

**Wirral Council live chat and  
freephone number for young people**

**Children  
& young  
persons**

**Helpline**

If you're a young person who  
needs support, chat to our team.

**[itsneverokwirral.org/chat](https://itsneverokwirral.org/chat)**

**Call free on 0808 196 4147**

Available Mon-Fri 9am-5pm

Plus Wednesday's 7pm-10pm

# Communications Toolkit

**Wirral Council have launched a dedicated live chat for children and young people alongside its existing freephone number.**

**Professionals from children's services are available on live chat and on the phone Monday -Friday, 9am-5pm. The team are also available Wednesday evenings, 7pm-10pm (additional to 9am-5pm).**

**To help us reach more young people we would be grateful if you and your organisation could use this toolkit to help promote both through your own communication channels.**

## 1. Copy for the intranet and/or external website

### **Wirral's helpline for children and young people**

Wirral Council have launched a dedicated live chat to support children and young people through whatever problems they may be facing.

Launched alongside the existing freephone helpline, the live chat feature will support children who would rather speak to an advisor online rather than on the phone.

All live chats and phone conversations are confidential, the only time information will be shared is if the team feel the young person or child is at risk.

The team will be available to talk through any worries, stresses a young person may have or just be a friendly virtual voice if they need someone to speak to. The team will help in whatever way they can and whatever the problem is.

The live chat can be found on the council managed 'It's never ok website' [www.itsneverokwirral.org/chat](http://www.itsneverokwirral.org/chat) or by calling the freephone helpline on 0808 196 4147.

The team are available online and on the phone Monday to Friday, 9am to 5pm. They are also now available extra hours on Wednesday's 7pm-10pm.

Outside of these hours young people can contact:

Childline every day, 7.30am -3.30am - 0800 1111.

CAHMS out of hours advice line: 5pm-10pm Monday to Friday -01244397644, 12pm-8pm at weekends.

## 2. Suggested social media posts

**Below are suggested social media posts that can be used on any of your social channels. These can be used alongside any of the graphics sent across.**

1. Children and young people do not need to struggle alone. Wirral Council have launched a live chat feature to support them. It can be found at: [www.itsneverokwirral.org/chat](http://www.itsneverokwirral.org/chat)

Young people can use the live chat to speak to one of the team in confidence, Monday – Friday 9am – 5pm. They are now available extra hours on Wednesday’s 7pm-10pm.

They can also call the council’s helpline on 0808 196 4147.

2. Whatever the problem a young person is facing they don’t have to deal with it alone.

They can speak to a children’s services professional from Wirral Council online [www.itsneverokwirral.org/chat](http://www.itsneverokwirral.org/chat) or on the phone for free on 0808 196 4147.

3. If you’re a young person who is worried, scared or you just need someone to talk to, Wirral Council can help you

You can talk to one of their friendly team in confidence, who will help you in whatever way they can and whatever the problem is.

Chat to them online [www.itsneverokwirral.org/chat](http://www.itsneverokwirral.org/chat) or over the phone for free 0808 196 4147

4. Whatever the worry, don't face it on your own. Speak to the council's friendly team of advisors, online or on the phone.

All chats and calls are confidential, the team are available online and on the phone Monday to Friday, 9am to 5pm. They are also now available extra hours on Wednesday's 7pm-10pm.

In an emergency always call 999.