

# Telephone Signposting List

Below is a list of organisations and telephone numbers that might be of use to your customers. It is in no way exhaustive but we've tried to get the information as right as of the day the list was compiled. It is with our best intent a tool to facilitate your work.

## Advice/Support

### **Volunteer Cornwall**

Volunteer Cornwall are still providing support during the ongoing Coronavirus pandemic, including shopping and prescription collection and telephone befriending.

**01872 266988**

### **Cornwall Council**

Cornwall Council can be contacted on 0300 1234334.

**0300 1234 334**

## Alcohol/Drugs

### **Alcoholics Anonymous**

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others recover from alcoholism. Call the AA helpline free to be put in touch with someone locally who can help you.

**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 (Young People)**

## Benefits/ Financial/ Debt

### **Smart Savings**

Smart Savings are running their Families First project to support families throughout Cornwall with free counselling, benefits and debt advice, and mindfulness sessions.

**Jane Jiwa 07760214254**

## SIGNPOSTING LIST

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### **Citizens Advice Cornwall**

You can contact Citizens Advice Cornwall to speak directly to a debt adviser. If the lines are busy, an adviser will call you back within three working days. Alternatively, you can contact them for general advice on benefits, work, housing, and health.

**For debt enquiries text DEBT to 78866.**

**Or call the Debt Advice Line 01752 850488 Mondays and Fridays only**

**For all other enquiries text ADVICE to 78866**

## Bereavement

### **Cornwall Bereavement Network**

The Cornwall Bereavement network work to help people affected by bereavement find the appropriate support and services.

**01208 834620**

### **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.

**01209 210624**

**01209 215889**

### **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 or via their GP/health professional.

**01872 871805**

### **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.

**03001115065**

## 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. They are offering COVID-19 specific advice.

**01209 708 660**

# Carers

## **Kernow Adult Carers Service**

Kernow Carers Service offer advice and guidance for carers in Cornwall. They are offering an on the day call back service for carers who need priority support from the Access Team.

**0300 1234 131**

# Children, Young people, Famillies

## **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**

## **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**

## **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**

# 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.

**0333 405 0290**

## Disability

### **disAbility Cornwall and Isles of Scilly**

disAbility are a values based, user-led, charitable company with a mission to represent, include, support and empower people living with a long term health condition or disability, and their families and carers, in Cornwall & the Isles of Scilly.

**01736 759500**

## Domestic Abuse

### **First Light**

First Light is a charity supporting people in Cornwall, Devon and Wiltshire who have been affected by domestic abuse and sexual violence.

**0300 777 4777**

### **Cornwall Refuge Trust**

Cornwall Refuge Trust provides support for women, men and children who are experiencing or have escaped domestic abuse. They offer a 24-hour helpline.

**01872 225629**

## Employment Support/Training

### **Active Plus**

Active Plus use the skills of injured military veterans to deliver unique programmes relating to employment, education, and training support across Cornwall.

**01326 567174**

## Energy Support

### **Citizens Advice Cornwall**

Citizens Advice Cornwall have some funding to give away energy vouchers to those in need. They are worth £28 for singles, and £49 for couples and families. You must meet three of the following criteria: have a prepay meter, have been affected by COVID-19, be at risk of disconnection, or unable to top up in any other way.

**03444 111444**

**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. CEP also administer the 'Warm and Well Cornwall' fund - for eligible people who need help to heat their homes.

**0800 954 1956**

**01872 245566**

## 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 three.

**0800 804 8044**

## Homelessness/Rough Sleeping

**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**

**St Petrocs**

The St Petrocs advice line provides advice and support on homelessness issues. They support those who are currently sleeping rough or those who might be facing homelessness. St Petrocs provide accommodation, support, advice, training and resettlement services.

**01872 264153**

**Cornwall Housing Limited**

If you are currently homeless or at risk of becoming homeless Cornwall Housing can provide assistance and specialist advice. Their housing options service offers help and advice on housing needs, homelessness, and temporary accommodation.

**0300 1234 161**

# 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**

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 People First**

Cornwall People First is a user-led 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**

**07467593820**

## **Cornwall Advocacy**

Cornwall Advocacy support people with learning disabilities to understand their rights, understand information, make choices, speak out and be heard.

**07966 792255**

# Mental Health

## **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**

## **SIGNPOSTING LIST**

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### **Support Matters Cornwall**

Support Matters is an out-of-hours mental health helpline operating 5pm – 9am on weekdays (24 hours a day on weekends and bank holidays). The service is open to all people (aged 16+) under the care of Cornwall Partnership NHS Foundation Trust's mental health services.

**0800 001 4330**

### **Night Link**

Nightlink is Cornwall's free-phone listening service for anyone 18 years or over, who is experiencing or has experienced emotional distress. Nightlink is also available for people supporting those in emotional distress and anyone who feels they would like to discuss their difficulties in confidence.

**0808 8000 306**

### **Samaritans**

Samaritans is available 24 hours a day every single day of the year, for anyone who is struggling to cope, in emotional distress, or at risk of suicide. Callers can talk openly about their worries and concerns in complete confidentiality.

**116 123 (Free)**

**0330 094 5717 (Local Charges)**

### **Outlook South West**

Outlook South West offer psychological therapy (IAPT) services are for people aged 16+ in Cornwall and the Isles of Scilly. They offer help with difficulties such as: stress, low mood, worry, anger, panic attacks, obsessive compulsive disorder (OCD), phobias, post-traumatic stress disorder (PTSD). Open for self-referral online or via the phone.

**01208 871905 (Self-Referral Number)**

### **Valued Lives**

Valued Lives are mental a 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.

**01209 901438**

### **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**

## Older Age

### **Age Concern 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.

**01872 266 383**

### **Silver Line**

The Silver Line operates the only 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**

## 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**

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, Mediation, Children and Young People's Counselling and Sex Therapy.

**0300 772 9681 (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. They can arrange a needs assessment to work out which services are appropriate.

**0300 1234 131**



## Single Parents

### **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.

**0207 428 5400**

## Victims of Crime

### **Victim Support**

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**

## Volunteers

### **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:

### **Armed Forces: SSAFA**

SSAFA run Forcesline, a free and confidential telephone helpline and email service that provides support for serving (regulars and reserves), ex-Forces, and for their families.

**0800 731 4880**

### **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**

## SIGNPOSTING LIST

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### **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)**

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 281 9490**

### **Seafarers: The Seafarer Hospital Society**

The Seafarer hospital society offer free mental health and wellbeing advice and support for all seafarers and their families. They also provide grants for urgent needs, essential household goods, and other unexpected expenses.

**020 8858 3696**