

National Domestic Violence Helpline

Run in partnership between Women's Aid and Refuge.

Tel: 0808 2000 247

Web: www.nationaldomesticviolencehelpline.org.uk

Email: helpline@womensaid.org.uk

Respect

Helpline offering information and advice to people who are abusive towards their partners and want help to stop.

Tel: 0845 122 8609 (Textphone 18001, Mon – Fri 10am – 1pm & 2pm – 5pm)

Web: www.respect.uk.net / www.respectphoneline.org.uk

Email: info@respectphoneline.org.uk

Men's Advice Line

Information, support and advice to men experiencing domestic violence.

Tel: 0808 801 0327 (Textphone 18001, Mon – Fri 10am – 1pm & 2pm – 5pm)

Web: www.mensadvice.org.uk

Email: info@mensadvice.org.uk

Samaritans

Providing confidential and emotional support to those experiencing despair, distress or suicidal feelings.

Tel: 08457 90 90 90

Web: www.samaritans.org

Email: jo@samaritans.org

SANEline

Deals with all aspects of mental illness including depression, schizophrenia and anxiety.

Tel: 0845 767 8000

Web: www.sane.org.uk

Email: sanemail@sane.org.uk

Mind

Information, advice, guidance and support for better mental health.

Tel: 0845 766 0163

(BT Textdirect – 18001, Mon – Fri 9am – 5pm)

Web: www.mind.org.uk

Email: info@mind.org.uk

Manic Depression Fellowship

Support to enable people affected by bipolar disorder/manic depression to take control of their lives.

Tel: 08456 340 540

Web: www.mdf.org.uk

First Steps to Freedom

Helps people who suffer from phobias, obsessive compulsive disorder, general anxiety, panic attacks, anorexia, bulimia and those who wish to stop using tranquillisers.

Tel: 0845 120 2916 (Mon – Thurs 10am – 10pm, Fri – Sun 10am – 12 midnight)

Web: www.first-steps.org

Croga

Croga.org provides free, anonymous self-help resources for people who are worried about downloading and using illegal images (also called "child pornography").

Web: www.croga.org

Stopitnow

Stop it Now! believes that sexual abuse is preventable and challenges adults to create a society that no longer tolerates the sexual abuse of children.

Tel: 0808 1000 900

Web: www.stopitnow.org.uk

Email: help@stopitnow.org.uk

NSPCC

Free confidential service for anyone concerned about children at risk, including children themselves.

Tel: 0808 800 5000

Web: www.nspcc.org.uk

Email: help@nspcc.org.uk

Childline

The UK's free, confidential helpline for children and young people.

Tel: 0800 11 11

Web: www.childline.org.uk

Papyrus

PAPYRUS is a voluntary UK organisation committed to the prevention of young suicide and the promotion of mental health and emotional wellbeing.

Tel: 0800 068 4141

Web: www.papyrus-uk.org

Age Concern

Tel: 0800 00 99 66

Email: www.helptheaged.org.uk

Combat Stress

Ex-Services Mental Welfare Society.

Tel: 01372 841682 (Mon – Fri 9am – 5pm)

Web: www.combatstress.org.uk

Email: wsts03@combatstress.org.uk

The Royal British Legion

Financial, social and emotional support to individuals who have served (at least seven days) or are currently serving in the Armed Forces and their dependants.

Tel: 08457 725 725 (Mon – Fri 10am – 4pm, except Public Holidays)

Web: www.britishlegion.org.uk

Veterans Aid

Veterans Aid cares for homeless ex-servicemen and ex-servicewomen by providing accommodation, food, clothing, travel warrants, legal advice and psychological support.

Tel: 0800 012 6867 (Mon – Fri 8.30am – 3.30pm)

Web: www.veterans-aid.net

Email: info@veterans-aid.net

Independent Police Complaints Commission

Sets standards for the way the police handle complaints and, when something has gone wrong, it helps the police learn lessons and improve the way it works.

Customer Services: 08453 002 002 (press 1 at prompt – 9.00am – 5.00pm)

Please note for our joint protection and training purposes calls may be recorded

Mincom: 020 7404 0431

Fax: 020 7404 0430

Email: enquiries@ipcc.gsi.gov.uk

If you are a deaf or hard of hearing customer you can contact the IPCC using Text Relay, in order to do this please use the following number:

Text Relay: 18001 0207 166 3000

Social Services contact details

Tel:

High Commission, Embassy or Consulate contact details

Address:

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Tel:

Pre-Release Agency Referral Leaflet

The Metropolitan Police Service (MPS) has produced this leaflet to assist anyone that may wish to seek help or guidance. It is not intended as an exhaustive list of organisations but a selection of the most prevalent, nationwide/local organisations. The MPS cannot accept responsibility for any advice given or information provided by any of the named organisations and groups. They are provided as a reference for self-help only and whilst we will endeavour to keep these details current, the MPS apologise for any that may become out-dated. Please ask a member of staff if you would like any assistance to make the initial contact with a support agency and we will do our best to help you. We will not pass any personal details to another organisation, without your express consent.

Alcoholics Anonymous*

24 hour confidential help for alcohol issues.
Tel: 0845 769 7555
Web: www.alcoholics-anonymous.org.uk
Email: help@alcoholics-anonymous.org.uk

Gamblers Anonymous

24 hour confidential help with a gambling problem.
Tel: 020 7384 3040
Web: www.gamblersanonymous.org.uk
Email: info@gamblersanonymous.org.uk

Narcotics Anonymous

Recovering addicts who help each other stay clean.
Tel: 0300 999 1212 (Daily 10am – 10pm) Web:
www.ukna.org
Email: helpline@ukna.co.uk

Eating Disorders Association

Information on all aspects of eating disorders.
Tel: 0845 634 1414
Web: www.b-eat.co.uk

Frank

National organisation that provides information and advice regarding drugs and substance abuse..
Tel: 0800 77 66 00
Web: www.talktofrank.com

NHS Direct

24 hour helpline that deals with health problems.
Tel: 0845 46 47
Web: www.nhsdirect.nhs.uk

NHS Smoking Helpline

Tel: 0800 022 4 332 (Daily 7am – 11pm)
Web: www.smokefree.nhs.uk

NHS Stressline

Tel: 0300 123 2000 (Daily 8am-10pm)
Textphone: 0300 123 2810

British Association of Anger Management (BAAM)

Tel: 0845 130 0286

National Debtline

Free confidential and independent advice Tel: 0808 808 4000 (Mon – Fri 9am – 9pm, Sat 9.30am – 1pm, 24-hour voicemail)
Web: www.nationaldebtline.co.uk

Bullying.co.uk

The UK's leading anti-bullying charity provides information advice for child and adult victims of bullying.
Web: www.bullying.co.uk

Shelter

Free housing helpline.
Tel: 0808 800 4444 (Daily 8am – 8pm)
Web: www.england.shelter.org.uk/

Cruse Bereavement Care

Support, information, advice, education to enable anyone bereaved to understand their grief and cope with their loss.
Tel: 0844 477 9400
Web: www.crusebereavementcare.org.uk
Email: helpline@cruse.org.uk

Equality and Human Rights Commission

Tel: 0845 604 6610 (Mon, Tue, Thurs, Fri 9am – 5pm, Wed 9am – 8pm)
Fax: 0845 604 6630
Textphone: 0845 604 6620
Web: www.equalityhumanrights.com

Relate

Counselling, sex therapy and relationship education for couples.
Tel: 0300 100 1234
Web: www.relate.org.uk

London, Lesbian and Gay Switchboard

An information, support and referral service for lesbians, gay men and bisexual people from all backgrounds.
Tel: 020 7837 7324 (Daily 10am – 11pm)
Web: www.llgs.org.uk / www.query.org.uk
Email: admin@llgs.org.uk

ShOUT Youth Group

A social support group for young people aged under 21 who identify as gay, lesbian, bisexual, transgender or are questioning their sexuality.
Tel: 07754 759 619
Web: www.shoutyouthgroup.org.uk

RUThinking?

Youth site offering information and advice on love, sex and relationships.
Tel: 0800 28 29 30
Web: www.ruthinking.co.uk

National AIDS Helpline

The National AIDS Helpline provides free national telephone counselling and information service on HIV and AIDS.
Tel: 0800 137437

The Terrance Higgins Trust

Helpline that offers advice and information relating to sexually transmitted infections.
Tel: 0845 12 21 200 (Mon – Fri 10am – 10pm, Sat – Sun 12 noon – 6pm)
Web: www.tht.org.uk

Broken Rainbow

Referral service for lesbian, gay, bisexual and transgender people experiencing domestic violence.
Tel: 0300 999 5428 (Mon 2pm – 8pm, Wed 10am – 1pm, Thurs 2pm – 8pm)
Web: www.broken-rainbow.org.uk

* = agency does not accept third party referrals.