

Some useful information for our clients between the ages of 11-18 years!

If you're 11-18 years old, this page lists organisations and services that can offer you support and information. All of the contact numbers listed here are helplines, unless we've noted what they're for instead.

Stay safe - If you feel overwhelmed, or like you want to hurt yourself, support is available for you to talk things through. You deserve help as soon as you need it.

To talk with someone confidentially about how you feel, you can:

- Ring [HOPELINEUK](#) on [0800 068 4141](#) or the [Samaritans](#) on [116 123](#).
- Text YM to [YoungMind's Textline](#) on [85258](#).

If you feel like you may attempt suicide, or you have seriously hurt yourself, this is an emergency. You can:

- Call 999 and ask for an ambulance.
- Tell an adult you trust and ask them to call 999 for help.

Mental health emergencies are serious. You aren't wasting anyone's time.

Contents

This page has contact details for organisations that offer young people:

- [General support](#)

- [Support for mental health problems and difficult feelings](#)
 - [Support for different identities and communities](#)
 - [Support for grief, trauma and abuse](#)
 - [Support for different living situations](#)
 - [Legal rights and advocacy support](#)
- General support for young people

Action for Children - actionforchildren.org.uk

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

Barnardo's - 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](http://0800585858)
thecalmzone.net

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

Childline - [0800 1111](http://08001111)
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

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

Hub of Hope - hubofhope.co.uk

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

Kooth - kooth.com

Safe, anonymous online community and counselling for young people. Check on the website if it's available in your area.

Local Minds - 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

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

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](https://www.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.

NHS Go - [nhs.uk](https://www.nhs.uk)

Confidential health advice and support for people from 16 to 25. Includes information on mental and physical health, plus topics like relationships and sleep.

On My Mind - [annafreud.org/on-my-mind](https://www.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](https://www.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](https://www.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

[samaritans.org](https://www.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](#).

Tellmi - tellmi.help

A safe, anonymous app where you can talk to other young people about how you're feeling or what you're experiencing. Tellmi is moderated to keep you safe and also has counsellors if you need more support.

YoungMinds - [85258](https://85258.org) (crisis messenger service, text YM)

youngminds.org.uk

Mental health support for young people, parents and carers. Includes a crisis text messenger service, plus information about mental health problems and medication.

Youth Access - 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

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

Anxiety UK - [03444 775 774](https://03444775774.org)

[07537 416 905](https://07537416905.org) (textline)

anxietyuk.org.uk

Advice, support and information for people who experience anxiety.

Beat - [0808 801 0677](https://08088010677.org) (England)

[0808 801 0433](https://08088010433.org) (Wales)

beateatingdisorders.co.uk

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

Calm Harm - calmharm.co.uk

A smartphone app for people over 13, with activities to help resist or manage the urge to self-harm.

Me and My Mind - 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](http://03306061174)

nopanice.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

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

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](http://08000684141)

[07860 039967](http://07860039967) (textline)

pat@papyrus-uk.org

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](http://08088008088)

[07537 432444](http://07537432444) (textline)

tessmail@selfinjurysupport.org.uk
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

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

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

Provides advice and information for LGBTQIA+ people under 25.

Ethnic Minorities & Youth Support Team Wales - info@eyst.org.uk
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

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

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

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

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

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 - [0300 330 0630](tel:03003300630)

chris@switchboard.lgbt

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

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
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
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

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

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

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

Safeline - 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

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

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

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 (live chat)

helpline@womensaid.org.uk

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

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

Carers Trust - 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

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

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

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

Gingerbread - 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
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

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

Shelter Cymru - 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](https://citizensadvice.org.uk) (England)

[0800 702 2020](https://citizensadvice.org.uk) (Wales)

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

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](https://meiccymru.org)

[84001](https://meiccymru.org) (textline)

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](https://nyas.net)

help@nyas.net

nyas.net (England)

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

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

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.