



## What national telephone/online support can I access?

If you are / your child is struggling with feelings and want to talk to someone, but are not ready or able to access emergency support, there are plenty of telephone and online services. They are free to use, and have confidentiality policies.

**shout**  
**85258**

Shout offers confidential 24/7 crisis text support for times when immediate assistance is required

Text "SHOUT" to 85258  
or visit [www.giveusashout.org](http://www.giveusashout.org)

**ChildLine**

Childline confidential telephone counselling service for any child with a problem

Call: 0800 1111 anytime or visit [www.childline.org.uk](http://www.childline.org.uk) for an online chat with a counsellor

**SAMARITANS**

24/7 365 days a year -they are here to listen and provide support

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

**HOPELINEUK**

Papyrus provide confidential support and advice to young people struggling with thoughts of suicide, and anyone worried about a young person

Call: 0800 068 41 41  
or Text: 07860 039967 (opening hours 9am to midnight -365 days a year)  
or visit [www.papyrus-uk.org](http://www.papyrus-uk.org)

**YOUNGMINDS**

text YM to 85258 to access a 24/7 crisis messenger



Call 03303 530 541 for their National Sleep Helpline or visit <https://teensleephub.org.uk/> for those struggling with their sleep.

**family lives**

call 0808 800 2222 or visit [www.familylives.org.uk](http://www.familylives.org.uk) for support on parenting and family life

**Crisis Tools**

Crisis Tools helps professionals support young people in crisis -short accessible video guides and text resources

Sign up for free resources  
<https://crisistools.org.uk/resources/>



Beat provide support to help young people who may be struggling with an eating problem or an eating disorder

Visit [www.b-eat.co.uk](http://www.b-eat.co.uk) or call the Youthline (under 18's) 0808 801 0711 or Studentline 0808 801 0811 (9am 8pm during the week and 4pm 8pm on weekends and bank holidays)

**THE MIX**  
Essential support for under 25s

The Mix provides free, confidential support for young people under 25  
Call: 0808 808 4994 (11am -11pm every day) or <https://www.themix.org.uk/get-support/speak-to-our-team/email-us>



National Domestic Abuse Helpline Call 0808 2000 247

**Good Thinking**

Good Thinking is London's digital wellbeing service and provides a range of resources for young people to help improve mental wellbeing including free NHS-approved apps  
<https://www.good-thinking.uk/>



**Online counselling**  
- provided by **kooth**

Kooth is a free, anonymous counselling and well-being platform for young people who reside in Kingston. You can talk to counsellors, read helpful articles, get support from the Kooth community, and keep a private journal.

You can visit their website at [www.kooth.com](http://www.kooth.com)