

- **Herts County Council Services for Young People – HCC SfYP - (formerly YC Hertfordshire) 11-17yr**
  - 0300 123 7538; text: 07860 022943
  - Email: [SfYP@hertfordshire.gov.uk](mailto:SfYP@hertfordshire.gov.uk) [yc@hertfordshire.gov.uk](mailto:yc@hertfordshire.gov.uk)
  - <https://www.servicesforyoungpeople.org/>

## MENTAL HEALTH SUPPORT

- **Helplines**
  - Samaritans: [www.samaritans.org](http://www.samaritans.org) 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) <19yr
  - HPFT Single point of access for child and adolescent mental health: 0800 6444 101
  - Hertfordshire Night Light service: helpline: Friday-Monday: 7pm -1am: 01923 256391: 18yr+ Now 24/7
- **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)
- **Signpost/Urban Access: 10-25yr** South and West Hertfordshire
  - 01923 239495 or 07444 768078 12 counselling sessions
  - [www.oneymca.org/signpost](http://www.oneymca.org/signpost)

Remote counselling available: email [info@signpostcounselling.co.uk](mailto:info@signpostcounselling.co.uk)
- **Youth Link: 10-24yrs** South and West Hertfordshire social prescribing function
  - 07510 927143
- **HarpendenPlus Partnership**
  - 07985 330941; 01582 623676
- **YCT (Young Concern Trust): 11-18yr** West Essex and Noth and East Hertfordshire
  - Counselling and therapeutic support charity [www.yctsupport.com/](http://www.yctsupport.com/)
  - 01279 414090
- **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
- **Rephael House: 11-19yrs** based In Welwyn and Hatfield [www.rephaelhouse.org.uk](http://www.rephaelhouse.org.uk) 0208 440 9144
- **Young People's Healthy Hub:** social prescribing function [Young People's Healthy Hub \(stevenage.gov.uk\)](http://Young People's Healthy Hub (stevenage.gov.uk))
- **Togetherall: 16+yrs** [www.togetherall.com](http://www.togetherall.com) an evidence-based, clinically moderated, online 24/7 peer-to-peer mental health community, for residents of Hertfordshire
- **HCC SfYP Supporting You Programme: 11-17yrs**
  - <https://www.ychservicesforyoungpeople.org/support-for-young-people/support-with-health-and-emotional-wellbeing/supporting-you/>
  - 12 CBT skills delivered over a weekly programme of 7 weeks
- **HCT Children's Wellbeing Practitioners Team: 5-19yrs** trained to deliver manualised guided self-help interventions for mild-moderate anxiety, behavioural difficulties, and low mood. [Search | Hertfordshire Community NHS Trust \(hct.nhs.uk\)](http://Search | Hertfordshire Community NHS Trust (hct.nhs.uk))
- **Hertfordshire Talking Therapies: 16+yr:** free confidential talking therapy and practical support: via self-referral or GP
  - [www.hpft-iapt.nhs.uk/](http://www.hpft-iapt.nhs.uk/); 0800 6444 101
- **CYPMHs/Public Health website:** <https://www.healthyyoungmindsinherts.org.uk/>
- **CYPMHs:** [www.hpft.nhs.uk/](http://www.hpft.nhs.uk/) : 0800 6444 101; NHS111 option 2
- **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 3pm-12am); 1-2-1 chat; [www.themix.org.uk](http://www.themix.org.uk)
- **NHS Every Mind Matters:** <https://www.nhs.uk/every-mind-matters/> emotional wellbeing and mental health resources
- **Anna Freud Information Mental Health Treatment Options:** <https://www.annafreud.org/understandingtreatments/>

- **What's Up app:** teaches simple strategies to help cope with a wide range of mental health issues
  - **Sane:** [www.sane.org.uk](http://www.sane.org.uk) 0300 304 7000
  - **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
    - **With YOUth service for 5-18yrs:** Children & Young People's Digital Wellbeing Service, including helpline, instant messaging, one to one and group support and digital therapeutic gaming app:
      - [www.withyouth.org/](http://www.withyouth.org/) **0208 189 8400 Daily including weekends 2pm-10pm**
      - **Lumi Nova Digital Therapeutic Gaming App for ages 7-12**
  - **The Sandbox:** [Sandbox Homepage \(mindler.co.uk\)](http://SandboxHomepage(mindler.co.uk)) Online Mental Health Digital Advice and Guidance service **10-25s**
    - **Website:** 24/7; **Therapy sessions:** Mon-Fri:7am-10pm and Sat-Sun:10am-10pm; **Live Chat:** Mon-Fri:10am-8pm
  - **Side by Side:** <https://sidebyside.mind.org.uk/> supportive online community through MIND >18yrs
  - **Togetherall:** <https://togetherall.com/en-gb/> safe online community for mental health and wellbeing support >16yrs
  - **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/>
  - **Saneline:** [www.sane.org.uk](http://www.sane.org.uk) 0300 304 7000 mental health support and guidance >16yrs
  - **Help for vulnerable people with additional needs: Guidepost Trust:** <https://guideposts.org.uk/>
  - **Mental Health Complex Needs service:** Turning Point <https://www.turning-point.co.uk/home.html>
  - **Muslim youth helpline:** [www.myh.org.uk](http://www.myh.org.uk)
  - **Mindfulness app for all ages:** Smiling Minds; Headspace
  - **It's OK to say:** mental health support: [www.itsoktosay.org.uk](http://www.itsoktosay.org.uk)
  - **DBT Self-help Resource:** [www.dbtselfhelp.com](http://www.dbtselfhelp.com)
- Lots of excellent resources on website**
- Digital services available**
- Young person's group >15yr and workshops online**
- **Help with anxiety:**
    - [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk) 08444 775 774
    - <https://www.anxietycanada.com/> : **Mindshift app:** help with anxiety
    - **WorryTree app:** practical tool for capturing and dealing with worries
    - **SAM 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 youth line
      - Daily 10am-10pm
    - **OCD: OCD Action** <https://ocdaction.org.uk/> 0300 636 5478; **OCD UK** <https://www.ocduk.org/> 01332 588112
  - **Help with self-harm**
    - **Harmless:** [www.harmless.org.uk](http://www.harmless.org.uk)
    - **Alumina (previously SelfharmUK):** [www.selfharm.co.uk](http://www.selfharm.co.uk) 14-19yr free online support
    - **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/>
  - **Help with suicidal thoughts**
    - **The OLLIE Foundation:** <https://theolliefoundation.org/> suicide awareness, intervention and prevention training
    - **Hector's House:** <https://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 365 days of the year. [www.thecalmzone.net](http://www.thecalmzone.net)
      - **Maytree:** residential space for people in crisis [www.maytree.org.uk](http://www.maytree.org.uk) 0207 236 7070
    - **Stay Alive App:** [Stay Alive App \(hpft.nhs.uk\)](http://StayAliveApp(hpft.nhs.uk)) 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)

- **Help with Eating Disorders**
  - **First Steps ED:** <https://firststepsed.co.uk/> early intervention eating disorder service in Hertfordshire
  - **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)
- **Help with addiction**

**CGL: remote support: call 0800 652 3169 or email [Herts@cgl.org.uk](mailto:Herts@cgl.org.uk)**

  - **Drug/alcohol issues**
    - **Spectrum (CGL):** <https://www.changegrowlive.org/spectrum-fyp-hertfordshire/info>
    - **Frank 0800 776600:** [www.talktofrank.com](http://www.talktofrank.com)
    - **The Living Room:** <https://www.livingroomherts.org/> >18yr and includes eating disorder
    - **Get Connected:** [www.getconnected.org.uk](http://www.getconnected.org.uk); helpline: 080 8808 4994 (1pm to 11pm).
  - **Gambling**
    - **GamCare Hertfordshire:** <https://www.gamcare.org.uk/>; 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**
  - Coronavirus Bereavement guides: [Coronavirus bereavement guides | Hertfordshire County Council](#)
  - NHS Guide and resources: <https://www.nhs.uk/mental-health/children-and-young-adults/advice-for-parents/children-and-bereavement/>
  - [www.Ataloss.org](http://www.Ataloss.org): signposts bereaved to bereavement services and information
  - [www.thegoodgrieftrust.org](http://www.thegoodgrieftrust.org)
  - [www.griefencounter.org.uk](http://www.griefencounter.org.uk)
  - [www.childbereavementuk.org](http://www.childbereavementuk.org)
  - [www.cruse.org.uk](http://www.cruse.org.uk): 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
  - **Suicide Bereavement Support:** resources in Hertfordshire
    - <https://www.suicidepreventionherts.org.uk/Suicide-bereavement-support.aspx>
    - <https://chums.uk.com/hertfordshire-suicide-bereavement-service/>
  - **SOBS (Survivors of Bereavement By Suicide):** national charity [www.uk-sobs.org.uk](http://www.uk-sobs.org.uk) 0300 111 5065
- **Help with debt**
  - Consumer Counselling Credit Services: [www.stepchange.org](http://www.stepchange.org)
  - National Debtline: Tel: 0808 808 4000 [www.nationaldebtline.org](http://www.nationaldebtline.org)
- **Hub of Hope:** mental health database: [www.hubofhope.co.uk](http://www.hubofhope.co.uk)
- **Help with mental health of all types:**

**Updated regularly with support and resources**

  - **JustTalk:** <https://www.justtalkherts.org/just-talk-herts.aspx>
  - **Self-help resources**
    - [www.mentalhealth.org.uk/publications](http://www.mentalhealth.org.uk/publications)
    - <https://web.ntw.nhs.uk/selfhelp/>
    - <https://www.camhs-resources.co.uk/>
- **On My Mind:** <https://www.annafreud.org/on-my-mind/> empowers young people to make informed choices about their mental health
- **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
  - [Safe Space, Mentoring programme | Hertfordshire MarketPlace](#)
- **New Leaf Wellbeing College:** free educational support for >18yrs to enable better control of wellbeing
  - [www.newleafcollege.co.uk](http://www.newleafcollege.co.uk); [students@newleafcollege.co.uk](mailto:students@newleafcollege.co.uk); 01442 864966

## 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) (St Albans, Harpenden and villages)
- **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: HCC SfYP information relating to sexual health
    - [Free condoms & advice for young people | Get It: www.getit.org.uk](#)
  - [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
- **Help for LGBT+ community**
  - **HCC SfYP LGBT website Young Pride in Herts:** <http://www.youngprideinherts.org/>
  - **The Proud Trust:** <https://www.theprouddtrust.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)
- **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/>
- **Weight Issues**
  - BeeZee Bodies: <http://beezeebodies.com/> also includes a teen clinic
  - [Teenweightwise.com](http://Teenweightwise.com)
- **Help for University Students:** 'Thrive and Survive' guide
  - <https://www.justtalkherts.org/media/documents/thrive-and-survive.pdf>
- **Healthy Hubs:** free information, advice and support to help you stay healthy and well
  - [www.healthyhubs.org.uk](http://www.healthyhubs.org.uk)

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

Operating as usual Monday-Friday 9-5pm

## PARENTAL SUPPORT

- **Happy Maps:** Reliable resources and help for parents on children's mental health
  - <https://www.happymaps.co.uk/>
- **Anna Freud:** advice and guidance for parents with children and young people struggling with mental health
  - [www.annafreud.org](http://www.annafreud.org)
- **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) 24/7
  - [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):
    - Helpline: 0808 802 5544: Mon-Fri 9.30-4pm; email [parents@youngminds.org.uk](mailto:parents@youngminds.org.uk); also online webchat
    - 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)
  - 0300 123 4043 or via email [familiesfirst.support@hertfordshire.gov.uk](mailto:familiesfirst.support@hertfordshire.gov.uk)
  - 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.familiesinfocus.co.uk](http://www.familiesinfocus.co.uk)
  - 01442 219720
  - Free courses to build on parenting skills and anger management
- **Supporting Links:** parenting workshops in Hertfordshire
  - [www.supportinglinks.co.uk](http://www.supportinglinks.co.uk) 07512 709556 or 01442 300185 email [info@supportinglinks.co.uk](mailto:info@supportinglinks.co.uk)

- **Directory of Parenting Support:** <https://directory.hertfordshire.gov.uk/Categories/53>
  - Free parenting courses 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: <https://tavistockrelationships.org>
  - [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: <https://mysafetynet.org.uk/>
  - NSPCC: [www.nspcc.org.uk](http://www.nspcc.org.uk) 0800 138 663
  - Parents Protect: practical advice including a dedicated helpline 0808 1000 900
    - <https://www.parentsprotect.co.uk>
  - ParentZone: advice and support for parenting in the digital world
    - <https://www.parents.parentzone.org.uk/>
- **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/>.
- **Hertfordshire Family Centre Service**
  - <https://www.hertsfamilycentres.org/family-centres.aspx>
  - 0300 123 7572
- **Educational psychologist in Hertfordshire**
  - 01992 588 574 Wednesdays: 2-4.30pm
- **Carers in Herts:** advice, information and support to unpaid carers in Hertfordshire
  - [www.carersinherts.org.uk](http://www.carersinherts.org.uk)
  - 01992 58 69 69
  - [www.ycih.org](http://www.ycih.org) young carers
- **HWE Healthier Together Website:** <https://hwehealthiertogether.nhs.uk/>
  - Parental resources across broad range of health issues and ages
  - Parental resources relating specifically to mental health and wellbeing: <https://www.hwehealthiertogether.nhs.uk/health-for-young-people/mental-health-and-wellbeing/support-advice-hertfordshire-parents>
- **Autism, ADHD, Sensory and Functional Issues**
  - **Autism information and support** - For information, advice and signposting related to Autism.
  - **Autism Helpline** 10am – 3pm, Monday to Friday - 0808 800 4104 or via online contact form <https://www.autism.org.uk/enquiry>

- [SPACE Hertfordshire – Supporting families in Hertfordshire | Autism | ADHD | Neurodiversity \(spaceherts.org.uk\)](#) - For information, advice and support for children and young people in Hertfordshire who have a diagnosis of Autism or ADHD or where these are suspected
- **ADD-vance** - Information, advice, support, training and workshops related to children and young people with a diagnosis of or suspected Autism and/or ADHD
  - ADD-vance Helpdesk is open from 9am to 1pm every weekday via 07716 744 662 or email to [herts@add-vance.org](mailto:herts@add-vance.org)
- **Angels** - for families of children with ADHD and on the Autistic spectrum
- **Children's Occupational Therapy** - Useful information, strategies and support for children/young people who may be experiencing sensory, motor skills and other functional difficulties.
- **Home - NESSie IN ED, CIC** - Workshops focused on supporting children/young people with additional needs, particularly girls