



RESOURCE PACK

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In Crisis

- Call Your GP
- Call one of the helplines below
- Call NHS 111 (use the non-emergency number NHS number if you urgently need medical help/advice but it's not a life threatening situation).
- Go to A and E

Helplines and Information lines

Samaritans **We're here to listen 24 hours, 365 days a year. Call 116 123 for Free**

<https://switchboard.lgbt> - LGBT+ helpline for more than 45 years. Open daily 10am-10pm. Call 0300 330 0630.



Gendered Intelligence Support Line - Mon/Tues/Thurs 2-7pm/Wed/Friday 10-3pm
0330 3559678 Text/Whatsapp: 07592 650 496,
supportline@genderedintelligence.co.uk

Mindline Trans+ is an emotional and mental health support line for anyone identifying as trans, non-binary or gender variant, and their families, friends, colleagues and carers.

The phone line is open Mondays and Fridays 8pm to midnight.

Website: <http://mindlinetrans.org.uk/>

Phone number: 0300 330 5468

<https://www.giveusashout.org> - Shout is the UK's first 24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help. [Text Shout to 85258](https://www.giveusashout.org),

<http://www.sane.org.uk/home> - Mental Health helpline call 0300 304 7000 , 4:30pm – 10:30pm daily.

<https://www.thecalmzone.net/help/get-help/> - [Our helpline 0800 58 58 58](https://www.thecalmzone.net/help/get-help/) , 5pm-midnight 365 days a year is for people in the UK who are down or have hit a wall for any reason, who need to talk or find information and support. Webchat also available.

www.papyrus-uk.org - POPYRUS is the national charity dedicated to the prevention of young suicide. They support young people under 35 who are experiencing thoughts of suicide, as well as people concerned about someone else. **Helpline: 0800 068 4141**, Text: 07786209697, Open 10am-10pm on weekdays and 2pm-10pm on weekends and bank holidays

<https://www.thesilverline.org.uk> - Call [0800 4 70 80 90](https://www.thesilverline.org.uk)

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.

The Beaumont Society operates a national 24 / 7 information line. This information line contains the telephone numbers of all the societies regional organisers who are available to speak to for advice, details of where to go for a good night out – even a friendly ear to listen.

Information Line (24/7/365) 01582 412220



Specialist Support

Housing Help & Advice

Stonewall Housing – works to ensure lesbian, gay, bisexual and trans people live in safer homes, free from fear

<https://stonewallhousing.org/> - call **020 7359 5767**

AKT- supports lgbtq+ young people aged 16-25 in the uk who are experiencing homelessness or living in a hostile or abusive environment. <https://www.akt.org.uk/>

https://england.shelter.org.uk/get_help - Shelter provide free advice on housing and homelessness. Their helpline is open every day, 8am – 8pm weekdays, 9am – 5pm weekends. Our free emergency helpline is **open 365 days a year** and is often the first port of call for people facing a housing crisis. **Call 0808 800 4444 8am - 8pm on weekdays, 9am - 5pm on weekends**

StreetLink London can help you access housing if you are sleeping rough. [Contact them by phone on 0300 500 0914, or through their website www.streetlink.org.uk](https://www.streetlink.org.uk)

Micro Rainbow - Micro Rainbow opened the first safe house in the United Kingdom dedicated solely to LGBTI asylum seekers and refugees. Our houses provide a safe and temporary shelter for all LGBTI asylum seekers and refugees. They are located in the London area, in the North West and in the West Midlands. <https://microrainbow.org/>

Drug and Alcohol Support

Antidote helpline: Contact us to discuss your drug or alcohol issues on **020 7833 1674 (10am-6pm, Monday to Friday)**. Ask for someone from the Antidote Team for LGBT Specialist support.

<https://www.drinkaware.co.uk> - Drinkline runs a free, confidential helpline for people who are concerned about their drinking, or someone else's. The purpose of the Drinkline service is to offer free, confidential, accurate and consistent information and advice to callers who are concerned about their own or someone else's drinking regardless of the caller's age, gender, sexuality, ethnicity or spirituality. **Free helpline: 0300 123 1110 (weekdays 9am–8pm, weekends 11am–4pm), web chat also available**

<https://www.talktofrank.com/contact-frank> - Support with Drugs , Call FRANK 24 hours a day, 7 days a week. **Call 0300 123 6600**, For people with hearing impairments, you can [Textphone FRANK on 0300 123 1099](https://www.talktofrank.com/contact-frank). **Text 82111**



[HTTPS://WWW.ALCOHOLICS-ANONYMOUS.ORG.UK/](https://www.alcoholics-anonymous.org.uk/)

Domestic Abuse, Hate Crime and Sexual Violence Help

<http://www.galop.org.uk/> - If you've experienced **hate crime**, **sexual violence** or **domestic abuse**, we're here for you. We also support lesbian, gay, bi, trans and queer people who have had **problems with the police** or have **questions about the criminal justice system**. **Call their LGBT Advice Line 020 7704 2040 , National Domestic LGBT Helpline 0800 999 5428.**

Galop have created a resource about trans resilience in isolation, available here: <http://www.galop.org.uk/trans-resilience-in-isolation/>

The National LGBT+ Domestic Abuse Helpline open:

Monday-Friday 10am – 5pm, Wednesday to Thursday: 10am – 8pm, Telephone: 0800 999 5428

London Friend's specialist domestic abuse counselling service is open to referrals for video or telephone counselling (though it is operating a waiting list). You can self-refer via the London LGBT Domestic Abuse Partnership here: <http://lgbtdap.org.uk/>

One in Four – One in Four specializes in supporting survivors of sexual violence and abuse, and particularly survivors of child sexual abuse and trauma.

<https://www.oneinfour.org.uk/>

Eating Disorders

<https://www.beateatingdisorders.org.uk/support-services/helplines> -

Helpline: 0808 801 0677 help@beateatingdisorders.org.uk

Our Helplines are open 365 days a year from 9am–8pm during the week, and 4pm–8pm on weekends and bank holidays. Xmas eve until new years day 4pm-8pm

<https://s30454.pcdn.co/wp-content/uploads/Gulp-a-zine-telling-the-stories-of-LGBTQIA-people-with-eating-disorders.pdf> - Stories of LGBTQIA with eating disorders

<https://www.beateatingdisorders.org.uk/christmas> - Eating disorders coping mechanisms during Christmas

Coping Strategies

<https://www.beautyafterbruises.org/blog/grounding101>



101 ways to ground yourself

<https://papyrus-uk.org/wp-content/uploads/2018/10/Distracton-Techniques.pdf>

<https://www.beautyafterbruises.org/blog/distracton101>

101 different ways to distract yourself as a coping tool

<https://papyrus-uk.org/wp-content/uploads/2018/10/Coping-Strategies.pdf>

<http://www.selfinjury.bctr.cornell.edu/perch/resources/distracton-techniques-pm-2.pdf> - Managing Self harm

Apps

<https://papyrus-uk.org/wp-content/uploads/2019/01/Copy-of-Apps-to->

Online Community Support

<https://www.elefriends.org.uk/> - Elefriends is a supportive online community where you can be yourself. We all know what it's like to struggle sometimes, but now there's a safe place to listen, share and be heard.

Respite Centre

<https://www.maytree.org.uk> - offer a free 4 night, 5 day stay for adults, with the opportunity to be heard in complete confidence, in a caring, safe environment. Open all year round.

<https://listeningplace.org.uk/i-need-help/> - The world can feel like a very lonely place if you are feeling that life is no longer worth living: not only is it difficult to share those feelings but it can be hard to get the care and support that will make a difference.

The Listening Place offers a warm and welcoming environment; somewhere that individuals can talk openly about their feelings without being judged or being given advice.

the listening place is open for appointments between 9.00 and 21.00 – 7 days a week.

Additional resources

Citizens advice – Confidential free advice on Benefits, Work , Money, Housing, Family, Immigration and Law. <https://www.citizensadvice.org.uk/>

<https://www.trusselltrust.org/get-help/emergency-food/> - provide food banks and support to those in need.