

Project Ember Support Page

Thank you so much for your support and contributing to Project Ember – your contributions are extremely valuable and will help to improve outcomes.

We understand that explaining your views of online harms and abuse can feel upsetting, overwhelming, or even traumatic for some people.

We've therefore created this page to help you find useful supporting organisations that are right for you. We've gathered trusted organisations who understand what you're going through and can offer advice, information and someone to talk to. Whatever you're going through, support is available - and you deserve to feel safe and supported if and when you choose to reach out.

Remember, no one has to go through difficult or upsetting experiences alone - especially when it comes to things like abuse, bullying, mental health struggles or something worrying you online.

We understand that talking to someone can feel scary or awkward at first but reaching out to the right support can make a huge difference. Organisations like Childline, YoungMinds and Hopeline are available to listen, not judge. They understand what you're going through and can give you the support, the tools and the advice you need to feel safer, stronger and more in control.

These organisations are confidential, free to use and run by trained professionals who care. Whether you're feeling low, need to talk or just want to understand your options - they're available to help you take that first step forward.

Remember, asking for help is never a weakness. It's a sign of strength - and it's how things start to get better.

Take a look at the links below to find the support that's right for you.

Support for Young People (13–24 years old)

Barnardo's

Barnardo's supports children and young people under 25 dealing with abuse, mental health issues and difficult home situations.



Website: <https://www.barnardos.org.uk>

Contact: Contact via local services listed on the website.

YoungMinds

Provides mental health advice and support to help you cope with life's challenges.



Crisis Messenger - Crisis support for young people (under 25):

Text YM to 85258 for 24/7 mental health help.

Online resources on anxiety, self-harm, trauma, and more.

Website: youngminds.org.uk

Hopeline247 (Papyrus)

A free, confidential suicide prevention service for anyone under 35. If you're struggling with thoughts of suicide or worried about someone else, trained advisers can help.



Website: <https://www.papyrus-uk.org/papyrus-hopeline247>

Call: [0800 068 41 41](tel:08000684141)

Text: [07860 039 967](tel:07860039967)

Email: pat@papyrus-uk.org

Open: 24 hours a day, every day

NHS CAMHS (Child and Adolescent Mental Health Services)

Usually under 18; up to 25 in some areas.

Clinical assessment and treatment for young people with mental health

needs. Speak to your GP or check local NHS website for referral info.



Website: nhs.uk/mental-health/children-and-young-adults

Childline

Up to age 19

A free and confidential NSPCC service where you can talk about anything that's worrying you. They offer a helpline, online chat, and email support with trained counsellors.



Call: [0800 1111](tel:08001111)

Website: childline.org.uk

Open: 24/7 (helpline)

NSPCC

Mainly for under 18s; adults can also call.

Child protection charity offering advice on online safety, abuse, and safeguarding. They provide information and resources on online abuse, including signs and preventative measures.



Call: [0808 800 5000](tel:08088005000)

E-mail: help@nspcc.org.uk

Website: nspcc.org.uk

Open: Mon–Fri, 11 AM – 5 PM

Report Remove

Provided by Childline and the Internet Watch Foundation, Report Remove helps under-18s remove nude or sexual images of themselves from the internet.

Website:

<https://www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/report-remove>



Take It Down



A worldwide tool from the US National Center for Missing & Exploited Children to help stop nude images of under-18s being shared online and works without needing to share the original image.

Website: <https://takeitdown.ncmec.org>

The Children's Society

Support and assistance for young people up to age 25 at risk of or affected by abuse, exploitation, or other vulnerabilities.

Call: [0300 303 7000](tel:03003037000)

Website: childrenssociety.org.uk

Open: Mon–Fri, 9 AM – 5 PM



So You Got Naked Online

Practical guidance from the UK Safer Internet Centre and South West Grid for Learning that helps and advises young people who may find themselves in a situation where they (or a friend) have a sexting image or video online.

Website:

<https://swgfl.org.uk/resources/so-you-got-naked-online>



Stop It Now!

All ages

Confidential advice for anyone concerned about child sexual abuse - including young people worried about their own behaviour or someone else's.

Call: [0808 1000 900](tel:08081000900)

Website: stopitnow.org.uk



Open: Mon–Thurs, 9 AM – 9 PM; Fri, 9 AM – 5 PM

Childnet

Guidance and educational tools for all ages (young people, parents and teachers) to support staying safe online.



Website: childnet.com

The Mix

For ages 11–25

Free, confidential support on everything from mental health to relationships and safety. Includes webchat, email, and phone helpline.



Call: [0808 808 4994](tel:08088084994)

Website: themix.org.uk

Samaritans

All ages

Emotional support if you're feeling overwhelmed, low, or in distress — available 24/7.

Call: 116 123 (free from any phone)

Website: samaritans.org

Open: 24/7

Support for Trusted Adults (parents, guardians, etc)

YoungMinds Parents Helpline

Advice for parents/carers worried about a young person's mental health (under 25s).



Call: [0808 802 5544](tel:08088025544)

Website: <https://www.youngminds.org.uk/parent>

Open: Mon–Fri, 9:30 AM – 4:00 PM

Family Lives

Support for anyone in a parenting or caring role. Covers child behaviour, relationships, and safeguarding.



Call: [0808 800 2222](tel:08088002222)

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

NAPAC (National Association for People Abused in Childhood)

Support for adult survivors of abuse, including those triggered by related topics.



Call: [0808 801 0331](tel:08088010331)

Website: <https://www.napac.org.uk>

Internet Watch Foundation (IWF) (all ages)

Use this to report online child sexual abuse imagery anonymously.



Website: <https://www.iwf.org.uk>