

## Telephone support for CYP during the Coronavirus (Covid-19) Pandemic

**The Department of Education** - have setup a dedicated helpline to answer questions about Coronavirus (COVID-19) related to education. Staff, parents and young people can contact the helpline as follows: Phone: **0800 046 8687**

**Shout** - is an affiliate of Crisis Text Line in the UK that provides free, confidential support, 24/7 via text. It's the first free 24/7 texting service in the UK for anyone in crisis anytime, anywhere. **Text SHOUT to 85258 in the UK to text with a trained Crisis Volunteer.**

**Childline** - You can contact Childline about anything. Whatever your worry, it's better out than in. If you're under 19 you can confidentially call, email or chat online about any problem big or small. We're here to support you and help you find ways to cope. Call free on **0800 1111**. (Updated website regarding Coronavirus with lots of information and some resources for CYP at this time)

<https://www.childline.org.uk/get-support/contacting-childline/message-from-childline/>

Sign up for a childline account on the website to be able to message a counsellor anytime without using your email address. Chat 1:1 with an online advisor.

**The Mix** - The Mix is the UK's leading support service for young people. If you're under 25 you can talk to The Mix for free. We are here to help you take on any challenge you're facing - from mental health to money, from homelessness to finding a job, from break-ups to drugs. Talk to us via online, social or our free, confidential helpline. (Updated website including information on Coronavirus) Freephone: **0808 808 4994** (1pm - 11pm daily) <http://www.themix.org.uk/>


**Young Minds** – Supporting young people and also parents/carers. Provides free, 24/7 crisis support across the UK if you are experiencing a mental health crisis - just 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. Some information on website regarding Coronavirus). <https://youngminds.org.uk/>

**Muslim Youth Helpline** - Provides pioneering faith and culturally sensitive services to Muslim youth. Support by phone, live chat or email Phone: **0808 808 2008** Email: [info@myh.org.uk](mailto:info@myh.org.uk). <http://www.myh.org.uk/>

**Papyrus** – Provides support for CYP who are suicidal

# Contact HOPELINEUK

If you are having thoughts of suicide or are concerned for a young person who might be you can contact HOPELINEUK for confidential support and practical advice.

 Call: 0800 068 4141

 Text: 07860039967

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

Opening hours:

9am – 10pm weekdays, 2pm – 10pm weekends, 2pm – 10pm bank holidays

Our Suicide Prevention Advisers are ready to support you.

## Winstons Wish – Provides support for CYP dealing with bereavement

<https://www.winstonswish.org/coronavirus/>

Our Freephone National Helpline, along with our ASK email, Crisis Messenger and online chat services remain available to support bereaved families and professionals caring for them. Those families who were already being supported by our area-based practitioners will continue to receive support via telephone sessions or video.

### How to get support:

National Freephone Helpline\*: 08088 020 021 (open 9am – 5pm, Monday – Friday)

ASK email support: [ask@winstonswish.org](mailto:ask@winstonswish.org)

Crisis Messenger: Text WW to 85258 (available 24/7)

Online chat: [click here](#) (available 12-4pm, Wednesdays and Fridays)

\*In order to protect our staff, our Helpline is currently operating a remote service. Please leave a message on our voicemail with your first name and a contact number (with area code) and a Helpline Practitioner will call you back from a withheld number as soon as possible.



# Kooth (online support for young people)

**Free, safe and anonymous online support for young people.**



Kooth is an award winning online counselling service helping those aged between 10-18 years old with any troubles they may have.

They provide an anonymous and confidential service using a mix of counselling, support and advice on a drop in, out of hours and structured sessions.

The website itself contains the following:

- Message forums – get support from other young people
- Self help tools
- Messaging – online instant messaging service with a Kooth worker
- Online magazine – read articles written by others and contribute yourself!
- Games, blogs and more...

Aimed at helping with a range of topic including:

- Relationships
- Bullying
- Eating disorders
- Self-harm
- General health

All counsellors are trained, qualified and used to working with the age group using the service.

## Who to contact

Website <https://kooth.com>

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## When is it on?

Time/date Monday to Friday - 12.00pm to 10.00pm, Saturday to Sunday - 6.00pm to 10.00pm



**Child Bereavement UK – Supports CYP dealing with bereavement**

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## East London

Address: Child Bereavement UK, Stratford Advice Arcade, 107-109 The Grove, London E15 1HP

Tel: **020 8519 7025**

Email: [newhamsupport@childbereavementuk.org](mailto:newhamsupport@childbereavementuk.org)



