

CHILDREN AND YOUNG PEOPLE'S MENTAL WELLBEING AND ONLINE SAFETY SUPPORT SERVICES.

**AN UP-TO-DATE LIST OF UK-BASED CHILDREN'S
MENTAL HEALTH AND ONLINE SAFETY SUPPORT
SERVICES, INCLUDING A MIX OF HELPLINES,
WEBSITES, AND RESOURCES FOR BOTH
PARENTS/CARERS AND YOUNG PEOPLE
THEMSELVES**



Sometimes, you or your child may feel you need extra support and please do not hesitate to get that. These organisations are trained to support families through a variety of situations, provide mental health support, tools or advise on next steps where needed. Never feel you have to try and figure this out alone.

With older children and teens, there are some options where they can call a helpline and talk to a trained professional if they are finding it hard to talk at home or school, or just want that extra support.

This is an up-to-date list of UK-based children's mental health and online safety support services, including a mix of helplines, websites, and resources for both parents/carers and young people themselves.



CHILDREN'S MENTAL HEALTH SUPPORT SERVICES

YoungMinds

- One of the UK's leading mental health charities for children and young people.
- Offers practical advice for parents and carers, a Parents Helpline, and dedicated resources for teens on anxiety, low mood, social media pressures, and more.
- Parents Helpline: 0808 802 5544 (Mon–Fri, 9:30am–4pm)

Place2Be

- Provides mental health support in schools and helpful resources for parents about children's emotional wellbeing.
- Has a great 'Parenting Smart' section with articles on behaviour, boundaries, and emotional resilience.

Kooth

- Free, safe and anonymous online counselling and support for 11–25-year-olds.
- No referral needed. Young people can chat with trained counsellors or access community support forums.

Childline

- Available to children and young people 24/7 for any issue, including bullying, anxiety, self-harm, and online worries.
- Call: 0800 1111
- Offers 1-to-1 chats, message boards, and an app called "For Me".

The Mix

- Support for under-25s on mental health, relationships, drugs, sex, and more.
- Text, chat, or phone support available.
- Crisis Textline: Text "THEMIX" to 85258 for 24/7 mental health crisis support.

Ditch the Label

Ditch the Label is a global youth charity, here to help you navigate the tough stuff. If you're aged 12-25 and struggling with things like mental health, relationships, bullying or identity. Head over to their [forum community](#) to connect with other young people or seek [100% confidential support](#) from their trained support mentors.

Samaritans

116 123

0808 164 0123 (Welsh Language Line)

jo@samaritans.org

samaritans.org

Samaritans are open 24/7 for people to talk about any concerns, worries and troubles they're going through. You can visit some [Samaritans branches in person](#).

Shout

85258 (textline)

Shout is a confidential and anonymous 24/7 text support service for anyone struggling to cope. It is free to text Shout from all major mobile networks in the UK. To speak to a trained volunteer, text SHOUT to 85258.

Youth Access

Advice and counselling network for young people. Includes a search tool for finding free local services.

Alumina

selfharm.co.uk

An online, 7-week course to help people from 14 to 19 who self-harm.

Anxiety UK

03444 775 774

07537 416 905 (textline)

Advice, support and information for people who experience anxiety.

Beat

0808 801 0677 (England)

0808 801 0433 (Wales)

Helpline, webchat and online support groups for people with eating problems, like anorexia and bulimia.

Me and My Mind

Advice and support for young people experiencing possible symptoms of mental health problems, like hearing voices or having unusual thoughts. Some services are only available in certain London boroughs.

No Panic

0330 606 1174

Provides support to young people experiencing panic attacks and obsessive-compulsive disorder (OCD). Offers a 6-week Youth Mentoring Scheme online or by phone.

OCD Youth

Information and resources for young people with obsessive-compulsive disorder (OCD). Provides an email helpline, support group, online network and discussion group.

The OLLIE Foundation

Help and advice for young people experiencing suicidal feelings. Provides support and information for anyone worried about another young person.

Papyrus HOPELINEUK

0800 068 4141

07860 039967 (textline)

pat@papyrus-uk.org

Support and advice for people under 35 experiencing suicidal thoughts or finding it hard to cope. Provides support for anyone concerned about another young person

Self-Injury Support

0808 800 8088

07537 432444 (textline)

tessmail@selfinjurysupport.org.uk

Supports women and girls who self-harm, or have experienced trauma and abuse. Offers information and self-help tools online for anyone to use.

Bayo

An online search tool to find mental health and wellbeing support or services, run by and for the Black community.

Being Gay is OK

Provides advice and information for LGBTQIA+ people under 25.

Ethnic Minorities and Youth Support Team Wales

info@eyst.org.uk

Provides services in Wales for people from 11 to 25 from diverse ethnic backgrounds. Includes support for health and wellbeing, plus support to families.

Kids of Colour

Online platform for young people to learn about race, identity and culture, and to challenge racism. Offers a YouTube channel, summer school and workshops.

Mermaids UK

0808 801 0400

Support for transgender, nonbinary and gender-diverse people up to 18. Runs events, local groups, online courses and a webchat.

Muslim Youth Helpline

0808 808 2008

Provides faith and culturally sensitive support to young Muslims by phone, webchat, WhatsApp and email.

The Proud Trust

0161 660 3347

Support for LGBTQIA+ young people through youth groups, peer support, mentoring schemes and a webchat.

Stonewall

0800 050 2020 (information line)

Information and advice for LGBTQIA+ people on a range of issues, like coming out and hate crimes. Provides an information phonenumber for people and their families.

Switchboard

0800 0119 100

hello@switchboard.lgbt

Provides a helpline, webchat and nationwide database of LGBTQIA+ services. A safe space to discuss topics like sexuality, gender identity and wellbeing.

Kidscape

Information and advice for young people, parents and carers with concerns about school bullying and abuse.

Refuge

[0808 200 0247](tel:08082000247)

Help and support for women, children and young people who have experienced domestic abuse.

Safeline

Information and support for young people and adults who have experienced sexual abuse and rape. Offers face-to-face services in Coventry and Warwickshire.

Stop Hate UK

0808 801 0576

07717 989025 (textline)

Offers a 24-hour phone and text service for people under 18 who have experienced or seen a hate crime. Provides an online service for reporting hate crimes.

Gingerbread

Offers information for young people whose parents are splitting up, or who have lost a parent.

IF YOU'RE WORRIED ABOUT A CHILD'S SAFETY

CEOP (Child Exploitation and Online Protection Command)

- Report concerns about grooming, sexual exploitation or inappropriate online behaviour directly to CEOP.
- Immediate action is taken where a child may be at risk.

NSPCC Helpline

- For adults concerned about the welfare or safety of a child.
- Call: 0808 800 5000 (24/7)
- Offers email and online form options too.

Report Remove Tool Report Remove | Childline

Report Remove is here to help young people under 18 in the UK to confidentially report sexual images and videos of themselves and remove them from the internet.

FAMILY SUPPORT

Family Lives

- A general parenting support charity with confidential helpline support.
- Helpful for family tensions, screen time struggles, and managing behaviour.
- Helpline: 0808 800 2222

Campaign Against Living Miserably (CALM)

0800 58 58 58

Information and support for anyone who is struggling with things and needs to talk. Offers a helpline and webchat.

FRANK

0300 123 6600

82111 (textline)

Confidential support, advice and information about drugs, their effects and the law.

APPS FOR MENTAL HEALTH & WELLBEING (FOR TEENS)

Wysa – AI mental health support app with journaling and tools.

Calm Harm – Designed to help resist or manage the urge to self-harm.

MeeTwo – A moderated peer-support app for teenagers to talk about life's ups and downs anonymously.