

A range of **support services** that may be useful during this season and into next year.

24/7 NHS Mental Health Support

Every mental health trust in London has put in place a free telephone service for people in urgent need — including children, young people and their families. The lines are open 365 days a year. You can get urgent support and advice from trained mental health advisors day or night.

The phone number for **Barking & Dagenham**, Havering, Redbridge, and Waltham Forest is **0800 995 1000**.

For more details of urgent and other support: [good-thinking.uk/how-get-urgent-support](https://www.good-thinking.uk/how-get-urgent-support)

Solace East Advice Hub

Worried about domestic or sexual abuse?

Solace Women's Aid Advice Service may be a useful resource for your team and service users. Solace's Advice Service provides a first point of contact for women and girls aged 14+ affected by domestic abuse and/or sexual violence across 16 London boroughs, including Barking & Dagenham.

They provide immediate advice and safety planning to women across all levels of risk and can refer them on to other appropriate services such as refuge accommodation, longer term advocacy support, counselling or specialist children's services.

Their Advice line is also available to professionals supporting women and girls affected by domestic abuse and/or sexual violence.

The Advice line is open **Monday to Friday, 10am–4pm**, and **Tuesday**

evenings 6–8pm.

It is a free phone number **0808 802 5565**. You can also email advice@solacewomensaid.org.

National Domestic Abuse Helpline

The freephone, 24-hour National Domestic Abuse Helpline is at **0808 2000 247**.

Rough Sleepers

If you see a rough sleeper and are concerned for their welfare [contact Street Link](#) on **0300 500 0914**, who will take details from you.

Barnardo's Boloh Helpline

Barnardo's has announced the **expansion** of its services to support the **mental health and wellbeing of adult asylum seekers** in the UK. The Helpline offers advice, signposting, emotional support and 8 free sessions of therapy by qualified Barnardo's therapists. They can also offer practical support such as food vouchers and access to digital devices.

Boloh was established in October 2020 with funding from the National Emergencies Trust to provide culturally informed signposting, advice and therapeutic support for **Black, Asian and Minority Ethnic children, young people and families** affected by the pandemic. The service was set up in response to disproportionate impact of Covid-19 on these communities.

The helpline's work includes providing advice, information and signposting to Black, Asian and minority ethnic **parents/carers with children between 0–3 years old with respiratory infections**. If you are not from these communities, they will work with you and aim to refer you on to other services.

The Helpline is open **Monday to Friday, 10am–8pm** and **Saturday, 10am–3pm** via phone **0800 151 2605**, webchat and email.

For full details, including how to make a referral, see helpline.barnardos.org.uk.

Parent Support Group

Havering Mind in Barking & Dagenham has some new dates for their Parent Support Group. This is a 6-week programme for **parents/carers** who are struggling to support their young person (11–25 years) with their **mental health** (diagnosed or undiagnosed) and **wellbeing**.

The 6-week programme starts on Wednesday 12 January and runs until Wednesday 23 January. It is from 6–8pm online.

For more details or to attend phone **01708 457 040** or email youngadults@haveringmind.org.uk.

Parents who attended the programme previously said:

- *Even though you know a lot of people are going through something similar to yourself, it makes a difference when you hear them talk about it. Also listening to other people's tried and tested ideas.*
 - *It was nice that the group are bonding really well and have a laugh, the whole thing is nice and relaxed.*
 - *I'm not alone — there is more support out there than I realised.*
 - *Very inclusive and beneficial sessions.*
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Stop Smoking London

Stopping smoking can be life-changing, brings immediate health benefits and can add years to your life.

To help smokers take the first step towards quitting this Christmas, Stop Smoking London has pulled together [12 Top Tips to help you boost your chances of quitting success this Christmas](#).

It focuses on practical and emotional steps you can take to start your stop smoking journey and ensure it ends in success.

How to Make a Silent 999 Call

Does it feel like the situation could get heated or violent very soon? Is someone in immediate danger? Do you need support right away? If so, please call 999.

If you are in danger but you cannot talk on the phone, you should still call 999, then [follow these instructions](#) depending on whether you are calling from a mobile or a landline.

From a mobile

If you do not speak or answer questions, press 55 when prompted and your call will be transferred to the police. Pressing 55 only works on mobiles and does not allow the police to track your location. If you do not press 55 your call will be ended.

From a landline

If you do not speak or answer questions and the operator can only hear background noise, they will transfer your call to the police. If you replace the handset, the landline may remain connected for 45 seconds in case you pick it up again. Calling 999 from a landline automatically gives the police information about your location.

Deaf or hard-of-hearing

If you are Deaf or hard-of-hearing, or have speech difficulties, you can use the textphone service 18000 or text on 999 to contact the Emergency Services the emergencySMS service. **You must register your phone before you can use it.** See [how to set up emergencySMS](#).

LBBD Emergency Support

The London Borough of Barking & Dagenham's emergency number over the holidays is **020 8215 3000**.

Apply for one of the [Council's Hardship Support Schemes](#) for people who need extra help with housing costs and emergency living expenses.