

Appendix 3: External Support Services

If you need immediate help, call emergency services on 999

If you need urgent mental health support, call NHS 111 and select Option 2, or talk to Samaritans on 116 123

Helplines from around the world

International helplines, crisis lines, and suicide hotlines let you reach out whenever you need support, and offer a chance to discuss things you might not be ready to share face-to-face, in your own native language. They are a great way to be heard and get sound advice. Many are open 24/7 and all are free and confidential.

[International helplines 1](#)

[International helplines 2](#)

[International helplines 3](#)

On the following pages you will find details of various external organisations that provide free wide-ranging support services, covering the following areas:

- Bullying and discrimination p.2
- Domestic violence p.2
- Rape and sexual abuse p.3
- Stalking support p.5
- Cybercrime p.5

Bullying and discrimination

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| <u>National Bullying Helpline</u> | Information and advice for anyone dealing with bullying. | <p>Helpline: 0300 323 0169</p> <p>Telephone: 0845 225 5787</p> <p>help@nationalbullyinghelpline.co.uk</p> |
| <u>The Anti-Bullying Alliance</u> | A coalition of organisations and individuals that are united against bullying. | <u>Advice and support</u> |
| <u>Equality Advisory Support Service</u> | The Helpline advises and assists individuals on issues relating to equality and human rights, across England, Scotland and Wales. | <p>Telephone: 0808 800 0082</p> <p><u>Contact form</u></p> |
| <u>Stop Hate UK</u> | Stop Hate UK is one of the leading national organisations working to challenge all forms of hate crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties | <p>Telephone: 0800 1381625</p> <p>Email: info@stophateuk.org</p> |

Domestic violence

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| <u>Refuge (National Domestic Abuse Helpline)</u> | Refuge is the largest specialist domestic abuse organisation in the UK. On any given day our services support thousands of survivors, helping them to overcome the physical, emotional, financial and logistical impacts of abuse and rebuild their lives. | Domestic Violence Helpline: 0808 2000 247 (24/7) |
| <u>Safelives</u> | Information and resources with people living with domestic abuse. | <u>Getting help and support</u> |
| <u>Women's Aid Federation</u> | Women's Aid is the national domestic violence charity that helps up to 250,000 women and children every year. We work to end violence against women and children, and support over 500 domestic and sexual violence services across the country. | Email: helpline@womensaid.org.uk |
| <u>Rights of Women</u> | The only charity dedicated to providing frontline legal advice to women experiencing all forms of violence in England and Wales. | <u>Advice lines</u> |
| <u>Woman's Trust</u> | Free counselling and support services for survivors of domestic violence and domestic abuse, as well as how to make a referral. | <p>Telephone: 020 7034 0303</p> <p>Email: office@womanstrust.org.uk</p> |

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| <u>Men's Advice Line</u> | Advice and support for men experiencing domestic violence and abuse. | Telephone: 0808 801 0327 Email: info@mensadvice.org.uk |
| <u>Mankind Initiative</u> | A national helpline for all men suffering from domestic abuse or violence and for their friends and family. | Telephone: 01823 334244 |
| <u>Respect</u> | Offers information and support to men who have experienced domestic violence. | Telephone: 0808 8024040 Email (general enquiries): info@respect.org.uk |
| <u>Galop</u> | Galop is the UK's LGBT+ anti-abuse charity. We work with and for LGBT+ victims and survivors of abuse and violence. | Helpline: 0800 999 5428 Email: help@galop.org.uk |

Rape and sexual abuse

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| <u>Rape Crisis UK</u> | National organisation offering support and counselling for those over the age of 16 affected by rape and sexual abuse. | Helpline: 0808 500 2222 <u>Free online chat</u> |
| <u>Sexual Assault Referral Centres (SARCs)</u> | Contact a local Sexual Assault Referral Centre for immediate medical and emotional support. | <u>Find a rape and sexual assault referral centre</u> |
| The Haven – Whitechapel SARC near to Royal London Hospital (east) | www.thehavens.org.uk The Haven is a Sexual Assault Referral Centre (SARC) in London and offers support services for women, men and children who have been raped or sexually assaulted. It is free and confidential and offers special support for young people, examinations to collect evidence of rape or sexual assault and testing for sexually transmitted infections and HIV. | Telephone: 020 3299 6900 - 24 Hours (for urgent advice/ appointments) Helpline : 020 3299 1599 (for general enquiries) Opening times: Available 24 hours, call for advice or to make an appointment. |
| The Haven – Paddington SARC near to St Charles Centre for Health and Wellbeing (west) | | |
| The Haven – Camberwell near to King's College Hospital (south) | | |
| <u>Lifecentre</u> | Support for survivors of sexual abuse and anyone supporting them, including a helpline, text support and email counselling. | Telephone: 01243 786349 Email: info@lifecentre.uk.com |

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| <u>Victim Support</u> | Confidential and free services available to anyone who's been raped or sexually assaulted, now or in the past. They also support witnesses of crime. | Supportline: 0808 168 9111 |
| <u>The London Survivors Gateway</u> | The London Survivors Gateway is a referrals hub of specialist sexual violence services for all survivors of sexual violence aged 13+ regardless of gender. Supports those that live, work or study in London. | Telephone: 0808 801 0860 |
| <u>RASAC (Rape and Sexual Abuse Support Centre)</u> | Specialist South London support for women and girls who have experienced rape and/or childhood sexual abuse. | Helpline: 0808 802 9999 Email: info@rasasc.org.uk |
| <u>The Survivors Trust</u> | A national membership organisation supporting specialist rape and sexual abuse services in the voluntary sector. We have over 120 member organisations throughout the UK and Ireland who provide specialist support services to over 100,000 survivors each year. | Helpline: 0808 801 0818 Email: info@thesurvivorstrust.org |
| <u>Survivors UK – Male Rape and Sexual Abuse Support</u> | We provide a national online helpline, individual and group counselling for boys, men and non-binary people aged 13+ who have experienced sexual violence at any time in their lives. | Telephone: 0203 5983 898 Email: help@survivorsuk.org |
| <u>Women and Girls Network Sexual Violence Helpline</u> | A free service run by women, for women in London who have been affected by all forms of violence and abuse. | Telephone: 0808 801 0660 Email: advice@wgn.org.uk |
| <u>Solace Women's Aid</u> | Provides advice and support for women and children in London for domestic abuse and sexual violence. | Telephone: 0808 802 5565 Email: advice@solacewomensaid.org |
| <u>Women Against Rape (WAR)</u> | We provide rights information, support and advocacy. We campaign for justice, protection and compensation for all women and girls who have suffered sexual, domestic and/or racist violence. This includes survivors of any age, race and nationality, asylum seekers, women with disabilities, trans women, sex workers. | Telephone: 020 7482 2496 E-mail war@womenagainstrape.net |
| <u>Respond</u> | Helps children and adults with learning disabilities who have experienced abuse or trauma, as well as those who have abused others, through psychotherapy, advocacy and other support. | Telephone: 020 7383 0700 |
| <u>SupportLine</u> | A confidential helpline offering emotional support to any individual on any issue who resides in the UK. The Helpline is primarily a preventative service and aims to support people before they reach the point of crisis. | Helpline: 01708 765200 Email: info@supportline.org.uk |

Stalking support

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| <u>The Suzy Lamplugh Trust</u> (runs the National Stalking Helpline) | The UK's pioneering personal safety charity and leading stalking authority | National Stalking Helpline: 0300 636 0300 |
| <u>Victim Support</u> | Confidential and free services, including stalking support. | Supportline: 0808 168 9111 |
| <u>Paladin Service</u> | Paladin NSAS is a trauma-informed service established in 2013, to assist high risk victims of stalking in England and Wales. | Helpline: 020 3866 4107 Email: info@paladinservice.co.uk |
| <u>Action Against Stalking</u> | A Scottish charity supporting victims of stalking | Telephone: 0800 820 2427 Email: support@actionagainststalking.org |

Cybercrime

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| <u>The Cyber Helpline</u> | Free, expert help for victims of cybercrime, digital fraud & online harm, including online bullying and harassment, cyberstalking and revenge porn. | <u>Online chatbot</u> |
| <u>Revenge Porn Helpline</u> | A UK service supporting adults (aged 18+) who are experiencing intimate image abuse, also known as revenge porn. | Telephone: 0345 6000 459 Email: help@revengepornhelpline.org.uk |