

## Jewish Community helplines

### Community Security Trust

If you are the victim of an antisemitic incident or you have information regarding an antisemitic incident that happened to somebody else, please contact us as soon as possible.

Phone: 0800 032 3263

Web Address: <https://cst.org.uk/report-incident>

### Chai Cancer Care

Chai Cancer Care is the Jewish community's national cancer support organisation, enabling patients, family and friends to manage the impact of a cancer diagnosis. We provide expert physical, emotional and practical support delivered with care and sensitivity, and in complete confidence.

Helpline : 0808 808 4567

### Jewish Action for Mental Health [JAMH]

Jewish Action for Mental Health (JAMH) is an umbrella organisation affiliated with most communal organisations in Manchester. If you feel the need to talk to someone or ask for support, you can call JAMH to leave a message and they will get back to you with information and advice.

Website: [www.jamh.org.uk](http://www.jamh.org.uk)

Phone: 07510 204 844

Email: [hello@jamh.org.uk](mailto:hello@jamh.org.uk)

### JAMI

Jami is the specialist provider of mental health services in the Jewish community. If you have concerns about yourself or a loved one, you can contact Jami:

Website: <https://jamiuk.org/get-support/referral/>

Phone: 020 8458 2223

Email: [info@jamiuk.org](mailto:info@jamiuk.org)

### Jewish Care

If you need information, advice or support – or just someone to talk to.

Phone: 020 8922 2222

Email: [helpline@jcare.org](mailto:helpline@jcare.org)

### Jewish Helpline

If you're feeling alone, anxious, depressed, suicidal – or simply in need of someone to talk to – our trained volunteers are here to support you. We listen without judgement and your call is kept completely confidential. You do not have to give your name.

Phone: 0800 652 9249

Opening Hours: Sunday – Thursday 12:00 – 00:00; Friday 12:00 – 15:00

## **Jewish Womens Aid**

Jewish Women's Aid is the only specialist organisation in the UK supporting Jewish women and children affected by domestic abuse & sexual violence. No Jewish woman should have to face this alone. We are here to help.

Domestic Abuse Helpline: 0808 801 500

Sexual Violence Support Line: 0808 801 0656

## **Leeds Jewish Welfare Board – Listening Line**

A phone line dedicated to listening to the vulnerable, isolated, bereaved in the Jewish Community in Leeds.

Phone: 0113 268 4211

Email: [CSSTeam@ljwb.co.uk](mailto:CSSTeam@ljwb.co.uk)

## **Kisharon – Jweb**

The Jweb helpline and website are free and confidential support services for parents, teachers and families of people with learning disabilities with information about events and resources across the UK.

Website: [www.jweb.org.uk](http://www.jweb.org.uk)

Email: [anna@jweb.org.uk](mailto:anna@jweb.org.uk)

Phone: 0300 222 5949

## **Norwood - Parent Advisory Telephone Helpline (known as PATH)**

If you are a parent, carer or teacher, you can call us for a free confidential discussion with a qualified professional. You can discuss your concerns about a child or young person either at home or at school, including their:

- Learning
- Development
- Behaviour
- Social issues
- Emotional issues

The service provides initial support and advice, exploring possible ways forward. This can include information about referrals and services, at Norwood or elsewhere, that might be useful to you.

Phone: 020 8457 4490.

## **Paperweight**

As the Jewish community's citizens advice bureau, Paperweight is ready to support you through the current crisis.

Phone: 020 8455 4996 (London)

| 0161 507 5480 (Manchester)

Email: [info@paperweight.org.uk](mailto:info@paperweight.org.uk)

### **Raphael Jewish Counselling**

Raphael is a well-established counselling service whose broad-based services are available to individuals and couples in London, the Home Counties and the Redbridge area. Raphael depends on contributions from clients and all clients are expected to pay for sessions. The fee is £50 per session with some concessions based on ability to pay.

Phone: 0800 234 6236

Email: [info@raphaeljewishcounselling.org](mailto:info@raphaeljewishcounselling.org)

### **Sephardi UK**

To contact us for help please email: [support@sephardi.org.uk](mailto:support@sephardi.org.uk)

### **United Synagogue – Coronavirus Helpline**

To complement and support the tremendous work of your local volunteers, today we have launched the United Synagogue Coronavirus Helpline, which aims to be a central port of call for members who need extra help whether practical, spiritual or emotional

Phone: 020 8343 5696

Email: [helpline@theus.org.uk](mailto:helpline@theus.org.uk)

## Wider Voluntary Sector helplines

### Addiction Helper

Will help you find the best treatment for you or a loved one with just one telephone call. Our fully trained addiction counsellors are here 24 hours a day and offer advice on both NHS and private treatment options. Our Addiction Helpline is 100% free to use and all calls are confidential.

- Telephone (Helpline) [0800 024 1480](tel:0800 024 1480)
- Website [www.addictionhelper.com](http://www.addictionhelper.com)
- Email [info@addictionhelper.com](mailto:info@addictionhelper.com)

### Alcoholics Anonymous

Phone: 0845 769 7555 (24-hour helpline)

Website: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

### Anxiety UK

Charity providing support if you have been diagnosed with an anxiety condition.

Phone: 03444 775 774 (Monday to Friday, 9.30am to 5.30pm)

Website: [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

### Beat

Phone: 0808 801 0677 (adults) or 0808 801 0711 (for under-18s)

Website: [www.b-eat.co.uk](http://www.b-eat.co.uk)

### Bipolar UK

A charity helping people living with manic depression or bipolar disorder.

Website: [www.bipolaruk.org.uk](http://www.bipolaruk.org.uk)

### CALM

CALM is the Campaign Against Living Miserably, for men aged 15 to 35.

Phone: 0800 58 58 58 (daily, 5pm to midnight)

Website: [www.thecalmzone.net](http://www.thecalmzone.net)

### Cruse Bereavement Care

Phone: 0844 477 9400 (Monday to Friday, 9am to 5pm)

Website: [www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)

### Family Lives

Advice on all aspects of parenting, including dealing with bullying.

Phone: 0808 800 2222 (Monday to Friday, 9am to 9pm and Saturday to Sunday, 10am to 3pm)

Website: [www.familylives.org.uk](http://www.familylives.org.uk)

### GamCare

The leading national provider of information, advice, support and free counselling for the prevention and treatment of problem gambling. Our expert services are confidential and non-judgemental. Face to face and Online services available.

Contact

- Telephone (Helpline) [0808 8020 133](tel:0808 8020 133)
- Website <http://www.gamcare.org.uk>
- Email [info@gamcare.org.uk](mailto:info@gamcare.org.uk)

### **Grief Encounter**

We support bereaved children and their families to help alleviate the pain caused by the death of someone close. Our services are free, funded through the generosity of our supporters.

Helpline: 0808 802 0111

Email: [contact@griefencounter.org.uk](mailto:contact@griefencounter.org.uk)

### **The HUMEN space**

The first anonymous and non-clinical safe space for men to talk, listen and connect. The HUMEN Space is practical, preventative and plain speaking. Every Monday 6:30 PM, 15 Bateman St, Soho, London W1D 3AQ

We are all human and we all need to talk. That's where The HUMEN Space comes in.

Every session focuses on a single topic or theme.

- **Telephone (Helpline)** [07979383805](tel:07979383805)
- **Website** <https://www.wearehuman.org>

### **Kidscape**

Offer telephone and email advice, guidance and support to parents, carers and family members who are concerned about their child or young person being bullied in person or over social platforms and phones. Please note this is not an emergency service.

- Telephone (Helpline) [020 7823 5430 \(Parent Advice Line\)](tel:02078235430)
- Telephone (Office) [020 7730 3300](tel:02077303300)
- Website <https://www.kidscape.org.uk>
- Email [info@kidscape.org.uk](mailto:info@kidscape.org.uk)

### **LGBT switchboard**

Switchboard – the LGBT+ helpline – a place for calm words when you need them most.

We're here to help you with whatever you want to talk about. Nothing is off limits, and we understand how anxious you might feel before you pick up the phone.

Phone us: [0300 330 0630](tel:03003300630) (open 10:00-22:00 every day)

Message us: through website (available from 19:00)

Email us: [chris@switchboard.lgbt](mailto:chris@switchboard.lgbt) (Emails are typically replied to within 72 hours)

### **Men's Health Forum**

24/7 stress support for men by text, chat and email.

Website: [www.menshealthforum.org.uk](http://www.menshealthforum.org.uk)

### **Mental Health Foundation**

Provides information and support for anyone with mental health problems or learning disabilities.

Website: [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

## Mind Infoline

Our team provides information on a range of topics including:

- types of mental health problems
- where to get help
- medication and alternative treatments
- advocacy

We will look for details of help and support in your own area.

Our lines are open 9am to 7pm\*, Monday to Friday (except for bank holidays).

0300 123 3393

[info@mind.org.uk](mailto:info@mind.org.uk)

Text: 86463

Online chat available through their website

## The Mix

Aimed at people under 25. Their helpline is open between 4pm and 11pm, 7 days a week. They also run a crisis text service which is open 24 hours a day, 7 days a week.

**Telephone:** 0808 808 4994

**E-mail:** through the website.

**Crisis text message service:** Text **THEMIX** to 85258

**Webchat:** through the website. (4pm - 11pm, 7 days a week)

**Website:** [www.themix.org.uk](http://www.themix.org.uk)

## Money Advice Service

You can use the Money Advice Service website to find a debt adviser near you and gain advice on other debt matters.

Webchat is available at the website, Monday to Friday, 8am to 6pm Saturday, 8am to 3pm.

WhatsApp us with questions about debt, borrowing and pensions on 07701 342744.

**Telephone** - 0800 138 7777 (Monday to Friday 9am to 6pm and Saturday 8am to 6pm)

[www.moneyadviceservice.org.uk/en](http://www.moneyadviceservice.org.uk/en)

## National Debtline

This organisation provides free, independent and confidential advice about debt. You can contact them over the telephone, by e-mail or letter.

**Telephone** - 0808 808 4000 (Monday - Friday 9am to 8pm and Saturday 9.30am to 1pm)

[www.nationaldebtline.org/EW/Pages/Email-us-for-Advice.aspx](http://www.nationaldebtline.org/EW/Pages/Email-us-for-Advice.aspx)

## Narcotics Anonymous

Phone: 0300 999 1212 (daily, 10am to midnight)

Website: [www.ukna.org](http://www.ukna.org)

## National Gambling Helpline

Phone: 0808 8020 133 (daily, 8am to midnight)

Website: [www.begambleaware.org](http://www.begambleaware.org)

## Nightline (multiple depending on academic institution)

Nightline is a student listening service which is open at night and run by students for students. Every night of term, trained student volunteers answer calls, emails, instant messages, texts and talk in person to their fellow university students about anything that's troubling them. As the Nightline volunteers are fellow students, they can directly empathise with their callers' problems.

Each Nightline service is independent but they all follow five core principles:

- **Confidential** – what callers discuss with Nightline volunteers will not be shared outside of Nightline.
- **Anonymous** – callers don't have to give any identifying details about themselves.
- **Non-judgmental** – Nightline volunteers don't judge and support callers through whatever it is they're going through.
- **Non-directional** – meaning callers decide what they want to talk about and the Nightline volunteer gives them a safe space to do this.
- **Non-advisory** – Nightline gives the caller space to make their own decision, and supports them in this rather than telling them what to do. "We'll listen, not lecture."

To find out whether your institution is covered by a Nightline, go to our ['find your Nightline'](#) page.

## No Panic

Voluntary charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD). Offers a course to help overcome your phobia or OCD.

Phone: 0844 967 4848 (daily, 10am to 10pm)

Website: [www.nopanic.org.uk](http://www.nopanic.org.uk)

## OCD Action

Support for people with OCD. Includes information on treatment and online resources.

Phone: 0845 390 6232 (Monday to Friday, 9.30am to 5pm)

Website: [www.ocdaction.org.uk](http://www.ocdaction.org.uk)

## OCD UK

A charity run by people with OCD, for people with OCD. Includes facts, news and treatments.

Phone: 0845 120 3778 (Monday to Friday, 9am to 5pm)

Website: [www.ocduk.org](http://www.ocduk.org)

## PAPYRUS

Young suicide prevention society.

Phone: HOPElineUK 0800 068 4141 (Monday to Friday, 10am to 5pm and 7pm to 10pm, and 2pm to 5pm on weekends)

Website: [www.papyrus-uk.org](http://www.papyrus-uk.org)

## Rethink Mental Illness

Support and advice for people living with mental illness.

Phone: 0300 5000 927 (Monday to Friday, 9.30am to 4pm)

Website: [www.rethink.org](http://www.rethink.org)

## Samaritans

Confidential support for people experiencing feelings of distress or despair.

Phone: 116 123 (free 24-hour helpline)

Website: [www.samaritans.org.uk](http://www.samaritans.org.uk)

## **SANE**

Emotional support, information and guidance for people affected by mental illness, their families and carers.

SANEline: 0300 304 7000 (daily, 4.30pm to 10.30pm)

Textcare: comfort and care via text message, sent when the person needs it most: [www.sane.org.uk/textcare](http://www.sane.org.uk/textcare)

Peer support forum: [www.sane.org.uk/supportforum](http://www.sane.org.uk/supportforum)

Website: [www.sane.org.uk/support](http://www.sane.org.uk/support)

## **Silverline**

The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

Phone: 0800 4 70 80 90

## **Shout**

[Shout](#) is an affiliate of Crisis Text Line® in the UK that provides free, confidential support, 24/7 via text. It's the first free 24/7 texting service in the UK for anyone in crisis anytime, anywhere. Shout is available in England, Scotland, Wales, and Northern Ireland.

Text SHOUT to 85258 in the UK to text with a trained Crisis Volunteer.

## **StepChange**

StepChange provide free, confidential advice and support to anyone worried about debt. You can contact them over the telephone or online.

**Telephone** - 0800 138 1111 (Monday - Friday 8am - 8pm and Saturday 8am - 4pm)

[www.stepchange.org/debt-advice](http://www.stepchange.org/debt-advice)

## **Support Line**

Support Line provide 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.

**Telephone:** 01708 765200

**E-mail:** [info@supportline.org.uk](mailto:info@supportline.org.uk)

**Website:** [www.supportline.org.uk](http://www.supportline.org.uk)

## **Turn2us**

National charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support services.

**Telephone** - 0808 802 2000

(09:00 – 17:30 Monday - Friday)

[www.turn2us.org.uk](http://www.turn2us.org.uk)

[info@turn2us.org.uk](mailto:info@turn2us.org.uk)

## **YoungMinds**

Information on child and adolescent mental health. Services for parents and professionals.

Phone: Parents' helpline 0808 802 5544 (Monday to Friday, 9.30am to 4pm)

Website: [www.youngminds.org.uk](http://www.youngminds.org.uk)

NB: YoungMinds have a text crisis text support service (text YM to [85258](#)) however this is delivered by Shout