

# TRANSFORMATION CORNWALL<sup>+</sup>

## 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 it is our aim that the information is correct as of time of publication. We hope that this list helps facilitate your work.

### 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.

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 0800 716543

### St Vincent de Paul Society

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

### disAbility Cornwall Wellbeing Friends Service

The Wellbeing Friends service is there for those who need a friend during these difficult times. They will arrange to call you once a week to check in and see how you are doing and have a chat. The service is free and operated Monday-Friday. This service is open to anyone who is isolated.

 01736 759500

### 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.

 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 directly to an adviser for welfare benefits, debt, housing, work, health or relationship advice. The easiest way is to text ADVICE to 78866 or for debt DEBT to 78866. For any European Union or Swiss citizens who need to apply for settled status to remain in the UK, call 03333 44061 or text ADVICE EUSS to 78866. If you are struggling with mental health and money problems, their MHend project (working with Pentreath and listed below) is there to provide support, advice and guidance.

 For debt enquiries text ADVICE DEBT to 78866

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 Or call the Debt Team on 01752-850 488 between 9.30-11.30am on Mondays and Fridays only.

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

### 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

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.

 0800 138 1111

## Bereavement

### Cornwall Bereavement Network

The Cornwall Bereavement network work to help people affected by bereavement find the appropriate support and services. Their telephone line is available 9am - 5pm Monday to Friday.

 01208 834 620

### 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.

 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

 01209 215889

### 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 708 660

## Carers

### Carers UK

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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

### 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 and Isles of Scilly

disAbility is a value 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. Their dedicated DIAL service provides support across a full range of disability related enquiries, including money & welfare entitlements, housing & home environment, independent living & equipment, and so much more.

 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 Liggt: Safer Futures

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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

## 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

### Skills Your Way

Supporting young people aged 15-24 across Cornwall into education, employment and training. Skills Your Way Project Officers work with participants to create a personalised action plan designed to support the person to overcome their barriers and enter into employment. Skills Your Way is part of the Education Business Partnership.

 07914 695247

## 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

## 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



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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

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

## LGBT+

### Switchboard

Switchboard are an LGBT+ 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

### 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.

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 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, 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)

### 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

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text the word SHOUT. If you are under 18 text the letters YM and you will be put through to young minds.

 *TEXT 85258*

### 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*

### Valued Lives

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*

## Older Age

### 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.

 *01872 266383*

### 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*

## 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, 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

#### 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

### Victims of Crime

#### Victim Support

Victim Support help 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

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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

### 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,

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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 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

### Transport Access People (TAP)

Transport Access People (TAP) are a part of Age UK Cornwall and The Isles of Scilly. TAP provides a 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 223388