

Trauma Support Resources

A Comprehensive Guide for Conference Participants

Important Notice

This document provides crisis and specialist support services for anyone who may be affected by the content discussed at this conference. Please note that Anya Charnaud does not offer a crisis service. If you are in crisis or need urgent medical attention, please call 999, your GP, or NHS 111.

1. Immediate / 24-7 Crisis Support

Service	Contact Details
999 / 112	Emergency services. Call if you or someone is in immediate danger.
NHS 111 (option 2)	Mental health crisis support, available 24/7 for all ages — including residents in Lambeth, Lewisham, and Southwark.
Samaritans	Free, 24-hour listening service. Call 116 123 or email jo@samaritans.org . Non-judgmental — they are here to listen.
Shout	UK's first 24/7 text messaging crisis service. Text SHOUT to 85258 to connect with a trained volunteer.

2. Mental Health Helplines

Service	Contact Details
Mind Infoline	Information and support on mental health. Call 0300 123 3393 (Mon–Fri, 9am–6pm). mind.org.uk
SANEline	Support for anyone experiencing a mental health problem. Call 0300 304 7000 — open 4:30pm–10pm every day.
CALM	Campaign Against Living Miserably. Call 0800 58 58 58, open 5pm–midnight, 365 days a year. Also available via WhatsApp and webchat.
National Suicide Prevention Helpline UK	Call 0800 587 0800, open 6pm–midnight every day.

3. Specialist Trauma & PTSD Services (London)

Organisation	Details
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PTSD UK	The only UK charity dedicated solely to raising awareness of PTSD and complex PTSD. Information on treatments, self-help, and supporting others. ptsduk.org
Victim Support	Emotional and practical support for people affected by crime and traumatic events. 24/7 live chat. Call 0808 168 9111 or visit victimsupport.org.uk
Traumatic Stress Clinic (North London NHS)	Evidence-based psychological treatment for PTSD. Commissioned for care following major incidents. Referrals via NHS community services. northlondonmentalhealth.nhs.uk would require a GP referral.
Traumatic Stress Service – South West London	Based at Springfield University Hospital. Treats those affected by terrorist attacks, domestic abuse, trafficking, and refugees. Offers CBT and EMDR therapy. Would require GP referral.
South London & Maudsley – Trauma & Dissociation Service	Specialist service for PTSD, personality difficulties, dissociative disorders, and survivors of sexual abuse, domestic violence, or terrorist attacks. slam.nhs.uk usually require GP referral.

4. London Walk-in Crisis Cafés

Safe, supportive walk-in spaces for anyone aged 18+ who is struggling or not coping. No appointment needed. Open evenings and weekends.

Location	Address & Hours
Stratford Advice Arcade	107–109 The Grove, E15 1HP Mon–Fri 5pm–9pm Weekends 3pm–9pm Tel: 07511 082293
The Raybould Centre	City & Hackney Centre for Mental Health, E9 6SR Mon–Fri 6pm–9pm Weekends 12pm–4pm Tel: 07393 762 366

5. Children & Young People

Service	Contact Details
Childline	Support specifically for under-18s. Call 0800 1111, available 24/7. Speak to a counsellor online via childline.org.uk
YoungMinds	Help and advice for people up to 25. youngminds.org.uk

6. Find Local Support

Hub of Hope

The UK's largest mental health support database, bringing together local, national, peer, community, charity, and NHS services in one place. hubofhope.co.uk

Not Sure Where to Start?

Call NHS 111 (option 2) or text SHOUT to 85258 — available at any hour of the day.