

Useful referrals for safeguarding, wellbeing & welfare for education staff

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Emergency and Immediate Safeguarding Support



**Police
(Emergency) –
Call 999
(Immediate
danger)**



URGENT

**Police (Non-
Emergency) – Call
101 (For concerns
that do not require
urgent response)**



**Local Authority
Children's Services
– Contact your
local council's
safeguarding team
via their website or
helpline**



**Local Adult
Safeguarding
Board – Contact
via local council
website for
vulnerable adult
safeguarding**

Local Directory

Please use this space to record local support services and networks.

Local authority safeguarding board (children and adults)

Name: _____ contact: _____

DSL contact(s)

Name: _____ contact: _____

Local Channel Panel contact (for PREVENT)

Name: _____ contact: _____

Local GP/hospital/mental health support

Name: _____ contact: _____

Local emergency housing or women's shelter

Name: _____ contact: _____

Local police community support officer (PCSO)

Name: _____ contact: _____

Top 10 Contact Details

Need	Contact	Phone	Availability
Emergency	Police	999	24/7
Radicalisation	PREVENT Helpline	0800 011 3764	Mon - Fri
Online Child Abuse	CEOP	Click Here	24/7
Domestic Violence	Refuge	0808 2000 247	24/7
Suicide Support	Samaritans	116 123	24/7
Under 25 Mental Health	Kooth	Click Here	24/7 Online
Male Abuse Victims	Mankind	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

What to do if you have a safeguarding concern

Follow your organisations policies and procedures. You can be guided by the 4 principles below to keep you on the right track.



General Safeguarding and Child Protection

NSPCC (National Society for the Prevention of Cruelty to Children)

- Helpline: 0808 800 5000
- Website: www.nspcc.org.uk
- Email: help@nspcc.org.uk

ChildLine (For children and young people under 19)

- Helpline: 0800 1111
- Website: www.childline.org.uk

Stop It Now! (Child Sexual Abuse Prevention)

- Helpline: 0808 1000 900
- Website: www.stopitnow.org.uk
- Email: help@stopitnow.org.uk

Radicalisation and PREVENT Referrals

National PREVENT Duty Helpline (Report Concerns of Radicalisation)

- Helpline: 0800 011 3764
- Website: www.actearly.uk
- Email: prevent@homeoffice.gov.uk

Counter-Terrorism Hotline (Report Immediate Threats)

Helpline: 0800 789 321

Website: www.gov.uk/report-terrorism

Online Safety and Cybercrime

CEOP (Child Exploitation and Online Protection Command)

- Website: www.ceop.police.uk
- Report Abuse: CEOP Report Form

Internet Watch Foundation (Report Online Abuse and Illegal Content)

- Website: www.iwf.org.uk
- National Cyber Security Centre (Cybercrime and Online Fraud)
- Website: www.ncsc.gov.uk

Modern Slavery and Human Trafficking

Modern Slavery Helpline

- Helpline: 08000 121 700
- Website: www.modernslaveryhelpline.org
- Email: info@modernslaveryhelpline.org

Hope for Justice (Support for Victims of Trafficking and Slavery)

- Website: www.hopeforjustice.org



Addiction

Alcoholics Anonymous (AA)

- Support: For people who are concerned about their alcohol use
- Website: <https://www.alcoholics-anonymous.org.uk/>
- Contact: 0800 917 7650
- Availability: 24 hours, 7 days a week

DrinkAware - Support Services

- Website: <https://www.drinkaware.co.uk/advice-and-support/alcohol-support-services/support-lines>
- Drinkchat - Online support chat available 9am-2pm on Weekdays
- DrinkLine - Helpline, call on 0300 123 1110 9am-8pm, Mon to Fri, 11am-4pm Sat to Sun

FRANK

- Support: Free and confidential advice about drug use
- Website: <https://www.talktofrank.com/>
- Contact: 0300 123 6600
- Availability: 24 hours, 7 days a week

GamCare

- Support: Free information, advice and support for anyone harmed by gambling
- Website: <https://www.gamcare.org.uk/self-help/>
- Contact: 0808 8020 133
- Availability: 24 hours, 7 days a week

Release

- Support: Advice regarding drugs and the law
- Website: <https://www.release.org.uk/>
- Contact: 020 7324 2989
- Availability: 11am-1pm & 2pm-4pm, Mon to Fri

With You

- Support: Drug and alcohol and mental health charity
- Website: <https://www.wearewithyou.org.uk/find-support/talk-to-a-trained-recovery-worker>
- Availability: Webchat available 9am-9pm, Mon to Fri, 10am-4pm, Sat to Sun

Forced Marriage and Honour-Based Abuse

Forced Marriage Unit (FMU) - UK Government

- Helpline: 0207 008 0151 (Monday to Friday, 9 AM – 5 PM)
- Out-of-Hours Emergency Line: 0207 008 5000 (Ask for the Global Response Centre)
- Website: www.gov.uk/stop-forced-marriage
- Email: fmu@fcdo.gov.uk

Karma Nirvana (Support for Honour-Based Abuse and Forced Marriage)

- Helpline: 0800 5999 247
- Website: www.karmanirvana.org.uk
- Email: info@karmanirvana.org.uk

Bereavement

Cruse - Bereavement Support

- Support: Support for people struggling with grief and bereavement
- Website: <https://www.cruse.org.uk/get-support/>
- Contact: 0808 808 1677
- Availability: 9.30am-5pm Mon & Fri, 9.30am-8pm Tues-Thurs, 10am-2pm Sat & Sun

The Good Grief Trust

- Support: Advice and support following a bereavement
- Website: <https://www.thegoodgrieftrust.org/>

SOBS - Survivors of Bereavement by Suicide

- Support: Support for people struggling with bereavement by suicide
- Website: <https://uksobs.com/>
- Contact: 0300 111 5065
- Availability: 9am-7pm, Mon to Fri

Carers

Carers Trust

- Website: <https://carers.org/>
- Contact: 0300 772 9600
- Availability: 9am-5pm, Mon to Fri

Carers UK

- Support: A national service offering advice, information and support to any unpaid carers
- Website: <https://www.carersuk.org/>
- Contact: 0808 808 7777
- Availability: 9am-6pm, Mon to Fri

NHS - Carers

- Support: Support and benefits available for carers
- Website: <https://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/>



Domestic Violence

Domestic Abuse - GOV UK

- Support: How to recognise domestic abuse and ways to get support
- Website: <https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>

ManKind Initiative

- Support: A service for men experiencing domestic abuse
- Website: <https://mankind.org.uk/>
- Contact: 0808 800 1170
- Availability: 10am-4pm, Mon to Fri

Refuge

- Support: A service for women who are experiencing or have experienced domestic violence
- Website: <https://www.nationaldahelpline.org.uk/en>
- Contact: 0808 2000 247
- Availability: 24 hours, 7 days a week

Respect - Men's Advice Line

- Support: A service for men who are experiencing domestic violence
- Website: <https://mensadvice.org.uk/contact-us/>
- Contact: 0808 801 0327
- Availability: 10am-8pm, Mon to Fri

Women's Aid

- Support: Support for women and children affected by domestic abuse
- Website: <https://www.womensaid.org.uk/information-support/>
- Contact: Email helpline@womensaid.org.uk or use their live chat

Financial

Step Change - Debt Charity

- Support: Information explaining what to do if you need emergency help with money and food
- Website: <https://www.stepchange.org/debt-info/emergency-funding.aspx>
- Contact: 0800 138 111
- Availability: 8am-8pm Mon to Fri, 9am-2pm Saturdays

NHS Financial Wellbeing: MoneyHelper Service

- Website: <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/financial-support/>
- Contact: 0800 448 0826 or Whatsapp +44 7701 342 744
- Availability: 8am-6pm, Mon to Fri



Homelessness

Akt

- Support: Support for LGBTQ+ young people (aged 18-25) at risk of, or experiencing, homelessness or a hostile living environment
- Website: <https://www.akt.org.uk/>

Citizens Advice

- Support: Getting help from social services if you're homeless
- Website: <https://www.citizensadvice.org.uk/housing/homeless-help/homelessness/applying-for-homeless-help/getting-help-from-social-services-if-youre-homeless/>
- Contact: 0800 144 8848
- Availability: 9am-5pm, Mon to Fri

Crisis

- Support: Support if you are experiencing homelessness
- Website: <https://www.crisis.org.uk/get-help/how-to-get-help/>

GOV UK - Help for Homelessness

- Support: Help and advice from your local council if you're homeless or about to lose your home
- Website: <https://www.gov.uk/homelessness-help-from-council>

Shelter

- Support: Support for people who are struggling with housing or homelessness
- Website: https://england.shelter.org.uk/get_help
- Contact: Emergency Helpline if you have nowhere to stay tonight - 0808 800 4444
- Availability: 8am-8pm Mon to Fri, 9am-5pm Sat & Sun

LGBTQIA+

LGBT Foundation

- Support: Support for people who identify as lesbian, gay, bisexual and trans
- Website: <https://lgbt.foundation/helpline>
- Contact: 0345 330 3030
- Availability: 9am-9pm Mon to Fri, 10am-5.30pm Sat & Sun

London Friend

- Support: Support services delivered by trained LGBT volunteers and staff
- Website: <https://londonfriend.org.uk/support/>

Switchboard

- Support: National LGBTQIA+ support line
- Website: <https://switchboard.lgbt/>
- Contact: 0800 0119 100
- Availability: 10am-10pm, 7 days a week



Mental Health

ANDYSMANCLUB

- Support: Mental health support groups for men
- Website: <https://andysmanclub.co.uk/>

CALM - Campaign Against Living Miserably

- Support: A suicide prevention charity
- Website: <http://www.thecalmzone.net/>
- Contact: 0800 58 58 58
- Availability: 5pm-Midnight, 7 days a week

Kooth

- Support: Anonymous, online emotional wellbeing support for people under the age of 25
- Website: <https://www.kooth.com/>

Mind

- Website: <http://www.mind.org.uk/>
- Contact: 0300 123 3393
- Availability: 9am-6pm Mon to Fri (excluding Bank Holidays)

National Suicide Prevention Helpline UK

- Website: <https://www.spuk.org.uk/national-suicide-prevention-helpline-uk/>
- Contact: 0800 689 5652
- Availability: 6pm-Midnight, 7 days a week

NHS Talking Therapy Service

- Support: Referral for talking therapies for common mental health problems. You do not need a formal diagnosis to access therapy.
- Website: <https://www.nhs.uk/service-search/mental-health/find-an-nhs-talking-therapies-service>

Papyrus

- Support: For people under the age of 35
- Website: <https://www.papyrus-uk.org/>
- Contact: Call 0800 068 4141 or text 07860 039 967
- Availability: 9am-Midnight, 7 days a week

Mental Health

Qwell

- Support: Free digital mental wellbeing support for adults across the UK
- Website: <https://www.qwell.io/>

Samaritans

- Website: <http://www.samaritans.org/>
- Contact: 116 123
- Availability: 24 hours, 7 days a week

SHOUT

- Support: A suicide prevention charity
- Website: <https://giveusashout.org/>
- Contact: Text 'SHOUT' to 85258
- Availability: 24 hours, 7 days a week

The Silver Line

- Support: For people aged 55 and over
- Website: <https://www.thesilverline.org.uk/>
- Contact: 0800 4 70 80 90
- Availability: 24 hours, 7 days a week



Parenting

Action for Children - Parenting Support Services

- Support: In-person and online help and guidance for parents
- Website: <https://www.actionforchildren.org.uk/our-work-and-impact/children-and-families/parenting-support/>

Gingerbread

- Support: Provides advice and practical support to single parents
- Website: <https://www.gingerbread.org.uk/what-we-do/contact-us/helpline/>
- Contact: 0808 802 0925
- Availability: 10am-1pm, Mon to Fri (excluding bank holidays)

Family Lives

- Support: Crisis support for parents and families
- Website: <https://www.familylives.org.uk/>
- Contact: 0808 800 2222
- Availability: 9am-9pm, Mon to Fri, 10am-3pm, Sat to Sun

NSPCC - Support for Parents

- Website: <https://www.nspcc.org.uk/keeping-children-safe/support-for-parents/>
- Contact: 0808 800 5000
- Availability: 10am-8pm, Mon to Fri

The Pandas Foundation

- Support: Pre- and postnatal mental illness advice and support for any parent
- Website: <https://pandasfoundation.org.uk/>
- Contact: 0808 1961 776
- Availability: 11am-10pm, 7 days a week

Young Minds - Support for Parents

- Website: <https://www.youngminds.org.uk/parent/>
- Contact: Parents Helpline on 0808 802 5544
- Availability: 9.30am-4pm, Mon to Fri

Victim of a Crime

Catch22 Victim services

- Website: <https://www.catch-22.org.uk/what-we-do/criminal-justice/victim-services/>
- Contact: Email justice@catch-22.org.uk or complete an online referral

CST - Protecting Our Jewish Community

- Support: Information and support for reporting antisemitism
- Website: <https://cst.org.uk/antisemitism/report-antisemitism>

Stop Hate UK

- Support: Information, advice and support for anyone affected by hate crime based on any aspect of their identity or perceived identity
- Website: <https://www.stophateuk.org/>
- Report a hate crime: <https://www.stophateuk.org/report-hate-crime/>

Tell MAMA

- Support: Information and support for reporting anti-muslim hate or islamophobia
- Website: <https://tellmamauk.org/>

Victim Support

- Support: Free and confidential advice and support for victims of a crime
- Website: <https://www.victimsupport.org.uk/>
- Contact: 08 08 16 89 111
- Availability: 24 hours, 7 days a week

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