

SOURCES OF LEGAL ADVICE:

Citizens Advice Bureau

As a member of British society you have rights and responsibilities, the website below offers advice and guidance:

www.citizensadvice.org.uk/law-and-courts/

Household Insurance Policies

Some household insurance policies, and membership of some motoring organisations, include a degree of free legal advice. However, before relying on this, the policy holder or member needs to establish clearly the nature and extent of such cover.

OTHER WELFARE SUPPORT ORGANISATIONS

This leaflet is not an exhaustive list of national organisations, should you not find an organisation that you feel meets your need then **Helplines Partnership** run a website which lists hundreds of national and local helplines which you can search by topic or area.

www.helplines.org

**Compiled in memory of
Cadet Sgt Finlay Hartshorn**

SUPPORT FROM THE WIDER RAF FAMILY

Chaplaincy – RAF and RAFAC Chaplains aim to provide appropriate pastoral care for **all** personnel within the RAFAC irrespective of religious belief or status.

RAF Benevolent Fund

The RAF Benevolent Fund will provide support to members of the RAFAC if they are injured on Duty.

www.rafbf.org Tel: 0800 169 2942.

SSAFA Personal Support and Social Work Service RAF (PS&SWS RAF)

Personal support to staff and cadets, where help is needed in relation to a personal problem connected with RAFAC duties, including support to suspendees.

Telephone: **0300 0111 723**. Contact by telephone will enable prompt assessment and, if required, follow on referral to the regional team best placed to provide appropriate support. This number is also to be used to access the Out of Hours service.

Email: psswsRAF@ssafa.org.uk.

Contact by email will be responded to during core hours.

Online: www.ssafa.org.uk/rafsupport

Online web self-referral will create an email to the single point of contact which will be processed in line with email procedures.

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Welfare Support Leaflet



This leaflet is designed to signpost you to some of the relevant national organisations available to provide professional support and guidance. Local organisations may also be available.

LISTENING & EMOTIONAL SUPPORT

Listening services can help you talk through your emotions and give you confidential, non-judgemental support. With many listening services, the person you speak to will let you talk through your problems for as long as you need:

Samaritans

Offer a safe place for you to talk any time you like, in your own way – about whatever's getting to you. You don't have to be suicidal. Whatever you're going through, call us free any time, from any phone on 116 123.
www.samaritans.org

Childline

You can talk to us about anything. No problem is too big or too small. Call us free or get in touch online. However you choose to contact us, you're in control. It's confidential and you don't have to give your name if you don't want to.
www.childline.org.uk Tel 0800 1111

SANEline

Offers emotional support and information from 6pm–11pm, 365 days a year. Their national number is 0300 304 7000.

The Silver Line

If you're an older person (over the age of 55), the Silver Line is there 24 hours a day, 365 days a year to provide information, support and friendship. You can call them from anywhere in the UK on 0800 4 70 80 90 (freephone).

CALM

If you're a man experiencing distressing thoughts and feelings, the Campaign Against Living Miserably (CALM) is there to support you. They're open from 5pm–midnight, 365 days a year. They also have a webchat service if you're not comfortable talking on the phone.
Tel: 0800 58 58 58.

Nightline.

If you are a student, you can look at the Nightline website to see if your university or college offers a night-time listening service. Nightline phone operators are all students too.

Switchboard

The LGBT+ helpline. If you identify as gay, lesbian, bisexual or transgender, Switchboard is available from 10am–11pm, 365 days a year, to listen to any problems you're having. Phone operators all identify as LGBT+. Their national number is 0300 330 0630, or you can email chris@switchboard.lgbt

National Domestic Abuse Helpline

Freephone 24 Hour Domestic Violence Helpline, national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf. The Helpline can give support, help and information over the telephone. The Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential.
Tel: 0808 2000 247

Men's Advice Line

Advice for male victims of domestic abuse. Tel: 0808 801 0327 www.mensadvice.org.uk

GENERAL MENTAL HEALTH INFORMATION AND SUPPORT:

Mind's Infoline

For mental health information, Mind's Infoline is open from 9am–6pm weekdays. You can contact our Infoline on 0300 123 3393, text 86463 or email info@mind.org.uk. There is also specific youth mental health information at <https://youngminds.org.uk/>

NHS 111 / NHS Direct

If you need medical help or advice fast, but it's not a life-threatening situation, you can call NHS 111 (in England) by dialling 111, or NHS Direct (in Wales) on 0845 46 47.

Papyrus HOPEline

If you're under 35 and struggling with suicidal feelings and self-harm, the Papyrus HOPEline can offer practical advice. They're open weekdays 10am–10pm, weekends 2pm–10pm and bank holidays 2pm–5pm. Tel 0800 068 4141, or you can email pat@papyrus-uk.org or text 07786 209 697.

BEREAVEMENT SUPPORT

Cruse Bereavement Care

Can offer support if you're feeling in crisis after someone you know has died. Helpline is open on weekdays between 9.30–5pm (and until 8pm on Tuesday, Wednesday and Thursday evenings). Tel: 0844 477 9400 or you can email helpline@cruse.org.uk

The Bereavement Trust

Helplines offering a listening ear to anyone who has been bereaved. The Chinese helpline offers bereavement support in Mandarin and Cantonese and the Asian language helpline offers support in Urdu, Gujarati and Hindi. All helplines are open from 6pm–10pm every day of the year.
Tel: 0800 435 455
www.bereavement-trust.org.uk

Child Bereavement UK

Short films and film clips made by bereaved young people. Films include What Teachers Need To Know, A Message to Parents, A Message To Friends, Details of the Young Persons Advisory Group based in Buckinghamshire.
www.childbereavementuk.org/For/