

# Mind Young Health

A compilation of nationally available web-based resources with information for staff and support workers on 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 Staff and Support Workers?

### NSPCC

#### NSPCC

Tel 0808 800 5000  
[www.nspcc.org.uk](http://www.nspcc.org.uk)  
[help@nspcc.org.uk](mailto:help@nspcc.org.uk)

The NSPCC provides a confidential helpline for staff who need advice and are supporting a young person with mental health and wellbeing issues, or who have an enquiry on child protection and related subjects. Staff can access the direct helpline to contact an information specialist. ChildLine, operated by the NSPCC, provides confidential support for any young person with mental health and wellbeing concerns through a 24-hour helpline with trained advisers, online chats and message boards.

### Young Minds

#### Young Minds

Tel 0808 802 5544  
[www.youngminds.org.uk](http://www.youngminds.org.uk)

Young Minds enables staff to explore any concerns they may have through their helpline. Young Minds offers various supports to both staff and young people including a directory of helplines to contact, local counselling services, and real life stories to create awareness that young people are not alone.

### ChildLine

#### ChildLine

Tel 0800 11 11  
[www.childline.org.uk](http://www.childline.org.uk)

ChildLine provides a 24-hour confidential helpline for staff and support workers who need advice and support for a child or young person with mental health and wellbeing issues. ChildLine is a private and confidential service offering coping techniques, personal experiences and message boards to seek information and advice on suicide and self-harm prevention.

### 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 direct support to staff wanting to prevent young suicide through advice via their helpline, email and SMS service. Papyrus also works with a wide range of organisations from schools to transport organisations and offer training to support staff in suicide awareness, alertness, and intervention skills. Papyrus provides a direct helpline for young people with suicidal feelings, using a positive, wellbeing approach to give them hope.

### 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.



# NSPCC

**Tel 0808 800 5000**

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

24 hours a day, 7 days a week

## What can a member of staff expect if they phone?

The NSPCC helpline offers a variety of advice and support services for professionals working with children through trained advisers, the online Information Service and guides. When a member of staff phones, they will be able to speak to an information specialist with any concerns over child protection or related subjects. If advice or further information is needed, the NSPCC's Information Service offers the latest policy, practice, research and news on child protection issues, which a caller can ask any question on.

In terms of advising people who call the helpline to contact their GP; this is something that one of their practitioners may advise given the nature of the enquiry - it's very much on a case by case basis.

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

Dependent on demand for service, getting through to a practitioner can take anywhere between a few seconds to 5 minutes. The NSPCC makes every effort to ensure those who call are put through to a practitioner on their first attempt; however this is not always possible - in this case they would be advised to call back at a later time and inform an adviser that they have called earlier so they can try and prioritize the call.

The NSPCC is free to call from landlines and most mobile networks. You can text or email NSPCC for a call back. If you text, please provide your telephone number and name (or false name if you prefer).

## Useful links

Ongoing Support:

[www.nspcc.org.uk/fighting-for-childhood/our-services/services-for-children-and-families/](http://www.nspcc.org.uk/fighting-for-childhood/our-services/services-for-children-and-families/)

Self-harm info for Staff:

[www.nspcc.org.uk/preventing-abuse/keeping-children-safe/self-harm/](http://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/self-harm/)



# YOUNG MINDS

The voice for young people's mental health and wellbeing

Tel 0808 802 5544

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

Monday - Friday  
9.30 am - 4.00 pm

## What can a member of staff expect if they phone?

When a member of staff calls the helpline they will get through to a trained advisor who will explore their concerns, and find out what the problem is. The advisor will then go on to help staff understand the child's behaviour, give practical next steps to get help, and direct staff to the appropriate local or national services. Young Minds also have a wide range of publications that they can send to staff free of charge. Alternatively, staff may wish to email Young Minds and receive advice from the mental health professionals via email too.

Staff can get guidance about how to contact the GP or child's school, or how to get relevant support from child and adolescent mental health services. Young Mind's trained helpline advisers can provide further information and explore concerns. If necessary they can also arrange for a clinical mental health specialist to call parents and offer advice.

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

The Helpline aims to answer your call within 30 seconds once you get through, respond to emails within 3 working days, provide written information packs within 5 working days and deliver calls from our child mental health specialists within 7 working days.

Young Minds is free to call from landlines and mobile networks.

## Useful links

Training Info for Staff:

[www.youngminds.org.uk/trainingservices/trainingandconsultancy](http://www.youngminds.org.uk/trainingservices/trainingandconsultancy)





**Tel 0800 11 11**

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

24 hours a day, 7 days a week

### **What can a member of staff expect if they phone?**

When a member of staff calls ChildLine, a trained counsellor will ask some questions to try and understand the situation.

ChildLine give advice, and can signpost staff and support workers to other services and organisations that can provide more specialised support with their issues.

There may be occasions where staff or support workers would be advised to speak to their GP about a particular issue if it was felt it was appropriate for them to do so.

### **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.

### **Useful links**

Self-harm info for Staff:

[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 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 member of staff expect if they phone?**

When a member of staff calls Papyrus they will be able to access direct help through trained professionals who give non-judgmental support, practical advice and information to anyone concerned that a young person they know may be at risk of suicide, including professionals eg teachers, probation workers, doctors, nurses, youth workers, etc.

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

If the helpline is busy or if you need to call outside the opening hours, you can leave a message on the answer phone and an adviser will get back to you 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.

### **Useful links**

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

Training info for Staff:  
[www.papyrus-uk.org/training](http://www.papyrus-uk.org/training)





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 member of staff expect if they phone?

A member of staff 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, but do offer more information in terms of signposting to relevant contacts and organisations.

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

When the helpline is closed, staff 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

Contacts Directory:

[www.getthelowdown.co.uk/contactsdirectory.aspx?location=&subject=&keyword=&action=search&submit-search=Search](http://www.getthelowdown.co.uk/contactsdirectory.aspx?location=&subject=&keyword=&action=search&submit-search=Search)

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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