saving services and build a future where domestic abuse is not tolerated.	https://chat.womensaid.org.uk/	victim of domestic abuse
Mankind	Our confidential helpline is available for male victims of domestic abuse and male victims of domestic violence across the UK. We support men suffering from domestic abuse from their current or former wife or partner (including same-sex partner). This can range from actual violence or object throwing to mental abuse such as constant bullying or constant insults.	01823 334244 https://www.mankind.org.uk/	male victims of domestic abuse
Thinkuknow	Since 2006, Thinkuknow has been keeping children and young people safe by providing education about sexual abuse and sexual exploitation. Thinkuknow is unique. It is underpinned by the latest intelligence about child sex offending from CEOP Command. Thinkuknow aims to ensure that everyone has access to this practical information – children, young people, their parents and carers and the professionals who work with them.	https://www.thinkuknow.co.uk/ https://www.ceop.police.uk/Safety-Centre/Should-I-make-a-report-to-CEOP-YP/Should-I-make-a-report-to-CEOP-concerned-adult/	children, parents and professionals
Kidscape	Providing advice for young people, parents and carers around bullying, supporting adults to keep children safe and help them to reach their full potential.	https://www.kidscape.org.uk/advice/ 020 7730 3300	parents, carers, young people
Newham Foodbank	A food bank that works using a voucher referral system. To find out how to make a referral for foodbank vouchers, follow their website.	https://newham.foodbank.org.uk/	All local people in crisis
Anxiety UK	Charity providing support if you have been diagnosed with an anxiety condition.	03444 775 774 www.anxietyuk.org.uk	Anyone diagnosed with an anxiety condition

Beat	Offering support and advice for those suffering with an eating disorder	Phone: 0808 801 0677 (adults) or 0808 801 0711 (for under-18s) www.beat.co.uk	Adults and under 18s suffering with an eating disorder
Family Lives	Advice on all aspects of parenting, including dealing with bullying.	0808 800 2222 (Mon to Fri, 9-9pm and Sat to Sun, 10am - 3pm) www.familylives.org.uk	All parents/ carers
The Trussel Trust	Trussel Trust supports a nationwide network of food banks and together provide emergency food and support to people locked in poverty, and campaign for change to end the need for food banks in the UK. You can find a list of food banks near you or a family member.	https://www.trusseltrust.org/get-help/find-a-foodbank/	All people in need