

Quick Guide to Mental Health Support for Children, Young People & Families

This guide is here to help children, young people, and families in Surrey find the right mental health support when it's needed most. Whether they are feeling anxious, overwhelmed or worried about a friend, they're not alone - help is always available.



Mindworks Surrey - www.mindworks-surrey.org

Surrey's main emotional wellbeing & mental health service for children & young people

- Groups and one-to-one support
- Support for parents/carers
- Dedicated professionals' page with crisis and referral information
- Videos, resources and helpful information, e.g. **what to expect** and **support while waiting**

Mental Health Leads in School can support with making a referral to Mindworks.

Mindworks Surrey Crisis Line 24/7 - Call: 0800 915 4644

Surrey's main emotional wellbeing & mental health service for children & young people

- For parents/carers who need urgent advice for a child or young person
- For professionals who need urgent advice for a child or young person
- For children and young people aged 6+ who are worried about themselves or worried about a friend

Text support is available for people who are deaf/hard of hearing: 07860 022 879

Worried About Suicide or Serious Harm?

If a young person is at immediate risk or if you have concerns about them going to a high-risk location **call 999**

If you are worried about a child or young person who is self-harming or talking about suicide refer to C-SPA or MASH:

Under 18s - C-SPA

Call: 0300 470 9100 (Monday-Friday, 9am until 5pm)

Call: 01483 517898 (Out of hours)

Email: cspa@surreycc.gov.uk

18 to 25s - MASH

Call: 0300 470 9100 (Monday-Friday, 9am until 5pm)

Call: 01483 517898 (Out of hours)

Email: ascmash@surreycc.gov.uk

In partnership





**CYP
HAVEN**

CYP Haven – a safe space for children and young people aged 10 to 18

www.surreycc.gov.uk/children/support-and-advice/families/support-and-advice/young-people/cyp-haven

The CYP Haven is a safe space for children and young people aged 10 to 18 to talk about worries and mental health in a confidential, friendly and supportive environment.

The CYP Haven have locations in Epsom, Redhill, Shepperton and Ash.

Their support line is open Monday to Friday, 3.30pm until 7.30pm, and Sunday 1pm until 4pm (excluding bank holidays) – call 01483 519436.



Mindworks Surrey Out-Of-Hours Advice Line

Call: 0300 222 5755 seven days a week, 5pm until 11pm, 365 days a year

For parents/carers who are struggling with behaviour or difficulties that may relate to neurodevelopmental needs (e.g. autism or ADHD)



Childline - Call: 0800 1111 or visit www.childline.org.uk

Childline provides **free and confidential counselling** for children and young people who want to **talk about anything that's worrying them**. Support is available by **phone or online chat, 24/7**, for immediate listening and advice.



The Stay Alive app

A free app with safety plans, crisis tools and advice to help prevent suicide and keep people safe.



Kooth- Visit Kooth: www.kooth.com

Kooth offers **free, safe and anonymous online support** for young people. It's ideal for those who prefer **digital help**, with access to **qualified counsellors**, self-help tools, and moderated community forums.



YoungMinds Parent Helpline and Webchat www.youngminds.org.uk/parent/

Confidential support for parents/carers of children and young people under 25

Call: 0808 802 5544 Monday, Thursday, Friday: 9.30am until 4pm | Tuesday, Wednesday: 9.30am until 6pm

For any concern, even a gut feeling.

Examples: changes in mood, school stress, or gaming/online habits



Healthy Surrey - www.healthysurrey.org.uk/mental-wellbeing

Directory of health and wellbeing advice and services in Surrey for all ages.