

Support Services You Can Contact..

In an emergency, call the police on 999 or textphone 18000. If you are worried about abuse, you can also call your local police station and ask to speak to a 'child protection police officer'. Look in your local phone book under 'police'.

ChildLine gives comfort, advice and protection to children and young people who are worried about any problem.

Phone: 0800 1111 free
(Open 24 hours)
Textphone: 0800 400 222
(Open 9.30am to 9.30pm, Monday to Friday, and 9.30am to 8pm at weekends)
Website: www.childline.org.uk
Write to: ChildLine, Freepost NATN 1111, London E1 6BR.

Social services departments are part of the local authority (in England and Wales) or local trust (in Northern Ireland). They are responsible for keeping children and young people safe and protecting them from harm. They provide a wide range of care and support services to children, young people and their families. They employ social workers and have a duty to make enquiries if they think a child or young person is suffering or is likely to suffer significant harm. Social workers will listen carefully to what you say and should involve you in any decisions that affect you. Look in your local phone book under **social services**. Call the office nearest to you and ask to speak to someone "about a child protection concern".

Connexions Direct provides confidential information, advice and support to young people aged 13 to 19 by phone, email, web chat and text messages. The website includes information on education, careers, health and relationships. They can also put you in touch with your local Connexions service.

Phone: 080 800 13 2 19 free
(Open 8am to 2am everyday)
Textphone: 08000 968 336
Website: www.connexions-direct.com

Youth Access will put you in touch with local services that offer information, advice and counselling.

Phone: 020 8772 9900
(Open 9am to 5pm, Monday to Friday)
Email: admin@youthaccess.org.uk
Website: www.youthaccess.org.uk

The Samaritans provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

Phone: 08457 90 90 90
(Open 24 hours)
Email: jo@samaritans.org
Website: www.samaritans.org.uk
Write to: Chris, The Samaritans, PO Box 90 90, Stirling FK8 2SA.

Get Connected will find the best place in the UK that can help you, whatever the problem. The helpline can also provide a free connection to the most appropriate service.

Phone: 0808 808 4994 free
(Open 1pm to 11pm every day)
Website: www.getconnected.org.uk

ANOREXIA AND BULIMIA

Eating Disorders Association has a Youthline for young people who are affected by eating problems.

Phone: 0845 634 7650
(Open 4.30pm to 8.30pm, Monday to Friday and Saturday 1pm to 4.30pm. The helpline can call you back.)
Email: talkback@edauk.com
Website: www.edauk.com

BEREAVEMENT

Cruse Bereavement Care has a free helpline and email service for young people giving support, information and advice to those who have been affected by a death.

Phone: 0808 808 1677 free
(Open 9.30am to 5pm, Monday to Friday)
Email: private@rd4u.org.uk
Website: www.rd4u.org.uk

BULLYING

Kidscape, a children's charity, has a website for young people that gives practical advice on bullying and keeping safe.

Website: www.kidscape.org.uk

Bullying Online gives advice and information on bullying.
Email: help@bullying.co.uk
Website: www.bullying.co.uk

DRUGS AND ALCOHOL

Frank provides free and confidential advice and help to anyone affected by drugs.

Phone: 0800 77 66 00 free

(Open 24 hours)

Website: www.talktofrank.com

Alateen is for young people aged 12 to 20 who have been affected by someone else's problem drinking, usually that of a parent. For details of meetings in your area, call the confidential helpline.

Phone: 020 7403 0888

(Open 10am to 10pm every day)

Email: enquiries@al-anonuk.org.uk

Website: www.al-anonuk.org.uk

HEALTH

Young Minds has a website for young people on mental health.

Website: www.youngminds.org.uk

Sexual Healthline provides free and confidential advice and information to anyone concerned about HIV and AIDS.

Phone: 0800 567 123 free

(Open 24 hours)

Saneline provides listening, crisis support and useful information to anyone coping with mental-health

difficulties, including those of friends or relatives.

Phone: 0845 767 8000

(Open 1pm to 11pm every day)

Website: www.sane.org.uk

Brook provides free and confidential sexual health advice, contraception, pregnancy testing and counselling for young people through a national network of centres. The helpline and email service give support, information and details of local Brook services.

Phone: 0800 0185 023 free

(Open 9am to 5pm, Monday to Friday)

Email: admin@brookcentres.org.uk

Website: www.brook.org.uk

RELATIONSHIPS

NCH, a children's charity, has a website to support and inform children and young people whose parents are splitting up.

Website: www.itsnotyourfault.org

LOOKED-AFTER CHILDREN AND YOUNG PEOPLE

Who Cares? Trust Linkline offers free and confidential support and information to children and young people who are in or have left the care system.

Phone: 020 7257 3117

(Open 9am to 5pm)

Website: www.thewhocarestrust.org.uk

Most local authorities in England and Wales, and local trusts in Northern Ireland, have an independent advocacy service or children's rights officer, which are separate from social services. If you are in England or Wales, contact Voice for the Child in Care (VCC) or the National Youth Advocacy Service (NYAS) for details of your local service. If you are in Northern Ireland, you can contact Voice of Young People in Care (VOYPIC).

NYAS - The Young Person's Safety Net gives free, independent advice and information to all children and young people. They can arrange for an advocate to help young people get their wishes and feelings listened to and to help them get their own views across.

Phone: 0800 616 101 free

(Open 8am to 8pm, Monday to Friday, and 10am to 4pm on Saturdays)

Email: help@nyas.net

Website: www.nyas.net

Voice for the Child in Care (VCC) will give advice and put young people in contact with local advocates. VCC is for young people who are in the care of local authorities and those who have left care.

Phone: 0808 8005792

(Open 9am to 5.30pm, Monday to Friday. You can leave a message at any other time.)

Email: info@voiceyp.org

Website: www.vcc-uk.org

Voice of Young People in Care (VOYPIC) offers advice and information to children and young people who are in care and who have left care in Northern Ireland, and promotes their best interests.

Phone: 028 90 244888

(Open 9am to 5.30pm, Monday to Friday)

Email: info@voypic.org

Website: www.voypic.org

LEFT HOME OR RUN AWAY

Message Home Helpline is free and confidential for anyone who has left home or run away to send a message to their family or carer, and get confidential help and advice.

Phone: 0808 800 7070 free (Open 24 hours)

Email: help@runawayhelpline.org.uk

Website: www.missingpersons.org/runawayhelpline

YOUNG CARERS

The Children's Society Young Carers Initiative is for children and young people who look after an ill or disabled relative. The website gives details of events and local support groups.

Website: www.childrenssociety.org.uk/youngcarers

