

## Youth Services

We know that with this current health crisis and during times of uncertainty, it may feel very overwhelming and challenging, but please remember you are not on your own.

**[Young Hounslow](https://fsd.hounslow.gov.uk/kb5/hounslow/fsd/newyouth.page)** - <https://fsd.hounslow.gov.uk/kb5/hounslow/fsd/newyouth.page>

Hounslow's new youth website providing help and support for young people. Use this to find helpful services in your locality.

### **YoungMinds Crisis Messenger - text YM to 85258**

The Crisis Messenger text service provides free, 24/7 crisis support across the UK. If you are experiencing a mental health crisis and need support, you can text YM to 85258. (Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus)

**Website:** [www.youngminds.org.uk](http://www.youngminds.org.uk)

### **Childline – 0800 11111 / [www.childline.org.uk](http://www.childline.org.uk) (online 1-2-1 counsellor chat)**

Support for children and young people in the UK, including a free 24-hour helpline. Childline has launched Calm Zone - an online hub of calming techniques and resources for young people to help them feel better when they feel anxious, scared or sad.

**Website:** [www.childline.org.uk/toolbox/calm-zone](http://www.childline.org.uk/toolbox/calm-zone)

### **PAPYRUS (prevention of young suicide) - HOPE Line UK 0800 068 4141**

Confidential help and advice to young people and anyone worried about a young person

**Website:** [www.papyrus-uk.org](http://www.papyrus-uk.org)

### **ChatHealth (Advice for Teens in Hounslow) - Text: 07507 333 176**

This service is provided by the Hounslow school nursing service for all young people aged 11-19. You will get a reply within 24 hours from an NHS School Nurse between 9:00am and 4:30pm, Monday to Friday (except bank holidays).

### **The Mix - 0808 8080 4994 / [www.themix.org.uk](http://www.themix.org.uk)**

Online guide to life for 16-25 year-olds in the UK. Emotional support is available 24 hours a day. On the website, you can chat about anything you like on their moderated discussion boards and live chat room.

### **FRANK - 0300 123 6600 / [www.talktofrank.com](http://www.talktofrank.com)**

Confidential advice and information about drugs, their effects and the law.

### **Kooth - [www.kooth.com](http://www.kooth.com)**

Counsellors available until 10pm every day. Free, safe and anonymous online counselling for young people.

## Coronavirus COVID-19 guidance

### Stay at home if you have coronavirus symptoms

Stay at home if you have either:

- a high temperature – you feel hot to touch on your chest or back
- a new, continuous cough – this means you've started coughing repeatedly

**Do not go to a GP surgery, pharmacy or hospital.**

You do not need to contact 111 to tell them you're staying at home.

Testing for coronavirus is not needed if you're staying at home.

**Use the NHS 111 online coronavirus service if:**

- you feel you cannot cope with your symptoms at home
- your condition gets worse
- your symptoms do not get better after 7 days

Use the 111 coronavirus service - <https://111.nhs.uk/covid-19/>  
Only call 111 if you cannot get help online.

For up-to-date government guidance available for the COVID-19 illness, please visit [www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response](http://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response)

For health information and advice, visit [www.nhs.uk/conditions/coronavirus-covid-19/](http://www.nhs.uk/conditions/coronavirus-covid-19/)

## Emergency contact numbers

**Fire / Ambulance / Police: 999 or 112 999 + 55 (Silent Solution)**

In an emergency or where there may be risk to life always call 999

**Police Non-Emergency: 101**

**Gas Emergency: 0800 111 999**

**NHS Helpline: 111**

**Electrical Emergency: 0800 40 40 90**

**Power Cuts: 105**

**Thames water: 0800 714 614**

## Other Support Lines

**Samaritans: 116 123**

**Childline: 0800 1111**

**NSPCC: 0808 800 5000**

**National Domestic Abuse Helpline: 0808 2000 247**

**[SEND information advice and support \(SENDIASS\)](http://SENDIASS.org.uk): 020 8583 2607**

For advice about special educational needs and disability (SEND) issues

[SENDIASS@hounslow.gov.uk](mailto:SENDIASS@hounslow.gov.uk)