

Young people's mental health and wellbeing in Tower Hamlets: voluntary and community sector (VCS) information resource

**Local VCS organisations, national
helplines and online resources**

For VCS staff in Tower Hamlets

This information resource is for use by the Tower Hamlets VCS organisations included in it, and their statutory partners: please do not copy or circulate it outside these organisations

Final draft 25 June 2019 – organisation mailboxes version

Published by Volunteer Centre Tower Hamlets

Norvin House, 45-55 Commercial Street, London E1 6BD

Young people's mental health and wellbeing in Tower Hamlets: local VCS organisations, national helplines and online resources

Information Resource for VCS Staff

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1 What this information resource is for and how to use it

Aims of information resource

- Create a practical resource for VCS staff and statutory partners
- Map voluntary and community sector (VCS) resources and potential
- Demonstrate the voluntary and community sector contribution to the mental health and wellbeing of young people in Tower Hamlets.

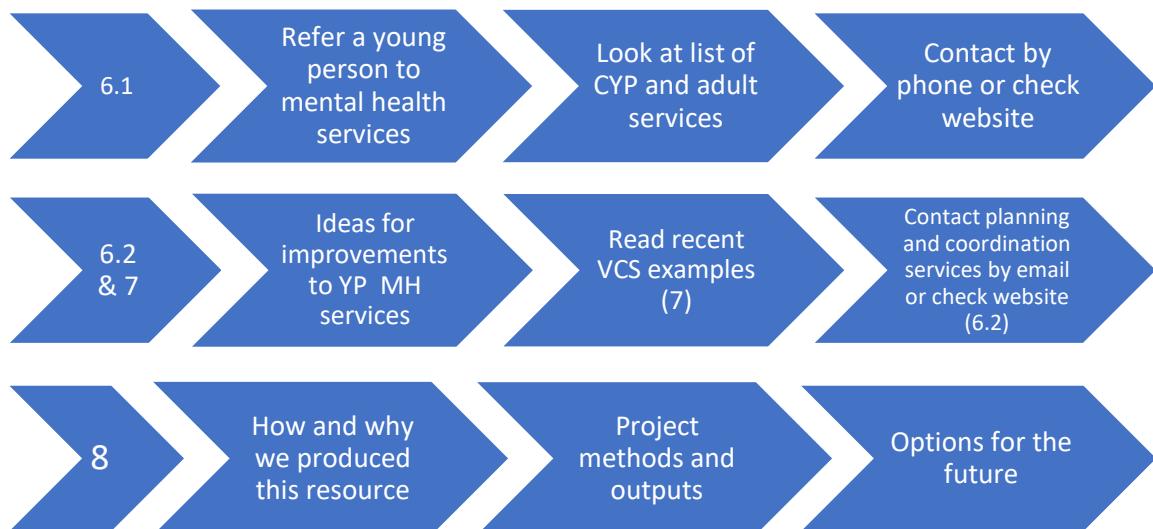
How to use

The resource is for staff working in VCS organisations in Tower Hamlets, taking as its broad age range 14 to 25 years. It is not meant for use directly by young people themselves. It covers:

- Nearly 60 voluntary and community organisations with a focus on or interest in mental health and wellbeing, young people, local communities, and arts and creativity.
- 19 London-wide or national organisations with Tower Hamlets experience and other local partners who can be useful contacts for VCS
- Nearly 70 national voluntary sector helplines or websites currently available for mental health and wellbeing (including all ages) - the first time we have seen such a list
- NHS and Healthy London Partnership websites, directories, and a list of apps which are in the NHS apps library or produced by organisations on our national list.

We haven't included Tower Hamlets statutory services, sports projects, schools, educational bodies or VCS organisations mainly for younger children, as these would be better served by their own directories.





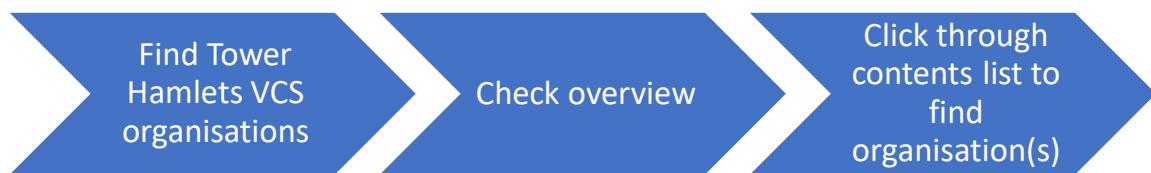
Disclaimer

Inclusion in this information resource does not mean a service is recommended. The lists do not claim to be comprehensive. No attempt has been made by the Volunteer Centre Tower Hamlets to find out about, or give consideration to, the quality of the services. VCS staff should look at any website or app themselves before recommending it to a young person or family. Some contact details and many services will change over time.

No private or for-profit organisations have been considered in the local resources or national helplines/online resources, as this information resource is about the voluntary or community sector. However, it should be noted that some apps are run by private companies, and some online resources may be charged for.

This information resource was compiled and edited between November 2018 and June 2019.

2 Local organisations listing – young people’s mental health and wellbeing in Tower Hamlets



2.1 Overview

This section contains summary information about local VCS organisations in Tower Hamlets, showing what they do and contact details. VCS workers can use this information to find out about local services with experience of, or an interest in, young people’s mental health and wellbeing.

Main focus on young people’s mental health and wellbeing

Docklands Outreach

Step Forward

(See also next section: *Mind with Heart and Place2Be*)

Focus on young people, with projects or activities relevant to mental health and wellbeing

Children’s Society

City Gateway

Mind with Heart

NSPCC

Our Time All Ability Forum

Place2Be

Prince’s Trust

Renaissance Foundation

St Giles Trust

Spotlight

Streets of Growth

(See also participation and engagement: *Young People’s Advice Centre – operates an advice line for SEND*)

Community organisations with a focus and/or projects on youth and community wellbeing

Aanchal

Attlee Centre

Bethnal Green Mission

Bromley by Bow Centre

Eden Bow

ELT Baptist Church

Fern Street Settlement

Good Shepherd Mission

Green Care Partnership (including TH city farms)

Island House

Leaders in Community (LiC)

Mile End Community Project

Osmani Trust

Paradise Zone
Praxis Community Projects
Providence Row
Real
The Rooted Forum
St Hilda's East
Social Action for Health
SocietyLinks
Stifford Centre
Tab Centre (*now known as Shoreditch Tab Church*)
Toynbee Hall
Transform UK - Shoreditch
Women's Health and Family Service

Arts and creative

Chain Reaction Youth Theatre
Cornucopia Theatre Company
Green Candle
Half Moon Theatre
Headliners
Pollyanna Training Theatre
Purple Moon
Rich Mix
Whitechapel Gallery
Young and Talented (PAYP)
(See also *Young People – Spotlight*)

Dedicated mental health organisations with young people's projects or activities

Depression Changes Minds
Family Action
Mind in Tower Hamlets and Newham

Housing providers with community and mental health projects

Look Ahead (*young people's project*)
Newhaven16Plus (*accommodation for young people in care*)
Poplar Harca (*neighbourhoods*)

Young people participation and engagement (includes statutory as well as VCS organisations)

Citizens UK
Children in Care Council
Healthwatch Tower Hamlets
Parent and Carer Council
Poplar Harca through Spotlight (building resilience programme)
Voluntary Sector Children and Youth Forum
Young People's Advice Centre (*for SEND*)
Youth Council and Young Mayor
Youth Empowerment Squad (Barts Health)
Youth Independent Advisory Group

(See also young people: Our Time All Ability Forum. Individual statutory and voluntary organisations also have their own mechanisms for engagement, not listed here)

Alphabetical list 1: Tower Hamlets VCS organisations (control + click to follow link)

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Aanchal

About

Aanchal Women's Aid provides support and services to help women in the rescue, rehabilitation and rebuilding of their lives after the trauma of abuse. We work within communities where women's basic rights are often either ignored or there is a lack of awareness about women's rights both within the home and in the wider social community. We are based in Redbridge and in Newham where we have deep roots since 1984 (*taken from Aanchal's 'Our story' webpage*).

Address

Not given on website

Telephone

0203 384 9412

24-hour helpline: 0845 451 2547

Email

info@aanchal.org.uk.

Website

<http://aanchal.org.uk/>

Services

Our Children Services support children up to the age of 16 years, who are affected by domestic abuse. We provide support through one-on-one coaching sessions and group support sessions where young people can support each other and have fun. We take practical steps to help young people overcome obstacles such as issues in schools, family matters, relationships. 24-hour helpline on 0845 451 2547 for free and confidential advice and support.

Website accessed 20 March 2019

Attlee Centre

About

We provide play and youth services for 5 to 19 year olds; up to 25 years for those with additional needs; after school, weekends and school holidays. We are a fully inclusive provision.

Address

5 Thrawl Street, London E1 6RT

Telephone

020 7375 3212

Email

admin@attleecentre.org

Website

www.attleecentre.org

Services

Service provided for young people:

- Play for 5 to 14 year olds; up to 16 years for those with additional needs; after school, weekends and school holidays.
- Generic youth sessions for 13 to 19 year olds; up to 25 years for those with additional needs; after school, weekends and school holidays.
- Girls and women only sessions

Confirmed with Attlee 16 January 2019

Bethnal Green Mission

About

A welcoming, active and diverse church - we believe in the importance of working together with lots of different people and organisations in order to help transform our borough and our wider world.

Address

305 Cambridge Heath Road, London E2 9LH

Telephone

020 7729 4286 /020 7739 5079

Email

<https://www.bethnalgreenmissionchurch.co.uk/contacts/>

youthbglmchurch@gmail.com

Website

<http://www.bethnalgreenmissionchurch.co.uk/>

Services

On Tuesday and Wednesday evenings we meet in small groups for social events, Bible study, discussion, prayer and worship.

Face to Face Mentoring is a school-based mentoring project at Mulberry Academy that promotes wellbeing to those young people who are referred to the service.

BGM is currently looking at its model of 1 to 1 support, now it has moved into its new building.

On Tuesday evenings in term time, young people aged 11-16 meet to eat, play games and reflect on their faith.

All our events are totally youth focussed and a typical event involves warm up activities, discussion starters, group work, games and refreshments.

[Bethnal Green Mission works with The Feast Tower Hamlets to bring young people together from different faiths and cultures to help build friendship, to explore faith and to change lives. https://thefeast.org.uk/where/tower-hamlets/](https://thefeast.org.uk/where/tower-hamlets/)

Confirmed with Bethnal Green Mission 14 March 2019

Bromley by Bow Centre

About

We support families, young people and adults of all ages to learn new skills, improve their health and wellbeing, find employment and develop the confidence to achieve their goals and transform their lives.

The centre provides activities for physical and wellbeing, such as Macmillan support for cancer patients, gardening programmes, provide education for family

and friends about why it's important to stay healthy, improve people's English, train young people and parents about keeping fit and healthy by riding bikes, exercising day activities for disabled people, visits health centres and men's mental health network.

Source: In the Know

Address

St Leonard's St, Bromley by Bow, London E3 3BT

Email

connect@bbbc.org.uk

Phone

020 8709 9700

Website

<https://www.bbbc.org.uk/>

Services

A range of community services are provided for adults and families, including advice, health and wellbeing, and employment support. The latter, which would include young people aged 18 and over, includes a drop-in called the Connection Zone (Monday to Thursday 10 am to 12 noon and 2 pm to 4 pm) help to access training, and digital inclusion classes.

Confirmed with Bromley by Bow Centre 14 February 2019

Chain Reaction Youth Theatre

About

Chain Reaction Youth Theatre are specialists in providing exciting and effective targeted workshops projects in schools and community settings for 5 to 19 year olds. Our bespoke workshops provide a truly supportive, creative, relaxed environment and are run by teams of our skilled streetwise young facilitators who address personal health and social issues in a way that young people really get stuck into. Chain Reaction also work in other boroughs.

Address

Millers House, Three Mill Lane, London E3 3DU

Email

Admin@chainreactiontheatre.co.uk

Telephone

020 8981 9527

Website

<https://www.chainreactiontheatre.co.uk/>

Services

Free-to-attend interactive issue-based theatre and media workshops. Our free youth theatre is running at our base at Millers House every Tuesday (5.00 - 6.30pm) during term time. If you live/study in Tower Hamlets, are interested in drama and aged 11-18, email to get in touch.

Confirmed with Chain Reaction Youth Theatre 20 February 2019

Children in Care Council

About

Tower Hamlets Children in Care Council (CiCC) provides the Council with essential feedback about what it does right and what it could do better. Made up of a diverse group of young people aged 14 to 21 years, who champion and represent the views of their peers.

Email

TowerHamletsAdvocacy@childrenssociety.org.uk

Website

<https://www.childrenssociety.org.uk/tower-hamlets-advocacy/get-involved>

Services

The Children's Society Advocacy Service participation worker co-facilitates the Children in Care Council, and arranges activities for young people to get involved and use their voice to influence decision-making. Groups meet every last Wednesday of the month at 5pm.

Website accessed 7 February 2019

Children's Society

About

Works with over 13,000 vulnerable children and young people last year, while campaign work will bring change to more than 3 million. Also provides resources and publications.

Address

Head office: Edward Rudolf House, Margery Street, London WC1X 0JL

East London office: 21-23 Broadway , London, E15 4BQ

Telephone

Supporter Care: 0300 303 7000

East London: 020 8221 8200

Email

supportercare@childrenssociety.org.uk

Website

<https://www.childrenssociety.org.uk/>

Services

The Return Home Interview and Advocacy services for Looked After Children in Tower Hamlets alongside pan London services including Stride, a Boys and Young Men's specialist exploitation service, Fresh Step a girls and young women's specialist exploitations service. Rise, a boys and young men's service for internationally trafficked children and By Your Side, a Refugee and Migrant specialist service.

Confirmed by Children's Society 20 March 2019

Citizens UK

About

Citizens UK trains and organises communities to act together for power, social justice and the common good. In Tower Hamlets we are currently working on Mental Health, Refugee Welcome, Youth Safety, Housing and Air Quality. TELCO (The East London Citizens Organisation) is the founding Chapter of Citizens UK. In East London we are a powerful alliance of over 80 civil society institutions including trade unions, faith groups, charities, schools and universities.

Address

136 Cavell Street, London E1 2JA

Telephone

020 7043 9881.

Email

Enquiry form on website

Website

<https://www.citizensuk.org/>

Services

Citizens is an alliance of local member institutions that pay membership fees. We train leaders in these institutions to build power to work for social justice on issues agreed by our members.

Confirmed by Citizens UK on 4 June 2019 at 17.50

City Gateway

About

City Gateway aims to provide the gateway for our students between a place of social and economic inequality and further education or work. Our training and employment services take a unified approach, providing all the elements of functional, vocational and employability training, supported by wrap-around coaching and safeguarding support. At City Gateway, we believe everyone is made equal and in the image of God. (from Annual Report 2017 http://apps.charitycommission.gov.uk/Accounts/Ends60/0001078360_AC_20170831_E_C.pdf)

Address

(Head Office and Youth Programmes) The Pavilion, Import Building, 2 Clove Crescent, Poplar, E14 2BE

(Women's and Family Programmes) Stepney Life Centre, 115 Harford Street, London E1 4FG

Telephone

(Head Office and Youth Programmes): 020 3727 6310

Email

info@citygateway.org.uk

Website

<http://citygateway.org.uk/Home>

Services provided for young people:

Courses, apprenticeships and traineeships

Women's programmes for all ages help you gain confidence and build skills

Learning focuses on employability, enrichment and coaching

Confirmed with City Gateway on 7 February 2019

Cornucopia Theatre

About

Founded in 2007 and dedicated to producing new works, eclectic theatre and groundbreaking presentations of classical plays. (NB not a registered charity.)

Address

Not on website

Email

cornucopiatheatre@googlemail.com

Website

<http://www.cornucopiatheatre.co.uk/>

Services

Recent theatre includes The Beautiful Game (immersive theatre about all things football for children over 7), and Shakespeare productions at Glamis Adventure Playground in Tower Hamlets.

Depression Changes Minds

About

We support parent/carers and the families of children and young people that suffer from mental health illnesses through raising awareness, informing and supporting people, including individuals and families affected by childhood depression.

Contact details

Address and telephone not available

Email

dcmuk@mail.com

Website

https://www.facebook.com/pg/dcm2016/about/?ref=page_internal

Services

We run workshops in schools for parents, highlighting signs and symptoms of mental health illnesses. We give them the tools to help identify difficulties within their children's lives, giving the parents the confidence to communicate with professionals effectively. We also run workshops in schools to provide self care for parents and young people in order to help prevent further health challenges. We have recently undertaken our first recovery retreat for parents and young people.

Sourced from internet 5 March 2019

Docklands Outreach

About

Docklands Outreach (DOC) is a health and preventative social inclusion agency providing comprehensive services to young people, children and families. We specifically work with those who are affected by, or at risk from alcohol, drugs and their misuse, crime, homelessness, poor sexual health, conflict resolution, anti-social behaviour, emotional and mental health difficulties and other related issues that can lead to risk of harm and exclusion in Tower Hamlets

Address

113 Poplar High Street, London, England, E14 0AE

Telephone

T: 020 7538 1601

Email

info@dockout.org.uk

Website

<http://www.dockout.org.uk/>

Services

Office Opening Hours:

Monday to Friday - 10am to 5pm

Counselling and CBT:

Monday - 1pm to 8pm

Tuesday - 5pm to 8pm

Wednesday – 11am to 8.30pm

Thursday – 1pm to 8.30 pm

Saturday - 11am to 2pm

Our services are free, confidential and available for all children 3-10 and young people 11 and 25 regardless of gender, race, ethnicity, religion, sexuality or background. We offer a range of a range of practical and evidenced based therapeutic support to meet the needs of individuals.

Children & Young People's Wellbeing Service

- Mild behavioural difficulties for parents of children age 8 and below
- Mild anxiety in children of all primary school ages

How young people are involved

Street & Community Outreach

One-to-One Advocacy Support

CYP IAPT: Cognitive Behavioural Therapy (CBT)

CYP IAPT: Parenting Programme & Personalised Individual Parenting Training
(PIPT)

CYP IAPT: Systemic Family Practice

Counselling

Community Families Programme

Workshops and Discussion Groups

Comanity Project: Comanity is a project under Erasmus+ KA3 'Support for Policy Reform - Social inclusion through Education

Confirmed by Docklands Outreach 17 December 2018

Eden Bow

About

Eden Bow is a youth organisation that lives on the Lincoln estate. It enables young people to value themselves and others, raise hope for a better future and transform their neighbourhood. Eden Bow are partnered with All Hallows Bow.

Address

Fern Street Settlement, Fern Street, London 3PS

Email

bow@eden-network.org

Telephone

020 7987 1949

Website

<https://www.allhallowsbow.org.uk/eden-bow>

Services for young people

We run a group for those interested in Christian faith and discipleship. We also run creative sessions and community events which are at different times and locations across the Lincoln Estate. We partner with XLP on Thursday evenings in term time for the bus drop in and sports sessions next to Gayton House.

Confirmed with Eden Bow 12 March 2019

ELT Baptist Church

About

ELT is an independent Baptist Church made up of people of all ages and many nationalities who have a common faith in Jesus Christ as Saviour and Lord

Address

Burdett Road, Mile End, London E3 4TU

Telephone

020 8980 6125

Email

admin@eltbaptistchurch.org

Website

<http://www.eltbaptistchurch.org/ministries/children-and-youth-and>

<http://eltbaptistchurch.org/community/youth-projects/>

Services

We run a programme of community youth clubs for local 11-19 year olds (see youth projects webpage above).

Youth Group (School Year 7 upwards): Sunday evening 5.00 - 6:30 pm - a mixture of Bible teaching and social activities (year 7 upwards)

KidZone (ages 5-11): Thursday 4.30 - 6.00 pm - our midweek group for children in Primary School. The children take part in a range of fun games and activities and a Bible Zone each week.

Holiday Club (5-11): each summer we run a holiday club during the first or second week of the school holidays which usually caters for about 90 children from the church and from the local neighbourhood.

Confirmed with ELT 22 January 2019

Family Action (Tower Hamlets)

About

Family Action Building Bridges Services is a specialist mental health service that works with parents/carers with enduring mental health difficulties including bipolar affective disorder, schizophrenia, post-traumatic stress disorder and depression-related illnesses, who have responsibility for the well-being of children. We provide a preventative service which seeks to maintain the care of children in their own families and give emotional/practical support, promoting positive attachments between family members. Our aim is to build the strength of families and support the family towards recovery.

Address

Albert Jacobs House, 62 Roman Road, Bethnal Green, London, E2 0PG

Telephone

Tel: 020 7364 3491

Email

towerhamlets.bb@family-action.org.uk

Website (national - not for Tower Hamlets work)

www.family-action.org.uk

Services

Casework with families that have problems such as parental mental health, a young carer at home, difficulties in parenting, children with mental health difficulties, relationship issues, safeguarding issues and financial and material hardship.

Works in partnership with Tower Hamlets Centre for Mental Health to facilitate family visits for inpatients where appropriate

Works with schools where there is an agreement to support young carers

Confirmed with Family Action 7 January 2019

Fern Street Settlement

About

Fern Street Settlement has been working for the well-being of families in the East End of London since 1907. We are a project of All Hallows Bow church, a family that believes that God is on our side, no matter who we are or what we're going through. Through our children's activities, family learning, advice, support, and community action we're working with you for a better Bow where families live life to the full, children thrive and our community is strong, connected and overflowing with hope for the future.

Address

Fern Street, Bow, London E3 3PS

Telephone

020 7987 1949

Email

fernstreet@allhallowsbow.org.uk

Website

www.fernstreet.org.uk

Services

We offer lots of activities that help strengthen families including family learning groups, ESOL and parenting workshops. We also work with families individually to build confidence and parenting skills, talk through concerns or questions and point to other community resources that could help. Our fun-packed clubs offer school-aged children and young people opportunities to try new experiences, make friends and build confidence, as well as enjoy life!

Website accessed 14 March 2019

Good Shepherd Mission

About

A welcoming church community: everyone is invited to share life with us as we learn from and worship Jesus, and reach out to our neighbours with practical help.

Address

The Good Shepherd Mission, 17 Three Colts Lane, Bethnal Green, London E2 6JL
Postcode: E2 6JL

Telephone

020 7739 3822

Email

Info@goodshepherdmission.org.uk

Website

<https://www.goodshepherdmission.org.uk/join-in/youth-activities/>

Services

Service provided for young people:

Tuesday 6.30-8pm (Term time only): A mixed youth group open to all young people in school years 7-13. We play sport & games, make cool things, eat good food and have a laugh.

Schools Engagement: we are always keen to build positive relationships with our local schools. We seek to meet their pastoral needs where possible, and currently we are working with young people who find it difficult to access the mainstream curriculum, and providing a lunch club for young men.

We no longer take part in regular detached work, or the Cranbrook Girls Club. We are able to offer mentoring but it only comes about as a result of relationships being built within the context of our organised activities.

Confirmed by Good Shepherd Mission 21 December 2018

Green Candle

About

We provide dance experiences to those with least access to it, within both educational and community settings. We deliver one off or long term projects for all ages. Our main objective is to provide dance experiences to those with least access to it, within both educational and community settings. At Green Candle we make sure that everyone fulfils his or her right to watch and participate in dance regardless of age or ability.

Address

Oxford House, Derbyshire Street, Bethnal Green, London E2 6HG

Telephone

020 7739 7722

Email

info@greencandledance.com

Website

<http://www.greencandledance.com/>

Services

Services provided for young people:

We deliver one off or long term projects for Early Years, 0 to 4, Children & Young People aged 4 to 25, and all ages, for example a youth dance group at Mulberry School (after school activity for pupils). Intergenerational work brings older ages together with primary school age children.

There is a 'young and dancing' section of the website:

<http://www.greencandledance.com/participation/young/>

Confirmed with Green Candle 7 February 2019

Green Care Partnership (details include city farms)

About

The Tower Hamlets Green Care Partnership (coordinated by the Women's Environmental Network) brings together four exceptional community run green spaces that have shaped local lives for over 30 years, namely our three wonderful city farms Mudchute, Spitalfields and Stepney and London's most urban woodland at the TH Cemetery Park. Bromley By Bow Centre are also listed as members on the website. Models for embedding nature based mental health interventions within the NHS were piloted, including a three-month therapeutic intervention with the Tower Hamlets Centre for Mental Health researching improvements to ward environments, and a three month gardening group with care coordinators and a Community Mental Health Team.

WEN, 20 Club Row, London E2 7EY

020 7481 9004

info@wen.org.uk

<https://www.wen.org.uk/greenware>

Green spaces

The Friends of Tower Hamlets Cemetery Park

The Soanes Centre, Southern Grove, Mile End, London E3 4PX
Postcode: E3 4PX

https://www.towerhamlets.gov.uk/lgnl/leisure_and_culture/parks_and_open_spaces/cemetery_park.aspx

Friends website: <https://www.fothcp.org/>

Services

The Cemetery Park run a wide range of activities and events throughout the year, for all ages, including arts and crafts workshops and guided walks.

Stepney City Farm

Stepney Way, Stepney, London E1 3DG

Telephone

020 7790 8204

Email

Info@stepneycityfarm.org

Website

www.stepneycityfarm.org

Services

Farm is free and open to visit Tues-Sun 10am-4pm. Young people aged 12-17 can get involved with the running of the farm during Sunday 'Young Volunteers' sessions. The farm is also running a youth volunteering and work experience programme for 11-20 year olds in partnership with local schools, alternative education providers and youth services as part of 'Young London Inspired', the Mayor of London's fund for volunteering and youth social action projects which promote wellbeing and emotional resilience. *Confirmed 9 April 2019*

Mudchute Park and Farm

Pier Street, Isle of Dogs, London E14 3HP

Telephone

020 7515 5901

Website

<https://www.mudchute.org/>

Services

As well as visitors, the farm services include volunteering and education activities, including structured activities with schools

Spitalfields City Farm

Buxton Street, Bethnal Green, London E1 5AR

Telephone

020 7247 8762

Website

www.spitalfieldscityfarm.org

Services

As well as visitors, services include volunteering and the mobile farm which provides an educational service bringing friendly animals to your event or project

Websites accessed 15 March 2019

Half Moon Theatre

About

Half Moon is a young people's theatre in Limehouse. Half Moon works with schools and community groups to enable children and young people throughout Tower Hamlets to explore, play and learn through drama and other arts activities. Half Moon specialises in work for early years and teenagers and young people with a range of disabilities and additional needs.

Address

Half Moon Young People's Theatre
43 White Horse Road, London E1 0ND

Telephone

Administration 020 7265 8138
Box office 020 7709 8900

Email

admin@halfmoon.org.uk

Website

<https://www.halfmoon.org.uk/>

Services

Parents:

- Take part
- Encourage their children

Half Moon runs seven Youth Theatre groups for 5 – 18 year-olds in East London interested in theatre and drama. Creative Learning programmes include curriculum-focused activity, after-school and out-of-school workshops and initiatives to support young people's personal and social development

Confirmed by Half Moon Theatre 17 January 2019

Headliners

About

We aim to improve the wellbeing of children and young people by empowering them to have a voice, raise their aspirations and identify breakthrough areas in their lives. We bring together young people from different backgrounds and experiences to improve community relations and help them make good choices in their own lives. The organisation's office is in N1 but in London we work mainly in Tower Hamlets, Hackney and Islington.

Address

Headliners (UK), 49-51 East Road, London N1 6AH

Telephone

020 7749 9360

Email

(Enquiry form on website)

Website:

<https://www.headliners.org/>

Services

Our learning programme improves the educational and employment prospects for young people, brings young people together from different backgrounds and experiences to improve community relations and helps them make good choices in their own lives. Our multi-media learning through journalism programme improves the educational and employment prospects for young people, particularly those who are isolated including young people with special educational needs, young people in and leaving care and young people excluded from school. Our young people can gain accreditation in a range of digital media skills, journalism and personal progression. In London programmes include digital citizens, leadership programme and grime city

Confirmed with Headliners 18 March 2019

Healthwatch Tower Hamlets

About

We are an independent charity giving a voice to children, young people and adults who use health and social care in Tower Hamlets. Local Healthwatch organisations are a statutory service commissioned by local councils as part of the Health and Social Care Act 2012.

Address

Room 23, Block 1 (Trust Offices), Mile End Hospital, Bancroft Road, London E1 4DG

Telephone

0800 145 5343 and 020 8223 8922.

Email

info@healthwatchtowerhamlets.co.uk

Outreach and Engagement Officer (leads on Young Influencers)

Tahmina.begum@healthwatchtowerhamlets.co.uk Volunteer Support Officer
(generally supports volunteers and Benita in her duties)

Website

<https://www.healthwatchtowerhamlets.co.uk/>

Confirmed by Healthwatch Tower Hamlets 10 January 2019

Island House Community Centre

About

For nearly 50 years Island House has provided facilities and services for our partner tenants (an advice centre, playgroup & church) and user groups, as well as running a diverse programme or of our own high quality projects. These are in four key areas of Adult Learning, Youth & Family, Public Health, and Sports & Leisure for the promotion of the social, mental, physical and spiritual wellbeing of people of all ages, backgrounds, abilities and faiths in the Isle of Dogs and Tower Hamlets community.

Address

Island House, Roserton Street, Isle of Dogs, London E14 3PG

Telephone

020 7531 0310

Email

admin@island-house.org

Website

<https://www.island-house.org/>

Services

Some of our current projects include; peer support for pregnant women & new mums, sports and dance for both youths and adults, employment training, start-up support for community projects, ESOL classes and crafts/lunch clubs for elderly people

Confirmed by Island House 13 February 2018

Leaders in Community (LiC)

About

A youth led charity run by a group of active local young people from Tower Hamlets, set up in 2006 by a group of young adults who wanted to improve their local services. We have a variety of creative learning programmes aimed to empower young people in leadership and governance. The programmes run throughout the year and are free for all young people.

Address

25a Limborough House, Off Wallwood Street, London E14 7AW

Telephone

020 7987 8796

Email

info@licprojects.org

Website

www.licprojects.org

Services

Service provided for young people:

- Aged 13 to 25 years old living, studying or working in Tower Hamlets
- free for all young people.

How young people are involved:

- Programmes in local communities
- can sign up as a Management Committee Member
- young volunteer
- mentor
- partner
- donate

Confirmed with LiC 24 January 2019

Look Ahead

About

Look Ahead supports thousands of people across London and the South East with a diverse range of needs, helping them to make individual choices, achieve goals and take control of their own lives by providing tailor-made support, care and accommodation services. There are a number of supported living projects for adults in Tower Hamlets and the young people's project in Tower Hamlets provides accommodation for 55 young people, most affected by homelessness or leaving care.

Address

Look Ahead, Kings Buildings, 16 Smith Square, London, SW1P 3HQ.

Telephone

Head office: 0207 368 4600

Email

getintouch@lookahead.org.uk

Website

<https://www.lookahead.org.uk/>

Services for young people

The lifeskills programme underpins a range of projects for young people between the ages of 16 and 25. It focuses on building skills and confidence in the different areas professionals look at when assessing a young person's ability to live independently. This includes emotional wellbeing, skills, training and work, health, finances, relationships and their living environment. Look Ahead head office has a volunteer team who recruit peer mentors and volunteers to work alongside the project.

Confirmed with young people's project 7 February 2019

Mile End Community Project

About

MCP delivers a range of social and educational activities, focusing on creativity through film production, art and media projects. MCP also provides sporting, recreational and lifelong learning opportunities for Tower Hamlets residents who may not otherwise engage due to social, cultural, racial or economic challenges.

Address

111 Hamlets Way, Mile End, London, E3 4TL

Email

hello@mileendcommunityproject.org

Telephone

0208 983 7688

Website

<http://www.mileendcommunityproject.org/>

Services

Services (subject to funding) are advertised and illustrated. An example is the I Am Me project - a campaign that raises awareness of the isolation some young people can face who suffer from mental health issues and the I Am Me campaign that instils confidence in young people to be proud of who they are.

Confirmed with Mile End Community Project on 17 January 2019

Mind in Tower Hamlets and Newham

About

MIND in Tower Hamlets works to improve the mental health needs of the local community by raising awareness and promoting a range of services through partnerships.

Address

Open House, 13 Whitethorn Street, London E3 4DA

Telephone

020 7510 1081

Email

info@mithn.org.uk

Website

www.mithn.org.uk

Services for children and young people are provided in partnership with other agencies

Mind in Tower Hamlets and Newham are involved in projects which provide one to one counselling for hard to reach clients. This includes counselling with Tower Hamlets Homes, The Prince's Trust, London Churchill College in Whitechapel, and other schools and homeless shelters in the area.

Website accessed 28 February 2019

Mind with Heart

About

Mind with Heart is an award-winning international charity based in Hackney, training teachers and students in sustainable wellbeing, emotional health and social connection. It is dedicated to an education in 'inner values', supporting schools in their efforts to be genuinely flourishing establishments.

Address

4 Sanford Walk, London N16 7LB

Telephone

07380 947 498

Email

Contact form on website

Website

<https://www.mindwithheart.org/>

Services

Connected - a mindfulness-based complete social and emotional learning programme for schools and teachers.

Website accessed 23 May 2019

Newhaven16Plus

About

Our aim is to provide a safe, nurturing and empowering environment for young people to live in and to gain the confidence to develop the skills needed to enjoy a successful transition into independent living. As well as care leavers, the website mentions of other needs including mental health.

Address

111 Hoe Street, Walthamstow, London E17 4RX

Telephone

0207 511 8660 / 0208 223 0205

Email

Info@newhaven16plus.co.uk

Website

<https://newhaven16plus.co.uk/>

Services

Fully furnished Shared Semi Independent Accommodation with on-site 24hr staff support, also outreach and placements. For 16 plus and 18 plus age groups.

Website accessed 4 July 2019

NSPCC

About

We help children who have been abused to rebuild their lives, protect those at risk, and find the best ways of preventing abuse from ever happening. We work with families when they're going through difficult times – like battling addiction or overcoming mental health problems. National programmes include ChildLine, campaigns, preventing abuse and include on-line information about keeping children safe and mental health.

Address

Weston House, 42 Curtain Road, London EC2A 3NH

help@nspcc.org.uk

Website

Organisation website: <https://www.nspcc.org.uk/>

Protect and Respect link: <https://learning.nspcc.org.uk/services-children-families/protect-and-respect/>

Services

The NSPCC has undertaken a number of projects in Tower Hamlets over the years but does not have any current service centres in the borough (confirmed with NSPCC February 2019). The 'Protect and Respect' Sexual Exploitation Service operates in London for young people only in Camden and Croydon. The service aims to work with young people who are at risk of, have previously been or are currently being sexually exploited (work with 11-19 year olds). Tower Hamlets children with concerns about abuse should contact ChildLine (24-hour, free phone number is 0800 1111)

Confirmed with NSPCC February 2019

Osmani Trust

About

Osmani Trust is a youth and community organisation based in Tower Hamlets. The Trust offers a wide range of community, health and sporting initiatives tailored to the needs of the community. It aims to provide a holistic service, which helps people, particularly those living in disadvantaged urban communities to re-engage with mainstream society and improve their quality of life. We also place strong emphasis on the health and social welfare of the community. This includes promoting healthy eating, physical activity, sports participation and smoke cessation. The website (accessed 10 April 2019) shows nine separate projects.

Address

Osmani Centre, 58 Underwood Road, London, E1 5AW

Telephone

020 7247 8080

Email

info@osmanitrust.org

Website

<http://www.osmanitrust.org/about/>

Services

Services for young people (accessed 16 November 2918 at 10.03) include Aasha Gang Mediation Programme -focuses pre-dominantly on young people aged between 12-25

Amaal Girls Project works with young women aged between 8 and 25. Amaal delivers a range of activities and opportunities for girls in a culturally sensitive environment with the aim of encouraging more young women into mainstream provision such as education, training, employment and community work.

Youth Club & Holiday Project - aims to empower young people through advice, information, education and practical support, to allow them to make informed decisions about their lives. Its current portfolio of activities are outline regular youth club sessions, football project, holiday schemes and working closely with local Schools and PRU to offer a tailor made projects for excluded pupils.

Osmani Trust hosts a weekly social and wellbeing club for adults, targeting people with mental health needs. This provides an opportunity for members to come out, socialise and develop friendship amongst other adults, thus reducing isolation. It operates on a user-led basis, whereby participants are encouraged to decide on activities. This popular and valuable service has been running at Osmani Centre since 2012

Confirmed with Osmani Trust 9 February 2019 - website projects updated 10 April 2019

Our Time All Ability Youth Forum

About

Our Time is an all ability youth forum, established since 2014, and run by young people between the ages of 14-25 with special educational needs and disabilities.

We welcome young people of all abilities and aim to get their views heard

Young people can gain new experiences and skills, meet new people and build confidence, know their rights around special educational needs and disabilities, raise awareness and campaign for change

Address

30 Greatorex Street, London E1 5NP

Telephone

020 7364 4982

Email

ourtime.yf@gmail.com

Contact form on website

Website

<http://www.ourtimeyf.com>

Services

Our Kitchen Cooking Club

- Film making and media projects
- Campaigning
- Mentoring
- Advice

We also provide weekly cooking projects to help young people with SEND develop independent living and social skills.

Confirmed with Young People's Advice Centre 29 January 2019

Paradise Zone

About

We work with ages 5 to 25. We work with children and young people in appropriately aged open sessions, school groups, projects, workshops, residential, out of school provision, out-door education, 1:1 and drop in, responding to individual needs.

Address

The Paradise Zone Youth Centre, Kerby Street, Poplar, E14 6AJ

Telephone

0207 987 9405

Email

club@theparadisezone.org

Website

<https://theparadisezone.org/>

Services

All sessions have a team briefing and reflection (thought for the session) and team evaluation of session after.

Open sessions: Tuesday club: ages 10-13, 6.00 pm; Wednesday club ages 5-9, 5pm; Youth Café 13 plus, 7.00 pm. The website lists outdoor education, family trips and other activities.

Confirmed with the Paradise Zone 17 January 2019

Parent and Carer Council

About

The Parent and Carer Council (PCC) is Tower Hamlets' main family forum. It provides a platform where parents can collectively help shape the services that are available to families in the borough. The PCC gives parents and carers the opportunity to share information about education, health and community safety in the borough, so that Tower Hamlets can offer the best possible services to families now and in the future. Parent champions are a small group of parents who champion and routinely get involved in issues in relation to children and families

Telephone

Family Information Service: 020 7364 6495

Email

parentcouncil@towerhamlets.gov.uk

Website

https://www.towerhamlets.gov.uk/lgnl/education_and_learning/parental_support/parent_and_carer_council.aspx

Services

Parents or carers with a child from birth to 25, who live in the borough or have a child attending a school in Tower Hamlets, are welcome to join and attend. Free training is provided. The PCC meets three times a year in accessible, child friendly venues across the borough. Free childcare and activities for children up to the age of 13 years is also provided.

Confirmed by Parental Engagement Adviser 11 February 2017

Place2Be

About

Place2Be aims to be the leading national children's mental health charity. We provide in-school counselling support & expert training to improve the emotional wellbeing of pupils, families, teachers & school staff.

Address

175 St John St, Clerkenwell, London EC1V 4LW

Telephone

0207 923 5500

Email

enquiries@place2be.org.uk

Website

<https://www.place2be.org.uk/>

Services: Place2Be is working across various key stages in ten schools in Tower Hamlets

Bishop Challoner Catholic Collegiate Boys School
352 Commercial Road, London E1 0LB
Bishop Challoner Catholic Collegiate Girls School
352 Commercial Road, London E1 0LB
Bow School
44 Twelvetrees Crescent, Bow, London E3 3QW
Cubitt Town Junior School
Manchester Road, Isle of Dogs, London E14 3NE
George Green's School
100 Manchester Road, Isle of Dogs, London E14 3DW
St Edmund's Catholic Primary School
299 Westferry Road, Isle of Dogs, London E14 3RS
St John's Church of England Primary School
Peel Grove, Bethnal Green, London, E2 9LR
St Mary & St Michael Catholic Primary School
Sutton Street, Stepney, London E1 0BD
St Paul's Whitechapel CE Primary School
Wellclose Square, London, E1 8HY
St Paul with St Luke
Leopold Street, London E3 4LA
Source
<https://www.place2be.org.uk/what-we-do/where-we-work/where-we-work/tower-hamlets.aspx>

Confirmed by Place2Be 14 February 2019

Pollyanna Training Theatre

About

Pollyanna Training Theatre is a children's theatre school based in Wapping, East London. A registered charity, Pollyanna teaches children from the ages of 2-18, in a range of classes run by industry professionals. They believe that theatrical training is not only to develop a new generation of actors, singers and dancers, but also to; develop confidence & social skills, encourage children to feel a sense of achievement & most crucially, to have fun!

As a charity, Pollyanna believes that everyone should be able to access the educational and social benefits that theatrical training can bring. As such, Pollyanna consistently delivers excellent weekly classes, alongside 2 original performances per year. What's more, they're committed to keeping the termly fees affordable, and developing & delivering scholarship opportunities where able.

Address

Raine House, Raine Street, London E1W 3RL

Telephone

0207 481 1911

Email

mail@pollyannatheatre.org

Website

<http://www.pollyannatheatre.org/>

Services

The website lists classes every day of the week (other than Tuesday and Sunday)

Confirmed with Pollyanna 23 January 2019

Poplar Harca (neighbourhoods)

About

Poplar HARCA is a housing and regeneration community association in Tower Hamlets. It operates the Spotlight Creative Youth Centre.

Address

155 East India Dock Road E14 6DA

Telephone

0800 035 1991

Email

info@poplarharca.co.uk

Website

<https://www.poplarharca.co.uk/>

Services

The website gives a summary of work in ten neighbourhoods in Tower Hamlets, including community projects in partnership with residents and partner organisations, for example Bromley by Bow Centre (Bow Bridge and Devons), Poplar Union (Lansbury West), St Paul's Way Centre (Burdett and Leopold) and Trussler Community Hall (employment and training - click on Lansbury).

Confirmed with Poplar Harca 20 March 2019

Poplar Harca through Spotlight – building resilience programme

About

Spotlight have a contract with Tower Hamlets CCG to co-produce workshops on mental health promotion with young people, and support them to run the workshops in local schools, including secondaries.

Address

30 Hay Currie Street, London E14 6GN

Telephone

020 3011 1333

Email

hello@wearespotlight.com

Services

Workshops are arranged directly with schools, but Spotlight can pass on information about participation opportunities to young people with experience of leading training.

Confirmed with Spotlight 14 March 2019

Praxis Community Projects

About

We have a solutions-focussed, holistic and practical approach and are committed to working with refugees and migrants, as active partners, to advocate for their own needs, develop their leadership skills and contribute their voices to the wider community and policy debates.

Address

Pott Street, London E2 0EF

Telephone

020 7729 7985

Email

admin@praxis.org.uk

Website

<http://www.praxis.org.uk/>

Services

The website lists five ways Praxis can help: advice and information, health and wellbeing, community groups, interpreting, safe accommodation. The community groups listed for young people are WINGS (Women Inspiring New Generations), a peer support group for migrant women and their children, and Brighter Futures, a group of young people, passionate about raising awareness of the issues affecting their lives. Some years ago, the Brighter Future Group produced a toolkit for young asylum seekers and refugees:

<http://www.brighterfutureslondon.co.uk/wellbeingtoolkit/peer-support/>

Confirmed with Praxis 14 March 2019

Prince's Trust

About

The Prince's Trust believes that every young person should have the chance to embrace exciting opportunities. So, the Trust helps 11 to 30 year-olds who are unemployed or struggling at school to transform their lives.

Working with young people across Tower Hamlets and beyond, we help 13 to 25-year-olds work towards their personal goals through Fairbridge, a free and fun personal development programme to equip you with the tools you need to move forward.

We can also help you to get a job, discover new talents and even start a business. So, pop into our centre's outreach zone and meet our dedicated staff and volunteers.

With our digital learning hub, working kitchen, training areas and space for one-to-one mentoring and coaching, there really is something for everyone.

Address

William Cotton Place, 124 St Paul's Way, Poplar, E3 4QA

Telephone

call us on 0800 842 842 (free)

Text 'call me' to 07983 385418

Email

outreach.london@princes-trust.org.uk

Website

<https://www.princes-trust.org.uk/>

(Tower Hamlets page): <https://www.princes-trust.org.uk/about-the-trust/where-we-work/south-england/morgan-stanley-centre>

Services in Tower Hamlets

Services provided for young people:

- Supports individuals in being able to learn in their own pace
- Provide the skills and training needed to secure the job you want
- Allowing young people to get into work, education and training

Source: website and Fairbridge poster 6 February 2019

Providence Row

About

Providence Row works with more than 1600 homeless and vulnerably housed people a year in East London, offering an integrated service of crisis support, advice, recovery and learning and training programmes.

Address

Dellow Centre, 82 Wentworth St, London E1 7S

Telephone

020 7375 0020

Email

info@providencerow.org.uk

Website

<https://www.providencerow.org.uk/>

Services

Homelessness, learning and wellbeing, drug and alcohol, training and employment. All new people needing advice should come to Providence Row between 9.30-11:30am Monday to Friday for an assessment.

Confirmed with Providence Row 21 February 2019

Purple Moon Drama

About

Purple Moon Drama is a creativity hub and drama club. We run a drama club and deliver workshops for all ages. We provide opportunities for emerging writers, directors and young actors, and we train in-house workshop facilitators. We want theatre to be inclusive and transformative.

Address

Eastside Community Centre, London E3 2RB

Telephone

07838 131 764

Email

cheryl@purplemoondrama.co.uk

Website

<http://purplemoondrama.co.uk/>

Services

Purple Moon Drama provides a great opportunity for 16 to 25 year olds to come together and explore the world of theatre. We specialise in active participation in a workshop environment. We have run several theatre based programmes focussing on mental health within schools and in community centres. We work with mental health both thematically and have run bespoke programmes specially for young people with additional needs.

Confirmed with Purple Moon 24 January 2019

Real

About

Real is run by disabled people, for disabled people. We support people with any type of impairment or disability, and of all ages, genders, gender identities, ethnicities, religions, beliefs, and sexual orientations. As well as supporting disabled adults and children, we work with their parents, carers and families. We are particularly interested in supporting young people in transition from children's to adult services. We can help you connect with others to share information and advice. We can also help you join together and campaign about the issues that affect you. Real is a registered charity and is the registered working name of Real DPO Ltd.

Address

Jack Dash House, 2 Lawn House Close, London E14 9YQ

Telephone:

Main office: 020 7001 2170

Email

[Information, advice or advocacy: Local-link@real.org.uk](mailto:Information_advice_or_advocacy_Local-link@real.org.uk)

[Volunteering and other enquiries: hello@real.org.uk](mailto:Volunteering_and_other_enquiries_hello@real.org.uk)

Website

<http://www.real.org.uk/>

Services. Real is open Monday – Friday, 10am – 4pm.

Service provided for young people:

- Information, advice and independent advocacy on topics such as social care, benefits, housing, transport, volunteering, employment
- Supporting families and support them with their needs in relation to the above provided there is no conflict with the wishes of the disabled child
- Connecting young disabled people to have a collective voice that makes positive change happen, through our Local Voices network

Confirmed with Real 26 March 2019

Renaissance Foundation

About

Based in East London, we work specifically with young people aged between 13 and 19 that are living with major challenges and who are at risk of failing to achieve their potential.

Address

62 Old Nichol Street, London E2 7HP

Telephone

020 3287 2069

Email

info@renaissance-foundation.com

Website

<https://www.renaissance-foundation.com/>

Services

Young Carers

School Pupils at Risk

Confirmed with Renaissance Foundation 28 January 2019

Rich Mix

About

An arts centre, champion of artists and creative hub. It is a charity whose mission is to inspire the communities of the world who live in London to come together and to make, debate and experience art and culture. Its building is home to more than 20 resident organisations that work in a wide variety of fields, from theatre production and contemporary art to music education and lighting design

Address

35-47 Bethnal Green Road, London E1 6LA

Telephone

020 7613 7498

Email

boxoffice@richmix.org.uk

Website

<https://richmix.org.uk/>

Services

We offer free family programme, talent development opportunities to young people in Tower Hamlets and work closely with local schools.

Confirmed with Rich Mix 15 February 2019

The Rooted Forum

About

The Rooted Forum (TRF) is a community registered charity organisation established in January 2007 that currently operates in the London Borough of Tower Hamlets. Our services benefit all segments of the community but primarily concentrate on those classified as vulnerable. Our beneficiaries live in poverty, overcrowded homes and in an area of high concentration of crime and low educational attainment.

Address

Tarling East Community Centre, 63 Martha Street, London E1 2PA

Telephone

0207 423 9146

Email

info@therootedforum.org

Website

<http://therootedforum.org/>

Services

The Rooted Forum (TRF) Fun-Days are focal day long large-scale events led by local young people for all sections of the community to enjoy together; the Fun-Day engages young people directly with local residents to build community relations.

Confirmed with The Rooted Forum on 13 March 2019

St Giles Trust

About

St Giles Trust is a charity helping people facing severe disadvantage to find jobs, homes and the right support they need. We help them to become positive contributors to local communities and wider society. We passionately believe everybody is capable of changing their lives. Our mission is to help our clients achieve this through offering support from someone who has been there. Our peer-led services form the backbone of our work.

Address

Head office: Georgian House, 64-68 Camberwell Church Street, London SE5 8JB

Telephone

020 7708 8000

Email

info@stgilestrust.org.uk

Website

www.stgilestrust.org.uk

Service provided for young people in Tower Hamlets:

Intensive, specialist help for young people and families affected by gang-related violence and exploitation. We also prevent young people at risk of becoming involved in gangs and violence. Gamechangers - Work in Tower Hamlets PRU: this involves targeted support to young people and families with serious and complex issues

We work in partnership with Barts NHS Trust in The Royal London Hospital's Major Trauma Centre in Whitechapel, East London, to offer intensive support to young people who have been admitted as victims of serious youth violence. We offer intensive, one-to-one casework support to the young people, helping them engage with appropriate support services so that the chances of them returning to serious violence once discharged are minimised. Typically, this support involves helping the young people access services around education, housing and employment.

Confirmed with St Giles Trust 28 February 2019

St. Hilda's East Community Centre

About

St. Hilda's East is a multi-purpose community centre catering for all sections of the local community. We welcome people of all ages and backgrounds and have an active programme of activities based within our building.

Address

18 Club Row, Bethnal Green, London E2 7EY

Telephone

020 7739 8066

Email

mail@sthildas.org.uk

Website

www.sthildas.org.uk

Services

Youth groups include the HAYA (Helping Achieve Youth Ambitions) Girls' Project and a Boys' Project. The Youth Groups offer a variety of educational and recreational activities for young people including workshops, discussion sessions, sports and outings. Surjamuki group provides social opportunities for young people with disabilities, and support to empower them, through a weekly youth group.

Confirmed with St Hilda's 7 February 2019

Social Action for Health

About

Our way of working is to build capacity in people and communities – particularly those most affected by health inequalities. We are expert at engaging participation and then facilitating ways that people can develop their own solutions, share their expertise and see the world and opportunities in a different way. We focus our work in three key areas: community partnerships, people's health and community research.

Address

Ment House, 1C Mentmore Terrace, Hackney, London, E8 3DQ

In Tower Hamlets: The Brady Centre, 192-196 Hanbury St, London E1 5HU

Telephone

020 8510 1970

Email

Enquiry form on website

Website

<https://www.safh.org.uk/>

Services

Advice sessions in GP practices. Our advisors offer professional advice on welfare, housing, and debt related issues

Sure STEPS - peer-support provided by local people to carers and parents looking after children under one years old who would like some extra support.

Maternity Voices - we campaign to improve maternity services. For support in feeding back about experience of local maternity care - good or bad - please get in touch. We can signpost to birth choices (antenatal) and birth reflections clinics as well as support following a traumatic birth.

Confirmed by SaFH on 6 June 2019

SocietyLinks

About

SocietyLinks Tower Hamlets works in partnership with Peabody and aims to create opportunities and activities to address the needs of residents, with the ethos of bringing about radical lifestyle, and social changes to improve the quality of life for those working and living in Tower Hamlets.

Address

80 John Fisher Street, London E1 8JX

Telephone

0207 702 0901

Email

info@societylinks.org.uk

Website

www.societylinks.org.uk

Services

Services for young people include:

Tunes against knives

Shadwell Youth Club (12 to 19 years, with three youth club sessions and an outdoor session on the all weather pitch) and E1 Youth Club (ages 11 to 16 years).

Girlz group for ages 8 to 19

Confirmed with Society Links 7 February 2019

Spotlight

About

Spotlight is a free creative youth service designed to inspire and shape by young people, for young people. Spotlight provides an inclusive, safe and welcoming service for young people. Our wide ranging programme for young people aged 11 – 19 is delivered with leading partners from the creative industries.

Address

30 Hay Currie Street, London E14 6GN

Telephone

020 3011 1333

Email

hello@wearespotlight.com

Website

www.wearespotlight.com

Services

A full programme of activities is available online.

Confirmed with Spotlight 7 February 2019

Step Forward

About

Step Forward is an independent charity with the aim of improving the quality of the lives of young people aged 11-25 in Tower Hamlets and the surrounding areas. Step Forward provides a wide range of unique, innovative and responsive services to young people. These include free, independent and confidential information, counselling and personal development activities. Step Forward is easily accessible and operates from its own purpose-built building in Bethnal Green.

Free and confidential services for all young people aged 11-25, living in & around Tower Hamlets, East London - wellbeing, sexual health, personal development, LGRBQ+, mental health

Address

234 Bethnal Green Road, London E2 0AA

Telephone

[020 7739 3082](tel:02077393082)

Email

info@step-forward.org

Website

<http://www.step-forward.org/>

Services

Mondays: 10:00pm – 7:00pm (appointments only until 8:00pm)

Tuesdays: 10:00am – 7:00pm (appointments only until 8:00pm)

Wednesdays: 2:00pm – 7:00pm (appointments only until 8:00pm)

Thursdays: 10:00am – 7:00pm (appointments only until 8:00pm)

Fridays: 10:00am – 6:00pm

Saturdays: 11:00am – 4:00pm

Services provided for young people

Free and confidential services for all young people aged 11-25, living in around and around Tower Hamlets, East London- wellbeing, sexual health, personal development, LGBTQ+, mental health, including:

Counselling

Personal Development

LGBTQ+

Sexual Health

Mindfulness

Art Therapy

We have a friendly, qualified team with multiple skills who can offer one-to-one sessions, group sessions, workshops, fun and healthy activities, and a weekly clinic.

We work with Schools, Colleges and Universities to offer regular and quality counselling and training on site to their students, including counselling and Sex and Relationship Education (SRE).

Confirmed with Step Forward 25 February 2019

Stifford Community Centre

About

We aim to foster change by inspiring residents facing extreme levels of housing overcrowding, child poverty, poor educational attainment, skills deficits, unemployment and benefits dependency with opportunities to make positive and informed life changes.

While providing practical services including information, advice and guidance as activities shaped by feedback from local residents to address unemployment by transferring life skills into opportunities for community engagement, celebration, volunteering and employment supporting families in climbing out of poverty, Stifford continues to listen and help consider means of improving local lives.

Address

2-6 Cressy Place, Stepney Green, London, E1 3JG

Telephone

020 7790 3632

Email

info@stifford.org.uk

Website

www.stifford.org.uk

Services

It's a community that runs a number of projects and aims to help individuals in the local area. The projects include elders lunch club, children's homework clubs, girl's arts and crafts sessions (ages 10 to 16), workshops for healthy living and diet as well as legal advice.

Confirmed with Stifford Centre 14 February 2019

Streets of Growth

About

Our team are committed to transforming the way young adult communities aged 14-24 years are prepared and equipped to engage change in themselves and the regeneration opportunities within and beyond their neighbourhoods.

Our Bridging Model™ offers four key interventions that make up our system of support for the young clients we serve and partner, namely lifestyle, environment, education and career.

Address

1st Floor, 30 Marsh Wall, Isle of Dogs, London, E14 9TP

Telephone

0207 515 7356

Email

mail@streetsofgrowth.org

Website

<http://www.streetsofgrowth.org/>

Services

Service provided for young people:

Outreach and street intervention, social enterprise, career support, job club and young parents programmes.

Confirmed with Streets of Growth 21 February 2019

Tab Centre (now known as Shoreditch Tab Church)

About

Shoreditch Tabernacle Baptist Church, or 'The Tab' is a growing church in the heart of Shoreditch in East London. It runs activities for young people as part of its programme, and is also the base for TransformShoreditch and the local base for Street Pastors, volunteers from local churches who engage with people on the streets of the borough on Friday nights. TransformUK now oversee and deliver all of the wider youth provision which runs from the Tab Centre and does not have a religious focus

Address

3 Godfrey Place, London E2 7NT

Email

info@tabcentre.com

Telephone

020 7739 3076

Website

<http://www.tabcentre.com/events/tab-drama-group-award-collection/>

Services

In the past, the Tab Centre drama group - which no longer meets - has been recognised in London-wide song-writing events (see weblink). There is a range of Christian spiritual development activities for young people as part of Shoreditch Tab Church (previously known as Tab Centre). Every Sunday the youth who are part of the church meet together for teaching, sharing and fellowship. We also encourage our youth to attend our Tuesday Bible study. Socials and outings are an important part of our youth group

Confirmed with Shoreditch Tab Church 13 February 2019

Toynbee Hall

About

We work to tackle the causes and impacts of poverty, here in East London, and further afield. Based in the East End since 1884, we offer high quality, timely services, informed and shaped by the experiences of the people we work with. Our advice services, youth and older people's projects and financial inclusion work are all geared towards supporting members of our community, not only in times of crisis but on a longer term basis by providing them with the skills and support they need to open up access to opportunities.

Address

Toynbee Hall, 28 Commercial Street, London, E1 6LS

Telephone

Youth Services (0207 3922955) Heritage Learning & Participation (0207 3922986)

No number given for young people activities

Email

No email given on website

Website

www.toynbeehall.org.uk

Services

Our flagship youth programme Make It! has run since 2014, working in schools with year 8 students through a combination of 1-2-1 mentoring, accredited group work, and a community learning project. We are now reviewing our youth provision to build on the learning from this programme, working with local young people and stakeholders. The website has a film for 12 and 13 year olds, and information on Speak it! for 14 to 16 year olds and Make Moves for 10 and 11 year olds. Toynbee Hall is an established provider of advice services.

Confirmed with Toynbee Hall 1 April 2019

Transform UK - Shoreditch

About

TransformUK was established to bring locally focused transformational love to the poorest parts of the UK. We run a range of services and projects to bring about individual and community change. TransformShoreditch is the first location of TransformUK and is a partnership with Shoreditch Tab Church.

Address

3 Godfrey Place, London E2 7NT

Telephone

07874 015 162

Email

info@transformuk.org.uk

Website

<https://www.transformuk.org.uk>

Services

Services for young people include

Education, youth club, community enterprise

Opening hours: Mon to Fri 9:00 am- 5.00pm.

Confirmed with Transform UK 13 December 2018

Voluntary Sector Children and Youth Forum

About

The Voluntary Sector Children and Youth Forum (VSCYF) is part of the Volunteer Centre and acts as a meeting point where staff from voluntary sector organisations providing services to children and young people can come together and exchange views and ideas. The Forum and the Council share information and engage in dialogue.

Address

First Floor, Norvin House, 45-55 Commercial Street, London E1 6BD

Telephone

020 7377 0956

Email

alex@vcth.org.uk

Website

https://www.vcth.org.uk/index.php?option=com_content&task=view&id=49

Services

Representation, training, good practice, schools directory and other resources.

Confirmed with VSCYF 10 December 2018

The Whitechapel Gallery

About

For over a century the Whitechapel Gallery has premiered world-class artists from modern masters to contemporaries. Our Education and Learning Programme works in close dialogue with artists, collaborating with schools, local communities, families and young people. The Programme is a platform for art and ideas, collaboration and experimentation.

Address

77-82 Whitechapel High Street, London E1 7QX

Telephone

020 7522 7894

Email

education@whitechapelgallery.org

duchampandsons@whitechapelgallery.org

Website

<http://www.whitechapelgallery.org/learn/>

<https://www.whitechapelgallery.org/learn/youth>

Service

Duchamp & Sons is a Whitechapel Gallery's youth forum. A collaborative programme for young people aged 15-21. The group comes together regularly at Whitechapel Gallery to meet with artists, curators and practitioners from other fields. The group have curated exhibitions and events in the Gallery, made films and even staged live art performances on Whitechapel High Street.

Webpage: [https://www.whitechapelgallery.org/learn/youth/](https://www.whitechapelgallery.org/learn/youth)

Twitter: <https://twitter.com/DuchampandSons>

Instagram: <https://www.instagram.com/duchampandsons/>

Blog: <http://duchamp-and-sons.tumblr.com/>

Confirmed with Whitechapel Gallery 15 January 2019

Women's Health and Family Service (WHFS)

About

WHFS (Women's Health & Family Services) works for equal access to healthcare for disadvantaged women and their families in east London, through awareness-raising, advocacy and the provision of relevant health services.

Address

The Brady Centre, 192-196 Hanbury Street, London E1 5HU

Telephone

020 7377 8725

Email

enquiries@whfs.org.uk

Website

www.whfs.org.uk

Services

Maternity mates, community mediator, partners for health.

Confirmed with WHFS 18 February 2019

Young and Talented School of Stage and Screen

About

Young and Talented (Y&T) operate in Tower Hamlets since 2004. Y&T provide professional training in performing arts to young people aged 6 to 16 years old. The young people take part in acting, dance and singing sessions (Triple Threat Programme).

Address

Oxford House, Derbyshire Street, Bethnal Green E2 6HG

Telephone

Contact number: 020 8556 5348

Email

yandt@ymail.com

Website

www.youngandtalented.co.uk

Services

Y&T run their sessions every Saturday during term dates

Further information

Y&T objectives are:

- To guide young people to lead a healthy life through physical activities, improve mental health by promoting resilience and improve mental well-being through creative activities.
- To encourage young people to stay safe and make positive choices by participating in new opportunities that make the most of their talents and fulfil their potential.
- To encourage different ways of thinking so all young people can thrive in all aspects of their lives.
- To promote integration in terms of ability, culture, ethnic heritage, gender and background and encourage positive relationships with adults and their peers.
- To ensure that young people get the best experience possible and gain access to further education, employment and training opportunities.

Confirmed with Young and Talented 15 December 2018

Young People's Advice Centre

About

The Young People's Advice Centre provides information, advice and support to young people with special educational needs and disabilities up to the age of 25. Formerly known as Young People's Information, Advice and Support Service.

Address

30 Greatorex Street, Whitechapel E1 5NP

Telephone

Advice Line 020 7364 4982 (Mon-Fri 9am-5pm)

Main office/admin 020 7364 6481 (Mon-Fri 9am-5pm)

Email

yp@towerhamlets.gov.uk

Services

The Young People's Advice Centre works in partnership with Our Time Youth forum to organise events and projects that connect young people with professionals and services. There are regular forum meetings and a drop-in service every Wednesday from 4.00 to 6.30 pm. Activities include consultations, making films, cooking club, game design and other projects to help young people.

How young people are involved:

Youth Forum Our Time

Confirmed with Young People's Advice Centre 29 January 2019

Youth Council and Young Mayor

About

Young people can join the youth council which is a rolling programme. They have the opportunity to take part in debates and forums about the community and young people. They also plan and deliver their own programmes raising awareness of issues that concern young people. The Young Mayors scheme invites the young people of Tower Hamlets to take part in and run for Young Mayor

Telephone

020 7364 4952

Website

https://www.towerhamlets.gov.uk/lgnl/education_and_learning/young_people/Youth_Council_Young_Mayor.aspx

Email

khadra.said@towerhamlets.gov.uk

Services

Activities include a leadership programme, the Takeover Challenge (shadowing senior managers), and contributing to the No Place for Hate Campaign. One of the community events delivered for over 100 young people was on the theme of mental health and wellbeing.

Website accessed 7 February and 23 June 2019

Youth Empowerment Squad (Barts Health)

About

The Youth Empowerment Squad (YES) is the Barts Health youth forum. It's made up of a group of young people who have extensive experience and knowledge of healthcare.

Email

youthforum.bartshealth@nhs.net

Website

<https://children.bartshealth.nhs.uk/youth-empowerment-squad>

How it works

YES meets once a month, usually at the weekend and between 1 and 3pm to discuss issues teenagers face within the hospital and ways to effectively improve them. It aims to recruit new members from across Barts Health between the ages of 11-25 - get in touch through the website.

Activities to date have included organising a half day for professionals and young people to discuss transitioning to adult services, advice to clinicians to make materials more young person friendly, helping with the design of adolescent rooms across the trust, and sitting on staff interview panels.

Confirmed with YES 22 May 2019

Youth Independent Advisory Group (IAG)

About

Young people (aged 14-19) lead on key topics relating to crime, policing and community safety. The Youth IAG is a joint project between Tower Hamlets Police, Tower Hamlets Council and Spotlight (Poplar HARCA).

Email

youthIAG@wearespotlight.com

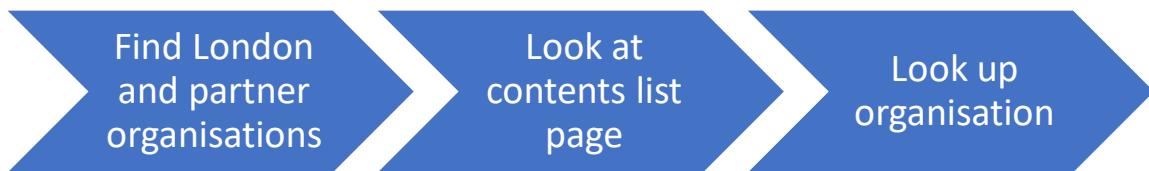
Services

Sessions consist of workshops, trips, consultations and the group also run their own campaigns. Young people will need to sign up as members of Spotlight to take part. Membership is free and must be approved by a parent or guardian. Volunteers may claim travel expenses and refreshments are provided.

Meetings take place on Monday's 6pm-8pm on a fortnightly basis during term time. Email to find out when the next session will take place.

Confirmed with Spotlight 14 March 2019

3 How to find London and partner organisations



This section lists organisations with a wider remit than Tower Hamlets who have worked with our local voluntary and community sector. It includes national and London-wide voluntary organisations (some identified by young work experience students), head offices of Tower Hamlets services, neighbouring organisations, and helpful resources – including a few with local mental health and wellbeing expertise who do not themselves have projects for 14 to 25 age group.

Staff and volunteers in VCS organisations can, for example:

- Contact others with similar interests about joint work, e.g. to run projects and deliver services
- Access the experience of VCS organisations with a wider remit than Tower Hamlets.

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Action on Addiction including M-PACT

About

Action on Addiction is a charity that aims to bring help, hope, and freedom to those who suffer problems of addiction. M-PACT is a whole family, multi-family, structured brief intervention. Its psychosocial, educational and systematic approach, aims to improve the well-being of children and families affected by parental substance misuse.

Address

Head Office, East Knoyle, Salisbury, Wilts SP3 6BE

Telephone

Switchboard: 0300 330 0659

Email

admin@actiononaddiction.org.uk

Website

<https://www.actiononaddiction.org.uk/family-support>

Services provided for young people

Action on Addiction offers the following treatment programmes for families, relatives, partners, friends, and children of addicted people:

- community recovery at a number of locations in the community
- a residential programme at Clouds House
- Moving Parents and Children Together (M-PACT)

Action on Addiction's M-PACT programme (Moving Parents and Children Together) enables children to talk about their feelings and experiences with their parents in a safe and protected environment. M-PACT's original programme comprises 10 sessions followed by a reunion which is held three months after the end of the programme.

Website accessed 22 June 2019

Bangladeshi Mental Health Forum

About

The Bangladeshi Mental Health Forum (BMHF) is a registered charity that has been in existence since 1999 and has the following core objectives: To raise awareness of mental health within the Bangladeshi community (also other BME groups such as Somali, new migrants, hard to reach communities); to challenge stigma; stereotypes and prejudicial views; and to educate and advocate the importance of mental wellbeing. The BMHF has produced two mental health awareness films (Bengali and English) with the support of University of East London, NHS East London Foundation Trust and NHS North East London Foundation Trust.

Email

info@bangladeshimentalhealth.org

Telephone

07716 078 840

Address

Unit S-7, The Whitechapel Centre, 85 Myrdle Street, London E1 1HL

Website

www.bangladeshimentalhealth.org/

Services

Our current work involves undertaking mental health awareness campaigns; organising local mental health awareness-raising events/workshops and training residents to

become community mental health champions (active volunteers). We train new champions every 4 - 6 months. The BMHF also undertakes consultation work (community research) to gather Bangladeshi (and other groups such as Somali) service users and carers feedback on key mental health issues and services.

How young people can get involved:

- Become a Trustee / Executive Member
- Attend our monthly stakeholder meetings
- Help us at our 'Awareness Day' events
- Support us with fundraising

Confirmed with BMHF on 24 January 2019

Barnardo's

About

Barnardo's provide services for fostering and adoption, young carers, sexual exploitations, child poverty, and domestic violence in various parts of the country. There were no projects for young people currently in Tower Hamlets Local Offer website (on 13 February 2019) but some programmes such as the Parent Factor in ADHD may be run in the borough with local partners from time to time. Barnardo's run a nursery in Tower Hamlets (Bow Nursery) and the charity has many links with the borough over a number of years.

Address

Head Office, Tanners Lane, Barkingside, Ilford, Essex IG6 1QG

Email

Contact form on website

Telephone

Head Office: 0208 550 8822

Independent Supporter Service: 0808 800 0037

Website

<http://www.barnardos.org.uk/>

<https://www.barnardos.org.uk/independent-supporters-service-tower-hamlets/service-view.htm?id=228735498>

Services

Nationally, Barnardo's services work with children and young people who have mental health difficulties. They run centres where children and young people can come and Barnardo's make sure that they have a worker they can trust and who they can talk to, and help them build their confidence and to address the root of their difficulties. Services also work with their parents, making sure that parents feel supported, and stay in close touch with other professionals.

Local partners found in a website search include Phoenix School, the Hub Skills Centre in Stepney Green and Alcohol Concern. From its office in Walthamstow, Barnardo's provide an Independent Supporters Service giving advice and support for parents of children with special educational needs (SEN), and young people with SEN in Tower Hamlets. The same source lists a Disability Advocacy service.

Website accessed 22 June 2019

East London Mosque and Muslim Centre

About

The East London Mosque & London Muslim Centre is in the heart of Tower Hamlets, a diverse borough with a rich history, and home to the UK's largest Muslim community. It is

our belief that our primary concern should be to serve the needs of the local community and to work towards the common good. One specified aim is to meet the needs of the local community by promoting health, education and employment opportunities.

Address

3rd floor, London Muslim Centre, 46 Whitechapel Road, London E1 1JX

Telephone

0207 650 3000

Website

<https://www.eastlondonmosque.org.uk/>

Email

Enquiry form on website

Services

Services include Maryam Women's Services (information, advice and guidance for women, based in the Maryam Centre); Faith in Health, which (in partnership with the NHS) aims to create awareness in the community of the health services available to the community; the ISAAP project to boosts school attendance; and education and training work including services for deaf children, various recreational activities and trips for young people, and a Scouts group.

Website accessed 2 April 2019

Eastside Educational Trust

About

Eastside exists to help young people develop their creative thinking, so that they are able to become the problem-solvers of tomorrow, empowered to build a better society. We achieve this by engaging children and young people through direct participation in the arts, enabling them to work with professional artists and creative practitioners, both in and outside school.

Address

Suite 16, Perseverance Works, 37 Hackney Road, Shoreditch, London E2 7NX

Telephone

020 7033 2380

Email

Via link on website

Website

<https://www.eastside.org.uk/>

Services

The website lists school partnerships, school workshops and film-making projects.

Website accessed 22 June 2019

Family Action (national charity)

See also List 1 for Tower Hamlets services and contact in first instance

About

Family Action transforms lives by providing practical, emotional and financial support to those who are experiencing poverty, disadvantage and social isolation across the country.

Address

Family Action Head Office, 24 Angel Gate City Road, London, EC1V 2PT

Telephone

020 7254 6251

Email

Head office: info@family-action.org.uk

Website

<https://www.family-action.org.uk/>

Services

Services include family support services, perinatal support services, emotional health and wellbeing services and supported housing services. Family Action also provides training and consultancy services and FamilyLine, supporting adult family members via telephone, text message and email (for over 18s).

Services provided for young people:

- Early years- support with schooling
- Family and children- trouble family programmes, work with schools and wider education sector that work to support teacher's pupils and their family
- Welfare grants and support mental health wellbeing
- They can help parents support their children with school and if they are facing challenges in complex situations
- Facilitate a better learning home environment that could encourage children's social and intellectual development.

Website most recently accessed 22 June 2019

Headstart Newham

About

A National Lottery funded mental health service improving lives for young people and families in Newham. Working closely with schools and the community, HeadStart offers young people and their families opportunities to recognise the strengths they already have and develop new skills so they're able to overcome challenges and bounce back from tough circumstances

HeadStart is for 10-16 year olds living in Newham who would benefit from additional support to improve their mental health

Address

East Ham Town Hall, 324 Barking Road, London E6 2RP

Email

headstart.programmeteam@newham.gov.uk

Website

<https://www.headstartnewham.co.uk/>

Services

Headstart champions, youth panel, social action, more than mentors, academic resilience, creative and sports and on-line counselling (with Kooth)

BounceBack Newham a programme aimed at young people in Newham designed to help young people understand the challenges they face in life, develop new strategies to deal with them and turn these strategies into new habits that stick

BounceBack online

<https://www.headstartnewham.co.uk/activities/bounceback-online/>

Website accessed 22 June 2019

London Tigers

About

We are an award-winning organisation that engages disadvantaged communities across London and beyond to equip them with the skills and opportunities to improve their lives.

Address

1st Floor WECH Community Centre Athens Gardens Chantry Close London W9 3

Email

info@londontigers.org

Website

www.londontigers.org

Services

We offer wide range of activities and services for young people to support their skill and improve their health and wellbeing. We run youth club, skills workshops, event, sports and physical activities.

Provided by London Tigers 22 May 2019

The Mix

About

The Mix is a charity offering essential support for young people: whether you're 13, 25, or any age in between, we're here to take on the embarrassing problems, weird questions, and please-don't-make-me-say-it-out-loud thoughts you have. We give you the information and support you need to deal with it all. We're a free and confidential multi-channel service. That means that you choose how you access our support, without the worry of anyone else finding out, whether through our articles and video content online or our phone, email, peer to peer and counselling service.

The Mix piloted a local Tower Hamlets webpage in 2016 (this pilot no longer operates).

Address

PO Box 7777, London W1A 5PD

Telephone

Freephone 0808 808 4994

Office: 020 7009 2500

Email

Enquiry form on website

Website

www.themix.org.uk

Services

Information on key topics of concern to young people including money, education, relationships, drugs alcohol and mental health. Helpline open from 4.00 pm to 11.00 pm, and email support. Telephone counselling for young people age 25 and under. Apps including Stressheads. Webchat for ages 10 to 18 years. The Get Support section of the website links to discussion boards, Group Chat Service, one to one chat with a trained team, crisis text messaging support and a service finder (with Stepfinder app).

Website accessed 22 June 2019

Motivate to Educate (M2E)

About

M2E works with pupils aged 4–18 to explore their understanding of education and build on their ambitions.

M2E is a programme of Kineara, a social enterprise company

Address

15 Selby Street, London E1 5BX

Telephone

Business enquiries: 0203 976 1450

Email

info@kineara.co.uk

Website

<http://kineara.co.uk/>

Services

Our intensive programme, Motivate to Educate, works with school pupils over 15 weeks both in school and out. It gives children and young people tools and strategies to address their own personal barriers and motivate themselves to get the most out of their education. Its success lies in its ability to engage families, teachers and anyone else important to a young person's learning and aspirations.

Confirmed by Kineara 8 January 2019

Muslim Council of Britain (MCB)

About

The Muslim Council of Britain (MCB) is a national umbrella body for Muslim organisations in Britain with over 500 national, regional and local organisations, mosques, charities and schools affiliated. MCB's mission is empowering Muslim communities to achieve a just, cohesive and successful British society.

Address

PO Box 57330, London E1 2WJ

Telephone

0845 262 6786

Email

admin@mcb.org.uk

Website

<https://mcb.org.uk/>

Services

MCB is geographically based in Tower Hamlets.

Website accessed 23 June 2019

Rethink Mental Illness

About

When one of your children is diagnosed with mental illness, it will have an affect on the whole family. A mother's experience is different than a father's experience and a parent's experience is different than that of a brother or sister. When you have more than one child, you may be unsure of how mental illness might affect your other children, what information they might need and how you can support one another to recover. Everyone will learn to cope with the issues presented by mental illness in their own way and at their own rate, but it can greatly help...

Address

89 Albert Embankment London SE1 7TP United Kingdom

Telephone

0300 5000 927

Email

info@rethink.org

Website

<https://www.rethink.org/>

Service provided for young people

- support groups
- advocacy
- mental health training

Mental health services:

- young people will be trained as volunteers
- help mental health stress by writing a letter to the CEO
- Charity and MP

How young people can get involved:

- take part in charities
- take part in activities and fundraising

How can people access the service:

- Have access to health records and become part of charity members

Confirmed with Rethink Mental Illness 20 December 2018. See also list 3 (helpline and online)

Right Here

About

Right Here was a five-year young people's mental health and wellbeing programme developed and managed by Paul Hamlyn Foundation and the Mental Health Foundation. It ran from 2009 to 2014 through four local partnerships (one in Newham), working with young people aged 16–25 to co-produce and deliver a range of mental health and wellbeing activities, projects, research and opportunities. Its online archive of resources provide helpful, practical high-standard documents based on local coproduction with young people.

Address

via Mental Health Foundation

Telephone

Not applicable - project archive only

Email

Not applicable - project archive only

Website

<https://www.mentalhealth.org.uk/projects/right-here>

Services

Archived resources include toolkits, documents, evaluation, case studies of innovative practice in youth work-led mental health and wellbeing, and young people's views about GP services.

Webpages reviewed in 2018. Still available 23 June 2019

Safer London

Contact details

Southwark Office Address:

Skyline House, 200 Union Street, London, SE1 0LX

Website

<http://saferlondon.org.uk/>

Email

info@saferlondon.org.uk

Services provided for young people:

Mentoring sessions include sport, trips out, and help with CVs or school work, but really, it's up to you to decide what you think will benefit you. Your mentor will be chosen carefully so that they have skills and interests that are right for you.

We believe that for every young person being sexually exploited, there is at least one parent or carer who needs support.

The Empower Families project, funded by the Big Lottery Fund, is the first in London to use this holistic approach: it offers support to parents and carers too, giving them a dedicated Support Worker and one-to-one sessions. These specialists increase parents and carers' own confidence and ability to advocate for their children, and keep them safe.

How young people are involved:

- We work with partners and supporter organisations to create tailored volunteering opportunities and staff team-building days.
- Amazing team of mentors work one-to-one with a young person over about six months. As a mentor, you will have skills, empathy and work experience which enable you to build a trusted relationship with your mentee, and provide them with a range of support.

Confirmed with Safer London 3 January 2019

Toyhouse

About

Toyhouse is an established local charity that supports the wellbeing of families. It fosters attachment between parents and children, enabling them to interact together and share experiences. It has long experience of working through the medium of play and emphasises early support, offering a range of projects for parents and children.

Address

92 St Paul's Way, London E3 4AL

Telephone

020 7987 7399

Email

info@toyhouse.org.uk

Website

<http://www.toyhouse.org.uk/>

Services

Toyhouse works with parents and children from pregnancy and birth and focuses mainly on younger children. Projects include toy library, play, special needs and outreach, and health and wellbeing. In 2019, Toyhouse will begin work with the Sure Steps programme, a Peer Support Volunteer programme across Tower Hamlets which aims to recruit local volunteers to help parents-to-be and parents of babies to make a better start to their family life.

Information sourced from internet, 14 March 2019

UpRising

About

UpRising is a national youth leadership development organisation. We are recognised at Government-level as a pioneering charity championing the critical issues surrounding diversity, social mobility and equality.

Address

UpRising Leadership Programme, 2nd Floor, Tayside House, 31 Pepper Street, London E14 9RP

Telephone

0203 745 7960

Email

hello@uprising.org.uk

Services

Services in London include Fastlaners and leadership programmes.

Confirmed with Uprising 14 March 2019

Working Well Trust

About

Working Well Trust was founded in 1992 by a group of mental health professionals who wanted to address the issue of low employment rates for people who have experienced mental health issues, and now offers specialist support to people seeking employment through individual employment support, employer support and social enterprises. It has recently strengthened its coproduction approach.

Address

First Floor Office, Pritchard's Road Centre, Marian Place, London E2 9AX

Telephone

020 7729 7557

Email

Contact form on website: <https://www.workingwelltrust.org/forms/contact>

Website

<https://www.workingwelltrust.org/>

Services

Services are for adults with mental health problems but this would include young people aged 18 and over leaving school or college. They include Access Print and Design and Sew and Support (social enterprises), Individual Placement and Support, Business and Enterprise Support, Women's Employment Support, In Work Job Retention, and Help for Employers. Working Well Trust works with adult community mental health teams and a range of partners including Tower Hamlets Recovery College and Inspire.

Website accessed 18 May 2019

XLP

About

XLP is about creating positive futures for young people growing up on deprived inner city estates, struggling daily with issues such as family breakdown, poverty, unemployment and educational failure. XLP builds long-term trusted relationships with young people to help them make wise life choices. They operate in nine London Boroughs, including Tower Hamlets.

Website

<http://www.xlp.org.uk/>

Address

All Hallows On the Wall, 83 London Wall, EC2M 5ND

Telephone

020 7256 6240

Email

info@xlp.org.uk

Services

Includes projects in schools and on estates through sport, the arts, education, employment and mentoring

Confirmed with XLP 21 December 2018

Young Minds

About

Young Minds works for a future where all young minds are supported and empowered, whatever the challenges. The charity aims to make sure young people get the best possible mental health support and have the resilience to overcome life's difficulties.

Address

Suite 11, Baden Place, Crosby Row, London, SE1 1YW

Telephone

020 7089 5050

Email

Enquiry form on website

Website

<https://youngminds.org.uk/>

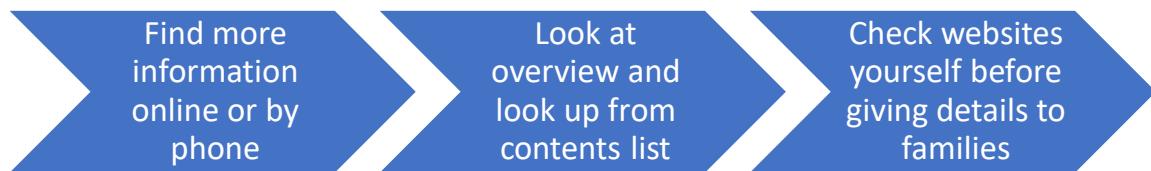
Services

The website has information about some common feelings and mental health symptoms, how to cope, and where to go to get help, as well as coping with mental health issues.

Young Minds also offers training, consultancy and projects.

Confirmed with YoungMinds 20 December 2018. (For details see online and helpline list 3)

4 Find more information: national voluntary sector helplines and online resources



4.1 Overview

This section contains summary information about national and London helplines and websites which can give staff, children, young people and families more information about mental health and how to increase wellbeing.

VCS staff and, through them, young people and families can explore for themselves what's available (including hours of availability for helplines - costs of calls should be checked on the websites themselves). VCS staff should check a website or app themselves before recommending it to a young

Note: as the names of some helplines and websites do not clearly state who they are for, keywords and key phrases have been added *in italics* in all cases.

Helplines: sub-categories are used for the purposes of this overview, so that readers can find their way quickly to helplines which focus on young people, national textlines, and their websites. They are young people focus (6); children and young people (10); all ages – including young people (26).

Online information and support: most organisations running helplines also have a website. Some organisations provide **only** online resources. Some are designed only for young people (15) – others offer information relevant to children as well, or else are all-age (12). Five services are also included.

Check directly: this national information is likely to change more quickly than local organisation details – readers are advised to check the websites directly and ensure they are suitable if they are thinking of passing in information and details to a young person or family.

Acknowledgements: two local young people's mental health guides include extensive lists of relevant organisations: *Young People in Merton - Mental Health Directory 2017* (Merton Healthwatch, compiled by Beth Ingram) and *Lets Talk ... A guide to emotional wellbeing and mental health services for children and young people in Sheffield* (2016) Sheffield CCG & City Council.

Helplines - young people focus

- **Hope Again** (*Bereavement for young people - helpline and email for young people with online resources*)
- **London Nightline** (*Students - helpline and email with text, chat and messaging*)
- **The Mix** (*Young people's helpline, email, and online resources including chat*)
- **Muslim Youth Helpline** (*All issues - faith and culturally sensitive support with text, email and chat*)
- **National Youth Advocacy Service** (*Rights/voice - helpline for young people with email and online resources including app*)
- **Papyrus UK** (*Suicide prevention - young people*)

BEAT and No Panic also have dedicated youth helplines – see children and young people below

Helplines – children and young people

- **BEAT** (*Eating disorder - youth and adult helplines with email; online resources including groups, chat and message boards*)
- **Bullying.co.uk** (*Helpline for children and young people with online resources, forums and advice for young people*)
- **Child Bereavement UK** (*Helpline, email and online resources for families, including app*)
- **ChildLine** (*All issues - helpline and email with online resources including chat and app*)
- **Coram Voice** (*Rights/voice - helpline for children and young people, including text and app*)
- **Mermaids UK** (*Transgender - young people's helpline with email and online forum (sometimes chat)*)
- **National Association for Children of Alcoholics** (*Helpline for children of all ages, many of whose issues become apparent in adulthood*)
- **National Deaf Children's Society** (*Helpline and email for children and young people with online resources including chat*)
- **No Panic** (*OCD and panic disorders - helplines including youth helpline and online resources including apps*)
- **Young Deaf Hope** (*Text helpline, online resources – also projects*)

For Tower Hamlets, see also Aanchal and YPAC Advice Line in local Tower Hamlets VSC organisations listing.

Helplines – all ages – including young people (including helplines with over 18 focus, and national text lines)

- **Anxiety UK** (*All age helpline and text with online resources*)
- **Bipolar UK** (*Peer support helpline. Online resources including dedicated young people's area*)
- **Calm – Campaign Against Living Miserably** (*Suicide prevention -all age helpline and online resources*)
- **The Compassionate Friends** (*Death of a child - helpline, email and online information, forum and groups*)
- **Cruse Bereavement Care** (*Support, advice and information to children, young people and adults when someone dies - helpline and online resources*)
- **Family Lives (Parenting** - helpline, email and online resources)
- **Gingerbread** (*Single parent families - helpline and online resources including forum*)
- **London Friend** (*LGBT - Online resources and services (all age) including substance misuse*)
- **MIND** (*Helpline for adult mental health (with text option), legal line and online resources*)
- **Missing People** (*All age helpline with text, email and freepost*)
- **Muslim Women's Helpline** (*Experiences of Muslim women and girls - all age helpline with text and online resources including chat*)
- **National Domestic Violence Freephone Helpline** (*Helpline with online information*)
- **NSPCC** (*Adults concerned about a child - helpline for adults with services and some online resources*)
- **OCD Action** (*Obsessive Compulsive Disorder - helpline with youth website, email and online resources including online youth forum*)
- **OCD UK** (*Obsessive Compulsive Disorder - helpline with email and online resources including forums*)
- **Pace** (*Parents concerned about sexual exploitation - helpline with online resources and forum*)
- **Rethink Mental Illness** (*Adult helpline (over 18, advice not crisis) and online resources*)

- **Samaritans** (*Anyone who is struggling to cope - all age helpline*)
- **SANE** (*Mental illness - all age helpline with text, online resources and community*)
- **Self Injury Support** (*Women and girls including trauma and abuse - all age helpline with text and online resources including webchat and app*)
- **Shout** (*Text support in a crisis - text line for all ages*)
- **Supportline** (*Isolated, vulnerable, subject to abuse -all age helpline*)
- **Survivors of Bereavement by Suicide** (*over 18 - helpline for adults with online resources*)
- **Switchboard (London Lesbian and Gay Switchboard)** (*All age helpline with email and chat*)
- **Winston's Wish** (*Families and professionals supporting bereaved children - helpline with email and online resources*)
- **Young Minds Parents' Helpline** (*Parents and those working with children – helpline*)

See also Family Action in London and partner organisations for Familyline (for over 18s)

Online information and support organisations – children and young people

- **Boingoing** (*Resilience and wellbeing - free online resources for practitioners*)
- **Charlie Waller Memorial Trust** (*Depression - online resources for young people*)
- **Doc Ready** (*prepare for first GP appointment - online resources for young people*)
- **Gendered intelligence** (*Gender diversity inc trans - services and online resources; specialise in supporting young trans people aged 8-25*)
- **Head Meds** (*Mental health medication - online resources for young people*)
- **MeeTwo** (*Peer support – app for young people*)
- **Mindful** (*Mindfulness - young adults and families online resources*)
- **Mentally Healthy Schools** (*Primary schools - online resources for primary school staff*)
- **Mikeysline** (*Lonely/desperate - young people's textline for Highlands and Islands of Scotland with online resources including app*)
- **Partnership for Children** (*Parents, carers and teachers of primary school age - online resources for parents and children*)
- **Prince's Trust** (*online resources for young people with phone line*)
- **Stem4** (*Help to manage teenage mental health issues - online resources including apps*)
- **Student Minds** (*online resources and signposting for young people i.e. students*)
- **Students Against Depression** (*online resources for young people i.e. students*)
- **Young Minds** (*Children and young people's website with online resources*)

See also Bipolar UK, Healthtalk, OCD Action and Time to Change for dedicated youth online support, and Headstart Newham for BounceBack Newham in List 2 (London and partner organisations)

Local services

- **ELOP** (*LGBT services NE London - holistic lesbian and gay centre*)
- **Good Lad Initiative** (*GLI - formerly Great Men*) (*Gender relations: men and boys – services, i.e. workshops*)
- **Naz** (*BAME sexual health – services with some online information for all ages*)
- **nia** (*Women and children's experience of male violence -with some online resources for all ages*)
- **Yuva** (*Helps young people look at their abusive behaviour and find safe, non abusive alternatives*)

Online information and support organisations – all age

- ***Blurt Foundation*** (*Depression - online support and resources for all ages*)
- ***Elefriends*** (*part of Mind - online community with app*)
- ***Harmless*** (*Help for self harm - online resources for all ages*)
- ***Healthtalk*** (*Sharing real-life experiences - online resources for all ages*)
- ***Helplines Partnership*** (*Organisations that provide information, support or advice via phone, email, text or online - directory*)
- ***Men's Health Forum*** (*Online resources (all age) with forum*)
- ***Mental Health Foundation*** (*All age online resources including app*)
- ***MindEd*** (*Adults understanding children and young people's mental health - online training*)
- ***Moodpath*** (*Depression - all age app*)
- ***Support after Suicide*** (*Network of organisations - online resources for all ages*)
- ***Time to Change*** (*Mental health awareness - all age online resources*)
- ***Voice Collective*** (*Support service for young people who hear voices, including online peer support forum*)

4.2 Alphabetical list 3: VCS helplines and online resources for young people's mental health and wellbeing

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Anxiety UK

All age helpline and text with online resources

About

Anxiety UK is a national charity which works to relieve and support those living with anxiety and anxiety-based depression by providing information, support and understanding via an extensive range of services, including information on its website, helplines, 1:1 therapy and digital online service (must contact parent or carer if under 16).

Address

Anxiety UK, Nunes House, 447 Chester Road, Manchester M16 9HA

Email

support@anxietyuk.org.uk

Telephone

Infoline: 03444 775 774

Text Service: 07537 416905

Admin Enquiries: 0161 226 7727

Website

www.anxietyuk.org.uk

Services

The Anxiety UK website includes information on anxiety-related mental health problems, services offered and self help groups. They have a helpline and text line, open 9:30am-5:30 Monday to Friday.

Confirmed by Anxiety UK 24 April 2019

BEAT

Youth and adult helplines with email; online resources including groups, chat and message boards

For

Eating disorder

About

Beat is the UK's eating disorder charity. It provides helplines for adults (over 18) and young people (under 18) offering support and information about eating disorders. These helplines are free to call from all phones. Email support is also available

Address

Unit 1 Chalk Hill House, 19 Rosary Road, Norwich, Norfolk NR1 1SZ

Telephone

Helpline (adults): 0808 801 0677

Youthline: 0808 801 0811

Studentline: 0808 801 0711

Head office: 0300 123 3355

Email

help@beateatingdisorders.org.uk

fyp@beateatingdisorders.org.uk

studentline@beateatingdisorders.org.uk

Office: info@beateatingdisorders.org.uk

Website

<https://www.beateatingdisorders.org.uk/>

Services

Our Helplines are open 365 days a year from 12pm – 8pm during the week, and 4pm – 8pm on weekends and bank holidays

Parents, teachers or any concerned adults should call the adult helpline.

The website has a programme of on-line daily and weekly support groups and a chat room when they are running. It also has information resources and a helpfinder (on-line directory of services).

Confirmed with BEAT 25 April 2019

Bipolar UK

Peer support helpline. Online resources including dedicated young people's area

About

Bipolar UK supports all people affected by bipolar, including those who have a diagnosis, people who are waiting for one, and carers or family members. Their online eCommunity support has a dedicated area for people aged 18-25 to discuss the challenges they face, and to share their experiences with others. It's free to join and is available 24 hours a day. Their website has information leaflets to download, and an interactive map of local support groups.

Address

11 Belgrave Road, London, SW1V 1RB

Telephone

Peer support Line : 0333 323 3880 (leave message)

Administration only: 0333 323 4008

Email

info@bipolaruk.org

Website

www.bipolaruk.org/youth

Services

Open Monday to Friday, 9am - 5pm

Bipolar UK have adapted the Support Line to provide direct Peer Support, therefore, the service no longer takes live incoming calls but provides the opportunity to leave a message and with a call back within 3 working days. Bipolar UK eCommunity has a dedicated area for people aged 18-25. It's free to join and is available 24 hours a day. The website also offers employment and crisis help, offers a mood scale, and has a support group finder and the nearest groups to Tower Hamlets are Borough, Waltham Forest, and Central London (*accessed 9 December 2018 at 11.28*)

Confirmed with Bipolar UK 29 April 2019

Blurt Foundation

Online support and resources for all ages

For

Depression

About

We are a social enterprise dedicated to helping those affected by depression. We'll help you understand depression and what it means for you. We'll support you, listen to you and introduce you to people who've been where you are.

Address

The Blurt Foundation CIC, Devonport Guildhall, Ker Street, Plymouth PL1 4EL

Telephone

Why don't we have a telephone number? - We used to have one and nobody rang. We realised that those resources would be better placed elsewhere.

Email

info@blurtitout.org

Website

www.blurtitout.org

Services

We blog about living with, managing, and supporting others with depression in a friendly, accessible way. On social media, we share useful and relatable content, and do our darndest to make sure no comment goes unanswered. We also send out messages of hope and encouragement once a week to our email subscribers. We raise awareness, provide tools and knowledge to help proactive recovery and challenge the stigma that prevents people reaching out for help. We work closely with medical practitioners, employers, schools and companies to help them understand depression, what it means and how they can support those affected by it. The Blurt Peer Project, supported by the Aviva Community Fund, is a groundbreaking, peer-led project focused on improving the mental health of young people aged 5-24, equipping them with essential tools to ultimately achieve happier, healthier and fulfilled lives.

Confirmed with Blurt 1 May 2019

Boingboing Resilience CIC

Free online resources for practitioners working with children, young people and adults. Training for schools, practitioners and anyone seeking to promote resilience and positive mental health.

For

Resilience and wellbeing

About

BoingBoing aims to model and promote resilience research and practice that challenges social inequalities. It provides opportunities to learn about resilience - provide practical tips to help children, young people and adults to bounce up against the odds

Address

Cornelius House, 178-180 Church Road, Hove, East Sussex BN3 2DJ

Telephone

07383 000 750

Email

[info@boingboing.org.uk.](mailto:info@boingboing.org.uk)

Website

<https://www.boingboing.org.uk/>

Services

Boingboing works through coproduction and has a strand of work with schools to introduce the Academic Resilience Approach. The organisation undertakes bespoke training and research and the website has free resources on resilience.

Confirmed with Boingboing 20 May 2019

Bullying UK

Helpline for children and young people with online resources, forums and advice for young people

About

Bullying UK is part of the charity Family Lives. Bullying.co.uk is a website providing advice and support around issues to do with bullying (link opens to Family Lives website). It also offers a wide range of information and a confidential free helpline (same number as Family Lives helpline) and a range of forums.

Address

Family Lives Head Office: 15-17 The Broadway, Hatfield, Hertfordshire, AL9 5HZ

Telephone

Helpline: 0808 800 2222

Head Office: 020 7553 3080

Email (family support)

askus@familylives.org.uk

Website

<https://www.bullying.co.uk/>

Services

The helpline service is open 9am – 9pm, Monday to Friday and 10am – 3pm Saturday and Sunday. The website lists 18 separate forums (registration required) and has parenting videos and online courses. The website (family lives/ advice/bullying) also has a dedicated section on cyberbullying and its ‘advice for young people’ section also contains information - about, for example, sexting, healthy relationships, and recognising abusive behaviours.

Website accessed 23 June 2019

CALM – Campaign Against Living Miserably

All age helpline and online resources

For

Suicide prevention

About

The Campaign Against Living Miserably (CALM) is a charity dedicated to preventing male suicide. As well as offering support, it aims to challenge a culture that prevents men of all ages seeking help when they need it, and to push for changes in policy and practice. Its Helpline is free and anonymous.

Address

CALM, PO Box 68766, London, SE1P 4JZ

Telephone

Nationwide Helpline: 0800 58 58 58

London Helpline: 0808 802 58 58

Email

Enquiry form on website

Website

<https://www.thecalmzone.net/>

Services

<https://www.thecalmzone.net/help/get-help/>

The CALM helpline is for men in the UK who are down or have hit a wall for any reason. Open 5pm to midnight, 365 days a year. The website includes information, five steps to help a mate, and a service finder.

Website accessed 23 June 2019

Charlie Waller Memorial Trust

Online resources for young people

For

Depression

About

Our vision is of a world where people understand and talk openly about depression, where young people know how to maintain wellbeing, and where the most appropriate treatment is available to everyone who needs it.

Address

First Floor, Rear Office, 32 High Street, Thatcham, Berkshire RG19 3JD

Telephone

01635 869754

Email

Enquiry form on website

Website

<https://www.cwmt.org.uk/>

Services

Delivers talks and training on depression, provides self help resources on depression, self harm and other subjects, and supports research, including on mental health in schools, colleges, universities, workplaces and primary care. Free online resources including posters. The website has video resources.

Confirmed with Charlie Waller Memorial Trust 20 May 2019

Child Bereavement UK

Helpline, email and online resources, including app

For

Families

About

We support families and educate professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement. The charity runs a helpline and website, has developed an app, and works in partnership with other organisations at national and regional level. It also offers direct support

Address

Head Office from 11 May 2019: Administration, Finance and General Enquiries: Child Bereavement UK, Unit B Knaves Beech Way, Loudwater, High Wycombe, Bucks HP10 9QY.

East London: Stratford Advice Arcade, 107-109 The Grove, London E15 1HP

West London: Beethoven Centre, 174k Third Avenue, London W10 4JL

Telephone:

Helpline: 0800 828 8840

Head Office: 01494 568 900
East London: 020 8519 7025
West London: 0202 8960 9476.

Email

support@childbereavementuk.org

East London: newhamsupport@childbereavementuk.org

westlondonsupport@childbereavementuk.org

Head office: enquiries@childbereavementuk.org

Website

<https://childbereavementuk.org/>

Services

The helpline is open 9am – 5pm Monday-Friday. Live chat 2 to 4 pm Monday to Friday. In East London, Child Bereavement UK can offer family support at its base in Newham. There is an app for grief support for young people aimed at ages 11 to 25 years.

Confirmed with Child Bereavement UK 29 April 2019

ChildLine

Helpline and email with online resources including chat and app

For

All issues

About

Childline is a free, private and confidential service where you can talk about anything. Whatever your worry, whenever you need help, we're here for you online, on the phone, anytime. Here to help anyone under 19 in the UK with any issue they're going through. Whether it's something big or small, our trained counsellors are here to support you. Childline is free, confidential and available any time, day or night. Childline (founded in 1986) joined the NSPCC in 2006.

Address

NSPCC Weston House, 42 Curtain Road, London EC2A 3NH

Telephone

0800 1111

Email

Via website

Website

<https://www.childline.org.uk/>

Services

Helpline calls are free from landlines and mobiles in the UK. And they won't show up on your phone bill. Even if you don't have credit on your mobile phone you can still call us for free. There's a slightly different service between midnight and 7.30am - see website for details. 1-2-1 counsellor chat can be accessed via the website, and email help also available (account needed). The website provides information and advice and has a support toolbox including videos, artbox and mood journal.

Childline has an app (For me).

Website accessed 24 June 2019

The Compassionate Friends

Helpline, email and online information, forum and groups

For

Death of a child

About

The Compassionate Friends (TCF) is a charitable organisation of bereaved parents, siblings and grandparents dedicated to the support and care of other similarly bereaved family members who have suffered the death of a child or children of any age and from any cause. TCF has no religious affiliation. It operates a helpline.

Address

Head office: Kilburn Grange, Priory Park Road, London NW6 7UJ

Telephone

Helpline: 0345 123 2304

Office: 0345 120 3785

Email

Email (information and support): helpline@tcf.org.uk

[Office: info@tcf.org.uk](mailto:info@tcf.org.uk)

Website

<https://www.tcf.org.uk/>

Services

Open every day of the year from 10:00 – 16:00 and 19:00 – 22:00. The helpline is always answered by a bereaved parent who is there to listen and can also put you in touch with a local contact and provide information about TCF's services. Online support is available (registration required) through a community forum and Facebook groups. The website has information and resources. Local groups can be found using an online map - there are no groups shown for North East London but two in Deptford across the river from Tower Hamlets. TCF has no religious affiliation.

Confirmed by The Compassionate Friends 16 May 2019

Coram Voice

Helpline for children and young people, including text and app

For

Rights/voice

About

Coram Voice enables and equips children and young people to hold to account the services that are responsible for their care. Voice (formerly Voice for the Child in Care or VCC) joined four Coram charities in the Coram group and became Coram Voice. It offers high quality advice and support and seeks out the hardest to reach and most vulnerable children and young people. It operates a national helpline, including text or WhatsApp.

Address

Coram Voice, Coram Campus, 41 Brunswick Square, London WC1N 1AZ

Telephone

Always Heard helpline: 0808 800 5792

Text only: 07758 670369 (charges apply).

Email

Young person: help@coramvoice.org.uk or contact form on website

Head office: info@coramvoice.org.uk

Website

<https://coramvoice.org.uk/>

Services

Opening times are Monday to Friday 9.30am–6pm and Saturday 10am–4pm. The helpline is free. WhatsApp: +44 (0)7758 670369 contact us using WhatsApp (add us to your contacts and send us a message free with WiFi). The website has online information for young people and professionals
Confirmed with Coram Voice 29 April 2019

Cruse Bereavement Care

All age helpline and online resources (with youth website, see Hope Again)

About

Cruse Bereavement Care offers support, advice and information to children, young people and adults when someone dies, and enhances society's care of bereaved people. Hope Again is the youth website of Cruse Bereavement Care (designed for young people by young people).

Address

Central Office Address (administration only):

Cruse Bereavement Care, PO Box 800, Richmond, Surrey TW9 1RG

Telephone

Helpline: freephone 0808 808 1677

Administration only: 020 8939 9530

Email

Young people can contact Hope Again via a message on the Hope Again website.

Administration only: info@cruse.org.uk.

Website

<https://www.hopeagain.org.uk/>

<https://www.cruse.org.uk/>

Services

The helpline is open Monday-Friday 9.30-5pm (excluding bank holidays), with extended hours until 8pm on Tuesday, Wednesday and Thursday evenings. Cruse also offers information, advice, education and training services. Hope Again offers personal stories, videos and advice. On the Hope Again website all youth messages will be answered by a young person.
Confirmed with Hope Again 17 May 2019

Doc Ready

Online resources for young people

For

First GP appointment

About

Doc Ready was based on work by the Right Here project in Brighton and Hove (see Right Here entry in this listing). It is a digital tool that helps young people to prepare and make the most out of mental health related GP visits. We know that it can be difficult to talk to people when you're having difficulties with your mental health. Doc Ready was designed and developed with young people and is very simple to use. Doc Ready has been developed in a partnership between the following organisations: Neontribe and Social Spider joined forces with FutureGov and Enabled by Design.

Address

Not on website

Telephone

Not on website

Email

Not on website

Website

www.docready.org

Services

Doc Ready helps you get ready for the first time you visit a doctor to discuss your mental health. It gives information about what to expect during a GP consultation, plan what to say and record the outcomes of their appointments. The website enables users to build a checklist of things they want to talk to their doctor about.

Website accessed 24 June 2019

Elefriends (see Mind)

Online community with app

About

Elefriends is a supportive online community where you can be yourself (for people over 18).

Elefriends is run by Mind, the mental health charity.

Contact

No address or phone details on the website. See Mind

Website

<http://elefriends.org.uk/>

Services

Sign up required. Elefriends is available as an app. There is a clear set of FAQs and 'The Ele' and his handlers at Mind moderate the community and help to keep it safe. They're available to respond to any questions or help with difficult situations during these hours: 6am-9am and 10am-2am 7 days a week.

Website accessed 24 June 2019

ELOP

Offers services including community hub and young people's services

For

LGBT people of all ages

About

A holistic lesbian and gay centre that offers a range of social, emotional and support services to LGBT communities, and our core services include counselling and young people's services.

Telephone

020 8509 3898

Email

info@elop.org

Website

<http://www.elop.org/>

Services

ELOP offers information, advice, advocacy, counselling and support services, plus other social and community activities. ELOP runs youth groups and young adults groups as well for 12-15's, 15 – 18's and 18 – 25's as well as a LGBT family group, and other support groups for adults.

Confirmed with ELOP 20 May 2019

Family Lives

Helpline, email and online resources

For

Parenting

About

Family Lives is a charity with over three decades of experience helping parents to deal with the changes that are a constant part of family life. Many people play active roles in raising children - dads and mums, grandparents, stepparents and non-resident parents, and Family Lives role is to support all of them to achieve the best relationship possible with the children that they care about, as well as supporting parenting professionals. They run a free and confidential helpline for emotional support, information, advice and guidance on any aspect of parenting and family life.

Address

Family Lives Head Office, 15-17 The Broadway, Hatfield, Hertfordshire, AL9 5HZ

Telephone

Helpline: 0808 800 2222

Family Lives Head Office: 020 7553 3080

Family Lives London and South East South: 020 3727 3571

Email

[For family support, advice and information: askus@familylives.org.uk](mailto:askus@familylives.org.uk)

Family Lives London and South East South: katied@familylives.org.uk

Website

<https://www.familylives.org.uk/>

Services

Our helpline service is open 9am – 9pm, Monday to Friday and 10am – 3pm Saturday and Sunday. There are a range of programmes and projects including bullying, befriending, positive boundaries and families affected by imprisonment

Website accessed 2 December 2018

Gendered Intelligence

Services and online resources

For

Gender diversity inc trans

About

Our mission is to increase understandings of gender diversity. Our vision is of a world where people are no longer constrained by narrow perceptions and expectations of gender, and where diverse gender expressions are visible and valued. We work with the trans community and those who impact on trans lives; we particularly specialise in supporting young trans people aged 8-25.

Address

VAI, 200a Pentonville Road, London N1 9JP (NB.VAI stands for Voluntary Action Islington)

Telephone

Office telephone: 0207 832 5848 (not a helpline)

Email

Enquiry form on website

<http://genderedintelligence.co.uk/>

Services

Gendered Intelligence runs a range of youth groups in London, Leeds and Bristol for young trans, non-binary and questioning young people aged under 21 (see website for details). They also run a peer-led support group in London for those aged 18-30. There is an annual camping trip. The website has on-line resources for young people. Gendered Intelligence offers training, mentoring, training and a range of projects in various parts of the country.

Confirmed with Gendered Intelligence 29 April 2019

Gingerbread

Helpline and online resources including forum

For

Single parent families

About

Gingerbread is a national charity working with single parent families and aiming to improve their lives. It provides expert advice, practical support and campaigns for single mums and dads. It has an online forum and a helpline.

Address

520 Highgate Studios, 53-79 Highgate Road, London, NW5 1TL

Telephone

Helpline: 0808 802 0925.

Head office: 0207 428 5400

Email

Enquiry form on website

Website

<https://www.gingerbread.org.uk/>

Services

The Gingerbread Single Parent Helpline provides support and expert advice on anything from dealing with a break-up to going back to work or sorting out child maintenance, benefit or tax credit issues. Calls are free and confidential. The helpline is open Mondays: 10am to 6pm, Tuesdays/Thursdays/Fridays: 10am to 4pm, Wednesdays: 10am-1pm and 5pm-7pm, and closed on all public holidays. The average waiting time is around 20 minutes. The website has information on a wide range of practical topics, including training, wellbeing and tips from single parents. There are also local groups (e.g. Hackney, Bexley, North East London and Waltham Forest).

Website accessed 24 June 2019

Good Lad Initiative (GLI)

Services (workshops)

For

Gender relations - men and boys (GLI was formerly Great Men)

About

At GLI, we specialise in helping men and boys to contribute to improving gender relations: promoting positive, equal gender relationships; transforming the behaviours, attitudes and skills of men and boys; and motivating them to become agents of positive change within their communities. (The Great Men project transferred to the Good Lad initiative in 2017.)

Contact

The website has an enquiry form and email link

Website

<https://www.goodladinitiative.com/>

Services

Mainly we run workshops - for universities, schools and workplaces. All of our workshops are interactive, respectful and confidential.

Website accessed 24 June 2019

Harmless

Online resources for all ages

For

Help for self harm

About

Harmless was established at the beginning of October 2007 to respond to the needs of people who do or are at risk of self-harm and suicide. It is a national voluntary organisation for people who self harm, their friends, families and professionals.

Address

1 Beech Avenue, Nottingham, NG7 7LJ

Telephone

Not on website

Email

info@harmless.org.uk

Website

<http://www.harmless.org.uk/>

The website has coping strategies and information, and says 'We provide 1:1 face to face support with qualified therapists and project workers alongside regular drop-in sessions, email and skype support'. Harmless also provides training and consultancy.

Website accessed 7 December 2018

Head Meds

Online resources for young people

For

Mental health medication

About

Head Meds is a website that gives information on mental health conditions and medications for young people. It is owned and managed by Young Minds

Website

<https://www.headmeds.org.uk/>

Services

The website has individual stories and you can find information by entering the name of your medication.

Confirmed with Young Minds 25 April 2019

Healthtalk

Online resources for all ages (with section for young people, see youthhealthtalk.org)

For

Sharing real-life health experiences

About

Healthtalk.org provides free information about health issues, by sharing people's real-life experiences. You can watch people sharing their stories about cancer, autism, motor-neurone

disease, pregnancy, drugs, depression and much more. There is a section on young people's experiences (Youth Healthtalk - youthhealthtalk.org leads to healthtalk.org).

Healthtalk.org comes from a partnership between a charity called DIPEX and The Health Experiences Research Group or 'HERG' at The University of Oxford's Nuffield Department of Primary Healthcare Sciences.

Email

info@healthtalk.org

Website

<http://www.healthtalk.org/>

youthhealthtalk.org

Services

There are 17 icons on the young people page, including psychosis, depression and low mood, drugs and alcohol and eating disorder, as well as 'seeing the GP'. The website has sections on training and resources

Confirmed with Healthtalk 20 May 2019

Helplines Partnership

Online directory of helplines

For

Organisations that provide information, support or advice via phone, email, text or online

About

Helplines Partnership is the membership body for organisations that provide information, support or advice via phone, email, text or online. We have around 350 members in the UK and internationally from large national charities to small local and specialist charities as well as some businesses.

Helplines Partnership does not provide services to the general public

Address

Ruthlyn House, 90 Lincoln Road, Peterborough, Cambridgeshire PE1 2SP

Telephone

0300 330 7777

Email

info@helplines.org

Website

<https://helplines.org/>

Services

Helplines Partnership does not directly provide a helpline service. If you need help and support you can use our 'Find a Helpline' to find organisations that provide non-face-to-face advice, support and information via phone, email, text or online to improve general wellbeing.

Confirmed with Helplines Partnership 17 May 2019

Hope Again

Helpline and email for young people with online resources

For

Bereavement for young people

About

Hope Again is Cruse Bereavement Care's website for young people. Cruse is a national charity that provides support, advice and information to children, young people and adults when someone close to them dies. We also work to enhance society's care of bereaved people.

Address

See Cruse

Telephone

Helpline: 0808 808 1677

Email

hopeagain@cruse.org.uk

Website

<https://www.hopeagain.org.uk/>

Services

Free helpline Monday-Friday, 9:30am - 5:00pm. The website contains personal stories, vlogs, information and videos. Young people can email. Services are provided by experienced volunteers. The website says: at Cruse (<https://www.cruse.org.uk/get-help/local-services>) we can offer a safe, youth friendly space where young people can work through their grief in their own time and their own way accompanied by a trained and experienced volunteer who will work individually with the young person over a period of 6-8 weekly sessions.

Confirmed with Hope Again 17 May 2019

London Friend

Online resources and services (all age) including substance misuse

For

LGBT

About

London Friend is a charity that supports the health and mental well-being of the Lesbian, Gay, Bisexual and Trans (LGB&T) community in and around London.

Address

London Friend main office, 86 Caledonian Road, London N1 9DN

Telephone

020 7833 1674

Email

office@londonfriend.org.uk

Website

<http://londonfriend.org.uk/>

Services

We offer counselling and support around issues such as same-sex relationships, sexual and gender identity and promoting personal growth and self-confidence. We're also home to Antidote - the UK's only LGB&T drug and alcohol service. Our social groups provide a safe space to meet and socialise. The website has information and details of relevant projects. It does not offer online support for individuals.

Confirmed with London Friend 16 May 2016

London Nightline

Helpline and email with text, chat and messaging

For

Students

About

London Nightline is a registered charity offering listening, support and information to London University students by way of a confidential helpline (in term time). Calls concern everyday stressful events, life-changing events, academic queries, and mental health issues. Students at a wide range of London affiliated higher education bodies can call - see list on website

Telephone

0207 631 0101

Email

listening@nightline.org.uk

Website

<http://nightline.org.uk/>

Services

Nightline is able to provide crucial out-of-hours peer support via phone, Skype, email and instant messaging services. We are open between 6pm and 8am every night of term, and run almost entirely by student volunteers. Calls are anonymous and confidential (but not free). Students can email any day of the year for a reply in 48 hours.

Confirmed with Nightline 26 April 2019

MeeTwo

App for young people

For

Peer support - app

About

MeeTwo is a multi-award winning free app, featured on the NHS Apps Library. which helps teenagers talk about difficult things, and get immediate safe, anonymous peer and expert support online as well as in app links to UK charities and helplines

Email

info@meetwo.co.uk

Contact form on website: <https://www.meetwo.co.uk/contact-us>

Website

<https://www.meetwo.co.uk/>

Services

MeeTwo allows young people to help themselves, by helping each other. It is 100% moderated, safe and anonymous. Every post and reply is checked before it reaches the app and it combines the best aspects of peer support with the added benefits of expert guidance.

Conformed with MeeTwo 29 April 2019

Men's Health Forum

Online resources (all age) with forum

About

The Men's Health Forum is a charity supporting men's health in England, Wales and Scotland. Its ambition is that all men and boys - particularly those in the most disadvantaged areas and communities - will have the information, services and treatments they need to live healthier, longer and more fulfilling lives, so that one man in five no longer dies before 65 years of age.

Address

49-51 East Road, London, N1 6AH

Telephone

020 7922 7908

Contact

Enquiry form on website

Website

[Website: www.menshealthforum.org](http://www.menshealthforum.org)

Services

The Forum's Health Unlocked forum is for general chat around men's health and how to improve it. The website also contains health information. Men's Health Forum undertakes research, shares good practice and advocates for men's health. It produces booklets for sale on men's health topics.

Website accessed 24 June 2019

Mental Health Foundation

All age online resources including app

About

The Mental Health Foundation is the UK's charity for everyone's mental health. With prevention at the heart of what we do, we aim to find and address the sources of mental health problems. The website has a range of content designed to give you more information about mental health and to help you to look after your mental health. The Mental Health Foundation provides information and support for anyone with mental health problems or learning disabilities, and researches and campaigns on all issues relating to mental health.

Address

Colechurch House, 1 London Bridge Walk, London, SE1 2SX

Telephone

020 7803 1100

Email

Contact form on website.

Website

www.mentalhealth.org.uk

Services

We have podcasts, videos, tools for you to test your stress and levels of positive mental health, inspiring stories and information about getting help if you're struggling. The website has a comprehensive resource page including information on mental health and advice on how to look after your mental health. In 2016, an app for their online mindfulness course, Be Mindful, was launched - see their website <https://bemindful.co.uk/>. 'The Mental Health Foundation does not provide any support services. Therefore, it can be a great tool for providing information about mental health, but I would suggest that it not be used as a contact for individuals directly experiencing mental health difficulties who want to access services, such as counselling' - *Mental Health Foundation 25 April 2019*

Website accessed 24 June 2019

Mentally Healthy Schools

Online resources for primary school staff

For

Primary schools

About

Mentally Healthy Schools brings together quality-assured information, advice and resources to help primary schools understand and promote children's mental health and wellbeing. Mentally Healthy Schools was launched in 2018 by the Duchess of Cambridge as a legacy of the Heads Together campaign. The website is a collaboration between the UK's leading child mental health and education experts from Anna Freud National Centre for Children and Families, Place2Be and YoungMinds.

Email

mhs@annafreud.org

Website

<https://www.mentallyhealthyschools.org.uk>

Services

The website has information on mental health, teaching resources and material on whole school approaches. It does not provide individual mental health and wellbeing support or referrals

Confirmed with Mentally Healthy Schools 17 May 2019

Mermaids UK

Young people's helpline with email and online forum (sometimes chat)

For

Transgender

About

Mermaids UK is a charity set up to help young people who identify as transgender. If you are a young person that feels at odds with their birth gender, or you are a parent with a child who feels this way, Mermaids can help. They provide a confidential helpline aimed at supporting transgender up to the age of 19, their families and professionals working with them

Telephone

Helpline: 0808 801 0400

Address

Suite 4, Tarn House, 77 the High Street, Yeadon, Leeds, LS19 7SP

Email

info@mermaidsuk.org.uk

Website

www.mermaidsuk.org.uk

Services

Helpline: Mon-Fri, 9am - 9pm. (Times may vary on bank holidays.) The helpline - covered by volunteers - offers emotional support. The website is a gateway to the parents and teens forums (youth forum for ages 12 to 19 inclusive) and signposting to training and information resources. Mermaids offers a webchat service periodically. The website says: any voicemails will be responded to as soon as we can, once received. If there is no-one available to talk to and your situation is urgent, please email info@mermaidsuk.org.uk.

Confirmed with Mermaids 1 May 2019

Mikeysline

Young people's textline for Highlands and Islands of Scotland with online resources including app

For

Lonely desperate

About

Mikeysline was founded in late 2015 after a number of suicides in the Highland area. We run two services, the text line, and the Hive (an out of hours mental health crisis centre in Inverness City Centre for those aged 17 and over). Mikeysline provides a contact point for any young people in the Highland and islands feeling lonely. Volunteers offer an understanding, non-judgmental peer support and a shoulder to lean on.

Address

19 Academy Street, Inverness, IV1 1JN

Telephone

01463 729000

Textline

Not included in Tower Hamlets Information Resource at request of Mikeysline for capacity reasons

Website

www.mikeysline.co.uk

Services

A text line as opposed to a phone call gives both parties total anonymity and avoids the possible embarrassment of unloading yourself in a conversation with a total stranger. The Bee Appy app allows you to scale your mood daily and plot it on a graph so you can track your progress over time, it gives top tips for coping with stress, depression and anxiety. It provides links to local and national organisations and has relevant YouTube videos. Mikeysline say: We are happy for anyone that needs to download and use the Mikeysline app and of course they are welcome to access our website and use the resources that are on there. (25 April 2019)

Confirmed with Mikeysline 25 April 2019

Mind

Helpline for adult mental health (with text option), legal line and online resources

About

Mind is a national charity providing advice and support to empower anyone with a mental health problem. It campaigns to improve services, raise awareness and promote understanding. Mind offers two confidential mental health information services, the Mind Infoline (including text) and the Legal Line, plus Elefriends, an online community. (There is also a confidential Bluelight emergency line for people who work in emergency services, paid or voluntary.) Local Mind organisations are independent organisations affiliated to national Mind. The website has information on local Mind organisations and the infoline will look for local services.

Address

Mind Infoline: Unit 9, Cefn Coed Parc. Nantgarw, Cardiff CF15 7QQ

Head office: 15-19 Broadway, Stratford, London E15 4BQ

Telephone

Infoline: 0300 123 3393

Text: 86463

Head office: 020 8519 2122

Email

info@mind.org.uk

Website

<https://www.mind.org.uk/>

Services

Mind helplines are open 9am to 6pm, Monday to Friday (except for bank holidays) - the trial webchat service has the same hours. The Legal Line number is 0300 466 6463 (same address as Infoline.) Elefriends (the name comes from 'the elephant in the room') is moderated daily by the Ele handler team from 10am-midnight. Sign up needed. The website also has information on mental health, guides to services, rights and tips.

Website accessed 11 December 2018

MindEd

Online training for adults about young people's mental health.

For

Adults understanding CYP MH

About

MindEd is a free educational resource on children and young people's mental health for all adults. It is a free, educational e-resource designed to help adults identify and understand children and young people with mental health issues. MindEd was created by a consortium of ten national organisations for children, health and mental health.

Telephone

Not given on website

Email

Not given on website

Website

<https://www.minded.org.uk/>

Services

MindEd offers short (20-30 minute) online learning sessions to help professionals identify mental health problems and show what action to take. It is for those who volunteer, work or are studying to work with infants, children or teenagers. MindEd has e-learning applicable across the health, social care, education, criminal justice and community settings. It is aimed at anyone from beginner through to specialist. The website also offers MindEd for families, including older people. It recommends creating a learning account.

Website accessed 24 June 2019

Mindful

Young adults and families online resources

For

Mindfulness

About

The Mindful website and magazine are part of the Foundation for a Mindful Society

Mindful is a mission-driven non-profit organisation based in the USA and dedicated to inspiring, guiding, and connecting anyone who wants to explore mindfulness—to enjoy better health, more caring relationships, and a compassionate society.

Website

<https://www.mindful.org/>

Email

[General inquiries: mindful@mindful.org](mailto:General_inquiries@mindful.org)

Services

Online practices and information about mindfulness

Mindful is appropriate for young adults and families; our target audience is young adults, adults, families, and health/mindfulness professionals. Some content is may not be appropriate for young teens or children as we occasionally cover adult topics such as abuse/trauma, addictions, and adult relationships/sex/intimacy. We often cover family topics and mindfulness for children, though these articles are intended for parents/guardians/teachers/etc.

Confirmed with Mindful 9 May 2019

Missing People

All age helpline with text, email and freepost

About

Missing People is a charity in the UK which is dedicated to bringing missing children and adults back together with their families. The website can only publicise people who are missing in UK, or British nationals missing overseas. It has webpages with information about going missing.

Address

Write to us at Freepost Missing People. This is the only address you need and you do not need a stamp.

Telephone

Call or text 116 000

Head office: 020 8392 4590

Email

For missing a missing person: 116000@missingpeople.org.uk

Admin: contact form on website

Website

<https://www.missingpeople.org.uk/>

Services

116 000 is the number to call, text or email for advice, support and options if you, or someone you love, goes missing or runs away. Free, confidential and available 24/7. You can text even if you have no credit left on your mobile phone. There is a Safecall service, including for young people away from home or care, offering a scheduled telephone call to children who are referred by professionals working with them.

Website accessed 24 June 2019

The Mix

Young people's helpline, email, and online resources including chat.

For

Support for young people

About

The Mix is a charity offering essential support for young people: whether you're 13, 25, or any age in between, we're here to take on the embarrassing problems, weird questions, and please-don't-make-me-say-it-out-loud thoughts you have. We give you the information and support you need to deal with it all. We're a free and confidential multi-channel service. That means that you choose how you access our support, without the worry of anyone else finding out, whether through our articles and video content online or our phone, email, peer to peer and counselling service.

Address

PO Box 7777, London W1A 5PD

Telephone

Freephone 0808 808 4994

Office: 020 7009 2500

Email

Enquiry form on website

Website

www.themix.org.uk

Services

Information on key topics of concern to young people. Helpline open from 4pm to 11pm, and email support. Telephone counselling for young people age 25 and under. Several apps including Stressheads. Webchat for ages 10 to 18 years. The Get Support section of the website links to discussion boards. There is a Group Chat Service, one to one chat with a trained team, crisis text messaging support and a service finder (with Stepfinder app).

Website accessed 22 June 2019

Moodpath

All age app

For

Depression

About

Moodpath is a depression app for everyone who feels emotionally burdened and is worried about suffering from clinical depression. Moodpath does not replace psychotherapy.

Contact details:

info@moodpath.de

<https://www.moodpath.de/en/>

Services

Moodpath is a personal mood journal that asks you questions regarding your emotional and physical well-being every day and allows you to fill out your questionnaires on your mobile phone. Users receive a mental health assessment every two weeks, which can be shared with a therapist. It offers resources like mindfulness exercises and written courses on topics like self-esteem, rumination and sleep improvement. Features in-app purchases. It was the app used in the 2018 Healthwatch Tower Hamlets young people's mental health survey in two local schools for ages 16 to 18.

Confirmed with Moodpath 25 April 2019

Muslim Women's Helpline

All age helpline with text and online resources including chat

For

Experiences of Muslim women and girls

About

The helpline has been set up by and is operated by the Muslim Women's Network UK (MWNUK) which gathers evidence about the experiences of Muslim women and girls on key issues affecting them and uses the information to improve their rights through advocacy and campaigning. (Contact details: Contact@mwnuk.co.uk. Website: www.mwnuk.co.uk. Telephone: 0121 236 9000)

Address

MWNUK, The Warehouse, 54-57 Allison Street, Digbeth, Birmingham, B5 5TH

Telephone

Helpline: 0800 999 5786 (free from mobiles and landlines)

0303 999 5786 (Usual call rates apply)

Text: 07415 206 936 (we will respond during operating hours)

Email

info@mwnhelpline.co.uk

Website

<http://www.mwnhelpline.co.uk/>

Services

Helpline, text and webchat available 10am to 4pm (Mon To Fri). The website contains information and videos.

Confirmed with Muslim Women's Healthline 10 May 2019

Muslim Youth Helpline

Young people's helpline, with email, chat or by letter.

For

All issues -faith and culturally sensitive support

About

The Helpline is for those that need emotional support and signposting.

MYH is a national charity that provides free and confidential faith and culturally sensitive support services for vulnerable young people in the UK including a free and confidential helpline, available nationally via the telephone, email, live chat and letters. By providing safe spaces in which we listen, we are breaking the taboos of silence that prevent young Muslims from talking about their problems. Young people from all backgrounds contact the Helpline and we never turn anyone away. The Helpline does not propagate any religious or political beliefs, and seeks only to provide relief to and improve the social condition of vulnerable young people in the UK through compassion, empathy, non-judgement and tolerance. We recognise that it's the fear of condemnation and judgment that keeps young people in our communities locked in a silent cycle of suffering.

Address

Not on website

Telephone

Freephone: 0808 808 2008

Live chat on their website: <http://myh.org.uk>

Email

help@myh.org.uk

info@myh.org.uk

Website

<http://myh.org.uk>

Services

Open 365 days a year Monday to Sunday: 4pm-10pm. The service uses male and female volunteers drawn from the diverse Muslim communities in the UK. They are trained in basic counselling skills to respond to client enquiries, and also in faith and cultural sensitivity.

Website accessed to update on 24 June 2019

National Association of Children of Alcoholics

Helpline for children of all ages, many of whose issues become apparent in adulthood, with email and online resources including message boards

About

Provides information, advice and support for everyone affected by a parent's drinking. It operates a free helpline and the website contains information and advice for children, young people, parents and professionals.

Address

Nacoa, PO Box 64, Bristol, BS16 2UH.

Telephone

0800 358 3456

Email

helpline@nacoa.org.uk

admin@nacoa.org.uk

Website

<http://www.nacoa.org.uk/>

Services

The helpline is open Friday, Saturday and Monday 12 noon to 7pm and Tuesday, Wednesday and Thursday 12 noon to 9pm. There is an ansaphone. Online messages boards are moderated and feature relevant themes.

Confirmed with Nacoa 25 April 2019

National Deaf Children's Society

Helpline and email for children and young people with online resources including chat

About

National Deaf Children's Society (NDCS) is a charity dedicated to removing the barriers to the achievement of deaf children around the world.

Address

Ground Floor South, Castle House, 37- 45 Paul Street, London C2A 4LS

Telephone

0808 800 8880

Office: 020 7490 8656

Email

helpline@ndcs.org.uk

ndcs@ndcs.org.uk

Website

<https://www.ndcs.org.uk/>

Our contact details for our London and regional offices are available on our website here:

<https://www.ndcs.org.uk/about-us/contact-us/>

Services

The helpline (opening hours Monday to Friday 9am - 5pm, closed on bank holidays in England) provides advice and support for deaf children and families on a range of issues including benefits, education, technology, health, social care, discrimination and communication - as well as advice and information for professionals working with deaf children. It is free from all landlines and major mobiles companies. It offers Interpreter Now BSL Video Interpreting. There is a live chat service. The website also has online information including factsheets and videos.

Our most up to date Helpline information is here:

<https://www.ndcs.org.uk/our-services/services-for-families/helpline/>

Confirmed with NDCS 1 May 2019

National Domestic Violence Freephone Helpline

Helpline with online information

About

The Freephone 24 Hour National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf

Contact details

No address or email details in the website.

Telephone

Helpline: 0808 2000 847

Website

<http://www.nationaldomesticviolencehelpline.org.uk/>

Services

The Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential. Translation facilities for callers whose first language is not English, and a service for callers who are deaf or hard of hearing are available. There are advice pages for women experiencing domestic violence and friends/family supporting them as well as professionals. The website carries a warning: cover your tracks!

Website accessed 30 June 2019

National Youth Advocacy Service

Helpline for young people with email and online resources including app

For

Rights/voice

About

The National Youth Advocacy Service (NYAS) is a rights based charity which operates across England and Wales for children, young people and adults. Advocates can support and listen to you if you feel your wishes and feelings are not being heard by your social worker, carers or anyone else involved in decisions about your care and welfare. The organisation also provides legal services, independent visitors and participation. A NYAS app is available. The website has information for children in care. The main website has a link to the NYAS young person's website.

Address

NYAS Head Office, Tower House, Tower Road, Birkenhead, Wirral CH41 1FF

Telephone

Helpline 0808 808 1001

Email

help@nyas.net

Website

<https://www.nyas.net/>

<https://youngpeople.nyas.net/>

Services

The Helpline is open 9 am until 6 pm Monday to Friday excluding Bank Holidays. Advisors can also be contacted by email, call-back request and letter. The online referral form link which is the most popular channel for making referrals: <https://www.nyas.net/referral-form/>

Confirmed by NYAS 25 April 2019

Naz

Services with some online information for all ages

For

BAME sexual health

About

NAZ is the sexual health charity dedicated to delivering culturally-specific sexual health services to those historically left behind. We do this because there's a big gap in the sexual health outcomes of Black Asian Minority Ethnic (BAME) communities compared to the general population.

Address

30 Blacks Road, London W6 9DT

Telephone

020 8741 1879

Email

naz@naz.org.uk

Website

<https://www.naz.org.uk/>

Services

Naz offers free rapid HIV tests at their Hammersmith office, free counselling for mental and sexual health and well-being, and free access to peer-support groups for your background, including HIV care, support and advocacy. The website has information and details of a range of awareness and education programmes. Specific outreach programmes are London-wide but do not list Tower Hamlets. The online referral form link is the most popular channel for making referrals:

<https://www.nyas.net/referral-form/>

Confirmed with Naz 25 April 2019

nia

Services for all ages, with some online resources

For

Women and children's experience of male violence

About

The Nia project provides services for women, children and young people who have experienced male violence, works to raise awareness of male violence, develops services and contributes to policy.

Address

P.O. Box 58203, London, N1 3XP

Telephone

020 7683 1270

Email

info@niaendingviolence.org.uk

Website

<http://www.niaendingviolence.org.uk/>

Services

Online resources: the website has women's stories, information for women who need help urgently, and links to other services. Nia website lists nine services it runs, including sexual violence prevention for schools and youth services, play therapy and counselling. Nia also provides rape crisis, refuge and advocacy.

Website accessed 24 June 2019

No Panic

Helplines including youth helpline and online resources including apps

For

OCD and panic disorders

About

No Panic is a national charity that offers advice, support, recovery programmes and help for people living with phobias, OCD and any other anxiety based disorders. They have information and self-help guidance on their website as well as operating helplines, including a youth helpline, and recovery support.

Address

Unit 3, 10 Oxford Street, Oakengates, Telford, Shropshire TF2 6AA

Telephone

Helpline: 0844 967 4848

Youth helpline (for 13 to 20 year olds): 0330 606 1174

Office: 01952 680460

Email

info@nopanic.org.uk

Website

www.nopanic.org.uk

Services

Helpline: Everyday 10am-10pm. Calls Charged at 5ppm plus access charge. Provides members with the skills they need to manage their condition and work towards recovery, enabling them to lead more fulfilled lives. Details of youth membership, Self Helper app, email support and symptom checker are in the website. Telephone Mentor Scheme and Group Support are offered (separately) as paid for services to members. The Worrinots app is mainly used for ages 4 to 12 years and families/carers.

Website accessed 21 March 2019

NSPCC

Helpline for adults with services and some online resources

About

NSPCC is a national charity that works to protect children, prevent abuse and make child abuse a thing of the past. It works through campaigns, research, training and local projects and provides general advice or information about safeguarding or child protection.

Address

Weston House, 42 Curtain Road, London EC2A 3NH

Telephone

Help for adults concerned about a child: 0808 800 5000

Help for children and young people: call Childline on 0800 1111

Email

help@nspcc.org.uk

Website

<https://www.nspcc.org.uk/>

Services

The NSPCC helpline is a place adults can contact by phone or online to get advice or share their concerns about a child, anonymously if they wish, 24/7. An information service answers enquiries. The website has information, advice and resources, including about training for schools (Speak Out. Stay Safe) - see NSPCC learning pages. For Tower Hamlets, see listing 1 in this information resource.
Website checked 24 June 2019

OCD Action

Helpline with youth website, email and online resources including online youth forum

For

Obsessive Compulsive Disorder

About

A registered charity that provides support and information to anybody affected by OCD, works to raise awareness of the disorder amongst the public and front-line healthcare workers, and strives to secure a better deal for people with OCD. Support includes youth website and email support, helpline, email and online forums.

Address

Suite 506-507 Davina House, 137-149 Goswell Road, London EC1V 7ET

Telephone

Help and Information Line 0845 390 6232

Office: 020 7253 5272

Email

youthhelpline@ocdaction.org.uk

support@ocdaction.org.uk

office@ocdaction.org.uk

Website

www.ocdaction.org.uk

<http://ocdyouth.org/>

Services

Help and Information Line open Mon to Fri, 9.30am to 8pm (dependent on volunteer availability.) Most Helpline volunteers are people with personal experience of OCD. Online forum and youth support forum (account needed) for people aged 16-20. The ODC Youth e-Helpline is an email only service. The website has information on OCD and related disorders (e.g. Body Dysmorphic Disorder or BDD, Compulsive Skin Picking, Trichotillomania or hair pulling, and Habit Disorders) and support groups. All the local support groups OCD Action advertise are independent of the Charity. OCD Action also offers advocacy.

Website accessed 24 June 2019

OCD UK

Helpline with email and online resources including forums

For

Obsessive Compulsive Disorder

About

Working for children and adults affected by Obsessive-Compulsive Disorder, the charity provides advice, information, and support services for those affected by OCD, and campaigns to end the trivialisation and stigma of OCD. It is completely service-user led. The website shows a telephone line and email address for support.

Address

Harvest Barn, Chevin Green Farm, Chevin Road, Belper, Derbyshire DE56 2UN

Telephone

Helpline 03332 127890

Email

support@ocduk.org

Website

<https://www.ocdforums.org/>

Services

The website contains information and resources for those who have OCD and for those who support them. There are also online support forums and discussion forums and OCD UK offer an OCD volunteering project for young people with OCD and educational courses for parents of children with OCD

Confirmed with OCD UK 25 April 2019

Pace

Helpline with online resources and forum

For

Parents concerned about sexual exploitation

About

Pace (Parents Against Child Exploitation) works alongside parents and carers of children who are – or are at risk of being – sexually exploited by perpetrators external to the family. We offer guidance and training to professionals on how child sexual exploitation affects the whole family. It offers one-to-one telephone support for parents whose children are being sexually exploited, or for those who are concerned their child is at risk.

Address

Not given on website

Telephone

Parentline 0113 240 5226

Main office: 0113 240 3040

Email

Enquiry form on website

Website

<https://paceuk.info>

Services

Telephone support is offered during office hours, Monday to Friday. Pace also offers an online parent forum, information library and parent network days. The website also has a service finder for local support: the London list mainly shows services for specific boroughs (none of which is Tower Hamlets) but also includes some London-wide services.

Confirmed by Pace 25 April 2019

Papyrus UK

Helpline for young people with email and online resources

For

Suicide prevention - young people

About

Papyrus UK is a national charity dedicated to the prevention of young suicide, i.e. the prevention of suicide and the promotion of positive mental health and emotional wellbeing in young people. Papyrus' confidential HopelineUK is for young people thinking about suicide, and anyone worried about a young person.

Telephone

HopelineUK: 0800 068 41 41

Text: 0778 620 9697

Head Office: 01925 572 444

Website

www.papyrus-uk.org

Email

For those experiencing suicidal thoughts or concerned about a young person: pat@papyrus-uk.org

Enquiries: admin@papyrus-uk.org

Services

Open 10am-10pm weekdays; 2pm-10pm weekends; and 2pm-10pm bank holidays

The website has resources for teenagers and young adults and their parents and friends, and Papyrus also delivers awareness and prevention training, and campaigns and influences government policy. Their website contains guidelines for schools, colleges and university students

Confirmed with Papyrus UK 25 April 2019

Partnership for Children

Online resources for parents and children

For

Parents, carers and teachers of primary school age

About

Partnership for Children is a UK registered charity that helps children to be mentally and emotionally healthy. It has developed a range of well-evidenced programmes to help young children across the entire primary school age range to learn how to deal with difficulties, so that they'll be better able to cope with problems and crises now and as teenagers and adults.

Address

Partnership for Children, 26-27 Market Place, Kingston upon Thames, Surrey KT1 1JH

Telephone

020 8974 6004

Email

info@partnershipforchildren.org.uk

<https://www.partnershipforchildren.org.uk/>

Services

The website contains information about programmes for schools in the UK and internationally, and also includes parents' guides, activities and resources (e.g. resilience building and transition to secondary education) for parents and children.

Confirmed with Partnership for Children 17 May 2019

Prince's Trust

Online resources for young people with phone line

About

The Prince's Trust believe that every young person should have the chance to embrace exciting opportunities, so it helps 11 to 30 year-olds who are unemployed or struggling at school to transform their lives. It runs a wide range of programmes throughout the country.

Telephone

0800 842 842

Contact

There is a contact form on the website.

Website

<https://www.princes-trust.org.uk/help-for-young-people/about-princes-trust-online>

Services

We're open from 9am-9pm, seven days a week. For young people looking for a new job, the website has online resources (sign up required) including free short courses, business plan templates, mentors, tips on CVs etc.

Acknowledged by Prince's Trust 17 May 2019

Rethink Mental Illness

Adult helpline (over 18, advice not crisis) and online resources

About

We provide expert, accredited advice and information to everyone affected by mental health problems. We have over 200 mental health services and 150 support groups across England. We campaign nationally on mental health issues. The advice team can be contacted about mental health and related issues but does not provide crisis help.

Address

Head office: 89 Albert Embankment London SE1 7TP

Telephone

Contact advice team: 0300 5000 927

Email

Signposting: info@rethink.org

Advice: advice@rethink.org

Website

<https://www.rethink.org/>

Services

Advice team can be contacted Monday - Friday 9.30am - 4pm, not including bank holidays. The Advice Line can only offer advice and information where the person who is experiencing the mental illness is over 18. The site provides information and advice on all aspects of mental health, as well as information on local Rethink Mental Illness Services.

Samaritans

All age helpline

For

Anyone who is struggling to cope

About

Samaritans is a charity working across the UK and Ireland to reduce the number of people who take their own lives and help people who are struggling to cope with how they're feeling or with life's challenges.

Address

Not provided

Telephone

116 123 in the UK

Email

Email support: jo@samaritans.org

Not provided

Website

<https://www.samaritans.org/>

Services

If you need someone to talk to, we listen. We won't judge or tell you what to do.

You can call Samaritans for free from any phone on 116 123, email them at jo@samaritans.org or visit samaritans.org to find details of your nearest branch

Confirmed with Samaritans 23 May 2019

SANE

All age helpline with text, online resources and community

For

Mental Illness

About

Sane is a national charity that works to improve the quality of life for anyone affected by mental illness. It campaigns, supports research and operates SANEline and other services such as textcare, callbacks and replying to letters and emails.

Address

SANE, St. Mark's Studios, 14 Chillingworth Road, Islington, London, N7 8QJ Tel: 0203 805 1790

Telephone

Helpline 0300 304 7000

Office: 020 3805 1790

Email

info@sane.org.uk

Website

<http://www.sane.org.uk/>

Services

SANEline is a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers. The helpline is a confidential service for those aged 16 or over, open every day of the year from 4.30pm to 10.30pm. Sane's website also contains a form to apply to be part of their text care service (also for over 16s). SANE provides platforms for peer-to-peer support, for the exchange of ideas and guidance. *Confirmed with SANE 17 May 2019*

Self Injury Support

All age helpline with text and online resources including webchat and app

For

Women and girls including trauma and abuse

About

Self Injury Support is a national charity that runs a UK-wide multi-channel support service for women and girls affected by self-injury, trauma and abuse. They raise awareness and provide non-judgemental support. Self Injury Support was involved in the development of the distrACT self-harm prevention app launched in Bristol in November 2017 (see <https://www.expertselfcare.com> - not on website)

Address

PO Box 3240, Bristol, BS2 2EF

Telephone

Office: 0117 927 9600

Text message: 07537 432 444

Helpline: 0808 800 8088 (call FREE)

Email

Contact form on website

Website

www.selfinjursupport.org.uk

Services

Website advice information and support as well as a helpline, text line, web chat and email (NB email currently unavailable). All services open Tuesday, Wednesday and Thursday from 7pm - 9.30pm

Confirmed by Self Injury Support 26 April 2019

Shout

Text line for all ages

For

Text support in a crisis

About

Shout is the UK's first free 24/7 text service for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help. Provided by trained crisis volunteers. It is an anonymous, free conversation that won't show on your phone bill. Our service has been launched by Mental Health Innovations, a digital mental health charity that was established as a legacy from the Heads Together campaign. Shout is grateful for the work and generous support of The Royal Foundation, whose founding grant launched the charity.

Address

Not given on website. There is a contact form on the parent charity website:

<https://mentalhealthinnovations.org/#contact>

Telephone

Text Shout to 85258

Email

info@giveusashout.org

Website

<https://www.giveusashout.org/>

Services

We can help with urgent issues such as: suicidal thoughts, abuse or assault, self-harm, bullying, and relationship challenges. We will always try to respond to texters as quickly as possible, however our responses will be longer at times of high demand. Our Crisis Volunteers don't provide clinical advice. Shout is not an emergency service. The website has tips and a film with breathing tips.

Website accessed 16 May 2019

Stem4

Online resources including apps

For

Help to manage teenage mental health issues

About

This charity (with tagline 'stemming teenage mental illness') provides information on identification, intervention and effective management of commonly occurring teenage mental health issues. It has a range of downloadable self help materials on its website.

Address

Wimbledon Business Centre, Old Town Hall, 4 Queens Road, London SW19 8YB

Telephone

Not given on webpage

Website

www.stem4.org.uk/calmharm

Email

Enquiries@stem4.org.uk

Services

It has online information about eating disorders, depression and anxiety, self-harm and addiction, and offers self-help strategies and resources to download. Stem4 offers conferences (separately) for school students, teachers and parents to raise awareness of early signs. It has developed apps: Calm Harm provides tasks that help you resist or manage the urge to self-harm. Clear Fear provides ways to manage anxiety and includes a 'grit box' to help boost resilience. With the apps, you can add your own tasks too and they're completely private and password protected. The apps are free to download from the App Store and Google Play. NB the apps are an aid in treatment but do not replace it.

Confirmed with Stem4 29 April 2019

Student Minds

Online resources and signposting for young people (students)

About

Student Minds is the UK's student mental health charity. We empower students and members of the university community to develop the knowledge, confidence and skills to look after their own mental health, support others and create change. We train students and staff in universities across the UK to deliver student-led peer support interventions as well as research-driven workshops and campaigns.

Address

17 Springfield Mount, Leeds LS2 9NG

Email

info@studentminds.org.uk

Website

<https://www.studentminds.org.uk/>

Services

Student Minds run peer support groups and have information and resources on their website, also describing types of services available for university students. All Student Minds groups are run by student volunteers, two of which will be present at each session. All volunteers are recruited and trained by Student Minds to ensure that they understand how to run a group session safely.

Confirmed with Student Minds 25 April 2019

Students Against Depression

Online resources for young people (students)

About

Students Against Depression is a website offering advice, information, guidance and resources to those affected by low mood, depression and suicidal thinking. Alongside clinically-validated information and resources it presents the experiences, strategies and advice of students themselves. It is run by the Charlie Waller Memorial Trust.

Address

Charlie Waller Memorial Trust: 16a High Street, Thatcham, Berkshire, RG19 3JD

Telephone

01635 869754

Email

admin@cwmt.org

Website

<https://www.studentsagainstdepression.org/>

Services

The website offers information about anxiety and depression and gives strategies for making changes. It also has a section for those who are helping someone who are depressed or anxious

Confirmed with Charlie Waller Memorial Trust 20 May 2019

Support after Suicide

Online resources for all ages

About

Support after Suicide Partnership is a network of organisations that support people who have been affected or bereaved by suicide. It is a special interest group of the National Suicide Prevention Alliance and works to achieve the vision that 'Everyone bereaved or affected by suicide is offered timely and appropriate support', and to build a case for better support.

Address

Not on website

Telephone

Not on website

Email

Contact form on website

Website

<http://supportaftersuicide.org.uk/>

Services

The website contains information on emotional support, practical matters after a suicide, how to help someone else, and what to say. It has guides to download (such as 'Help at Hand' and 'Finding the Words') and a local service finder (for Tower Hamlets, this shows the City and East London Bereavement Service, which is for adults and now operates as part of Tower Hamlets Talking Therapies). *Confirmed with Support after Suicide Partnership 2 May 2019*

SupportLine

All age helpline

For

Isolated, vulnerable, subject to abuse

About

SupportLine provides a confidential telephone helpline offering emotional support to any individual on any issue. The Helpline is primarily a preventative service and aims to support people before they reach the point of crisis. It is particularly aimed at those who are socially isolated, vulnerable, at risk groups and victims of any form of abuse. SupportLine also provides support by email and post. The charity is based in Romford.

Address

SupportLine, PO Box 2860, Romford, Essex RM7 1J

Telephone

Helpline 01708 765200

Admin: 01708 765222

Email

info@supportline.org.uk

Website

<https://www.supportline.org.uk/>

Services

SupportLine listens, supports and responds to callers in need of emotional support. Hours vary so ring for details. The website has A-Z information about mental health and other problems

Confirmed with SupportLine 29 April 2019

Survivors of Bereavement by Suicide

Helpline for adults with online resources

About

Survivors of Bereavement by Suicide is a charity that exists to meet the needs and break the isolation experienced by those bereaved by suicide. Its helpline for those who are bereaved by suicide is for those aged over 18.

Address

National Office, Flamsteed Centre, Albert Street, Ilkeston, Derbyshire DE7 5GU

Telephone

Helpline (over 18): 0300 111 5065

Admin: 0115 944 1117

Email

email.support@uksobs.org

admin@uksobs.org

Website

<https://uksobs.org/>

Services

The helpline is available between 9am and 9pm Monday to Friday - call charges apply. Those under 18 are directed to websites including some listed here for under 18s and Grief Encounter, If U Care Share and Child Bereavement UK. The website contains information resources for self help, including a booklet Support after a Suicide.

Finding the Words is a new booklet which suggest ways family, friends and colleagues can offer support to someone who has been bereaved by suicide. It has been written by Dr Alexandra Pitman, based on her research findings, and a writer with personal experience, Maxine Roper; the editor is Amy Meadows. It includes sections on why suicide is a unique loss, the fact that everyone grieves differently, things to avoid and finding help

Confirmed by Survivors of Bereavement by Suicide (SOBS) 26 April 2019

Switchboard (London Lesbian and Gay Switchboard)

All age helpline with email and chat

About

At Switchboard we provide an information, support and referral service for lesbians, gay men and bisexual and trans people – and anyone considering issues around their sexuality and/or gender identity. It operates a helpline and friends, parents and family members are welcome to call. London Lesbian and Gay Switchboard is a registered charity operating as Switchboard

Address

Switchboard, PO Box 7324, London N1 9QS

Telephone

Helpline: 0300 330 0630

Office: 020 7837 6768

Email

chris@switchboard.lgbt

Website

<https://switchboard.lgbt/>

Services

Open between 10am and 10pm every day of the week, 365 days of the year. All volunteers self-define as LGBT+. Calls cost the same as calls to 01 and 02 numbers and are included in any call allowances on either a mobile or a landline. There is a chat facility

Website accessed 30 June 2019

Time to Change

All age online resources

For

Mental health awareness

About

Time to Change is a growing social movement of people working to change the way we all think and act about mental health, and improve attitudes and behaviour. Time to Change is led by Mind and Rethink Mental Illness. It cannot provide individual advice and support.

Address

Time To Change, 15-19 Broadway, London E15 4BQ

Telephone

020 8215 2356

Email

info@time-to-change.org.uk

Website

www.time-to-change.org.uk

Services

The website contains tips and resources for young people on its schools pages, and downloadable materials for schools that wish to take action. There are resources for Time to Change hubs and campaign groups (e.g. Men Music and Mental Health in Hoxton).

Confirmed with Time to Change 26 April 2019

Voice Collective

Support service for young people who hear voices, including online peer support forum

For

Hearing voices, seeing visions, sensory experiences, unusual beliefs, multiplicity

About

Voice Collective is a UK-wide, London-based project set up to support children and young people who hear voices, see visions or have other unusual sensory experiences. Voice Collective works with children, young people and families, and also with professional organisations.

It is a support service which is part of Mind in Camden. Voice Collective is funded by BBC Children In Need and the Esmee Fairburn Foundation

Address

Voice Collective Team, Mind in Camden, Barnes House, 9-15 Camden Road, London NW1 9LQ

Telephone

020 7911 0822

Email

info@voicecollective.co.uk

Website

www.voicecollective.co.uk

Services

Confirmed with Voice Collective 1 May 2019

Winston's Wish

Helpline with email and online resources

For

Families and professionals supporting bereaved children

About

Winston's Wish supports bereaved children, their families, and the professionals who support them. The charity provides information on its website and a free national helpline. It has an email enquiry service which will be responded to by a bereavement practitioner

Address

Head Office, 17 Royal Crescent, Cheltenham GL50 3DA

Telephone

Helpline: 08088 020 021

Office: 01242 515157

Email

(for family members and/or professionals, offering advice re bereavement or pre-bereavement):

ask@winstonswish.org

info@winstonswish.org

Website

<https://www.winstonswish.org/>

Services

The freephone helpline is open Mon-Fri from 9 am to 5 pm. For Instant Messaging (IM), access information and times are on the website. As well as helpline, email and IM service for questions from anyone in the UK to ask about their family situation, the website has stories and videos, and information on childhood bereavement. It has a number of projects including work with schools.
Confirmed with Winston's Wish on 16 May 2019

Young Deaf Hope

Prevention Project offered in school, youth clubs and workshops. Also have a text helpline for young people and online resources

About

Young DeafHope offers prevention workshops in schools, colleges and youth clubs to young Deaf people aged 11-25. Topics covered include healthy relationships, sexting, cyber bullying, female genital mutilation, honour-based violence and much more. We also offer one-to one support for Deaf children who have witnessed or experienced domestic abuse within the home. Young DeafHope is part of SignHealth, a charity dedicated to making sure Deaf people get the same sort of access as hearing people to healthcare and health information. Its project DeafHope helps Deaf people who are suffering domestic violence.

Address

Falcon Mews, 46 Oakmead Road, Balham, London, SW12 9SJ

Telephone

For help text 07970 350 356

SignHealth office: Tel: 020 3947 2600. SMS: 07970 350 366

Email

info@signhealth.org.uk

Website

<https://www.signhealth.org.uk/our-projects/deafhope-projects/young-deafhope/>

Services

Young DeafHope is a unique project working with young Deaf people to raise awareness of abuse and domestic violence. Young Deaf hope gives young people the knowledge, skills and confidence to develop healthy relationships, and to be safe. The website also has some mental health information.
Confirmed with Young Deaf Hope 2 May 2019

Young Minds

Children and young people's website with online resources

About

Young Minds works for a future where all young minds are supported and empowered, whatever the challenges. The charity aims to make sure young people get the best possible mental health support and have the resilience to overcome life's difficulties.

Address

Suite 11, Baden Place, Crosby Row, London, SE1 1YW

Telephone

020 7089 5050

Email

Enquiry form on website

Website

<https://youngminds.org.uk/>

Services

The website has information about some common feelings and mental health symptoms, how to cope, and where to go to get help, as well as coping with mental health issues. Young Minds also offers training, consultancy and projects.

Confirmed with YoungMinds 25 April 2019

Young Minds Parents' Helpline

Helpline for parents

For

Parents and those working with children

About

The Parents Helpline is there to support parents, carers and those working with children and young people. It is part of Young Minds and is free and confidential.

Telephone

0808 802 5544

Email

The Parents Helpline can be contacted out of hours by an online contact form on the website

Website

<https://youngminds.org.uk/>

Services

The Parents Helpline is open Monday to Friday 9.30am – 4pm, free for mobiles and landlines.

Confirmed with YoungMinds 25 April 2019

Young Women's Trust - Work It Out

Telephone support for young women

For

Women aged 16 to 30 on low or no pay

About

Young Women's Trust supports and represents women aged 16-30 struggling to live on low or no pay in England and Wales and who are at risk of being trapped in poverty. It does this through participation and advocacy, campaigns and online support.

Address

Unit D, 15-18 White Lion Street, London N1 9PD

Telephone

Free telephone coaching: 0808 808 8099

Email

workitout@youngwomenstrust.org

Contact form on website

Website

https://www.youngwomenstrust.org/what_we_do/services/work_it_out

<https://www.youngwomenstrust.org/about>

Services

Coaching is all done over the phone (or email or WhatsApp). Once you've signed up a coach will usually get in touch with you within a couple of days and say hello via text, email or a call and arrange a good time for your first chat. Young women usually have between one and six coaching sessions with their Work It Out coach. There is also an email feedback service for your CV/job application.

Confirmed by Work It Out 26 April 2019

Youth Healthtalk

About

youthhealthtalk.org leads to healthtalk.org

See Healthtalk

Yuva

Service for young people

For

Domestic violence

About

Yuva recently merged with Richmond Fellowship. Yuva offers confidential support for young people ages 11-18 (up to 25 for young people with additional needs) who want to change their behaviour, develop improved awareness of healthy communication and relationships. We help young people look at their abusive behaviour and find safe, non abusive alternatives.

Address

Hammersmith Office, 65 Aspenlea Road, Hammersmith, London W6 8LH

Telephone

Yuva Young People's Service: 020 8741 8020

Email

dvip.yuva@richmondfellowship.org.uk

Website

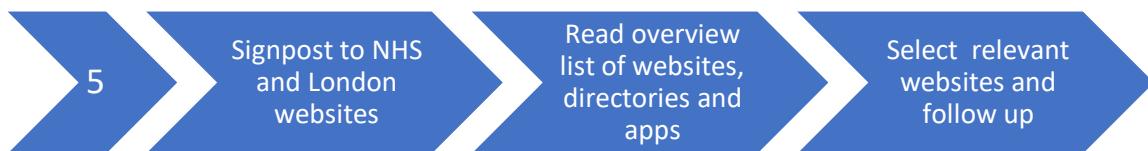
<https://dvip.org/for-young-people/>

Services

No further details on website

Confirmed with Yuva 1 May 2019

5 Signpost to NHS and London websites, directories and apps



5.1 Overview

This section covers online support from websites set up by the NHS and London Healthy Partnership (the local NHS and London Councils) and includes directories relevant to children and young people's mental health (CYP MH) in Tower Hamlets, plus some national directories specifically for CYP MH - and five young people's substance misuse websites. There follows an alphabetical list and (separately) a list of apps operated by organisations listed, or free in the NHS apps library, giving only basic information. The purpose is to introduce the idea of apps and provide a starting point for further exploration.

- **NHS and London Healthy Partnership services:** Moodzone, Help is at Hand, NHS 111, NHS Choices (now NHS website), NHS Go, Good Thinking,
- **Tower Hamlets online directories:** Community Catalogue, Healthwatch, Idea Store, In the Know, Local offer, Well One
- **National online directories:** Find Get Give, youth wellbeing directory
- **Substance misuse national websites:** Alcohol Concern, Frank, Alcohol Aware, NHS live well (drugs, alcohol),
- **Apps:** from NHS apps library and national VCS helpline/online resources.

5.2 NHS and London Healthy Partnership services

NHS 111

About: NHS 111 can help if you have an urgent medical problem and you're not sure what to do and is available 24 hours a day, 7 days a week. You can phone or go online.

Website: 111.nhs.uk

<https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/nhs-111/>

Services: You can get advice on where and when to get help, or get a call from a nurse, and find out what to do if you can't see your usual doctor or dentist.

Good Thinking

About: The emphasis of this service is on supporting you to improve your daily wellbeing. The service has been commissioned by all 32 London based NHS Clinical Commissioning Groups, a majority of London Borough Local Authorities, and supported by Public Health England, NHS England and the Mayor of London

Website

<https://www.good-thinking.uk/>

Services: Find tools and resources to help yourself and others to feel better. The Good Thinking service can also help by connecting you with people in a similar situation to you. We can also direct you to local groups near you. The website shows wellbeing apps available free to Londoners (currently including Be Mindful and Sleepio, accessed 21 March 2019)

NHS Go

About: a free app that provides young Londoners with instant access to confidential health and wellbeing information. It was designed by young people, for young people to fulfil a need for access to good quality health information.

Website

<https://nhsgo.uk/>

Services: It provides:

- Free, confidential advice.
- Instant access to find local services.
- Quizzes and guides around key health issues.
- Notification on topics and events relevant to you.
- Information about your rights under the NH

The app further supports young people to navigate NHS services by finding the most local or convenient service to them

NHS Choices (*now referred to as the NHS website*)

About: NHS Choices was the official website of the National Health Service in England. Now renamed, it contains useful information on conditions, medicines and advice as well as where to seek help for yourself or someone else.

Website

<https://www.nhs.uk/>

Services: the ‘focus on mental health’ links to the Moodzone pages described below

Moodzone

About: Whatever you need to know about coping with stress, anxiety or depression, or just the normal emotional ups and downs of life, the NHS Choices Moodzone is here to help.

Website

<https://www.nhs.uk/conditions/stress-anxiety-depression/>

<https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/>

Services: it offers practical advice, interactive tools, videos and audio guides to help you feel mentally and emotionally better. The helplines link above offers links to 26 helplines covering a range of issues (including 14 mental health helplines - all listed below in this information resource). *Website accessed 21 March 2019.*

Help is at Hand

About: a free resource from the NHS designed for people bereaved by suicide and other sudden, traumatic death (available for download).

Website

<https://www.nhs.uk/Livewell/Suicide/Documents/Help%20is%20at%20Hand.pdf>

Details: the resource is a 72 page booklet.

5.3 Tower Hamlets online directories

Local Offer

About: Every council must publish a local offer. This will tell you what support is available for children and young people with special educational needs or disabilities, and their families. The

website is your guide to services in the London Borough of Tower Hamlets, including education, health and care provision, youth and leisure services, training, employment and independent living.

Website

<http://www.localoffertowerhamlets.co.uk/>

Services:

The website also shows upcoming events. Search by service type and scan or filter for mental health.

Healthwatch Tower Hamlets

About: You can search all Tower Hamlets health and social care service providers - by service name, service type, postcode or street name. The directory includes services like GPs, dentists, chiropodists and pharmacies, and has the facility for star-rating by users.

Website

<https://www.healthwatchtowerhamlets.co.uk/services/>

In the Know

About: you can find services in Tower Hamlets that help you or someone you care about to manage and improve mental health and wellbeing. In the Know is part of the Idea Store platform and was co-produced by service users, local people and professionals.

Website

<https://www.ideastoreonlinedirectory.org/kb5/towerhamlets/cd/mentalhealth.page?communitychannel=10>

<https://www.ideastoreonlinedirectory.org/kb5/towerhamlets/cd/home.page> and click 'mental health and wellbeing'

Services: the webpage includes a short video explaining In the Know and how to use it.

To be extended to 16 -18 year olds in 2019 and to younger age groups the following year.

Tower Hamlets Community Catalogue

About: a directory of adult social care services.

Website

<https://communitycatalogue.towerhamlets.gov.uk/>

Tower Hamlets Idea Store

About: discover up-to-date information about health services and local groups, clubs and organisations in Tower Hamlets

Website

<https://www.ideastoreonlinedirectory.org/kb5/towerhamlets/cd/home.page>

Services: Choose a category and a filter (e.g. 'children & young people' and filter 'supporting people with mental health conditions' – seven results on 21 March 2019, of which four were VCS organisations, one included in this information resource.)

Well One

About

Website giving information about activities in poplar - website is copyright of Poplar Harca

Email

info@wellone.co.uk

Website

<https://wellone.co.uk/>

5.4 National online directories

Youth Wellbeing Directory

About: provides a list of free national and local organisations for anyone up to the age of 25, with helpful information. It is run by the Anna Freud Centre, whose 'on my mind' webpages also offer useful information.

Website

<https://www.annafreud.org/on-my-mind/youth-wellbeing/>

Services: you can search by postcode, area, name, issue or topic.

Findgetgive

About: Find Get Give is an online directory of mental health support services that work with 13-25 year olds. One of the website's unique selling points is that young people can feedback on the services they've received, enabling their peers to read how young people rate a service that they may be thinking of approaching for help. The service grew out of initiatives by charities and Brighton and Hove CCG.

Website

<https://findgetgive.com/>

Services: Information, resources, video stories, vlogs and a service directory (select issue and enter location)

(NB many national websites also contain service finders, usually based on their own services or by entering a place name or postcode.)

5.5 Substance misuse national websites

www.nhs.uk/LiveWell/Alcohol/Pages/Alcoholhome.aspx

www.nhs.uk/livewell/drugs/pages/drugshome.aspx

Alcohol Concern: www.alcoholconcern.org.uk

FRANK: www.talktofrank.com

Alcohol aware: for the facts about alcohol www.drinkaware.co.uk

5.6 Apps

NB apps have many purposes. This list includes those drawn from two sources only: NHS apps library (free apps only listed) and the organisations listed in the TH CYP MH information resource. It is intended as a starting point only. Inclusion or exclusion does not imply a view on the content of any particular app.

NHS apps library - FREE apps from mental health category (accessed on 11 December 2018 at 12.19)

<https://apps.beta.nhs.uk/>

Big White Wall (free in some areas)

<https://register.bigwhitewall.com/Eligibility/EligibilityCheck>

Bluelce

<https://www.oxfordhealth.nhs.uk/blueice/>

Calm Harm*

<https://calmharm.co.uk/>

Catch It

Chill Panda

Cove

Cypher

FearFighter (free in some areas)

Feeling Good: positive mindset

Ieso (free in some areas)

MyCognition Home

<https://mycognition.com/>

iPrevail

<https://www.iprevail.com/>

MeeTwo*

<https://www.meetwo.co.uk/>

My Possible Self

<https://www.mypossibleself.com/>

SilverCloud

<https://www.silvercloudhealth.com/>

Thrive: Feel Stress Free

*see below

Helpline and online support – VCS organisations with apps (please refer to entries in Helpline and Online list)

Be Mindful (see Good Thinking website above)

ChildLine

Elefriends

Mental Health Foundation

Mikeysline

The Mix

Moodpath

MeeTwo

National Youth Advocacy Service

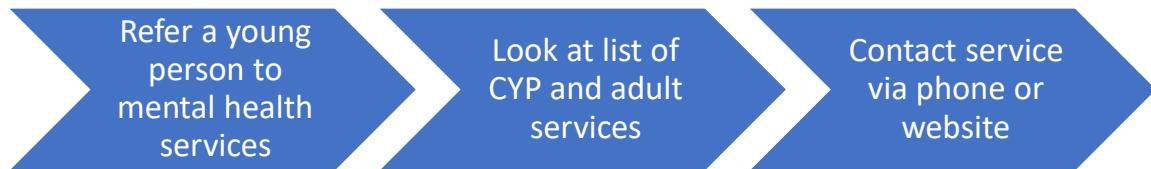
No Panic

Self Injury Support

Sleepio (see Good Thinking website above)

Stem4 (see Calm Harm above)

6 Statutory services – contacts for VCS



6.1 Mental health help for young people

The following table sets out the numbers for VCS workers to give to young people or families who need to contact a service for mental health help. Not all services can be contacted by emails.

Young people and families can call 111 for urgent help or, in case of an emergency, 999.

Service	Mailbox/tel	Address/contact
For CYP mental health help		
Early Help Hub	Weekdays (excluding public holidays) and between the hours of 9am and 5pm, you can give the Early Help Hub a call on 020 7364 5006 and select Option two	https://forms.towerhamlets.gov.uk/service/ehenquiries
CAMHS - including crisis, eating disorders and mental health associated with physical illness (up to 18 th birthday)	020 7426 2375 No email referrals	18 Greatorex Street, Whitechapel London E1 5NF
Step Forward (<i>see VCS info resource, section 2</i>)	020 7739 3082 info@step-forward.org	Chief Executive Officer
Tower Hamlets Early Detection Service (THEDS) ELFT (16 and 17 years)	THEDS@elft.nhs.uk 0203 487 1320	51 Three Colts Lane, Bethnal Green London E2 6BF
Mental Health Crisis Line (Tower Hamlets)	020 7771 5807	Service Manager, RAID, A&E Dept, New Hospital, Stepney Way London E1 1BB
For mental health help over 18		
A&E at Royal London (Accident and Emergency, also called Emergency Department)	020 3594 3179	Service Manager RAID, A&E Dept, New Hospital, Stepney Way London E1 1BB
Community Mental Health Services (ELFT, age 18 years plus)	Directorate Management Offices <ul style="list-style-type: none"> • Mile End Hospital, Bancroft Road E1 4DG: 0208 121 5001 ext 5479 CMHTs <ul style="list-style-type: none"> • Bethnal Green 020 3487 1400 • Bow and Poplar 020 3487 1350 • Isle of Dogs 020 7791 8299 • Stepney and Wapping 020 7791 5200 	Borough Director CMHT Manager

Mental Health Crisis Line (Tower Hamlets)	020 7771 5807	Service Manager, RAID, A&E Dept, New Hospital, Stepney Way, London E1 1BB
Step Forward (see TH VCS listing, section 2)	020 7739 3082 info@step-forward.org	Chief Executive Officer
Talking Therapies (ELFT)	Referrals and bookings: 020 8475 8080 https://towerhamletstalktherapies.nhs.uk/	Service Manager 71 Johnson Street, London E1 0AQ
Tower Hamlets Early Detection Service (THEDS) ELFT	51 Three Colts Lane, Bethnal Green London E2 6BF 0203 487 1320 elft.theearlydetection@nhs.net	https://theds.elft.nhs.uk/
Tower Hamlets Early Intervention Service (THEIS) ELFT	020 3487 1311 51 Three Colts Lane, Bethnal Green London E2 6BF	Service Manager
Tower Hamlets Recovery College	86 Old Montague Street, E1 5NN 020 7426 2449	Service Manager https://en-gb.facebook.com/TowerHamletsRecoveryCollege

6.2 Planning, funding and coordination



The following table sets out the organisations in Tower Hamlets that VCS workers can contact, with issues or new ideas for service change or improvement (issues can also be raised directly with services themselves).

Organisation	Mailbox/tel	Named contact where given/ address
<i>Commissioning young people's services and integrated care</i>		
Tower Hamlets CCG integrated commissioning (TH CCG and LBTH) – <i>CYP mental health</i>	Transformation Manager, CYP Mental Health, Integrated Commissioning Directorate	Diana Viscusi Diana.viscusi@nhs.net 2nd Floor Alderney Building Mile End Hospital, Bancroft Road, London, E1 4DG
Tower Hamlets CCG integrated commissioning (TH CCG and LBTH) – <i>adult mental health</i>	Mental Health Commissioning Manager CCG telephone: 020 3688 2500 thccg.info@nhs.net	2nd Floor Alderney Building Mile End Hospital, Bancroft Road, London, E1 4DG

Tower Hamlets Public Health – <i>Communities Driving Change</i>	Associate Director of Public Health (Healthy Communities & Public Health Intelligence) Health, Adults and Community Directorate 020 7364 5000	Tower Hamlets Council Town Hall Mulberry Place (4th Floor) 5 Clove Crescent London E14 2BG
Tower Hamlets Public Health – young people's mental health and wellbeing	Associate Director of Public Health Children and Families Team 020 7364 5000	Tower Hamlets Council Town Hall Mulberry Place (4th Floor) 5 Clove Crescent London E14 2BG
Tower Hamlets Together	n/a	Contact form on website https://www.towerhamletstogether.com/contact
Tower Hamlets Council	Voluntary and Community Sector (VCS) Strategy Manager, Corporate Strategy and Policy 020 7364 5000 or Community Programmes Officer, Third Sector Team 020 7364 5000	david.freeman@towerhamlets.gov.uk Strategy, Policy and Performance Tower Hamlets Council 6th Floor, Mulberry Place, 2 Clove Crescent, London E14 2BG Mohammed Abul-Ahad mohammed.ahad@towerhamlets.gov.uk Resources Directorate Tower Hamlets Council Town Hall Mulberry Place 5 Clove Crescent London E14 2BG
Healthwatch Tower Hamlets	Outreach and Engagement Officer (<i>see TH VCS listing, section 2</i>)	Benita.pursch@healthwatchtowerhamlets.co.uk
Youth work and further/higher education		
New City College (Tower Hamlets)	Assistant Principal: Student Experience: Student Services New City College	New City College, Poplar Campus, Poplar High St, London E14 0AF
Tower Hamlets Youth Service	Head of Youth Service 020 7364 5000 Hubs Operation Manager, Youth Service or	Sandjea.Green@towerhamlets.gov.uk Tower Hamlets Council Town Hall Mulberry Place (5th Floor) 5 Clove Crescent London E14 2BG abzal.ali@towerhamlets.gov.uk Haileybury Youth Hub, Ben Jonson Road, Stepney, London E1 3NN Hasan.Faruq@towerhamlets.gov.uk Tower Hamlets Council

	Commissioning and Contracts Manager, Youth Service (Children and Culture Directorate) 020 7364 5000	Town Hall Mulberry Place 5 Clove Crescent London E14 2BG
Youth arts		
LBTH A Team Arts	Youth Arts Manager 020 7364 7911	Brady Arts & Community Centre, 192-196 Hanbury Street, E1 5HU
Voluntary sector coordination		
VCTH, Voluntary Sector Children and Youth Forum	TH VSCY Forum Coordinator 020 7377 0956 (see VCS info resource, List 1)	alex@vcth.org.uk Volunteer Centre Tower Hamlets, Norvin House, 45-55 Commercial Street, London E1 6BD
TH Council for Voluntary Service (CVS)	Info@thcvs.org.uk Partnership Manager 020 8980 8427	Alison Robert St Margaret's House, 15a Old Ford Road, London E2 9PL

7 Examples of VCS organisations' work on mental health and wellbeing for young people in Tower Hamlets

Ideas for VCS improvements to services

Read recent VCS examples

7.1 Table of current and recent examples

The range of activity is very wide – from funded VCS organisations to local initiatives and inclusive youth work. The table below gives examples in their own words, in the order we received them.

Organisation	Example
Docklands Outreach	Docklands Outreach has been a partner in Delivering the Children and Young People's Improving Access to Psychological Therapies (CYP IAPT) programme since 2012, in collaboration with East London Foundation Trust (ELFT) CAMHS, and London Borough of Tower Hamlet's Youth Justice & Family Intervention Service (LBTH), since 2012. In July 2018, The Tower Hamlets Partnership was one of only five sites recognised as a Beacon Site for the CYP IAPT programme nationally.
Good Shepherd Mission	We have completed a community mural on the Collingwood Estate to raise awareness about mental health among the local youth, children and families. We also provide ongoing long term support for members of our youth group who struggle with their mental health.
Safer London	Our current work in Tower Hamlets is part of a wider MOPAC-funded project covering most of London and based around prevention and awareness-raising of CSE and supporting victims of CSE. This is not specifically a mental health intervention although Safer London does support young people referred to the service with mental health issues arising from their experience of CSE. We have a dedicated mental health and wellbeing specialist on staff who leads this work. Tower Hamlets: We have put on coffee mornings to raise awareness of CSE specifically with education staff where they can ask Empower staff questions about cases or wider issues regarding processes and policies. Partnership: Safer London has also attended and consulted at the North East London cluster CSE hub meetings and helped work on the business case for the hub and the strategy around chaperoning of young people in the hubs for medical examinations.
Family Action	Casework with families that have problems such as parental mental health, a young carer at home, difficulties in parenting, children with mental health difficulties, relationship issues, safeguarding issues and financial, housing and material hardship. We also do psychoeducational work with parents and children to reduce social isolation and stigma. Works in partnership with: <ul style="list-style-type: none"> • Local Community Health Teams to support parents on Care Plans to help maintain their mental health. • Tower Hamlets Centre for Mental Health to facilitate family visits for inpatients where appropriate. • Children's Social Care to support child welfare plans. • Works with schools where there is an agreement to support young carers.

Somalian Mental Health Awareness Service	A range of training workshops, local events and conferences to raise the issues of mental health in Somali communities to mainstream providers (schools, community groups, training providers and any other relevant service provider), to enable them to identify the needs and barriers that this community face. (Funding ceases 2019).
Whitechapel Gallery	The Youth Programme is for young people aged 15 - 21. The programme offers free long and short-term opportunities to encounter contemporary art, artists, creative professionals and peers. It introduces new skills, practical experience and a behind-the-scenes insight into the world of a contemporary art gallery. Programmes include - Duchamp & Sons, Summer Contemporary Art Boot Camps, Masterclasses, Creative Careers Visits.
Attlee Centre	Different types of play (creative, physical, etc) and youth activities that encourage stress release and builds confidence and self-esteem.
St Giles Trust	Gamechangers - Work in Tower Hamlets PRU. This involves targeted support to young people and families with serious and complex issues to help: <ul style="list-style-type: none"> • Increase school attendance for young people • Ensure families are better able to manage hazardous and unsafe situations • Reduce community and social isolation amongst family • Increase awareness of issues facing young people • Reduce involvement by criminal justice services and other statutory services
Purple Moon Drama	We have run bespoke programmes specially for young people with additional needs. Clients include London Borough of Tower Hamlets, Swanlea School, Oaklands School, Raines House School, Bow School, Clarion Housing Group and Tower Hamlets Community Housing.
ELT Baptist Church	We have sympathetic, caring and qualified youth workers who would definitely want to include and support young people with mental health issues in our general provision (whether they are Christians or not).
Half Moon	Performances for young people that explore issues related to mental health have been and continue to be part of our offer for the children, young people and families of Tower Hamlets.
The Young People's Advice Centre in partnership with Our Time Youth Forum	The Young People's Advice Centre works in partnership with Our Time Youth Forum to organise events and projects that connect young people with professionals and services. YPAC and Our Time have * Made films about Education, Health and Care plans * Made a training film for Educational Psychologists * Helped with consultations around mental health services * Helped with the new SEND strategy * Set up a cooking club, Game Design project and other projects to help young people * Regular youth forum meetings * Started an anti-bullying campaign * Helped professionals to design services, products and promotional resources.
Renaissance Foundation	We previously ran a session called 'cooking through recovery' with Clemmie Haden-Powell which centred on discussions about mental health and her coping mechanisms. We are about to launch a project on art and identity which will also tackle self-perceptions.
Green Candle	We run a youth dance group at Mulberry School as an after school activity for pupils. Our intergenerational work brings older ages together with primary school age children.
SocietyLinks	In recent times our girls work has involved supporting family, friends and community following a bereavement. We adapt our input to the support that children and adults need at any given time.
Headliners	Our learning programme improves the educational and employment prospects for young people, brings young people together from different backgrounds and

	<p>experiences to improve community relations and helps them make good choices in their own lives. Our multi-media learning through journalism programme improves the educational and employment prospects for young people, particularly those who are isolated including young people with special educational needs, young people in and leaving care and young people excluded from school. Our young people can gain accreditation in a range of digital media skills, journalism and personal progression. In London, programmes include digital citizens, leadership programme and grime city</p>
Healthwatch Tower Hamlets	<p>In 2018, guided by its Young Influencer Group, Healthwatch Tower Hamlets conducted a young people's mental health survey which was completed by 131 young people at Mulberry School (predominantly girls) and Stepney Green School (predominantly boys). This survey has broken new ground in asking young people in Tower Hamlets their views and experiences about mental health help, including apps and forums, family and friends.</p>
Island House	<p>The Community Parents Project provides peer support to vulnerable and isolated families in the South East locality (E14 postcode) from early pregnancy and into their child's first year. Our volunteers are all local mums, many of whom have lived experience of the kinds of challenges that families face, including postnatal depression, social isolation, relationship breakdown, and socio-economic issues such as debt and housing problems. Volunteers are recruited and trained as peer supporters up to City & Guilds Level 3 'Work with Parents'. The Community Parents Project has been particularly successful in addressing concerns relating to emotional wellbeing, bonding with baby, and increasing confidence among parents in terms of their local community and social network. The project also runs free antenatal and postnatal exercise classes twice a week and termly Workshops focusing on self-care and healthy eating during pregnancy, baby massage, labour preparation, parenting and story-telling.</p>
Barnardo's	<p>Barnardo's in Business linked BT executives to mentor nine small charities in East London, including Alcohol Concern in Tower Hamlets.</p> <p>Barnardo's facilitated a People's Postcode grant train young people in construction and related skills and techniques at The Hub Skills Centre in Stepney Green, with up to 70 teenagers set to benefit over two years.</p> <p>It will go towards The Hub's work with 14-18-year-olds who live in the two boroughs and are at risk of becoming NEET – not in education, employment or training – helping them gain qualifications so they can get a foothold in the industry and work towards a positive future.</p>
Women's Health and Family Services (WHFS)	<p>WHFS has had a long history of working closely with marginalised and vulnerable women from all communities to improve their health and wellbeing in a meaningful and sustainable way. The way we do this, is to train local female volunteers to support women through pregnancy when they are isolated and disconnected from their friends, family and local community and experiencing a number of social complications and women who have survived FGM.</p>
Rich Mix	<p>We believe that participation in structured art activities has a positive impact on individuals. Therefore, we work with our partners to provide a wide range of free and low cost activities for all ages, including Creative Stay and Play for Under 5s, educational film screenings, and themed live events.</p>
Step Forward	<ul style="list-style-type: none"> • Provision of sessions delivered in holidays focusing on wellbeing and building resilience • Therapeutic groups including those to support young survivors of sexual abuse and also mindfulness

	<ul style="list-style-type: none"> • Offer of 1-2-1 counselling appointments after school, evenings and also open on Saturdays • Delivery of sessions in schools and community/voluntary organisations to raise awareness of mental health and wellbeing. (Some may be free of charge, but others are charged for).
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7.2 Volunteer Centre Tower Hamlets: small grants project for Mark Your Mind, 2016/17

What we set out to do

We wanted to help children and young people and their parents in Tower Hamlets to improve their understanding of mental health issues, and specifically to:

- Run mental health awareness raising events and anti-stigma activities for children, young people and/or their parents.
- Use the resources in the Tower Hamlets Mark Your Mind awareness campaign.

What happened

Small local organisations were eligible to apply for a small grant of up to £450, if they were not currently receiving mental health funding. The Volunteer Centre Tower Hamlets publicised and managed the scheme.

A total of 13 applications were received; 12 activities took place between January and April 2017 (one organisation withdrew their application). In total £4,488.04 was paid to organisations for activities from a potential grant pot of £4,840. The grants were:

Organisation	Activity
Renaissance Foundation	Workshop with speaker (Clemmie Hadden-Paton who founded the Cooking through Recovery project)
Young and Talented	Event with speakers from Leaders in Community and drama opportunities, empowering young people to challenge stigma and speak openly about mental health experiences
Toyhouse	Short 'add on' sessions about Mark Your Mind messages (delivered as extra time following existing meetings) to explore parents' understanding of mental health and how it might affect them and their children
Transform UK	Run a 2 hour workshop with young people responding to a performance of the play Alice in Wonderland. The workshop discussed experience of mental health and strategies to recognise triggers.
Half Moon Young People's Theatre	Put on a performance of The Girl and the Giraffe, a show for ages 3 to 6 years about wellbeing and friendship, told from a child's perspective
Stewart Headlam School	Docklands Outreach facilitated a session with parents
Marion Richardson Primary School	Docklands Outreach facilitated a session with parents
Good Shepherd Mission	Create and develop a mural in Collingwood Estate

Old Church Nursery School	Put on a performance of The Girl and the Giraffe (see above, Half Moon)
Harry Roberts Nursery School	Put on a performance of The Girl and the Giraffe (see above)
Paradise Zone Youth Centre	Facilitated a Mark Your Mind session with children led by a leader trained by Mark Your Mind campaign
Pollyanna	Facilitated two sessions with children led by a leader trained by Mark Your Mind campaign

Our successes

The Volunteer Centre said:

- Availability of grants and trained facilitators or performances suitable for children focusing on mental health has enthused and encouraged organisations to respond by creating time within their projects to focus on the Mark Your Mind messages in a meaningful way.
- Parents said they now know that they are not alone, either with supporting someone else with their mental health, or in coping with their own.
- The ‘five ways to wellbeing’ have been useful to help parents and children know how to keep emotionally well, or to provide ideas of how to help those suffering with mental health difficulties.

The grant enabled 652 adults and 273 children and young people in Tower Hamlets to explore the issue of mental health

What we learned

Small grants to support community activities was a successful way for the CCG to disseminate positive mental health messages. Voluntary sector partners can manage and deliver such initiatives if their costs are met. Local organisations can generate and sustain appropriate messages. Existing CCG engagement methods would not have reached these audiences. In particular:

- Drama and creativity have proved to be a powerful way to begin to explore mental health
- Young people have liked hearing speakers’ personal experiences.

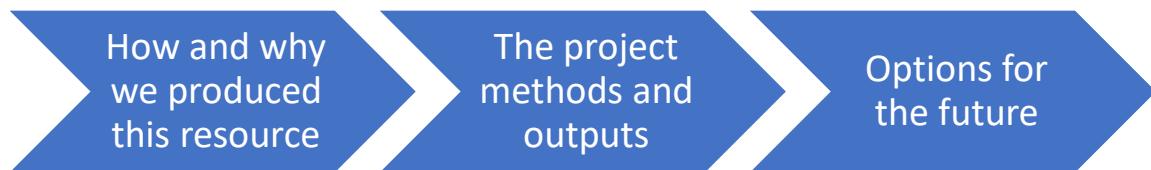
Both have brought the subject of mental health and wellbeing to life with lasting impact.

What happened next

The CCG organised a workshop in July 2017 on the contribution voluntary and community services in Tower Hamlets can make to improved mental health and wellbeing, and raised the profile of local voluntary and community sector organisations in its 2017 CYP MH Transformation Plan. One suggestion was this information resource.

The Council Youth Offending Service put forward drama activities as a way to engage young people with mental health and wellbeing messages, and link to its project to respond better to speech, language and communication needs – two multiagency trauma awareness workshops were held (part of CCG co-commissioning with NHS England Health and Justice Team). Independently, Public Health have funded multiagency Mental Health First Aid training and suicide awareness training in partnership with CPEN, the Community Education Provider Network. All these have involved VCS staff.

8 How and why we produced this information resource



8.1 Why it's needed

The idea came from a workshop organised in July 2017 to follow up the Mark Your Mind awareness campaign in 2016/17. None of the current directories (Healthwatch Tower Hamlets, In the Know (on the Idea Store platform), Tower Hamlets Local Offer, The Mix, Youth Wellbeing Directory, Find Get Give) capture the depth, variety and particularity of VCS opportunities in Tower Hamlets. Most VCS organisations with young people's mental health are not reached by the search term 'young people's mental health'. Yet there is keen interest in this subject both currently and nationally.

The information resource also provides a way (i.e. email address list) for statutory services to inform VCS services, for example about new developments, local strategies and commissioning intentions, or invite young people to take part in participation and co-production opportunities.

Finally, through discussions with Healthwatch, we became aware that most young people have sought mental health and wellbeing information online sources – more about this in the next section.

8.2 How we did it – the technical side

How we did we choose the local organisations to include?

The Tower Hamlets VCS listing contains VCS organisations which have expressed an interest or undertaken projects about young people's mental wellbeing in the last three years or so, and have therefore come to the attention of the CCG or the Voluntary Sector Children and Youth Forum. VCS organisations have added suggestions, and the Tower Hamlets grants portal, In the Know and Early Help databases have been consulted. The overwhelming focus is on not-for-profit organisations.

Partner organisations with a wider remit than Tower Hamlets have been included because they have actively worked on mental health or wellbeing issues with Tower Hamlets VCS organisations; because they were selected as relevant by young people through a sixth form work experience project with Healthwatch in 2017; or because they have VCS experience in mental health and young people.

Organisations without websites are not included (with few exceptions).

Statutory services are not included (except for young people's participation and engagement).

The list of online and helpline resources, researched from the internet, is based on a list originally produced by Tower Hamlets CAMHS, and expanded through the sixth form work experience project, plus information and services taken from mental health websites and the Helplines Partnership. Inclusion does not imply recommendation.

TH 'system leaders' are CCG, Healthwatch, Step Forward, Docklands Outreach, Voluntary Sector Children and Youth Forum, CAMHS, Tower Hamlets Together, Public Health, relevant Council

services, TH CVS, and ELFT mental health services. Email address lists and the full information resource are shared with them.

Source

Nearly all the information is taken from the internet. Where possible, TH VCS and helpline/online service details have been checked and cleared for inclusion.

The mapping exercise follows four steps, each with a specific output.

How we structured the information resource project

We decided on a four stage approach, each with a tangible output.



Step one – Find VCS organisations interested in young people’s mental health and wellbeing

Drawing on local experience over the last few years, the information resource brings together a list of organisations who have shown interest in young people’s mental health and wellbeing. There are two Tower Hamlets VCS organisations whose main concern is young people’s mental health, but there are nearly 60 with recent interest in activities to benefit their mental health and wellbeing—plus 20 VCS organisations who are local partners, neighbours, or London-wide. The information resource invites a wide focus on young people’s mental health including for example employment and rights. (Statutory contacts for young people’s participation and engagement are included). The practical outputs are examples of local work and (for the first time) a list of these organisations, set out in broad categories in the ‘overview’ section of the information resource.

Step two – put the organisations in touch with statutory partners

The information resource creates a wider and more comprehensive network for statutory agencies and lead partners in Tower Hamlets young people’s mental health to communicate with the voluntary and community sector and pass on information about mental health service changes, transformation and co-production opportunities. The immediate practical output is a VCS email address list that statutory services can use.

Step three – research and check details about each VCS organisation

This comprises the main part of the information resource. An entry for each organisation summarises its aims and work, followed by contact details and information about what it can offer

young people (taken from websites and sent to each organisation for confirmation, except for late additions). This approach gives a better feel for each organisation and enables VCS staff to get a picture of the borough landscape. In practice, they can use it to find information and contacts partners in their work, or find local services for their own members. Almost everyone is likely to find something new. A named contact version includes individual email addresses where individuals have agreed they can be shared for the purposes of this resource only (and therefore not for copying).

Step four – include helplines and online resources

Anyone can go online and use national or London sources – these are not limited to Tower Hamlets. As far as we know, this is the first time information about them has been brought together in one place, with the practical effect of informing VCS staff and enabling them to check and pass on details to their members and users. Again, there are a large number of organisations (over 70), with details researched from the internet and where possible checked with the organisations themselves.

Healthwatch Tower Hamlets have been a partner in this information resource and have shared the results of their 2018 survey of 16 to 18 year olds (in advance of publication). Its key finding about online services was that more than half of respondents (58%) said they had ‘ever’ looked up mental health information online. Girls were nearly twice as likely as boys to do so, and those who spoke to someone about their mental health were three times more likely to do so than those who didn’t. So online information is an important resource for mental health and wellbeing. VCS staff working with young people can now find the relevant details in one place.

We wanted to give VCS staff information about helpline and online resources so they could think about how they could use it with young people and families, as a key trusted member of staff.

In all these ways, the information resource aims to be slightly different from a directory. Most existing directories do not lend themselves to young people’s mental health and wellbeing since this cuts across a number of categories.

8.3 Dissemination strategy

The information resource has been produced for use by Tower Hamlets VCS organisations and statutory partners. VCS organisations have been sent a draft and were invited (with statutory partners) to a world café event to discuss it on 30 April 2019.

The Volunteer Centre Tower Hamlets will make the resource available electronically to Tower Hamlets organisations in the most convenient way, whether online or email. There will be no print version. The standard version contains organisation mailbox addresses (e.g. info@) and as described in step three above, a separate version with named contacts will be circulated only to those individuals who have agreed for their personal emails to be included.

The resource is not aimed or designed for young people themselves. Whilst it contains no information that is not already available on the internet, Tower Hamlets organisations will be asked not to share the resource outside their organisations. Widespread copying will serve no purpose and potentially can cause confusion: ‘too much information’.

The list of national helplines and online resources (most helplines also have online resources) is more extensive than is available elsewhere – many of these also are relevant to adults. As it is the first time we know of such a list, the resource has been shared with North East London STP and Healthy London Partnership (as well as London-wide VCS agencies for youth) and it will be sent to for information to North East London CCG and joint CYP MH commissioners.

However, the resource will not be made generally available online as it has been produced by and for Tower Hamlets organisations, and directly distributed to them.

8.4 Feedback

We circulated a draft version to the Tower Hamlets VCS organisations listed in April and held a world café soft launch for them and statutory partners on 30 April 2019.

Our framework for seeking feedback related to the type of use we envisage VCS organisations will make of the resource:

- Finding websites, email addresses, telephone numbers, etc, ***as and when needed***
- ***Signposting*** young people and families to local organisations
- Passing on ***information about helplines and websites***
- ***Getting ideas*** for contacts for partnership working or service development
- ***Telling VCS organisations*** about your work
- ***Updating*** records or training materials
- Others ('please state').

We aim to use these categories to assess how the resource has been used after about a year.

We will also ask which organisations keep a copy of the resource available in their files, and keep track of those that use a proposed weblink to VCTH website.

8.5 Options for future development of the information resource

Tower Hamlets organisations

The information resource as it stands can be used by borough statutory and voluntary sector partners to tell VSC organisations about information, services and initiatives concerning young people's mental health and wellbeing, and to promote VSC engagement in local strategy and services.

If resources were available, with the participation of clinical, public health and peer leads, and if desired, it could be developed to include information and advice on mental health and wellbeing ***information for young people themselves***, and/or material for staff and volunteers on what they can do to ***promote mental health and wellbeing***. An example elsewhere is:

<https://www.forwardthinkingbirmingham.org.uk/resources>

If this information about local services is made directly available to young people, it would be necessary to get the agreement of the organisations listed and essential to include statutory services.

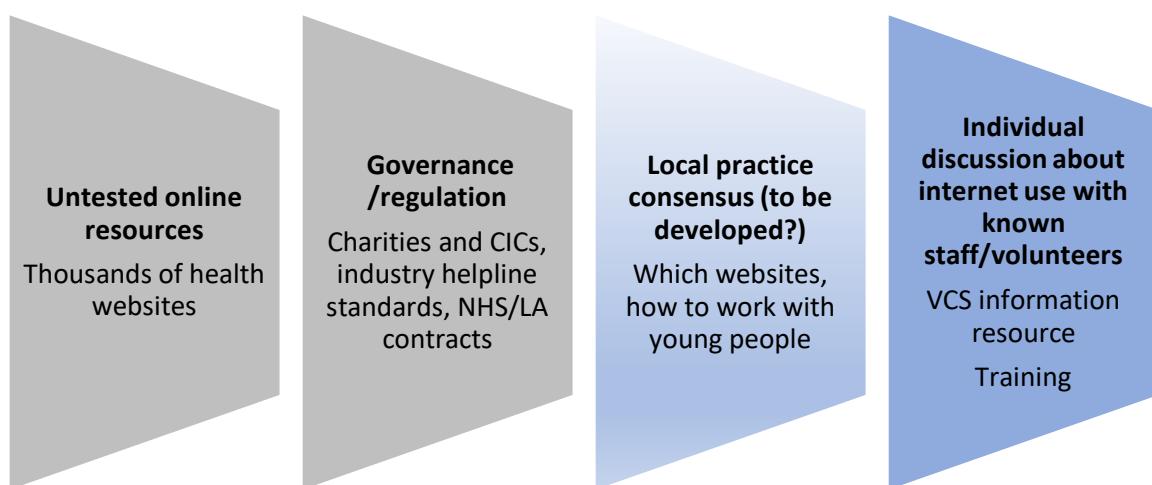
There is also the possibility of ***improved navigation***: the core data could be adapted to become a searchable database or enable smoother click-through. At the simplest, there could be an ***annual email update*** of contact details.

Finally, the ***data could be added to existing local directories***, e.g. In the Know (Idea Store platform) or Tower Hamlets Local Offer (again subject to the necessary consents).

Ways to harness the potential of digital access to mental health and wellbeing information for young people in Tower Hamlets

Currently there are many health websites which anyone can access. Some are subject to some form of governance – this is the category contained in this information resource. (National debate continues about whether governance or regulation of social media and the internet is strong enough.)

For CYP MH, the most reliable benefit arguably can arise when a young person or family is pointed in the direction of online resources by a worker (or peer or volunteer) who knows them and knows the online environment. Indeed, this is the intended benefit of the information resource – to assist VCS workers. But as yet there is no consensus about best practice about which websites have helpful content (beyond general signposting in the direction of Samaritans, 111, and Childline), nor about how staff can best talk to young people about online information and selfcare (sometimes ‘blended’ with other interventions). This can be illustrated diagrammatically as follows:



Although local organisations can do little to influence regulation, it would nevertheless be possible to:

- Encourage the development of a local practice consensus about how to support young people who can benefit from online resources, drawing on expertise from adult and CAMHS services (who presumably already talk all the time to service users about online mental health) as well as VCS
- Offer training to VCS and other staff (such as schools and peers) who may speak to young people about online mental wellbeing and self-care.

Develop a local digital access strategy for CYP MH

Further elements of a local digital access strategy could include consultation with young people, inclusion of safe internet use guidance, access for protected characteristics, role of CAMHS clinicians in sharing expertise with non-specialist staff, links with local offer and training initiatives on online access for youth, community, volunteer, school and peer workers) – possibly for inclusion in local or STP CYP MH transformation plans.

8.6 Contact

For further information please contact:

Alex Nelson

Volunteer Centre Tower Hamlets, Norvin House, 45-55 Commercial Street London E1 6BD

www.vcth.org.uk

020 7377 0956

8.7 Thanks

The information resource builds on a workshop (convened with the Voluntary Sector Children and Youth Forum or VSCYF) in 2017 to follow up the Mark Your Mind awareness campaign in Rower Hamlets in 2016. This work - begun in partnership with Tower Hamlets CCG - has been carried forward by the Volunteer Centre Tower Hamlets (which hosts the VSCYF), with thanks to the staff team.

Thanks also to Healthwatch Tower Hamlets and other partner agencies who provided support and comments, and to all colleagues in the organisations listed who checked and confirmed entries.

Initial internet search was conducted in 2017 by four school sixth form students on work experience at Healthwatch – thanks to them for their work.

The research was undertaken and the information resource was edited by Martin Bould, project volunteer at the Volunteer Centre Tower Hamlets; many thanks to Martin for all this work and without whom this resource would never have been completed. Project lead was Alex Nelson, Voluntary Sector Children and Youth Forum.

8.8 List of abbreviations

BT – British Telecom

CAMHS – Child and Adolescent Mental Health Services

CCG – Clinical Commissioning Group

CSE – Child Sexual Exploitation

CVS – Council for Voluntary Service

CYP IAPT - the national programme of Improving Access to Psychological Therapies for children and young people

CYP MH – Children and young people's mental health

ELFT – East London NHS Foundation Trust

FGM – Female Genital Mutilation

LBTH – London Borough of Tower Hamlets

Mark Your Mind – mental health awareness campaign in Tower Hamlets 2016/17, delivered by local organisations and coordinated by YoungMinds

MH – Mental Health

MOPAC – Mayor's Office for Policing and Crime

NEET – Not in Employment, Education or Training

NHS England –NHS management and specialised commissioning (including health and justice)

PRU – Pupil Referral Unit

SEND – Special Education Needs and Disabilities

VCS – Voluntary and Community Sector

YP – Young people

YPAC – Young People's Advice Centre (for SEND)