Welfare Support & Signposting

URGENT ADVICE



If someone's life is at risk

999

MENTAL HEALTH



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

0808 196 3494

childline
ONLINE, ON THE PHONE, ANYTIME

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

0800 1111

SAMARITANS

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

116 123

jo@samaritans.org for a reply within 24 hours

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/ (run by Refuge)

0800 2000 247

NIDAS

Domestic Abuse Support for Norfolk

0300 561 055
referals@nidasnorfolk.co.uk

Respect

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

0808 801 0327

ManKind Initiative

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

galop
safe | just | fair

National LGBT+ Domestic Abuse Helpline

0800 999 5428

PEGS
PARENTAL EDUCATION GROWTH SUPPORT

PEGS - Support for Child to Parent Abuse

www.pegsupport.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.

Improving life for families caring for disabled children.

01904 550055

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

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.

www.coram.org.uk

A safe space for teenagers worried about sexual behaviour.

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

ELDERLY

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

0800 678 1602

www.ageuk.org.uk

SELF HARM

Advice and support for those who self-harm.

info@harmless.org.uk

www.harmless.org.uk

National Self Harm Network Forums

www.nshn.co.uk

Self-injury support (for women and girls).

0808 800 8088

www.selfinjurysupport.org.uk

EATING DISORDERS

Eating disorders advice and support.

0808 801 0677

www.beateatingdisorders.org.uk

FINANCIAL SUPPORT

Free online debt advice and support

www.stepchange.org

Ask Bill offers free and impartial money advice.

www.askbill.org.uk

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

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

www.ofcom.org.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

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

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

VICTIM SUPPORT

Support for victims and witnesses of crime.

0300 303 3706

victimsupport.org.uk

United against bullying.

ask@winstonswish.org

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

SUBSTANCE MISUSE

Alcoholics Anonymous -Substance Misuse

0800 9177 650

help@aamail.org

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

WORKPLACE RIGHTS

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

0300 123 1100

SPECIAL EDUCATIONAL NEEDS

Free advice and support to parents of children with SEN.

0800 018 4016

A wide range of health and wellbeing services.

turning-point.co.uk

SUPPORT FOR MEN

CALM (for men).

0800 58 58 58

www.thecalmzone.net/issues/self-harm

PREGNANCY

For those affected by miscarriage.

01924 200799

Providing support after a baby's death.

0808 164 3332

Norfolk Support

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

Norfolk and Waveney Mind – Mental Health Support

0300 330 5488

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

www.nelsonsjourney.org.uk

Norfolk County Council Housing Support

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

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

www.map.uk.net

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

01603 7670622

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

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

NCAN
Norfolk Community Advice Network

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

Norfolk SENDIASS
Information, Advice and Support Serv

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

01603 704070

norfolksendiass@norfolk.gov.uk

ASD
Helping Hands

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/

SEND
NORFOLK

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

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

Brave Futures
Be believed. Be empowered.

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

NCAN
Norfolk Community Advice Network

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

YESS

This service is made up of two programmes, YESS and YESS to Progress, that provide early intervention to help young people overcome challenges.

YESS@Shaw-trust.org.uk

Feathers Futures
Registered Charity no.1187930

A women's charity established to create a safe, welcoming space where women can seek support early, in a way that is accessible, flexible and responsive to individual need.

01493 268222

MensCraft

Offers support, activities, and spaces where men can connect, build purpose and improve their wellbeing.

0800 208 8382

https://menscraft.org.uk/

Suffolk Support

Suffolk Multi Agency Safeguarding Hub

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

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

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

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

0808 168 1154 9am - 9pm daily

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/

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

ACT provide housing & domestic abuse advice.

01473 62288

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

www.restitute.org

Overcome domestic abuse, addiction & dependency.

01473 214006

www.iceniipswich.org

For adult survivors of any form of child abuse.

0808 801 0331

support@napac.org.uk

East of England Support

The Family Mediation Trust

Multiple different family mediation services on offer for the East of England.

https://www.thefamilymediationtrust.org/