

# Welfare Support & Signposting

## URGENT ADVICE



If someone's life is at risk



## MENTAL HEALTH



24/7 First Response  
(24hr mental health crisis line)



**childline**

ONLINE, ON THE PHONE, ANYTIME

If you're under 19, you can talk to Childline about any concern you have.



If you are (or know a young person) thinking of suicide. Papyrus offers confidential suicide prevention advice.



**SAMARITANS**

If you just need to talk, any time of the day or night, these services offer confidential advice from trained volunteers.



**shout**  
**85258**

Text: SHOUT to 85258 to contact the Shout crisis Text line, or Text YM if you are under 19.

## DOMESTIC ABUSE

**Refuge**



For women and children.  
Against domestic violence.

National Domestic Abuse helpline

[www.nationaldahelpline.org.uk/](http://www.nationaldahelpline.org.uk/) (run by Refuge)

 0800 2000 247



Domestic Abuse Support for Norfolk

 0300 561 055

 [referrals@nidasnorfolk.co.uk](mailto:referrals@nidasnorfolk.co.uk)

**Respect**

The Men's Advice Line, for male domestic abuse survivors.

 0808 801 0327



Mankind Initiative – Domestic Abuse Support for men.

 01823 334244

 <https://www.mankind.org.uk/>

**THE DEAF HEALTH  
CHARITY  
SIGNHEALTH**

Signhealth – Domestic Abuse Outreach Support for hearing impaired individuals.

 Txt 07800 003421

 <https://signhealth.org.uk>



National LGBT+ Domestic Abuse Helpline

 0800 999 5428



PEGS - Support for  
Child to Parent Abuse

 [www.pegssupport.co.uk](http://www.pegssupport.co.uk)

**Respect**

CAPVA - Child and  
Adolescent to Parent  
Violence and Abuse

 0808 801 0327

# National Support

## YOUNG PEOPLE



Kooth Online Counselling  
for young people.

 <https://www.kooth.com>



YoungMinds  
Parents helpline.

 0808 802 5544



Help for adults concerned about a child. Call us  
on 0808 800 5000. Help for children and young people  
call **CHILDLINE** on 0800 1111.



Essential support for the under 25's. The Mix – Support  
Services for young people. From mental health to money,  
homelessness to finding a job, break-ups to drugs.

 0808 4994

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



The national crime Agency's CEOP Education team aim to  
help protect children and young people from online child  
sexual abuse.

 <https://www.thinkuknow.co.uk>



Coram offer free legal services for children and young  
people who need support.

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



Monday – Friday, 8am – 8pm

 National helpline on 08088 020 021

 <https://ask@winstonswish.org>



Home-Start is a local community network of trained volunteers and expert support helping families with young children through their challenging times.

 [www.home-start.org.uk](http://www.home-start.org.uk)

## ELDERLY



Age UK offers free, confidential advice if you are over state pension age.

 0800 678 1602

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

## SELF HARM



Advice and support for those who self-harm.

 [info@harmless.org.uk](mailto:info@harmless.org.uk)

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



National Self Harm Network Forums

 [www.nshn.co.uk](http://www.nshn.co.uk)



Self-injury support (for women and girls).

 0808 800 8088

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

## EATING DISORDERS



Eating disorders advice and support.

 0808 801 0677

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

## FINANCIAL SUPPORT



Free online debt advice and support

 [www.stepchange.org](http://www.stepchange.org)



Ask Bill offers free and impartial money advice.

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



**citizens  
advice**

Citizens Advice as well as providing support on extensive subjects, also provide information on benefits, dealing with debt, what you are entitled to and who to speak to if you are at risk of losing your home.

 0800 144 8848 and select option 1  
 [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)



**Ofcom**



Ofcom provides advice on paying bills/debt advice. Also, information on Phones and Internet tariffs for cheaper broadband and phone packages for those claiming Universal Credit, Pension Credit and some other benefits.

 [0800 018 4016](tel:08000184016)  
 [www.ofcom.org.uk](http://www.ofcom.org.uk)



**BREATHING  
SPACE UK**



Breathing Space is a government scheme to give someone in problem debt the right to legal protection from their creditors.

 0330 0163 563  
 [www.breathing-space.uk](http://www.breathing-space.uk)



**MONEY  
ADVICE TRUST**

Money Advice Trust is a national charity, helping people across the UK to tackle their debts and manage their money with confidence.

 020 74897796  
 [www.moneyadvicetrust.org](http://www.moneyadvicetrust.org)



**turn  
2US**

Turn2Us is a national charity providing practical help to people who are struggling financially, by helping people access benefits, charitable grants, and other support.

 [www.turn2us.org.uk](http://www.turn2us.org.uk)

## VICTIM SUPPORT



**VS VICTIM  
SUPPORT**

Support for victims and witnesses of crime.  
 0300 303 3706  
 [victimsupport.org.uk](http://victimsupport.org.uk)



**ANTI-BULLYING  
ALLIANCE**

United against bullying.  
 [ask@winstonswish.org](mailto:ask@winstonswish.org)

**SURVIVORS UK**  
We Support. We Challenge. We Build.



They ensure every boy, man, and non-binary person in the UK has access to the support they need to navigate the impact of sexual violence and recovery.

 02035983898

 [help@survivorsuk.org](mailto:help@survivorsuk.org)

## SUBSTANCE MISUSE



**Alcoholics Anonymous -Substance Misuse**

 0800 9177 650

 [help@aamail.org](mailto:help@aamail.org)

 <https://www.alcoholics-anonymous.org.uk/>

## WORKPLACE RIGHTS

**acas** working  
for everyone

Acas gives employees and employers free, impartial advice on workplace rights, rules and best practice.

 0300 123 1100

## SPECIAL EDUCATIONAL NEEDS



**IPSEA**  
Independent Parental Special  
Education Advice

Free advice and support to  
parents of children with SEN.

 [0800 018 4016](tel:0800 018 4016)

**TURNING  
POINT**



A wide range of health  
and wellbeing services.

 [turning-point.co.uk](http://turning-point.co.uk)

## SUPPORT FOR MEN

**CAMPAIGN  
AGAINST  
LIVING  
MISERABLY**

CALM (for men).

 [0800 58 58 58](tel:0800 58 58 58)

 [www.thecalmzone.net/issues/self-harm](http://www.thecalmzone.net/issues/self-harm)

## PREGNANCY



**MISCARRIAGE  
ASSOCIATION**  
The knowledge to help

For those affected by  
miscarriage.

 01924 200799

**Sands**

Saving babies' lives. Supporting bereaved families.



Providing support after  
a baby's death.

 0808 164 3332

# Norfolk Support



**Norfolk**  
County Council

## Norfolk Children's Advice and Duty Service (CADS)

If you are worried about a child or vulnerable adult in Norfolk who is at risk of abuse, harm or neglect you can call 0344 800 8020 or 999 if it is an emergency.



Just One Norfolk is trusted help, advice and information during pregnancy, birth and parenthood journey.



[www.justonenorfolk.nhs.uk](http://www.justonenorfolk.nhs.uk)



## Norfolk and Waveney Mind – Mental Health Support



0300 330 5488



[enquiries@norfolkandwaveneymind.org.uk](mailto:enquiries@norfolkandwaveneymind.org.uk)



<https://www.norfolkandwaveneymind.org.uk/support-information/information-resources>



They provide bereavement services depending on the individual needs of each child / young person.



01603 431788



[enquiries@nelsonsjourney.org.uk](mailto:enquiries@nelsonsjourney.org.uk)



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



**Norfolk**  
County Council

## Norfolk County Council Housing Support



<https://www.norfolk.gov.uk/care-support-and-health/housing/council-housing>



**ChatHealth**

A secure text messaging service for parents, carers, and young people to confidentially ask to help about a range of issues and find out how to access local services.



Text 07480 635060



Free confidential support, information and advice on issues such as housing, money and mental health for people aged 11 – 25.

 [0800 074 4454](tel:0800 074 4454)

 [www.map.uk.net](http://www.map.uk.net)



A charity offering counselling for young people with mild to moderate eating disorders.

 01603 7670622

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



LGBT+ support service. If you live in Norfolk and are lesbian, gay, bisexual or transgender or in doubt of your sexuality or gender identity, you can get advice, peer support and information.



The scheme provides holiday activities for children and young people aged 5-16 in Norfolk. If your child is 4 years old but they are in school, they can take part.

 <https://www.norfolk.gov.uk/what-we-do-and-how-we-work/campaigns/big-norfolk-holiday-fun>



Norfolk Community Foundation is an independent local charity providing essential care, support and opportunity for the most vulnerable in our communities.

 01603 623958

 [shinebrighter@norfolkfoundation.com](mailto:shinebrighter@norfolkfoundation.com)



Anglian Water provides an Extra Care Support Service for people who need help paying their water bills including advice, payment breaks, flexible payment plans and discounts.

 0800 169 3630

 [www.anglianwater.co.uk](http://www.anglianwater.co.uk)



Independent information and advice for adults in Norfolk, including family members, carers, and professionals seeking information and advice.

 0333 996 8333

 [helpline@ncan.co.uk](mailto:helpline@ncan.co.uk)



Information, advice and support to children, young people parents/carers about special educational needs and disabilities.

 01603 704070

 [norfolksendiass@norfolk.gov.uk](mailto:norfolksendiass@norfolk.gov.uk)



A family support service, offering support on an individual basis to parents/carers, children and adults. Support groups provide ongoing support to those in need, as well as Residential Holidays and Activity Days.

 01362685860

 <https://www.asdhelpinghands.org.uk/>



This website is for anyone in the life of a child or young person aged 0-25 who has a special educational need and/or disability (SEND) in Norfolk.

 [www.norfolk.gov.uk/children-and-families/send-local-offer](http://www.norfolk.gov.uk/children-and-families/send-local-offer)



**Norfolk SEN Network**  
Registered charity no. 1044353

Help for parents of children with SEN (0 to 16) and young people themselves with SEN (16 to 25) to find the right educational provision to meet their needs.

 01603 623958



Working through Suffolk and Norfolk, it is a therapeutic service for those under 18 years who have reported being sexually abused and to offer support for their families.

 01603 558205

# Suffolk Support



If you are worried about a child or vulnerable adult in Suffolk who is at risk of abuse harm or neglect you can call 0800 800 4005 or 999 if it is an emergency.



The Source – Support Information for young people in Suffolk

 <https://thesource.me.uk/wellbeing>



ChatHealth - A secure text messaging service for parents, carers, and young people to confidentially ask for help about a range of issues and find out how to access local services.

 Text: 07507 333356



Suffolk Cruse. If you are under 18, live in Suffolk and have experienced the death of someone close to you, you can get support here.

 01473 230888  
 [www.cruse.org.uk/get-help/local-services/eastern-england/suffolk](http://www.cruse.org.uk/get-help/local-services/eastern-england/suffolk)




If you live in Suffolk visit the hardship fund for financial advice or support with access to food

 <https://www.norfolk.gov.uk/care-support-and-health/housing/council-housing>



Our team will take time to listen you, understand how you feel about your caring role, register you with our organisation and provide you with information on your local family carer groups

 01473 835477  
 [www.suffolkfamilycarers.org](http://www.suffolkfamilycarers.org)



Suffolk Rape Crisis is a specialist feminist organization run for women by women. We provide free, confidential, and empowering support to women and girls aged 14 and above who have experienced any form of sexual violence.

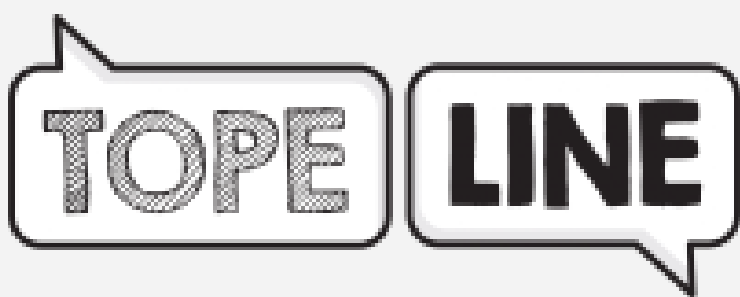
 01473 231 200



SiT supports all genders who have experienced sexual abuse in childhood.

 07765 052282 or 01473 232499

 [support@survivorsintransition.co.uk](mailto:support@survivorsintransition.co.uk)



Confidential, specialist support for young people (13+) in Suffolk who are or have experienced abuse.

 0808 168 1154 9am - 9pm daily



**Brave Futures**  
Be believed. Be empowered.

A therapeutic service for under 18s who have reported being sexually abused.

 01603 558205



A Sexual Assault Referral Centre providing free support.

 0300 123 5058

 [theferns-suffolk.org.uk/](http://theferns-suffolk.org.uk/)



Working with individuals of all genders, aged 12 years upwards, to support and educate victims and survivors who have experienced relationship abuse.

 07770 468698

 [www.alumah.co.uk](http://www.alumah.co.uk)



ACT provide housing & domestic abuse advice.

 01473 62288



Support people who care for survivors of sexual or violent crime.

 [www.restitute.org](http://www.restitute.org)



Overcome domestic abuse, addiction & dependency.

 01473 214006

 [www.iceniipswich.org](http://www.iceniipswich.org)



For adult survivors of any form of child abuse.

 0808 801 0331

 [support@napac.org.uk](mailto:support@napac.org.uk)