**Helplines & Information Links**

**In an emergency or crisis Dial 999 for emergency services.**

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

ChildLine is a counselling service for children and young people. The NSPCC’s works to end cruelty to children in the UK.  
ChildLine – Help for children & young people: **0800 1111** available 24/7  
Help for adults concerned about a child: **0808 800 5000**  
[http://www.childline.org.uk](http://www.childline.org.uk/)

**KOOTH** - [**https://kooth.com**](https://kooth.com/)

(**11-25 years**) is a **confidential and anonymous online service** for young people, specifically developed to make it easy and safe for young people to access mental health support as and when they need it, while removing any associated stigma. Once signed up, Kooth users have access to BACP trained counsellors available until 10pm, 365 days a year, peer-to-peer support through moderated forums, and a range of self-help materials, co-written by other young people. Any young person aged 11 – 25th birthday with Cambridgeshire and Peterborough postcode can access the service for free.

**NHS 111 option 2**

Call 111 and press option 2 for the [First Response Service](http://www.cpft.nhs.uk/about-us/mental-health-crisis.htm) - a 24-hour service for people in a mental health crisis. This service is for anyone, of any age, living in Cambridgeshire and Peterborough. Specially-trained mental health staff will speak to you and discuss with you your mental health care needs – instead of you having to go to accident and emergency departments of local acute hospitals.

ChatHealth

From 9.30am to 4.00pm Monday to Friday, ChatHealth has experienced clinicians online waiting to answer and deal with any messages from young people.   
  
To access the service, all users need to do is **TEXT 07480 635 443** to start a conversation.