

A-Z of Support Agencies (By support area)



Support for:	Organisation	Contact information
Addictions	<p>Compass</p> <p>A free, confidential substance misuse service for children and young people up to the age of 18 years old in Enfield who need support around their own or another person's drug or alcohol (substance) use.</p>	<p>Young people and professionals can contact the service confidentially on 020 8360 9102, by email to compass.enfieldsortit@nhs.net</p> <p>Monday – Thursday 9:00am-5:00pm and Friday 9:00am-4:30pm.</p> <p>https://www.compass-uk.org/</p>
	<p>FRANK</p> <p>Support for substance dependency</p>	<p>0300 123 6600 (UK), 24 hours a day</p> <p>live chat (UK), 2-6pm</p> <p>SMS: 82111 - Need a quick answer? Text a question and FRANK will text you back.</p> <p>website: www.talktofrank.com</p>
	<p>Gam Care</p> <p>Support with gambling addictions</p>	<p>Call 0808 8020 133, 24 hours a day, 7 days a week.</p> <p>Live 1:1 chat, live group chat or online messaging via https://www.gamcare.org.uk/ 24 hours a day</p>
Bereavement	<p>Cruse Bereavement Care</p> <p>Support for grief and bereavement</p>	<p>Phone: 0808 808 1677 (Monday to Friday, 9.30am to 5pm)</p> <p>Website: www.cruse.org.uk</p>
	<p>Child Bereavement UK National Helpline</p> <p>Helping children and young people (up to age 25), parents and families, to rebuild their lives when a child grieves or when a child dies.</p>	<p>Tel: 0800 02 888 40</p> <p>Live chat: via www.childbereavementuk.org</p> <p>Email: support@childbereavementuk.org</p>
	<p>Winston Wish</p> <p>Supports bereaved children, young people, their families, and the professionals who support them.</p>	<p>Call freephone National Helpline on 08088 020 021. (9.00am - 5.00pm, Mon – Fri)</p> <p>email ask@winstonswish.org.</p> <p>Click here for Winston Wish support materials</p>
Carers	<p>SENDIASS Enfield – Every Parent & Child</p> <p>Special Educational Needs and Disabilities Information Advice and Support Service is a confidential and impartial information, advice, and support service. Our service is free, easy to access and confidential. We can help children, parents and young</p>	<p>SENDIASS Helpline 020 8373 6273</p> <p>We offer information, advice and support to:</p> <ul style="list-style-type: none"> • * Children and young people (up to 25 years) with SEND <ul style="list-style-type: none"> • * Parents and carers of children with SEND • * Professionals and practitioners who support children, young people or parents to access our service.

	people to make decisions that affect their lives.	
	<p>Carers Direct</p> <p>and the , both of whom are able to provide support and advice on any issues affecting you</p>	<p>Carers Direct – for carers</p> <p>Call 0300 123 1053</p> <p>Ask your question using webchat</p> <p>Helpline and webchat open: Monday to Friday, 9am to 8pm and weekends, 11am to 4pm</p> <p>Get help by email</p> <p>Ask if you need a translator</p>
	<p>Carers UK</p> <p>Support for carers</p>	<ul style="list-style-type: none"> • Call 0800 808 7777 • Helpline open: Monday to Friday, 9am to 6pm
	<p>Princess Royal Trust for Carers</p> <p>Provide support and advice on any issues affecting you</p>	<p>Tel: 01264 835246</p> <p>Email: info@carercentre.com</p>
	<p>Age UK – support for older people, their families, friends and carers</p>	<ul style="list-style-type: none"> • Call 0800 055 6112 • Helpline open: every day of the year, 8am to 7pm
CRISIS SUPPORT	<p>Shout</p> <p>24/7 UK crisis text service available for times when people feel they need immediate support.</p> <p>By texting 'SHOUT' to '85258' a Texter will be put in touch with a trained Crisis Volunteer (CV) who will chat to them using trained techniques via text. The service is designed to help individuals to think more clearly and to take their next steps to feeling better.</p>	<p>UK crisis text service for immediate support</p> <p>24 hours a day</p> <p>7 days a week</p>
	<p>Samaritans</p> <p>Confidential support for people experiencing feelings of distress or despair. Their aim to provide people ways to cope and the skills to be there for others. They offer listening and support to people and communities in times of need</p>	<p>Phone: 116 123 (free 24-hour helpline)</p> <p>Email: jo@samaritans.org</p> <p>Website: www.samaritans.org</p> <p>You can phone, email, write a letter or in most cases talk to someone face to face.</p>

	Mind in Enfield	If you are in a mental health crisis , please call the Enfield Hub on 0208 702 3800 or the Samaritans or text SHOUT (both above)
Domestic Violence	Solace Women's Aid Free and confidential advice and support for women in London affected by abuse.	Helpline free phone: 0808 802 5565 Email us: advice@solacewomensaid.org
	Refuge Advice on dealing with domestic violence	Phone: 0808 2000 247 (24-hour helpline) Website: www.refuge.org.uk
Eating Disorders	BEAT - Eating disorder advice Beat provides helplines for adults and young people offering support and information about eating disorders and difficulties with food, weight and shape. They also have an email service and an online one to one service.	Under 25s: 0345 634 7650 - (Mon-Wed, 1pm-4pm) Support forums (7 days a week) email: fyp@b-eat.co.uk web: www.b-eat.co.uk Adults over 18 including parents, teachers or concerned adults: 0345 634 1414 - . (Mon-Wed, 1pm-4pm) Support forums (7 days a week) email: help@b-eat.co.uk
Food	If you are struggling to afford food for your family, food bank vouchers are available from our Learning Mentors during term time. Otherwise, call 0808 2082138 for free (open Monday to Friday, 10am to 4pm). You'll confidentially talk to a trained Citizens Advice agent and, if needed, they'll issue you with a food bank voucher.	Enfield Foodbank Phone us 07826 542119 Email us info@northyenfield.foodbank.org.uk Website: https://northyenfield.foodbank.org.uk/
Housing	Shelter Shelter helps millions of people every year struggling with bad housing or homelessness through our advice, support, and legal services.	Helpline 0808 800 4444 Open every day of the year: <ul style="list-style-type: none"> • 8am - 8pm on weekdays • 9am - 5pm on weekends
Mental Health & Wellbeing support for adults	Sanctuary – for Enfield residents aged 18-64: Find Calm - Make Space - Move Forward A 7 day a week evening phone service available to anyone in Enfield experiencing difficulty	Mon –Sun, 5pm-11pm No referral needed, just call 020 8906 7509 ,

	managing their mental health and wellbeing.	
	<p style="text-align: center;">Mind in Enfield</p> <p>Local based charity providing wellbeing workshops, activities, courses and cafe; counselling; advice on benefits and counselling</p>	<p style="text-align: center;">https://www.mindinenfield.org.uk/</p> <p style="text-align: center;">Our new Covid-19 numbers are: Advice: 0208 906 7505 Counselling: 0208 906 7508 Wellbeing: 0208 906 7507 Reception: 0208 906 7506</p> <p style="text-align: center;">If you are in a <u>mental health crisis</u>, please call the Enfield Hub on 0208 702 3800</p> <p style="text-align: center;">or the Samaritans or text SHOUT (both above)</p>
	<p>Let's Talk IAPT (Improving Access to Psychological Therapies) offers free and confidential talking therapies to people aged 16 and over registered with an Enfield GP. They support with conditions such as: Low mood, Sleeping problems, Panic, Specific phobias, Obsessive compulsive disorder & Post-traumatic stress disorder</p>	<p style="text-align: center;">Web: www.lets-talk-iapt.nhs.uk Email: lets-talk-enfield@nhs.net Telephone: 020 8342 3012</p>
	<p style="text-align: center;">Elefriends</p> <p>Elefriends is an online mutual support community where you can be yourself – run by Mind.</p>	<p style="text-align: center;">Phone: 0300 123 3393 (Monday to Friday, 9am to 6pm)</p> <p style="text-align: center;">Website: www.mind.org.uk</p> <p>Elefriends community: www.mind.org.uk/information-support/support-community-elfriends/</p>
	<p style="text-align: center;">SANE</p> <p>Saneline is a national mental health helpline providing information, emotional support and guidance to people affected by mental illness, their families and carers.</p>	<p style="text-align: center;">Telephone no during COVID-19 07984 967 708</p> <p style="text-align: center;">Telephone: 0300 304 7000 (4:30pm-10:30pm) Website: www.sane.org.uk/what we do/support/helpline</p>
	<p style="text-align: center;"><u>Rethink Mental Illness Advice Line</u></p> <p>Provides expert advice and information to people with mental health problems and those who care for them, as well as giving help to health professionals, employers and staff.</p>	<p style="text-align: center;">Telephone: 0300 5000 927 (9.30am - 4pm Monday to Friday) Email: info@rethink.org Website: www.rethink.org/about-us/our-mental-health-advice</p> <p style="text-align: center;">Rethink also runs Rethink services and groups across England and Northern Ireland.</p>

Money and benefits	The Money Advice Service Advice about money and benefits	<ul style="list-style-type: none"> • Call 0800 138 7777 • Helpline open: Monday to Friday, 8am - 6pm
	Citizens Advice Giving advice about money and benefits	<ul style="list-style-type: none"> • Call 03444 111 444 • Helpline open: Monday to Friday, 9am - 5pm • Citizens Advice will not charge you to call its national phone service or helpline, however your service provider may do
Parenting pressures	Family Action The FamilyLine service supports people who are dealing with family pressures in a new and innovative way by using a network of volunteers from across the country to support family members over the age of 18 through telephone calls, email, web chat and text message.	<p>Telephone: 0808 802 6666</p> <p>Helpline open: Monday to Friday, 9am to 9pm</p> <p>Text message: 07537 404 282 https://www.family-action.org.uk/what-we-do/children-families/familyline/</p>
	Family Lives (previously Parentline) Family Lives offers a confidential and free helpline service for families in England and Wales for emotional support, information, advice and guidance on any aspect of parenting and family life.	<p>The helpline service is open 9am – 9pm, Monday to Friday and 10am – 3pm Saturday and Sunday.</p> <p>Call: 0808 800 2222</p> <p>https://www.familylives.org.uk/how-we-can-help/confidential-helpline/</p>
Suicide	PAPYRUS UK Charity for the prevention of young suicide	<p>Phone: 0800 068 4141 (Monday to Friday, 9am to 10pm, weekends & bank holidays: 2pm to 10pm) TEXT: 0778 620 9697</p> <p>EMAIL: pat@papyrus-uk.org</p> <p>Website: www.papyrus-uk.org</p>
	C.A.L.M. (Campaign Against Living Miserably) Aimed specifically at men it is a leading movement against suicide. Their helpline is open between 5pm and midnight every day of the year.	<p>Telephone (London): 0808 802 58 58</p> <p>Webchat: www.thecalmzone.net/help/webchat/ (5pm – Midnight every day)</p> <p>Website: www.thecalmzone.net</p>
Women's support	Enfield Women's Centre (EWC) is a registered charity assisting women and girls and their families in the borough of Enfield, via information, advice	<p>http://www.enfieldwomen.org.uk/</p> <p>31A Derby Road, Enfield, EN3 4AJ</p>

	or referral on a range of issues including; relationships, violence against women and girls, and health.	Telephone: 0208 443 1902
Young People & Children	<p>Young Minds</p> <p>They offer free, confidential online and telephone support, including information and advice, to any adult worried about the emotional problems, behaviour or mental health of a child or young person up to the age of 25.</p>	<p>Phone: Parents' helpline 0808 802 5544 (Monday to Friday, 9.30am to 4pm)</p> <p>Website: www.youngminds.org.uk</p>
	<p>Anti-bullying Alliance</p> <p>A coalition of organisations and individuals that are united against bullying, leading UK Anti-Bullying week & providing supportive information</p>	<p>www.anti-bullyingalliance.org.uk/tools-information</p>
	<p>NSPCC</p> <p>UK Child protection charity focusing on Keeping children safe. If you're concerned about a child, if you're a parent or carer looking for advice, or if you're a professional in need of information and guidance.</p>	<p>Call the NSPCC on 0808 800 5000, Monday to Friday 9am – 6pm or 9am – 4pm at the weekends. It's free and you don't have to say who you are</p> <p>or email us, or submit our online form</p> <p>Also get advice about spotting the signs of abuse.</p>
	<p>Anna Freud</p> <p>A children's charity who are transforming mental health in the UK by providing resources around self-care for both children and families</p>	<p>Support resources - www.annafreud.org/on-my-mind/</p> <p>Anna Freud podcasts to help parents/carers understand child & family mental health problems</p>