# **Help and support for young people**

**Freephone: Crisis Line – York (TEWV).** A free phone line, open 24 hours a day, 7 days a week. For all ages, offering support for anyone in a mental health emergency. **0800 0516 171.**

**Samaritans.** A free phone line, open 24 hours a day, 7 days a week. Offering emotional support for anyone experiencing suicidal thoughts. **116 123 jo@samaritans.org** [www.samaritans.org/branches/york](http://www.samaritans.org/branches/york)

**Shout.** Crisis text line If you’re experiencing a personal crisis, are unable to cope and need support, Shout can help. **Text Shout to: 85258.**

**Papyrus.** Provides support, practical advice and information to people up to the age of 35 who are worried about themselves, or to anyone who is worried about a young person. **0800 068 4141 HOPEline open 9am – midnight, every day** [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org) [www.papyrus-uk.org](http://www.papyrus-uk.org)

**CALM (Campaign Against Living Miserably).** For people who are down, have hit a wall for any reason, and need to talk or find information and support. **0800 58 58 58 Free, 5pm - midnight every day** [www.thecalmzone.net](http://www.thecalmzone.net) **Webchat:** [www.thecalmzone.net/help/webchat](http://www.thecalmzone.net/help/webchat)

**Saneline.** A national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers. **Helpline: 0300 304 7000 This number will be closed in national Covid-19 Lockdowns and replaced with: 07984 967 708, leave a message giving your first name and a contact number, and someone will get back to you)** [support@sane.org.uk](mailto:support@sane.org.uk) [www.sane.org.uk/home](http://www.sane.org.uk/home)

**Lime Trees.** When a child or young person’s mental health begins to impact their everyday life, the CAMHS (Child and Adolescent Mental Health Service) team can support, help and advice. **01904 615300** [www.tewv.nhs.uk/locations/lime-treesyork](http://www.tewv.nhs.uk/locations/lime-treesyork)

**Childline.** A free, private and confidential service where you can talk about anything. **Helpline: 0800 1111 1-2-1 web chat:** [www.childline.org.uk](http://www.childline.org.uk) **7.30am - 3.30am every day.**

**YorOK.** A website full of information and advice for children, young people and families in York. [www.yor-ok.org.uk](http://www.yor-ok.org.uk) **Young Persons phone line: 01904 555400 Monday - Friday 10am - 4pm.**

**Young Minds.** Charity fighting for better mental health support for young people **Text YM to 85258 Open 24/7** [www.youngminds.org.uk](http://www.youngminds.org.uk)

**The Mix.** Support service for young people aged up to 25 years old. Help you take on any challenge you’re facing - from mental health to money, homelessness to finding a job. **24/7 text helpline: Text THEMIX to 85258 Helpline: 0808 808 4994 3pm – midnight everyday** [www.themix.org.uk](http://www.themix.org.uk)

**Kooth.** An online wellbeing community with free, safe and anonymous support that is available 24/7. [www.kooth.com](http://www.kooth.com)

**York Young Person’s Drug & Alcohol Service - Changing Lives.** Free service, aiming to reduce the harm substances can have, and promoting positive mental health and healthy lifestyles • 1:1 support for under 18s using substances • 1:1 support for 11-18 year olds affected by parental substance. [york-info@changing-lives.org.uk](mailto:york-info@changing-lives.org.uk) **078126725.**

**Stem4.** Supports positive mental health in teenagers. Provides mental health information, apps and education. [www.stem4.org.uk](http://www.stem4.org.uk)

**York Mind Young People’s Services at York Mind.** Offer services for young people aged 9 to 25 experiencing difficulties with their emotional wellbeing. • Aged between 11-25 and are struggling, you can **text 07483167931**. They will text you back within 48 hours. • They have various online groups • A counselling service for 16-25 year olds. Contact the service at: [ypcounselling@yorkmind.org.uk](mailto:ypcounselling@yorkmind.org.uk) **01904 643364 option 1** [office@yorkmind.org.uk](mailto:office@yorkmind.org.uk) [www.yorkmind.org.uk/how-we-help/young-peoples-service](http://www.yorkmind.org.uk/how-we-help/young-peoples-service)