

**RE: Introducing Teenage Helpline**

Dear Headteacher,

I hope that you, your staff, and students are feeling prepared for the year ahead and I am feeling positive that this year will be much less disruptive for us all. Your school has been selected to be one of the 2,500 UK schools that we are contacting to share information about Teenage Helpline.

Teenage Helpline is a crucial support service, providing online, peer-to-peer mentoring to young people aged 25 and under across the UK. Our peer-to-peer mentors can provide support for any difficulties young people may be facing including problems at school, with family or relationships, mental health and much more. Included in this pack is an information flier which provides more information about the services that are offered and the support that young people can receive.

I founded Teenage Helpline ten years ago, when I was 14 years old, after experiencing my own difficulties with mental health as a teenager. When going through all of this I found that, whilst there is plenty of support available, something important was still missing. I just needed someone who was my age to talk to whilst I was not ready to reach out to an adult or a professional. I know that I would have received the support that I needed earlier if I had been able to reach out to someone my own age. This is the reason that I started Teenage Helpline, with the sole aim of making sure that other young people aren't left to deal with their difficulties alone.

Our mentors are aged 16 - 25 and they volunteer their time to speak with and support young people. For those young people that just need a friendly person to talk to, our mentors can be there for them, and for those who need some more support, such as counselling, our mentors can be that first step towards getting the support that is needed.

Safeguarding young people is at the heart of what we do, and Teenage Helpline adopts rigorous safeguarding practices which are managed by our safeguarding team. For your peace of mind, all our mentors are appropriately DBS checked before working with any young people.

I strongly believe that the services we provide are critical to boosting the support that is available to young people across the UK, and I hope that I have managed to convince you of that too. Accompanying this letter, I have included an information pack and four of our posters. I would greatly appreciate it if you could help us to reach out to young people by displaying these posters around your school. If you have any questions about Teenage Helpline, I am always very happy to answer them, and you can reach me by contacting [Joshua.Towers@teenagehelpline.org.uk](mailto:Joshua.Towers@teenagehelpline.org.uk).

Yours sincerely,



**Joshua Towers**  
Chief Executive Officer



**Follow us!**



@teenagehelpline



# TEENAGE HELPLINE

.....

Providing all young people  
with a safe space  
to work together to achieve their  
own best potential

.....

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



## What is Teenage Helpline?

Teenage Helpline is an online peer-to-peer mentoring service targeting young people aged 25 and under across the UK. We are a charitable company that provides these services free of charge at a national level.

The services that we provide are critical in ensuring that all young people have access to some level of support, regardless of what they are going through. Our services ensure that even those young people who don't yet feel ready or able to reach out to an adult or a professional have access to someone that can listen to them and help guide them in the right direction.

Teenage Helpline was founded in 2011 by our current CEO, Josh Towers, after he experienced his own difficulties with mental health at the age of 14. Josh did not want other young people to feel like he did and wanted to make sure that all young people in the same situation as him had someone that they could talk to.

## Who are Teenage Helpline's mentors?

All of the mentors at Teenage Helpline are aged 16–25. It is important that our mentors are all young people. Our mentors are not qualified counselors but are provided with comprehensive Teenage Helpline mentoring training that equips them with the skills that they need to provide these critical mentoring services to young people across the UK.

The level of support that we provide varies depending on the young person looking to engage with our services. For those young people who just need somebody to talk to, we can provide that. For those who might need some more comprehensive support, such as counseling, we can be the first stepping stone for that young person to take towards getting the support that they need.

## Why do we do what we do?

We strongly believe that all young people should have access to whatever support they need. We recognise that there is a huge barrier for young people getting support if they don't feel ready or able to speak to an adult or a professional. To avoid young people needing to deal with their difficulties alone, our youth mentors offer an additional avenue for young people to reach out for support.

Our methods have been tried and tested over time, and we are seeing the positive results of our mentoring programme. Some young people have a one-off question and other young people are seeking an ongoing mentoring relationship. In either case, we provide high-quality support services to those young people.

## Safeguarding at Teenage Helpline

Safeguarding is at the heart of what Teenage Helpline does. We have a dedicated Safeguarding team, headed up by our designated Safeguarding Lead, who ensures that we are following our rigorous safeguarding processes, which are designed to keep any young person engaging with our service safe. Any volunteer who engages with young people is required to satisfy an enhanced DBS check. We recognise the importance of keeping young people safe in what we do and hold all volunteers to the highest of standards.

## How can you support us?

Reaching out to young people is crucial for us to be able to provide the services that we do. We are providing you with some resources that you can display around your school to help spread the word about our mentoring service and we would greatly appreciate it if you could do that. If you would like any further resources, you can reach out to us directly and we can send you some more.

## Useful contacts

Teenage Helpline is a charitable company registered in England and Wales. Company number: 09170949. Charity number: 1194397. Registered Office: Kemp House, City Road, London, EC1V 2NX

Contacting our mentors?	<a href="mailto:support@teenagehelpline.org.uk">support@teenagehelpline.org.uk</a>
Contacting our CEO?	<a href="mailto:joshua.towers@teenagehelpline.org.uk">joshua.towers@teenagehelpline.org.uk</a>
Want more information?	<a href="mailto:publicaffairs@teenagehelpline.org.uk">publicaffairs@teenagehelpline.org.uk</a>

If any of your students would like support from Teenage Helpline, they should contact our support inbox to reach our mentors and engage with their support. If you have any questions that you would like to discuss with our CEO, you can contact Josh directly. If you would like to request more information or resources to help you spread the word about us, please contact our Public Affairs team.