



# All-Nation Signposting List 2021

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## Section 1: Useful in Remit Information/Links

### Advice/Advocacy

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Age UK	• Various	Over 60's	Advice Line: 0800 678 1602 - <a href="#">Local Age UK Link</a>	UK-Wide
Citizen's Advice	• Various	Various	Eng: 0800 144 8848 Wal: 0800 702 2020 <a href="#">Find Local Citizens Advice - Link</a>	UK-Wide
Independent Mental Capacity Advocate	• Advocacy	Individuals under a mental health section	<a href="#">Find IMCA</a>	England, various
POhWER	• Various	Various	0300 456 2370 - <a href="#">POhWER</a>	Various
The Advocacy People	• Various	Various	<a href="#">Advocacy People</a>	Select regions across England
Voiceability	• Various	Various	<a href="#">Voiceability</a>	Select regions across England
CASCAIDr	• Dispute resolution (Social Services)	Individuals in dispute with social services	<a href="#">CASCAIDr</a>	UK wide
PALs Services	• Advice and support on health-related matters	Individuals with questions/concerns about their healthcare	<a href="#">Find Local PALS</a>	UK wide

## Alcohol & Drug Misuse

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
AdFam	<ul style="list-style-type: none"> <li>Online and face to face support</li> </ul>	Families of those with Alcohol Issues	<a href="#">AdFam</a>	Select regions across England
Alcoholics Anonymous	<ul style="list-style-type: none"> <li>Helpline</li> <li>Local support groups</li> </ul>	People with Alcohol Issues	<a href="#">Al Anon</a>	UK wide

## Befriending

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Age UK	<ul style="list-style-type: none"> <li>Various support and information services</li> </ul>	Over 60s	<a href="#">Age UK Local Services</a>	UK wide
Reengage (clients aged 75 years+)	<ul style="list-style-type: none"> <li>Social opportunities</li> </ul>	75+	0800 716 543 - <a href="#">Re-Engage Website</a>	Wales and West Yorkshire
Silverline	<ul style="list-style-type: none"> <li>Helpline</li> <li>Befriending</li> </ul>	Older people	0800 470 8090 - <a href="#">Silverline</a>	UK wide

## Bereavement

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Bereavement Advice Centre	Helpline	Individuals facing bereavement	0800 634 9494 - <a href="#">Bereavement Advice Centre</a>	UK wide
Cruse Bereavement Care	Helpline, web-chat, 1-1 support,	Individuals facing bereavement	0808 808 1677 - <a href="#">Cruse</a>	UK wide

## Carers' Support

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Carer's UK	Helpline Advice and Information	Carers	0808 808 7777 – <a href="#">Carer's UK</a>  <i>Links at top of page for each nation.</i>	UK wide

## Child Abuse

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
NSPCC	<ul style="list-style-type: none"> <li>• Helpline</li> <li>• Advice and support</li> <li>• Therapeutic services</li> </ul>	Children and families affected by abuse	0808 800 5000 – <a href="https://www.nspcc.org.uk/">https://www.nspcc.org.uk/</a>	UK wide
ChildLine	<ul style="list-style-type: none"> <li>• Helpline</li> <li>• Counselling services.</li> </ul>	Under 19's	0800 1111 - <a href="https://www.childline.org.uk/">https://www.childline.org.uk/</a>	UK wide
Local Authority Child Safeguarding Teams	<ul style="list-style-type: none"> <li>• Safeguarding referrals</li> </ul>	Individuals with safeguarding concerns	Search for "Area/City/Town" + "Child Safeguarding Team"	UK wide
Police	<ul style="list-style-type: none"> <li>• Report Crimes</li> <li>• Legal Advice</li> </ul>	Victims/Witness to crime	101/999 or Local Police Force	UK wide

## COVID

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Book Vaccine	<ul style="list-style-type: none"> <li>• Book a COVID vaccine</li> </ul>	Various	<a href="#">Book Vaccine</a> - 119 or 18001 119 (Text)	UK wide
Care Home Tests	<ul style="list-style-type: none"> <li>• Care Home testing</li> </ul>	Residents & Staff	<a href="#">Care Home Tests</a> (Applied by Manager)	UK wide
COVID Fraud Hotline	<ul style="list-style-type: none"> <li>• Covid related fraud</li> </ul>	Various	0800 587 5030	UK wide
Medical Advice (General)	<ul style="list-style-type: none"> <li>• Advice &amp; Support</li> </ul>	Various	NHS 111 or Call GP	UK wide
Report Covid Test Result	<ul style="list-style-type: none"> <li>• Report positive test</li> </ul>	Various	<a href="#">Report Results</a>	UK wide

## Crime/Cyber Crime

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Action Fraud UK	<ul style="list-style-type: none"> <li>Fraud investigation</li> </ul>	Victims of fraud	0300 123 2040 – <a href="#">Action Fraud - Report</a>	England and Wales
Crimestoppers UK	<ul style="list-style-type: none"> <li>Crime investigation</li> </ul>	Victims or witnesses to crime	0800 555 111 – <a href="#">Crimestoppers</a>	UK wide
Victim Support	<ul style="list-style-type: none"> <li>Victim support services</li> </ul>	Victims of crime	<a href="#">Victim Support - England</a>	UK wide
Police	<ul style="list-style-type: none"> <li>Report Crimes</li> <li>Legal Advice</li> </ul>	Victims and witnesses of crime	101/999 - <a href="#">Silent 999 Information</a>	UK wide

## Dementia

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Alzheimer's Society	<ul style="list-style-type: none"> <li>Helpline</li> <li>Advice &amp; Support</li> </ul>	Individuals affected by Alzheimer's	0333 150 3456 – <a href="#">Alzheimer's Society</a>	UK wide
Alzheimer's Scotland	<ul style="list-style-type: none"> <li>Helpline</li> <li>Advice &amp; Support</li> </ul>	Individuals affected by Alzheimer's	0800 808 3000 - <a href="#">Alzheimer's Scotland</a>	Scotland

## Disability/Health Condition

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Bipolar UK	<ul style="list-style-type: none"> <li>• Peer support</li> <li>• Online support</li> <li>• Crisis Help</li> </ul>	Individuals & families affected by bipolar	<a href="#">Bipolar UK</a> - No Helpline	UK wide
Bipolar Scotland	<ul style="list-style-type: none"> <li>• Peer support</li> <li>• Self-Help Groups</li> </ul>	Individuals & families affected by bipolar	<a href="#">Bipolar Scotland</a>	Scotland
Disability Rights UK	<ul style="list-style-type: none"> <li>• Advice and support</li> </ul>	Individuals with disability	<a href="#">Disability Rights UK</a> or <a href="#">Advice - Local</a>	UK wide
Hub of Hope	<ul style="list-style-type: none"> <li>• Mental Health Support Database</li> </ul>	Signposting to local services	<a href="#">Hub of Hope</a>	UK wide
Local Authority Adult Social Care Assessment	<ul style="list-style-type: none"> <li>• Care needs assessments</li> </ul>	Individuals with safeguarding concerns	Search for "Area/City/Town" + "Adult Safeguarding Team"	UK wide
Mencap	<ul style="list-style-type: none"> <li>• Various</li> </ul>	Adults with Learning Difficulties	0808 808 1111 or <a href="#">Mencap</a>	UK wide
MIND	<ul style="list-style-type: none"> <li>• Various</li> </ul>	Individuals with mental health difficulties	0300 123 3393 or <a href="#">MIND</a>	England and Wales
National Autistic Society	<ul style="list-style-type: none"> <li>• Various</li> </ul>	Individuals with autism	<a href="#">National Autistic Society</a> - Helpline Closed (June 2021)	UK wide
Parkinson's UK	<ul style="list-style-type: none"> <li>• Various</li> </ul>	Individuals affected by Parkinson's	0808 800 0303 or <a href="https://www.parkinsons.org.uk/">https://www.parkinsons.org.uk/</a>	UK wide
Scope Disability Equality	<ul style="list-style-type: none"> <li>• Information</li> <li>• Emotional support</li> </ul>	Individuals with disabilities	0808 800 3333 or <a href="https://www.scope.org.uk/">https://www.scope.org.uk/</a>	UK wide



## Domestic Abuse

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Ashiana (BAME Females)	<ul style="list-style-type: none"> <li>Advocacy</li> <li>Advice &amp; Support</li> </ul>	South Asian, Turkish and Middle Eastern women	Admin Line: 0208 539 0427 - <a href="#">Ashiana</a>	London
Forward UK (African women/girls)	<ul style="list-style-type: none"> <li>Various</li> </ul>	African women and girls	0208 964 4000 or <a href="#">Forward UK</a>	UK wide
Galop National LGBT	<ul style="list-style-type: none"> <li>Helpline</li> <li>Support Services</li> </ul>	LGBT+ victims of abuse	0800 999 5428 or <a href="#">Galop</a>	UK wide
Jewish Women's Aid	<ul style="list-style-type: none"> <li>Helpline</li> <li>Webchat</li> </ul>	Jewish women	0808 801 0500 <a href="#">Jewish Women's Aid</a>	London and Manchester
Karma Nirvana	<ul style="list-style-type: none"> <li>Helpline</li> </ul>	BAME – honour abuse/forced marriage.	0800 599 247 <a href="#">Karma Nirvana</a>	UK wide
Mankind	<ul style="list-style-type: none"> <li>Helpline</li> </ul>	Male domestic abuse victims	01823 344 244 or <a href="#">Mankind</a>	UK wide
Men's Advice Line	<ul style="list-style-type: none"> <li>Helpline</li> </ul>	Male domestic abuse victims	0808 801 0327 or <a href="#">Men's Advice Line</a>	UK wide
National Centre for Domestic Violence	<ul style="list-style-type: none"> <li>Emergency injunction service</li> </ul>	Domestic abuse victims	0800 970 2070 or <a href="#">NCDV</a>	UK wide
(Refuge) National Domestic Abuse	<ul style="list-style-type: none"> <li>Helpline</li> <li>Advice &amp; Support</li> </ul>	Female domestic abuse victims	0808 2000 247 - <a href="#">Refuge</a>	UK wide
Save Dave	<ul style="list-style-type: none"> <li>Helpline</li> </ul>	Male domestic abuse victims	01233 680160 or <a href="#">Save Dave</a>	Kent & Medway
Solace Women's Aid	<ul style="list-style-type: none"> <li>Advice Accommodation</li> <li>Therapeutic services</li> <li>Rape crisis</li> </ul>	Female domestic abuse victims	0808 802 5565 or <a href="#">Solace Women's Aid</a>	London
Southall Black Sisters	<ul style="list-style-type: none"> <li>Advice</li> <li>Counselling</li> </ul>	BAME Females/Languages	0208 571 9595 or <a href="#">Southall Black Sisters</a>	Southall
Victim Support	Victim support services	Victims of crime	<a href="#">Victim Support</a> - enter postcode for local office number.	UK-Wide

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## Family Mediation/Support

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Family Lives	<ul style="list-style-type: none"> <li>Parenting support</li> <li>Helpline</li> <li>Forums</li> <li>Advice</li> </ul>	Families experiencing breakdown, aggression, bullying, teenage risky behaviour, mental health concerns	0808 800 2222 <a href="#">Family Lives</a>	Select regions throughout England  Helpline throughout UK
Family Mediators Association	<ul style="list-style-type: none"> <li>Mediation</li> </ul>	Families iso mediation	01355 244 594 - <a href="#">Family Mediators Assoc.</a>	Select regions throughout UK
Kinship	<ul style="list-style-type: none"> <li>Information</li> <li>Advice &amp; support</li> </ul>	Kinship carers	0300 123 7015 - <a href="#">Kinship</a>	England and Wales

## Food Banks

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Give Food	To give donations	Those wishing to donate.	<a href="#">Give Food</a>	UK wide
The Trussell Trust	Food banks, grants search, benefits calculator	Individuals experiencing food poverty	0808 208 2138 or <a href="#">Trussell Trust</a>	UK wide

## Housing

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Age UK	Various	Older people	<a href="#">Age UK - Housing</a>	UK wide
Elderly Accommodation Counsel Housing Care	Various	Elderly People	0800 377 7070 - <a href="#">EACHC</a>	UK wide
Shelter – Local Office	Helpline, housing advice, webchat,		<a href="#">Shelter - Local Services</a> - Enter postcode for local details	UK wide

## International Abuse

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
INPEA: The International Network for the Prevention of Elder Abuse	Information and research	Non-UK Enquirers	<a href="#">INPEA</a> - No Helpline	Worldwide
World Health Organisation	Information and research	NA	<a href="#">WHO - Elder Abuse</a>	N/A

## Legal

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Law Centres Network	<ul style="list-style-type: none"> <li>Legal advice</li> <li>Casework</li> <li>Representation</li> </ul>	Individuals in need of legal representation	<a href="#">Law Centres Advice</a> - No Helpline	Select regions across UK
Legal Ombudsman	<ul style="list-style-type: none"> <li>Complaints reviewing</li> </ul>	Individuals engaged in legal disputes	0300 555 0333 - <a href="#">Legal Ombudsman</a>	UK wide
Slater & Gordon (Elder Specialists)	<ul style="list-style-type: none"> <li>Legal advice</li> <li>Representation</li> </ul>	Individuals in need of legal representation	0330 1075073 or <a href="#">Slater Gordon</a>	England
Solicitors for Older People Scotland	<ul style="list-style-type: none"> <li>Find a specialist solicitor in your area</li> </ul>	Older people and their families	0800 152 2037 - <a href="#">SFOPS</a>	Scotland
Solicitors for the Elderly	<ul style="list-style-type: none"> <li>Find a specialist solicitor in your area</li> </ul>	Older people and their families	0844 567 6173 (Premium Rate Line) - <a href="#">SFE</a>	England and Wales
Solicitors Regulation Authority	<ul style="list-style-type: none"> <li>Regulating legal services</li> </ul>	Individuals with complaints about a legal service	<a href="#">Solicitors Regulation Authority</a>	England and Wales
We are Advocate (Barrister Advice)	<ul style="list-style-type: none"> <li>Free legal help from barristers</li> </ul>	Individuals in need of legal representation	<a href="#">We Are Advocate</a>	England and Wales

## LGBT Community

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Butterflies UK (Support Group)	<ul style="list-style-type: none"> <li>Memory loss support group</li> </ul>	Individuals with dementia and their families/carers	07914930305 – E-Mail: <a href="mailto:butterflies.uk@hotmail.com">butterflies.uk@hotmail.com</a>	Hull
Galop National LGBT Domestic Abuse Helpline	<ul style="list-style-type: none"> <li>Helpline</li> <li>Support services</li> </ul>	LGBT+ victims of abuse	0800 999 5428 - <a href="#">Galop</a>	UK wide
Gay Outdoor Club	<ul style="list-style-type: none"> <li>LGBT activities/events for aged 50+)</li> </ul>	LGBT+ community	<a href="#">Gay Outdoor Club</a>	UK wide
LGBT HERO: Health Equality & Rights Organisation	<ul style="list-style-type: none"> <li>Advice</li> <li>Advocacy</li> <li>Mental health</li> <li>Support groups</li> </ul>	LGBT+ community	02077386872 or <a href="#">LGBT Hero</a>	London

## Mental Health

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Bipolar UK	<ul style="list-style-type: none"> <li>• Support for those with Bipolar</li> <li>• Peer Support</li> </ul>	Individuals & families affected by bipolar	<a href="#">Bipolar UK</a> - No Helpline	UK wide
Bipolar Scotland	<ul style="list-style-type: none"> <li>• Support for those with Bipolar</li> <li>• Peer Support</li> <li>• Self-Help Groups</li> </ul>	Individuals & families affected by bipolar		
Calm	<ul style="list-style-type: none"> <li>• Male Suicide Support</li> </ul>	Male	0800 585858 - <a href="#">Calm</a>	UK wide
Cruse	<ul style="list-style-type: none"> <li>• Helpline</li> <li>• Live Chat</li> <li>• Information and Advice</li> <li>• Individual and Group Support</li> </ul>		0808 808 - <a href="#">Cruse</a>	Throughout the UK with practical support operating in select regions.
Hub of Hope	<ul style="list-style-type: none"> <li>• Mental Health Support Database</li> </ul>	Signposting	<a href="#">Hub of Hope</a> - Search by Postcode	UK wide
Independent Mental Capacity Advocate	<ul style="list-style-type: none"> <li>• Individuals under section</li> </ul>	Advocacy	<a href="#">SCle - Final IMCA</a>	England, various
MIND	<ul style="list-style-type: none"> <li>• Mental Health Support/Info Line</li> </ul>	Individuals experiencing mental health difficulties	0300 123 3393 - <a href="#">MIND</a>	England and Wales
Rethink	<ul style="list-style-type: none"> <li>• Local Support Groups</li> </ul>	Individuals experiencing mental health difficulties	0808 801 0525 - <a href="#">Rethink</a>	England
Samaritans	<ul style="list-style-type: none"> <li>• Crisis Support</li> </ul>	Anyone	116 123 - <a href="#">Samaritans</a>	UK wide
SAMH	<ul style="list-style-type: none"> <li>• Advice &amp; Support</li> </ul>	Individuals experiencing mental health difficulties	No Helpline - <a href="#">SAMH Contact Form</a>	Scotland

## Ombudsman

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Housing Ombudsman	<ul style="list-style-type: none"> <li>Complaints reviewing</li> </ul>	Individuals engaged in complaint disputes	0300 111 3000 - <a href="#">Housing Ombudsman</a>	UK wide
Legal Ombudsman	<ul style="list-style-type: none"> <li>Complaints reviewing</li> </ul>	Individuals engaged in complaint disputes	0300 555 0333 - <a href="#">Legal Ombudsman</a>	UK wide
Local Government & Social Care Ombudsman	<ul style="list-style-type: none"> <li>Complaints reviewing</li> </ul>	Individuals engaged in complaint disputes	0300 061 0614 or <a href="https://www.lgo.org.uk/make-a-complaint">https://www.lgo.org.uk/make-a-complaint</a>	UK wide
Parliamentary & Health Service	<ul style="list-style-type: none"> <li>Complaints reviewing</li> </ul>	Individuals engaged in complaint disputes	0345 015 4033 or <a href="https://www.ombudsman.org.uk/making-complaint">https://www.ombudsman.org.uk/making-complaint</a>	UK wide

## Police

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Police 101	<ul style="list-style-type: none"> <li>Non-Emergency Local Service</li> </ul>	Victims and witnesses to crime	101	UK Wide
Police 999	<ul style="list-style-type: none"> <li>Emergency Service</li> </ul>	Individuals in an emergency	999	UK Wide
Independent Office for Police Conduct	<ul style="list-style-type: none"> <li>Complaints</li> </ul>	Individuals with complaints regarding police conduct	<a href="#">IOPC</a>	UK wide
Silent Police Solution	<ul style="list-style-type: none"> <li>Make a silent 999 call.</li> </ul>	Individuals who do not/cannot speak	<a href="#">Silent Police Solution</a>	Press 55 when prompted after dialling 999

## Power of Attorney/Deputies

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Office of the Public Guardian (General)	<ul style="list-style-type: none"> <li>Regulating Power of Attorney and Deputy</li> </ul>	Various	0300 456 0300 - <a href="#">Power of Attorney</a>	UK wide
Office of the Public Guardian Safeguarding Unit	<ul style="list-style-type: none"> <li>Reporting of Power of Attorney or Deputy</li> </ul>	Various	0115 9342777 –  E-Mail: <a href="mailto:opg.safeguardingunit@publicguardian.gov.uk">opg.safeguardingunit@publicguardian.gov.uk</a>	UK wide
Office of the Public Guardian Search Registers	<ul style="list-style-type: none"> <li>Find out if someone has a PoA or Deputy</li> </ul>	Various	<a href="#">OPG Search</a> - Will need to fill form (Free Service)	UK wide
Court of Protection	<ul style="list-style-type: none"> <li>Making decisions for people who lack mental capacity</li> </ul>	Various	0300 456 4600 or <a href="#">Apply for Deputyship</a>	UK wide

## Regulator

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Care Quality Commission	<ul style="list-style-type: none"> <li>Regulates care providers</li> </ul>	Various	03000 616161 - <a href="#">CQC - Reporting for Public</a>	UK wide
Care Inspectorate (Sco)	<ul style="list-style-type: none"> <li>Regulates care providers</li> </ul>	Various	0345 600 9527 - <a href="#">Care Inspectorate Scotland</a>	Scotland
Care Inspectorate (Wal)	<ul style="list-style-type: none"> <li>Regulates care providers</li> </ul>	Various	0300 7900 126 - <a href="#">Care Inspectorate Wales</a>	Wales
Regulation & Quality Improvement Authority (RQIA)	<ul style="list-style-type: none"> <li>Regulates care providers</li> </ul>	Various	028 9536 1111 - <a href="#">RQIA</a>	Northern Ireland

## Religion Specific

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Atheism UK	<ul style="list-style-type: none"> <li>Information</li> <li>Online Community</li> </ul>	Atheists	<a href="#">Atheism UK</a> (No Helpline)	UK wide
Hindu Council UK	<ul style="list-style-type: none"> <li>Information</li> <li>Research</li> </ul>	Hindus	<a href="#">Hindu Council UK</a> (No Helpline)	UK wide
Jewish Women's Aid	<ul style="list-style-type: none"> <li>Helpline</li> <li>Information</li> <li>Emotional support</li> <li>Legal advice</li> </ul>	Jewish women/ victims of domestic violence	0808 8010500 - <a href="#">Jewish Women's Aid</a>	England and Wales
Life Centre	<ul style="list-style-type: none"> <li>Sexual Abuse Support</li> </ul>	Sexual abuse victims	0808 808 0808 - <a href="#">Life Centre</a>	West Sussex
Muslim Community Helpline	<ul style="list-style-type: none"> <li>Helpline</li> </ul>	Muslims in need of support	0208 9086715 - <a href="#">Muslim Community Helpline</a>	UK wide
Premier Lifeline	<ul style="list-style-type: none"> <li>National Christian Helpline</li> </ul>	Christians in need of support	0300 1110101 or <a href="#">Premier Lifeline</a>	UK wide
Sikh Helpline UK	<ul style="list-style-type: none"> <li>National Sikh helpline</li> </ul>	Sikhs in need of support	0845 6440704 or <a href="#">Sikh Helpline</a>	UK wide



## Sexual Abuse

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
NAPAC Support Line	<ul style="list-style-type: none"> <li>Historical child abuse/support.</li> </ul>	People abused in childhood	0808 801 0331 – Email: <a href="mailto:support@napac.org.uk">support@napac.org.uk</a> Website: <a href="#">NAPAC</a>	UK wide
One in Four	<ul style="list-style-type: none"> <li>Historical childhood sexual abuse support</li> </ul>	People sexually abused in childhood	Admin Line: 0208 697 2112 - <a href="#">One in Four</a>	UK wide
The Survivors Trust	<ul style="list-style-type: none"> <li>Sexual abuse and violence support</li> </ul>	Sexual abuse survivors	0808 801 0818 or <a href="#">Survivors Trust</a>	UK wide
National Domestic Violence Helpline	<ul style="list-style-type: none"> <li>Helpline</li> </ul>	Female Only	0808 2000 247 or <a href="#">NCDV</a>	UK wide
Rape Crisis England & Wales	<ul style="list-style-type: none"> <li>Both Historical &amp; Present</li> </ul>	Female Only	0808 802 9999 or <a href="#">Rape Crisis</a>	England and Wales
Ashiana	<ul style="list-style-type: none"> <li>Both Historical &amp; Present</li> </ul>	BAME Females	Admin Line: 0208 539 0427 - <a href="#">Ashiana</a>	London
Forward UK	<ul style="list-style-type: none"> <li>Both Historical &amp; Present</li> </ul>	African women and girls	0208 964 4000 - <a href="#">Forward UK</a>	UK wide
Victim Support	<ul style="list-style-type: none"> <li>Both Historical &amp; Present</li> </ul>	Victims of crime	<a href="#">Victim Support</a> - Enter postcode for local office number.	UK wide
Safeline National Male Survivor Helpline	<ul style="list-style-type: none"> <li>Sexual abuse and rape support</li> </ul>	Victims of sexual abuse	0808 800 5005 Text Support: 07860 065187 - <a href="#">Safeline</a>	England and Wales

## Whistleblowing

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Protect	<ul style="list-style-type: none"> <li>Legal advice &amp; support</li> <li>3rd party advocates</li> </ul>	Whistle-blowers	0203 117 2520 or <a href="#">Protect</a>	England

## Winter Fuel Payments 2021-2022

Organisation	Services Provided	Service Users	Contact Number/Website	Location(s)
Winter Fuel Payment	Advice on claiming benefits	People entitled to winter fuel payments	<a href="#">Winter Fuel Payment</a> or call 0800 7310160 (9.30am - 3.30pm)	UK wide
Warm Home Discount Scheme	Advice on claiming benefits	People entitled to winter fuel payments	<a href="#">Warm Home Discount</a> or Helpline 0800 7310214 (If no letter by 31st Dec 2021). Alternatively, contact energy supplier directly.	UK wide
Cold Weather Payment Scheme	Advice on claiming benefits	People entitled to winter fuel payments	<a href="#">Cold Weather Payment</a> - starts on 1st November 2021. This is paid automatically if eligible.	UK wide

## Section 2: Useful Out of Remit Information/Links

### Recovery Support (Mental Health, Drug and Alcohol Addiction)

Organisation	Services Provided	Target Service User	Contact Number and Website	Location
Richmond Fellowship	<ul style="list-style-type: none"> <li>Supported Housing</li> <li>Employment Services</li> <li>Residential Care Homes</li> <li>Community Based Support</li> <li>Crisis Services</li> </ul>	Adults/Young Adults/Teenagers	<a href="#">Richmond Fellowship</a>  Head Office: 01372 363934	South East of England  <i>Majority of services operate in Surrey with one service in London and one in Kent</i>
Reach Out	<ul style="list-style-type: none"> <li>1-1 support for young people at risk of self-harm</li> <li>Support for substance misuse, mental health issues, relationship problems and lifestyle challenges.</li> </ul>	Adults/Children aged 4+	<a href="https://www.extern.org/reach-out-mental-health-support#mental-health-services-available">https://www.extern.org/reach-out-mental-health-support#mental-health-services-available</a> Email: <a href="mailto:reachout@extern.org">reachout@extern.org</a>	Belfast only
DASP- Drugs Accommodation Support Project	<ul style="list-style-type: none"> <li>Supporting active homeless drug users move from the streets</li> </ul>	Homeless Drug Users	Tel: <a href="tel:02890330433">028 9033 0433</a> Email: <a href="mailto:sean.conlon@extern.org">sean.conlon@extern.org</a>	Belfast only
Phoenix Futures	<ul style="list-style-type: none"> <li>Residential Support Service</li> <li>Criminal Justice Support Service</li> <li>Housing Support Service</li> </ul>	Various	<a href="#">Phoenix Futures</a>	Select regions throughout UK

## Support Organisations - Disabilities, Health Conditions and Challenging Behaviour

Organisation	Services Provided	Target Service User	Contact Number and Website	Location
Cedar Foundation	<ul style="list-style-type: none"> <li>• Employment training and support</li> <li>• Community Inclusion</li> <li>• Living Options</li> </ul>	People with disability, autism, and brain injury.	<a href="#">Cedar Foundation</a>	Select regions throughout UK
Remploy Employment Support Services	<ul style="list-style-type: none"> <li>• Finding work</li> <li>• Support in work</li> </ul>	People with disabilities and health conditions seeking employment support	<a href="#">Remploy</a> Helpline: 0300 456 8110	Throughout the UK (online operations included)
Family Action	<ul style="list-style-type: none"> <li>• Practical support</li> <li>• Emotional support</li> <li>• Financial support</li> </ul>	Families facing financial hardship, mental health problems, social isolation, learning disabilities, domestic abuse, or substance misuse problems.	<a href="#">Family Action</a> Helpline: 0808 802 6666 Text: 07537 404 282 Email: <a href="mailto:familyline@family-action.org.uk">familyline@family-action.org.uk</a>	Select regions throughout UK
Family Lives	<ul style="list-style-type: none"> <li>• Parenting support</li> <li>• Helpline</li> <li>• Forums</li> <li>• Advice</li> </ul>	Families experiencing breakdown, aggression in the home, bullying etc.	<a href="#">Parenting and Family Support - Family Lives</a> Helpline: 0808 800 2222 Email: <a href="mailto:askus@familylives.org">askus@familylives.org</a>	Select regions throughout England  Helpline throughout UK

## Advocacy Services and Helplines

Organisation	Services Provided	Target Service User	Contact Number and Website	Area of Operation
Mind	<ul style="list-style-type: none"> <li>▪ Helpline</li> <li>▪ Advocacy</li> <li>▪ Online Community</li> <li>▪ Advice</li> </ul>	Anyone experiencing mental health difficulties	<a href="#">Mind</a> Infoline: <a href="#">0300 123 3393</a>	Throughout the UK
Stop It Now	<ul style="list-style-type: none"> <li>▪ Helpline</li> <li>▪ Live chat/secure messaging</li> </ul>	People concerned about their own thoughts and behaviour.	<a href="#">Stop It Now</a> Helpline: <a href="#">0808 1000 900</a>	Throughout the UK
Voiceability	<ul style="list-style-type: none"> <li>▪ Advocacy</li> <li>▪ Support for people in hospital, prison, and 'sectioned'</li> <li>▪ Various</li> </ul>	Adults, children and young people in need of their services	<a href="#">Voiceability</a> Helpline: 0300 303 1660 Email: <a href="mailto:helpline@voiceability.org">helpline@voiceability.org</a>	Select regions throughout England Helpline throughout UK
Rethink Mental Illness	<ul style="list-style-type: none"> <li>▪ Helpline</li> <li>▪ Advocacy</li> <li>▪ Careers Support</li> <li>▪ Community Support</li> <li>▪ Criminal Justice</li> <li>▪ Housing</li> </ul>	Anyone affected by mental illness	<a href="#">Rethink</a> - Freephone: 0808 801 1660 Email: <a href="mailto:advice@rethink.org">advice@rethink.org</a>	Select regions throughout England and Wales
Scope	<ul style="list-style-type: none"> <li>▪ Helpline</li> <li>▪ Advice and Support</li> <li>▪ Family Services</li> <li>▪ Employment Services</li> </ul>	Anyone with a disability	<a href="#">Scope</a> Helpline: <a href="#">0808 800 3333</a> Textphone: dial <a href="#">18001</a> then <a href="#">0808 800 3333</a> . Email: <a href="mailto:helpline@scope.org.uk">helpline@scope.org.uk</a>	Throughout the UK

## Older People's Services in Wales

Organisation	Services Provided	Target Service User	Contact Number and Website	Area of Operation
Age Connects Wales	<ul style="list-style-type: none"> <li>Hospital Discharge</li> <li>Advocacy</li> <li>Befriending/pen pals</li> <li>Wills and LPA</li> <li>Various Support</li> </ul>	Older people in Wales	<a href="#">Age Connect Wales</a>  Central number: 02920 683600 Email: <a href="mailto:enquiries@ageconnectswales.org.uk">enquiries@ageconnectswales.org.uk</a>  Each local organisation has its own number.	Select regions throughout Wales
Maria Rees Trust	<ul style="list-style-type: none"> <li>Respite Holidays</li> <li>Transport</li> <li>Medical and Other Equipment</li> </ul>	Older people in Wales	Telephone: 03065 656 123	Rhyl and surrounding areas, Wales
The Quarry Villages Community Transport Group	<ul style="list-style-type: none"> <li>Transport for older people</li> <li>Transport for people in need.</li> </ul>	Older people who live in the Quarry Villages in Wales	Telephone: 07413478462	Penmaenmawr, Abergwyngregyn, Dwygyfylchi, and Llanfairfechan only
Older People's Commissioner for Wales	<ul style="list-style-type: none"> <li>Casework for older people experiencing problems with services</li> <li>Signposting</li> </ul>	People aged 60+ living in Wales	<a href="#">Older People Wales</a> Telephone: 03442 640 670 or 029 2044 5030 Email: <a href="mailto:ask@olderpeoplewales.com">ask@olderpeoplewales.com</a>	Throughout Wales
Care and Repair Cymru	<ul style="list-style-type: none"> <li>Enables older people to live independently</li> </ul>	Older people who support to live safely	<a href="#">Care &amp; Repair</a>  Different contact numbers for different regions.	Throughout Wales
Prime Cymru	<ul style="list-style-type: none"> <li>Employment Support</li> <li>Free training</li> <li>Volunteering opportunities</li> </ul>	Anyone aged over 50 who wants to become or remain economically active	<a href="#">Prime Cymru</a>  Head Office: 01550 721813	Throughout Wales - <i>Different contact numbers for different regions.</i>

## Support for Carers and Families of Older People

Organisation	Services Provided	Target Service User	Contact Number and Website	Area(s) of Operation
Carers Trust	<ul style="list-style-type: none"> <li>Information and Advice</li> <li>Carer Services Map and Search Function</li> <li>Legal Information</li> <li>Online Chat</li> </ul>	Unpaid Carers	<a href="#">Carer's Trust</a>  Local support organisations' contact details are found using the search engine function.	Throughout the UK
Elderly Accommodation Counsel	<ul style="list-style-type: none"> <li>Advice and Information</li> <li>Various search engines and information throughout website.</li> </ul>	Older people, families & carers with questions about care and housing options	<a href="#">Elderly Accommodation Counsel</a>	Throughout the UK
Carers UK	<ul style="list-style-type: none"> <li>Help and Advice.</li> <li>Self-advocacy Toolkit.</li> <li>Online Forum.</li> </ul>	Carers	<a href="#">Carers UK</a>	Throughout the UK with nation specific websites and tailored advice.
Cruse Bereavement Care	<ul style="list-style-type: none"> <li>Helpline</li> <li>Live Chat</li> <li>Information and Advice</li> <li>Individual and Group Support</li> </ul>	Anyone experiencing grief	<a href="#">Cruse Bereavement</a>  Helpline: 0808 808 1677	Throughout the UK with practical support operating in select regions.
Stroke Association	<ul style="list-style-type: none"> <li>Stroke Helpline</li> <li>Practical Support Services</li> <li>Clubs and Groups</li> <li>Online Forum</li> <li>Information /Advice.</li> </ul>	Stroke survivors, their families and their carers	<a href="#">Stroke Association</a>  Stroke Helpline: 0303 3033 100 Email: <a href="mailto:helpline@stroke.org.uk">helpline@stroke.org.uk</a> Textphone: 18001 0303 3033 100	Throughout the UK with practical support operating in select regions.

## Domestic Abuse

Organisation	Services Provided	Target Service User	Contact Number and Website	Area(s) of Operation
Shelter	<ul style="list-style-type: none"> <li>Online Advice</li> <li>National Helpline</li> <li>Legal Support</li> <li>Face to face services</li> </ul>	Anyone struggling with housing or homelessness	<a href="#">Shelter</a>  Helpline: <a href="#">0808 800 4444</a>	Throughout the UK  There is a different website link for each nation
Refuge	<ul style="list-style-type: none"> <li>National Helpline</li> <li>Live Chat</li> <li>Support finding accommodation.</li> </ul>	Women of any age experiencing domestic abuse	<a href="#">Refuge</a>  Helpline: 0808 2000 247	Throughout the UK
Women's Aid	<ul style="list-style-type: none"> <li>Live Chat</li> <li>Email Support</li> <li>Information</li> </ul>	Women and their children experiencing Domestic Abuse	<a href="#">Women's Aid</a>  Email: <a href="mailto:helpline@womensaid.org.uk">helpline@womensaid.org.uk</a>	Throughout the UK
Respect	<ul style="list-style-type: none"> <li>Working with perpetrators of Domestic Abuse, as well as male victims</li> </ul>	Perpetrators & Male Victims.	<a href="#">Respect</a>  Helpline: 0808 801 0327 Email: <a href="mailto:info@mensadviceline.org.uk">info@mensadviceline.org.uk</a>	Throughout the UK
Mankind	<ul style="list-style-type: none"> <li>Helpline</li> </ul>	Men experiencing domestic abuse	<a href="#">Mankind</a>  Helpline: 01823 334244	Throughout the UK
IDAS	<ul style="list-style-type: none"> <li>Refuge</li> <li>Community Support</li> <li>Peer Mentoring</li> <li>Group Work</li> <li>Helpline and Live Chat</li> </ul>	Anyone experiencing domestic abuse in Yorkshire	<a href="#">IDAS</a>  Helpline: 0300 110 110/0808 808 2241	Regions throughout Yorkshire

England Signposting List & Out of Remit List – December 2021.  
Review December 2022.

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