



Useful contacts – for 11-18 year olds

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.

If you're feeling overwhelmed and like you can't cope, you can:

Call [HOPELINEUK](#) on [0800 068 4141](#) or the [Samaritans](#) on [116 123](#).

Text SHOUT to [Shout's textline](#) on [85258](#).

Call the NHS on [111](#) and select option 2.

If you feel like you may attempt suicide, or you have seriously hurt yourself, you can:

Call 999 and ask for an ambulance.

Tell an adult you trust and ask them to call 999.

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General support for young people

Action for Children

[actionforchildren.org.uk](https://www.actionforchildren.org.uk)

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

Barnardo's

[barnardos.org.uk](https://www.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](https://www.thecalmzone.net)

[thecalmzone.net](https://www.thecalmzone.net)

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

Childline

[0800 1111](https://www.childline.org.uk)

[childline.org.uk](https://www.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.

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

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

themix.org.uk

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

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 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

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

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

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

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

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

Mental health support for young people, parents and carers. Includes 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](tel:03444775774)

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

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

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

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](tel:03306061174)

nopic.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](tel:08000684141)

[07860 039967](tel: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](tel:08088008088)

[07537 432444](tel: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 and 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 phoneline for people and their families.

Switchboard

[0800 0119 100](tel:08000119100)

hello@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.

Talk Grief

ask@winstonswish.org

talkgrief.org/grief-support

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.

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.

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.

Legal rights and advocacy support

Citizens Advice

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

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.

NYAS

[0808 808 1001](tel:08088081001)

help@nyas.net

nyas.net (England)

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.

rights4children

rights4children.org.uk

Offers information and advice for young people in England to help them understand their legal rights.

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.



It's OK not to be OK.

