

# Useful contacts for young people

Details of places for young people to access specific support or information.

## ADVICE AND GENERAL INFORMATION

### **National Society for the Prevention of Cruelty to Children (NSPCC)**

0800 800 5000

0800 1111 (18 or under)

[nspcc.org.uk](https://www.nspcc.org.uk)

Support for children and anyone worried about a child.

### **Youth Access**

[youthaccess.org.uk](https://www.youthaccess.org.uk)

Advice and counselling network for young people, including details of free local services.

## ANXIETY DISORDERS

### **Anxiety UK**

03444 775 774 (helpline)

07537 416 905 (text)

[anxietyuk.org.uk](https://www.anxietyuk.org.uk)

Advice and support for people living with anxiety.

### **No Panic**

0330 606 1174

[nopanic.org.uk/youth-hub](https://www.nopanic.org.uk/youth-hub)

Charity offering support for sufferers of panic attacks and obsessive-compulsive disorder (OCD).

### **OCD Youth**

[youthhelpline@ocdaction.org.uk](mailto:youthhelpline@ocdaction.org.uk)

[ocdyouth.org](https://www.ocdyouth.org)

Youth Support for young people with obsessive-compulsive disorder (OCD).

## ALCOHOL AND DRUGS

### FRANK

0300 123 6600

[talktofrank.com](http://talktofrank.com)

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

### Al-Anon

Helpline: 020 7403 0888 (10am-10pm)

[al-anonuk.org.uk/alateen](http://al-anonuk.org.uk/alateen)

Support for the families and friends of alcoholics. Alateen meetings for the younger members of the family (12-17) are available in some major towns and cities, but where there are no Alateen meetings young people are welcome to attend an Al-Anon Family Group.

## BEREAVEMENT

### Hope Again (Youth website of Cruse Bereavement Care)

0808 808 1677

[hopeagain.org.uk](http://hopeagain.org.uk)

Here you will find information about bereavement, a listening ear and advice for any young person dealing with the loss of a loved one.

### Cruse Bereavement Care Shropshire

0845 6066812

[shropshire@cruse.org.uk](mailto:shropshire@cruse.org.uk)

The Shropshire, Telford and Wrekin branch of Cruse offers free bereavement support services to adults and young people living in the local area who have been affected by the death of someone close.

[Cruse Shropshire](http://Cruse Shropshire)

### Hope House

01691 671 999

[hopehouse.org.uk](http://hopehouse.org.uk)

Shropshire-based children's hospice charity that offers bereavement counselling for people affected by illness/death of a young person 25 or under.

## BULLYING

### **Bullying UK**

0808 800 2222

[bullying.co.uk](http://bullying.co.uk)

Advice and support for parents/carers dealing with bullying.

## CRIME

### **Victim Support**

0808 168 9111

[victimsupport.org.uk](http://victimsupport.org.uk)

Provides emotional and practical support for people affected by crime and traumatic events.

## CRISIS SUPPORT

### **Samaritans**

116 123 (freephone)

[jo@samaritans.org](mailto:jo@samaritans.org)

Freepost RSRB-KKBY-CYJK

PO Box 90 90

Stirling FK8 2SA

[samaritans.org](http://samaritans.org)

Samaritans are open 24/7 for anyone who needs to talk. You can visit some Samaritans branches in person. Samaritans also have a Welsh Language Line on 0808 164 0123 (7pm–11pm every day).

### **Shout**

[giveusashout.org](http://giveusashout.org)

Shout 85258 is a free, confidential, anonymous text messaging support service for anyone, of any age in the UK who needs immediate support.

## DISABILITY

### **Mencap**

0808 808 1111

[mencap.org.uk](http://mencap.org.uk)

Information and advice for people with a learning disability, families and carers.

### **Scope**

0808 800 3333

[scope.org.uk](https://scope.org.uk)

Support for disabled people, their families/carers and professionals.

## **DOMESTIC VIOLENCE AND ABUSE**

### **Refuge**

0808 200 0247

[refuge.org.uk](https://refuge.org.uk)

Help and support for young people affected by domestic violence.

### **Safeline**

0808 800 5007

[safeline.org.uk](https://safeline.org.uk)

Young people's helpline, helping survivors of sexual abuse and rape.

## **EATING DISORDERS**

### **Beat**

0808 801 0711 (youth line)

0808 801 0811 (student line)

[beateatingdisorders.co.uk](https://beateatingdisorders.co.uk)

Under 18s helpline, webchat and online support groups for people with eating disorders, such as anorexia and bulimia.

## **Gambling**

### **Big Deal**

0808 8020 133

[bigdeal.org.uk](https://bigdeal.org.uk)

Information, advice and support for young people experiencing or at risk of problem gambling.

## **HEALTH**

### **NHS Go**

[nhsgo.uk](https://nhsgo.uk)

NHS app with confidential health advice and support for 16- to 25-year-olds.

## LGBTQ+

### **Mermaids**

[mermaidsuk.org.uk](http://mermaidsuk.org.uk)

Support for trans and gender-diverse children, young people, and their families.

### **Shropshire Youth Association XYZ Club**

01743 730005

[sya.org.uk/xyz-club](http://sya.org.uk/xyz-club)

Youth group for LGBTQ+ young people. Weekly meetings that move around the county.

### **Young Stonewall**

0800 050 2020

[youngstonewall.org.uk](http://youngstonewall.org.uk)

Information and support for all young lesbian, gay, bi and trans people.

## MENTAL HEALTH AND WELLBEING

### **Hub of Hope**

[hubofhope.co.uk](http://hubofhope.co.uk)

A national database of mental health charities and organisations from across Britain who offer mental health advice and support.

### **On My Mind**

[annafreud.org/on-my-mind](http://annafreud.org/on-my-mind)

Information for young people to make informed choices about their mental health and wellbeing.

### **Rethink Mental Illness**

0300 5000 927

[rethink.org](http://rethink.org)

Provides support and information for anyone affected by mental health problems, including local support groups.

### **Voice Collective**

[voicecollective.co.uk](http://voicecollective.co.uk)

Support for people under 25 who hear voices, have visions or other unusual sensory experiences or beliefs.

## RELATIONSHIPS

### **Relate**

0300 003 0396

[relate.org.uk](https://relate.org.uk)

Provides help and support with relationships through counselling, telephone counselling and anonymous live chat. Includes help for young people aged 16-25.

## SUICIDE

### **Papyrus HOPELINEUK**

0800 068 41 41

07786 209697 (text)

[papyrus-uk.org](https://papyrus-uk.org)

Confidential support for under-35s at risk of suicide and others who are concerned about them.

## YOUNG CARERS

### **Crossroads Together**

07801 57632 or 07990 045045

[shropyc@crossroadstogether.org.uk](mailto:shropyc@crossroadstogether.org.uk)

[crossroadstogether.org.uk](https://crossroadstogether.org.uk)

Support for under 18 carers who help to look after someone in their family, or a friend, who is ill, disabled, has mental health issues or misuses drugs or alcohol.