

# Support for Young People and their Families

## **Action for Children**

[actionforchildren.org.uk](http://actionforchildren.org.uk)

Supports children, young people and families across England with emotional and practical care.

## **Barnardo's**

[barnardos.org.uk](http://barnardos.org.uk)

Practical information and emotional support for:

- Young people
- Young people leaving care
- Young carers

Provides local services for further support in some regions.

## **Campaign Against Living Miserably (CALM)**

[0800 58 58 58](tel:0800585858)

[thecalmzone.net](http://thecalmzone.net)

Information and support for anyone who is struggling with things and needs to talk. Offers a helpline and webchat.

## **Childline**

[0800 1111](tel:08001111)

[childline.org.uk](http://childline.org.uk)

Information and advice for young people on topics like bullying, your body and relationships. Also provides:

- A phone helpline
- 1-2-1 online chats with counsellors
- Online message boards
- Welsh-speaking and BSL interpreter counsellors

## **FRANK**

[0300 123 6600](tel:03001236600)

[82111](tel:82111) (textline)

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

Confidential support, advice and information about drugs, their effects and the law.

## **Hub of Hope**

[hubofhope.co.uk](http://hubofhope.co.uk)

A UK-wide database of mental health charities and organisations offering advice and support.

## **Local Minds**

[mind.org.uk/about-us/local-minds](http://mind.org.uk/about-us/local-minds)

Local mental health services across England and Wales. Offers talking therapies, peer support and advocacy. Check to see if there is a [Local Mind near you](#) and what it can offer young people.

## **Mencap**

[0808 808 1111](tel:08088081111) (Learning Disability Helpline)

[mencap.org.uk](http://mencap.org.uk)

Information and advice for people with a learning disability, their families and carers. Services include an online community.

## **The Mix**

[0808 808 4994](tel:08088084994)

[85258](tel:85258) (crisis messenger service, text THEMIX)

[themix.org.uk](http://themix.org.uk)

Support and advice for people under 25, offering these services:

- Helpline
- Crisis messenger textline
- Discussion board
- Webchat
- Short-term counselling by phone and online

### ***NHS Every Mind Matters***

[nhs.uk/every-mind-matters/mental-wellbeing-tips/youth-mental-health](http://nhs.uk/every-mind-matters/mental-wellbeing-tips/youth-mental-health)

Information and advice on mental health and wellbeing for young people. Includes videos about dealing with change, social media and sleep.

### ***On My Mind***

[annafreud.org/on-my-mind](http://annafreud.org/on-my-mind)

Information, support and resources to help young people understand more about mental health and wellbeing. Search the [Youth Wellbeing Directory](#) to find services near you.

### ***Our Time***

[ourtime.org.uk](http://ourtime.org.uk)

Information and workshops for children and young people whose parents or carers experience mental health problems.

### ***Reading Well***

[reading-well.org.uk/resources/young-people](http://reading-well.org.uk/resources/young-people)

Self-help books to help people understand and manage their mental health and wellbeing. Also available in Welsh.

### ***Samaritans***

[116 123](tel:116123)

[0808 164 0123](tel:08081640123) (Welsh Language Line)

[jo@samaritans.org](mailto:jo@samaritans.org)

[samaritans.org](http://samaritans.org)

Samaritans are open 24/7 for people to talk about any concerns, worries and troubles they're going through. You can visit some [Samaritans branches in person](#).

### ***Shout***

[85258](tel:85258) (textline)

[giveusashout.org](http://giveusashout.org)

Shout is a confidential and anonymous 24/7 text support service for anyone struggling to cope. It is free to text Shout from all major mobile networks in the UK. To speak to a trained volunteer, text SHOUT to [85258](tel:85258).

### ***YoungMinds***

[youngminds.org.uk](http://youngminds.org.uk)

Mental health support for young people, parents and carers. Includes information about mental health problems and medication.

### ***Youth Access***

[youthaccess.org.uk](http://youthaccess.org.uk)

Advice and counselling network for young people. Includes a search tool for finding free local services. Support for mental health problems and difficult feelings

### ***Alumina***

[selfharm.co.uk](http://selfharm.co.uk)

An online, 7-week course to help people from 14 to 19 who self-harm.

### ***Anxiety UK***

[03444 775 774](tel:03444775774)

[07537 416 905](tel:07537416905) (textline)

[anxietyuk.org.uk](http://anxietyuk.org.uk)

Advice, support and information for people who experience anxiety.

**Beat**

[0808 801 0677](tel:08088010677) (England)

[0808 801 0433](tel:08088010433) (Wales)

[beateatingdisorders.co.uk](http://beateatingdisorders.co.uk)

Helpline, webchat and online support groups for people with eating problems, like anorexia and bulimia.

**Me and My Mind**

[meandmymind.nhs.uk](http://meandmymind.nhs.uk)

Advice and support for young people experiencing possible symptoms of mental health problems, like hearing voices or having unusual thoughts. Some services are only available in certain London boroughs.

**No Panic**

[0330 606 1174](tel:03306061174)

[nopanic.org.uk/no-panic-youth-hub](http://nopanic.org.uk/no-panic-youth-hub)

Provides support to young people experiencing panic attacks and obsessive-compulsive disorder (OCD). Offers a 6-week Youth Mentoring Scheme online or by phone.

**OCD Youth**

[ocdyouth.org](http://ocdyouth.org)

Information and resources for young people with obsessive-compulsive disorder (OCD). Provides an email helpline, support group, online network and discussion group.

**The OLLIE Foundation**

[theolliefoundation.org](http://theolliefoundation.org)

Help and advice for young people experiencing suicidal feelings. Provides support and information for anyone worried about another young person.

**Papyrus HOPELINEUK**

[0800 068 4141](tel:08000684141)

[07860 039967](tel:07860039967) (textline)

[pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

[papyrus-uk.org](http://papyrus-uk.org)

Support and advice for people under 35 experiencing suicidal thoughts or finding it hard to cope. Provides support for anyone concerned about another young person.

**Self-Injury Support**

[0808 800 8088](tel:08088008088)

[07537 432444](tel:07537432444) (textline)

[tessmail@selfinjurysupport.org.uk](mailto:tessmail@selfinjurysupport.org.uk)

[selfinjurysupport.org.uk](http://selfinjurysupport.org.uk)

Supports women and girls who self-harm, or have experienced trauma and abuse. Offers information and self-help tools online for anyone to use.

**Voice Collective**

[voicecollective.co.uk](http://voicecollective.co.uk)

Information and support for people under 25 who:

- Hear voices
- See visions
- Experience other sensory issues or beliefs

Offers peer support, plus support to parents, carers and families.. Support for different identities and communities

**Bayo**

[bayo.uk](http://bayo.uk)

An online search tool to find mental health and wellbeing support or services, run by and for the Black community.

### ***Being Gay is OK***

[bgiok.org.uk](http://bgiok.org.uk)

Provides advice and information for LGBTQIA+ people under 25.

### ***Ethnic Minorities and Youth Support Team Wales***

[info@eyst.org.uk](mailto:info@eyst.org.uk)

[eyst.org.uk](http://eyst.org.uk)

Provides services in Wales for people from 11 to 25 from diverse ethnic backgrounds. Includes support for health and wellbeing, plus support to families.

### ***Kids of Colour***

[kidsofcolour.com](http://kidsofcolour.com)

Online platform for young people to learn about race, identity and culture, and to challenge racism. Offers a YouTube channel, summer school and workshops.

### ***Mermaids UK***

[0808 801 0400](tel:08088010400)

[mermaidsuk.org.uk](http://mermaidsuk.org.uk)

Support for transgender, nonbinary and gender-diverse people up to 18. Runs events, local groups, online courses and a webchat.

### ***Muslim Youth Helpline***

[0808 808 2008](tel:08088082008)

[myh.org.uk](http://myh.org.uk)

Provides faith and culturally sensitive support to young Muslims by phone, webchat, WhatsApp and email.

### ***The Proud Trust***

[0161 660 3347](tel:01616603347)

[theproudtrust.org](http://theproudtrust.org)

Support for LGBTQIA+ young people through youth groups, peer support, mentoring schemes and a webchat.

### ***Stonewall***

[0800 050 2020](tel:08000502020) (information line)

[stonewall.org.uk](http://stonewall.org.uk)

Information and advice for LGBTQIA+ people on a range of issues, like coming out and hate crimes. Provides an information phonenumber for people and their families.

### ***Switchboard***

[0800 0119 100](tel:08000119100)

[hello@switchboard.lgbt](mailto:hello@switchboard.lgbt)

[switchboard.lgbt](http://switchboard.lgbt)

Provides a helpline, webchat and nationwide database of LGBTQIA+ services. A safe space to discuss topics like sexuality, gender identity and wellbeing.

Support for grief, trauma and abuse

### ***Child Bereavement UK***

[0800 028 8840](tel:08000288840)

[childbereavementuk.org](http://childbereavementuk.org)

Help for children, young people, parents and families after the death of someone close. Offers support through local services, groups for young people, plus films and blogs.

### ***Help 2 Make Sense***

[ask@winstonswish.org](mailto:ask@winstonswish.org)

[help2makesense.org](http://help2makesense.org)

An online tool by Winston's Wish, a charity supporting young people after the death of someone close. Advice and resources for coping with grief, plus an email helpline and webchat.

### ***Hope Again***

[0808 808 1677](tel:08088081677)

[hopeagain@cruse.org.uk](mailto:hopeagain@cruse.org.uk)

[hopeagain.org.uk](http://hopeagain.org.uk)

Information, resources and support for young people coping after the death of someone close. Also available in Welsh.

***Kidscape***

[kidscape.org.uk](http://kidscape.org.uk)

Information and advice for young people, parents and carers with concerns about school bullying and abuse.

***National Society for the Prevention of Cruelty to Children (NSPCC)***

[0800 1111](tel:08001111) (Childline helpline if you're 18 or under)

[nspcc.org.uk](http://nspcc.org.uk)

Support and information for children who have experienced abuse, or anyone worried about a child. Provides local services to help young people and families overcome abuse.

***Refuge***

[0808 200 0247](tel:08082000247)

[refuge.org.uk](http://refuge.org.uk)

Help and support for women, children and young people who have experienced domestic abuse.

***Safeline***

[safeline.org.uk](http://safeline.org.uk)

Information and support for young people and adults who have experienced sexual abuse and rape. Offers face-to-face services in Coventry and Warwickshire.

***Stop Hate UK***

[0808 801 0576](tel:08088010576)

[07717 989025](tel:07717989025) (textline)

[stophateuk.org](http://stophateuk.org)

Offers a 24-hour phone and text service for people under 18 who have experienced or seen a hate crime. Provides an online service for reporting hate crimes.

***Victim Support***

[0808 168 9111](tel:08081689111)

[victimsupport.org.uk/children-and-young-people](http://victimsupport.org.uk/children-and-young-people)

Emotional and practical support for people affected by crime and traumatic events. Offers specific information for young people.

***Welsh Women's Aid***

[0808 80 10 800](tel:08088010800)

[info@livefearfreehelpline.wales](mailto:info@livefearfreehelpline.wales)

[welshwomensaid.org.uk](http://welshwomensaid.org.uk)

Information and support for women and children in Wales who have experienced domestic abuse. Includes a directory of local services.

***Women's Aid (England)***

[chat.womensaid.org.uk](http://chat.womensaid.org.uk) (live chat)

[helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

[womensaid.org.uk](http://womensaid.org.uk)

Information and support for women and children who have experienced domestic abuse. Provides support by live chat, a directory of local services and a forum.

Support for different living situations

***Become***

[0800 023 2033](tel:08000232033)

[becomecharity.org.uk](http://becomecharity.org.uk)

Information and support for young people in care, and young care leavers.

### ***Carers Trust***

[carers.org](http://carers.org)

Information and support for unpaid carers. Includes specific information and local support for young carers.

### ***Centrepoint***

[0808 800 0661](tel:08088000661)

[centrepoint.org.uk](http://centrepoint.org.uk)

Provides advice, housing and support for people from 16 to 25 who are homeless or at risk of homelessness in England.

### ***Children's Society Young Carers***

[01962 711511](tel:01962711511) (information line)

[childrenssociety.org.uk/information/young-people/young-carers](http://childrenssociety.org.uk/information/young-people/young-carers)

Information and advice for young carers, including help with things like education and rights. Offers a local service finder for young carers' projects.

### ***Coram Voice***

[0808 800 5792](tel:08088005792)

[coramvoice.org.uk/get-help](http://coramvoice.org.uk/get-help)

Information, support and advocacy for young people who are care leavers.

### ***Gingerbread***

[gingerbread.org.uk/information/children-of-single-parents](http://gingerbread.org.uk/information/children-of-single-parents)

Offers information for young people whose parents are splitting up, or who have lost a parent.

### ***Runaway Helpline***

[116 000](tel:116000) (phone or text)

[116000@runawayhelpline.org.uk](mailto:116000@runawayhelpline.org.uk)

[runawayhelpline.org.uk](http://runawayhelpline.org.uk)

Support by phone, text and email for people who:

- Are running away
- Have already run away
- Have returned after running away
- Are worried about someone who might run away

Also offers online information and a 1-2-1 webchat.

### ***Shelter***

[shelter.org.uk/youngpeople](http://shelter.org.uk/youngpeople)

Supports people in need of housing by providing independent, expert advice. Includes specific information for young people.

### ***Shelter Cymru***

[sheltercymru.org.uk](http://sheltercymru.org.uk)

Information and advice for homeless people in Wales, in both English and Welsh. Legal rights and advocacy support

### ***Citizens Advice***

[0800 144 8848](tel:08001448848) (England)

[0800 702 2020](tel:08007022020) (Wales)

[citizensadvice.org.uk](http://citizensadvice.org.uk)

Information and advice on your rights, covering topics like money, housing and discrimination. Offers some local branches and an online chat.

### ***Law Stuff***

[lawstuff.org.uk/not-from-the-uk](http://lawstuff.org.uk/not-from-the-uk)

Legal information for young people who have come to the UK from a different country. Covers topics like immigration, work and education.

### ***Meic***

[0808 802 3456](tel:08088023456)

[84001](tel:84001) (textline)

[meiccymru.org](http://meiccymru.org)

Information and advice on rights in Wales, for people up to 25. Available in English or Welsh by phone, text or online chat.

***NYAS and NYAS Cymru***

[0808 808 1001](tel:08088081001)

[help@nyas.net](mailto:help@nyas.net)

[nyas.net](http://nyas.net) (England)

[nyas.net/services/our-services-in-wales](http://nyas.net/services/our-services-in-wales) (Wales)

Advocacy services and helplines to listen to what young people want and empower them to get their voice heard.

***POhWER***

[0300 456 2370](tel:03004562370)

[pohwer.net/childrens-and-young-peoples-advocacy](http://pohwer.net/childrens-and-young-peoples-advocacy)

Information, advice, support and advocacy in England for people facing difficult issues who want to make their voice heard. Offers specific advocacy services for young people.

***VoiceAbility***

[0300 303 1660](tel:03003031660)

[helpline@voiceability.org](mailto:helpline@voiceability.org)

[voiceability.org](http://voiceability.org)

A charity which is one of the UK's largest providers of advocacy services. Offers information and advice on how advocates can help.