

## **Staying Safe: Resources for young people, parents and carers**

### **Crisis support**

If you're in immediate danger of hurting yourself or others and you are not in school:  
Go directly to the Accident & Emergency (A&E) department of [your local hospital](#) to get help

- A&E and Urgent Care Centre services are open 24 hours a day, 365 days a year. For St Mary's call 020 3312 6666 and Chelsea and Westminster call 020 3315 8080
- Call 999 to request an ambulance if you are unable to reach the hospital yourself
- If you feel unable to keep yourself safe – this is an emergency. Call 999 now and ask for assistance.

If you're feeling distressed and need urgent support, but are not at risk of hurting yourself or others:

- Contact your GP surgery to request an emergency appointment
- If your GP surgery isn't open, call the free NHS out-of-hours medical line on 111 for help accessing the right services
- You can call the Childline on 0800 1111 to talk to someone at any time, day or night

### **General Support**

*Childline* - <https://www.childline.org.uk/>

Childline offers free, confidential advice and support for anyone under the age of 19. If you need to talk about anything call on 0800 1111 (24/7 365 days a year) or visit the website.

### *NSPCC*

If you are worried about a child you can contact the NSPCC on 0800 800 5000 or email [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

Young people and adults can contact the NSPCC helpline, Report Abuse in Education on 0800 136 663 or email [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

### *The Mix*

Aimed at those under 25 years of age, The Mix offers information and support on mental health, as well as physical health, relationships, drink and drugs, housing, money, work and study, crime and safety, travel, and lifestyle.

Helpline: 0808 808 4994

### **Mental Health**

#### *Mind*

The UK's mental health charity, Mind provides a wide range of resources and guidance for those experiencing stress, anxiety, depression or related conditions.

Helpline: 0300 123 3393

*Young Minds* - <https://www.youngminds.org.uk/>

Mental health support for children and young people. Young Minds also run a helpline for parents and carers who are worried about their children's mental health.

Parents/Carers can call for free on 0808 802 5544 from 9:30am - 4pm, Monday - Friday.

*Papyrus* - <https://www.papyrus-uk.org/>

Papyrus is a charity dedicated to suicide prevention and the promotion of positive mental health and emotional wellbeing in young people up to the age of 35.

HopelineUK is the suicide prevention helpline run by Papyrus- 365 days, 9am – midnight.

Call: 0800 068 4141

Text: 07860039967

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

*Samaritans* - <https://www.samaritans.org/>

Samaritans are a charity that provide emotional support to people who are struggling with their mental and emotional health. They are available 24/7 365 days a year.

Call 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org)

*Good Thinking*

Good Thinking is an NHS approved mental wellbeing service that can link you up to over 100 different free mental health resources and services based across London.

*Kooth*

Free support services for young people delivered by qualified counsellors via online chat

## **Bereavement**

*Bereavement Advice Centre*

Advice on practical issues when someone dies as well as coping with the grief.

Helpline: 0800 634 9494

*Child Bereavement UK*

Support for young people, up to the age of 25, who have experienced a bereavement. This site also includes Android and Apple apps that help you cope with bereavement.

Helpline: 0800 028 8840

*Winston's Wish*

Provides specialist child Bereavement support services across the UK, including in-depth therapeutic help in individual, group and residential settings.

Helpline: 08088 020 021

## **Eating disorders**

*Beat* - [Webchat](#)

Provides advice, support and training to individuals with eating disorders

Helpline: 0808 801 0677

*FREED*

FREED provides information, advice and support if you're worried about eating, weight, shape or someone else. The best way forward is to get help and support early and know you are not alone. They have self-help material as well as guidance on how to get professional help.

### *Talk ED*

*Talk ED offers support to anyone affected by eating disorders.*

### **Alcohol and Drugs**

Frank - <https://www.talktofrank.com/>

Up to date information and facts about alcohol and drugs  
03001236600

Adfam - <https://adfam.org.uk/help-for-families/useful-organisations>

Information and support for the families of alcohol and drug users

### **Sexual Health**

Brook - <https://www.brook.org.uk/>

Free support and advice regarding relationships, health, sexual health and wellbeing

Sexual Health Clinics - <https://www.rbkc.gov.uk/kb5/rbkc/fis/advice.page?id=X52QU9qDCRQ>

### **Domestic violence**

The Hideout - <https://thehideout.org.uk/>

Women's Aid have created this space to help children and young people to understand domestic abuse, and how to take positive action if it's happening to you.

Women's Aid - <https://www.womensaid.org.uk>

National charity supporting women and children experiencing domestic violence.

Angelou - <https://www.angelou.org/>

A partnership of 10 specialist organisations to support women and girls experiencing violence and abuse in West Central London (including Kensington and Chelsea, Hammersmith and Fulham and Westminster)

### **Social Media**

CEOP - <https://www.ceop.police.uk/Safety-Centre/>

<https://www.thinkuknow.co.uk/>

CEOP is a law enforcement agency and is here to help keep children and young people safe from sexual abuse and grooming online.

Childnet - <https://www.childnet.com/>

Information, advice and resources for young people and parents/carers about staying safe online and what you can do if you feel unsafe.

### **Crime**

Victim Support - <https://www.victimsupport.org.uk>

Victim Support is an independent charity dedicated to supporting victims of crime and traumatic incidents in England and Wales.

## **Sexual Assault**

*The Havens* - <https://www.thehavens.org.uk>

The Havens are Sexual Assault Referral Centres (SARCs) in London that offer medical, emotional and practical support to anyone who has been raped or sexually assaulted.

*Rape Crisis England and Wales* - <https://rapecrisis.org.uk/>

Provide specialist information and support to all those affected by rape, sexual assault, sexual harassment and all other forms of sexual violence and abuse in England and Wales.

*Women and Girls Network* - <https://www.wgn.org.uk/>

Free service for women and girls in London who have been affected by violence and abuse. For advice and support: Freephone 0808 801 0660

## **Legal**

*Just for Kids Law* - <https://www.justforkidslaw.org/>

*Child Law Advice* - <https://childlawadvice.org.uk/>

## **Social Services:**

Social Services often provide a lot of support and care for young people and their families. Speaking to a social worker can help you to access the advice, care and support you and your family may need. Social Services can also refer you to other services that can help you. <https://www.londonscb.gov.uk/contacts/safeguarding-contacts/>

*Brent* - <https://www.brent.gov.uk/services-for-residents/children-and-family-support/child-protection-and-care/child-protection/contact-our-protection-team/>

Telephone: 020 8937 4300

Out of hours: 020 8863 5250

Fax: 020 8397 1986

Secure Email: [Family.FrontDoor@brent.gov.uk](mailto:Family.FrontDoor@brent.gov.uk)

*Ealing*

Telephone: 020 8825 8000

Out of hours: 020 8825 8000

Fax: 020 8825 5454

Email: [ECIRS@ealing.gov.uk](mailto:ECIRS@ealing.gov.uk)

*Hammersmith and Fulham*

Telephone: 020 8753 6600

Out of hours: 020 8748 8588

Fax: 020 8753 4209

Email: [familyservices@lbhf.gov.uk](mailto:familyservices@lbhf.gov.uk)

*Kensington and Chelsea*

Telephone: 020 7361 3013

Out of hours: 020 7373 3227

Fax: 020 7368 0228

Email: [socialservices@rbkc.gov.uk](mailto:socialservices@rbkc.gov.uk)

*Westminster*

Telephone: 020 7641 4000

Out of hours: 020 7641 6000

Fax: 020 7641 7526

Email: [accesstochildreancesservices@westminster.gov.uk](mailto:accesstochildreancesservices@westminster.gov.uk)