

WORKPLACEHERO - FREE RESOURCE FOR EDUCATION STAFF

Useful referrals for safeguarding, wellbeing and welfare

A quick-reference directory of national helplines and support services for tutors, trainers, assessors and support staff. Always follow your organisation's safeguarding policy and speak to your designated safeguarding lead (DSL) first.

If someone is in immediate danger, call 999. For concerns that are not urgent, call the police on 101. Contact your local authority children's services or adult safeguarding team through your local council website.

What to do if you have a safeguarding concern - the 4 Rs

1. Recognise	2. Respond	3. Record	4. Refer
Notice signs of harm, changes in behaviour or anything that does not feel right.	Stay calm, listen, do not promise to keep a secret and do not investigate yourself.	Write down what you saw or heard, in the person's own words, with the date and time.	Pass the concern to your DSL straight away, following your organisation's procedure.

Top 10 contacts

Need	Contact	Phone / web	Availability
Emergency	Police	999	24/7
Radicalisation	Anti-terrorism / PREVENT line	0800 011 3764	Mon - Fri
Online child abuse	CEOP	ceop.police.uk	24/7
Domestic abuse	Refuge	0808 2000 247	24/7
Suicide support	Samaritans	116 123	24/7
Under 25 mental health	Kooth	kooth.com	24/7 online
Male abuse victims	ManKind Initiative	0808 800 1170	Mon - Fri
Housing crisis	Shelter	0808 800 4444	Mon - Sun
Forced marriage	Karma Nirvana	0800 5999 247	Mon - Fri
Hate crime	Stop Hate UK	0800 138 1625	24/7

Local directory

Record your local services and networks here so they are ready when you need them.

Service	Name	Contact
Local authority safeguarding board (children and adults)		
DSL contact(s)		
Local Channel Panel contact (for PREVENT)		
Local GP / hospital / mental health support		
Local emergency housing or women's refuge		
Local police community support officer (PCSO)		

General safeguarding and child protection

Organisation	Support	Contact	Availability
NSPCC nspcc.org.uk	National Society for the Prevention of Cruelty to Children	0808 800 5000 help@nspcc.org.uk	
Childline childline.org.uk	For children and young people under 19	0800 1111	
Stop It Now! stopitnow.org.uk	Child sexual abuse prevention	0808 1000 900 help@stopitnow.org.uk	

Radicalisation and PREVENT

Organisation	Support	Contact	Availability
National PREVENT advice line actearly.uk	Report concerns about radicalisation	0800 011 3764 prevent@homeoffice.gov.uk	
Counter-terrorism hotline gov.uk/report-terrorism	Report immediate threats	0800 789 321	

Online safety and cybercrime

Organisation	Support	Contact	Availability
CEOP ceop.police.uk	Child Exploitation and Online Protection Command	Online report form	
Internet Watch Foundation iwf.org.uk	Report online abuse and illegal content		
National Cyber Security Centre ncsc.gov.uk	Cybercrime and online fraud		

Modern slavery and human trafficking

Organisation	Support	Contact	Availability
Modern Slavery Helpline modernslaveryhelpline.org		08000 121 700 info@modernslaveryhelpline.org	
Hope for Justice hopeforjustice.org	Support for victims of trafficking and slavery		

Addiction

Organisation	Support	Contact	Availability
Alcoholics Anonymous alcoholics-anonymous.org.uk	For people concerned about their alcohol use	0800 917 7650	24 hours, 7 days
Drinkaware drinkaware.co.uk	Drinkchat online support and DrinkLine	0300 123 1110	9am-8pm Mon-Fri, 11am-4pm Sat-Sun
FRANK talktofrank.com	Free, confidential advice about drugs	0300 123 6600	24 hours, 7 days
GamCare gamcare.org.uk	Support for anyone harmed by gambling	0808 8020 133	24 hours, 7 days
Release release.org.uk	Advice on drugs and the law	020 7324 2989	11am-1pm and 2pm-4pm Mon-Fri
With You wearewithyou.org.uk	Drug, alcohol and mental health charity	Webchat	9am-9pm Mon-Fri, 10am-4pm Sat-Sun

Forced marriage and honour-based abuse

Organisation	Support	Contact	Availability
Forced Marriage Unit (UK Government) gov.uk/stop-forced-marriage	Advice and support	020 7008 0151 fmu@fcdo.gov.uk	9am-5pm Mon-Fri; out of hours 020 7008 5000
Karma Nirvana karmanirvana.org.uk	Honour-based abuse and forced marriage	0800 5999 247 info@karmanirvana.org.uk	

Bereavement

Organisation	Support	Contact	Availability
Cruse Bereavement Support cruse.org.uk	Support with grief and bereavement	0808 808 1677	Varies - see website
The Good Grief Trust thegoodgrieftrust.org	Advice and support after a bereavement		
SOBS uksobs.com	Survivors of Bereavement by Suicide	0300 111 5065	9am-7pm Mon-Fri

Carers

Organisation	Support	Contact	Availability
Carers Trust carers.org		0300 772 9600	9am-5pm Mon-Fri
Carers UK carersuk.org	Advice and support for unpaid carers	0808 808 7777	9am-6pm Mon-Fri
NHS - Carers nhs.uk (social care and support guide)	Support and benefits for carers		

Domestic abuse

Organisation	Support	Contact	Availability
GOV.UK - Domestic abuse gov.uk/guidance/domestic-abuse-how-to-get-help	How to recognise it and get help		
ManKind Initiative mankind.org.uk	For men experiencing domestic abuse	0808 800 1170	10am-4pm Mon-Fri
Refuge nationaldahelpline.org.uk	National Domestic Abuse Helpline	0808 2000 247	24 hours, 7 days
Respect - Men's Advice Line mensadviceline.org.uk	For men experiencing domestic abuse	0808 801 0327	10am-8pm Mon-Fri
Women's Aid womensaid.org.uk	Support for women and children	helpline@womensaid.org.uk or live chat	

Financial

Organisation	Support	Contact	Availability
StepChange stepchange.org	Emergency help with money and food	0800 138 1111	8am-8pm Mon-Fri, 9am-2pm Sat
MoneyHelper moneyhelper.org.uk	Free money guidance	0800 448 0826 or WhatsApp +44 7701 342 744	8am-6pm Mon-Fri

Homelessness

Organisation	Support	Contact	Availability
akt akt.org.uk	LGBTQ+ young people (18-25) at risk of homelessness		
Citizens Advice citizensadvice.org.uk	Help from social services if you are homeless	0800 144 8848	9am-5pm Mon-Fri
Crisis crisis.org.uk	Support if you are experiencing homelessness		
GOV.UK - Homelessness help gov.uk/homelessness-help-from-council	Help from your local council		
Shelter shelter.org.uk	Housing and homelessness support	0808 800 4444 (nowhere to stay tonight)	8am-8pm Mon-Fri, 9am-5pm Sat-Sun

LGBTQIA+

Organisation	Support	Contact	Availability
LGBT Foundation lgbt.foundation	Support for LGBT people	0345 330 3030	9am-9pm Mon-Fri, 10am-5.30pm Sat-Sun
London Friend londonfriend.org.uk	Support from trained LGBT volunteers and staff		
Switchboard switchboard.lgbt	National LGBTQIA+ support line	0800 0119 100	10am-10pm, 7 days

Mental health

Organisation	Support	Contact	Availability
ANDYSMANCLUB andysmanclub.co.uk	Peer support groups for men		
CALM thecalmzone.net	Suicide prevention charity	0800 58 58 58	5pm-midnight, 7 days
Kooth kooth.com	Anonymous online wellbeing support for under 25s		
Mind mind.org.uk		0300 123 3393	9am-6pm Mon-Fri
National Suicide Prevention Helpline UK spuk.org.uk		0800 689 5652	6pm-midnight, 7 days
NHS Talking Therapies nhs.uk (find a talking therapies service)	Self-referral - no diagnosis needed		
Papyrus papyrus-uk.org	For people under 35	0800 068 4141 or text 07860 039 967	9am-midnight, 7 days
Qwell qwell.io	Free digital wellbeing support for adults		
Samaritans samaritans.org		116 123	24 hours, 7 days
Shout giveusashout.org	Text support in a crisis	Text SHOUT to 85258	24 hours, 7 days
The Silver Line thesilverline.org.uk	For people aged 55 and over	0800 4 70 80 90	24 hours, 7 days

Parenting

Organisation	Support	Contact	Availability
Action for Children actionforchildren.org.uk	Parenting support in person and online		
Gingerbread gingerbread.org.uk	Support for single parents	0808 802 0925	10am-1pm Mon-Fri
Family Lives familylives.org.uk	Crisis support for parents and families	0808 800 2222	9am-9pm Mon-Fri, 10am-3pm Sat-Sun
NSPCC - Support for parents nspcc.org.uk		0808 800 5000	10am-8pm Mon-Fri
PANDAS Foundation pandasfoundation.org.uk	Pre- and postnatal mental health support	0808 1961 776	11am-10pm, 7 days
YoungMinds - Parents Helpline youngminds.org.uk/parent		0808 802 5544	9.30am-4pm Mon-Fri

Victims of crime

Organisation	Support	Contact	Availability
Catch22 Victim Services catch-22.org.uk		justice@catch-22.org.uk or online referral	
CST cst.org.uk	Reporting antisemitism		
Stop Hate UK stophateuk.org	Support for anyone affected by hate crime	0800 138 1625	24/7
Tell MAMA tellmamauk.org	Reporting anti-Muslim hate		
Victim Support victimsupport.org.uk	Free, confidential support for victims	08 08 16 89 111	24 hours, 7 days

Contact details were checked when this edition was published but services change. Check the organisation's website before sharing, and add local services to page 2. Find more free resources and CPD at workplacehero.co.uk.

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