

## Helpline services

If a young person you know needs help right now, you should, if possible, try to get them to talk to a parent, carer or trusted adult.

If talking to an adult is not possible, the following organizations are available 24 hours a day, 7 days a week.

### YoungMinds Crisis Messenger

- Provides free, 24/7 crisis 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 support from experienced clinical supervisors
- Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.

### Childline

Childline is there to help any child under 19 with any issues they are going through. Whether it's big or small their trained counsellors are there to support. Childline is free and confidential and available anytime day or night.

- Comforts, advises and protects children 24 hours a day and offers free confidential counselling.
- Phone 0800 1111 (24 hours)
- [Chat 1-2-1 with a counsellor online](#)

### Shout: text Shout to 85258

Shout is another UK's 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.

If you are experiencing a personal crisis, are unable to cope and need support, text Shout to 85258.

**Emergency Services:** If are worried and concerned that the life of a young person is in danger - you can call 999 for an ambulance. This does include the risk of suicide.

**Source: Young Minds Website & Anna Freud Website April 2020**