



- **YC Hertfordshire (formerly Youth Connexions Hertfordshire) 13-19yr**
  - Admin base: Apsley Two: 01442 454060; 0800 389 3258
  - Email: [yc@hertfordshire.gov.uk](mailto:yc@hertfordshire.gov.uk)
  - St Albans office: Catherine Street: open every afternoon and youth can drop in
  - Harpenden Youth Centre
  - Pioneer Club
  - [www.ychertfordshire.org](http://www.ychertfordshire.org); <http://www.ychertfordshirelistings.org>

Still operating remotely for one to ones and group work: ring or email

## MENTAL HEALTH SUPPORT

- **Helplines**
    - Saneline: [www.sane.org.uk](http://www.sane.org.uk); 0845 767 8000: daily 6-11pm daily
    - Samaritans: 08457 90 90 90
    - Shout: crisis texting service: text 85258; [www.giveusashout.org](http://www.giveusashout.org)
    - Childline 0800 11 11 [www.childline.org.uk](http://www.childline.org.uk)
    - Single point of contact for child and adolescent mental health: 0300 777 0707
    - Hertfordshire Night Light service: helpline: Friday-Monday: 7 -2am: 01923 256391: 18yr+
- Now 24/7
- **NHS Mental Health Apps:** [www.nhs.uk/apps-library/category/mental-health/](http://www.nhs.uk/apps-library/category/mental-health/)
  - **Youth Talk 13-25yr:** counselling service for those living, working or at school in St Albans district
    - 01727 868684
    - [www.youthtalk.org.uk](http://www.youthtalk.org.uk)
- Limited service: ring 0786 0701415 or email [info@youthtalk.org.uk](mailto:info@youthtalk.org.uk)
- **Signpost/Urban Access: 10-25yr** South and West Hertfordshire
    - 01923 239495 or 07444 768078
    - [administrator@signpostcounselling.co.uk](mailto:administrator@signpostcounselling.co.uk)
    - [www.signpostcounselling.co.uk/](http://www.signpostcounselling.co.uk/) [counselling@urbanaccess.org.uk](mailto:counselling@urbanaccess.org.uk)
- Remote counselling available: email [info@signpostcounselling.co.uk](mailto:info@signpostcounselling.co.uk)
- **HarpendenPlus Partnership**
    - 07985 330941; 01582 623676
  - **Relate:** North Herts [www.relate.org.uk](http://www.relate.org.uk) 0300 100 1234
  - **Tilehouse Counselling:** 13-19yrs [www.tilehouse.org](http://www.tilehouse.org) 01462 440 244 North Herts
  - **YCT ( formerly Young ConcernTrust)** [www.youngconcern.com](http://www.youngconcern.com) 01279 414090 Counselling: East Herts
  - **Rephael House:** 13-19yrs based In Welwyn and Hatfield [www.rephaelhouse.org.uk](http://www.rephaelhouse.org.uk) 0208 440 9144
  - **YC Hertfordshire Supporting You Programme: 11-17yrs** <https://www.ychertfordshire.org/about-yc-hertfordshire/make-a-referral/supporting-you-emotional-wellbeing-and-resilience-programme/>
    - 12 CBT skills delivered over a weekly programme of 7 weeks
- Delivering programme online
- **Wellbeing team: 16+yr:** free confidential talking therapy and practical support: via self-referral or GP: 28 days
  - [www.talkwellbeing.co.uk](http://www.talkwellbeing.co.uk) 0300 777 0707
  - **CAMHs/Public Health website:** <https://www.healthyyoungmindsinherts.org.uk/>
  - **CAMHs:** [www.hpft.nhs.uk/i-need-help-now](http://www.hpft.nhs.uk/i-need-help-now) 0300 777 0707
  - **THE MIX: <25YR:** free confidential multi-channel service that aims to find young people the best help
    - 0808 808 4994 (freephone 7 days a week 11am-11pm); [www.themix.org.uk](http://www.themix.org.uk)
    - One to one chat service
  - **ThinkNinja app:** teaches skills to build resilience and stay well
  - **Big White Wall** early online intervention service: via self-referral or professional: 16+yr: [www.bigwhitewall.com](http://www.bigwhitewall.com)
  - **Sane:** [www.sane.org.uk](http://www.sane.org.uk) 0300 304 7000
- Free to download for 10-18yrs during COVID-19

- **Young Minds:** [www.youngminds.org.uk](http://www.youngminds.org.uk); Crisis messenger: text YM 85258
  - **Mind:** [www.mind.org.uk](http://www.mind.org.uk); 0300 123 3393; text 86463: national charity Monday – Friday 9-6pm
  - **Mind in Mid Herts:** local charity supporting 16+yr with their mental health
    - [www.mindinmidherts.org.uk](http://www.mindinmidherts.org.uk); 01727 865070
  - **Herts Mind Network:** [www.hertsmindnetwork.org](http://www.hertsmindnetwork.org); 020 3727 3600
  - **Kooth:** [www.kooth.com](http://www.kooth.com) : anonymous, confidential website where young people in Hertfordshire can go for help.
  - **Elefriends:** [www.elefriends.org.uk](http://www.elefriends.org.uk) supportive online community through MIND
  - **Stem4:** [www.stem4.org.uk](http://www.stem4.org.uk) teenage mental health charity
  - **Childline:** [www.childline.org.uk](http://www.childline.org.uk)
    - Childline For Me app: <https://www.childline.org.uk/toolbox/for-me/>
  - **Help for vulnerable people with additional needs:**
    - **Guidepost Trust:** <https://guideposts.org.uk/>
  - **Mental Health Complex Needs service:** <http://www.turning-point.co.uk/hertfordshire-complex-needs-service.aspx>
  - **Muslim youth helpline:** [www.myh.org.uk](http://www.myh.org.uk)
  - **MeeTwo:** Advice for teens from experts on any topic that is difficult to talk about: <https://www.meetwo.co.uk/>
  - **Rise Above:** useful information from the web: [www.riseabove.org.uk](http://www.riseabove.org.uk)
  - **Mindfulness app for all ages:** Smiling Minds; Headspace
  - **Youth2Youth:** emotional support up to 19yrs by young people: helpline 07516391429 day; [www.youth2youth.co.uk](http://www.youth2youth.co.uk)
  - **It's OK to say:** mental health support: [www.itsoktosay.org.uk](http://www.itsoktosay.org.uk)
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- **Help with anxiety:**
    - [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk) 08444 775 774
    - **Mindshift app:** help with anxiety
    - **Clear Fear app:** Help with anxiety management: <https://www.clearfear.co.uk/>
    - **No Panic:** 13-20yrs: Help with panic and anxiety [www.nopanic.org.uk](http://www.nopanic.org.uk); **No Panic app;** 0330 606 1174
  - **Help with self-harm**
    - **Harmless:** [www.harmless.org.uk](http://www.harmless.org.uk)
    - **SelfharmUK:** [www.selfharm.co.uk](http://www.selfharm.co.uk)
    - **Self Injury Support:** <https://www.selfinjurysupport.org.uk>
      - **Helpline** 0808 800 8088 webchat or TESS text 07800 472 908 Tuesday-Thursday 7-9.30pm
    - **Lifesigns:** <http://www.lifesigns.org.uk/>
    - **Calm Harm app:** <https://calmharm.co.uk/> from 12yrs
    - **distrACT app:** advice about SH and suicide <https://www.expertselfcare.com/health-apps/distract/>
    - **Get Connected:** [www.getconnected.org.uk](http://www.getconnected.org.uk); helpline: 080 8808 4994 (1pm to 11pm).
  - **Help with suicide**
    - **The OLLiE Foundation:** <https://theolliefoundation.org/> suicide awareness, intervention and prevention training
    - **Hector's House:** [www.hectorshouse.org.uk](http://www.hectorshouse.org.uk) information resource. Crisis texting service: **text 85258**
    - **PAPYRUS: (Prevention of Young Suicide)** support for young people up to age 35yrs
      - [www.papyrus-uk.org](http://www.papyrus-uk.org) HOPELINEUK: 0800 068 4141 10-10pm weekdays; 2-10pm weekends
    - **CALM (Campaign Against Living Miserably)** charity to help prevent male suicide: 15-35yrs
      - Helpline: 0800 585858: 5pm – midnight, Sat, Sun, Mon and Tues, every week of the year. [www.thecalmzone.net](http://www.thecalmzone.net)
    - **Maytree:** provides residential space for people experiencing a suicidal crisis
      - [www.maytree.org.uk](http://www.maytree.org.uk) 0207 236 7070
    - **Stay Alive App:** suicide prevention pocket resource
    - **Help is at Hand:** NHS resource [www.supportaftersuicide.org.uk/help-is-at-hand](http://www.supportaftersuicide.org.uk/help-is-at-hand)
    - **SOBS (Survivors of Bereavement By Suicide):** national charity [www.uk-sobs.org.uk](http://www.uk-sobs.org.uk) 0300 111 5065
    - **Suicide Prevention Network:** resources in Hertfordshire: <https://suicidepreventionherts.org.uk/>
  - **Help with Eating Disorders**
    - **The Eating Disorders Association:** [www.b-eat.co.uk](http://www.b-eat.co.uk)
    - **The National Centre for Eating Disorder:** [www.eating-disorders.org.uk](http://www.eating-disorders.org.uk)

Lots of excellent resources on website

Digital services available

Young person's group >15yr and workshops online

OLLiE: offering wellbeing workshops online

- **Help with addiction**
  - **Drug/alcohol issues** CGL: remote support: call 0800 652 3169 or email Herts@cgl.org.uk
    - CGL: <https://www.changegrowlive.org/young-people/spectrum-families-young-peoples-service>
    - Frank 0800 776600: [www.talktofrank.com](http://www.talktofrank.com)
    - The Living Room: <https://www.livingroomherts.org/>
  - **Gambling**
    - GamCare Hertfordshire: <https://www.gamcare.org.uk/get-support/find-local-treatment/gamcare-hertfordshire/?cn-reloaded=1>
      - Young people: [www.bigdeal.org.uk](http://www.bigdeal.org.uk)
    - National Gambling Helpline: 0808 8020 133
  - **Gaming addiction**
    - <https://www.priorygroup.com/addiction-treatment/gaming-addiction-treatment>
  - **Gamblers Anonymous:** support for friends and or family
    - [www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)
- **Help with bereavement**
  - [www.Ataloss.org](http://www.Ataloss.org): signposts bereaved to bereavement services and information
  - [www.thegoodgrieftrust.org](http://www.thegoodgrieftrust.org)
  - [www.griefcounter.org.uk](http://www.griefcounter.org.uk)
  - [www.childbereavementuk.org](http://www.childbereavementuk.org)
  - [www.cruse.org.uk](http://www.cruse.org.uk): 0808 808 1677
  - [www.cruse-hertfordshire.org.uk](http://www.cruse-hertfordshire.org.uk) 01707 264293
    - Hope Again: CRUSE bereavement care: 5-18year olds: 0808 808 1677 Mon-Fri 9.30-5pm
  - [www.stand-by-me.org.uk](http://www.stand-by-me.org.uk): Bereavement support for young people and families in North Herts
- **Help with debt**
  - Consumer Counselling Credit Services: [www.stepchange.org](http://www.stepchange.org)
  - National Debtline: Tel: 0808 808 4000 [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)
- **Hub of Hope:** mental health database: [www.hubofhope.co.uk](http://www.hubofhope.co.uk)
- **Help with mental health of all types:**
  - **JustTalk:** <https://www.justtalkherts.org/just-talk-herts.aspx> Updated regularly with support and resources
  - **Self-help resources**
    - [www.mentalhealth.org.uk/publications](http://www.mentalhealth.org.uk/publications)
    - <https://web.nrw.nhs.uk/selfhelp/>
    - <https://www.camhs-resources.co.uk/>
- **SafeSpace Mentoring Programme:** through HCC and referral through professional
  - Meet with a volunteer mentor for an hour a week for 3-6 months
  - Opportunity to talk about anything they wish to discuss or want advice on

## PHYSICAL AND SEXUAL HEALTH SUPPORT

- **Kids Hub:** offers information and support to parents and carers of disabled children aged 0-25yrs in Hertfordshire
  - 01923 676549 [www.kids.org.uk](http://www.kids.org.uk)
- **DSPL (Delivering Special Provision Locally):** information about support and services for children and young people 0-25yrs with special educational needs and disabilities (SEND) in Hertfordshire
  - [www.dspl7.org.uk](http://www.dspl7.org.uk)
- **Help with contraception and sexual health**
  - **In Hertfordshire: Sexual Health Hertfordshire**
    - 0300 008 5522 [www.sexualhealthhertfordshire.clch.nhs.uk](http://www.sexualhealthhertfordshire.clch.nhs.uk)
    - <https://www.hertfordshire.gov.uk/services/Health-in-Herts/Sexual-health/Sexual-health.aspx>
    - Text 07860 057369: YC Hertfordshire information relating to sexual health

- [www.contraceptionchoices.org](http://www.contraceptionchoices.org)
- [www.brook.org.uk](http://www.brook.org.uk); 0808 802 1234 Mon-Fri 9-7pm
- [www.fpa.org.uk](http://www.fpa.org.uk); <https://sexwise.org.uk/>
- [www.sh24.org.uk](http://www.sh24.org.uk): includes free sexually transmitted infection (STI) testing >16yrs
- [www.test.hiv](http://www.test.hiv): HIV testing
- BISH: [www.bishuk.com/about-bish](http://www.bishuk.com/about-bish): guide to sex, love and you for everyone over 14.
- Scarleteen website: [www.scarleteen.com](http://www.scarleteen.com): sex education for teens and emerging adults
- [www.riseabove.org.uk](http://www.riseabove.org.uk): useful stuff about sensitive issues

SH:24: Increase in online STI tests and provision of oral contraception

- **Help for LGBT+ community**

- **YCH LGBT website Young Pride in Herts:** <http://www.youngprideinherts.org/>
- **Switchboard:** LGBT+ helpline: 0300 330 0630; [www.switchboard.org.uk](http://www.switchboard.org.uk)
- **Stonewall:** national LGBT+ rights charity
  - [www.stonewall.org.uk](http://www.stonewall.org.uk)
- **Albert Kennedy Trust:** charity for LGBT+ people who are homeless
  - [www.akt.org.uk](http://www.akt.org.uk)
- **Mermaids:** help for transgender community
  - <http://www.mermaidsuk.org.uk/>

- **Abuse**

- **Herts Sunflower:** <https://www.hertssunflower.org/herts-sunflower.aspx>
- **Herts SARC:** Sexual violence or abuse <https://www.hertssarc.org/>

- **Domestic Abuse**

- Hertfordshire Domestic Abuse Helpline
  - Mon-Fri: 9-9pm; Weekends 9-4pm: 08 088 088 088
- The Hideout: [www.thehideout.org.uk](http://www.thehideout.org.uk)

- **Health for Teens and Kids website**

- <http://www.healthforteens.co.uk/>
  - **Herts Chat Health:** 11-19yrs Text 07480 635050
- <http://www.healthforkids.co.uk/>

Operating as usual Monday-Friday 9-5pm

- **Weight Issues**

- BeeZee Bodies: <http://beezeebodies.com/>
- [Teenweightwise.com](http://Teenweightwise.com)

## PARENTAL SUPPORT

- **Anxiety UK:** Children & Young People with Anxiety – A guide for parents & Carers
  - [https://www.moodcafe.co.uk/media/19579/cyp\\_parents\\_1\\_2\\_web.pdf](https://www.moodcafe.co.uk/media/19579/cyp_parents_1_2_web.pdf)
- **Family lives:** national family support charity: help and support in all aspects of family life
  - 0808 800 2222 (formally Parentline Plus) [www.familylives.org.uk](http://www.familylives.org.uk)
- **Young minds:** supporting and empowering young minds
  - [www.youngminds.org.uk](http://www.youngminds.org.uk); [Parents@youngminds.org.uk](mailto:Parents@youngminds.org.uk)
    - Helpline: 0808 802 5544: Mon-Fri 9.30-4pm
    - Parental advice and support for children up to 25yr
- **MindEd:** free educational resource on CYP with advice and information for families from experts
  - Health Education England [www.minded.org.uk](http://www.minded.org.uk)
- **HealthTalk online:** [www.healthtalk.org](http://www.healthtalk.org) patient and parents' experiences **NSPCC:** [www.nspcc.org.uk](http://www.nspcc.org.uk)
  - [help@nspcc.org.uk](mailto:help@nspcc.org.uk) professional counsellors 24/7 offering help, advice and support if worried about a child
  - 0808 800 5000 )

- **Vista:** <http://www.vistastalbans.org.uk/>
  - 07584 798528 [vistastalbans@gmail.com](mailto:vistastalbans@gmail.com)
  - Extra support for parents and their children through the schools
- **Families Feeling safe:** Protective Behaviours Service
  - [www.protectivebehavioursconsortium.co.uk](http://www.protectivebehavioursconsortium.co.uk)
  - 01438 728653
  - Protective Behaviours service 0-19yr
  - Early Intervention service to improve emotional wellbeing of children and families
  - Aims to promote resilience in children, young people, and adults, using empowerment strategies, clear communication, and awareness of “safe” behaviours
- **Families First:** [www.hertfordshire.gov.uk/familiesfirst](http://www.hertfordshire.gov.uk/familiesfirst)
  - <https://directory.hertfordshire.gov.uk/Services/8348>
  - 0300 123 4043
  - Help with behavioural problems: request assessment through SENCO/Family Support worker
- **Home Start Herts:** emotional and practical support to parents of children <12yrs
  - [www.home-startherts.org.uk](http://www.home-startherts.org.uk); 01438 367788
- **Families in Focus:** Hertfordshire council-approved
  - [www.familiesinfofocus.co.uk](http://www.familiesinfofocus.co.uk)
  - 01442 219720
  - Free courses to build on parenting skills and anger management
  - [www.hertsdirect.org/parentingsupport](http://www.hertsdirect.org/parentingsupport)
    - Free parenting course through Hertfordshire county council to help and support
- **DrugFAM:** support for families struggling with loved one’s addiction
  - [www.drugfam.co.uk](http://www.drugfam.co.uk) 0300 888 3853
- **Families going through break up:** services for parents
  - The Tavistock Centre: [www.tccr.org.uk](http://www.tccr.org.uk)
  - [www.separatedfamilies.info](http://www.separatedfamilies.info)
  - [www.kidsinthemiddle.org](http://www.kidsinthemiddle.org)
- **Information on finding a therapist**
  - British Association of Counselling and Psychotherapy
    - [www.bacp.co.uk](http://www.bacp.co.uk)
    - 01455 883300
  - UK Council for Psychotherapy
    - [www.psychotherapy.org.uk](http://www.psychotherapy.org.uk)
    - 0207 014 9955
- **Staying safe online**
  - Childnet: [www.childnet.com](http://www.childnet.com) aims to make the internet a safe place for children and young people
  - Child Exploitation and Online Protection Centre (CEOP): <https://www.ceop.police.uk/safety-centre/>
  - The education programme from NCA-CEOP: UK organisation that protects children both online and offline
    - <https://www.thinkuknow.co.uk/>
  - Safety Net Kids: <http://www.safetynetkids.org.uk/personal-safety/online-safety/>
- **Information on Alcohol and Young People**
  - <https://alcoholeducationtrust.org/parent-area/>
- **Every Mind Matters Public Health Campaign:** <https://www.nhs.uk/oneyou/every-mind-matters/>.