

Opening hours: Monday-Thursday 9am-5pm, Friday 9am-4.30pm

Call us: 01609 777662 or Freephone 0800 0087452

Email: [schoolmentalhealthproject@compass-uk.org](mailto:schoolmentalhealthproject@compass-uk.org)

Web: [www.compass-uk.org](http://www.compass-uk.org)



# BUZZ US

Compass BUZZ is launching a new innovative **text messaging service** called **BUZZ US** for young people aged 11-18. Young people across North Yorkshire will be able to text **07520631168** regarding any Mental Health and Wellbeing issues and receive advice, support and signposting from one of our Wellbeing Workers.



BUZZ US is confidential service where young people will receive an instant reply informing them if the service is open or closed. Within this message it will inform them that they can expect a reply within one working day and also where they can go to receive support if they need it sooner.

**BUZZ US** is a text messaging service run by **Compass BUZZ** for young people aged 11-18 who live in North Yorkshire

**Text a wellbeing worker on**  
**07520 631168**  
if you are experiencing any of the following:

- Bullying
- Anxiety
- Self Esteem
- Eating Problems
- Low Mood
- Stress
- Self Harm
- Emotions

We do not usually inform parents, teachers or anyone else if you contact Compass BUZZ. We might inform someone if we were concerned about your safety, but we would usually speak to you first. Your messages are stored and can be seen by other Compass BUZZ staff who follow the same confidentiality rules. We aim to reply to you within one working day and you should get an immediate bounce-back to confirm we've received your text. Texts will not be seen outside of normal working hours. If you need help before you hear back from us, contact your doctor, visit a NHS walk-in centre or call NHS 111. If it is an emergency, dial 999 or visit A&E. Our text number does not receive voice calls or MMS picture messages. We support messaging from UK mobile numbers only (which does not include messages sent from landlines, international mobile numbers and some 'number masking' mobile apps). Prevent Compass BUZZ sending messages to you by texting STOP to our number. Please respect your school's mobile phone policy. Messages are charged at your usual rates.

Compass BUZZ is committed to ensuring the safety of young people and has consulted with other text messaging services, Local Safeguarding and Police to make sure that young people will receive the correct advice and support when they need it.

The service is open Monday – Thursday 0900-1700 and Friday 0900-1630 (excluding Bank Holidays).

Please contact 01609 777662 or Freephone 0800 008 7452 if you would like any further information.

