

Some Support Services during the Coronavirus Outbreak

Name, Brief Description and Contact Details	Current offer	For whom?
<p>Enfield Council- An online request form for local people who need help. They are linked with a community volunteer who can offer:</p> <ol style="list-style-type: none"> 1. Picking up shopping 2. Posting mail 3. Urgent supplies 4. A friendly phone call <p>Enfield Voluntary Action on 07960 371207 can help with completing the request form.</p>	<p>Online and phone contact</p>	<p>Every person in Enfield who needs help.</p>
<p>Samaritans- provide support for people who may be struggling to cope with emotional difficulties.</p> <p>Call 116 123 (free from any phone) 24 hours a day Email jo@samaritans.org Website- https://www.samaritans.org</p>	<p>Support via phone and e-mail</p>	<p>Adults and young people.</p>
<p>SANEline- National out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental health difficulties, including family, friends and carers.</p>	<p>Telephone line temporarily closed. Offering email support and text care, plus an online support forum.</p>	<p>Adults and young people aged 16+</p>

<p>Email support@sane.org.uk Request support from Textcare via their website form (not a crisis service). Website- http://www.sane.org.uk</p>		
<p>PAPYRUS – for the prevention of young suicide.</p> <p>Call helpline on 0800 068 4141 (weekdays 10am-10pm, weekends 2pm-10pm and bank holidays 2pm–10pm) Email pat@papyrus-uk.org or Text 07786 209 697</p>	<p>Support available via phone, e-mail and text messages. Active on Twitter.</p>	<p>People under 35, and those who are concerned about them.</p>
<p>The Mix- free information and support about sex, relationships, drugs, mental health, money and jobs.</p> <p>Phone 0808 808 4994 (Sunday-Friday 2pm–11pm), Use crisis messenger text service by texting THEMIX to 85258 (24 hours) Use 1-2-1 chat function on their website (4pm-11pm) Email by completing their web form Website themix.org.uk</p>	<p>Operating as usual.</p>	<p>Under 25s in London.</p>
<p>ChildLine- for children who need to talk about their worries.</p> <p>Call free on 0800 1111 (9am to midnight) 1-2-1 counsellor chat via website Send an email via their website Childline.org.uk</p>	<p>Offering reduced hours calls. Still operating 1-2-1 chat and email services.</p>	<p>Children and young people under 19 years old.</p>

<p>Young Minds- mental health support for young people and their parents.</p> <p>Young people can text YM to 85258 to use crisis messenger. Parents can call parent helpline on 0808 802 5544 Website youngminds.org.uk</p>	<p>Still operating crisis messenger for young people, and the parent helpline.</p>	<p>Young people aged 14-25, and their parents.</p>
<p>Family Lives- emotional support, information, advice and guidance on any aspect of parenting and family life.</p> <p>Call helpline on 0808 800 2222 (9am-9pm weekdays, 9-3pm weekends) Email askus@familylives.org.uk Visit online forums via website Website familylives.org.uk</p>	<p>Operating as usual.</p>	<p>Parents.</p>
<p>NSPCC- help, advice and support for those who are worried about a child.</p> <p>Call helpline on 0808 800 5000 (8am-10pm Mon-Fri, 9-6 weekends) Report concerns online via the website Email help@nspcc.org.uk Website nspcc.org.uk</p>	<p>Operating as usual</p>	<p>Anyone concerned about a child.</p>
<p>Gingerbread- supporting single parents</p> <p>Call helpline on 0808 802 0925 (hours vary each day- check website) Website gingerbread.org.uk</p>	<p>Operating as usual.</p>	<p>Single parents</p>

<p>Women's aid- supporting women and children to be safe from domestic abuse</p> <p>Coronavirus safety advice for survivors on website Access online survivors' forum 24/7 Live chat available Mon-Fri, 10-12pm via website Email helpline@womensaid.org.uk Womensaid.org.uk</p>	<p>Operating as usual.</p>	<p>Women experiencing domestic abuse now or in the past.</p>
<p>PAC-UK- adoption support agency providing advice and support for all affected by adoption and permanency.</p> <p>Call advice line on 0207 284 5879 Email advice@pac-uk.org Website pac-uk.org</p>	<p>Operating via phone and email</p>	<p>Adoptive parents, special guardians, birth parents.</p>
<p>National Autistic Society- for autistic people and their families.</p> <p>Email supportercare@nas.org.uk.</p>	<p>Email and webform only. No telephone services for now.</p>	<p>Autistic children and adults and their families.</p>
<p>Mencap – for people with a learning disability and their families.</p> <p>Call the learning disability helpline on 0808 808 111 (Mon-Fri, 9-3pm)</p>	<p>Offering a reduced helpline service, with longer waiting times.</p>	<p>People with learning difficulties and their families.</p>
<p>Switchboard LGBT+- one stop listening service for LGBT+ people</p> <p>Call helpline on 0300 300 0630 (10am to 10pm daily) Email chris@switchboard.lgbt</p>	<p>Operating as usual.</p>	<p>LGBT+ adults and young people.</p>

<p>Access chat help via website Website switchboard.lgbt</p>		
<p>Mind in Enfield- support for people with mental health difficulties.</p> <p>Call the Hub on 0208 702 3800 Website-https://www.mind.org.uk</p>	Existing clients will be contacted. New clients having mental health crisis can still call the Hub.	
<p>Our Voice - a parent-led organisation working to improve services for children and young people with disabilities or special educational needs in the borough of Enfield</p> <p>Call 07516 662315</p> <p>info@ourvoiceenfield.org.uk</p>	Still offering support for families of children with SEND.	Parents of children with SEND in Enfield
<p>Every Parent and Child - working for the benefit of children, young people and families in the London Borough of Enfield and surrounding areas.</p> <p>- 07903762008 - enquiries@epandc.org.uk</p>	Operating as usual but no face to face meetings	All children and families within Enfield and surrounding boroughs
<p>Enfield National Autistic Society - support and represent local people of Enfield living with Autism/Asperger's, their families and carers.</p> <p>branchofficer@enfieldnas.org.uk Natasha – 07757 120 777 Tel: Sandeep – 07842 393 358</p>	Available on the phone and email only.	Families, carers and individuals in Enfield with autism

<p>NHS National Sexual Health helpline – for anyone who would like to talk to someone about a sexual health issue.</p> <p>Call 0300 123 7123</p>	Operating as usual	Adults and young people
<p>British Pregnancy Advisory Service (BPAS) - provides advice and support about contraception, abortion and sexual health</p> <p>Call the helpline on 03457 30 40 30, or email info@bpas.org</p>	Operating as usual, although only the client allowed in the clinic. No support persons.	Adults and young people
<p>Terrence Higgins Trust - provides information, support and advice about HIV and sexual health.</p> <p>Call the helpline on 0808 802 1221</p>	Operating as usual, though busier.	Adults and young people
<p>Enfield Sexual Health clinics – to book an urgent sexual health consultation with a clinician whom will determine if you need to attend the clinic.</p> <p>Call 0208 887 4510 between 8:30am and 11am</p>	No walk-ins. Town clinic is operating.	Adults and young people
<p>Enfield School Nurses Service - Can advise and support parents/ young people or professionals on any general health concerns for 5-19 year olds e.g. behaviour, bedwetting, anxiety, sexual health or on long term medical conditions.</p> <p>Call 0208 702 6184 Email beh-tr.CedarSN@nhs.net between 9am and 4pm.</p>	Operating between 9am and 4pm	Adults and young people

<p>For school nurses linked to special schools, please see notes below table.</p>		
<p>Grief Encounter - Support for bereaved children and their families to help alleviate the pain caused by the death of someone close.</p> <p>Grief Talk Number: 0808 802 0111 (9am to 9pm Monday to Friday)</p> <p>1-2-1 Counsellor Chat – griefencounter.org.uk</p> <p>Helpline Email: griefftalk@griefencounter.org.uk</p>	<p>No face-to-face services, but more than usual telephone services and virtual counselling services available.</p>	<p>Children and young people</p>
<p>Winstons Wish - Support children and young people after the death of a parent or sibling.</p> <p>Freephone National Helpline on 08088 020 021 (9-5pm Monday to Friday)</p> <p>Email ask@winstonswish.org</p> <p>Crisis Messenger: Text WW to 85258 (available 24/7)</p> <p>Online chat is open Wednesdays and Fridays from 12 – 4pm</p>	<p>No face-to-face services but continued online/virtually. Helpline, email and messenger operating as usual</p>	<p>Children and young people</p>