

When in crisis the child, young person or family can call:
NHS - 111

Mental Health Direct – 0800 995 1000 - this is a service used within the borough for those in crisis, the trained professionals would be able to offer support and advice via the telephone and would be able to direct the individual to the right spaces needed.

Below are other services that can be used for children, young people and their families that provide a range of support to meet the individuals needs:

Samaritans – A service which aims to support individuals who are in need. The Samaritans have multiple options for the individual to use such as a phone line 116 123, email: jo@samaritans.org or a face to face service which can be found on the website: [Contact Us | Samaritans](#)

Young Minds – This is a mental health service that offers advice, information and support via multiple channels such as information booklets and their own Crisis Messenger service where children and young people can text YM to 85258.

Safe Connections – this is a service which supports local support for people facing suicide, they offer a range of services such as the Safe Connections App/Community Hub/Bereavement Services. If the individual is concerned they can speak to someone on 0300 516 0115 or access support via the app.

Shout – This is a text based service for those who may be experiencing crisis and is available 24/7. Text SHOUT to 85258.

Kooth – free online counselling for ages 11 – 24 and support through magazines, forums and activities. Children and young people can visit the website: <https://kooth.com>

Papyrus – This is a service which provides support, resources and advice to young people struggling with thoughts of suicide. The website to visit is: <https://www.papyrus-uk.org/> or the child/young person can call the Hopeline from 9am to midnight every day on: 0800 068 4141.

The Mix – This provides free, confidential support for young people under 25 online and via telephone. Their phone lines are open from 4pm – 11pm everyday on 0808 808 4994 and counselling via their own service through telephone or webchat you can access this via this link: [The Mix Free Counselling Service For Under 25s | The Mix](#)

Mermaids UK – This is a charity that supports and helps trans, non-binary and gender-diverse children, young people and their families. The offer support via a helpline for all of those who may benefit, the number to call is 0808 801 0400. Alternatively, support can be accessed via their website: [Homepage - Mermaids \(mermaidsuk.org.uk\)](#)

CALM – has a suicide prevention helpline for all effected by suicide or suicidal thoughts. This is accessible for those who are unable to see a way forward, have lost someone to suicide or are worried about someone. To speak to someone, they can call 0800 58 58 58 or you can live chat or Whatsapp via this link: [Suicide prevention helpline | Campaign Against Living Miserably \(CALM\) \(thecalmzone.net\)](#)

I would also like to remind you of the services Havering CAMHS offer to schools, parents and young people that happen monthly, please contact CAMHS to find out the next one or look out for the sign up emails