





## Helplines, apps and websites to support parents

|   | <b>Phone</b><br> | <b>Website</b><br> | <b>Online chat</b><br> |
|---|---|---|---|
| <b>NetAware</b><br>Parents' guide to apps/games/social media sites to help keep children safe |   | <a href="https://www.net-aware.org.uk/">https://www.net-aware.org.uk/</a>                           |   |
| <b>Shout</b><br>Crisis text messenger service   | Text 85258<br><br>24/7<br><br>Free on most networks   | <a href="https://www.giveusashout.org/get-help/">https://www.giveusashout.org/get-help/</a>         |   |
| <b>IMAlive</b><br>Online crisis messenger service (based in US)                               | 24/7  | <a href="https://www.imalive.org/">https://www.imalive.org/</a>                                     |                      |
| <b>Frank</b><br>Honest information and advice about drugs and alcohol                         | 0300 1236600<br><br>Text 82111 confidential<br><br>24/7   | <a href="https://www.talktofrank.com/">https://www.talktofrank.com/</a>                             |   |
| <b>CEOP</b><br>Reporting online sexual abuse or content                                       |   | <a href="https://www.ceop.police.uk/safety-centre/">https://www.ceop.police.uk/safety-centre/</a>   |   |
| <b>Samaritans</b><br>Free confidential support line for people who are feeling desperate      | 116 123   | <a href="https://www.samaritans.org/">https://www.samaritans.org/</a>                               | On its way!<br>Chat will be available soon.   |

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| <p><b>Pace</b><br/>Telephone support and secure online forum for parents of exploited children</p> | <p>0113 240 5226</p> <p>Office hours</p> <p>£</p>                                   | <p><a href="https://paceuk.info/for-parents/">https://paceuk.info/for-parents/</a></p>   |  |
| <p><b>SelfHarm UK</b><br/>Support with self-harm issues</p>  | <p>X</p>  | <p><a href="http://www.selfharm.co.uk">www.selfharm.co.uk</a></p>  |  |
| <p><b>Refuge</b><br/>Domestic abuse helpline and online support and information</p>                | <p>0808 2000 247</p> <p>Free</p> <p>24/7</p>  | <p><a href="https://www.nationaldahelpline.org.uk/">https://www.nationaldahelpline.org.uk/</a></p>   |  |
| <p><b>Young Minds</b><br/>Support for parents when young people suffer poor mental health</p>      |   | <p><a href="https://youngminds.org.uk/find-help/for-parents/parents-survival-guide/">https://youngminds.org.uk/find-help/for-parents/parents-survival-guide/</a></p> |  |
| <p><b>101</b><br/>Non-emergency Police number.<br/><b>For emergencies DIAL 999.</b></p>            | <p>101</p> <p>15p per call</p>  |  |  |
| <p><b>111</b><br/><u>Non-emergency</u> health advice.<br/><b>For emergencies DIAL 999.</b></p>     | <p>111</p> <p>Call if you are seriously worried about symptoms</p> <p>24/7 free</p> | <p><a href="https://111.nhs.uk/">https://111.nhs.uk/</a></p> <p>Use website if your enquiry isn't serious</p>  |  |