

**ADDICTION SUPPORT****Gamblers Anonymous**

Confidential help with a gambling problem. Chatline and meeting details are on the website.

Web: [www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)

Web: [www.gasscotland.org](http://www.gasscotland.org) (for Scotland only)

**Talk to Frank**

National organisation providing advice regarding drugs and substance abuse in 120 different languages.

Textphone FRANK to: 0300 123 1099

Web: [www.talktofrank.com](http://www.talktofrank.com)

**BEAT Eating Disorders Association**

Information on all aspects of eating disorders.

Tel adults: 0808 801 0677

Tel youths: 0808 801 0711

Web: [www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)

**Alcoholics Anonymous**

A fellowship of men and women who share their experiences to help recover from alcoholism.

Tel: 0800 9177 650

Web: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

**FINANCIAL SUPPORT****National Debtline**

Free confidential and independent advice

Tel: 0808 808 4000

Web: [www.nationaldebtline.org](http://www.nationaldebtline.org)

**British Red Cross**

Supports refugees, providing emergency provisions for those facing severe hardship to giving orientation support and friendly advice to the most vulnerable.

Tel: 0808 196 3651

Email: [info@britishredcross.org.uk](mailto:info@britishredcross.org.uk)

**ABUSE SUPPORT****Stop it Now**

Stop it Now! supports adults to create a society that no longer tolerates child abuse.

Tel: 0808 1000 900

Web: [www.stopitnow.org.uk](http://www.stopitnow.org.uk)

**Support Line**

Services particularly for those who are isolated, at risk, vulnerable and victims of any form of abuse.

Tel: 01708 765200

Web: [www.supportline.org.uk](http://www.supportline.org.uk)

**Galop**

Emotional and practical support for LGBT+ people experiencing domestic violence.

Tel: 0800 999 5428

Web: [www.galop.org.uk](http://www.galop.org.uk)

**Domestic Abuse Helpline**

Run in partnership between Women's Aid and Refuge.

Tel: 0808 2000 247

Web: [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)

**Respect**

A confidential helpline, e-mail & webchat service for perpetrators of domestic violence trying to stop.

Web: [www.respect.uk.net](http://www.respect.uk.net)

**NSPCC Helpline**

Providing services to children and supporting parents and families in caring for children. Supporting victims of FGM.

Tel: 0808 800 5000

<https://www.nspcc.org.uk/preventing-abuse/>

**Men's Advice Line**

Information, support and advice to men experiencing domestic violence.

Tel: 0808 801 0327

Web: [www.mensadvice.org.uk](http://www.mensadvice.org.uk)

**Domestic Abuse Helpline (Scotland only)**

Run in partnership between Women's Aid and Refuge.

Tel: 08000271234

Web: <http://www.scottishdomesticabusehelpline.org.uk>



Border Force

**BOR 1432**

# Border Force Support Referral Leaflet



This leaflet is to assist anyone that may wish to seek help or guidance. It is not intended as an exhaustive list of organisations but a selection of the most prevalent nationwide/local organisations.

Border Force cannot take any responsibility for advice given or information provided by any of the named organisations and groups. These details are provided as a reference for self-help only and whilst we will endeavour to keep these details current, they may become out-dated.

Please ask a member of staff if you would like any assistance to make the initial contact with a support agency and we will do our best to help you.

**IMMIGRATION SUPPORT****Modern Slavery & Exploitation Helpline**

Provides information and remediation support to members on instances of labour exploitation and labour abuse.

Tel: 08000 121700

**Migrant Help UK**

Providing advice and support to asylum seekers, refugees and victims of modern slavery and trafficking.

Tel: 0808 801 0503

Mail: [info@migranthehelpuk.org](mailto:info@migranthehelpuk.org)

Web: [www.migranthehelpuk.org](http://www.migranthehelpuk.org)

**Scottish Refugee Council (Scotland only)**

Provides support and advice to refugees and asylum seekers.

Tel: 0808 196 7274

Web: [www.scottishrefugeecouncil.org.uk](http://www.scottishrefugeecouncil.org.uk)

**Welsh Refugee Council (Wales only)**

Provides support and advice to refugees and asylum seekers.

Tel: 0808 196 7273

Web: [www.wrc.wales](http://www.wrc.wales)

**Refugee Council**

Provides support and advice to refugees and asylum seekers.

**Tel:** 0207 346 6700

**Web:** [www.refugeecouncil.org.uk](http://www.refugeecouncil.org.uk)

**The Salvation Army**

Provides support and advice to refugees and asylum seekers and specialist support to victims of modern slavery.

**Tel:** 0800 808 3733

**Web:** [www.salvationarmy.org.uk](http://www.salvationarmy.org.uk)

**High Commission / Embassy / Consulate Contact Details – UK**

A Government link to access the London Diplomatic List, which contains the addresses and contact details of all embassies and High Commissions in the UK.

**Web:** <https://www.gov.uk/government/publications/foreign-embassies-in-the-uk>

**Voluntary Returns Service (part of the Home Office)**

Offers assistance to people without immigration status wanting to voluntarily leave the UK. Assistance may include help with obtaining travel documents, financial support and purchasing travel tickets.

**Tel:** 0300 0040 202

**Web:** [www.gov.uk/return-home-voluntarily](http://www.gov.uk/return-home-voluntarily)

Opening hours: 9am-5pm

**BEREAVEMENT SUPPORT****Cruse Bereavement Care**

Support, information, advice, to enable anyone bereaved to understand grief and cope with loss.

**Tel:** England/Wales/Northern Ireland 0808 808 1677

**Web:** [www.cruse.org.uk](http://www.cruse.org.uk)

**Tel:** Scotland 0808 802 6161, **Web:** <http://www.crusescotland.org.uk>

**LGBT+ SUPPORT****Switchboard LGBT+ Helpline**

We offer non-directive support through telephone, instant message and email service to the LGBTQ+ community, friends and family, providing calm words and a safe space

**Tel:** 0300 330 0630 (10am to 10pm every day)

**Web:** <https://switchboard.lgbt/>

**LEGAL SUPPORT****Citizens Advice Bureau**

If you need advice on issues including benefits, employment, immigration, debt or legal advice, you can contact your local Citizens Advice Bureau.

**Tel:** England 03444 111 444, Wales 03444 77 20 20

**Web:** <http://www.citizensadvice.co.uk>

**Tel:** Scotland 0800 028 1456

**Web:** <https://www.cas.org.uk/>

**Victim Support**

An independent charity that offers free and confidential support for people affected by crime.

**Tel:** England 0808 168911, Scotland 0800 160 1985

**Tel:** Northern Ireland 02890 243133, Wales 0300 303 0161

Email: [info@victimsupport.org.uk](mailto:info@victimsupport.org.uk)

**Rights of Women**

Provides women with free, confidential legal advice by specialist women solicitors and barristers. Seeks equality, justice and safety in the law for women.

**Web:** [www.rightsofwomen.org.uk](http://www.rightsofwomen.org.uk)

**Equality and Human Rights Commission**

**Tel:** 0808 800 0082

**Web:** [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

**VETERANS SUPPORT****The Royal British Legion**

Financial, social and emotional support for serving and ex-personnel and their dependants.

**Tel:** 0808 802 8080 lines open 8am-8pm

**Web:** [www.britishlegion.org.uk](http://www.britishlegion.org.uk)

**Web:** [www.legionscotland.org.uk](http://www.legionscotland.org.uk) (Scotland only)

**HOUSING SUPPORT****Shelter**

Advice and support via a free helpline and website.

England: **Tel:** 0344 515 2000, **Web:** [www.shelter.org.uk](http://www.shelter.org.uk)

Northern Ireland: **Tel:** 0344 8920900, **Web:** [www.shelterni.org.uk](http://www.shelterni.org.uk)

Wales: **Tel:** 08000495495, **Web:** [www.sheltercymru.org.uk](http://www.sheltercymru.org.uk)

Scotland: **Tel:** 0808 800 4444, **Web:** [www.scotland.shelter.org.uk](http://www.scotland.shelter.org.uk)

**HEALTHCARE - MENTAL & PHYSICAL****Samaritans**

Providing confidential & emotional support to those experiencing despair, distress or suicidal feelings.

**Tel:** (free) 116 123

**Web:** [www.samaritans.org](http://www.samaritans.org)

**NHS 111**

24-hour advice helpline for physical or mental health.

**Tel:** 111

**Web:** [111.nhs.uk](http://111.nhs.uk)

**Mind**

Information, advice, guidance and support for people with mental health problems.

**Tel:** 0300 123 3393

**Web:** [www.mind.org.uk](http://www.mind.org.uk)

**Email:** [info@mind.org.uk](mailto:info@mind.org.uk)

**The Terrance Higgins Trust**

Helpline that offers advice and information relating to sexually transmitted infections.

**Tel:** 0808 802 1221

**Web:** [www.tht.org.uk](http://www.tht.org.uk)

**Age UK**

A free, confidential national phone service for older people, their families, friends, carers and professionals.

England: **Tel:** 0800 678 1602, **Web:** [www.ageuk.org.uk](http://www.ageuk.org.uk)

Scotland: **Tel:** 0800 124 4222, **Web:** [www.ageuk.org.uk/scotland](http://www.ageuk.org.uk/scotland)

Wales: **Tel:** 0300 303 44 98, **Web:** <https://www.ageuk.org.uk/cymru/>

Northern Ireland **Tel:** 0808 808 7575, **Web:**

<https://www.ageuk.org.uk/northern-ireland/>

**Inspire**

Information, advice, guidance and support for people with mental health problems

**Tel:** [028 9032 8474](tel:02890328474)

**Email:** [hello@inspirewellbeing.org](mailto:hello@inspirewellbeing.org)

**RELIGIOUS SUPPORT****Religious Charities Directory**

Provides a detailed list of charities that supports different faiths, including; Muslim, Christian, Islam & Hinduism

**Web:**

[www.charitychoice.co.uk/charities/religious](http://www.charitychoice.co.uk/charities/religious)