



Worried?
Need to Talk?

Keeping
Safe and
Strong

ChildLine

0800 1111



Feel like you might need some help?

"The longer problems are left to linger, the worse they become and the more affected you are by them."

Callum

If you've got a problem or are worried about someone you know, deciding what to do to make things better can be difficult.

So this guide tells you about some of the sources of help and advice on how to deal with your worries.

You may be too embarrassed to talk about them. You may think others won't take you seriously or understand you. You may worry that they will tell someone else when you don't want them to. You may find it hard to trust adults. It can be very hard to talk.

But some problems just don't go away if you ignore them or try to sort them out by yourself. You don't have to manage on your own.



ChildLine

0800 1111



whatever your
worry, it's better
out than in.

"It is so much better
out than in. You will
feel so much better
once you have told
someone." Mollie

ChildLine is the UK's free, confidential helpline for children and young people. You can contact them at any time of the day or night, when trained counsellors are on hand to provide help, advice, support and protection.

It's free to call and the number won't show up on any phone bills. You'll be able to speak to someone who cares about your problems – so if you feel scared or out of control, that's OK. You can tell them. Their job is to listen to you and to help.

Everything you say stays between you and ChildLine – unless you want them to talk to someone for you, or you are in real danger. Just ask if you'd like to talk things through.

ChildLine is a service provided by the NSPCC. The NSPCC is a charity that believes in a society where all children and young people are safe, valued and happy.

The NSPCC works to prevent abuse and help those who have been abused. The charity provides a range of services, advice and support for those affected and campaigns for children's rights.

You can also find plenty of advice and support at www.childline.org.uk

Whether you're after help and information for the worries that affect many young people, including those in this booklet, or you simply want space to chill out and play some games, it's designed to help you find your own solutions to your problems.

What's worrying you?

- Experiencing violence?
- Things with friends and family?
- Abuse – physical, sexual, emotional, neglect?
- Bullying?
- Something happening to a friend?
- Family problems?
- Feeling unhappy, depressed or suicidal?
- Loneliness?
- Alcohol or drugs?
- Wanting to hurt yourself?
- Internet safety or cyberbullying?
- Exam stress?
- Sex?
- Attracted to someone of the same sex?
- Confused about gender?
- Seeing violence at home?
- Racism?

- The illness or death of someone close?
- Being looked after by a local authority?
- Forced marriage?
- Medical stuff?
- Anything else?

If you feel sad, confused or scared, you might not be sure why. But it's OK to ask for help.

Know your rights

They include a right to:

- say what you think, be listened to and be taken seriously in all matters that affect you
- have an education
- grow up healthily
- a good enough standard of living, including a place to live, food and clothing
- not be discriminated against
- have your cultural background and identity valued

- have your best interests put first when decisions are made about you
- be protected from harm, abuse and violence.

Do you know?

Adults and organisations should never harm you in any way. If you are hurt, adults must do something about it. The law says that some people have a responsibility for your safety. These include social workers, the police and teachers.

"Talk to someone when you are ready. Your problem will get better." Ellie

Anyone working with you should promote these rights

What is abuse?

When you watch TV or read newspapers or magazines, you may see news stories, documentaries, problem page letters and even stories in your favourite soaps about abuse. Abuse is a word that people seem to use more and more. So, we all know what abuse means, right?

No, not necessarily. Most people talk about physical or sexual abuse. But there's also emotional abuse and neglect. So things can be a bit more complicated than they first seem.

It's OK if you are unsure what abuse is. It's also OK to find out more about it, so you can keep yourself safe.

You should never have to suffer
abuse - it's never your choice and
never your fault

Young people may be hurt or abused by adults or other young people in many ways.

Abuse can be:

Emotional

This includes constant name-calling, being threatened, being made fun of or made to feel small, and often seeing violence between the people who care for you.

PHYSICAL

This includes being **kicked, beaten or punched.**

NEGLECT

When you don't have somewhere to stay, enough food to eat, clothes to keep you warm, or if you are not looked after properly.

Sexual...

This includes being touched in a way you don't like, being forced to have sex, made to look at sexual pictures or videos, or anything else that makes you feel uncomfortable.

Turn the page to test your knowledge of what's abuse and what's not...

KNOW THE SCORE

Is it **physical abuse** if your friend fouls you and you fall over when playing football or hockey?

No

Is it **physical abuse** if an adult continuously hits a young person around the head to try to keep them quiet?

Yes

Is it **emotional abuse** if your mum or dad loses their temper trying to wake you up so you can get ready for school?

No

Is it **emotional abuse** if your parents constantly say you are useless and they wish you had never been born?

Yes

Is it **sexual abuse** if your mum or dad gives you a goodnight kiss or gives you a hug when you hurt yourself?

No

Is it **sexual abuse** if an adult tries to touch you around your private parts?

Yes

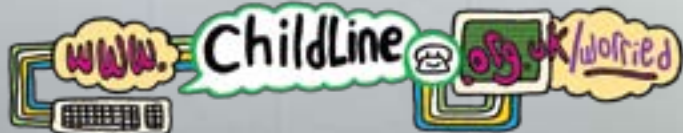
Is it **neglect** if you are 12 years old and your mum pops out to buy some milk from the shop at the end of the street?

No

Is it **neglect** if you come home from school to find that those who care for you have gone out for the evening – without telling you where they are and leaving you to look after your little brother and baby sister on your own?

Yes

For more information on forms of abuse, visit





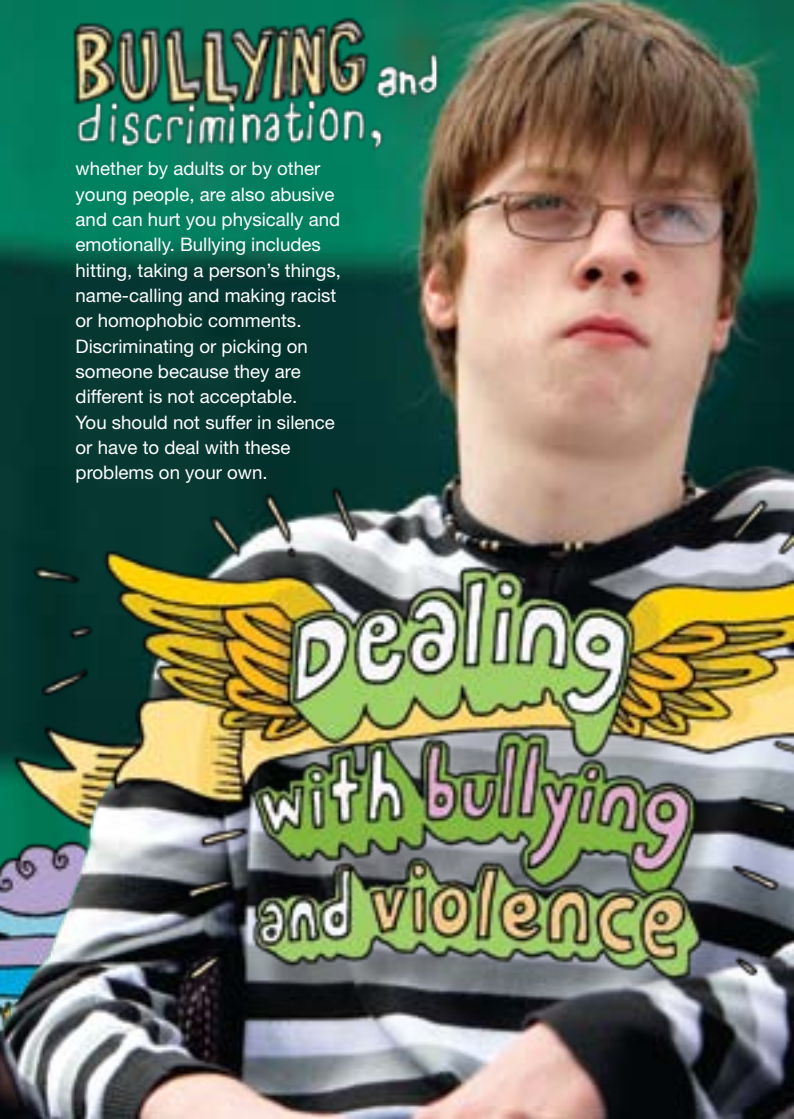
Abuse can make you feel all sorts of things – like feeling frightened, alone, confused, angry, unloved, guilty, ashamed or unimportant.

Abuse can be very confusing if the person hurting you is someone you look up to. You may also like the attention given to you by this person. That's OK – this doesn't mean the abuse is your fault, or that anyone will blame you for it happening.

If something is worrying you or making you scared and you're not sure if it is abuse, **it's important to talk to someone** you trust. Or, get in touch with one of the services listed in the pullout section of this guide and tell them what has happened.

BULLYING and discrimination,

whether by adults or by other young people, are also abusive and can hurt you physically and emotionally. Bullying includes hitting, taking a person's things, name-calling and making racist or homophobic comments. Discriminating or picking on someone because they are different is not acceptable. You should not suffer in silence or have to deal with these problems on your own.

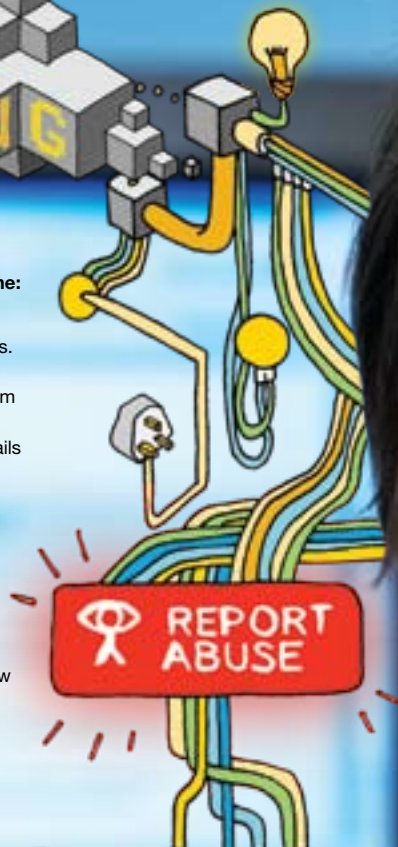




is when a person or group of people use the internet (including emails, instant messaging, chatrooms and social networking sites), mobile phones or other communication technologies to threaten, tease or abuse someone.

Here are some ways to avoid cyberbullying and stay safe online:

- Don't reply to nasty messages, as this may encourage the bullies.
- Keep copies of any abusive messages you get and show them to an adult you trust.
- Never give out any personal details on the internet.
- Don't post any photos or videos that you wouldn't be happy for anyone to see.
- Be aware that people can create fake profiles on social networking sites and they might not be telling the truth.
- Don't add anyone you don't know to your list of friends.
- Don't arrange to meet someone you have met online.
- Only give your mobile number to friends and people you trust.
- Keep your passwords private.
- Avoid internet sites for adults.

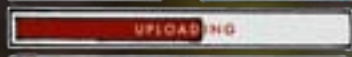


If you want to report cyberbullying or online abuse, go to www.thinkuknow.co.uk and click on the "report abuse" button – and look out for this button on other sites you use.



SASKIA'S STORY

FEATURING DONNA



"My friend Donna thought it was a joke to take a photo of me as I was getting changed," 15-year-old Saskia told ChildLine. "It was a bit revealing."

Although it seemed funny at first, Saskia asked Donna to delete the photo afterwards.

"But Donna carried on laughing and said she wouldn't," said Saskia. "She teased me and said she was going to put my photo online."

When Saskia logged on later that evening, the photo was there for everyone to see. There was a rude comment about Saskia, giving her mobile number and inviting boys to call or text her.

"I don't know what to do," said Saskia. "My mum will go mad and I've already received some texts."

Amy, the ChildLine counsellor, asked Saskia what she was going to do with the texts. Saskia agreed that it was best not to reply, but to keep the texts on her phone.



"I'm worried about people at school – they all use the site and will know," said Saskia. She was very upset, but she talked her feelings through with Amy and they discussed what she should do.

Saskia decided to tell her mum in the morning. She emailed the social networking site to ask for her details to be removed. The site emailed her back to say they would do so and would be warning the person with the account.

Saskia also planned how to deal with things at school. Amy reassured her that she could always phone ChildLine back again at any time if for any reason her plan didn't work out.

This case study draws on what children tell ChildLine, but it does not describe a specific case.



Violence

Violence can be a danger on the streets. Here are some ideas to help you stay safe:

- Always tell your parents or the person responsible for you where you are, who you are with and when you'll be back.
- If you go out, go with someone you trust so that you're not on your own.
- You may feel that you'll be looked after and protected if you join a gang, but this is not always true. Sometimes being in a gang makes you a target for violence and you may find yourself in even more danger, sometimes from other gangs.

- Don't carry a weapon for protection. It will make you much more likely to get seriously hurt and can get you into trouble with the law. A personal alarm is much more effective at keeping you safe.
- You can make a situation worse if you are angry, aggressive, stressed or afraid, so always try to keep calm and walk away.
- Before you go out, plan the safest way to get to where you want to go and back again, such as routes that are busy and well-lit.

"There are lots of people who can help you not to feel so worried."
Charlotte

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"There are lots of people who can help you not to feel so worried."
Charlotte



Ensuring your emotional wellbeing

Feeling really sad or down can be caused by depression or mental health problems. It is really important to ask for help with depression. This is not a sign of weakness – you need to be strong to admit you are finding it hard. Try to find someone you trust who you can talk to, such as a family member, friend or teacher.

You may find that counselling will help. This will give you a chance to talk about problems with someone you can trust. If you feel that counselling would help, approach your school nurse or GP. If your depression is serious, your GP may also suggest medication to help.

Other things you can do to overcome depression include:

- Get lots of exercise and fresh air.
- Eat healthily.
- Keep busy or find an interest – this will help to keep your mind occupied.
- Make sure you get a good amount of sleep.
- If possible, try to focus on things in your life you feel positive about.
- Tell a teacher or school counsellor.

If someone else you know is depressed, treat them with respect. Your support is important.

It may be hard to recognise depression and certain mental health problems. If you are feeling low, you can find out more about the symptoms from YoungMinds at www.youngminds.org.uk

Self-harm

is when people feel so bad they try to harm themselves. Some ways to stop yourself from feeling this way include:

- Write down your negative feelings on a piece of paper and then tear it up.
- Keep a book or diary of feelings.
- Call a friend and talk to them.
- Seek help from a doctor, teacher, parent or carer.

If ever you feel depressed, want to self-harm or have suicidal thoughts, ChildLine will offer you help and support.

Coping with pressures at school

Peer Pressure

Peer pressure is when other people, especially your friends, put pressure on you to do something that you don't really want to do or that makes you feel uncomfortable.

Here are some ideas to help you to cope:

- Suggest activities that you and your friends can do together that you all feel good about.
- Try saying “No” – your friends should soon realise that trying to force you to do something against your will doesn't work.
- Try to find friends who you can trust and who have interests more like your own.
- Find at least one other friend who will stand up to peer pressure with you.
- Pay attention to your own personal feelings and beliefs.

Exams

are important, but they are not the only key to a successful future. Here are some ways to beat exam stress:

- Consider asking parents or carers to give you encouragement and support, but not to put pressure on you. Explain how you are feeling to them.

- Arrange with them when you can have your own quiet time and space in the house to study without being disturbed.
- Have a revision timetable.
- Buy revision guides.
- Try to answer past exam papers.
- Find a routine that suits you best.
- Give yourself time each day to relax.

If you feel you cannot cope with the worry of exams or that you are being forced to do things that you don't want to, try to talk to your teachers, family, friends or **ChildLine** about it.

Whether you have worries about abuse or other problems, you don't have to keep them to yourself.

When you are unhappy or scared, you may feel that there's no way out of your problems. If you're being abused, you may be pressured not to tell anyone. But there are people you can turn to for help.

Talking can help you to understand the choices you have and find a solution. For example, if you or someone you know has a problem, talking can stop it from happening.

This is the first and most difficult step.

It can be hard to find the words to talk about your problems. Writing down your feelings can help you to find these words. It can help you to feel more confident to tell someone you know and trust, or to contact one of the groups or services listed in this guide.

You may want to talk to someone you know and trust, such as:

- a close friend
- a parent, carer or someone else in your family
- a best friend's older brother or sister, or their mum or dad
- a neighbour
- a teacher or school counsellor – some schools also have peer-support schemes
- a doctor or school nurse
- a youth worker or social worker.

If you are worried that you or someone you know is being abused or in danger, it is usually best to talk to an adult. This is because you will probably need help from professionals to stop it from happening.

If your friend tells you they are worried about being abused or in danger, listen to them. Encourage them to talk to an adult they trust or to contact one of the services listed in this guide.

If you do not want to talk to someone you know, you may prefer to contact one of the services listed in this guide. Their trained advisors will be able to help and support you, and they won't be shocked or surprised by what you say. They will listen and help you to decide what to do – but they won't tell you what to do. If at first you can't get through, don't give up, try again.

Who can you turn to for help?

Make yourself heard

If you tell someone your worries and they don't hear you the first time or will not listen, tell them again or talk to somebody else you trust. Or, get in touch with any of the services listed in this guide.

You are Not Alone



What will happen if you talk to someone?

The idea of talking about what's happening in your life can be scary. If you or someone you know is being abused or harmed in some way, you might be worried about what will happen if you tell someone.

Don't be afraid to ask questions.

You control how much information you want to share. You don't have to give your name and address if you don't want to.

If you contact one of the advice services in this guide, ask the advisor to explain their **confidentiality policy**. This means what they have to do with the information you tell them, particularly if you or another young person is being harmed. They should also tell you whether they have to share this information with other professionals, like social services or the police.

Take control

You can discuss your choices with the advice services, even if you are unsure if you will want them to do anything to help you. But remember to get them to explain their confidentiality policy first.

Different services have different rules about whether they keep what you tell them private and confidential. They want to help you and prefer to act with your agreement. But, social services, the police and the NSPCC can take action to protect you with or without your agreement if they know:

- that you, or another young person, are being abused or are in danger **and**
- who you are or where you live, or who is abusing you.

The advisor should tell you if they are worried about your safety, or that of another young person. They should also tell you what they might want to do about this. If they don't tell you, then ask them.

This can seem confusing, but don't let it put you off. The services listed in this guide all want to help you.

You should never have to suffer abuse - it's never your fault

WHAT HAPPENS NEXT?

"Talk, talk, talk!
It's vital that you confide
in a trustworthy
adult." Jerome

If you tell someone about abuse and the information is shared with social services or the police, their job is to find out more about what has happened. They will want to work out how to make things safe for you.

While they are doing this, you may be asked to tell several people, like a social worker, police officer or doctor, about your situation. They may also want to talk to your family or other people you know, like your teacher or doctor.

If you tell someone about abuse, you may be worried that your family will be split up or you will be taken into care (be looked after). Most young people stay at home unless this is dangerous for them.

Speak up

If you don't know what is happening, ask the people helping you to explain. They should also tell you about your right to complain if you think they are not listening to you.


There may be a meeting to talk about the best way to help you. You should be given the opportunity to go to this meeting if you want to or someone else can represent you. Tell someone if you want to go to this meeting or if you want someone to represent you.



However you feel, we're here for you

Whatever the problem and whenever you need someone to listen, you can always speak to us. It doesn't cost you anything to call us and we are open 24 hours a day. You can talk to us confidentially about anything that is on your mind.

ChildLine is a service provided and funded by the National Society for the Prevention of Cruelty to Children (NSPCC). CHILDREN 111 (NSPCC) delivers the ChildLine service in Scotland on behalf of the NSPCC. NSPCC registered charity numbers 215401 and SC037717. CHILDREN 111 Scottish registered charity number SC016092.



Want to make your voice heard in ending cruelty to children?

Would you like to help us influence the people in power to change things for children and young people?

If you would like to have your say about things that affect you and other children and young people, why not join future NSPCC campaigns?

We'll tell you about competitions, opinion polls, events and other things that you might like to take part in.

To find out more, visit
**[www.childline.org.uk/
worried](http://www.childline.org.uk/worried)**

You can remove this cover if you want.

Cut out and keep the handy wallet card above with ChildLine's telephone number.



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**Whatever your worry,
it's better out than in.**

Distributed by

NSPCC Publications
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42 Curtain Road
London EC2A 3NH

Tel: 020 7825 7422

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Original text by Helen Evans

Revised version by Dustin Hutchinson

Photography by Jon Challicorn, posed by models

Design, illustration and art direction by Ashley May, NSPCC

With thanks to Coppice Performing Arts School,
Aaden, Chelsea, Dean, Emily, Maria, Michael, Paul, Shivani
and Sophie. Thank you to the NSPCC young people's
participation group The Way Forward for their help.

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Stores code NS424

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People who can help you



ChildLine can help you with any problem, big or small, any time of the day or night. But there are lots of other services that can help you. Use the key provided to find out about them. The availability of some of these services will depend on where you live.

In an emergency, call the police free on 999 or textphone 18000*. If you are worried about abuse, you can also call your local police station and ask to speak to a “child protection police officer”. Look in your local phone book under “police”.

* The textphone service is not available in the Channel Islands.

The NSPCC is not responsible for the content of any of the websites listed in this directory.

Key of issues



Abuse



Alcohol



Bereavement



Bullying



Citizenship



Drugs



Eating disorders



Education



Find your way



Friendships/
relationships



Health



Housing



Law



Mental health
and depression



Online safety



Pregnancy



Rights



Running away



Self-harm



Sexuality and
sexual health

Wherever you see these symbols, you can find the help you need.

List of services



(Open 9.30am to 9.30pm, Monday to Friday, and 9.30am to 8pm at weekends.
For children and young people who are deaf or find using a regular phone difficult)
Website: www.childline.org.uk

Write to: ChildLine, Freepost NATN1111,
London E1 6BR (no stamp needed)

ChildLine

Tel: 0800 1111 free

(Open 24 hours every day)

Textphone: 0800 400 222 free



Alateen

Helping you cope with a parent/
carer who drinks too much.

For young people aged 12 to 17.

Tel: 020 7403 0888 national rate

(open 10am to 10pm every day)

Email: enquiries@al-anonuk.org.uk

Website: www.al-anonuk.org.uk



Anti-Bullying Network

Helping you cope with bullying.

Website: [www.antibullying.net/
youngpeople.htm](http://www.antibullying.net/youngpeople.htm)



beat Youth Services

Helping you cope with an eating disorder.

For people under 25 via their website.

Tel: 0845 634 7650 local rate

(open 4.30pm to 8.30pm, Monday to Friday
and 1pm to 4.30pm Saturday. You can put
your phone number in an email or text and
ask for the team to call you back.)

Text: 07786 20 18 20

Email: fyp@b-eat.co.uk

Website: www.b-eat.co.uk



Brook

Helping you answer questions about sex.

Tel: 0808 802 1234 free

(open 9am to 5pm, Monday to Friday)

Website: www.brook.org.uk/content



Children's Commissioner for England

Helping you to promote your
news and interests.

Tel: 0844 800 9113 local rate

(open 9am to 5pm, Monday to Friday)

Email: info.request@11million.org.uk

Website: www.11million.org.uk



Children's Commissioner for Wales

Helping you answer questions
about your rights.

Tel: 0808 801 1000 free

(open 9am to 5pm, Monday to Friday)

Text: 80 800 (start your message COM)

Email: post@childcomwales.org.uk

Website: www.childcomwales.org.uk



Children's Law Centre

Helping you answer questions
about your legal rights.

For children and young people
in Northern Ireland.

Tel: 0808 808 5678 free

(open 9am to 5pm, Monday to Friday)

Email: info@childrenslawcentre.org

Website: www.childrenslawcentre.org



Connexions Direct

Helping you answer questions about school, jobs, health and relationships. They can put you in touch with your local Connexions centre.

For young people aged 13 to 19 in England.

Tel: 080 800 13 2 19 free

(open 8am to 2am every day)

Textphone: 08000 968 336 free

Website: www.connexions-direct.com



Cruse Bereavement Care

Helping you cope with the death of someone you love.

Tel: 0808 808 1677 free (open 9.30am to 5pm, Monday to Friday)

Email: info@rd4u.org.uk

Website: www.rd4u.org.uk



Forced Marriage Unit

Helping you cope with and answer your questions about forced marriage.

Tel: 020 7008 0151 national rate

(open 9am to 5pm, Monday to Friday)

Email: fmua@fco.gov.uk

Website: www.fco.gov.uk/en/fco-in-action/nationals/forced-marriage-unit



FRANK

Helping you answer questions about drugs.

Tel: 0800 77 66 00 free

(open 24 hours every day)

Website: www.talktofrank.com



Get Connected

Helping you find the right help when you're not sure where to turn.

Tel: 0808 808 4994 free

(open 1pm to 11pm every day)

Email: help@getconnected.org.uk

Website: www.getconnected.org.uk



Guernsey Health Promotion Unit

Helping you answer questions about health and personal issues.

Website:

www.guernseyhealthpromotion.com



Include Youth

Helping you answer questions about your rights.

For young people in Northern Ireland.

Tel: 028 9031 1007 national rate

(open 9am to 5pm, Monday to Friday)

Email: info@includeyouth.org

Website: www.includeyouth.org



It's not your fault

Helping you if your parents/carers are splitting up.

Website: www.itsnotyourfault.org



Jersey Youth Enquiry Service (YES)

Helping you cope with any issue, offering free advice, information and counselling.

For 14 to 25-year-olds in Jersey.

Tel: 01534 766628 national rate

(Visit the website for opening times)

Email: yes@youthservice.yc.je

Website: www.yes.je



Just Like Me

Helping you answer questions about your emotional wellbeing.

For young people in Scotland.

Website: www.justlikeme.org.uk



Kidscape

Helping you cope with bullying.

Website: www.kidscape.org.uk



LGBT Youth Scotland

Helping you answer questions about your sexuality.

Website: www.lgbtyouth.org.uk



Lifeline

Helping you cope with thoughts about taking your own life. For children and young people in Northern Ireland.

Tel: 0808 808 8000 free

(open 24 hours every day)

Website: www.contactyouth.org



London Lesbian & Gay Switchboard

Helping you challenge discrimination towards your sexuality or gender identity.

Tel: 020 7837 7324 national rate

(open daily 10am to 11pm)

Website: www.llgs.org.uk



NHS 24

Helping you answer questions about health issues.

For people in Scotland.

Tel: 08454 242424 local rate

(open 24 hours every day)

Website: www.nhs24.com



NHS Direct

Helping you with health advice and information. For children and young people in England.

Tel: 0845 4647 local rate

(open 24 hours every day)

Website: www.nhsdirect.nhs.uk



NHS Direct Wales

Helping you answer questions about health issues.

Tel: 0845 46 47 local rate

(open 24 hours every day)

Website: www.nhsdirect.wales.nhs.uk

Site for 13 to 17-year-olds:

www.theroom.wales.nhs.uk



Northern Ireland Commissioner for Children and Young People

Helping you answer questions about your rights.

Tel: 028 9031 1616 national rate

(open 9am to 5pm, Monday to Friday)

Textphone 028 9031 6393 or

Relay services 028 9031 1616

Email: info@niccy.org

Website: www.niccy.org



NYAS

Helping you if you are in or leaving care in England or Wales.

Tel: 0800 61 61 01 free

(open 8am to 8pm, Monday to Friday, and 10am to 4pm on Saturdays)

Email: help@nyas.net

Website: www.nyas.net



Runaway Helpline

Helping you if you have run away from home.

Tel: 0808 800 70 70 free

(open 24 hours every day)

Text: 80234 free

Email: runaway@missingpeople.org.uk

Website:

www.missingpeople.org.uk/runaways



Samaritans

Helping you cope with sadness or thoughts about taking your own life.

Tel: 08457 90 90 90 (UK) or

1850 60 90 90 (Republic of Ireland)

local rate (open 24 hours every day)

Email: jo@samaritans.org

Website: www.samaritans.org



SANE

Helping you answer questions about your emotional wellbeing.

Tel: 0845 767 8000 local rate

(open 6pm to 11pm every day)

Email: sanemail@sane.org.uk

Website: www.sane.org.uk



Scotland's Commissioner for Children and Young People

Helping you answer questions about your rights.

Tel: 0800 019 1179 free

(open 9am to 5pm, Monday to Friday)

Email: enquiries@sccyp.org.uk

Website: www.sccyp.org.uk



Stonewall

Helping you answer questions about your sexuality.

Tel: 08000 50 20 20 free

(open 9.30am to 5.30pm, Monday to Friday)

Email: info@stonewall.org.uk

Website: www.stonewall.org.uk



The Sunflower Trust

Helping you cope with a serious family illness or the death of someone you love. For children and young people under 18 in Guernsey.

Tel: 01481 725241 national rate

(Ask for extension 5260, and leave a message if the support worker is not available.)

Email: sunflower.trust@cwgsy.net



The Line

Helping you cope with living away from home - including in care, in hospital or at boarding school.

Tel: 0800 88 44 44 free

(open 3:30pm to 9pm weekdays and 2pm to 8pm weekends)



TheSite.org

Helping you answer questions about sex, drugs, housing and health.

For 16 to 24-year-olds.

Website: www.thesite.org



Thinkuknow.co.uk

Helping if you worry about the people contacting you online. You can also report online sexual abuse to the police at www.ceop.gov.uk

Website: www.thinkuknow.co.uk



Voice (previously Voice for the Child in Care)

Helping you if you are in or leaving care in England or Wales.

Tel: 0808 800 5792 free

(open 9.30am to 6pm, Monday to Friday.

You can leave a message at any other time.)

Email: help@voiceyp.org

Website: www.voiceyp.org



Voices from Care

Helping you if you are in care in Wales.
They will call back and accept reverse calls.
Tel: 029 2045 1431 national rate
(open 9am to 5.30pm, Monday to Friday)
Email: info@vfcc.org.uk
Website: www.vfcc.org.uk



Voice of Young People in Care (VOYPIC)

Helping you if you are in or leaving care in Northern Ireland.
Tel: 08450 742 942 local rate
(open 9am to 5.30pm, Monday to Friday)
Email: info@voypic.org
Website: www.voypic.org



Who Cares? Scotland

Helping you if you are in or leaving care.
Tel: 0141 226 4441 national rate
(open 9am to 5pm, Monday to Thursday; 4pm Friday)
Email: enquiries@whocaresScotland.org
Website: www.whocaresScotland.org



The Who Cares? Trust

Helping you if you are in residential or foster care.
Website: www.thewhocarestrust.org.uk



YoungMinds

Helping you answer questions about your emotional wellbeing.
Website: www.youngminds.org.uk



Young Scot

Helping you find the right help when you're not sure where to turn.
For 11 to 26-year-olds in Scotland.
Tel: 0808 801 0338 free
(open 10am to 6pm, Monday to Friday)
Website: www.youngscot.org



Rates for calling from a BT landline in the UK are shown against each phone number listed.

At the time of going to print, the cost per minute is as follows:

- local rate 2p daytime, 0.5p evenings and weekends
- national rate 9p daytime, 4.5p evenings and weekends

Costs from other landlines (including services in the Channel Islands) and mobile phones may vary. You may have to pay for some of the free numbers if you call from a mobile phone or from the Channel Islands.

ChildLine is a service provided and funded by the National Society for the Prevention of Cruelty to Children (NSPCC). CHILDREN 1ST (RSSPCC) delivers the ChildLine service in Scotland on behalf of the NSPCC. NSPCC registered charity numbers 216401 and SC037717. CHILDREN 1ST Scottish registered charity number SC016092. 4595/09. © NSPCC 2009