

**Child and Youth Mental Health  
Useful Websites, Helplines and Apps**



# INTRODUCTION

For children and young people mental health problems can develop as a result of life circumstances like exam stress, transitions, caring responsibilities, relationships, sexual identity, poverty, unemployment, grief, illness and long term conditions and family imprisonment. Many of these mental health problems are mild and temporary and often manageable with help from supportive trusted adults like teachers, youth workers, parents/caregivers and peer groups. The problems pass as the child or young person moves on and finds new solutions. However, for some children and young people they may require support from an organisation who specialises in the area that is impacting on their mental health eg bereavement. It is important that children, young people and their families have a range of support options for early intervention and can be helped to find their way to appropriate help quickly. This resource whilst not exhaustive, provides a comprehensive offer of helplines and websites, apps, and digital tools covering various subject matters that can impact on mental health and wellbeing.

## Distress and Suicidal Thoughts

Some children and young people find that talking with friends and family about their feelings can be a real source of support for coping with distress or suicidal thoughts. It might be helpful for them to map their support network, and think about people they could call if they are feeling suicidal. Other young people may prefer to seek more professional support or call a helpline such as Childline, Samaritans, SHOUT, Papyrus Hopeline:

- **Childline 0800 1111**
- **Samaritans 116 123**
- **SHOUT Text SHOUT to 85258**
- **PAPYRUS HOPELINE UK 0800 068 4141 or Text: 07860039967**

For some young people they may be finding it difficult to cope and may think of ending their life, if you are concerned about a young person's mental health and wellbeing and feel they may be in distress, their Doctor should be their first point of contact. If you feel the young person's life in immediate danger please call **999** for assistance.



# One Good Adult

Talking to a supportive trusted adult is good for Children and Young People's mental health. Here are some tips to help you be that One Good Adult.



**Listen**

- Ask direct questions
- Treat the young person with dignity and respect
- Offer emotional support and understanding
- Encourage help seeking



**Judge**

**Overreact**

- Dismiss their concerns
- Rush to solve the problem
- Tell them they are wrong to feel a certain way

## Theme

### General Mental Health and Wellbeing

- Anxiety
- Bullying
- Depression
- Loneliness & Isolation
- Low mood
- Online Safety
- Sleep
- Stress
- Suicide

## Helplines

**BREATHING SPACE:** Call **0800 83 85 87**. A free confidential phone and web-based service for people experiencing low mood, depression or anxiety. 16+. Mon-Thurs 6pm – 2am and weekends Friday 6pm to Monday 6 am.

**CALM:** Helpline and webchat **0800 58 58 58** available anyone (aged 15+) 5.00 pm - midnight, every day. <https://www.thecalmzone.net/get-support>

**CHILDLINE:** Free helpline **0800 1111** available 7 days a week, 24 hours a day. Talk to a counsellor or have a 1 to 1 counsellor chat online.

**NHS LIVING LIFE:** Call **0800 328 9655**: A free telephone based service for people over the age of 16 feeling low, anxious or stressed. Mon-Fri 1pm-9pm.

**NATIONAL BULLYING HELPLINE:** Call **0845 22 55 787** (call charges apply) provides practical help and advice for children and adults dealing with bullying at school or work. Mon-Fri 9am-5pm.

**PAPYRUS HOPELINE UK:** Free helpline for children and young people under age 35 who are experiencing thoughts of suicide and for anyone concerned that a young person could be thinking of suicide. Call **0800 068 41 41** or Text: **07860039967**. Open 24 hours a day, every day.

**SAMARITANS:** Call **116 123**. A free and confidential support to anyone, any age.

**SHOUT:** Crisis Text service also available 24/7 Text YM to **85258**

## Useful websites

**AYE MIND:** hosts a range of digital tools and resources to support mental wellbeing for young people <http://ayemind.com/>

**CHILDLINE:** provides information on a range of topics, including bullying, abuse, safety and the law <https://www.childline.org.uk/>

**KIDS:** A website from NHSGGC that helps children and young people to live meaningful, healthy, independent lives. <https://www.nhsggc.org.uk/kids/%20>

**NHS INFORM:** Scotland's national health information service, providing information on a range of mental health conditions. [www.nhsinform.scot/](http://www.nhsinform.scot/)

**SLEEP SCOTLAND:** Teen Zone to support teenagers sleep better. <https://www.sleepscotland.org/education/teen-zone/>

**STAYING SAFE:** If you're struggling and you're not sure if you want to live or die, can you, just for now hold off making this decision and keep read the information and watch the videos for some ideas about how to get through. There may be things that you - and other people - can do to make things better. <https://staying-safe.net/>

**THINK YOU KNOW:** The education programme from the National Crime Agency CEOP, a UK organisation which protects children both online and offline. <https://www.thinkuknow.co.uk/>

**TOGETHERALL:** A safe, online community where people (aged 16+) support each other anonymously to improve mental health and wellbeing. <https://togetherall.com/en-gb/>

**YOUNG MINDS:** provides information on a range of topics, including grief and loss, loneliness, coping with self harm and suicidal feelings, amongst others. <https://youngminds.org.uk/>

**YOUNG SCOT:** their Aye Feel campaign provides information on how to look after your emotional wellbeing <https://young.scot/campaigns/ayefeel/>

Theme	Helplines	Useful websites
Addictions	<p><b>FRANK:</b> provides support around drugs. Call <b>0300 123 6600</b>, 24 hours a day, 7 days a week or Text <b>82111</b> with a question and FRANK will text you back. A live chat service is also available from 2 pm - 6 pm, 7 days a week: <a href="https://www.talktofrank.com/contact-frank">https://www.talktofrank.com/contact-frank</a></p> <p><b>WITHYOU:</b> Offers free, confidential support to people experiencing issues with drugs, alcohol or mental health via webchat, 9am - 9pm, Monday to Friday; 10am - 4pm, Weekends. <a href="https://www.wearewithyou.org.uk/">https://www.wearewithyou.org.uk/</a></p>	<p><b>FRANK:</b> Honest information about drugs <a href="https://www.talktofrank.com/">https://www.talktofrank.com/</a></p> <p><b>DRINK AWARE:</b> Provide support, information and advice about the impact of alcohol on an individual, their family or friends. <a href="https://www.drinkaware.co.uk/">https://www.drinkaware.co.uk/</a></p>
Bereavement	<p><b>WINSTON'S WISH:</b> Free helpline open between 8am - 8pm, weekdays. Call <b>08088 020 021</b>. Online chat service available 3pm - 8pm weekdays. <a href="https://www.winstonswish.org/supporting-you/grief-support-young-people/">https://www.winstonswish.org/supporting-you/grief-support-young-people/</a></p> <p><b>BEREAVEMENT TRUST HELPLINE:</b> Available 6pm-10pm every evening. Call <b>0800 435 455</b></p> <p><b>MARIE CURIE SCOTLAND:</b> free helpline to anyone affected by the death of the loved one at any time in their life. Call <b>0800 090 2309</b></p>	<p><b>AT A LOSS:</b> A UK-wide bereavement support resource and directory of support services. <a href="https://www.ataloss.org/">https://www.ataloss.org/</a></p> <p><b>CHILD BEREAVEMENT UK:</b> provides information and support needed to help grieving children and young people. <a href="https://www.childbereavementuk.org/">https://www.childbereavementuk.org/</a></p> <p><b>NHS GGC BEREAVEMENT LEAFLET:</b> provides information on a range of supports and services: Download the Supporting those affected by bereavement leaflet <a href="#">here</a>.</p> <p><b>HOPE AGAIN:</b> Cruse Bereavement Care's website for young people experiencing grief. <a href="https://www.hopeagain.org.uk/">https://www.hopeagain.org.uk/</a></p> <p><b>WINSTON'S WISH:</b> Giving hope to grieving children and young people <a href="https://www.winstonswish.org/">https://www.winstonswish.org/</a></p>
Body Image	<p><b>BEAT:</b> Call <b>0808 801 0432</b> or email <a href="mailto:scotlandhelp@beateatingdisorders.org.uk">scotlandhelp@beateatingdisorders.org.uk</a></p> <p>The helpline is open 365 days a year 9am-midnight Monday to Friday and 4pm-midnight at weekends and bank holidays.</p> <p>Webchat and online peer support groups are also available <a href="#">on their website</a>.</p>	<p><b>BE REAL CAMPAIGN:</b> Aims to change attitudes to body image and help all of us put health above appearance and be confident in our bodies. <a href="https://www.berealcampaign.co.uk/">https://www.berealcampaign.co.uk/</a></p> <p><b>NHS INFORM:</b> A self esteem self help guide that uses cognitive behavioural therapy (CBT) to improve self-esteem. Download <a href="#">here</a></p>

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<p><b>Black, Asian and Minority Ethnic, Asylum Seekers, Refugees</b></p>	<p><b>AMINA HELPLINE:</b> Call <b>0808 801 0301</b> Mon-Fri 10am-4pm, providing a listening ear and signposting services for Muslim women across Scotland. A webchat service is available during helpline opening hours: <a href="https://mwrc.org.uk/what-we-do/helpline">https://mwrc.org.uk/what-we-do/helpline</a></p> <p><b>SCOTTISH REFUGEE COUNCIL HELPLINE:</b> A free and confidential helpline for information and advice on refugee and asylum issues. Monday-Friday, from 9am to 5pm. Call <b>0808 1967 274</b></p>	<p><b>SAHELIYA:</b> A specialist mental health and wellbeing support organisation for black, minority ethnic, asylum seeker, refugee and migrant women and girls (12+) <a href="http://www.saheliya.co.uk">www.saheliya.co.uk</a></p> <p><b>THE SCOTTISH REFUGEE COUNCIL:</b> A charity dedicated to supporting people in need of refugee protection <a href="http://www.scottishrefugeecouncil.org.uk">www.scottishrefugeecouncil.org.uk</a></p>
<p><b>Criminal Justice</b></p>	<p><b>FAMILIES OUTSIDE :</b> Provides help, information and support for families affected by imprisonment Helpline: Call <b>0800 254 0088</b> or Text FAMOUT to <b>60777</b></p>	<p><b>FAMILIES OUTSIDE:</b> Works solely on behalf of families in Scotland affected by imprisonment <a href="https://familiesoutside.org.uk">https://familiesoutside.org.uk</a></p>
<p><b>Disabilty</b></p>	<p><b>TalkTime SCOTLAND:</b> Provide free counselling and emotional support to young people aged 12-25 with a physical disability and long term health conditions living in Scotland. Email <a href="mailto:talktimescotland@gmail.com">talktimescotland@gmail.com</a> or call/text <b>0774 210 104</b></p> <p><b>GLASGOW DISABILITY ALLIANCE:</b> Support for disabled people and those living with long term conditions. Call <b>0141 556 7103</b> or Text <b>07958 299 496</b></p>	<p><b>I AM ME SCOTLAND:</b> Changing attitudes and behaviours so that disabled and vulnerable people can feel safe within their communities <a href="https://iammescotland.co.uk/">https://iammescotland.co.uk/</a></p> <p><b>DYSLEXIA SCOTLAND:</b> Working to create a dyslexia-friendly Scotland <a href="https://dyslexiascotland.org.uk/mental-health/">https://dyslexiascotland.org.uk/mental-health/</a></p>

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<p><b>Domestic Violence and Gender Based Violence</b></p>	<p><b>DOMESTIC ABUSE AND FORCED MARRIAGE/GBV:</b> For anyone needing support for domestic abuse as well as family members, this is a confidential, sensitive service for anyone to call. You can speak to a professional in your preferred language: Call <b>08000271234</b> any time, any day, or email <a href="mailto:helpline@sdafmh.org.uk">helpline@sdafmh.org.uk</a>. A webchat service is also available: <a href="https://www.sdafmh.org.uk/en/">https://www.sdafmh.org.uk/en/</a></p> <p><b>ROSEY PROJECT:</b> support for girls aged 13-25 who have experienced sexual violence. Call freephone helpline <b>08088 00 00 14</b>, 7 days a week 11am-2pm Mon-Friday. A live chat service is also available during these times: <a href="https://www.roseyproject.co.uk/">https://www.roseyproject.co.uk/</a></p> <p><b>THE NATIONAL RAPE CRISIS:</b> Freephone <b>08088 01 03 02</b> or text <b>07537 410 027</b>, every day, 5pm-Midnight for those aged 13+. A webchat service is also available during these times: <a href="https://www.rapecrisisscotland.org.uk/help-helpline">https://www.rapecrisisscotland.org.uk/help-helpline</a></p>	<p><b>NHSGGC GENDER BASED VIOLENCE AND HUMAN TRAFFICKING:</b> offers information on supports available across Greater Glasgow and Clyde: <a href="#">Visit the website</a></p>
<p><b>Eco Anxiety</b></p>	<p><b>CHILDLINE:</b> A free helpline <b>0800 1111</b> available 7 days a week, 24 hours a day. Talk to a counsellor or have a 1 to 1 counsellor chat online.</p>	<p><b>ECO DISTRESS :</b> A website from the Royal College of Psychiatrists for young people that explains how understanding the distress and having some tools to cope with it can help people feel better and take action at the same time. Visit <a href="#">here</a></p> <p><b>YOUNG MINDS:</b> Tips on how to cope with climate anxiety: <a href="https://www.youngminds.org.uk/young-person/blog/how-to-cope-with-climate-anxiety/">https://www.youngminds.org.uk/young-person/blog/how-to-cope-with-climate-anxiety/</a></p> <p><b>GREENPEACE:</b> Resources and support to help with climate anxiety: <a href="https://www.greenpeace.org.uk/news/climate-anxiety-resources-to-energise-action/">https://www.greenpeace.org.uk/news/climate-anxiety-resources-to-energise-action/</a></p>

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<p><b>Lesbian, Gay, Bi-sexual and Transgender</b></p>	<p><b>LGBT YOUTH SCOTLAND:</b> If you need to talk text <b>07984 356 512</b> or you can participate in online chats on <b><u>their website</u></b>. For those aged 12-25.</p> <p><b>LGBT HEALTH &amp; WELLBEING:</b> Call the helpline <b>0300 123 2523</b> Tuesdays &amp; Wednesdays (12-9pm) Thursdays &amp; Sundays (1-6pm). For those aged 16+.</p>	<p><b>LGBT YOUTH SCOTLAND:</b> Provides a range of information for LGBTI young people <b><u><a href="https://www.lgbtyouth.org.uk/">https://www.lgbtyouth.org.uk/</a></u></b></p>
<p><b>Long Term Conditions</b></p>	<p><b>ASTHMA UK:</b> Speak to an asthma expert nurse on their helpline <b>0300 222 5800</b>, or on Whatsapp at <b>07378 606 728</b>.</p> <p><b>DIABETES SCOTLAND:</b> Call <b>0141 212 8710*</b>, Monday–Friday, 9am–6pm or email <b><u><a href="mailto:helpline.scotland@diabetes.org.uk">helpline.scotland@diabetes.org.uk</a></u></b> Confidential helpline (*charges apply) that can provide information about the condition and take time to talk through and explore emotional, social, psychological or practical difficulties.</p> <p><b>EPILEPSY SCOTLAND:</b> provide a free confidential helpline that provides information and emotional support to anyone affected by epilepsy. Call <b>0808 800 2200</b>.</p>	<p><b>NHS INFORM:</b> Scotland's national health information service helping the people in Scotland to make informed decisions about their own health and the health of the people they care for <b><u><a href="http://www.nhsinform.scot">www.nhsinform.scot</a></u></b></p>



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<p><b>Money Worries</b></p>	<p><b>ADVICE DIRECT SCOTLAND:</b> Free and independent advice for people who live in Scotland on energy, heating your home and more. Call <b>0808 800 9060</b>, Mon - Fri, 9am-5pm.</p> <p><b>CITIZEN'S ADVICE SCOTLAND:</b> Provide support on a range of topics including debt and money. Call <b>0800 028 1456</b>.</p>	<p><b>COST CRISIS HUB:</b> Young Scot have created a hub of resources and information on saving money and coping with the cost of living crisis. <a href="https://young.scot/campaigns/costcrisis/">https://young.scot/campaigns/costcrisis/</a></p>
<p><b>Online Lives</b></p>	<p><b>LGBT+ HATE CRIME HELPLINE:</b> <b>020 7704 2040</b>, Monday to Friday 10.00 – 4.00 pm. Support for anyone who has experienced anti-LGBT+ violence, abuse, or harassment, including online abuse.</p> <p><b>REVENGE PORN HELPLINE:</b> <b>0345 6000 459</b>. Open 10.00 am - 4.00 pm, Monday to Friday for those who are 18+ who have had intimate images shared online without their consent.</p> <p><b>CHILDLINE:</b> <b>0800 111</b>. Open 24 hours a day, 7 days a week. Support for children and young people with anything they want to talk about.</p> <p><b>THE MIX:</b> <b>0808 808 4994</b>, open daily between 4.00pm -11.00 pm. Support for young people under 25. Live message 1-1 chat is available about any issue from 4.00 pm - 11.00 pm, Monday - Saturday: <a href="https://www.themix.org.uk/get-support/speak-to-our-team">https://www.themix.org.uk/get-support/speak-to-our-team</a></p> <p><b>YOUNG MINDS:</b> Crisis Messenger, free 24/7 support across the UK for those under 18 experiencing a mental health crisis. Text YM to <b>85258</b>.</p>	<p><b>AYE MIND:</b> Provides a range of digital tools that can be used to support young people's mental health and wellbeing. <a href="https://ayemind.com/">https://ayemind.com/</a></p> <p><b>DIGI KNOW:</b> A hub created by Young Scot full of fun ways to learn digital skills and information on how to stay safe online. <a href="https://young.scot/campaigns/digiknow/">https://young.scot/campaigns/digiknow/</a></p> <p><b>CYBER SMILE:</b> Information and support services for people who have been impacted by cyberbullying. <a href="https://www.cybersmile.org/">https://www.cybersmile.org/</a></p> <p><b>UK SAFER INTERNET CENTRE:</b> A range of guides and resources for children and young people about staying safe online: <a href="https://saferinternet.org.uk/guide-and-resource/young-people">https://saferinternet.org.uk/guide-and-resource/young-people</a></p> <p><b>MIND YER TIME:</b> A resource designed by children and young people from the Children's Parliament and the Scottish Youth Parliament to help children and young people use screens and social media in positive ways: <a href="https://mindyertime.scot/">https://mindyertime.scot/</a></p>

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Self-Harm	<p><b>PENUMBRA:</b> An online portal to provide information and support for people who are living with self-harm aged 12+. Immediate support is available via web chat, alongside recovery-focused tools: <a href="https://selfharmnetworkscotland.org.uk/">https://selfharmnetworkscotland.org.uk/</a></p> <p><b>CALM</b> (Campaign Against Living Miserably): Helpline and webchat <b>0800 58 58 58</b> available anyone (aged 15+) 5.00 pm - midnight, every day. <a href="https://www.thecalmzone.net/get-support">https://www.thecalmzone.net/get-support</a></p> <p><b>SAMARITANS:</b> A free and confidential support to anyone, any age. Call free <b>116 123</b></p> <p><b>YOUNG MINDS:</b> Provides information on coping with self-harm and suicidal feelings. Crisis Text service available 24/7 Text YM to <b>85258</b> and a Parents Helpline and <b>webchat: 0808 802 5544</b> Mon – Fri 9.30am – 4pm</p>	<p><b>LIFESIGNS:</b> has a number of useful fact sheets that can be download for free <a href="http://www.lifesigns.org.uk">www.lifesigns.org.uk</a></p> <p><b>SELF-INJURY SUPPORT:</b> Provides free downloads and self-help information and resources. <a href="https://www.selfinjurysupport.org.uk/">https://www.selfinjurysupport.org.uk/</a></p> <p><b>SAMARITANS:</b> Guidance on staying safe online, co-designed by young people with lived experience of self-harm and suicidal feelings and experience of supporting others at risk. <a href="https://www.samaritans.org/scotland/about-samaritans/research-policy/internet-suicide/online-safety-resources/">https://www.samaritans.org/scotland/about-samaritans/research-policy/internet-suicide/online-safety-resources/</a></p> <p><b>SELF-HARM AND AUTISM:</b> Information and guidance to help autistic individuals using self-harm. <a href="https://www.autism.org.uk/advice-and-guidance/topics/mental-health/self-harm">https://www.autism.org.uk/advice-and-guidance/topics/mental-health/self-harm</a></p>
Sexual Health	<p><b>SANDYFORD:</b> The specialist sexual health service for Greater Glasgow and Clyde. A range of Young people clinics are available, including some drop-in options. Find out more: <a href="https://ypsandyford.scot/young-peoples-clinics/">https://ypsandyford.scot/young-peoples-clinics/</a></p>	<p><b>Young people @Sandyford:</b> is for people 13 yrs and older. <a href="https://ypsandyford.scot">https://ypsandyford.scot</a></p>
Young Carers	<p><b>CHILDREN AND YOUNG PEOPLES COMMISSIONER SCOTLAND:</b> available for advice on children’s human rights on email at <a href="mailto:inbox@cypcs.org.uk">inbox@cypcs.org.uk</a> or free phone <b>0800 019 1179</b></p>	<p><b>YOUNG SCOT:</b> Provides a range of information on mental health, and other supports available to young carers <a href="https://young.scot/campaigns/national/young-carers">https://young.scot/campaigns/national/young-carers</a></p>

Apps & digital tools	Details	Access
<b>Calm Harm</b>	Worried about self-harm? An app that helps you manage or resist the urge to self-harm.	Download free on the App Store or Google Play: Home - <a href="#">Calm Harm App</a>
<b>Daylight</b>	For people who are feeling worried or anxious. You can learn proven tools and techniques to get out of your head, face difficult emotions, and be more present. Free for anyone aged 18+ who lives in Scotland. First part of postcode is required when you sign up.	Download free on the App Store or Google Play: <a href="#">Daylight</a>
<b>distrACT</b>	Provides trusted information and links to support for people who self-harm and may feel suicidal. Also includes eating disorders, student mental health and carers' mental health.	Download free on the App Store or Google Play: <a href="#">distrACT app - Expert Self Care</a>
<b>Kooth</b>	A free, safe and anonymous website that allows young people to access tailored mental health and wellbeing support. Only available in certain localities.	Access via web browser: <a href="https://www.kooth.com/">https://www.kooth.com/</a>
<b>MyApp: My Mental Health</b>	An app from NHSGGC which includes a library of mental health information & materials to help people manage their mental health, including a section for children and young people.	Download free on <a href="#">App Store</a> or <a href="#">Google Play</a> . Accessible via web browser: <a href="https://rightdecisions.scot.nhs.uk/myapp-my-mental-health/">https://rightdecisions.scot.nhs.uk/myapp-my-mental-health/</a>
<b>Sleepio</b>	An online sleep improvement programme which delivers tailored and engaging advice, 24/7.	Download free on the App Store or Google Play: <a href="#">Sleepio   Can't sleep? (bighealth.com)</a>
<b>Stay Alive</b>	Provides useful information and tools to help you stay safe in a crisis.	Download free on the App Store or Google Play: <a href="#">StayAlive</a>
<b>Togetherall</b>	Togetherall is a free and anonymous online community available 24/7 to people (16+) who are looking for mental health support and a sense of connection. It is available across a variety of different Scottish local authorities.	Access via web browser: <a href="https://togetherall.com/en-gb/">https://togetherall.com/en-gb/</a>