



What is Tellmi?

Information for parents





What is Tellmi?

Tellmi is an NHS funded service that offers free, safe and anonymous peer and counsellor support to young people aged 11+.

Anonymity allows young people to talk about anything that affects their mental health and to explore problems that they might not be ready to share elsewhere.

All posts and replies are screened and risk assessed by trained human moderators before they are published.

Moderators automatically redirect high-risk posts to counsellors, who respond rapidly via private chat.

Filtering by 200+ different topics connects young people to age-banded peers who have had the same issues.

Sharing problems and using personal experience to support others increases young people's confidence.

The Tellmi Directory offers 24/7 access to over 900 local, national, specialist and 24/7 crisis support services plus psychoeducation and mental health management tools.

Tellmi's peer support model allows young people to safely share similar life experiences so that they can learn from one another, build confidence and increase resilience.



Tellmi user's parent

'I didn't know my daughter was using Tellmi, and I obviously checked it out to make sure everything was above board, as you do, especially as a parent of an autistic teenager. I was really impressed with the app. I think my daughter likes it because it makes her feel safe and it has allowed her to connect with other people her age who have similar problems, so she doesn't feel so alone now. She has been a different kid since she started using Tellmi. She really has. She's been a lot more open. She's just a different kid. If that's what Tellmi can do, I 100% encourage it.'



How is Tellmi different to social media?

100% Human Premoderation
No bullying
No trolling
No humiliation

Qualified Counsellors
8.30am to 11pm
365 days a year

Rapid Support
No waiting lists
No referrals

100% Anonymous
100% confidential

Age-banding
Appropriate peers
Appropriate posts

Filter By Topic
Share experience
Share support

Tellmi Directory
1,000+ postcode linked resources

No Algorithm
No adverts
No bots

No DM's
No grooming
No sharing of personal info

No FOMO
No 'likes'
just empathy
No social comparison

tellmi

Why won't my child talk to me?

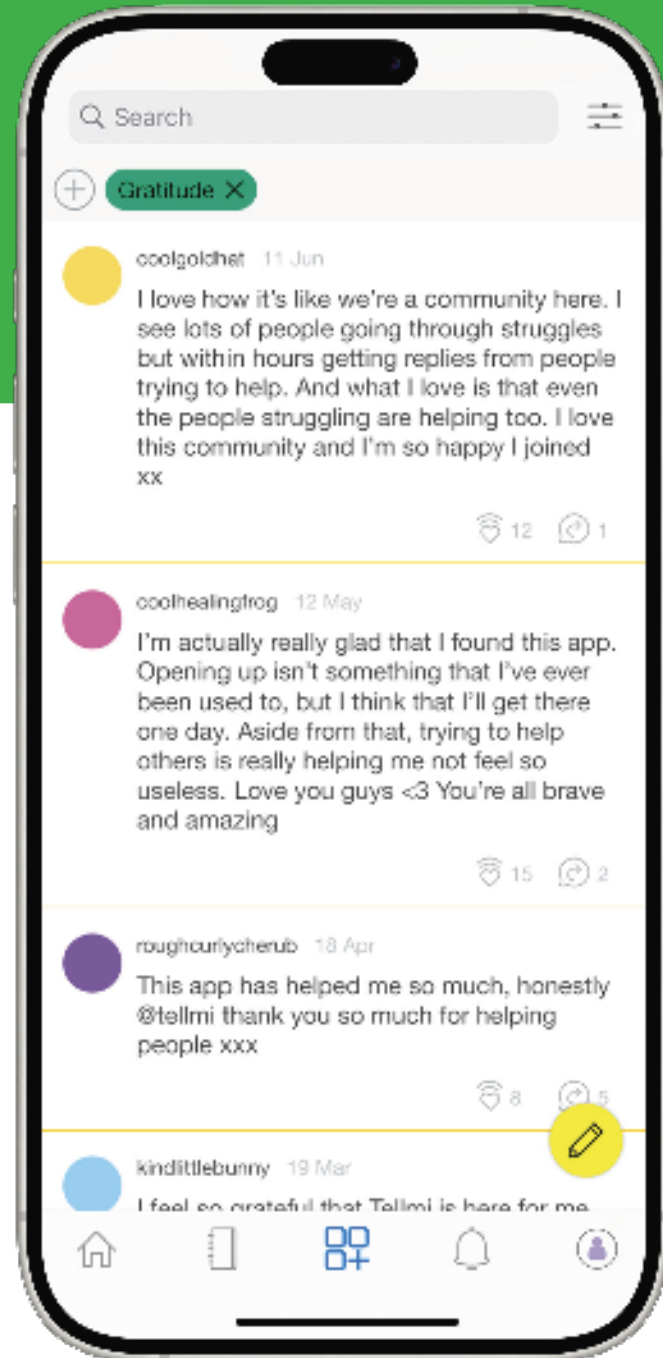
Every parent wants to feel that their child will come to them if they have problems but sometimes, it's hard for young people to talk to those closest to them. Often they don't want to worry their parents and it can be easier to open up to someone who doesn't know them.

Young people often don't even know how to articulate what is wrong and they need help finding the words. Expressing feelings can be difficult, especially if a young person feels embarrassed or unsure about their emotions.

Tellmi gives young people a safe space where they can be completely honest.

Because it is anonymous, they don't have to worry about repercussions and it gives them time to work out how they feel and what the best next steps are for them. Just reading what other people who have been struggling with the same issues are saying is reassuring. It reminds young people that they are not the only one struggling.

Research conducted by the Anna Freud Centre found that using Tellmi gave young people the confidence to open up to their parents about the kind of support that they felt they needed.





● Is it safe?

Tellmi is a safe space where young people can talk anonymously about their most difficult life experiences.

Sometimes, young people make posts that include swearing, or they talk about difficult topics such as self-harm. We believe that young people need to be able to share issues that are troubling them and it is far better to let them do that in a safe, premoderated environment.

Moderators risk assess all content and anything deemed to be too complex for the peer community is passed to a qualified counsellor for a private reply. Nothing that is assessed as high risk is published.

Users support each other in age-banded groups and only ever talk to peers who are within two years of their age.

Users cannot set profile pictures, create personalised usernames or privately message others in the app. Moderation ensures that they cannot share any personal information that could lead to identification or real-life contact with other users.

Tellmi also integrates a 'sensitivity slider'. This unique feature allows users to hide topics they wish to avoid. Users can also filter their feed so that it only ever shows mild or moderate content. Find out more at <https://www.tellmi.help/safeguarding>



Tellmi user aged 16

'I don't want to jinx it, but I think we've done it. I haven't cut in ages, I'm 2 months clean. I'm eating 2 or 3 meals a day, and after countless relapses, I'm now stable. I'm balancing college and a part-time job, and I don't feel like ending it any more. Thank you to everyone that's helped me, seriously, you are the reason I'm still here today :)'



What evidence shows that Tellmi improves mental health?

Research conducted by the Evidence Based Practice Unit at University College London and the Anna Freud Centre which was published in JMIR Paediatrics and Parenting found statistically significant evidence that using the Tellmi app improved young people's mental health.

Using Tellmi led to increased confidence and decreased feelings of loneliness. The app gave young people the tools to manage their own mental health and overall, young people using the app reported feeling better and less alone.

Research conducted by the York Health Economics Consortium and published in BMJ Paediatrics, found a statistically significant reduction in GP visits and a reduction in A&E attendance and school counsellor use in people who had been using the Tellmi app.



Try Tellmi

**Scan the QR code to download the app
or use the webapp at www.tellmi.app.**

Create an account, make a post, and test
Tellmi moderation and safeguarding for yourself.

We'd love to know what you think!

Email us at info@tellmi.help

Find out more at www.tellmi.help

