

# **TRANSFORMATION CORNWALL<sup>+</sup>**

Strengthening Faith Based Social Action in Cornwall

## **Telephone Signposting List**

**February 2022**

# www.transformation-cornwall.org.uk

## Telephone Signposting List

This list was put together by Transformation Cornwall, a charity strengthening faith based social action in Cornwall. This list contains the telephone numbers for a number of support groups, locally and nationally, that will offer help to people in Cornwall. We have tried to make it as useful as possible and covered key topics that people might need support with. The information is provided in good faith and, to the best of our knowledge, accurate at the time of publication.

### Alcohol/Drugs

#### Alcoholics Anonymous

Alcoholics Anonymous is a fellowship of people who share their experience, strength, and hope with each other that they may solve their common problem and help others recover from alcoholism. The number below is for their helpline.

 0800 9177 650

#### We Are With You

We Are With You help individuals reduce or stop their drug (including prescription drugs) or alcohol use. You can also talk to them if you're worried about someone else's drug or alcohol use, rather than your own. They also offer specialist support for young people.

 01872 263001

 01872 300816 (YZUP Young People)

### Asylum/Immigration

#### Migrant Help

Migrant Help run a free asylum helpline available 24/7/365 and accessible to all asylum seekers in the UK. They can advise on how to claim asylum, finding legal representation, and other matters.

 0808 8010 503

### Befriending

#### Re-Engage

In response to the Covid-19 crisis, Re-Engage have set up a UK-wide call companions service. Older people who are feeling alone can receive a regular friendly phone call throughout the crisis and beyond, for as long as they want it.

 0800 716543

#### St Vincent de Paul Society

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The members of the society help those in need and offer them sincere friendship. Their national office will try to put you in touch with a group in the Cornish area who can offer befriending. The phone line will go to a voicemail, but they will call you back.

 0207 703 3030

### Volunteer Cornwall Telephone Befriending

Volunteer Cornwall run a telephone befriending service for people who would like to have a friendly voice to talk to a couple of times a week. Call the Volunteer Cornwall switchboard and ask for more details,

 01872 266988

## Benefits/ Financial/ Debt

### Christians Against Poverty

Christians Against Poverty's (CAP) award-winning service offers free debt-counselling and support to everyone with personal debts, regardless of age, gender faith or background. When you call, you'll be put through to the New Enquiries team who will arrange an initial appointment with a CAP Debt Coach from your local area.

 0800 328 0006

### Citizens Advice Cornwall

You can contact Citizens Advice Cornwall to speak to an adviser for welfare benefits, debt, housing, work, health or relationship advice.

If you are struggling with mental health and money problems, their MHend project (working with Pentreath and listed below in the 'Mental Health' section) is there to provide support, advice and guidance.

 The easiest way to contact the team is to text ADVICE to 78866 and the team will call back within 48 hours (excluding weekends)

 Freephone 0800-144-8848 Mon-Fri 10am-4pm.

*\*Please note: this is the national Citizens Advice number that will ordinarily automatically divert your call to Citizens Advice Cornwall.*

### Debt Advice Foundation

Debt Advice Foundation is a specialist debt charity offering free, confidential advice on any aspect of debt. If you are struggling to keep up with credit card, loan or debt consolidation repayments, have arrears or are facing legal action from lenders as a result of being unable to repay your unsecured or secured debts, their debt helpline can help.

 0800 043 40 50

### Help to Claim

Help To Claim is a free service to assist those people who require support to make a Universal Credit claim. Their advisors can help you work out if you can get Universal Credit, help you fill out the application, and help you prepare for your first Jobcentre appointment.

 0800 144 8444

### Kernow Credit Union

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Kernow Credit Union is a not-for-profit financial organisation voluntary led by Members for the benefit of our members. Membership is open to anyone living and /or working in Cornwall and the Isles of Scilly. Savings and loans are available at fair and reasonable rates of interest to suit your needs.

 01209 314 449

### Stepchange

Stepchange provide free, confidential and expert debt advice and money guidance. No matter how large or small your debt problem is, they can help.

\*Available Monday to Friday 8am to 8pm and Saturday 8am to 4pm.

 0800 138 1111

## Bereavement

### Cornwall Hospice Care Listening Ear Service

The Cornwall Hospice Care Listening Ear Service is for patients, carers and relatives who are isolated and vulnerable in our communities who have experienced the recent death of a loved one.

Although not a counselling service, the service can offer information, support and signposting via the telephone with 6 calls of up to an hour each.

 01726 829874 to arrange a call with the Community Engagement team.

### Cruse Bereavement Support Helpline

Cruse run a helpline that is run by trained bereavement volunteers, who offer emotional support to anyone affected by grief. The helpline gives callers space to talk about your feelings and how you've been coping.

 0800 808 1677

### Outlook South West: Suicide Liaison Service

This is a specialist service developed to support adults over the age of 18 years who have been bereaved by suicide. Individuals can self-refer by calling the number below or via their GP/health professional.

 01208 871905

### Penhaligon's Friends

Free advice, guidance, support and resources in Cornwall for young people who have experienced bereavement and for parents and carers of bereaved children. If no one is available leave them a message and they will return your call as soon as possible.

 01209 210624

### SOBBS (Survivors of Bereavement by Suicide)

SOBBS exist to meet the needs and overcome the isolation experienced by people over 18 who have been bereaved by suicide. Their national helpline is available between 9am-9pm Monday to Sunday.

 0300 111 5065

### ALLY People and Pet Loss Support Service

ALLY is a community-based support service for people experiencing the loss of their companion animal. They aim to support you, to listen if you want to talk and assist you as you begin the process of adjusting to the loss of your animal.

 01736 333334

## Business

### The Growth Hub

The Growth hub work with local businesses, including self-employed people and not for profit organisations to find the right guidance and support to help their business work smarter, develop and grow.

 01209 708660

## Carers

### Carers UK

Carers UK are a national charity that provide information and guidance to unpaid carers. They can provide financial support, practical support, and a range of other services. Their telephone helpline is available Monday to Friday, 9am-6pm.

 0808 808 7777

### Kernow Carers Service

Kernow Carers Service (KCS) provides information and support to those in a caring role. This could include: advice and guidance offered through the helpline advocacy, information about benefits, and much more.

 0800 587 8191

### Parent Carers Cornwall

Parent carers aim to provide parents of disabled children and children with additional needs with a voice in Cornwall. They can help parents with information on the services available from health, education, local authority and the voluntary sector.

 07973 763332

## Children, Young people, Families

### Carefree Cornwall

Carefree Cornwall works with young people aged 11-25, who are in and leaving care and offer positive activities, events and projects that help young people develop their social and emotional skills. Carefree Cornwall aim to give young people in and leaving care the chance to do things for themselves and others.

 01209 204 333

### Childline

ChildLine a free helpline for children and young people in the UK. Children and young people can call ChildLine to talk about any problem. Lines are open from open from 7:30am – 3:30am, 7 days a week.

 0800 1111

### Early Help Hub

Cornwall Council led single access point for Cornwall based children's support services. Services include child and adolescent mental health services, speech and language therapy, and neurodevelopment assessments. Requests are triaged and allocated to the most appropriate service.

 01872 322277

### The Mix

The Mix is a support service for young people under 25. They offer support in many areas, including mental health, money, homelessness, finding a job, break-ups, and drugs.

 0808 808 4994

### Young People Cornwall

Young People Cornwall improves the quality of life for young people in Cornwall by delivering inspirational youth work which supports their needs and aspirations.

 01872 222447

## Dental Emergency

### West Country Dental Care

People who have a dental practice and use it regularly should contact their dentist by phone to seek a referral for treatment. In the case of a dental emergency, unregistered patients who don't have a dentist should call West Country Dental Care. A dentist will give you advice about your dental problem and any patients who require emergency treatment will be referred to an Urgent Dental Care Hub.

If you have an emergency out of hours, please call NHS 111.

 0333 405 0290

### Disability

#### Active8

Active8 is a small Cornish charity which provides support for young people with physical disabilities in Cornwall. They aim to develop teamwork skills and personal maturity, while offering opportunities for adventure.

 07800 876421

#### disAbility Cornwall & Isles of Scilly Information & Advice Line

The disAbility Cornwall & Isles of Scilly Information & Advice Line (DIAL) service provides support across a full range of disability related enquiries:

- Money & Welfare Entitlements
- Housing & Home Environment
- Training, Volunteering & Employment
- Social & Leisure Opportunities
- Independent Living & Equipment
- Health & Well-being

\*The service is available Monday to Friday between 10am and 3pm.

 01736 759500

 Textphone: 07522970336

### Domestic Abuse

#### Cornwall Refuge Trust

Cornwall Refuge Trust provides refuge accommodation for women, men and children who have escaped domestic abuse, offering them a safe and supportive environment in which to recover from their experiences. They have a 24hr domestic violence helpline.

 01872 225629

#### First Light: Safer Futures

Safer Futures provides advice, support, education, recovery and behaviour change programmes for people affected by domestic abuse and sexual violence in Cornwall. They are available Monday to Friday, 09:00 – 17:00. If you are in danger, call 999.

 0300 777 4777

### The Women's Centre Cornwall

The Women's Centre Cornwall are a specialist provider of services for women and girls (11 years+) who have experienced any form of Sexual Violence, Rape, Sexual Assault, Childhood Sexual Abuse and/or Domestic Abuse at any point in their lives. Run by women, for women, the Centre provides a safe, supportive environment in which women are both valued and respected, listened to and believed: empowering women to live the life they want. They run two helplines - Women's Sexual Abuse helpline and Women's Domestic Abuse helplines both on:

 01208 77099

### Employment Support/Training

#### Active Plus

Active Plus use the knowledge, skills, experience and expertise of injured and retired military veterans to deliver unique programmes that build confidence, communication, motivation and self-belief. They deliver courses and activities for people who are unemployed, older people who are lonely or isolated, people with health conditions, including mental ill health, and young people at risk of leaving school without qualifications or work.

 01326 567174

#### People Hub

The People Hub helps you find the right support for your needs. They can signpost you to where you need to go and we also provide friendly, localised support and advice on issues such as money worries, looking for work, developing your skills or retraining – helping you into or towards employment.

 0333 0150699

### Energy Support

#### Community Energy Plus (CEP)

Energy advice and practical help for householders in Cornwall to enjoy warmer, energy efficient homes as part of a more sustainable future. They offer a wide range of support services to help householders save energy and reduce fuel poverty.

 0800 954 1956

### Exercise

#### Church of England Daily Hope Phone Line

The Church of England Daily Hope phone line are offering simple chair-based exercises that can be done for free over the phone. To access the exercises, select option four.

 0800 804 8044

## General Support

### Inclusion Cornwall

Inclusion Cornwall has a number of projects that promote social inclusion and can find the right information or support for you. Inclusion Cornwall can offer support with almost anything if you feel like you are going around in circles and don't know where to turn. We will know how to help. Support is also offered to ensure that you can access all the help that you are entitled to. We also hold funds at certain times that can help with almost anything.

 01872 326440

## Gypsies, Roma & Travellers

### Pentreath Ltd

The Community Development Workers (CDW's) at Pentreath Ltd offer support to Black, Asian and Minority Ethnic (BAME) communities – including migrant workers and gypsies and travellers. Community Development Workers are based at Pentreath and work with people across Cornwall experiencing mental health difficulties, including stress, anxiety, isolation and low mood. We work with individuals, families, carers and communities. Our services range from one-to-one support through to training service providers to improve health outcomes for BAME communities.

The team aim to reduce any fear around using mental health services and help BAME communities to access appropriate support with the aim of achieving equality of service and outcomes. We accept referrals from other services and self-referrals.

 01726 862 727

### TravellerSpace Cornwall

TravellerSpace supports Gypsies, Irish Travellers and New Travellers in Cornwall and the South West to access the services and opportunities available to the wider community and to have a voice in decision and policy making processes.

 07939 210 014

 07534 983 046

### Travellers Advice Team

A dedicated Gypsy and Traveller Helpline run by the Community Law Partnership.

 0121 685 8677 (9.00 am and 1.00 pm Monday to Friday).

### Families, Friends and Travellers (FFT)

FFT seek to end racism and discrimination against Gypsies and Travellers, whatever their ethnicity, culture or background, whether settled or mobile, and to protect the right to pursue a nomadic way of life. FFT provide support, advice and information to the travelling community across the UK, both housed and on the road, old and new.

 01273 234 777

# Homelessness/Rough Sleeping

## Cornwall Housing Limited

If you are currently homeless or at risk of becoming homeless Cornwall Housing can provide assistance and specialist advice. If you at risk of becoming homeless, please contact the team as soon as possible so they can do their utmost to help. Their housing options service offers help and advice on housing needs, homelessness, and temporary accommodation.

 0300 1234 161

## St Petrocs

The St Petrocs advice line provides advice and support for people with no home or facing life without one. They support those who are currently sleeping rough or those who are having to stay with friends or family because they have no home. St Petrocs provide accommodation, support, advice, training and resettlement services.

 01872 264153

## StreetLink

StreetLink enables members of the public to connect people sleeping rough with the services that can support them. If you are concerned about someone sleeping rough, you can phone StreetLink and they will send the details to the local authority or outreach team concerned, so they can help connect the person to local services and support.

 0300 500 0914

# Housing

## Shelter

Shelter's helpline offers advice and information for people with a housing problem or who are homeless. Issues dealt with include housing rights, harassment, illegal eviction, rent and mortgage arrears, disrepair, housing benefit, domestic violence, hostel placements and finding accommodation.

 0808 800 4444

## YMCA Cornwall

YMCA Cornwall offers support and accommodation for young people aged 16-25. They offer support to young men and women who find themselves homeless, sofa-surfing, rough sleeping, or need to leave home.

 01736 334820

# Learning Disability

## Cornwall Advocacy

## Signposting List

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Cornwall Advocacy are an independent charity and they provide free advocacy in Cornwall. They support people with learning disabilities to understand their rights, understand information, make choices, speak out and be heard.

☎ 07596624162

### Cornwall People First

Cornwall People First is a user-led self-advocacy charity for adults with learning disabilities or autism throughout Cornwall. They can provide a number of easy-to-read guides, including on Coronavirus.

☎ 07469928565

## LGBTQ+

### Intercom Trust

The Intercom Trust are a lesbian, gay, bisexual and trans+ charity working across Cornwall, Devon, Dorset and the wider South West, providing a huge range of services including: help and support, advocacy, counselling, training, support groups and information

☎ 0800 612 3010

### Switchboard

Switchboard are an LGBTQ+ helpline that offer a safe space for anyone to discuss anything, including sexuality, gender identity, sexual health and emotional wellbeing. They are available 10AM-10PM every day.

☎ 0300 330 0630

## Mental Health

### CALM (Campaign Against Living Miserably)

CALM provide a confidential, anonymous and free support, information and signposting to men anywhere in the UK through our helpline channels. Calls and webchats are taken by trained and skilled helpline workers who will listen empathetically, inform appropriately and signpost accurately with the aim to improve the mental well-being of the caller.

☎ 0800 58 58 58 (5pm-midnight 365 days a year)

### NHS Mental Health Support

24/7 NHS mental health response line for support and advice. Support is available to anyone, regardless of age, all day every day.

☎ 0800 038 5300

### Mhend - The Mental Health, Employment Need and Debt advice Outreach Project

Mhend is a partnership between Pentreath Mental Health Advisers and Citizens Advice Cornwall (CAC) caseworkers. They can provide specialist financial, employment, housing and mental health support to vulnerable individuals adversely affected by Covid-19 across Cornwall and the Isles of Scilly.

 01726 862727

### Outlook South West

Outlook South West offers NHS mental health therapy for stress, low mood and worry. It also helps people with long term physical health problems. It is Cornwall and the Isles of Scilly's Improving Access to Psychological Therapy (IAPT) service for people aged 16+. The service is open to self-referrals online or via the phone.

 01208 871905 (*Self-Referral Number*)

### Pentreath Ltd

Pentreath exists for people living with mental health and emotional difficulties. They offer support to help people believe in their own potential and achieve their vocational goals. Please note Pentreath are not a crisis service.

 01726 862727

### Samaritans

Samaritans is available 24 hours a day every single day of the year, whatever you're going through, you can call the Samaritans at any time.

 116 123 (*Free*)

 0330 094 5717 (*Local Charges*)

### StartNow - Headstart Kernow Youth

Headstart Kernow is a partnership programme to develop resilience and mental well-being in young people aged 10-16. They can connect young people together, offer wellbeing workshops, and run a wellbeing book club.

 01872 326322

### Shout: Free Text Service

Shout offer text support on issues including anxiety, depression, suicidal thoughts, relationship problems, bullying or if you're feeling overwhelmed. If you are over 18 text the word SHOUT. If you are under 18 text the letters YM and you will be put through to young minds.

 TEXT 85258

### Valued Lives

## Signposting List

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Valued Lives are a mental health charity based in Cornwall. They work to support the mental wellbeing of Cornish communities by offering community-based support services, wellbeing focused workshops, mental health training, enablement programmes and therapeutic activities.

☎ 0800 260 6759

## Modern Slavery

If you suspect someone is at risk of modern slavery, please call one of the following numbers or the police on 101 (non emergency). In an emergency always call 999.

☎ Modern Slavery Helpline 08000 121 700

☎ Crimestoppers 0800 555 111

☎ Gangmasters Labour Abuse Authority 0800 4320 804

☎ Salvation Army confidential referral helpline: 0800 808 3733

## Older Age

### Silver Line

The Silver Line operates a confidential, free, helpline for older people across the UK that's open 24 hours a day. Their helpline can offer conversation and friendship, provide information and advice, and link callers to local groups and services.

☎ 0800 470 80 90

### Age UK Cornwall & The Isles of Scilly

Age UK Cornwall & The Isles of Scilly aim to improve the lives of all older people. Their helpline offers support and advice for older people, their families, and carers. Age UK Cornwall and The Isles of Scilly also provide a 'Transport Access People' (TAP) service to provide a transport service to get to non-emergency healthcare appointments for people who have difficulty accessing other forms of public transport. Appointments such as hospital, optician, dental, foot care, or audiology. This is a chargeable service.

☎ 01872 266383 (General Office Line)

☎ 01872 223388 (TAP service)

## Police Services

### Police

In an emergency dial 999. All other non-emergency incidents should be reported using 101 or online reporting methods.

☎ 999 Emergency

☎ 101 Non-Emergency

## Relationships

### Relate

## Signposting List

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Relate offer relationship support to people of all ages, backgrounds, sexual orientations and gender identities to strengthen their relationships. Their services include Relationship Counselling for individuals and couples, Family Counselling, and Young People's Counselling and Sex Therapy. Currently all

Relate work is conducted over Zoom or in some instances by Telephone. Sex Therapy is currently only available by Relate Devon & Cornwall contacting counsellors in other areas for availability.

☎ 0300 772 9681 (*Relate Devon & Cornwall*)

☎ 0300 003 0396 (*National*)

## Social Care

### Cornwall Adult Social Care

Cornwall Adult social care help adults with social care needs find care and support so they can live as independently as possible in their own homes. This includes older people, people with physical disabilities or learning disabilities, and mental health service users.

☎ 0300 1234 131

## Single Parents

### Cornwall One Parent Support Group

The charity Cornwall One Parent Support is a self support network run voluntarily by the trustees and the members of Cornwall One Parent Support. The Charity is funded by fundraising, members contributions and successful grant applications.

☎ Liz Northcott on 07737573647

## Gingerbread

Gingerbread support single parent families to live secure, happy and fulfilling lives. They can offer information on a wide range of issues, including benefits and tax credits, childcare, separation, work, housing and child maintenance.

☎ 0808 802 0925

## Veterans

### Active Plus

Providing 1-2-1 and group support to service leavers, veterans and their families, through our Family Matters, Positive People and Armed Forces Community (AFC) Social prescription link workers. Active Plus also offer opportunities for veterans to help themselves by helping others. Contacts in Cornwall are:

☎ Positive People Change Coach - Sara 07487 584226

☎ Family Matters - Terrie-Anne 07494 056511

☎ AFC Social Prescription Link Workers - Marc 07903 097263 or Andy 07903 097189

### The Royal British Legion

The Royal British Legion is here to help members of the Royal Navy, British Army, Royal Air Force, veterans and their families. Their services include:

- Expert Guidance
- Local community connections
- Programmes supporting physical and mental wellbeing.
- Mobility aids and equipment grants
- Financial and employment support

 0808 802 8080 (8am to 8pm, 7 days a week)

### Soldiers, Sailors, Airmen and Families Association (SSAFA)

SSAFA provides help and support to existing and past service personnel and their families. It offers a wide range of services including:

- Rehabilitation for injured servicemen and women
- A confidential helpline (Forcesline)
- Additional needs and disability support
- Short stay accommodation for families visiting injured relatives
- Financial assistance for a wide range of needs
- Funding for home adaptations or specialist disability equipment unavailable from statutory sources.
- Residential care for those with disabilities
- SSAFA help is available to almost anyone with a service connection.

 0800 260 6767

### The Veterans Charity

Providing fast, direct support to Veterans facing hardship and distress. The Veterans Charity supply essential items including food shopping, clothing, household goods like kitchenware and appliances as well as furniture and even mobile phones to aid vital communication.

 01271 371001

### Veterans Gateway

Here for you 24/7, we're also the first point of contact for all your welfare needs. From healthcare and housing to employability, and more. Get in touch so that we can refer you directly to our expert, vetted partners.

 0808 802 1212

## Victims of Crime

### Victim Support

## Signposting List

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Victim Support whelp people affected by crime or traumatic events get the support they need. Their support line can offer advice regardless of whether the crime has been reported or how long ago it happened.

 0808 1689 111

## Volunteering

### Volunteer Cornwall

Volunteer Cornwall work in collaboration with a wide range of organisations to promote and support active citizenship and voluntary action covering the emotional, social, environmental and economic needs and opportunities in Cornwall.

 01872 265305

## Other Helplines

### British Red Cross: Coronavirus Support Line

The British Red are running a Coronavirus support line, offering emotional and practical support, and directing people to local services. The support line is for anyone who is lonely or worried or finding it difficult to access food and medication during the ongoing coronavirus pandemic.

 0808 196 3651

### Construction Workers: Construction Worker Helpline (B&CE)

Help for individuals and their dependants needing financial or emotional support, information, guidance and advice. The helpline offers current and former construction workers with information on money matters, mental and physical health, and housing.

 0808 801 0372

### Construction Workers: Construction Industry Helpline

The Construction Industry Helpline provides a 24/7 safety net for all construction workers and their families in the UK and Ireland. They can provide advice on occupational health and mental wellbeing, and emergency financial aid to construction families in crisis.

 0345 605 1956

### Farming: Farming Community Network

FCN are a voluntary organisation & charity that supports farmers and families within the farming community. Their helpline can offer advice on business difficulties, stress, depression, retirement, and other issues that affect farmers and rural workers.

 03000 111 999

### Farming: Royal Agricultural Benevolent Institution (RABI)

## Signposting List

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RABI offer financial support, practical care and guidance to farming people of all ages, including farmers, farmworkers and dependants. Their freephone helpline is 100% confidential.

☎ 0808 188 4444

### Seafarers: The Seafarers Hospital Society

The Seafarers Hospital Society is a maritime charity dedicated to meeting health, welfare and advice needs of seafarers of any nationality based in the UK. We offer free mental health and wellbeing advice and support for seafarers and their families, free fast-track physiotherapy, as well as grants for urgent needs; essential household goods, and other unexpected expenses.

☎ 020 8858 3696

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