









Support Services Guidance


Service	Website	How can I contact this service and at what times are they available?	What can this service support me with?
	https://papyrus-uk.org/hopelineuk/	<p>Email: pat@papyrus-uk.org Call: 0800 068 4141 Text: 07860039967</p> <p>Times for Support: 9am – 10pm weekdays, 2pm – 10pm weekends, 2pm – 10pm bank holidays</p>	<p>Hopeline Papyrus are there to support you if you are having thoughts of suicide or are concerned for a young person who might be. You can contact them for confidential support and practical advice.</p>
	https://www.themix.org.uk/	<p>Email: https://www.themix.org.uk/get-support/speak-to-our-team/email-us Call: 0808 808 4994 Text: THEMIX to 85258 Counselling Service: Telephone counselling available for anyone aged 25 or under. Or web chat for anyone aged 10-18.</p> <p>Times for support: Email: The Mix aim to respond to emails within 24 hours Call: 7 days per week, 4pm to 11pm Text: Crisis support 7 days per week, 24 hours per day. 1-2-1 Support: 7 days per week, 4pm to 11pm Counselling Service: Times vary, but sessions can typically last 50 minutes.</p>	<p>The Mix offers support through various options. They can offer support in times of crisis, as well as with anything that is upsetting or bothering you.</p> <p>There are also resources available on their website that maybe helpful.</p>
	https://www.kooth.com/	<p>Chat: To contact Kooth and talk online with one of their counsellors you can visit the website and log in during their opening times.</p> <p>Times for Support: Monday – Friday 12pm – 10pm Saturday – Sunday 6pm – 10pm</p>	<p>Kooth offers online support via a live chat with their counsellors. They can support with whatever is on your mind. On their website you can also read articles written by other young people, write in a daily journal, or get support from the Kooth community.</p>


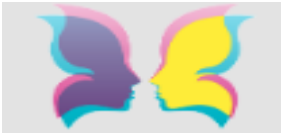


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	https://www.samaritans.org/	<p>Call: 116 123 Email: jo@samaritans.org Letter: Chris Freepost RSRB-KKBY-CYJK PO Box 9090 STIRLING FK8 2SA</p> <p>Times for Support: Call: 7 days per week, 24 hours a day, 365 days per year Email: Aim to respond within 24 hours Letter: Response times may vary.</p>	<p>Samaritans offers support to anyone who is experiencing difficulty or distress. They also offer support if you are in crisis. You can give them a call to discuss how you are feeling any time of the day or night.</p> <p>There is also a variety of resources on their website, which you may find useful.</p>
	https://www.childline.org.uk/	<p>Call: 0800 1111 1-2-1 Chat: https://www.childline.org.uk/get-support/1-2-1-counsellor-chat/</p> <p>Times for Support: Call: 7 days per week, 9am – midnight (due to coronavirus) 1-2-1 Chat: 7 days per week, 9am – midnight **please be aware that you will not be able to wait in the queue to talk after 10:30pm** (due to coronavirus)</p>	<p>Childline provides a space where you can talk to a counsellor either on the phone or online about whatever is bothering you.</p> <p>There is also a variety of resources on their website, which you may find useful.</p>
	https://www.hopeagain.org.uk/	<p>Call: 0808 808 1677 Email: hopeagain@cruse.org.uk</p> <p>Times for Support: Call: Monday-Friday, 9:30am - 5:00pm. Email: Response times vary.</p>	<p>Hope Again is a Cruse initiative to support young people during grief and loss. Please see below in the localised information for information on your local Cruse office and how to access Face to Face support (this may be affected by coronavirus)</p>




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	https://www.safeline.org.uk/	<p>Call: 0808 800 5007 Email: support@safeline.org.uk</p> <p>Times for Support: Call and Email: Monday 9am – 5pm Tuesday 8am – 8pm Wednesday 9am – 5pm Thursday 8am – 8pm Friday 9am – 5pm Saturday 10am – 2pm</p> <p>Service is not available on Bank Holidays</p>	<p>Safe Line is a specialist service for anyone affected by sexual abuse and rape.</p>
	https://www.refuge.org.uk	<p>Call: 0808 2000 247 Email: helpline@refuge.org.uk</p> <p>Times for Support: Call: 24 hours per day, 7 days per week. Email: Times may vary</p>	<p>Refuge offers support for issues around domestic violence.</p> <p>There may also be information on their website that could be useful.</p>
	https://www.beateatingdisorders.org.uk/	<p>Call: 0808 801 0677 1-2-1 Chat: https://www.beateatingdisorders.org.uk/support-services/helplines/one-to-one</p> <p>Times for Support: Call: 365 days a year from 12pm – 8pm Monday-Friday, and 4pm – 8pm Saturday, Sunday and bank holidays. 1-2-1 Chat: Monday - Friday: 12:00 - 20:00 Saturday - Sunday: 16:00 - 20:00</p>	<p>Beat is an eating disorder support service.</p>

	https://www.stonewall.org.uk/	<p>Call: 0800 0502020</p> <p>Times for Support Call: 9:30 - 4:30 Monday to Friday</p>	<p>Stonewall offers information and support for LGBT communities and their allies.</p>
	https://www.talktofrank.com/	<p>Call: 0300 123 6600 Text: 82111 Email: https://www.talktofrank.com/contact Times for Support</p> <p>Call: 7 days per week, 24 hours a day Text: Times may vary Email: Times may vary 1-2-1 Chat: 2pm - 6pm, 7 days a week</p>	<p>Frank offers information about drugs</p>

Localised Specialist Support (please note these are not crisis services). These services and how they operate may be affected by coronavirus. Please be aware, all services will adhere to strict Safeguarding policies and procedures.

Service	Web Address	How can I contact this service and at what times are they available?	What can this service support me with?
	https://derbyshirecarers.co.uk/young-carers-service	<p>To gain support from this service a referral form needs to be completed and can be accessed here: https://derbyshirecarers.co.uk/contact-us-or-make-a-referral</p> <p>Please note parental consent is required for a referral.</p> <p>You can also contact Young Carers on: 01773 833833.</p>	<p>Derbyshire Young Carers Service provide support to Young Carers across Derbyshire (this excludes Derby City).</p>

Service	Web Address	How can I contact this service and at what times are they available?	What can this service support me with?
	https://firststepsed.co.uk/	<p>To gain support from this service a referral form needs to be completed and can be accessed here: https://firststepsed.co.uk/make-a-referral/</p> <p>You can also contact First Steps on: 01332 367571.</p>	<p>First Steps offers support to anyone who is experiencing eating issues.</p>
<p>Derwent Rural Counselling Service</p> 	<p>Under 16: https://drcs.org.uk/therapies/under-16/</p> <p>16 and over: https://drcs.org.uk/therapies/16-and-over/</p>	<p>If you are 16 or over you can complete the online referral form, which, can be found here: https://drcs.org.uk/self-referral/</p> <p>If you are under 16 your parent or carer can contact Derwent Rural Counselling service on the number below: Call: 0800 047 6861 Email: admin@drcs.org.uk</p>	<p>Derwent Rural Counselling Services offer a face to face service, where you can explore and discuss what is going on for you.</p>
<p>Build Sound Minds</p> 	https://www.actionforchildren.org.uk/	<p>To gain support from this service a referral form needs to be completed. For those who are under 16 parents/carers/ professionals can refer here:</p> <p>https://services.actionforchildren.org.uk/derbyshire/build-sound-minds/make-a-referral/</p>	<p>Build Sound Minds offer support to those who are experiencing a range of issues. Please refer to the referrals link for further information.</p>
	https://www.sv2.org.uk/	<p>For anyone age 18 or under, a parent/carers/ professional will be able to make a referral here: https://www.sv2.org.uk/resource/downloads-and-forms/referral-forms/ Call: 01773 746 115</p> <p>Times for support: 7 days per week, 8am- 5pm.</p>	<p>SV2 offer support to those who have experienced sexual violence, and, to those who are supporting someone who has experienced sexual violence.</p>

Service	Web Address	How can I contact this service and at what times are they available?	What can this service support me with?
<p>Derbyshire Wish</p> 	<p>https://careandsupport.ncha.org.uk/derbyshire-wish</p>	<p>Call: 0800 019 8668 Email: DerbyshireWish@ncha.org.uk</p>	<p>Derbyshire Wish can offer support to those who have experienced or witnessed domestic violence.</p>
	<p>https://www.cruse.org.uk</p>	<p>Cruse offers support to anyone who has been bereaved including children and young people. To access face to face support, for anyone under 16 parent/carer can call or email to make a referral, or anyone 16 and over can contact them directly.</p> <p>Call: 01332 332098 Email: Derby@cruse.org.uk</p>	<p>Cruse offer support to anyone who has experienced bereavement. This also included pet bereavement.</p>
	<p>https://www.changegrowlive.org/young-peoples-service-derbyshire/info</p>	<p>For young people who would like to access some support around drugs or alcohol a referral can be made here: https://www.changegrowlive.org/young-peoples-service-derbyshire/referrals</p> <p>Call: 01773 303646 Email: derbyshire@cgl.org.uk.</p>	<p>CGL offers support to young people who are using drugs or alcohol and feel they have a problem and want some help.</p>

Useful Websites

<https://www.annafreud.org/on-my-mind/self-care/>

<https://www.mind.org.uk/>

<https://www.mentalhealth.org.uk/your-mental-health>

<https://youngminds.org.uk/>

<https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing> (Parent/Carers)

<https://www.internetmatters.org/> (Parents/Carers)

<https://www.childrenssociety.org.uk/mental-health-advice-for-children-and-young-people>

www.nhs.uk

<https://www.thecalmzone.net/>

<https://stem4.org.uk/resources/> (resources for parents and carers)

<https://www.time-to-change.org.uk/mental-health-and-stigma/help-and-support>

[CAMHS Resources](#)

<https://www.youngstonewall.org.uk/>

<https://www.derbyshirelgbt.org.uk/>

Apps

Calm Harm - Winner of the Northern Digital Awards best app as well as being a winner of a Positive Practice in Mental Health Award - an app designed by Doctor Nihara Krause to help support young people with self-harming behaviours. You can find information on Calm Harm here: <https://calmharm.co.uk/>

Clear Fear - an app designed by Doctor Nihara Krause to help support young people when they are feeling anxious - <https://www.clearfear.co.uk/>

NHS Apps Library is a good tool for finding apps that may be helpful - <https://www.nhs.uk/apps-library/category/mental-health/>