DIRECTORY OF SUPPORT

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DIRECTORY OF SUPPORT

URGENT HELP / ALL ASPECTS OF SUPPORT

Organisation	Who are they?	Contact	Website
NELFT & SET CAMHS	Part of the NHS, NELFT provides an extensive range of integrated community and mental health services for people living in the London boroughs of Barking & Dagenham, Havering, Redbridge and Waltham Forest along with Essex and Kent. Visit our services. The Southend, Essex and Thurrock Child and Adolescents Mental Health Service (SET CAMHS) provides advice and support to children, young people and families who are in need of support with their emotional wellbeing or mental health difficulties. Any young person, concerned parent, care giver or a responsible adult of a young person can access the SET CAMHS by either making an appointment to see their young person's GP with them, or accessing our services for information.	FOR URGENT HELP: Telephone: 111 Choose Option 2 for Mental Health Or call Mental Health Direct on 0800 995 1000. Call SET CAMHS: Free: 0800 953 0222	https://www.nelft.nhs.uk/i-need-help https://www.nelft.nhs.uk/set-camhs
Childline (up to 18 yrs)	Childline is a free, private, and confidential service where you can talk about anything 24/7.	Tel: 0800 11 11	www.childline.org.uk

NOTES: Childline provides free confidential advice and support for all young people up to 19 years old. Whatever your worry, Childline counsellors are here to help. Speak to them by phone, online or email 24 hours a day. You'll speak to someone who takes your details and puts you through to a counsellor. The number won't appear on any bill (landline and mobile).

Childline also has a free app called Zipit. If you're feeling uncomfortable when someone's trying to get you to send them naked images of yourself, Zipit helps you take control of the situation with smart comebacks to flirty requests with the power of GIFs. To download the app, go on the Childline website, search Zipit. You can download it through the Apple Store or Google Play.

SUPPORT FOR MENTAL HEALTH

Organisation	Who are they?	Contact	Website
Samaritans	Emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide.	Tel: 116 123 (available 24/7)	www.samaritans.org Email : jo@samaritans.org
NOTES: The Samaritans service is confidential; however the Samaritans have a responsibility to safeguard under 18's if there were any safety concerns. Further information via their website and type 'safeguarding policy' in the search bar. Frequently asked Questions for under 18s – the following is from the Samaritans website **What if I am under 18?** You can still get in touch with us. We are here for you whatever your age. Our first responsibility is to you, not your parents or guardian. You can talk to us about whatever is on your mind, we will listen. Things might include how you look, problems at school or college, how people are treating you, and worries about exams or money.			
Shout	Shout is the UK's first free 24/7 text service for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help. Shout is powered by a team of volunteers, who are at the heart of the service. We take people from crisis to calm every single day.	Text: 85258 Free 24/7 text service on all major mobile networks.	
The Mix (up to 25 yrs)	Free help and support for children and young people in the UK.	Tel: 0808 808 4994	www.themix.org.uk
Kooth	Kooth is a digital mental health support service. It gives children and young people easy access to an online community of peers and a team of experienced counsellors. Access is free of the typical barriers to support: no waiting lists, no thresholds, no cost and complete anonymity.		www.kooth.com
Shoeburyness High School	Visit the Wellbeing section of the school for help and advice to support you with your mental health or you can reach out via the dedicated safeguarding email address or speak to your PYM	safeguarding@ shoeburyness.secat.co.uk	https://www.shoeburyness.secat.co.uk/ - click on the Wellbeing section

NHS	For health advice and reassurance	Tel: 111	https://www.nhs.uk/mental-health/children-and-young-adults/mental-health-support/
Young Minds	Practical advice and support for young people's mental health. Text the YoungMinds Crisis Messenger, for free 24/7 support across the UK if you are experiencing a mental health crisis. • If you need urgent help text YM to 85258 • All texts are answered by trained volunteers, with the support from experienced clinical supervisors	TEXT: YM to 85258	www.youngminds.org.uk
Mind	Advice, support, and information around mental health issues including self-harm.	Telephone: 01702 601123 (Mind Southend) Infoline: 0300 123 3393	www.mind.org.uk
Anna Freud	The Anna Freud National Centre for Children and Families is a children's mental health charity with over 60 years' experience of caring for young minds. Their vision is a world in which children and their families are effectively supported to build on their own strengths to achieve their goals in life.	Telephone : 020 7443 2313	Email : referrals@annafreud.org
Yellow Door (Canvey Island Youth Project)	If you are feeling low, depressed or anxious. If you are having family problems. If you need advice about drugs and alcohol. If you would like support to claim benefits. If you are a young parent or need a CV, training or work advice. If you are facing homelessness and need advice on finding accommodation.	Telephone : 01268 683431 or 01268 514792 Mobile: 07436102825	Email : drop-in@cyp-yellowdoor.org.uk
We, Yellow Door, have a range of service including: An Advice and Information Drop-in, Counselling Service, Emotional Support Service, Counselling in schools, Educational Workshops, Performing Arts Club and Young Parents Group.			
Apps	Headspace Stop, Breathe and Think Calm Happify Pacifica	Colourfy Breath2relax 7Cups Digipill Balance	All of these apps can be downloaded from Google Play or the Apple Store.

SUPPORT WITH CANCER

Organisation	Who are they?	Contact	Website
Macmillan	Cancer can leave you facing many challenges, from coping with your cancer care, to finding the help you need or planning a holiday after a diagnosis. At our local information and support centres, you'll find a team of experts and trained volunteers on hand to answer your questions. They aim to give you a 'time away' from the cancer clinic, where you can find a listening ear and information on everything from local support groups to help for the financial problems cancer may create. If you are a carer, relative or friend, and need to talk, Macmillan will help you too.	0808 808 0000	www.macmillan.org.uk

SUPPORT FOR EATING DISORDERS

Organisation	Who are they?	Contact	Website
BEAT	Support and information relating to eating disorders.	Youth line (Under 18's) Tel: 0808 801 0711	Email: fyp@beateatingdisorders.org.uk www.beateatingdisorders.org.uk

SUPPORT FOR DOMESTIC VIOLENCE

Organisation	Who are they?	Contact	Website
Women's Aid / Refuge	If you are a girl who is experiencing violence, or has experienced it in the past, the National Domestic Violence Helpline can support you. The Helpline is staffed by fully-trained female support workers who can provide confidential, non-judgmental emotional support and information on a range of issues – from reporting to the police, to accessing local services in your area. All calls are confidential. You can also call them if you are worried about a friend or someone you know. The Helpline number will not show up on BT landline phone bills. If you have another service provider, you'll need to check with their customer services team whether the number will be visible on your bill.	Calls are free from landlines, but other mobile services providers may charge. Telephone : 0808 2000 247 (Freephone) Opening Times: 24 hours	www.womensaid.org.uk www.refuge.org.uk
Break the Cycle	Break the Cycle inspires and supports young people 12 - 24 to build healthy relationships and create a culture without abuse. We are a culturally affirming organization that centers young people, caring adults, and communities in our prevention and intervention efforts. Our dynamic and diverse team believes that all young people deserve to live in a world where they can thrive.	Telephone: 01702 343868	Website : www.breakthecycle.org Email : referrals@sosdap.org

SUPPORT WITH BEREAVEMENT

Organisation	Who are they?	Contact	Website
Cruse	Cruse Bereavement Care's counselling service includes providing support, advice and information to children, young people and adults when someone dies, and to enhance society's care of bereaved people.	Telephone : 0845 2669710	Email : southendonsea@cruse.org.uk Web: http://www.cruse-essex.org.uk Address : 29-31 Alexandra Street, Southend-on-Sea, Essex SS1 1BW
Hope Again	Hope again is the youth website of Cruse Bereavement support. It is a safe place where you can learn from other young people, how to cope with grief, and feel less alone.	Helpline: 0808 808 1677	hopeagain@cruse.org.uk www.hopeagain.org.uk
Winston's Wish	We provide digital bereavement information, advice and support for young people across the UK who are grieving the death of someone important to them. We also help advise the adults who are caring for young grieving people including parents, school staff and healthcare professionals.	08088 020 021 (8 AM - 8 PM)	ask@winstonswish.org www.winstonswish.org
Grief Talk	Teenagers and young adults are notoriously 'hard-to-reach' group for bereavement support. If you have lost someone close and need to talk, you can talk to a Grieftalk counsellor. The service is confidential, and you don't have to give your name or any other details if you don't want to.	0808 802 0111 (09:30AM to 3PM)	www.griefencounter.org.uk

SUPPORT FOR SEXUAL HEALTH AND SEXUAL ASSAULT

Organisation	Who are they?	Contact	Website
Brook	If you seeking information about anything related to sexual health, 'Ask Brook' is a service that gives support and signposting for anyone under 25, anywhere in the UK. Brook promotes the health, particularly sexual health of young people and those most vulnerable to sexual ill health, through providing information, education and outreach, counselling, confidential clinical and medical services, professional advice and training.	You can contact 'Ask Brook' via: - A webchat / text chat or the Ask Brook tool Text chat: 07537 402 024 Opening Times: 09:00 - 15:00 Monday - Friday	www.brook.org.uk (webchat available)
Essex Sexual Health Service	A free, confidential, non-judgemental service available regardless of sex, age, ethnic origin and sexual orientation. Clinics are run by a team of doctors, nurses and health advisers, offering the following services: • Testing and treatment for sexually transmitted infections (STIs/STDs) in-clinic and online. • HIV testing via 'Test at Home' feature, (Finger prick test available at Basildon Clinic). • e-Card Scheme (free condoms for young people). • Chlamydia screening. • Pregnancy tests. • Most forms of contraception. • Emergency contraception/morning after pill. • General sexual health advice, counselling and support.	Monday to Friday - 8 am to 8 pm (Closed bank holidays). Saturday - 8 am to 1 pm Call the Intelligence Centre on 0300 003 1212 The service runs an appointment only system	

Organisation	Who are they?	Contact	Website
Rape Crisis	If you are a person who has experienced rape, sexual abuse or sexual assault you can get help, information and support from trained female support workers via their helpline. They will be able to tell you details of your nearest support services. They also provide information for partners, family, friends and other people who are supporting a survivor of sexual violence. You can get more information on their website.	Telephone: Girls: 0808 8029999 (Freephone) Boys: 0808 8005005 (Freephone) Opening Times: 12:00 - 14:30 / 19:00 - 21:30 daily	www.rapecrisis.org.uk
The Men's Advice Line	If you are a boy who is experiencing abuse, or have in the past, you can speak to trained advisors who provide support specifically for men experiencing violence from their partners, and who can offer you emotional support and practical advice. All calls are confidential.	Telephone: 0808 8010327 (Freephone) Opening Times: 09:00 - 17:00 Monday - Friday	www.mensadviceline.org.uk (webchat available) info@mensadviceline.org.uk
FGM: Female Genital Mutilation	There are no medical reasons to carry out FGM. It doesn't enhance fertility, and it doesn't make childbirth safer. It is used to control female sexuality and can cause severe and long-lasting damage to physical and emotional health.	The free and anonymous helpline is: 08000283550	fgmhelp@nspcc.org.uk.

SUPPORT FOR LGBTQIA+

Organisation	Who are they?	Contact	Website
Galop	The Galop National, Lesbian, Gay, Bisexual and Trans Domestic Abuse Helpline: Provides confidential and specialist telephone and WebChat service for all members of LGBT communities, their family, friends and agencies supporting them who have experienced issues with domestic violence and abuse. Domestic abuse can be psychological, financial, sexual, physical and/or emotional. Need support? We're here to help.	Telephone: 0800 999 5428 (Freephone) Opening Times: 10am – 5pm Monday, 10am – 5pm Tuesday* (*1pm – 5pm Tuesday is a trans specific service). 10am – 5pm Wednesday 10am – 8pm Thursday 1pm – 5pm Friday Weekend chat service: Saturday and Sunday 3pm – 7pm	www.galop.org.uk/domesticabuse help@galop.org.uk
ELOP	Elop is a holistic lesbian and gay centre that offers a range of social, emotional and support services to LGBT communities, and its core services include counselling and young people's services.	020 8509 3898	Email: info@elop.org Website: www.elop.org/
Switchboard	The LGBT+ helpline – Free support and information to lesbian, gay, bisexual, transgender, and non-binary communities.	Tel: 0300 330 0630	https://switchboard.lgbt

E-SAFETY / ONLINE SAFETY

Organisation	Who are they?	Contact	Website
ThinkUKnow	If someone has asked you to do things online that you don't feel comfortable with, Thinkuknow offers advice to young people on sex, relationships and staying safe online. It may be talking about sex, asking you to send nude photos of yourself, or pressuring you to meet in real life, you can report this using their online Child Exploitation and Online Protection (CEOP) 'Report it' button. They'll ask for information about you and what's happened, which will help them to understand more about the situation and keep you safe. You can also report to CEOP if you are worried about a friend, or someone you know.		www.thinkuknow.co.uk
CEOP – Child Exploitation and Online Protection Command	If you're worried about online abuse or the way someone has been communicating to you. CEOP is here to keep children safe from sexual abuse and grooming online.	08700003344	https://www.ceop.police.uk/safety-centre/

SUPPORT FOR FORCED MARRIAGE

Organisation	Who are they?	Contact	Website
Forced Marriage	You have the right to choose who you marry, when you marry or if you marry at all. Forced marriage is when you face physical pressure to marry (for example, threats, physical violence or sexual violence) or emotional and psychological pressure (e.g. if you're made to feel like you're bringing shame on your family).	020 7008 0151 From overseas: +44 (0)20 7008 0151 Monday to Friday, 9am to 5pm Out of hours: 020 7008 1500 (ask for the Global Response Centre)	fmu@fco.gov.uk

RADICALISATION / PREVENT

Organisation	Who are they?	Contact	Website
Radicalisation	Radicalisation can be really difficult to spot. Signs that may indicate a child is being radicalised include: ○ isolating themselves from family and friends ○ talking as if from a scripted speech ○ unwillingness or inability to discuss their views ○ a sudden disrespectful attitude towards others ○ increased levels of anger ○ increased secretiveness, especially around internet use. Children who are at risk of radicalisation may have low self-esteem, or be victims of bullying or discrimination. Extremists might target them and tell them they can be part of something special, later brainwashing them into cutting themselves off from their friends and family. However, these signs don't necessarily mean a child is being radicalised – it may be normal teenage behaviour or a sign that something else is wrong.	If you notice any change in a child's behaviour and you're worried, you can call the NSPCC helpline on: 0808 800 5000	

SUPPORT FOR DRUG / ALCOHOL ABUSE

Organisation	Who are they?	Contact	Website
FRANK	Friendly, confidential drugs information and advice	Tel: 0300 123 6600 Text: 82111	www.talktofrank.com
Drinkline	UK wide helpline for anyone concerned about their alcohol use or someone else's	Tel: 0300 123 1110	

SCHOOL NURSE – HELP FOR VARIOUS ISSUES

Organisation	Who are they?	Contact	Website
School Nurse	If you are 11-19 years old, you can text our school nurse for confidential advice and support. Support with relationships, mental health, bullying, self-harm, alcohol, healthy eating, drugs, alcohol, smoking.	Text: 07520649895	

CRIME

Organisation	Who are they?	Contact	Website
Victim Support	We have a number of services providing specialist support to help young people cope with the impact of crime.	Support line: 08 08 16 89 111	https://www.victimsupport.org.uk/children-and-young-people/
My Support Space	My support space is a free, confidential and secure space to help you move forward from crime.	This is a secure online resource from the charity 'Victim Support'	https://mysupportspace.org.uk/