



Useful helplines and websites

The following helplines and websites offer impartial information and support by telephone and on the internet. Information and advice in most cases is free and confidential. Remember, these organisations are there to help you, so do not hesitate to contact them if you need assistance.

1. British Insurance Brokers' Association - information about insurance and insurance providers in the UK: www.biba.org.uk
2. Association of British Insurers: www.abi.org.uk
3. British Transport Police - provides a policing service on the railways throughout Great Britain, the London Underground, the Docklands Light Railway, the Midland Metro tram system and the Croydon Tramlink: www.btp.police.uk
4. Childalert - comprehensive advice and personal safety guidance for parents: www.childalert.co.uk
5. Citizens Advice Bureau (CAB) - The CAB service helps people resolve their financial, legal and other problems by providing information and advice: www.citizensadvice.org.uk
6. Advice guide (CAB): www.adviceguide.org.uk
7. Community Legal Service Direct - Access to free legal information and advice:
www.clsdirect.org.uk Telephone 0845 345 4345
8. Crimestoppers - The charity Crimestoppers runs the **0800 555 111 number**, allowing people to telephone anonymously with information about crimes or criminals. The information is then passed on to the police. Just tell them what you know, not who you are:
www.crimestoppers-uk.org
9. Directgov - this website contains lots of useful safety advice and tips regarding crime prevention and self-defence: www.direct.gov.uk/en/CrimeJusticeAndTheLaw/index.htm
10. Drinkline - advice on sensible drinking and alcohol misuse:
www.patient.co.uk/showdoc/26738981
11. Equality and Human Rights Commission - offers support and advice in cases of racial discrimination or harassment:
www.equalityhumanrights.com Telephone 020 7939 0000
12. Get safe - advice on how to keep yourself safe online: www.getsafe.co.uk
13. Highway Code - advice on traffic law in the UK:
www.direct.gov.uk/en/TravelAndTransport/highwaycode.index.htm
14. Home Office - the Home Office has a website giving practical advice on protecting yourself against identity theft: www.identitytheft.org.uk
15. Home Office Crime Reduction - useful information and resources about crime prevention:
www.crimereduction.homeoffice.gov.uk
16. Immobilise Crime - To register your mobile phone, bicycle or laptop, and for advice on what to do if they are stolen. Immobilise also sell property marking kits, electronic tags for bikes, luggage tags and

tracker key tags and recovery services, security tags and stickers, window stickers, hologram security stickers and laptop insurance:

www.immobilise.com

Telephone 08701 123 123

17. National Domestic Violence Helpline - free telephone support for women experiencing domestic violence: **Telephone 0908 2000 247**

For men experiencing domestic violence: www.mensadvice.org.uk/mens_advice.php

18. National Drugs Helpline - a free 24-hour confidential service offering advice and information to individuals concerned about drugs:

www.urban75.com/Drugs/helpline.html

Telephone 0800 77 66 00

19. National Lesbian and Gay Switchboard - information, support and referral service for homosexual men and women: **Telephone 020 7837 7324**

20. NHS Direct - NHS Direct offers confidential health advice and information, 24 hours a day, seven days a week: www.nhsdirect.nhs.uk

Telephone 0845 4647

21. Rape Crisis Federation for Wales and England - help for women who have suffered rape, sexual abuse, attack or harassment: www.rapecrisis.co.uk

22. Refuge - for women and children facing domestic abuse: www.refuge.co.uk

23. Free 24-Hour National Domestic Violence Helpline: **Telephone 0808 2000 247**

24. Samaritans (24 hours) - the Samaritans provide confidential support to individuals in emotional distress: www.samaritans.org.uk

Telephone 0845 790 9090

25. Stonewall - a political lobbying group working for the civil, political, economic, social and cultural rights of lesbian, gay and bisexual people:

www.stonewall.org.uk

Telephone 020 7881 9440

26. Suzy Lamplugh Trust - a national charity offering advice on how to stay safe:

www.suzylamplugh.org

Telephone 020 8876 0305

27. Terrence Higgins Trust - the Terrence Higgins Trust delivers health promotion campaigns, national and local services to people with or affected by HIV/AIDS:

www.tht.org.uk

Telephone 0845 1221 200

28. Text You Home - a text service that transforms your mobile phone into a personal safety alarm:

www.textyouhome.com

29. Victim Support - an independent charity that helps people cope with the effects of crime. They provide free and confidential support and information to help individuals deal with their experiences:

www.victimsupport.org.uk

30. Supportline: **Telephone: 0845 30 30 900**

31. Women's Aid - Offers support and a place of safety to abused women and children:

www.womensaid.org.uk

Telephone 0808 2000 247