Children and Young People Strategy 2018 – 2020
As members of the North Yorkshire Youth Commission, we represent the young people of North Yorkshire.

We would like North Yorkshire police to be a symbol of safety to young people by offering support and protection.

To do this we believe North Yorkshire police should have respect for all young people and also broaden their awareness of youth cultures and diversity.

We all agree that a positive approach to meet the needs and issues of young people is required. This encompasses active listening and engagement, whilst practicing empathy and avoiding presumptions of ‘youth stereotypes’.

Overall we want this strategy to help North Yorkshire Police to maintain and develop positive relationships with young people, which will give young people the confidence to approach the police – knowing that our rights are being upheld.
About this strategy

At North Yorkshire Police we want to make sure we really listen to children and young people. It is important that we acknowledge what makes you different, recognise where you are vulnerable, and that we meet your needs. We are your police service, and we’re here for you, just as much as we are here to help adults.

We have developed this strategy so that everyone who works for North Yorkshire Police will know what we need to do to provide a better service to children and young people. We also wrote it so that young people themselves will know that we take your issues seriously and can see what we’re trying to do to tackle them.

When we wrote this strategy, we based it on the opinions of 1500+ young people who took part in the “Big Conversation” - a piece of research into important issues that affect children and young people.

We also based it on the recommendations made by the North Yorkshire Youth Commission.

North Yorkshire Youth Commission was set up in July 2015. Its members are young people aged 14-25, who are helping us to make decisions about how we help young people and keep them safe.

We hope that you enjoy reading this strategy. If you would like to know more about North Yorkshire Police or the North Yorkshire Youth Commission, you can find us online at:

www.northyorkshire.police.uk
Twitter: @NYorksPolice
Facebook: facebook.com/NorthYorkshirePolice

www.northyorkshire-pcc.gov.uk/for-you/young-peple/youth

Note on abbreviations:
In this document C&YP stands for children and young people and NYYC stands for North Yorkshire Youth Commission
The strategy is based on the six priorities identified by North Yorkshire Youth Commission (NYYC) and the priorities set out in the Police and Crime Commissioner’s Police and Crime Plan which helps to set the strategic direction for North Yorkshire Police.

Youth Commission Priorities

- Young People’s Relationship with the Police
- Mental health and vulnerable young people
- Abusive relationships
- Hate crime
- Drug and alcohol abuse
- Missing young people and exploitation

Police and Crime Plan priorities 2017-21

- Caring for the vulnerable
- Ambitious collaboration
- Reinforcing the frontline
- Enhancing customer experience

Everybody aged up to and including 24 is counted as a child or young person but the focus of this strategy is on those aged under 18.
As part of our “core business”, North Yorkshire Police is already doing a great deal of work around the issues raised by NYYC priorities and in the National Strategy for the Policing of Children and Young People.

These are our core business activities.

**Youth Officers**

- We have four full-time Youth Officers covering all areas of the force. Their role is directly linked to the North Yorkshire Police Children and Young Person Strategy and focuses on positive engagement, education, consequences of actions, the law, prevention and early intervention. The work they do will be reviewed to ensure they have maximum impact in priority areas and continue to address the recommendations from the Youth Commission.

- Youth Officers will receive additional training to assist them with this work and continue to work closely with NYYC to ensure their work is meeting need

**Education Programmes**

- PCSOs are directly linked to schools to build trusting relationships between young people and the police, as highlighted in the 2015-16 Big Conversation

- Crucial Crew has run for over 25 years in North Yorkshire. These multi-agency events are organised by our Youth Officers and over 90% of Year 6 students attend and learn about a range of important issues.

- The 2015-16 Big Conversation highlighted the need for young people to learn about the law and consequences from an early age. We will review the programme to ensure we are delivering relevant material and that all future inputs are linked to the C&YP strategy priorities.

- Neighbourhood Policing Officers already have excellent links with schools and youth groups and promote a positive face of North Yorkshire Police, as recommended in the 2015-16 Big Conversation.
• We will create clear guidance for all officers regarding what subjects they may discuss in education settings and ensure they are appropriately trained to do so, as recommended from the 2015-16 Big Conversation.

• Schools and youth groups will receive a standardised offer from North Yorkshire Police about who will engage with them, how they will engage and what resources will be used, to ensure consistent education messages are given. This was a factor highlighted in the 2015-16 Big Conversation.

Supporting Victims

• In 2016, there were 2,444 victims of crime aged under 18, this is 9% of the total number of victims. The Supporting Victims Central Telephone Referral and Assessment Team provide support for anyone affected by crime, whether reported to the police or not, including victims, bereaved relatives, those under 18 with consent and parents or guardians of victims under 18. Those affected by the crime are offered a range of practical and emotional support to cope and recover and if necessary, they also help victims access further support provided by other organisations.

Communication

• The Big Conversation findings told us that children and young people recommend that we use social media to communicate with them. North Yorkshire Police already uses the force website, Twitter and Facebook and we will make sure we continue to use communications methods that children and young people are comfortable with and confident using.

• We commission Independent Victim Advisors and a range of emotional and practical support services for victims of crime of any age to help them cope and recover. You can find out more about the Supporting Victims Service at the end of this booklet.
Young People who offend

- We will continue to support North Yorkshire Youth Justice Service and City of York Youth Offending Team with their work. We have Police Officers seconded to work with them to help and educate young people who offend or who are at risk of offending. We work with the services to help divert young people from offending or anti-social behaviour with early interventions, education, consequential thinking and positive activities. New tools and methods will continue to support this, such as the Youth Outcomes Panel and implementation of a new joint protocol for the reducing the criminalisation of looked-after children.

- In 2016, 635 people aged under 18 in the City of York and North Yorkshire were arrested and detained in police custody, 6.8% of the total. This number has decreased every year since 2011. More suspects aged under 18 are instead attending police stations to be interviewed voluntarily, with 306 such cases in 2016, 15% of the total number. If a young person is a suspect in an investigation we aim to treat them fairly and proportionately.

- More young people are already being diverted from the criminal justice system. A Youth Outcome Panel, supported by Youth Offending Teams, has been introduced to ensure consistency and that the most appropriate outcomes for young people who offend are selected. This should also improve the way we listen to young people who offend and help to understand what will make a difference, as recommended in the 2015-16 Big Conversation.

- We continue working with Local Authorities to minimise the number of times C&YP remanded in custody are held in Police cells. We have a signed agreement with local authorities to minimise the number of times children are detained in police stations following charge.
Young people’s priorities and what we’re doing to address them

In the following pages there are facts about crime and safety issues in North Yorkshire. We have taken these facts from official research documents, including the Crime Incident Figures, so it is information you can trust.

You will also find sections called “feedback”. These sections give the views of children and young people from the Youth Commission, and also from The Big Conversation survey.

Finally you will find sections called “how NYP will improve”. This is the extra action that North Yorkshire Police will take in response to the feedback from children and young people.
The relationship between young people and the police

THE FACTS

Children and young people were recorded as victims in 2,444 crimes reported to North Yorkshire Police in 2016.

In 2016 1,995 crimes were reported by C&YP. That’s just 5.5% of the total, suggesting there is under reporting of crime by young people.

There were 1069 Stop Searches of young people in 2016. This is 28% of the total stop searches, though young people account for 19% of the population in North Yorkshire. Nothing was found in 89% of searches of young people.

FEEDBACK

• There are some really good relationships with police/PCSOs
• We want to improve relationships
• Negative stereotypes can work both ways and young people and the police can both have unfair views of each other
• Some of us lack confidence to approach the police
• Many of us have no relationship at all - there’s a lack of engagement
WHAT HAPPENS RIGHT NOW

- Engagement in line with the National C&YP Strategy through ‘core business’
- Work with the NYYC to actively engage with C&YP in North Yorkshire and influence the work of NYP, for example through the development of sub-groups based on the Youth Commission priorities
- As recommended in the 2015-16 Big Conversation, we have involved NYYC members in discussions on NYP’s approach to Stop and Search, to ensure young people are more aware of their rights. This has resulted in changes being made to the Stop and Search form
- Our dedicated Youth Officers, Neighbourhood Policing Teams and volunteers engage with C&YP through their daily activity in schools, colleges and community settings, focusing on education, engagement, prevention and early intervention
- Plan and deliver organised educational events such as Crucial Crew and the Lifestyle Awards to promote positive relationships between young people and the police

HOW NYP WILL IMPROVE

- When interacting with C&YP, we will explain not just what we are doing but also why we are doing it
- Work with Neighbourhood Watch to create a youth-focused scheme, as recommended in the 2015-16 Big Conversation
- Continue to work with and involve members of the Youth Commission when considering changes to policies or procedures that may affect our relationship with C&YP, including training
- Ensure an appropriate response to the issues identified through NYYC’s Big Conversation is communicated effectively
- Review the Crucial Crew programme and the Youth Officer role to ensure they are concentrating in the right areas, as recommended in the 2015-16 Big Conversation
- Communicate our success stories and commitment to the strategy priorities
- Promote opportunities for young people to get involved through North Yorkshire Police organised activities such as the Lifestyle Awards
Mental health and vulnerable young people

It’s estimated that nationally 40% of police incidents involve somebody who is affected by a mental health issue. The way we currently record information about a person’s vulnerabilities does not allow us to accurately confirm this locally.

The Facts

Police officers are not traditionally trained to deal with mental health issues.

In North Yorkshire in 2015 and 2016 there were no under 18s taken to a police station after being detained under the Mental Health Act.

Feedback

- Police need to raise awareness and tackle the stigma that is sometimes attached to mental health issues.
- We want help in recognising the signs and symptoms of mental health issues and where help can be found to support us.
- We want to help the police and other agencies to understand the pressures and issues that affect us, so they can respond effectively when young people are in vulnerable situations.
WHAT HAPPENS NOW

- There are four health based places of safety operating within hospitals across the county for people needing immediate mental health support
- A mental health professional is on duty in the Force Control Room 12 hours per day seven days a week to help and advise police officers
- Training has begun to improve knowledge, so that appropriate actions are taken at an early stage
- The Street Triage Team see mental health nurses work directly with police officers at incidents in York and Scarborough to help those suffering from mental health issues at the earliest opportunity
- The Vulnerability Assessment Team assesses, reviews and refers vulnerable people to the right agencies for support
- NYP provides support for victims of all ages through ‘core business’

HOW NYP WILL IMPROVE

- Improve our identification and approach to dealing with mental health and vulnerability issues through training
- Develop a risk assessment process to help in identifying those people who are at highest risk
- Improve the way we record information about mental health issues; we will then be better able to protect vulnerable people if we have contact with them again
- Review the need and demand for a diversion services to support young people with mental health issues who offend
The number of reports of sexual offences is increasing. In 2016 552 children and young people were victims of sexual offences in North Yorkshire. This includes offences of child sexual exploitation (CSE). These young people accounted for 42% of all sexual offence victims despite the age group comprising less than 20% of the population.

Reported sexual offences involving male victims are a lot less common. It is possible that these are more under reported due to the worry of being stigmatised.

One factor that can increase the chance of a person becoming a sexual offender is being a victim of abuse or neglect themselves. (It is important to note that these indicators do not cause somebody to become a perpetrator).

Being disabled and being in residential care can increase the chance of being a victim of sexual abuse, including child sexual exploitation

In 2016 42 sexual offences were recorded whereby the offender and victim were both aged under 18

**THE FACTS**

- Some of us feel we can’t talk about our experiences of sexual assaults, grooming, stalking or harassment; because we fear we won’t be believed or taken seriously
- We are concerned that choice will be taken away from us if we report abuse to the police
- Positive experiences should be promoted, to help increase trust and confidence
- There is a need to understand cultural barriers better, and the range of abuse, including online sexual abuse
- We want to improve education on legislation, criminal convictions, behaviour and attitudes about sexual offences to reduce the number of young people who may offend

**FEEDBACK**
Sexual abuse, including child sexual exploitation

WHAT HAPPENS NOW

- Support the multi-agency No Wrong Door initiative for Looked After Children, with a seconded Police Officer and dedicated Intelligence Analyst who aim to prevent the criminalisation of these vulnerable C&YP
- Education, support and awareness-raising through ‘core business’
- Have robust structures to work with partners to try to prevent and protect potential victims of child sexual exploitation
- Commission services to support and work with young people and their parents who are affected by exploitation or abuse, to improve their resilience, educate and help them make better informed choices that reduce risk
- Jointly commission the Child Sexual Assault Assessment Service, to enable young victims to access medical support and support police investigation

HOW NYP WILL IMPROVE

- Improve how we work with partners to engage with young people and understand their attitudes about relationships and sex, increase understanding of cultural issues and the range of abuse
- Improve how we challenge those views and behaviours which are inappropriate, advise of the consequences of having a conviction and how it can affect the rest of their lives
- Engage with C&YP via NYYC and our ‘core business’ to discuss issues, promote positive experiences and make sure C&YP know where they can go for help if they need it
- Focus on training, support and prevention with the groups at most risk to ensure consistent messages
- Explore options for preventative work with children and young people in education and community settings to promote awareness and increase resilience
There were 11,415 domestic abuse incidents recorded by North Yorkshire Police in 2016. (Incidents where the victims and/or offenders are below 16 are not included as they are not covered by the definition of domestic abuse).

Multi-Agency Risk Assessment Conferences (MARACs) are pivotal in addressing the needs and safety of victims and their families at the highest risk of domestic abuse. There were 686 MARAC referrals in 2016 and these involved 765 children and young people. Numbers of MARAC referrals have increased every year for the past four years.

28% of the incidents between April 2016 and September 2016 occurred in households where children live. This percentage was the same for 2015 incidents.

Of the above incidents there were 81 perpetrators aged 16 or 17.

THE FACTS

Young people account for approximately 1.5% of the victims and approximately 2% of the perpetrators causing harm to others.

FEEDBACK

- Some of us feel we cannot talk about our experiences of domestic abuse in case we are not believed or taken seriously.
- There should be more awareness of cultural barriers and different types of abuse, including honour-based violence.
Domestic abuse

- Respond quickly to and investigate all reported incidents, ensuring C&YP are safe
- ‘Op Encompass’ is operating in York. This is an operation to share police information about domestic abuse with schools so pastoral care can be provided to child witnesses
- In cases where the victim is pregnant or has a child aged under 1 we ensure a midwife is contacted so their specialist support can be provided
- Commission services to support and work with victims and those affected by domestic abuse to help them stay safe, cope and recover
- Work with partners to increase their knowledge of domestic abuse warning signs
- Commission education programmes for young people aged 10-16 years and adults who are demonstrating abusive behaviour within the family setting, to help them to recognise and change their behaviour and increase the family’s safety.
- Officers complete awareness training sessions for safeguarding and vulnerability, domestic abuse, stalking, harassment, and CSE
- Issue Domestic Violence Prevention Notices and apply for Domestic Violence Prevention Orders (DVPOs) to quickly protect victims of domestic abuse. 51 DVPOs were granted in 2016. One case related to a victim aged under 18. None of the DVPO offenders were under 18.

How NYP will improve

- Introduce Op Encompass across all areas of North Yorkshire
- Ensure that officers responding to incidents have the right equipment to record evidence and help the investigation
- Training for officers about controlling and coercive behaviour
- Work with partners to engage with young people, increase understanding of cultural issues and the range of abuse to understand their attitudes about relationships and increase understanding
- Engage with C&YP via NYYC and our ‘core business’ to discuss issues, promote positive experiences and make sure C&YP know where they can go for help if they need it
Sexual cyber enabled crime is ranked as the number 1 priority in North Yorkshire Police’s Strategic Intelligence Assessment. One area of concern relating to young people within this is sexting.

17% of primary aged pupils and 50% of secondary pupils (years 8 and 10) in North Yorkshire reported that they communicate online by posting things that lots of people can see.

About a third of Year 10 girls and a quarter of Year 10 boys in North Yorkshire have received sexting messages.

33% of primary aged pupils and 56% of secondary pupils in North Yorkshire said they communicate with people using picture/video sharing apps.

Over 1 in 5 indecent child images on the internet were taken by the children themselves. 26 C&YP were victims of ‘sextortion’ (using sexual images to extort victims) in North Yorkshire in 2015. They account for 62% of all the 2015 sextortion cases, a huge over representation.

Use of dating apps has removed the necessity to get to know somebody before entering a relationship. Online personas may be very different to the real persona.

Downloading of some apps can unlock privacy setting without the user realising. This means that private information and location information is available to others.

An online relationship is as ‘real’ as a relationship in the physical world and have real consequences when they go wrong.
• There should be more comfortable, safe spaces and online areas for reporting abuse
• We are deeply concerned about the serious consequences for those affected by cyber-bullying and other online crime
• Cyber-crime is under reported because victims don’t understand what constitutes a crime and in cases of sexual images they’re worried other people may see embarrassing pictures
  • NYP doesn’t have the technological literacy to respond effectively

WHAT HAPPENS NOW

A North Yorkshire Police Cybercrime Unit was created in December 2014 to deal with complex cybercrime and investigations
• The Cybercrime unit offers practical assistance, guidance and advice to police officers
• Cybercrime training has now been delivered to over 200 members of NYP employees
• PCSOs and Youth Officers have received training from the Child Exploitation & Online Protection Centre (CEOP) so they can confidently tackle the issue and speak to C&YP using consistent messages, as recommended in the 2015-16 Big Conversation
• Provide support for victims through ‘core business’

HOW NYP WILL IMPROVE

• Explore options for preventative work with children and young people in education and community settings that promotes awareness and increases resilience
• Run train the trainer events for Teachers and Youth Workers
• The costed training plan will include delivery of mainstream cybercrime training to all public facing employees
• Ensure a clear understanding of roles and responsibilities between NYP and Dedicated Safeguarding Leads so that we can best protect children found to be sexting
• Work with NYYC to inform our policies and strategies in this area from a youth perspective, as recommended in the 2015-16 Big Conversation
Hate crime

There were 26 hate crimes involving young victims in 2016, this is 11% of the total, so young people are under represented.

23 out of the 26 young victims reported racist incidents.

Overall in 2016 there were 18 hate crimes involving young people who offend, this is 11% of the total. 15 of these were racist incidents.

It is recognised that hate crime is significantly under reported.

THE FACTS

- Hate crime seems to be increasing
- Verbal abuse and negative use of social media exacerbates the problems
- We’re concerned about hate crime based on sexuality, race and religion
- We can lack confidence to approach police with issues
- More needs to be done to address hate crime

FEEDBACK
WHAT HAPPENS NOW

- Deliver enhanced hate crime training for all frontline officers, as recommended in the 2015-16 Big Conversation
- Respond to and investigate all reports
- Support independent reporting for victims through Stop Hate UK and True Vision. Independent reporting was a key recommendation from the 2015-16 Big Conversation
- Provide support for victims of all ages through ‘core business’
- Commission a range of support services, including Independent Victim Advisers, Counselling and Restorative Justice services for victims of Hate Crime
- Coordinate the Hate Crime Working Group to address priorities
- Work with Independent Advisory Groups and NYYC to find ways to increase confidence and encourage more hate crime reporting involving C&YP

HOW NYP WILL IMPROVE

- Increase promotion of hate crime reporting methods, support services and positive police action taken, as recommended in the 2015-16 Big Conversation
- Explore NYYC recommendations for increasing reporting methods for young people and communicate these effectively
- Explore options for pre-court and/or education-based interventions for hate crime offenders of all ages and communicate these effectively
- Explore options to educate and increase young people’s awareness of hate crime at an earlier stage
In 2016 there were 89 drug related crimes involving young people who offend, this is 6.9% of the total. Almost all of the drug offences involving young people relate to cannabis possession.

90 young people were directed to a drug or alcohol intervention in 2016 instead of being prosecuted. 78 of these cases related to drugs (all cannabis) and 12 related to alcohol.

88% of young people involved in drug offences were offered the drug intervention program rather than being cautioned or charged.

THE FACTS

FEEDBACK

- Drugs are too easily available
- There is peer pressure to take drugs
- Some of us lack knowledge about effects of drugs
- We don’t always report issues to police as we are concerned that police can be too judgemental about young people involved in drugs
Drug and alcohol abuse

WHAT HAPPENS NOW

- Targeted education, support and awareness raising through ‘core business’ in line with the recommendation from the 2015-16 Big Conversation
- Divert young people involved in drugs or alcohol away from the criminal justice system by directing them to attend a drugs or alcohol intervention programme
- Work with partners to ensure young people can pathway into drug and alcohol support services commissioned by Local Authorities
- We employ an ‘Alcohol and Substance Misuse Harm Reduction Officer’ to have one person coordinating the way NYP respond to drug and alcohol issues

HOW NYP WILL IMPROVE

- Communicate more effectively with young people to ensure key messages and information are understood, including consequences of actions
- Listen and respond better to young people’s concerns and experiences about drugs to influence our approach and support greater education e.g. with New Psychoactive Substances as recommended in the 2015-16 Big Conversation
- Work with NYYC to explore awareness raising and alternative reporting mechanisms for young people as recommended in the 2015-16 Big Conversation
- Improve communication methods about our approach to increase young people’s confidence in police
Missing young people and exploitation

THE FACTS

2,696 people aged under 18 were reported as missing in 2016. That’s 79% of the total number of missing people.

100% of young people who were reported as missing were located. Over 50% of young people who were reported as missing were found within 6 hours.

Over 70% were found within 12 hours

Nearly 90% were located within 24 hours

• Sometimes we are not aware of the risk going missing has on future behaviour and life choices
• There is a lack of joined-up support between agencies
• Crimes are not always reported
• As victims, we don’t always feel supported
• It’s important to understand why young people go missing

FEEDBACK
WHAT HAPPENS NOW

- Use police powers e.g. Child Abduction Warning Notices to disrupt offenders who abduct children
- In 2016, we reviewed how we deal with missing people and have now employed a dedicated Missing Persons Coordinator. For each missing from home episode, they will ensure that any safeguarding concerns are managed and that high risk or repeat missing people are provided with appropriate help
- Continue to work on the recommendations of our review, including looking at the way we debrief children and young people who go missing, as recommended in the 2015/16 Big Conversation
- Provide support for victims through ‘core business’

HOW NYP WILL IMPROVE

- Improve how we share appropriate information with partners to improve support for young people
- Work with partners and young people to prevent young people from repeatedly going missing by using learning from other services in the country
- Listen and respond to the recommendations of North Yorkshire Youth Commission 2015-16 Big Conversation on Vulnerable Young People to influence our approach
- Improve how we share information with partners to reduce the number of young people who go missing
- Better support young people who go missing to reduce their risk of harm, as recommended in the 2015-16 Big Conversation
- Explore specialist support options to prevent young people from going missing and communicate these effectively to young people so they understand the support available
Where to get help

Our job at North Yorkshire Police is to keep people safe - and that includes children and young people as well as adults.

In this section you will find advice on how to contact the police if you need help. You’ll also find information about other organisations you can trust who provide services to keep children and young people safe.

Contacting the police in an emergency

In an emergency, call 999.

An emergency is where:

- Your life, or someone else’s life, is in danger
- Someone is being violent to you or there is an immediate threat of violence
- There has been a serious injury to you or someone else, or serious damage to a property
- A crime is in progress
- There has been a serious road traffic accident and people are badly hurt

Remember that you can use most mobile phones to call 999, even if you do not know the PIN.

If you have trouble hearing or speaking, you can use the Emergency Textphone service. This service is provided by a charity called Action on Hearing Loss. The Emergency Textphone service lets you send an SMS text message which will be passed to the police or other emergency services.

You can find out about the Emergency Textphone service at www.emergencysms.org.uk/

Contacting the police when it isn’t an emergency

If you need to contact the police and it is NOT an emergency call 101.

When you call 101 you will get a voice message that asks you to select an option.

Choose option 1 to speak to let us know about a problem or a crime.

If you want to speak to a particular police officer and you know their name, choose option 2 and say their name.

If you have trouble hearing or speaking, you can use Textphone 180001 101 to report an incident that doesn’t need immediate attention and that isn’t an emergency.
Supporting Victims - for anyone who needs help to cope with being a victim of crime

Supporting Victims is a special service provided by the Police and Crime Commissioner for North Yorkshire.

If you have been a victim of a crime and you are finding it difficult to cope, you can contact Supporting Victims for help even if you do not want to report the crime to the police.

If you call Supporting Victims, the team will ask you a few questions to find out how you have been affected by the crime, so they can work out how to help you.

Contact Supporting Victims on:
Tel: 01609 643 100
www.supportingvictims.org/support-services/young-people

Stop Hate UK - hate crime reporting service

North Yorkshire Police pays Stop Hate UK to provide a special helpline that you can call if you have been a victim of a hate crime.

A hate crime is when someone attacks, threatens or insults you because of your identity (for example, your race, religion, disability, gender or sexual orientation).

The Stop Hate UK service will not pass on your details to the police unless you want them to.

Contact Stop Hate UK on:
Tel: 0800 138 1625
www.stophateuk.org/talk-to-us/

Childline

Childline is a free 24-hour counselling service for children and young people aged up to their 19th birthday. It is run by the National Society for the Prevention of Cruelty to Children.

You can speak to Childline confidentially about anything that is worrying you.

Contact Childline on:
Tel: 0800 1111
www.childline.org.uk

Runaway Helpline - for people who are thinking of running away from home

Runaway Helpline helps young people who are thinking about running away, who have already run away, or who have been away and come back. You can also contact the Helpline if you are worried that someone else is going to run away or if they are being treated badly or abused. Runaway Helpline is confidential.

Contact Runaway Helpline on:
Tel: 116 000
www.runawayhelpline.org.uk