

# Mind Young Health

A compilation of nationally available web-based resources for young people's mental health and wellbeing.

[www.pkc.gov.uk/youngmentalhealthwellbeing](http://www.pkc.gov.uk/youngmentalhealthwellbeing)

## Contact Information

## What's In It for Young People?

### ChildLine

#### ChildLine

Tel 0800 11 11

[www.childline.org.uk](http://www.childline.org.uk)

ChildLine provides a 24-hour confidential helpline for young people up to the age of 19 who may have mental health and wellbeing issues including suicide and self-harm issues. ChildLine's website also offers online chats and message boards if young people feel they do not want to talk on the phone. ChildLine takes a positive, wellbeing approach to a young person's needs, making it clear that young people will feel a lot of different emotions and some may be more difficult to deal with than others.

### Breathing Space Scotland

#### Breathing Space Scotland

Tel 0800 83 85 87

[www.breathingspace.scot](http://www.breathingspace.scot)

Breathing Space provides a confidential phone line and web-based service for issues on mental health and wellbeing. It is aimed at young men but not exclusively, and also family, partners and friends who are concerned. It offers assistance at an early stage in order to stop problems escalating, as well as empathy, understanding and advice through active listening. It attempts to instil hope when none exists. It provides direction for those who do not know where to seek help.

### Get Connected

#### Get Connected

Tel 0808 808 4994

[www.getconnected.org.uk](http://www.getconnected.org.uk)

Get Connected provides a multi-issue helpline service for young people under 25 over the phone, via email, text and web-chat. Get Connected provides emotional support and can also signpost young people to further, issue-specific support. Trained Helpline Volunteers will listen and support young people who are self-harming, explaining that opening up is a brave and positive thing and that there are plenty of options for help and support so that you don't have to cope on your own.

### Papyrus

#### Papyrus

Tel 0800 068 41 41

SMS 07786 209697

[www.papyrus.org.uk](http://www.papyrus.org.uk)

Email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

Papyrus provides a direct, confidential helpline for young people who feel suicidal. It takes a positive wellbeing approach to give young people hope. It explains there are a number of reasons why a young person could be feeling this way. Papyrus draws from the experience of those who have been touched personally by young suicide across the UK and speak on their behalf in campaigns to save young lives.

### Get the Low Down

#### Get the Low Down

Tel 0808 802 4444

[www.getthelowdown.co.uk](http://www.getthelowdown.co.uk)

Get the Low Down provides the support of Information Advisers who can direct staff to resources and organisations that can provide help and support about a young person's mental health and well-being. The site provides information related to 'feeling good' and 'feeling bad' and other aspects of young people's mental health. Staff can search a contacts directory to find out about services in the Perth and Kinross area. Young people can use the Get the Low Down helpline to talk about issues surrounding mental health and wellbeing and self-harm.



**Tel 0800 11 11**

[www.childline.org.uk](http://www.childline.org.uk)

24 hours a day, 7 days a week

### **What can a young person expect if they phone?**

You can access direct help through trained counsellors and volunteer staff who all have experience of listening and talking to children and young people. Young people don't have to say anything that they don't want to - what they choose to talk about is up to them. The counsellor will ask some questions to try and understand how a young person is feeling or to help them talk about it. ChildLine give advice, and flag up other services and organisations that can provide more specialised support.

### **Do they refer onto other services?**

ChildLine would only refer a young person onto other services or say something if they were asked to, if they believe a young person or someone else's life is in immediate danger, if a young person said that they were seriously harming another person or they were being hurt by someone who has a position of trust and access to other children, eg a teacher or policeman. ChildLine wants to make sure everyone is safe, however they also understand the sort of situations a young person might be in. If they do need to tell somebody, they'll try and give a young person as much control over what happens as possible.

### **Will people always be able to get through and will they be charged?**

Sometimes it can be busy but an adviser will be available as soon as possible. An average phone call can be approximately 30 minutes. It's usually less than this, but might be more depending on what help a young person needs. A 1-2-1 online chat usually lasts around 40 minutes.

ChildLine is free to call from landlines and mobile networks.

### **Is there ongoing support?**

A young person can call back at any time, even if they didn't talk the first time they called. Sometimes it takes a few calls, chats or emails before they start really talking. When a young person calls ChildLine and they are in control. They can end the call at any time and call back at any time as advisers are there to help 24 hours a day. The more a young person talks about what is happening and how it makes them feel, the more the advisers can understand and help, but they are always in control of what they tell an adviser.

There is no limit to the number of times someone can contact the ChildLine service either by phone or online chat. Due to the volume of calls and the confidential nature of the service it is not always possible for someone to speak to the same person they spoke to previously.

### **Useful links**

[www.childline.org.uk/Explore/Self-harm/Pages/about-self-harm.aspx](http://www.childline.org.uk/Explore/Self-harm/Pages/about-self-harm.aspx)



**Tel 0800 83 85 87**

[www.breathingspace.scot](http://www.breathingspace.scot)

Monday - Thursday  
6.00 pm - 2.00 am

Friday-Sunday  
6.00 pm - 6.00 am

### **What can a young person expect if they phone?**

When a young person calls Breathing Space, they will be able to talk to one of the specialist advisers who come from a range of mental health, counselling and social work backgrounds. A young person can ask to speak specifically to a man or a woman. People of all ages and backgrounds contact Breathing Space and they treat each call with patience and respect. Breathing Space helps people to explore their problems but will also give advice and signpost to local and national services. Only in extreme situations will Breathing Space seek to intervene via emergency services.

### **Do they refer onto other services?**

The advisers offer advice, and if appropriate, give referrals to agencies that can help with more specific problems in your local area. If you are phoning, it may be helpful to have a pen and paper handy in case the advisor gives you any practical help with phone numbers, addresses etc.

Breathing Space may suggest that a young person contact their GP who can offer help to get other kinds of support.

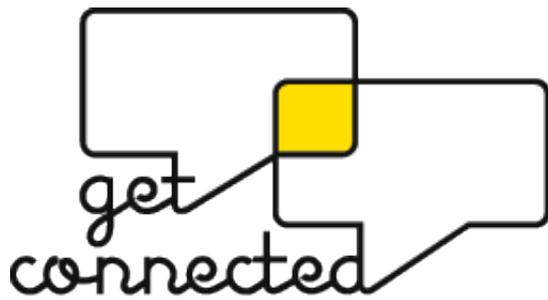
### **Will people always be able to get through and will they be charged?**

If a young person is feeling distressed, in a state of despair, suicidal or needs emotional support outwith the hours of service, they can contact Samaritans on 08457 90 90 90. Their call will be confidential and will be taken by a trained Samaritans volunteer. The phone line is available 24 hours a day, 7 days a week.

Breathing Space is free to phone from landlines and mobile networks Vodaphone, Orange, Virgin and 3. The phone number won't show up in telephone bills. Other mobile networks will charge for calls to Breathing Space and calls will be listed in telephone bills. If you let the advisers know, they can phone you back in order to save your mobile phone charge.

### **Is there ongoing support?**

If the call lasts a while, this is okay. The adviser, on feeling that a young person has talked through their concern sufficiently will bring the call to an end, but if a young person feels they would benefit from speaking more, they can call again on another occasion. People can call repeatedly but Breathing Space try to limit and encourage people to phone once per day at most. Apart from being able to continue using the service, Breathing Space does not provide ongoing support like case work or a counselling contract with sessions. People access the service as a helpline, anonymous, confidential and when they need to do so. Breathing Space does not offer the opportunity to call back and request a particular advisor.



free confidential help for  
young people under 25

**Tel 0808 808 4994**

[www.getconnected.org.uk](http://www.getconnected.org.uk)

Sunday - Saturday  
Helpline and webchat  
1.00 pm - 11.00 pm

## What can a young person expect if they phone?

Get Connected starts by going through the problem. The Helpline Volunteer will chat to a young person about their situation, will listen and never hurry a person, so they can take their time to explain what's been going on with them. It's up to the young person how much they want to disclose, and it's ok if there are things they'd rather not say. Get Connected wants each young person to feel 100% comfortable. Get Connected will always be supportive, and they won't judge a person for anything they are told.

## Do they refer onto other services?

Once they know a bit more about a young person's situation, Get Connected will be able to see what the options are. They will ask about the sort of help a person might be after, and also find out how they'd prefer to get help (eg over the phone, online, or face-to-face in your local area). It's up to the individual what they want to happen next.

Get Connected can give contact information for the services that a person may be interested in, and can also text the details to your phone for free, or offer a one-off free phone connection to another service. This would start out as a 3-way conversation where they'd introduce a person to the service and make sure that they felt comfortable talking to them.

Get Connected may suggest that a young person contact their GP who can offer help to get other kinds of support.

## Will people always be able to get through and will they be charged?

Their phone and webchat services are available from 1.00 pm - 11.00 pm daily. Texts and emails are usually answered within 24 hours.

Alternatively you can use their searchable Online Directory or the Get Connected App for Apple/Android.

Get Connected does not charge for any of their services - calls and texts are free from landlines, mobiles and phone boxes.

## Is there ongoing support?

Get Connected offers ongoing support to a point, if other options haven't worked so far. This is very user-led and will depend on individual needs.

## Useful links

[www.getconnected.org.uk/gethelp/harmingyourself/selfharm](http://www.getconnected.org.uk/gethelp/harmingyourself/selfharm)



Tel 0800 068 41 41

[www.papyrus.org.uk](http://www.papyrus.org.uk)

Monday - Friday  
10.00 am - 10.00 pm

Saturday - Sunday  
2.00 pm - 5.00 pm

### **What can a young person expect if they phone?**

Papyrus offers access to direct help from trained professionals who give non-judgmental support, practical advice and information to young people under the age of 35 who are feeling suicidal and need to talk.

### **Do they refer onto other services?**

All calls are confidential and can be made without disclosing names, location or personal details. In certain cases where Papyrus advisers become aware of imminent danger to life, they will advise that emergency support is required. Papyrus will usually get callers to work with them in accessing fast response services. Where appropriate, they may need to ask emergency services to become involved in order to prevent a suicide or other significant harm, even if the caller's consent is not given. In such cases, they will only ask the emergency services to locate the caller and to intervene. Papyrus will not share information other than absolute essentials.

Papyrus may suggest that a young person contact their GP who can offer help to get other kinds of support.

### **Will people always be able to get through and will they be charged?**

If the helpline is busy or if a young person needs to call outside the opening hours they can leave a message on the answer phone and Papyrus will get back to them as soon as possible during opening hours.

Papyrus is free to call from BT landlines, other networks and mobiles may vary. Your call will not appear on your itemised BT telephone bill.

### **Is there ongoing support?**

The helpline is an advice service, not an ongoing support service. Where appropriate, advisers help callers identify who can provide on-going support from other organisations. Callers cannot request to speak to the same advisor again, as they do not provide one-to-one support, they may however speak to the same adviser by coincidence.

### **Useful links**

[www.papyrus-uk.org/help-advice](http://www.papyrus-uk.org/help-advice)



Tel 0808 802 4444  
SMS 07786 209697  
[www.getthelowdown.co.uk](http://www.getthelowdown.co.uk)  
Monday - Friday  
10.00 am - 6.00 pm

### What can a young person expect if they phone?

A young person will be able to talk to Information Advisers who are able to provide them with information on where they can get further support and advice for any mental health issues. Get the Low Down staff do not give any advice, personal opinions or counselling.

### Do they refer onto other services?

Get the Low Down signposts relevant contacts and organisations.

Get the Low Down may suggest that a young person contact their GP who can offer help to get other kinds of support.

### Will people always be able to get through and will they be charged?

When Get the Low Down helpline is closed, a young person can access recorded information or they can send an enquiry through the Feedback form.

Get the low down is free to call from landlines and mobile networks.

### Is there ongoing support?

The service is free and anonymous, but it is not ongoing. Get the Low Down wouldn't tend to give out any names on a call and try to avoid caller dependency.

### Useful links

[www.getthelowdown.co.uk/mind.aspx](http://www.getthelowdown.co.uk/mind.aspx)

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

[www.pkc.gov.uk](http://www.pkc.gov.uk)

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