

The background of the entire page is a photograph of a person with long brown hair, seen from the side, wearing a light-colored, textured sweater. Another person's hand is visible, resting gently on the person's shoulder, suggesting a moment of support or comfort. The background is softly blurred.

**24/7 MENTAL  
AND EMOTIONAL  
WELLBEING  
SUPPORT**

The NCG Safeguarding and Welfare Teams will often work beyond expectations to support our learners. However, we are not an emergency service.

There will be occasions, such as weekends and late evenings, where cover is not provided. Normal office hours are 8.00am – 6.00pm, while cover during school holidays is usually provided, with the exception of bank holidays and college closures. Should you have a need for emergency help, please review the nationally-recognised organisations below for the one which best suits your needs. However, please do message your relevant NCG Team as soon as possible. **Please note:** Some services are aimed at young people, whilst others are open to all. Please check the websites for further details.

**EMERGENCY SERVICES**

Tel: 999 / 112 – state the nature of your emergency.

**NSPCC**

[www.nspcc.org.uk](http://www.nspcc.org.uk)

Free helpline - 0808 800 5000 (Monday - Friday 8am - 10pm, or Saturday – Sunday 9am – 6pm).

Email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

NSPCC Helpline - Report Abuse in Education  
0800 136 663

**SAMARITANS**

[www.samaritans.org](http://www.samaritans.org)

Tel.: 116 123 (free helpline 24 hours a day).

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

**DEPAUL**

[www.depaul.org.uk/get-help](http://www.depaul.org.uk/get-help)

A youth homelessness charity which offers emergency support in London, Manchester, the North East and Cumbria.

**CHILDLINE**

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

Tel.: 0800 1111 (free helpline 24 hours a day).

**INTERNET / ONLINE SAFETY**

[www.internetmatters.org](http://www.internetmatters.org)

This service provides a range of support to enable individuals and families to stay safe online.

**KOOTH**

[www.kooth.com](http://www.kooth.com)

Free, safe and anonymous online support for young people.

**MIND**

[www.mind.org.uk](http://www.mind.org.uk)

This website has a range of resources which you can access directly for support. Tel.: 0300 123 3393 (9am-6pm, Monday to Friday except bank holidays). Email: [info@mind.org.uk](mailto:info@mind.org.uk)

**NHS SUGGESTED APPS TO SUPPORT MENTAL HEALTH**

[www.nhs.uk/apps-library/category/mental-health](http://www.nhs.uk/apps-library/category/mental-health)

**PAPYRUS**

[www.papyrus-uk.org](http://www.papyrus-uk.org)

A free suicide prevention helpline every day (9am – 11.59pm).

Tel.: 0800 068 4141

Text: 07860 039967

Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

**PARENTS' HELPLINE**

Tel.: 0808 802 5544 (9.30am - 4pm, Monday - Friday).

**RECOVERY COLLEGE ONLINE**

[www.recoverycollegeonline.co.uk](http://www.recoverycollegeonline.co.uk)

This website provides a range of online information to people who might be struggling with mental health issues.

**SHOUT**

[www.giveusashout.org](http://www.giveusashout.org)

Shout is a confidential 24/7 UK text service for times when people feel they need immediate support. It is free from all major UK networks.

Text "SHOUT" to 85258

**YOUNG MINDS**

[www.youngminds.org.uk](http://www.youngminds.org.uk)

Text YM to 85258 for free 24/7 support if you are a student and need urgent help.