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## Online and Telephone Support Services

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### ❖ **Mental Health Support Team at Mind in West Essex (MHST)**

We are a newly established service working in schools across Harlow. We offer mental health support for mild to moderate conditions including anxiety, low mood and challenging behaviour.

During this time we are offering telephone support sessions to children (secondary aged), parents (of primary-aged children with the focus on their child), and school staff.

Please contact the school to make a referral to our friendly team who will contact you to discuss your concerns further. If suitable for our service, we will arrange to keep in contact either weekly or fortnightly with telephone sessions for a maximum of 12 sessions.

During this time we are able to offer both low-intensity evidence-based Cognitive Behavioural Therapy (CBT) interventions over the telephone which are usually for 8 weeks, and more general support calls which are not counselling but more of a listening and advice service.

This service is available for any school in Harlow.

### ❖ **NHS 111 Mental Health Crisis Phone Line**

- A new crisis mental health phone line has launched across Essex. The 24-hr service launched by Essex Partnership University NHS Foundation Trust (EPUT) offers immediate and specialist support to adults experiencing mental health crisis.
- Anyone in need can dial 111 at any time and select the option for mental health crisis (option 2)

### ❖ **Young Minds**

- Text Crisis Messenger 24/7: text YM to 85258 (free from most mobile networks)
- Parents Helpline Mon-Fri 9.30am – 4pm 0808 802 5544 (free of charge)



❖ **Childline**

- 1-1 Telephone Counselling 9am – midnight every day 0800 1111
- 1-1 Online Counselling available until 10.30pm every day  
<https://www.childline.org.uk/get-support/1-2-1-counsellor-chat/>

❖ **The Mix**

- Support available for CYP up to age of 25
- Telephone support 4pm – 11pm everyday 0800 808 4994
- Webchat support for ages 10 – 18 only 4.30pm – 11pm on  
<https://www.themix.org.uk/get-support/speak-to-our-team>
- Telephone counselling (up to age 25) <https://www.themix.org.uk/get-support/speak-to-our-team/the-mix-counselling-service>
- Text Crisis Messenger 24/7: text THEMIX to 85258

❖ **Samaritans**

- Telephone support 24/7 on 116 123
- Email support [jo@samaritans.org](mailto:jo@samaritans.org) (24 hour response time)

❖ **YCT**

- Free counselling service for ages 5 – 25 years currently offering telephone counselling and still taking referrals
- Enquiries can be made by professionals, young people or their parents by speaking to a member of the Clinical Team on 01279 414 090 and choosing option 1