



Hampshire Child and Adolescent  
Mental Health Services

# KNOW YOUR ST\*\*F

A practical guide to life  
for those aged 16-20 years

[HampshireCamhs.nhs.uk](http://HampshireCamhs.nhs.uk)



## HELLO,

If you are aged 16 to 20 years old, this guide is for you.

Hampshire child and adolescent mental health service (CAMHS) has received lots of feedback from young people that they need some guidance around some key life issues.

This guide walks you through some basic information, top tips and more importantly where to get more advice, and support. This guide will hopefully help you with information about budgeting, relationships, mental health and more. We really hope this is a useful "go to" resource for you.

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# EMERGENCIES

## Police/Fire/Ambulance

Phone number: **999**

## Samaritans

Samaritans is a charity providing emotional support to anyone in emotional distress, struggling to cope or at risk of suicide throughout the United Kingdom. Their phonenumber is open 24/7.

Phone number: **116 123**

## Childline (24hr)

Childline service gives children and young people somewhere to turn to for support when they need it. Childline is free to contact.

Phone number: **0800 1111**

## Domestic Abuse

A team of highly-trained, female advisers. Who will empower you to understand your options and support you to make decisions about the future.

Phone number: **0808 200 0247**

## FRANK

Talk to Frank for facts, support and advice on drugs and alcohol today.

## Drugs Helpline

Phone number: **0300 123 6600**

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# CRISIS SUPPORT

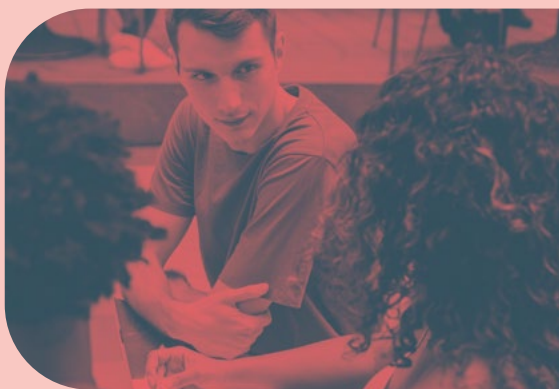
**We all experience crisis at times in our life.**

Crisis is different for everyone, there may be different triggers and different ways in which people experience it. Crisis is more than a bad day, or stress.

You are in crisis when something comes along and knocks you down emotionally. You may find that you cannot think clearly and you feel completely overwhelmed and unable to cope.

Some people find that they act impulsively or engage in risky behaviours such as self-harm. Some people report experiencing thoughts about ending their life.

It is important to remember that a crisis is temporary and with help and support you can come through it.



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## Things that might help you if you experience an episode of crisis:

There is more information and resources on the Hampshire CAMHS website.



**HampshireCamhs.nhs.uk**  
**/issue/yp-2**

## NHS Mental Health Triage Service:

You can call the phone number **111** 24 hours a day, 7 days a week or visit the website **111.nhs.uk** and speak to the NHS Mental Health Triage Service.

## Freephone Samaritans:

Phone number: **116 123**  
Open 24 hours a day, 7 days a week.

## Shout:

Free, 24/7 mental health text support in the UK | Shout

Text the word '**HANTS**' to **85258**

Email: **GiveUsAShout.org**

This service provides free, 24/7 crisis support across the UK. If you are experiencing a mental health crisis and need support, you can text '**HANTS**' to **85258**.

Texts are free from EE, O2, Vodafone, Three, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.

## USEFUL WEBSITES:

### PAPYRUS

UK charity dedicated to the prevention of suicide of young people.

Website:

**Papyrus-uk.org**



### Harmless:

The centre of excellence for self-harm and suicide prevention.

Website:

**Harmless.org.uk**



### LifeSIGNS

LifeSIGNS (Self-Injury Guidance and Network Support) is a charitable organisation, supporting people of all ages affected by self-injury.

Website:

**LifeSigns.org.uk**



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## CALM

The Campaign Against Living Miserably (CALM) is taking a stand against suicide. Their helpline and webchat are open 365 days a year.

Helpline phone number:

**0800 58 58 58**

Website:

**TheCalmZone.net**



## Staying Safe

Offers compassion, kindness and easy ways to help keep people safer from thoughts of harm and suicide.

Website:

**StayingSafe.net**



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# BEREAVEMENT AND LOSS

Bereavement and loss of a loved one (such as a family member, friend or pet) can be devastating. People may also feel a sense of loss when an important relationship ends (such as relationship break up or friendship break down).

When someone experiences a bereavement or loss, it can be hard to understand, process or adjust. You may experience many thoughts and feelings including, sadness, anger or confusion.



If the person you have lost had been unwell, you may even experience other feelings such as relief. You may not experience any strong feelings at all. There is no right or wrong way to feel think or behave; everyone processes grief differently. Some days you may feel more able to cope than other days.

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## Things that might help you if you're struggling with bereavement or loss:

- Remember it is usual to feel a range of emotions from sadness, anger, fear, relief or even nothing at all.
- Try to keep normal routines going as much as possible.
- Try to keep doing activities you enjoy and spend time with friends and family. It is okay to feel happy, to laugh or to have fun. This does not mean that you don't care about the person you have lost.
- If you are finding it hard to talk about how you feel, you might find it easier to write down how you are feeling.
- Create a memory box full of pictures and items which remind you of good times you had with the person you have lost.
- Grieving takes a lot of energy. Make sure you eat, drink and rest regularly. Physical activity and getting outside for fresh air daily can help.

### Hampshire CAMHS

There is more information and resources on the Hampshire CAMHS website.



Website:

**HampshireCamhs.nhs.uk**

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If you are aged 16 to 18 years old:

## Simon Says

Simon Says Bereavement Support (Hampshire Based).

Website:

[SimonSays.org.uk](http://SimonSays.org.uk)



## Winston's Wish

Supports grieving children and young people after the death of someone important.

Website:

[WinstonsWish.org](http://WinstonsWish.org)



## Hope Again

A safe place where you can learn from other young people, how to cope with grief, and feel less alone.

Website:

[HopeAgain.org.uk](http://HopeAgain.org.uk)



## #Help2MakeSense

An online tool brought to you by Winston's Wish, a charity supporting bereaved children and young people.

Website:

[Help2MakeSense.org](http://Help2MakeSense.org)



Bereavement  
and loss

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## **Grief Encounter**

Giving children and young people access to the best possible support following the death of someone close.



Phone number:

**0808 802 011**

(weekdays 9am-9pm)

Website:

**GriefEncounter.org.uk**

**If you are over 18 years old:**

## **At a Loss**

Helps bereaved people find support and wellbeing.



Website:

**AtALoss.org**

## **Survivors of Those Bereaved by Suicide (SOBS)**

Charity providing dedicated support to adults who have been bereaved by suicide.



Website:

**UkSobs.org**

## **Cruse Bereavement Support**

Helps people by providing bereavement support and information.



Website:

**Cruse.org.uk**

# BODY IMAGE

Body image is the term used to describe the way that we see ourselves. It's how we think and feel about our appearance and the relationship we have with our bodies. Most people from time to time feel unsure or lack confidence in their image and appearance, such as having thoughts about wanting to be a bit taller or worrying about what their hair or skin might look like.

A lot of people worry about the size and shape of their bodies.

Anyone of any gender can worry about their body image and appearance and these worries can have a big impact on daily life.



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## Things that might help you if you experience poor body image:

- Remember you are more than the way you look; focus on how you feel not how you look.
- Remember that social media can negatively affect your body image by over-exposing you to unrealistic images of others.
- Notice, accept and embrace your: individuality, personality, characteristics, morals, values, ethics, behaviour, skills, effort, passion, goals, ambition, friendships, hobbies and interests.
- Set and work towards your own self-care goals.
- Practice safe-social media; block, unfriend, mute and delete anyone or any group that is unhelpful. If social media is a problem; delete the apps on your account or limit your use of social media. Think carefully about the apps and platform you access, the content you view, the people you follow.
- Encourage acceptance, kindness and compassion towards others and yourself; Be kind to yourself in a way in which you might be kind to a friend if they were struggling with their body image.



## USEFUL WEBSITES:

### Hampshire CAMHS

There is more information and resources on the Hampshire CAMHS website.

Website:

[HampshireCamhs.nhs.uk/issue/body-image-self-esteem-young-people/](https://HampshireCamhs.nhs.uk/issue/body-image-self-esteem-young-people/)



### Beat

The UK's eating disorder charity.

Website:

[BeatEatingDisorders.org.uk](https://BeatEatingDisorders.org.uk)



### The Mix

Essential support for under 25s.

Website:

[TheMix.org.uk/your-body](https://TheMix.org.uk/your-body)



Body image

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## Changing Faces

Visible difference and disfigurement charity.

Website:

[ChangingFaces.org.uk](http://ChangingFaces.org.uk)



## The Be Real Campaign

Championing body confidence for everyone.

Website:

[BeRealCampaign.co.uk](http://BeRealCampaign.co.uk)



Body image

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# BUDGETING MONEY AND AVOIDING DEBT

While we all face different financial challenges, getting our money under control, preparing a budget and having a clear picture of what's coming in and going out is essential.

A budget is a financial calculation plan, for a defined period, such as a year.

Our finances dictate our way of life - to keep things manageable, it helps to make a budget. Budgets can be daunting. With so many things going out during the month – from one-off expenses to direct debits – how can we keep on top of it? Knowing your finances really helps make sure you have that safety net for when times get tough.



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**1. The first step to taking control of your money is to make a budget.**

## USEFUL WEBSITES:

### Money Saving Expert

A budget planner spreadsheet is based on rock-solid budgeting theory, accurately mapping your incomings and outgoings over a year.



Website:

**[MoneySavingExpert.com/banking/budget-planning](https://www.moneysavingexpert.com/banking/budget-planning)**

### CAP

If you're struggling to create a budget, there are free money management courses like Christians Against Poverty's CAP money course.



Website:

**[CapUk.org/get-help/cap-money-course](https://www.CapUk.org/get-help/cap-money-course)**

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**2. If you're spending more than you have coming in, you need to work out where you can cut out, cut costs or cut back.**

This might be as easy as making your lunch at home or cancelling a gym membership you don't use. You could also keep a spending diary and keep a note of everything you buy in a month. Or, if you do most of your spending with a credit or debit card, look at last month's statement and work out where your money is going.

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### 3. Do you owe money?

You need to think about how you are going to pay it back. It is important to make sure you don't break the terms of your agreements.

Debt help charity Christians Against Poverty (CAP) reports that nearly half (43%) of their clients said they put off getting free debt help because they didn't think anyone could help. It's important to know that support is available and in the UK, there are several free debt help organisations.

CAP offers a number of free help services, like money management, developing life skills, or free expert debt help, along with personal and holistic support.

Find out what free CAP services are available near you by visiting the website or give them a call.

Website:

**CapUk.org**

Phone number:

**0800 328 0006**



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## COPING WITH CRIME

Being a victim of crime can be tough. Everyone is an individual, so everyone is affected by crime in their own way, and different crimes can affect people differently too. For a lot of people experiencing a crime can be scary, upsetting, and shocking; it can make you feel afraid, angry, alone, and can affect every part of your life.

If you've been a victim of crime, you'll need to decide whether or not to tell the police. It's okay to feel unsure about this or worry about what will happen if you do. You might think that the police won't care. Maybe you've had a bad experience with the police in the past. Or perhaps you're worried that if you talk to the police, it will only make things worse. Support is available to help you whether you report or not.

It's important to remember that whatever you're feeling is okay and that it can and will get better. Crime can impact on your mental health as well as your physical health and you may feel unsafe either in your home, out in the community or at college/uni/work.

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## Things that might help you when you've experienced a crime:

If you need to report a crime call the phone number **101** or **999**.

If you are in immediate danger, call the phone number **999**.

### USEFUL LINKS:

#### Crimestoppers

If you want to report a crime anonymously, you can report via Independent UK charity taking crime information anonymously.



Website:

**CrimeStoppers-uk.org**

#### My Support Space

Interactive guides to help with sleep, wellbeing, provide information on reporting and your rights.



Website:

**MySupportSpace.org.uk**

#### Victim Support

The national charity for victims and witnesses of crime. Has a LiveChat option and a 24/7 helpline.



Website:

**VictimSupport.org.uk**

#### Coping with crime

# EATING DIFFICULTIES

An eating disorder is a serious mental illness that involves a person developing thoughts, feelings and eating behaviour which can take over a person's life and make them very unwell.

Eating disorders can involve eating too much or too little and becoming really unhappy, worried and preoccupied with things such as weight and shape. It's important to remember that lots of people worry about what they look like and from time to time might be unhappy with their weight or shape, but for someone with an eating disorder, these thoughts and feelings can have a serious impact on their life. It can impact physical health, education and general daily living, such as hanging out with friends, spending time with family, going out and taking part in activities.

There is no one cause of an eating disorder. People who develop eating difficulties and disorders often tell us that eating or not eating can be a way of coping with feelings of sadness, worry and stress. Sometimes life stressors such as exams, bullying, friendship or family relationship difficulties and bereavement or loss may play a part in how someone copes or feels about themselves.

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There are also some personal factors such as having low self-esteem, experiencing anxiety or depression, setting high standards and being perfectionistic, and those identifying as LGBTQ (Lesbian, Gay, Bisexual or Transexual) may develop an eating disorder.

Experiencing any one of these things does not necessarily mean that someone will develop an eating disorder or difficulty.

There are many different types of eating disorders. All of them are serious. All eating disorders are treatable and a full recovery is possible. It is important to notice that you might be having difficulties and ask for help and advice as soon as possible.

Eating  
difficulties

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## Things that might help you if you are struggling with an eating difficulty/disorder:

- Eat regular meals plus snacks. This is especially important if you are mentally or physically active (for example, revising for exams or taking part in sports).
- Avoid following any diet trends; these are often unhealthy and can potentially cause physical, mental and emotional difficulties.
- Make sure you stay hydrated by drinking plenty of water. Aim for 6-8 glasses per day (water or milk) and avoid drinking too many sugary or caffeinated drinks.
- Exercising should be fun. Make sure you do activities you enjoy. Try not to worry about being the best or winning; taking part and having fun are the most important when being active.
- Being active doesn't have to mean hard core exercise or sport; you could just walk or ride your bike somewhere rather than get the bus or be driven, take the stairs rather than use the lift or take part in activities such as yoga.
- If you are worried you haven't got the balance right, let someone know.

## USEFUL WEBSITES:

### Hampshire CAMHS

There is more information and resources on the Hampshire CAMHS website.

Website:

[HampshireCamhs.nhs.uk/issue/eating-difficulties-yp/](https://HampshireCamhs.nhs.uk/issue/eating-difficulties-yp/)



### Beat

The UK's Eating Disorder Charity.

Website:

[BeatEatingDisorders.org.uk](https://BeatEatingDisorders.org.uk)



### Train Brave

#TRAINBRAVE

Raises awareness of the risks of eating disorders amongst athletes.

Website:

[TrainBrave.org](https://TrainBrave.org)



### ARFID Awareness UK

Empowering parents and carers to feel confident about being advocates for the children in their care.

Website:

[ArfidAwarenessUk.org](https://ArfidAwarenessUk.org)



Eating  
difficulties

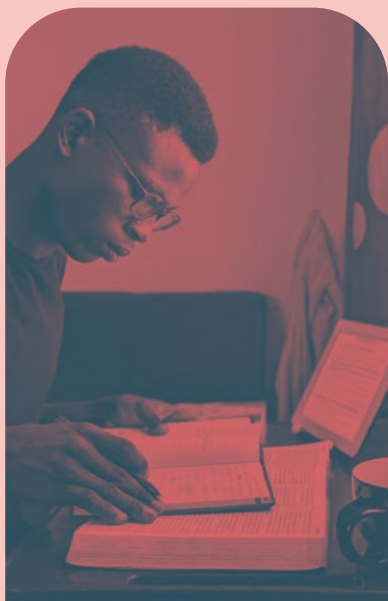
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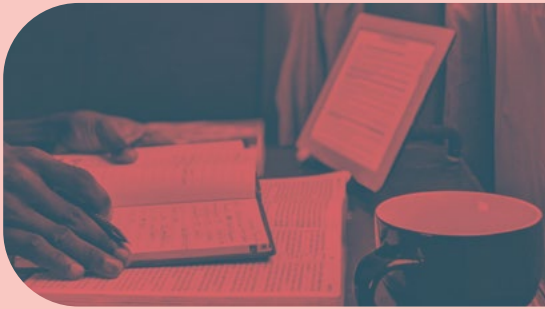
# EXAM STRESS

Lots of people will struggle with a school/college/university issue at some point and most people feel worried and stressed about tests, exams, formative assignments and coursework.

If you notice that you're feeling worried a lot of the time, or that your worries are getting in the way of every day life (such as going to school/ college/ university, seeing friends or doing activities you enjoy) this may be a sign you need to tell someone how you are feeling and get some help.

When it comes to having your work assessed, remember that whilst this may be important and helpful in getting you to the next step of your journey, not everyone will or needs to get good results to live a happy and successful life. There are so many options for where your life may take you but it can be worrying if you're not sure or feel the pressure to succeed academically.





## Things that might help you if you're struggling with assessments/exams:

- Balance working hard and revising with having breaks and down time. Just as a marathon runner can't run every day, you need study free time/ days. Make sure you see your friends, have breaks, go out, spend time doing your hobbies and interests, have fun.
- Try to keep normal routines going as much as possible; have a structure to your day- times when you get up, bathe/ shower and eat regularly.
- Look after your physical and emotional health by eating and drinking regularly, getting enough sleep, do some physical activity as well as rest.
- Get organised; plan and pace your work, priorities and deadlines. Mapping these out visually on a timetable may help.

## USEFUL WEBSITES:

### Hampshire CAMHS

There is more information and resources on the Hampshire CAMHS website.

Website:

[HampshireCamhs.nhs.uk/help/young-people/school-college-exams](https://HampshireCamhs.nhs.uk/help/young-people/school-college-exams)



### Childline

A free, private and confidential service where you can talk about anything.

Website:

[Childline.org.uk/info-advice/school-college-and-work/school-college/exam-stress](https://Childline.org.uk/info-advice/school-college-and-work/school-college/exam-stress)



### Student Minds

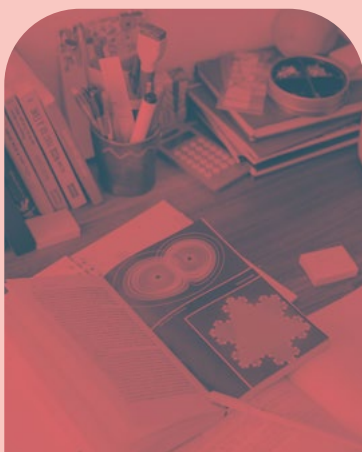
The UK's student mental health charity.

Website:

[StudentMinds.org.uk/examstress.html](https://StudentMinds.org.uk/examstress.html)



Exam stress



## Samaritans

Whatever you're going through, a Samaritan will face it with you.



Website:

[samaritans.org/how-we-can-help/schools/deal/deal-resources/coping-strategies/exam-stress-coping-strategies](https://www.samaritans.org/how-we-can-help/schools/deal/deal-resources/coping-strategies/exam-stress-coping-strategies)

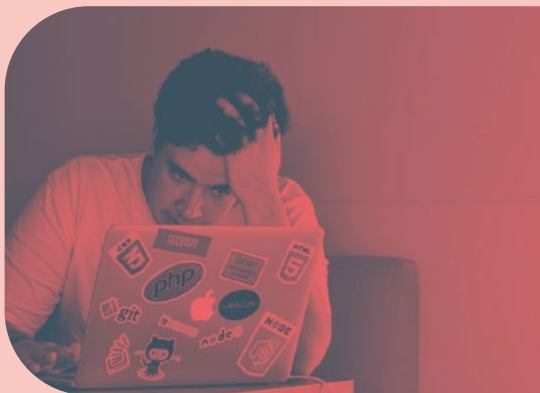
## GOV

A guide written by Ofqual for Gov.uk about how to navigate exam stress.



Website:

[gov.uk/government/publications/coping-with-exam-pressure-a-guide-for-students/coping-with-exam-pressure-a-guide-for-students](https://www.gov.uk/government/publications/coping-with-exam-pressure-a-guide-for-students/coping-with-exam-pressure-a-guide-for-students)



Exam stress

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# EXPLOITATION AND GROOMING

## Grooming:

Some adults may target a child or young person, trick them into trusting them, and then abuse their power for their own needs. This may include family members or friends.

When someone builds a relationship with a child or young person to manipulate them, this is known as 'grooming' and it is used for both criminal exploitation and sexual exploitation. This can also happen online. Abusers will spend days, weeks and sometimes years forming an emotional attachment with their victim before the abuse takes place. This makes threats more powerful and the bond harder to break.

Criminals may be more likely to groom children who live in poverty, face exclusion from mainstream school or are in care.

## Children Society

Supporting children when they're facing huge life challenges like abuse, exploitation, or neglect.



Website:

[childrensociety.org.uk/what-we-do/  
blogs/inclusion-not-exclusion](https://childrensociety.org.uk/what-we-do/blogs/inclusion-not-exclusion)

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## Exploitation:

County Lines is where illegal drugs are transported from one area to another, often across police and local authority boundaries.

While every-one is different, here are certain behaviours that could indicate criminal exploitation and county lines:

- Skipping school or getting in trouble in class, going missing for periods of time or coming back from things late regularly.
- Mood swings that seem out of the ordinary
- Having gifts that can't be accounted for
- Using drugs and/or alcohol. Forced to carry out fraudulent activities, like opening a bank account for them. This is called financial exploitation.
- Unexplained bruising or other signs of physical harm. Travelling alone, particularly in day time/school hours or late at night?
- Teenage parenthood
- Unemployment
- Mental health problems

At the start, the young person may think they're in a loving consensual relationship, because they get gifts, money, status, affection. In reality, they are being groomed. Having gained the child's trust, abusers can control them through threats and violence.

Exploitation and grooming



Abusers may threaten to send images, video or copies of conversations to the young person's friends and family unless they take part in further sexual activity.

People who sexually exploit children are often described as highly manipulative individuals. They exert power over young people through physical violence, emotional blackmail or financial pressure, for example holding them in debt.

## USEFUL WEBSITES:

### Children Society

Visit the website to learn how to spot the signs of exploitation.

Website:

[childrensociety.org.uk/what-we-do/our-work/child-criminal-exploitation-and-county-lines/spotting-signs](https://childrensociety.org.uk/what-we-do/our-work/child-criminal-exploitation-and-county-lines/spotting-signs)



### Children Society

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Exploitation  
and grooming

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## Online exploitation:

While everyone is different here are certain behaviours which could indicate online exploitation:

- Online exploitation is when someone online uses their power to make a child do sexual or criminal things, either online or offline.
- Talking about gifts or money they have received online
- Becoming withdrawn and secretive
- Having a new phone or more than one phone
- Receiving a large number of calls or messages
- Worried about being away from their phone
- Talking about older or new friends they've met online

## Where to get help?

### Police

Call police if in immediate danger

Phone number: **999**

### NSPCC

Phone number: **0808 800 5000**

### Childline

Phone number: **0800 11 11**

**Speak to a trusted adult as soon as you can.**

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# FRIENDSHIPS AND LONELINESS

Friends and friendships are great when things are going well, but life can feel pretty miserable and stressful if you are struggling to make friends or when there are arguments and fallings out.

Loneliness is an emotion that many people may feel from time to time. Loneliness can often arise from a person feeling dissatisfied with either the quantity or quality of the social connections and relationships you have with others. Loneliness can also result from feeling misunderstood, and uncared for by others or if you are somehow 'different' from your peer group. This means that even if you appear to have many friends or people to 'hang out with', they may still experience feelings of loneliness.

## Things that might help you if you're experiencing difficulties in your friendships or feelings of loneliness:

- Try to keep doing activities you enjoy and not avoid social opportunities when they arise.
- If you are finding it hard to talk about how you feel, you might find it easier to write down how you are feeling rather than talk.

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- If you are being bullied, it is not your fault and you do not deserve to be abused or made to feel any less of a person.
- Practice 'safe social media use'- block, unfriend, mute and delete anyone or any group that is unhelpful. If social media is a problem; delete the apps on your account or limit your use of social media; Think carefully about the apps and platform you access, the content you view, the people you follow- are these helpful? Do they make you feel good?
- Find hobbies and activities that will boost your self-esteem and confidence. Joining new groups or clubs will give you the opportunity to meet new people and make new friends.

## USEFUL WEBSITES:

### **The Mix**

Essential support for under 25s.

Website:

[TheMix.org.uk/sex-and-relationships/friendship](https://www.themix.org.uk/sex-and-relationships/friendship)



### **Mental Health Mates**

Peer support and community, walking and talking for mental health.

Website:

[MentalHealthMates.co.uk](https://www.MentalHealthMates.co.uk)



# GENDER IDENTITY

Gender identity refers to who you are and your sense of self. Our gender identity can be very important to who we are as a person. Someone's gender identity might match or be different from their biological sex.



Biological sex (chromosomes, gonads, hormones and genitals) are determined by someone's genetic makeup- their chromosomes, whereas gender identity is someone's own personal sense of gender and how they choose to express this regardless of biology/physiology.

For some people, they know and feel certain about their gender whereas for others it may not be as clear.

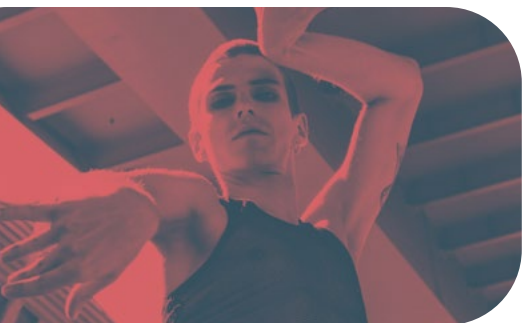
To understand more about the difference between sex and gender watch this video:  
[youtu.be/NpYIE\\_EjX9M](https://youtu.be/NpYIE_EjX9M)



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## Things that might help if you are struggling with your gender identity:

- Not all people will be certain about their sexuality/sexual orientation. It's ok not to be sure or to be curious. You don't have to be certain or decide, you can take the time you need.
- It can be helpful for you to be aware of the NHS Rainbow Badge Scheme. If you see someone who works in the NHS wearing a Rainbow NHS badge this means that they have completed specialist training in LGBTQ+ issues including supporting people who may be struggling with their sexuality and gender. It shows that the wearer is there to listen without judgement and to provide information and support if needed.



Gender  
identity

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## USEFUL WEBSITES:

### Hampshire CAMHS

There is more information and resources on the Hampshire CAMHS website.

Website:

[HampshireCamhs.nhs.uk/help/young-people/sexuality-and-gender-identity-parents/](https://HampshireCamhs.nhs.uk/help/young-people/sexuality-and-gender-identity-parents/)



**If you are aged 16 to 18 years old:**

### The Proud Trust

A life changing charity providing education, support and advocacy for LGBT+ young people and their communities.

Website:

[TheProudTrust.org](https://TheProudTrust.org)



### Breakout Youth

Hampshire and the Isle of Wight's local LGBTQ+ support charity.

Website:

[BreakoutYouth.org.uk](https://BreakoutYouth.org.uk)



Gender  
identity

KNOW YOUR ST\*\*F

## **LGBT Youth in Care**

Specific information for LGBTQ+ youth in care.

Website:

**LgbtYouthInCare.com**



**If you are over 18 years old:**

## **Gender Identity Clinic**

The largest and oldest gender clinic in the UK.

Website:

**Gic.nhs.uk**



## **Stonewall**

Help create transformative change in the lives of LGBTQ+ people.

Website:

**Stonewall.org.uk**



## **LGBT Foundation**

Supports the needs of the diverse range of people.

Website:

**Lgbt.foundation**



## **Gendered Intelligence**

Trans-led and trans-involving grassroots organisation.

Website:

**GenderedIntelligence.co.uk**



**Gender identity**



# KEEPING YOURSELF SAFE

Sometimes people behave in certain ways, or choose to do particular things, which can put them at greater risk of becoming a victim. If you become a victim of crime it's not your fault – no-one has the right to harm you, or to commit other crimes against you, whatever the situation.



**When you're out and about, it's important to take some sensible precautions to stay safe.**

- Make travel plans in advance and let your family or friends know when and where you're going.
- Stick to busy, well-lit areas and keep close to a group if you feel unsafe.
- Don't leave your drinks unattended. Use a lid to reduce the risk of spiking, some bars provide these on request. If you start to feel unwell, speak to venue staff who will be able to assist you.

**KNOW YOUR ST\*\*F**

- Anyone who is feeling unsafe, vulnerable or threatened can discreetly seek help by approaching venue staff and asking them for 'Angela'. This code-phrase will indicate to staff that you require help, and a trained member of staff will then look to support and assist you.

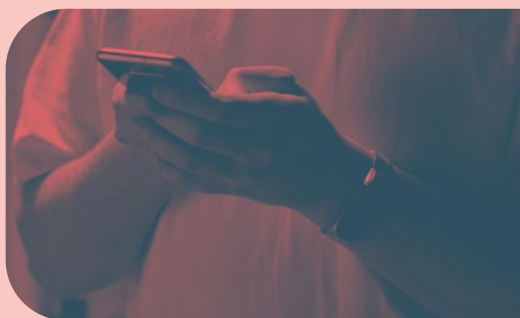
[areyouok.co.uk/articles/ask-for-angela](https://areyouok.co.uk/articles/ask-for-angela)

- Book a licensed cab in advance or hail a black cab (Hackney Carriage) from the street. Only black cabs can be hailed from the street so don't try to hail a minicab without booking it in advance – and never accept a lift from a stranger.
- Think about carrying a personal safety alarm with you when you're out.
- Stay alert and aware of your surroundings – be aware of talking on your phone or listening to music/podcasts as this can distract you from being aware of your surroundings.
- Don't keep all your valuables in one place. Try to keep them in different pockets or areas of your bag.
- If you feel worried or threatened on public transport, contact the guard or the British Transport Police.

Keeping  
yourself safe

KNOW YOUR ST\*\*F

- If you think you are being followed, as confidently as you can cross the road and turn your head so you can see who is behind you. If you are still being followed, trust your instinct and head to a busy area where you can seek help from another person or call the police.
- Think carefully about who you share your location with. Many apps like snapchat, whatsapp, find your phone so you can share your location. Whilst this can be a great tool to help your friends/family know where you are, you may also put yourself at risk from people who don't need to know your location.



## For more advice and tips on staying safe:

If you need to report a crime call the phone number **101** or **999**.

If you are in immediate danger, call the phone number **999**.

Keeping yourself safe

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## USEFUL LINKS:

### Crimestoppers

If you want to report a crime anonymously, you can report via Independent UK charity taking crime information anonymously.



Website:

**[CrimeStoppers-uk.org](https://www.CrimeStoppers-uk.org)**

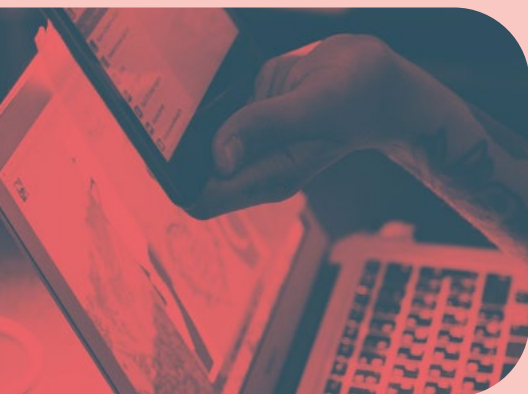
### Suzy Lamplugh Trust

Guides about how to stay safe in different circumstances such as at festivals or when running.



Website:

**[SuzyLamplugh.org/pages/category/personal-safety-advice](https://www.SuzyLamplugh.org/pages/category/personal-safety-advice)**



Keeping  
yourself safe

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# MENTAL HEALTH

Mental health refers to our emotional, psychological, and social well-being. Mental health is more than the absence of illness; it is a positive sense of psychological and emotional wellbeing.

Our mental health affects how we think, feel, and act. It also impacts on how we cope, interact and form relationships with others, as well as our daily functioning. Day to day our mental health can vary; some days are good, others are more challenging. We may experience strong or overwhelming thoughts and feelings which can be upsetting or difficult to cope with.



We all have mental health and mental illness does not discriminate. Anyone of any age, gender, geographical background, race, ethnicity, religion, ability, appearance, culture, education, economic status, spirituality, sexual orientation can experience mental illness.

KNOW YOUR ST\*\*F

It can be helpful to think of mental health on a continuum or spectrum. We all sit somewhere on our own mental health continuum and our mental health can vary and be dependent on a number of factors which may include:

- The number of demands and stressors we have
- Our physical health
- Significant life events
- How much sleep we get
- Relationships with other people
- Our diet/nutritional intake
- Environmental, societal and cultural factors
- How much we engage in leisure activities, hobbies and interests

These factors and the degree of their impact are individual, subjective and are relative to our individual circumstances and contexts so will differ from person to person.

It is possible to have poor mental health or struggle to cope without having a mental illness. Mental health is different from mental illness (which can also be referred to as having a mental health disorder).

A mental illness or mental health disorder is an illness that affects the way people think, feel, behave, or interact with others. There are many types of mental illnesses/ health disorders with different signs and symptoms.

Mental health **KNOW YOUR ST\*\*F**

Generally, the difference between poor mental health and a mental illness is the nature of and degree to which the difficulties someone is experiencing are having on their wellbeing and functioning (socially, occupationally and academically).

Mental illness typically has more of a significant detrimental impact across many areas of an individual's life than episodes of poor mental health which may be situation specific or time limited.

## Things that might help you if you are struggling with your mental health:

- Try to keep normal routines going as much as possible; have a structure to your day- times when you get up, bathe/shower and eat regularly.
- Look after your physical and emotional health by eating and drinking regularly, getting enough sleep, do some physical activity as well as rest.
- Social contact is important for our wellbeing so try to make sure you are trying to socialise with others.
- Talk to someone you trust about anything that's worrying you and causing you stress or unhappiness.



Mental health **KNOW** YOUR **ST\*\*F**



## USEFUL WEBSITES:

### Hampshire CAMHS

There is more information and resources on the Hampshire CAMHS website.

Website:

[HampshireCamhs.nhs.uk](https://HampshireCamhs.nhs.uk)



### NHS Mental Health Triage Service

To speak to the NHS Mental Health Triage Service you can call **111 (24 hours a day, 7 days a week)** or visit the website.

Website:

[111.nhs.uk](https://111.nhs.uk)



Mental health **KNOW** YOUR **ST\*\*F**



# ONLINE SAFETY

## Looking after you when online:

Much of life is now spent online, use your digital skills to navigate your way through the challenges of digital life. There are eight interconnected areas.

### Digital identity

Digital identity is the ability to create and manage one's online identity and reputation. Things to consider:

- Mark your profiles as private. Anyone who accesses your profile on social networking sites can copy or screen-grab information and photos that you may not want the world to see.
- Safeguard your passwords and change them often. To make a strong password pick three random words and put them together, then add special symbols, numbers and capital letters and make it unique for every website you use.  
Ex: Lighting!anchor@planet3

### Digital use:

The ability to use digital devices and media, including the mastery of control in order to achieve a healthy balance between life online and offline.

KNOW YOUR ST\*\*F

- Be mindful of screen time. Excessive use of screen time is reported to be associated with a range of negative mental health outcomes. Remember to take frequent breaks and set up screen-free time.
- Take care of your digital health. On social media, think carefully about how you use these platforms for positive digital use, as opposed to negative digital use. This might mean unfollowing any friends who post too many negative comments or who, for you personally, are not a positive influence of some kind.

### Digital safety:

The ability to manage risks online (e.g. cyberbullying, grooming, radicalization) as well as problematic content (e.g. violence and obscenity), and to avoid and limit these risks.

- Turn your profile to private: Having a private profile gives you more control over who can see your posts, as well as who can directly message you.

When you see something online, ask yourself these questions:

- How do I feel?
- Why do I feel this way?
- Am I being persuaded to do or think something and if so, what?

- Who is doing the persuading?
- What is their agenda?  
Is it positive or negative?
- Why do they want me to do this?
- What are the consequences of me doing what they want?
- What is my own opinion on this?

## Digital security:

The ability to detect cyber threats (e.g. hacking, scams, malware), to understand best practices and to use suitable security tools for data protection.

- Don't open links from accounts you don't know: If your account is public, be careful about the messages you open. Links can host malware, which can destroy your device or mine your personal data. As the IT experts at Jolera suggest, look for the "https" in the URL, or run the link through a virus checker before opening it in a browser.
- Turn off automatic location sharing: Turning off automatic location sharing can help keep your physical location hidden. This can not only help keep you physically safe, but it can stop hackers from being able to use your location data.

## Digital emotional intelligence:

The ability to be empathetic and build good relationships with others online.

- Understand how your online interactions might affect other people's feelings.
- Develop socio-emotional skills by becoming sensitive and respectful of other people's perspectives and emotions.
- Show awareness and compassion for the feelings, needs and concerns of others online.

## Digital communication and digital rights:

The ability to communicate and collaborate with others using digital technologies and media. The ability to understand and uphold personal and legal rights, including the rights to privacy, intellectual property, freedom of speech and protection from hate speech.

- Manage your footprint. You can't effectively manage your digital footprint if you don't know what it looks like. Take the time to Google yourself and see what comes up, because you know potential employers, creditors, and even love interests certainly are.
- Following online rules and laws
- Be a positive/active bystander. If you witness something that doesn't look right, do something about it.

## Online safety

## Digital literacy:

The ability to find, evaluate, utilise, share and create content as well as competency in computational thinking. With everything, you see online, practice analysing and form a judgement using your analysis. Ways to practice online critical thinking include:

- Being an active reader
- Ask yourself questions – is it trustworthy? Is it based on evidence? Check different sources.
- Be mindful of phishing scams, deep fakes and challenge when in doubt.

## For help and support visit:

If you receive phishing (smishing) communications:

Forward emails to:

**report@phishing.gov.uk**

Forward text messages to the phone number: **7726**

## USEFUL WEBSITES:

### Report Harmful Content

Report any harmful content to the social media site or the website below.

Website:

**ReportHarmfulContent.com**



## Action Fraud

If you have been scammed, report to Action Fraud.

Website:

[ActionFraud.police.uk](https://ActionFraud.police.uk)



## Kooth

An anonymous site which helps children and young people to feel safe and confident in exploring their concerns and seeking professional support.

Website:

[kooth.com](https://kooth.com)



## CEOP

Report any unwanted, inappropriate contact.

Website:

[ceop.police.uk](https://ceop.police.uk)



## True Vision

Report any hate speech.

Website:

[report-it.org.uk/your\\_police\\_force](https://report-it.org.uk/your_police_force)



## IWF

Report any inappropriate images of under 18s.

Website:

[iwf.org.uk](https://iwf.org.uk)



Online safety

# SEXUALITY

Sexual orientation refers to who someone is romantically or sexually attracted to. For some people, they know and feel certain about their sexuality whereas for others it may not be as clear. It can take time to fully understand thoughts and feelings. For others it will be clear but may still cause worry or stress. Many people will be curious about or question their sexuality at some point.



The following glossary of LGBTQ+ terminology may be useful:

[hampshirecamhs.nhs.uk  
/wp-content/uploads/2018/  
10/Glossary-of-LGBT-  
Terminology.pdf](https://www.hampshirecamhs.nhs.uk/wp-content/uploads/2018/10/Glossary-of-LGBT-Terminology.pdf)



KNOW YOUR ST\*\*F

## Things that might help if you are struggling with your sexuality:

- Not all people will be certain about their sexuality/ sexual orientation. It's ok not to be sure or to be curious. You don't have to be certain or decide, you can take the time you need.
- It can be helpful for you to be aware of the NHS Rainbow Badge Scheme. If you see someone who works in the NHS wearing a Rainbow NHS badge this means that they have completed specialist training in LGBTQ+ issues including supporting people who may be struggling with their sexuality and gender. It shows that the wearer is there to listen without judgement and to provide information and support if needed.

## USEFUL WEBSITES:

### Hampshire CAMHS

There is more information and resources on the Hampshire CAMHS website.

Website:

[HampshireCamhs.nhs.uk/help/young-people/sexuality-and-gender-identity-parents/](https://HampshireCamhs.nhs.uk/help/young-people/sexuality-and-gender-identity-parents/)







**If you are aged 16 to 18 years old:**

### **The Proud Trust**

A life changing charity providing education, support and advocacy for LGBT+ young people and their communities.



Website:

**[TheProudTrust.org](http://TheProudTrust.org)**

### **Breakout Youth**

Hampshire and the Isle of Wight's local LGBTQ+ support charity.



Website:

**[BreakoutYouth.org.uk](http://BreakoutYouth.org.uk)**

### **LGBT Youth in Care**

Specific information for LGBTQ+ youth in care.



Website:

**[LgbtYouthInCare.com](http://LgbtYouthInCare.com)**

Sexuality

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**If you are over 18 years old:**

## **Stonewall**

Help create transformative change in the lives of LGBTQ+ people.

Website:

**Stonewall.org.uk**



## **LGBT Foundation**

Supports the needs of the diverse range of people.

Website:

**Lgbt.foundation**



## **Gendered Intelligence**

Trans-led and trans-involving grassroots organisation.

Website:

**GenderedIntelligence.co.uk**



## **Albert Kennedy Trust**

Supports LGBTQ+ young people aged 16-25 in the uk who are facing or experiencing homelessness.

Website:

**Akt.org.uk**



Sexuality

**KNOW** YOUR ST\*\*F

# SLEEP

Lots of young people find getting to sleep, staying asleep or waking up a real problem. Disrupted, broken or insufficient sleep can really impact on people's mood and ability to cope with daily life.

Sleep is important for growth and development. Teenagers aged 13-18 years should regularly sleep 8-11 hours per 24 hours.

## **The things that impact on getting good enough sleep include:**

- The sleep environment being too noisy, messy, too hot or too cold
- The bed being uncomfortable, which you may not be able to change
- Not having a regular sleep routine
- Not getting enough physical activity/ exercise in the day
- Eating too close to bedtime and being full or not eating enough and being hungry.
- Drinking caffeinated drinks such as tea, coffee and energy drinks. Caffeine is considered a stimulant and will stop you from feeling sleepy.

- Illness, pain or high temperature
- Feeling worried or low in mood- having a 'busy brain' and overthinking
- Physical problems or disability which cause you pain
- Medications that affect sleep

## **Things that might help you if you're struggling with poor sleep:**

- Create a calming and peaceful environment. Rooms that are dark and cool are best for sleep.
- Aim to have a regular bedtime routine and sleep pattern, this includes going to bed and getting up at the same time every day.
- If at all possible, avoid using your bed for studying, reading or listening to music. Your bed should be used for sleeping.
- Try not to nap during the day
- Avoid drinking caffeinated drinks (tea, coffee, energy drinks) before bed
- Try not to drink too much before bed and go to the toilet as part of your routine.

- Avoid exercising right before you go to bed but try to exercise or be physically active during the day.
- Make sure you're as organised as you can be for the day ahead so that you are not worrying or thinking about what you have to do or what you might need.
- Talk to someone you trust about anything that's bothering you that might be keeping you awake.

## USEFUL WEBSITES:

### Hampshire CAMHS

There is more information and resources on the Hampshire CAMHS website.



Website:

[HampshireCamhs.nhs.uk/help/young-people/sleep](https://HampshireCamhs.nhs.uk/help/young-people/sleep)



Sleep

KNOW YOUR ST\*\*F

## The Sleep Council

Support those affected by lack of sleep.

Website:

[SleepCouncil.org.uk](http://SleepCouncil.org.uk)



## The Sleep Charity

Leading, independent expert voices on sleep issues in the UK.

Website:

[TheSleepCharity.org.uk](http://TheSleepCharity.org.uk)

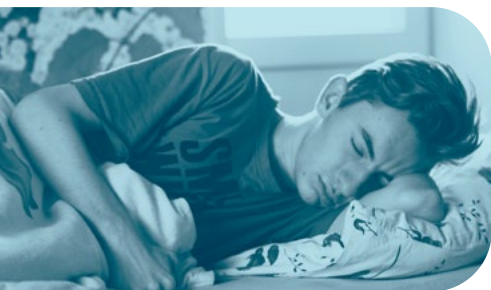


## Sleep Foundation

Dependable resources to help you take charge of your health and get the sleep you need and deserve.

Website:

[SleepFoundation.org](http://SleepFoundation.org)



Sleep

KNOW YOUR ST\*\*F

# SUBSTANCE MISUSE

Substance misuse refers to using alcohol, illicit drugs or prescription medications in a way they are not meant to be used. Substance misuse can vary from experimentation, occasional social usage through to dependency and addiction. Substance misuse, of any form, can have a detrimental impact on health, well-being and functioning.

Alongside peer group culture, expectations and norms, parental attitudes and the examples that parents set regarding their own use of alcohol, tobacco, prescription drugs, and other substances are a powerful influence on the decision making, attitude and behaviour of a young person.



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## Things that might help you if you're struggling with substance misuse:

- Engage in open discussions about substance misuse including reasons why people enjoy certain activities (such as drinking alcohol) as well as the drawbacks, the dangers and consequences.
- Remember it's ok to say 'no' and not give in to perceived or real peer pressure.

### Helpline:

### Drinkline

A helpline for people who are concerned about their own drinking or someone else's.

Phone number:

**0300 123 1110**

**Freephone. Monday to Friday 9am-8pm.  
Weekends from 11am-4pm.**



## USEFUL WEBSITES:

### Frank

Honest information about drugs. A helpful website if you are concerned about substance misuse.

Website:

**TalkToFrank.com**



### Re-solv

A helpful website if you are concerned about solvent abuse.

Website:

**Re-solv.org**



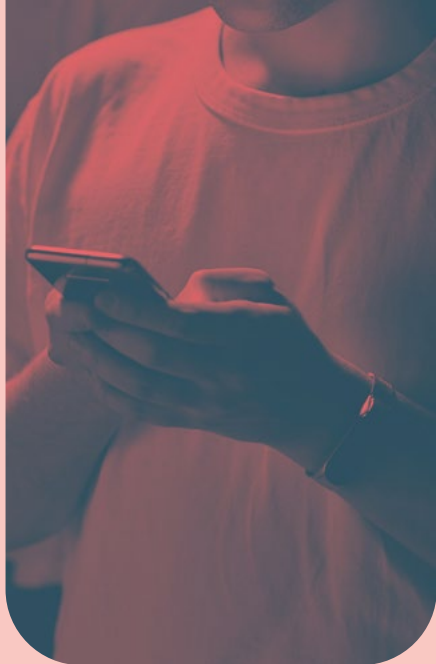
### With You

Free, confidential support with alcohol, drugs or mental health.

Website:

**WeAreWithYou.org.uk**





## **Adfam**

Information, advice and support for families affected by drugs or alcohol.

Website:

**Adfam.org.uk**



## **Nacoa**

A charity helping young people affected by a parent's alcohol use.

Website:

**Nacoa.org.uk**



Substance  
misuse

**KNOW** YOUR **ST\*\*F**

## MOVING ON

Transition is the movement, passage or change from one position, state, stage, subject or concept to another. Changes can be gradual or sudden, and last for differing periods of time. For some people times of transition and change can be particularly difficult.



### Things that might help you if you are struggling with a transition:

- Try to keep normal routines going as much as possible; have a structure to your day- times when you get up, bathe/ shower and eat regularly.
- Look after your physical and emotional health by eating and drinking regularly, getting enough sleep, do some physical activity as well as rest.
- Talk to someone you trust about anything that's worrying you and causing you stress or unhappiness.

KNOW YOUR ST\*\*F

## USEFUL WEBSITES:

### Hampshire CAMHS

There is more information and resources on the Hampshire CAMHS website.

Website:

**HampshireCamhs.nhs.uk/help/young-people/transitions-young-people**



### NHS Mental Health Triage Service

To speak to the NHS Mental Health Triage Service you can call **111 (24 hours a day, 7 days a week)** or visit the website.

Website:

**111.nhs.uk**



Moving on

**KNOW YOUR ST\*\*F**

# SEXUAL ASSAULT

Sexual violence is any unwanted sexual activity or attention which causes fear, alarm or distress. This includes rape, sexual assault or sexual harassment but also refers to any sexual behaviour that makes someone feel uncomfortable or hurts them in any way.

Sexual violence can be physical acts, verbal threats or incidents of flashing.

Sexual violence can occur within a relationship, by someone you know or by a complete stranger.

## USEFUL WEBSITES:

### SARC- Sexual Assault Referral Centre

If you have recently been raped or sexually assaulted, you can visit a Sexual Assault Referral Centre (SARC) for medical and practical support.



Website:

**[Solent.nhs.uk/TreeTops](https://solent.nhs.uk/TreeTops)**

This does however depend on your age Younger / vulnerable people would be seen at paediatrics.

KNOW YOUR ST\*\*F

## Yellow Door

### The role of an Independent Sexual Violence Advisor (ISVA)



Provides invaluable emotional support and guidance for anyone reporting current or historical sexual offences through the Criminal Justice System.

Website:

**YellowDoor.org.uk**

### More about Yellow Door

- The YP ISVA role is to support young people following a disclosure of sexual assault.
- Risk assessments and support young people; discussing appropriate relationships, providing safety information and advocate with other professionals on the young person's behalf.
- ISVA help and support young people to access health, sexual health appointments, counselling, education and other services they may find beneficial.
- Working closely with partner agencies to ensure our clients are safeguarded and have appropriate care and support.
- Knowledge and understanding of the police investigation, the VRI (interview process), forensic medical examinations and the criminal justice system.

Sexual assault **KNOW YOUR ST\*\*F**

- Help to support young people to access medical help and ensure appropriate referrals are made to partner agencies.
- Provide a non-judgemental independent service
- Offer practical and emotional support, we are not a counselling service
- They can advocate for the young person and attend meetings with them, if required.

## **Barnardo's**

We believe in children, regardless of their background or circumstances.

Website:

**Barnardos.org.uk**



## **Childline**

Free, private and confidential service where you can talk about anything.

Website:

**ChildLine.org.uk**



## **Calm Harm**

Free app that helps you manage the urge to self-harm.

Website:

**CalmHarm.co.uk**



Sexual assault **KNOW YOUR ST\*\*F**

## Samaritans

Emotional support to anyone in emotional distress, struggling to cope or at risk of suicide throughout the UK.

Website:

**Samaritans.org**



## The Police

If you've been raped or sexually assaulted, the police are here for you. If you're ready to, you can report rape and sexual assault online.

Website:

**Hampshire.police.uk/ro/report/rsa/alpha-v1/v1/rape-sexual-assault-other-sexual-offences**



## Shout:

Free, 24/7 mental health text support in the UK | Shout

Text the word '**HANTS**' to **85258**

Email: **GiveUsAShout.org**

This service provides free, 24/7 crisis support across the UK. If you are experiencing a mental health crisis and need support, you can text '**HANTS**' to **85258**.

Texts are free from EE, O2, Vodafone, Three, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.

**With thanks to NHS Solent Trust, for providing information on their Victim Support Services.**





# SEXUAL HEALTH

All sexual health services are free, confidential and non-judgemental. The services are here to help and treat everyone with kindness and respect. Your health and safety is the staffs priority.

You can attend Sexual Health Clinics with any gender expression or identity which best describes you and you can register and be addressed by any name. Staff will address you by the pronouns that fit best for you.

Staff want to ensure that you are happy and comfortable at all times when accessing sexual health services. Looking after your sexual health is an important part of your wellbeing. The sexual health services are here to support you.

## How can I access Sexual Health Services?

There are clinics and services throughout Hampshire, Isle of Wight, Portsmouth and Southampton. Every area Nationally will have a similar service.

All services are free and confidential. You can access sexual health services in a number of ways:

- Booking online via the website: [LetsTalkAboutIt.nhs.uk](https://www.lets-talk-about-it.nhs.uk)
- Calling our booking line phone number: **0300 300 2016**

KNOW YOUR ST\*\*F

- Or by attending one of our Sexual Health Clinics
- You can find your nearest Sexual Health Clinic on our website: [LetsTalkAboutIt.nhs.uk](https://www.lets-talk-about-it.nhs.uk)

## Where can I get FREE condoms and what should I know?

Condoms can help make sex more fun as well as staying safe.

Condoms help to stop Sexually Transmitted Infections (STIs) including HIV and unplanned pregnancy when you are not ready to have a baby.

When used properly condoms are extremely effective. If you intend to have sex, use a condom from the start as pre-cum (fluid that comes out of the penis before ejaculation, often to help lubricate the penis) can contain sperm and STIs. Condoms act as a barrier method and any pre-cum and sperm is captured inside the condom.

To help protect you and your partner, use a condom every time you have sex, including vaginal, anal and oral sex.

### Talking about using condoms

It's everyone's responsibility to talk about using condoms. It can feel a bit embarrassing but it's important to look after your sexual health.

Sexual health **KNOW YOUR ST\*\*F**

## Check it... then wrap it

Condoms are much more likely to split if they are out of date or in damaged packaging and may not be effective in preventing STIs or pregnancy, so use our check list before buying and using a condom.

- Is it in date?
- Does it have the BSI kitemark or CE mark? (this means it has passed certain tests and is of good quality)



- Does it have any holes or punctures?
- Is it a new (unopened) condom?

## Where to get free condoms

Condoms are available for free from Sexual Health Clinics and many GPs, Pharmacies and young people's services with a 'Get it On Condom Card'.

Visit our website [LetsTalkAboutIt.nhs.uk](https://www.lets-talk-about-it.nhs.uk) to order FREE Condoms sent through the post and to find out more information on joining the GIO C-Card Scheme.

## What is Contraception and where can I get it?

Sexually transmitted infections (STIs) are infections passed from one person to another person through any sexual contact.

Some STIs don't show any symptoms so it's important to get an STI test

Sexual health **KNOW YOUR ST\*\*F**

when you've had sex without a condom, changed partners, or you've been told (or are worried) someone you have had sex with has an STI.

The only way to know if you have an STI is to get a test or seek support from a health care worker. You can get tested at one of our Sexual Health Clinics or order a FREE STI and HIV test kit from our website.

## **Is my information/visit kept private (confidential)?**

Confidentiality means we do not share your information without your consent.

If you are 13-15 you can attend our clinics alone or you can bring someone to support you. We do not share your information with anyone else, not even a parent/guardian/carer or GP.

The **only time** we would tell anyone else about your visit would be if:

- You are under 18 and tell us about someone who has abused you sexually, physically or emotionally.
- You are 12 or under and tell us that someone has had sex with you.
- Your life is at serious risk
- You tell us about someone under 18 who is being abused
- Another person's life is at risk

**But we would discuss this with you first and give you all the support you need.**

**With thanks to NHS Solent Trust, for providing information on their Sexual Health Services.**








# KNOW YOUR ST\*\*F

Hampshire CAMHS are grateful for the contributions made from YP ISVA, Treetops SARC, Christians Against Poverty, The Police and Crime Commissioners digital safety team, Solent Sexual Health service and Victim Support.

## FOLLOW US ON SOCIAL:

 Hampshire CAMHS  
Innovation and Events

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