 **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 Health  Alcohol and Drugs  Money  Exams  Relationships  Identity | 02890328474 |
| **Lifeline** | Crisis response line for people in distress or despair | Depression  Mental health  Suicidal thoughts  Textphone users (for deaf and hard of hearing): | 08088008000  18001 0808808800 |
| **Childline** | Childline provides support and guidance on multiple topics including: | Bullying  You and your body  Home and Family  Relationships  Sex  School | 0800 1111  [www.childline.org.uk](http://www.childline.org.uk)  1-2-1 counsellor chat |
| **The MIX** | Crisis messenger text service | Alcohol  Homelessness  Suicidal thoughts  General advice  Mental health  Sex/ relationships | 08088084994 |
| **NSPCC** | Advice on safeguarding and child protection issues and somewhere to report concerns  Web support for teenagers | Safeguarding  Child abuse  Child 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 | Depression  Bipolar disorder | 08451202961 |
| **Frank** | Confidential advice on drugs | Alcohol  Drugs | 03001236600 |
| **SIMON Community** | Support for individuals and families who are at risk of becoming homeless | Homelessness  Housing | 08001712222 |
| **Domestic and Sexual Violence Helpline** | Advice for anyone affected by domestic and sexual violence | Domestic violence  Sexual 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+ advice  Sex and relationship advice | 08088000390 |
| **Women’s Aid** | Specialist services for women, children and young people who have experienced domestic and sexual violence. | Domestic Violence  Sexual violence  Relationships | 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 0925  02890231417 |
| **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 Office  02890351561 |
| **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 3280006  www.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 Health  Young 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 809 202  [info@wbpb.org](mailto:info@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 |