



# VINEYARD COMMUNITY & RICHMOND FOODBANK

Signposting Resources: Where You Can Get Help



## Our Charity

Vineyard Community & Richmond Foodbank is part of the Trussell Trust network, which is home to over 1,300 foodbanks across the UK and works to support the 14 million people who live below the poverty line.

As a Trussell Trust foodbank, we operate on a voucher referral system. Vouchers are single use and are redeemable every 4 weeks, with the aim of providing emergency food provisions for roughly 3 days. Referral partners include Citizens Advice Richmond, Age UK, Richmond Aid, local schools, churches, and other local agencies. More details on referrals below.



Here at Vineyard Community & Richmond Foodbank, we are committed to getting people the help they need, so if you feel you require any additional support alongside your food parcel, please see below for more information and resources from third party agencies and organisations.



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## Where Can People Get a Foodbank Voucher?

We have a wide range of foodbank referral partners across the Borough of Richmond to make accessing support as easy as possible. Please see below for a list of just a few of these partners:

- **Help Through Hardship**

A national helpline offering a confidential assessment with a trained Citizens Advice Advisor on 0808 208 2138. Open Mon-Fri between 9am-5pm and is closed on public holidays. Best time to call is 9am-10am.

- **Citizens Advice Richmond**

A local charity offering advice on a wide range of issues to anyone who lives or works in the Borough of Richmond.

0808 278 7873

[advice@citizensadviserichmond.org](mailto:advice@citizensadviserichmond.org)

For CAB drop-in services in Richmond, please use this link to find your nearest session: <https://www.citizensadviserichmond.org/get-advice/visit-us/>

- **St Mary the Virgin, Mortlake High Street**

St Mary the Virgin is a parish church in Mortlake, based on the high street. They have partnered with Richmond Foodbank (Mortlake location) to help those in need.

020 8876 1630

- **Age UK**

Supporting local older people with free and confidential Information & Advice.

Contact them Mon-Thurs 10am-4pm, or Fri 10am-1pm, on 0208 878 3073, or drop them an email at [info@ageukrichmond.org.uk](mailto:info@ageukrichmond.org.uk)

- **Achieving for Children**

Operating across Richmond and Kingston, Achieving for Children offer support for young people to help them succeed and thrive, safely.

Fill in this enquiry form to let them know about your situation and request a foodbank voucher: <https://kr.afcinfo.org.uk/enquiries/new>

- **Richmond Borough Mind**

Supporting people who are struggling with mental health.

Telephone: 020 8948 7652

Email: [info@rbmind.org](mailto:info@rbmind.org)

- **Ruils**

Ruils is a user-led charity supporting disabled children and adults with long-term health and mental health conditions.

For those seeking support from Ruils, please use the following contact info:

020 8831 6083

E-mail: [info@ruils.co.uk](mailto:info@ruils.co.uk)

- **Sarah Olney MP Constituency Office**

A local MP who can help people living south of the river.

020 8876 2986

[office@saraholney.com](mailto:office@saraholney.com)

- **Richmond Aid**

A local charity run by and for disabled people, supporting people of all ages with disabilities.

020 8831 6070

07894 215 835

[info@richmondaid.org.uk](mailto:info@richmondaid.org.uk)

- **Munira Wilson MP Constituency Office**

A local MP who can help people living north of the river.

020 8977 0606

[munira.wilson.mp@parliament.uk](mailto:munira.wilson.mp@parliament.uk)

We have also partnered with local schools, housing associations and social workers in the Borough to make accessing our foodbank as easy as possible. Please check with any agency you receive support from to see if they are registered as a referral partner and can issue a voucher.

Please note that without a valid foodbank voucher, Richmond Foodbanks are unable to provide emergency food parcels to guests.



# Foodbank Locations and Contact Details

## Richmond Borough Foodbank Locations

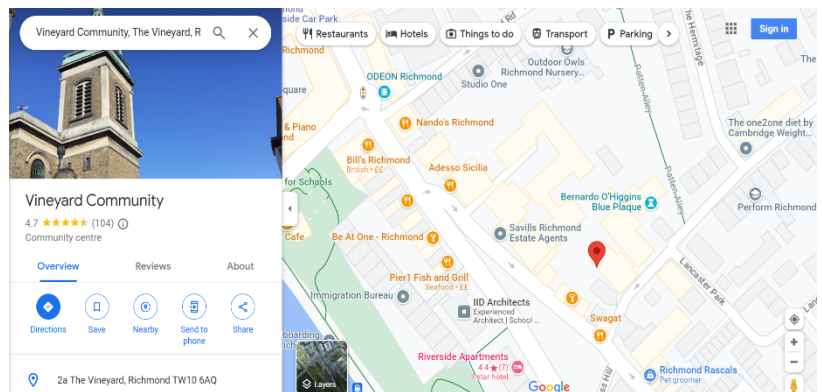
Please see below for a list of Trussell Trust foodbank locations in the Borough of Richmond. If you have any questions, please give us a call on 07516 935 655, or visit our website:

<https://richmond.foodbank.org.uk/>

### Richmond Foodbank

Mondays and Thursdays, 13:00 – 15:00

Vineyard Community Centre  
The Vineyard  
Richmond  
TW10 6AQ



### Mortlake Foodbank

Mondays, 13:00 – 14:45

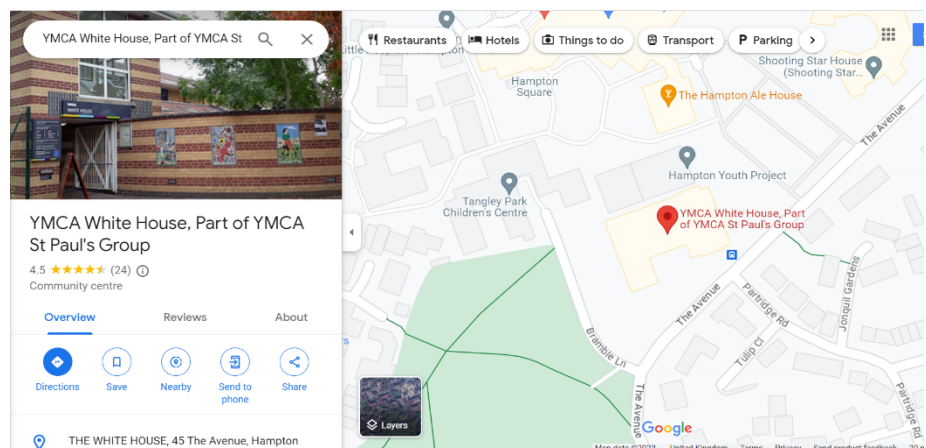
The Power Station  
121 Mortlake High Street  
SW14 8SN



### Hampton Foodbank

Tuesdays, 9:30 – 14:30

The White House  
45 The Avenue  
Hampton  
TW12 3RN



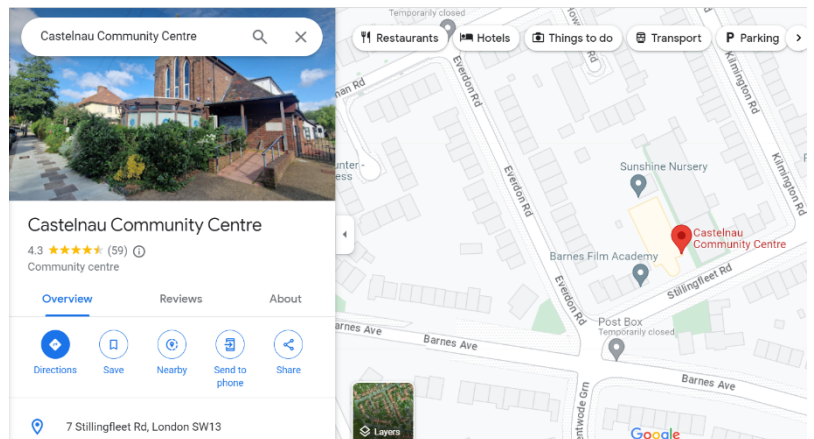
## Fulwell Foodbank

Wednesdays, 14:00 – 15:45  
St Michael's Fulwell  
Wilcox Road  
Teddington  
TW11 0SP



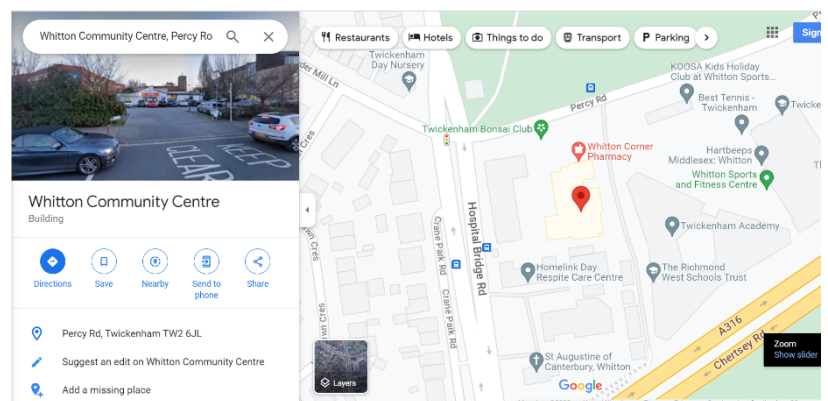
## Barnes Foodbank

Fridays, 9:15 – 11:15  
Castelnau Community Centre  
7 Stillingfleet Road  
SW13 9AQ



## Whitton Foodbank

Fridays, 9:30 – 12:00  
Whitton Community Centre  
Percy Road  
Whitton  
TW2 6JL



## Ham Foodbank

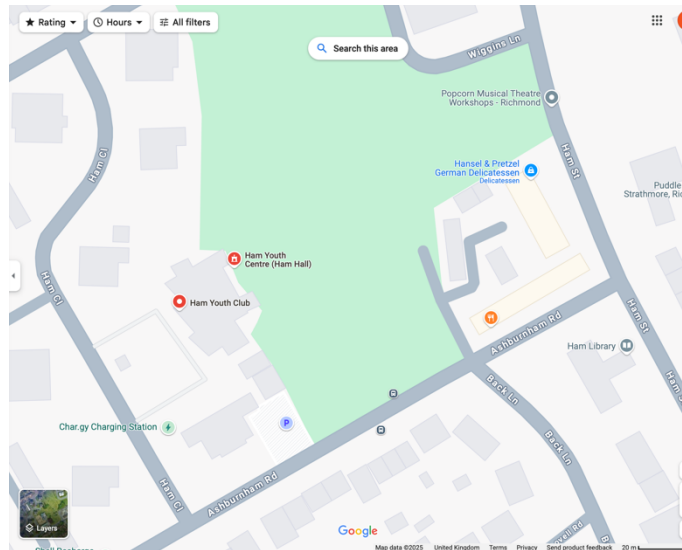
Tuesdays, 11:30 – 13:00

Ham Youth Centre (Ham Hall)

Ham Close

Richmond

TW10 7PL



To find out the nearest public transport for each site, visit the locations page of the Richmond Foodbank website (<https://richmond.foodbank.org.uk/locations/>), scroll to the relevant location, and click the ‘view local transport’ button.



## Alternative Foodbank Locations Outside Richmond

We are aware that sometimes, people can find their way to a Richmond Foodbank but are not always eligible for parcels as they don't live in our borough.

Please see below for two foodbank locations in Hounslow that are not part of the Trussell Trust or Richmond Foodbank network but might be able to support if you are local to the London Borough of Hounslow. A full list of emergency food providers for Hounslow residents can be found on the following website: <https://hounslowconnect.com/>

### **Hounslow Food Bank (not Trussell Trust)**

Hope Church Hounslow runs a foodbank which is not affiliated with The Trussell Trust.

The foodbank service runs every Wednesday morning from 9.30 – 11.30am, at their St Paul's location and every Thursday from 11am-12.30pm at their Good Shepherd location.

St Paul Church, Bath Road, Hounslow, TW3 3DA

Good Shepherd, Beavers Lane, TW4 6HJ

Please ring 07763 083049 or email [foodbank@hopehounslow.org.uk](mailto:foodbank@hopehounslow.org.uk) to find out how you can be referred for this service. You can find out more information on their website here:

[www.hopehounslow.org.uk/foodbanks](http://www.hopehounslow.org.uk/foodbanks)

### **Hounslow FoodBox (not Trussell Trust)**

Hounslow FoodBox is located at [Rose Community Centre, Hawthorn Road, Brentford, TW8 8NT](#). The nearest bus stop is the Syon Lane bus stop X or the W on London Road.

You must live in the London Borough of Hounslow to receive one of their food parcels, and you will need to be referred by one of their referral partners. These include various Hounslow Council services like the [Community Hub](#), local schools, or your GP. You can find a list of their regular partners [here: https://hounslowfoodbox.org.uk/referral-partners/who-are-our-referral-partners/](https://hounslowfoodbox.org.uk/referral-partners/who-are-our-referral-partners/)

You cannot self-refer, but if you need support finding the right referral partner, please contact Oonah Lacey on either 07718 263614 or the office at 07719 891787. You can also email [info@hounslowfoodbox.org.uk](mailto:info@hounslowfoodbox.org.uk) for support, or find out more information on their website: [www.hounslowfoodbox.org.uk](http://www.hounslowfoodbox.org.uk)

The opening times are:

- Tuesday - Friday 10am to 1pm
- Saturday 10am to 12pm

## Surplus Food Locations in Richmond Borough

If you are seeking additional food supplies alongside your food parcel, please see below for a comprehensive list of organisations across the Borough of Richmond that might be able to provide support.

Organisation name	Location	Day & time	What	How	Who for
The Vineyard Drop-In	The Vineyard, Richmond, TW10 6AQ	<b>Monday-Friday</b> 9am-11am	<b>Free</b> hot breakfast showers, community fridge & <b>advice services.</b>	Drop-in	All welcome
The Real Junk Food Project	ETNA Centre, 13 Rosslyn Rd, East Twickenham, TW1 2AR	<b>Mon, Wed &amp; Fri</b> 11.30am-1.30pm	Hot lunches, salads, soups, smoothies, tea & coffee. Surplus food. <b>No charge but donations welcome if you are able.</b>	Drop-in	All welcome
The Real Junk Food Project (Hampton Hill)	Noble Green Wines forecourt. 153-155 High Street, Hampton Hill, TW12 1NL	<b>Tuesday</b> 11am-12 noon.	Surplus food – fresh veg, baked goods, cooked meals. <b>No charge but donations welcome if you are able.</b>	Drop-in	All welcome
The Real Junk Food Project (Hampton)	Linden Hall Community Centre, Linden Road, Hampton, TW12 2JG	<b>Thursdays</b> 11.30am – 1.30pm	Takeaway Café for soup, coffee, smoothies and pastries.	Drop-in	All welcome
Food for Thought Heathfield	Heathfield Recreation Ground, Powder Mill Lane, Whitton, TW2 6EG	<b>Thursday</b> 2.30pm-4.30pm <b>Saturday</b> 11.30am-1.30pm	Surplus food from local supermarkets, restaurants and independent outlets. <b>No charge but donations welcome if you are able.</b>	Drop-in	All welcome
St Stephen's Church	306 Richmond Road, Twickenham, TW1 2PD	<b>Thursday</b> 6.30pm-9.30pm	Cooked 3-course dinner for <b>£1</b>	Drop-in	All welcome
<b>For time-limited periods of the year</b>					
Richmond Soup Kitchen	St John the Divine Church, Richmond, TW9 2NA	<b>November-end of April, Wed &amp; Thurs</b> 5pm-6pm	<b>Free</b> take away soup, hot drinks and sandwiches for anyone in need.	Drop-in	All welcome

## General Advice

### Citizens Advice Richmond

Citizens Advice Richmond provide free advice to anyone who lives, works or studies in Richmond Borough, or cares for someone who lives in the Borough. It is an independent local charity providing confidential and impartial information and advice, with the aim to empower people to resolve their problems and change their lives for the better. They are a member of the national **Citizens Advice** service, a network of over 270 local advice centres in England and Wales.

0808 278 7873 – lines are open from 10am-4pm Monday – Friday. Calls are free but wait times can often go up to 1 hour+.

Alternatively, you can contact the team online via the following link:

<https://www.citizensadvice-richmond.org/get-advice/online-enquiry-form/>

To access the Benefits Calculator and ascertain what benefits you could be entitled to, please use the following link to complete a quick 10-minute form.

<https://citizensadvice-richmond.entitledto.co.uk/home/start>

Please note that:

- the details you provide are anonymous and confidential
- before you start, make sure you have information about your savings, income, pensions and existing benefits (for you and your partner)
- make a note of your reference number – if you need to contact us our advisers can then access your calculation

Due to the ongoing cost of living crisis, many more people are having to claim Universal Credit. Citizens Advice operates a national programme to help people apply for this benefit. For support on a Universal Credit Application, please use the following link:

<https://www.citizensadvice.org.uk/benefits/universal-credit/claiming/help-to-claim/#h-our-help-to-claim-service>

Alternatively, you can reach out by phone on 0800 144 8 444 – lines are open 8 am to 6 pm every weekday. An online webchat is also available 8 am to 6 pm Monday – Friday via the link above.

## **West London Equality Centre**

West London Equality Centre (WLEC), formerly Ealing Equality Council, is a charity active in the promotion and advancement of equality and human rights for all members of their community. They provide free legal advice and advocacy in both generalist and specialist areas in conjunction with the Community Advice Programme (CAP) and retain the pro-bono services of both solicitors and qualified barristers in providing legal advice.

Support areas include Form Filling, Help with Private Rental Issues such as Disrepair, and General Advice.

Call Monday-Friday, 10am-4pm. 0208 231 2550, 0208 231 2574, 0208 231 2575, 0208 231 2576 (all are office numbers).

For more information, please visit <https://www.wlec.net/>

# Support for Specific Groups

## Support for Families

### Home-Start

Home-Start offers compassionate, confidential support to families where:

- There is at least one child under 5
- Children have disabilities or developmental delays
- Parents are experiencing emotional health difficulties like post-natal depression or anxiety
- Life feels unstable because of financial worries, relationship issues or living in poor housing
- Parents are finding the early years of their children's lives demanding and would like help
- Must live in the Borough of Richmond, Kingston, or Hounslow

Topics that they can support on include: perinatal mental health, disabilities and physical health problems, separation, bereavement, loneliness and isolation, multiple births, financial wellbeing, domestic abuse and more.

Contact info:

0208 487 8500

[Info@homestart-rkh.org.uk](mailto:Info@homestart-rkh.org.uk)

[www.homestart-rkh.org.uk](http://www.homestart-rkh.org.uk)

### Gingerbread

This is a service for single-parent families, providing expert advice and information to support all single parents so that they have the tools to support their children and themselves.

Call on 0808 802 0925 or check out their information hub [here](https://www.gingerbread.org.uk/find-information/):

<https://www.gingerbread.org.uk/find-information/>

Their information hub covers a range of topics, including benefits, money, housing, disability, childcare, bereavement, legal help, single parenting and more.

### Sure Start Maternity



You might be eligible for a one-off grant payment of £500 to help towards the costs of having a child. This is known as a Sure Start Maternity Grant.

You usually qualify for the grant if both of the following apply:

- you're expecting your first child, or you're expecting a multiple birth (such as twins) and have children already
- you or your partner already get [certain benefits](#)

You must claim the grant within 11 weeks of the baby's due date or within 6 months after the baby's birth. You do not have to pay the grant back and it will not affect your other benefits or tax credits.

Check [www.gov.uk/sure-start-maternity-grant](http://www.gov.uk/sure-start-maternity-grant) for more information on eligibility and to apply.

### **Healthy Start (for pregnancy to children under 4)**

You might be eligible for a Healthy Start card if you or your child is British, and if you already receive certain benefits, e.g. Universal Credit, Child Tax Credit. The card has money to allow you to buy some healthy foods and collect vitamins.

Check <https://www.healthystart.nhs.uk/> for more information and to apply.

### **Achieving for Children**

AFC organises needs-led, family-centred hubs across the Boroughs of Richmond and Kingston, and have a range of support services available to support young people to succeed and thrive, safely.

For more information, please visit <https://kr.afcinfo.org.uk/>

Please note that Achieving for Children can issue foodbank vouchers where appropriate.

### **Richmond Carers Centre**

Richmond Carers Centre provides a wide range of services for unpaid adult and young carers. They are currently running bespoke services for adult carers over the age of 18 and young carers aged 5-18 years. Richmond Carers Centre recognises the particular challenges faced by Young Adult Carers between the ages of 18 and 25 years. Young adult carers are supported by the Adult Carer Support Team, who can tailor support to suit the caring situation and surrounding circumstances. They also have a dedicated young adult carers information page.

For more information, please visit: <https://www.richmondcarers.org/> or contact them by phone on 0208 867 2380, or by email [info@richmondcarers.org](mailto:info@richmondcarers.org)

## Support for Older People

### Age UK

Supporting local older people with free and confidential Information & Advice, a trustworthy Handyperson, Gardening and Housekeeping Services, Wellbeing & Social Activities, Digital Skills Connect to Tech support, Home from Hospital support, Dementia Friendly Richmond and their new Mental Health Peer Support Service.

Call 0208 567 8017 or visit <https://www.ageuk.org.uk/richmonduponthames/>

Please note that Age UK can issue foodbank vouchers where appropriate.

## Support for those with Disabilities

### Ruils

Ruils are a user-led charity supporting disabled children and adults and people with long term health & mental health conditions to live independently, be part of their community and to live life to the full. They provide information, advice, advocacy, befriending and activities to their clients and their families.

For more information, please visit <https://www.ruils.co.uk/>

Otherwise, their phone lines are open Monday to Friday 10am - 4pm, which you can call for general information and advice: 020 8831 6083.

They are also available by email: [info@ruils.co.uk](mailto:info@ruils.co.uk)

If a guest needs urgent help outside of their operating hours, please contact their social services emergency out of hours team on 020 8744 2442.

### Richmond Aid

A local charity run by and for disabled people, supporting people of all ages with disabilities. They exist to provide advice and information on living with a disability in Richmond.

For more information, please visit <https://richmondaid.org.uk/> or contact them by phone or email below.

020 8831 6070

07894 215 835

[info@richmondaid.org.uk](mailto:info@richmondaid.org.uk)

# Mental Health Support

## **Samaritans**

Samaritans are a national mental health support line.

Call free on 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org)

Line is open 24 hours, 365 days a year, and offers a safe space to talk through any problems someone might be having.

## **Richmond Wellbeing Service**

Part of the national Improving Access to Psychological Therapies (IAPT) scheme, the Richmond Wellbeing Service aims to provide therapies to people with common mental health problems.

Mental health problems that they can support on include:

- Depression
- Panic attacks
- Low moods
- Obsessive compulsive disorder (OCD)
- Anxiety
- Stress
- Generalised anxiety (excessive worry)
- Post-traumatic stress disorder (PTSD)
- Phobias
- Social anxiety
- Health anxiety

This service is free of charge, and can be accessed by calling 0208 548 5550, or by visiting your GP, who can refer you. The service is based out of St John's Health Centre, Oak Lane, Twickenham, TW1 3PA.

## **Richmond Borough Mind**

An organisation offering support and advice for those experiencing mental health struggles, as well as their carers. Support and training are offered for adults and young people alike.

For more information, please visit <https://www.rbmind.org/>

# Debt, Employment and Paying Your Bills

## **SWLEAP**

Offers free advice to anyone living in the Borough of Richmond, Wandsworth or Merton who is struggling to pay energy bills and keep warm.

Guests can get a free home energy visit with their Energy Advisors, who can analyse energy usage and install energy saving items at no cost. People can also have a free telephone energy advice session, and a group workshop session online or in-person to cover basics on reducing energy bills in the home.

Contact Info:

0800 086 2706

[Susan@habitatsandheritage.org.uk](mailto:Susan@habitatsandheritage.org.uk)

[www.swleap.org.uk](http://www.swleap.org.uk)

## **Hampton Fuel Allotment Charity**

The Borough of Richmond can be an expensive place to live with high rents and mortgages, which leaves little money left to pay bills. Hampton Fund may be able to assist with a grant to help with fuel bills (gas and electric), essential household items and school uniform or school journeys.

To be eligible you must live in Hampton, Hampton Hill, Hampton Wick, Teddington, Twickenham or Whitton and be on a low income.

For more information, please visit <https://www.hamptonfund.co.uk/individual-grants/> or call 0208 941 7866.

## **Crosslight Advice**

Crosslight works to lift people out of poverty and help them build a better future. They can offer free advice for those who are struggling with debt or money worries.

Topics where they can support include:

- Rent arrears
- Council tax arrears
- Bailiffs
- Utility debts and other bills



- Court action
- Benefit overpayments and other benefit problems
- Loans and credit cards

Contact info and for more information, visit their website <https://www.crosslightadvice.org/> or call 0207 052 0318.

Crosslight Advice have organised a free Money Course to help participants discover lots of practical, real-life money skills which can be applied to your own situation and which will help you **manage your money day-to-day**.

The Money Course is available in-person in West London and also online. For more information, visit <https://www.themoneycourse.org/join>

### **CA (Citizens Advice) Universal Credit Claim Helpline:**

For support on claiming Universal Credit, please visit <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/> or call 0800 144 8444.

Advisers can help someone:

- work out if you can get Universal Credit
- fill in the Universal Credit application
- prepare for your first Jobcentre appointment
- check your first payment is correct

### **Green Doctors (Energy Support)**

Green Doctors are a charity that offers free and impartial energy advice to help residents stay warm, save money and live greener.

For more information, please visit <https://london.greendoctors.org.uk/>

### **National Careers Service**

This is a government-run service with the aim of providing careers information and advice, to help people make informed decisions throughout their career. It is an online hub with a wide range of resources available to support people's employability journeys.

For more information, please visit <https://nationalcareers.service.gov.uk/> or call 0800 100 900

# Housing Support

## Shelter

A charity specialising in homelessness, tenancy and rentals, evictions, mortgage repossessions and more.

For online advice, please visit [https://england.shelter.org.uk/get\\_help](https://england.shelter.org.uk/get_help) or call them on 0808 800 4444.

Their phone opening times are Monday to Friday, 8am - 6pm (Closed bank holidays), and you can call the helpline if you:

- are homeless
- have nowhere to stay tonight
- are worried about losing your home in the next two months
- are at risk of harm or abuse

## Streetlink

An organisation that aims to connect rough sleepers with local services to empower them out of their current circumstances.

For more information, please visit <https://thestreetlink.org.uk/> or give them a call on 0300 500 0914 (self referrals for those experiencing homelessness).

## SPEAR

A charity to support those who are homeless, helping them to secure accommodation and empower them into independence. SPEAR provide support in a number of areas, including rough sleeper outreach, accommodation, health and wellbeing.

For more information, please visit <https://www.spearlondon.org/> or email [outreach@spearlondon.org](mailto:outreach@spearlondon.org)

For the outreach / rough sleeper helpline, please call 0208 404 1481

## St Mungo's

St Mungo's are working to end homelessness and rebuild lives after homelessness. They work directly with people experiencing or at risk of homelessness, providing them with services to find paths away from the streets, for good. Services they provide include outreach, accommodation, health, criminal justice, women, skills & employment and migrants.

For more information, please visit <https://www.mungos.org/> or call 020 3856 6000

If you would like to chat to an outreach worker in person, Paul Thomas visits Vineyard Community Centre in Richmond (TW10 6AQ) between 9am-11am every Monday. Paul can be reached at [paul.thomas@mungos.org](mailto:paul.thomas@mungos.org) or on 07872 871 767.

# Support for Refugees, Asylum Seekers, and Survivors of Violence

## Richmond Ukrainian Refugee Hub

A place of community for Ukrainian refugees in Richmond to meet, seek support and enjoy tea, coffee and cake.

Every Tuesday 1pm-3pm at Vineyard Community Centre in Richmond, TW10 6AQ.

For more information, please call 0208 439 9735 or visit [www.vineyardcommunity.org](http://www.vineyardcommunity.org)

## Ukrainian Social Club

A safe space for Ukrainian refugees in Richmond to chat and connect.

Every Friday 5-7pm at St Stephen's Church (term-time only), Richmond Road, Twickenham, TW1 2PD.

Collins works for CAB (Citizens Advice Bureau) and attends both the Vineyard Community Centre and the St Stephen's Church meet ups every other week, in order to offer support. Alternatively, you can reach out to CAB for general advice at [advice@citizensadviceuk.org](mailto:advice@citizensadviceuk.org)

## Refugees Welcome in Richmond

They provide [befriending and language support](#) to help people to settle into the community and access services they need. They work alongside [Richmond Council's Resettlement Team](#) to supplement the support offered by caseworkers.

They are also [finding homes](#) in the Borough for people fleeing crises, conflicts, or persecution around the world.

For more information, please visit <https://refugeeswelcomeinrichmond.org/> or use this contact form on their website: <https://refugeeswelcomeinrichmond.org/contact/>

## Women's Hub

Run by Voices of Hope across Kingston and Richmond, the Women's Hub is a **women-only space** that supports women from all walks of life, such as survivors of domestic abuse or violence of any kind. The Hub offers a range of community activities, such as choir, arts and crafts and cooking club, in addition to support services.

### *Kingston Hub:*

Monday and Tuesday afternoons (term-time only). There are a range of activities on offer as part of these sessions, including the Sisterhood Choir, Cooking Classes, Pilates, Dance, and the Survivors Forum.

For more information on the Kingston Hub, check them out online here:

<https://www.voh.org.uk/kingston-womens-hub/>

### *Richmond Hub:*

Wednesday afternoons (term-time only), 12:30 – 14:30

Vineyard Community Centre, The Vineyard, Richmond, TW10 6AQ

For more information on the Richmond Hub, check them out online here:

<https://www.voh.org.uk/richmond-womens-hub/>

## **ELATT**

ELATT have 38 years' experience in supporting adults to gain the skills they need for life and work by helping students to improve their English skills. They teach a range of ESOL courses in person in Hackney, Tower Hamlets, Waltham Forest and across West London, as well as on Zoom. They will support you to develop your speaking and listening, reading and writing.

Call 0800 0420184 or email [hello@elatt.org.uk](mailto:hello@elatt.org.uk). Visit <https://www.elatt.org.uk/courses/english-skills> for more information.

## **Migrant Help**

Specialised help in many different languages for people seeking asylum, people escaping slavery or trafficking and refugees.

Asylum helpline: 0808 8010 503 (open all the time)

Slavery and Trafficking 01304 203977 or trafficking out of hours 07766 668781.

Check [www.migranthelpuk.org](http://www.migranthelpuk.org) for more information.

## **National Domestic Abuse Helpline**

Organised by Refuge, the National Domestic Abuse Helpline is open any time, day or night, and is available for free.



Please call 0808 2000 247 if you need support.

For more information, please visit <https://www.nationaldahelpline.org.uk/en/How-can-we-support-you>

## Red Cross Support Line

Anyone in the UK can access the Red Cross Support Line. This includes non-UK citizens like refugees and asylum seekers, and they can provide support in over 200 languages. Simply call the line and say “**can I speak to a translator?**” if you require assistance in a language other than English.

The British Red Cross Support Line is there for people in times of crisis. They provide a listening ear, information, and guidance on where to find the help you need. They also help people to find out what support services they provide and how to access them.

Calls are free from most landlines and mobile phones. You can call the support line if you need:

- Support around a crisis event, e.g. house fire, flood, power outage
- If you are affected by a crisis and unsure how to access help
- To connect with local services in your area
- Help and guidance around cost of living challenges

If you want to speak to someone about hiring a wheelchair call **0300 456 1914**.

Otherwise, please call **0808 196 3651** (translation available) for the general helpline.

For more information, please visit <https://www.redcross.org.uk/get-help>

## Galop

The national helpline for LGBTQ+ people who are survivors of abuse and violence. They specialise in supporting victims and survivors of domestic abuse, sexual violence, hate crime, honour-based abuse, forced marriage, so-called conversion therapies, and other forms of interpersonal abuse. They are a service run by LGBTQ+ people, for LGBTQ+ people, and the needs of their community are at the centre of what they do.

They run four national support helplines for LGBTQ+ victims and survivors of: domestic abuse; hate crime; rape and sexual abuse; and so-called “conversion therapy”.

For support, please call 0800 999 5428 or email [help@galop.org.uk](mailto:help@galop.org.uk)

For more information, please visit <https://galop.org.uk/>

### **Karma Nirvana**

A charity working to end honour-based abuse in the UK. They run the national Honour Based Abuse Helpline, train professionals, gather data to inform policies and services, and campaign for change.

You can access their national helpline by calling 0800 5999 247

For more information, please visit <https://karmanirvana.org.uk/>

## Support for Substance Abuse

### Frank

Frank is a website that provides information about different drugs and their potential harmful effects. They can provide support on what to do in a medical emergency to help you prepare (not suitable to help during medical emergencies; in these instances, always call 999), as well as finding a support centre, and information on what drug and alcohol treatment is like.

For more information, please visit <https://www.talktofrank.com/> or call 0300 123 6600, or drop them a message online using their form here: <https://www.talktofrank.com/contact>

### Drinkaware

Drinkaware is an independent charity which aims to reduce alcohol-related harm by helping people make better choices about their drinking. They can help you learn about the impact of alcohol on you, your family or friends.

Free, confidential helpline for anyone who is concerned about their drinking, or someone else's.

**Helpline:** [0300 123 1110](tel:03001231110) (weekdays 9am–8pm, weekends 11am–4pm)

They also have a free webchat service available for anyone who is looking for information or advice about their own, or someone else's, drinking. Their trained advisors are on hand to provide confidential advice from 9am-2pm on weekdays. Available here:

<https://www.drinkaware.co.uk/advice-and-support/alcohol-support-services/chat-with-an-advisor>

### Richmond Drug and Alcohol Service

RCDAS is a consortium led by South London and Maudsley Mental Health Trust that offers free and professional treatment for people living in Richmond who are wanting to change their use of drugs and alcohol.

Staff members from RCDAS attend Vineyard Community Centre weekly on a Monday between 9am-11am, and there is also a RCDAS Substance Misuse Group every Thursday afternoon from 13:15 – 14:45 at Vineyard Community Centre, Richmond, TW10 6AQ,

For more information and support, please call 020 3228 3020 or visit <https://rcdas.co.uk/>

***Please note that all resources, links and contact information was correct at the time of writing (April 2024) and might be subject to change.***