



Christmas Helpline Support 2020



VCS Organisation	Service description	Contact details
Salvation Army	<p>This Christmas we will be in local communities ensuring that vulnerable people get the happy Christmas they might otherwise have missed out on.</p> <p>Support is offered to needy family over the Christmas period including food, warm clothing, festive meal and a friendly face.</p>	Website: https://www.salvationarmy.org.uk/
Turn2 us	Search site that has lists of grants available and criteria to who can apply.	Website: www.turn2us.org.uk/About-Us/News/Christmas-Grants-and-other-support
Housing Solutions	Homelessness support.	<p>Telephone: 03000 268 000 (Out of hours 01388 722 538)</p> <p>Email: housingsolutions@durham.gov.uk</p>
HomeGroup	<p>Support with housing, debt, benefits or homelessness.</p> <p>The service will continue to run Monday - Friday 9-5 over the festive period.</p> <p>However, this excludes bank holidays – Friday 25th and Monday 28th December and also Friday 1st January.</p>	<p>To find your nearest drop-in and for Xmas opening times please Telephone: 0191 3324 935</p> <p>Email: GatewayDurham@homegroup.org.uk</p>

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Samaritans	Samaritans are available round the clock, every single day of the year, providing a safe place for anyone who is struggling to cope.	Telephone: 116 123 (Freephone) Website: https://www.samaritans.org/how-we-can-help/contact-samaritan/ These services are open 24/7, including Christmas Day, Boxing Day and New Year's Day
NHS Helpline	NHS 111 can help if you have an urgent medical problem and you're not sure what to do.	Telephone: 111 (NHS 111 is available 24 hours a day, 7 days a week)
Drug and alcohol Support (FRANK 24hour Support)	For friendly, confidential drugs advice, talk to FRANK. Call, text for answers to your questions or if you just want a chat.	Telephone: 03001 236 600
NSPCC	With schools closed and children spending more time at home, you might have spotted something that's worrying you. Whatever you're worried about, contact the NSPCC helpline.	Telephone: 0808 800 5000 Website: www.nspcc.org.uk
Kooth	Kooth is a digital free, safe, confidential and non-stigmatised way for young people aged 11 to 18 years to receive counselling, advice and support on-line. Chat to friendly counsellors, read articles by young people and join live moderated chat forums.	Website: www.kooth.com

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The Silver Line	Provides support, information, friendship and advice for older people (over 55) who may feel lonely or isolated. Helpline open 24 hours a day, 365 days a year.	Telephone: 08004 708 090 Website: thesilverline.org.uk
Switchboard	Listening services, information and support for lesbian, gay, bisexual and transgender communities. <u>Helpline</u> open 10am–10pm, 365 days a year.	Telephone: 0300 330 0630 Website: switchboard.lgbt
Beat	Offers information on eating disorders and runs a supportive online community. Also provides a directory of support services at helpfinder. <u>Helpline services</u> will be open 4pm–8pm from 24 December to 1 January.	Telephone: 0808 801 0677 (adult helpline) Telephone: 0808 801 0711 (youthline) Telephone: 0808 801 0811 (studentline) Website: beateatingdisorders.org.uk
Campaign Against Living Miserably (CALM)	Provides listening services, information and support for men at risk of suicide, including a web chat. <u>Helpline services</u> are open 5pm–midnight, 365 days a year.	Telephone: 0800 585 858 (UK helpline) Telephone: 0808 8025 858 (London helpline) Website: thecalmzone.net
Cruse Bereavement Care	Information and support after a bereavement. <u>Helpline service:</u> 21–26 Dec: 9:30am–8pm 27–30 Dec: 9:30am–5pm 31 Dec onwards: 9:30am–8pm	Telephone: 0808 808 1677 Website: cruse.org.uk

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Victims Support	Victim support Line open 24/7.	Telephone: 0808 1689 111 Website: www.victomsupport.org.uk
Domestic Violence Support over Christmas-Woman's Aid	The Helpline is open 24 hours a day, 365 days a year, including over the Christmas period to offer you support, advice, or just a listening ear. We can organise refuge accommodation for you and your children, or signpost you to a range of other services.	Telephone: 0808 802 1414 (it's free from both landlines and mobiles) Email: 24hrsupport@dvhelpline.org Text: 07797 805 839
Harbour	Harbour works with families and individuals who are affected by abuse from a partner, former partner, or other family members. Help line available to adults and children 24 hours a day for age 3+	Telephone: 03000 202 525 Website: www.myharbour.org.uk
Housing Solutions	Emergency Housing	Telephone: 01388 722 538 (Out of hours emergency number)
Citizens Advice		Closed on 24/12/2020 and re open 4/1/2021

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