 **Telephone and Online Support Lines for Young People and their Families**

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| **Who can** **Help?** | **What Do** **They Do?** | **What Topics Can They** **Help With?** | **How Can They be Contacted?** |
| **INSPIRE Students** | INSPIRE provides advice on how to help and support pupils/ students.  | Mental HealthAlcohol and DrugsMoneyExamsRelationshipsIdentity | 02890328474 |
| **Lifeline** | Crisis response line for people in distress or despair | DepressionMental healthSuicidal thoughtsTextphone users (for deaf and hard of hearing): | 0808800800018001 0808808800 |
| **Childline** | Childline provides support and guidance on multiple topics including: | BullyingYou and your bodyHome and FamilyRelationshipsSexSchool | 0800 1111[www.childline.org.uk](http://www.childline.org.uk)1-2-1 counsellor chat |
| **The MIX** | Crisis messenger text service  | Alcohol HomelessnessSuicidal thoughtsGeneral adviceMental healthSex/ relationships | 08088084994 |
| **NSPCC** | Advice on safeguarding and child protection issues and somewhere to report concernsWeb support for teenagers | SafeguardingChild abuseChild protection | 08088005000[www.there4me.com](http://www.there4me.com)  |
| **Aware** | Aware is a mental health charity working exclusively for those with depression and mental health concerns | DepressionBipolar disorder | 08451202961 |
| **Frank**  | Confidential advice on drugs | Alcohol Drugs | 03001236600 |
| **SIMON Community** | Support for individuals and families who are at risk of becoming homeless | HomelessnessHousing | 08001712222 |
| **Domestic and Sexual Violence Helpline** | Advice for anyone affected by domestic and sexual violence | Domestic violenceSexual violence | 0808021414 |
| **The Migrant Centre NI** | Financial Health and Well being |  |  07769903471 |
| **Cara-Friend/****LGBT Switchboard NI** | Support and counselling for the Gay, Lesbian and Transgender communities | LGBTQ+ adviceSex and relationship advice | 08088000390 |
| **Women’s Aid** | Specialist services for women, children and young people who have experienced domestic and sexual violence. | Domestic ViolenceSexual violenceRelationships  | 08088021414 |
| **Family Support NI** | Website to access support in your area – for a wide range of issues – giving local contact details |  | [www.familysupportni.gov.uk](http://www.familysupportni.gov.uk) |
| **Samaritans** | Confidential helpline to support people in crisis. |  | 08457909090 |
| **Family Support Hubs** | A Family Support Hub is a multi-agency network of statutory, community and voluntary organisations that provide early intervention services, or work with families who need support. |  | <http://www.cypsp.hscni.net/family-support-hubs/#ffs-tabbed-11>This link will give you the phone number and contact name for your local hub. |
| **Gingerbread** | Provides single parents with advice and practical support |  | 0808 802 092502890231417 |
| **Relate** | Provides relationship support, including help for children and young people and help with family life and parenting |  | <https://www.relate.org.uk/>02890323454 |
| **Parentline NI** | Parentline NI. Our Service is available through a range of different channels including telephone, face to face and online. | Child behaviour, child contact issues, teenage behaviour, separation and family tensions. We can offer useful resources and things you can do suited to meet your needs.  | 0808 8020 400 |
| **Steps to Cope Partnership** | An online information resource designed to support young people living with the presence of alcohol misuse, substance misuse or mental health difficulties in their family. |  | <https://stepstocope.co.uk/> |
| **Womens Aid** | A voluntary organisation in Northern Ireland addressing domestic and sexual violence and providing services for women and children. |  | 02890666049 08088021414 (Free) |
| **St Vincent De Paul** | When someone contacts us you will receive a visit from two SVP volunteers, usually within ten days from the time the request for help is received. |  | Belfast Office02890351561 |
| **CAP****Christians Against Poverty**  | Debt Help - We are on a mission to release thousands of families from grinding poverty through award winning debt counselling and community groups. By equipping and empowering local churches to reach out on their doorsteps, we’re bringing hope to tens of thousands of people every year. |  | 0800 3280006www.capuk.org |
| **Action for Children** | We protect and support children and young people, providing practical and emotional care and support, ensuring their voices are heard, an | Childrens Mental HealthYoung Carers | 02890460500[www.actionforchildren.org.uk](http://www.actionforchildren.org.uk)  |
| **Housing Rights** | Advice on housing and information in relation to concerns relating to rent or mortgage payments. |  | [www.housingadviceni.org](http://www.housingadviceni.org) 02890245640 |
| **Advice NI** | Accessing free, confidential and impartial debt and money advice can help you manage your money and debt issues so you can take back control. |  | <https://www.adviceni.net/advice/debt>0800 0281881 |
| **Young Scot** | Website that offers current and regularly updated advice on how to manage and cope during the Covid-19 pandemic. |  | <https://young.scot/campaigns/national/coronavirus>  |
| **Anna Freud Centre** | We provide a range of specialist types for support for children, young people and families to build resilience and to help children, young people and families who are in distress. |  | <https://www.annafreud.org/what-we-do/anna-freud-learning-network/coronavirus/>  |
| **Education Welfare Service** | The EWO can put parents in touch with other agencies that may be able to offer further advice and help. |  | 02890247966 |
| **West Belfast Partnership****(Integrated Services)** | Addresses needs of children, young people and their families in the greater Falls Area. |  | 02890 809 202info@wbpb.org |
| **Gateway** | Gateway social services assess needs and identify appropriate support services Ensuring an immediate response to safeguard children in need of protection. |  | Duty Social Worker in the Gateway Service 028 9050 7000 (during office hours 9.00am 5:00pm).Out-of-hours Emergency Service: 028 9504 9999 |