



Where can I go for help and advice?

# Where to get help and advice

Seeking help is often the first step towards getting and staying well, but it can be hard to know how to start or where to turn to. It's common to feel unsure, and to wonder whether you should try to handle things on your own. But **it's always ok to ask for help** – even if you're not sure what the problem might be.

You might want to seek help if you're:

- worrying more than usual
- finding it hard to enjoy your life
- having thoughts and feelings that are difficult to cope with, which have an impact on your day-to-day life
- interested to find more support or treatment.

This booklet contains information and advice about where you can access help and advice.

# Ask for help

There is an old saying **a problem shared is problem halved** and sometimes you can feel better just talking to somebody about a problem.

We're here to help you and we are available for a conversation where we can signpost you to any organisations who can support you.

We are may be able to facilitate a donation by the Layfield Trust who support families of Bretherton who may need financial support.

If you would rather not come into school, please see some of the key organisations in Lancashire who may be able to help.





Free, safe and anonymous  
online support for students

Kooth, is an online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop and free at the point of use.

### On Kooth you can



Chat to our friendly  
counsellors



Read articles  
written by young  
people



Get support from  
the Kooth  
community



Write in a daily  
journal

Free, safe and anonymous online support for young people

[www.kooth.com](http://www.kooth.com)

Monday – Friday 12pm – 10pm Saturday – Sunday 6pm – 10pm

# Where can I go for help and advice?

**childline**

ONLINE,  
ON THE PHONE,  
ANYTIME

childline.org.uk  
0800 1111

You can contact Childline about anything. Whatever your worry, it's better out than in.

There are lots of different ways to get in touch. Call, Chat online or Email

Call 0800 1111 [www.childline.org.uk](http://www.childline.org.uk)



Bullying affects lots of young people and can happen in and out of school but it's the way it's dealt with which makes the difference.

For support contact: - Helpline: 0808 800 2222

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



Nest Lancashire has been set up to support young people aged 10 to 18 who have been affected by crime or subjected to bullying, threats or harassment. You can talk to NEST in confidence and all of the services are free of charge.

Call: [0300 111 0323](tel:03001110323)

Text: [NEST and your number to 60777](tel:NESTandyournumber60777)

Email: [info@nestlancashire.org](mailto:info@nestlancashire.org)

[www.nestlancashire.org](http://www.nestlancashire.org)

# ChatHealth

Text the young people's health service

- A text messaging service called 'ChatHealth' is available for young people aged 11-19 years to use.
- ChatHealth is a confidential way that young people can text a School Nurse for any advice and support that they may need.
- School Nurses can provide help with a variety of issues including bullying, emotional well-being, sexual health, smoking and general health issues.
- A text message can be sent at any time, however the School Nurse will only respond between Monday to Friday 9-5pm. They aim to respond within 1 working day.

**Got a question? Just text...**

**07507 330 510**

# Where can I go for help and advice?



Supporting victims of honour-based abuse and forced marriage.

UK Helpline: 0800 5999 247  
Monday - Friday: 9am - 5pm.  
[info@karmanirvana.org.uk](mailto:info@karmanirvana.org.uk)  
[www.karmanirvana.org.uk](http://www.karmanirvana.org.uk)



The [NSPCC](http://www.nspcc.org.uk) offer a free and anonymous FGM helpline 24/7. Call [0800 028 3550](tel:08000283550) for advice and support or email [fgmhelp@nspcc.org.uk](mailto:fgmhelp@nspcc.org.uk)

## Worried about radicalisation?

Don't wait until you're certain. Call the NSPCC helpline if you're worried that a child/young adult is being radicalised. It's free, anonymous and we're here 24/7.

[help@nspcc.org.uk](mailto:help@nspcc.org.uk)  
[0808 800 5000](tel:08088005000)



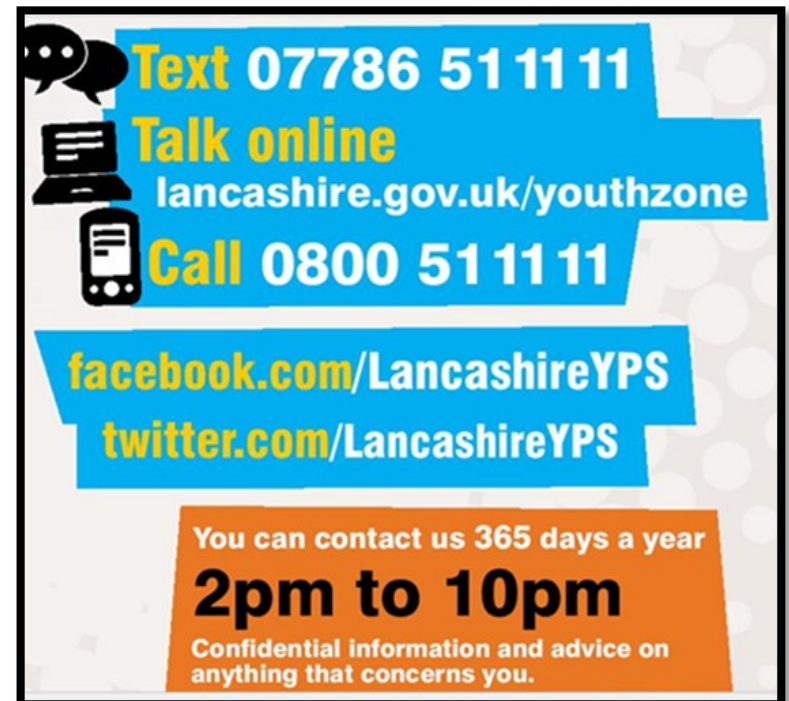
**talk  
zone**

**young people's service**

**Get advice  
and support**

Get in touch with us at talkzone for advice and support about things that affect you for example:

- Problems at home/school
- Employment or training options
- Apprenticeships
- Sex, health and relationships
- Housing and money issues
- Bullying
- Mental Health
- Staying safe online



**Text 07786 51 11 11**

**Talk online**  
[lancashire.gov.uk/youthzone](http://lancashire.gov.uk/youthzone)

**Call 0800 51 11 11**

**[facebook.com/LancashireYPS](https://www.facebook.com/LancashireYPS)**  
**[twitter.com/LancashireYPS](https://twitter.com/LancashireYPS)**

You can contact us 365 days a year  
**2pm to 10pm**  
Confidential information and advice on anything that concerns you.

# Where can I go for help and advice?



Eating disorders are complex mental illnesses. Anyone, no matter what their age, gender, or background, can develop one.

Helpline services provide support and information 365 days a year. Helpline on **0808 801 0677** or **0808 801 0711** for the Youthline. [www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)



The lead UK charity offering support, advice and advocacy services to people affected by self harm. [www.nshn.co.uk](http://www.nshn.co.uk)



Advice and information on contraception, STIs, sex, relationships and pregnancy. On-line ask Brook 24/7 tool for the answers to all your questions. [www.brook.org.uk](http://www.brook.org.uk) Text Ask Brook on **07717 989 023**



Working to relieve and support those living with anxiety disorders by providing information, support and understanding.

Text Service: **07537 416 905**  
Infoline: **03444 775 774 Mon-Fri 9:30am - 5.30pm**  
[www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

# Where can I go for help and advice?



Lancashire LGBT supports a number of groups and activities across Lancashire which provide a diverse range of opportunities for LGBT people. The [Lancashire LGBT website](#) provides details of support groups, volunteering, events and an Information and Support Helpline. It includes four youth groups run by Lancashire County Council for young people aged 12-19 years:

**Power To Be Out (POUT)** in the **Preston** area Tel: 01772 532930 or email [pout@lancashire.gov.uk](mailto:pout@lancashire.gov.uk).



We support LGBTQ (lesbian, gay, bisexual, trans and those questioning their sexual or gender identity) children, young people and their families in the UK. [www.barnardos.org.uk/what-we-do/supporting-young-people/LGBTQ](http://www.barnardos.org.uk/what-we-do/supporting-young-people/LGBTQ)



Mermaids has evolved into one of the UK's leading LGBTQ+ charities, empowering thousands of people. Talk to us on - 0808 801 0400 Helpline Open Monday to Friday, 9am to 9pm If there is no-one available to talk to and your situation is urgent, please email [info@mermaidsuk.org.uk](mailto:info@mermaidsuk.org.uk) [Mermaids \(mermaidsuk.org.uk\)](http://Mermaids.org.uk)

# Where can I go for help and advice?

The logo for TRUSTED, with the word 'TRUSTED' in a bold, blocky font. The letters are filled with horizontal lines, and the 'E' is slightly larger and positioned below the 'D'.

For advice and facts you didn't want to ask, Alcohol, Abuse, Drugs, Robbery, E-safety, Gangs and Knives, Bullying & No Respect [www.trusted2know.co.uk](http://www.trusted2know.co.uk)

The logo for TALK TO FRANK, with the words 'TALK TO FRANK' in a bold, blocky font. The letters are filled with a grid of small dots, giving it a digital or pixelated appearance.

Whatever experiences you've had with drugs, it can help to get something off your chest.

Call FRANK, [0300 123 6600](tel:03001236600) 24 hours a day, 365 days a year. Text a question and FRANK will text you back [82111](tel:82111)

Live Chat between 2pm - 6pm (UK) on any day of the week.

[Email - frank@talktofrank.com](mailto:frank@talktofrank.com)

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

The logo for withyou, with the word 'withyou' in a bold, lowercase, blue font. The letters are slightly rounded and have a soft shadow effect.

Get free, confidential support with alcohol, drugs or mental health from one of our local services or online. [www.wearewithyou.org.uk](http://www.wearewithyou.org.uk)

# Where can I go for help and advice?



It's not always easy to admit it but we all need help sometimes. If you've got a problem or something you're worried about you'll find lots of people and places that can help here.

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



Are you worried about online sexual abuse or the way someone has been communicating with you online? Make a report to one of CEOP's Child Protection Advisors

[www.ceop.police.uk/safety-centre](http://www.ceop.police.uk/safety-centre)

# Where can I go for help and advice?



Child Bereavement UK helps children, parents and families to rebuild their lives when a child grieves or when a child dies. They offer free, confidential bereavement support by telephone, video or instant messenger, wherever you live in the UK. Get in touch via the Helpline on [0800 02 888 40](tel:0800028840) | [helpline@childbereavementuk.org](mailto:helpline@childbereavementuk.org) or Live Chat via their website.



Hope Again is the youth website of [Cruse Bereavement Support](#). It is a safe place where you can learn from other young people, how to cope with grief, and feel less alone.

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



Winston's Wish offer advice, guidance and bereavement support to children, young people and families before and after the death of a parent, sibling or other loved one.

[www.winstonswish.org](http://www.winstonswish.org)

# Help and support - Mental Health

Whether you're concerned about yourself, a loved one or a friend , these helplines/websites can offer expert advice.

**Bipolar UK** – A charity helping people living with manic depression or bipolar disorder.  
[www.bipolaruk.org.uk](http://www.bipolaruk.org.uk)

**CALM** - CALM is the Campaign Against Living Miserably, for men aged 15-35.  
[www.thecalmzone.net](http://www.thecalmzone.net)

**No Panic** - Voluntary charity offering support for sufferers of panic attacks and OCD. Offers a course to help overcome your phobia/OCD.

Includes a helpline. Phone: 0844 967 4848 (daily, 10am-10pm) [www.nopanic.org.uk](http://www.nopanic.org.uk)

**PAPYRUS** - Young suicide prevention society.  
Phone: HOPElineUK 0800 068 4141

(Mon-Fri,10am-5pm & 7-10pm. Weekends 2-5pm) [www.papyrus-uk.org](http://www.papyrus-uk.org)

**Rethink Mental Illness** - Support and advice for people living with mental illness. Phone: 0300 5000 927 (Mon-Fri, 9.30am-4pm) [www.rethink.org](http://www.rethink.org)

**SANE** - Emotional support, information and guidance for people affected by mental illness, their families and carers. [www.sane.org.uk/support](http://www.sane.org.uk/support)

SANEline: 0300 304 7000 (daily, 4.30-10.30pm)

Textcare: comfort and care via text message, sent when the person needs it most:

<http://www.sane.org.uk/textcare> Peer support forum:  
[www.sane.org.uk/supportforum](http://www.sane.org.uk/supportforum)

**Mind** - Promotes the views and needs of people with mental health problems.

Phone: 0300 123 3393 (Mon-Fri, 9am-6pm)  
[www.mind.org.uk](http://www.mind.org.uk)

# Help and support - Mental Health

Whether you're concerned about yourself, a loved one or a friend , these helplines/websites can offer expert advice.

**IF YOU NEED URGENT HELP** - there are other organisations who might be able to help:

## **MEDICAL ADVICE**

NHS 111 by dialling 111

## **EMOTIONAL SUPPORT AND MENTAL HEALTH**

**Switchboard:** call 0300 330 0630 / online chat / email [chris@switchboard.lgbt](mailto:chris@switchboard.lgbt) (LGBTQ+, all-age)

**Shout:** text Shout to 85258 (all-age)

**The Mix:** call 0808 808 4994 / email / online chat (under 25s)

## **DOMESTIC ABUSE AND SEXUAL VIOLENCE**

**Rape Crisis:** call 0808 802 9999 / online chat (16 and over)

**Victim Support:** call 0800 123 6600 / online chat (all-age)

**GALOP:** call 0800 999 5428 (LGBTQ+, all-age)

**The Survivors Trust:** call 08088 010 818 (all-age)

If you are concerned that your life or the life of someone else is in danger, you can call 999 for an ambulance, police, fire brigade or any other emergency service 24/7. The 999 emergency number covers all of the UK and is free to call, but it should only be used in cases where there is a risk or threat to someone's safety (including if someone is at risk of suicide). The emergency services may be able to track the location of the phone used to make the call.





## Alternatives to self-harm

As self-harm is normally used to help deal with emotional stress there are a number of ways to help manage their feelings.

### Alternatives that will give you a sensation (other than pain) without harming yourself

- Hold ice in your hands, against your arm, or in your mouth
- Run your hands under freezing cold water
- Snap a rubber band or hair band against your wrist
- Clap your hands until it stings
- Wax your legs
- Frink freezing cold water
- Splash your face with cold water
- Put PVA/ Elmer's glue on your hands and then peel it off
- Massage where you want to hurt yourself
- Take a hot shower/bath
- Jump up and down to get some sensation in your feet
- Write or paint on yourself
- Young people who self-harm also suggest the following alternative coping strategies for when they are feeling upset or distressed
- Scribble on photos of people in magazines
- Viciously stab an orange
- Throw an apple/pair of socks against the wall
- Have a pillow fight with the wall
- Scream really loudly
- Tear apart newspapers, photos, or magazines
- Go to the gym, dance, exercise
- Listen to music and sing loudly
- Draw a picture/ write down what is making you angry
- Beat up a stuffed bear
- Pop bubble wrap
- Pop balloons
- Splatter paint
- Scribble on a piece of paper until the whole page is black
- Filling a piece of paper with drawing cross hatches
- Throw darts at a dart board
- Go for a run
- Write your feelings on a piece of paper and then rip it up
- Use stress relievers
- Build a fort of pillows and then destroy it
- Throw ice cubes at the bathtub wall or a tree etc.
- Get out a fine tooth comb and vigorously brush the fur of a stuffed animal (but use gentle vigour)
- Flatten cans for recycling, seeing how fast you can go
- On a sketch or photo of yourself, mark in red ink what you want to do. Cut and tear the picture
- Break sticks
- Cut up fruits
- Make yourself as comfortable as possible
- Stamp around in heavy shoes
- Play tennis
- Yell at what you are breaking and tell it why you are angry, hurt, upset, etc.
- Buy a cheap plate and decorate it with markers, stickers, cut outs from magazines, words, images, whatever that expresses your pain and sadness and when you're done, smash it (be careful when doing this)
- The calm jar (fill a jar with coloured water and glitter. When feeling upset or angry you can shake it to disturb the glitter and focus on that until the glitter settles)
- Blow up a balloon and pop it.