



Where can I get help for.....



Support needed for....?	Who can help...?	How do I get help...?
Strengthening family relationships	Compass Outreach—The Benjamin Foundation	Call Children's Services on 0344 8008020
Family difficulties e.g. mental health, domestic abuse, drug or alcohol issues, school refusal, struggling as a lone parent, debt or housing problems	Norwich Early Help Hub	Call 01603 224101 or ask us for support to make a referral
Eating Disorders	b-eat	Telephone helplines, chat rooms, online support groups 0845 364 1414 or you can email them at help@beat.co.uk
	Anorexia & Bulimia Care (ABC)	03000 11 12 13 support@anorexiabulimiare.org.uk
Mental Health concerns about your child	Young Minds Parent Helpline	0808 8025544 https://youngminds.org.uk/find-help/conditions
	Point 1 — over 14s can refer themselves	http://point-1.org.uk/ 0800 9774077 Help@point-1.org.uk https://point-1.org.uk/wp-content/uploads/2018/10/ReferralFormP1final2018.pdf
Self-Harm or Suicide	SANeline —Offers emotional support over the telephone and information from 6pm–11pm, 365 days a year Papyrus HOPEline - for under 35s—weekdays 10am–10pm, weekends 2pm–10pm and bank holidays 2pm–5pm Harmless — online support Calm Harm mobile phone app	0300 304 7000 0800 068 4141, or you can email pat@papyrus-uk.org or text 07786 209 697 http://www.harmless.org.uk/
Concerns about children's Mental or Physical Health	Chat Health Text Line—Young People 11-19 can make direct contact for themselves	07480 635060
	0-19 Healthy Child Programme Just One Number - 8am-6pm Monday -Friday (excluding bank holidays) and 9am-1pm on Saturdays.	0300 300 0123



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Anxiety & Depression	Anxiety UK —helpline weekdays 9.30am-5.30pm	08444 775 774
	No Panic —helpline for young people—10am-10pm 365 days a year	0844 967 4848
	Blurt	https://www.bluritout.org/resource/understanding-depression/
	Headspace mobile phone app	https://www.headspace.com/headspace-meditation-app
Obsessive Compulsive Disorder (OCD)	OCD UK —Advice line open weekdays between 9am–5pm	0845 120 3778, or you can email them at support@ocduk.org
Terminal Illness	The Marie Curie Support Line —Mon-Fri 9am-5pm	0800 0902309
Dementia	The Admiral Nurse Dementia Helpline —Dementia UK Mon-Fri 9am-5pm	0800 8886678 helpline@demetiauk.org
Bereavement	Nelson's Journey —a Young Person can refer themselves at 16 or over—telephone guidance and support, bereavement support workers may meet the family for an in-person assessment of the child / young person's needs. Following an assessment, it may be that further one-to-one sessions are appropriate. Usually provide up to 3-5 sessions	http://www.nelsonsjourney.org.uk/contact-us/ Email: enquiries@nelsonsjourney.org.uk Tel: 01603 431788
	Cruse Bereavement Care —face-to-face, telephone, email and website support. Freephone national helpline and local services, and a website (hopeagain.org.uk) specifically for children and young people	0844 477 9400 or you can email helpline@cruse.org.uk
Death of a child	Child Bereavement UK	0800 028 8840 support@childbereavementuk.org
	Child Death Helpline	0808 800 6019 / 0800 282 986 contact@childdeathhelpline.org
Death of a pet	Blue Cross Pet Bereavement —daily 8.30am-8,30pm	0800 096 6606 pbssmail@bluecross.org.uk



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Homelessness	Centrepont —Free and confidential helpline providing homelessness advice and support to anyone in England aged 16-25	0808 800 0661
	Shelter England —advice and information for people with a housing problem or who are homeless/about to become homeless. Issues dealt with include housing rights, harassment, illegal eviction, rent and mortgage arrears, disrepair, housing benefit, domestic violence and other issues.	0808 800 4444 info@shelter.org.uk
Adult Mental Health problems	Mind's Infoline and Legal Line —Provides information and options relating to mental health. This includes information on types of mental health problems, medication and alternative treatments. Hold a database of local and national support options to provide to callers for further help and support.	0800 123 3393, text 86463 or email info@mind.org.uk
	CALM (Men over 18) - Offer confidential, anonymous and free support, information and signposting through the helpline— 7 days a week, 5pm-midnight	0800 585 858 / 0808 802 5858
	Rethink Mental Illness — information and support for people experiencing a mental health problem, including an online directory of local support services	www.rethink.org
	Well-being Service —self-referral aged 16 or over	0300 123 1503 https://gateway.mayden.co.uk/referral-v2/4f947c6a-1997-4e27-8d89-ecc0905bc7cc
	Reading Well for Mental Health — provides books with helpful information and support for adults managing common mental health conditions, or dealing with difficult feelings and experiences. All of the titles on the list can be reserved free of charge from any Norfolk library, or online by visiting the library catalogue.	https://norfolk.spydus.co.uk/cgi-bin/spydus.exe/ENQ/OPAC/BIBENQ?QRY=SVL(READINGWELL)&SORTS=DTE.DATE1.DESC%5DHBT.SOVR&QRYTEXT=Reading%20Well%20for%20Mental%20Health
	Bipolar UK —Information and support line open weekdays between 9am–5pm	020 7931 6480
	Out of the Fog - information and support to the family members of individuals who suffer from a personality disorder.	https://www.outofthefog.net/forum/



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Young Carers	Carers UK	0808 808 7777 or you can email them at advice@carers.uk
	Carers Matter Norfolk	0800 083 1148 07537 417 850 Monday to Friday 8am - 8pm Saturday 4pm - 8pm Sunday 8am - 12 noon www.CarersMatterNorfolk.org.uk
Child Sexual Exploitation/Sexting	The ROSE (Reaching Out on Sexual Exploitation) Project	Call Children's Services on 0344 8008020
	Revenge Porn Helpline—Mon-Fri 10am-4pm	help@revengepornhelpline.org.uk 0345 6000 459 www.revengepornhelpline.org.uk
Domestic Abuse	Leeway— free and confidential support to anyone experiencing domestic abuse. Adolescent to Parental Abuse Service (children who have witnessed DV & now abusing parents), Male Victim Service, Children & Young People Service (witnessed DV)	0300 5610077 referrals@leewaynwa.org.uk
	Independent Domestic abuse Services (IDAS) Provides support services to all those experiencing or affected by domestic abuse and sexual violence. Services include refuge accommodation, outreach support and access to a free, confidential helpline (men & women)	03000 110 110 info@idas.org.uk
	National Domestic Violence Helpline- Freephone 24 Hour National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf. The Helpline can give support, help and information over the telephone, wherever the caller might be in the country. The Helpline is staffed 24 hours a day, every day of the year, and is run by fully trained female helpline support workers and volunteers. All calls are completely confidential. Translation facilities for callers whose first language is not English	helpline@refuge.org.uk or helpline@womensaid.org.uk 0808 2000 247
	RESPECT— for male victims of domestic abuse	0808 801 0327
	The Mankind Initiative— for male victims of domestic abuse.	info@mensadviceline.org.uk 01823 334244 - admin@mankind.org.uk



Support needed for....?	Who can help...?	How do I get help...?
LGBTQ+	Switchboard —10am-11pm 365 days a year. Phone operators all identify as LGBT+	0300 330 0630, or you can email chris@switchboard.lgbt
	Norfolk LGBT+ Project	01603 219299 info@norfolklgbtproject.org.uk
	Blah LGBT+ Youth Groups	01603 219299 blah@norfolklgbtproject.org.uk
	Norfolk Trans Forum (aged 25 and over) - meet once per month 7-9pm	trans@norfolklgbtproject.org.uk 01603 219299
	From Me to You —Providing advice and support for families of LGBT+ individuals - run by parents of LGBT+ individuals. E-mail, phone and one to one appointments are available	info@norfolklgbtproject.org.uk 01603 219299
	LGBT Foundation —Monday to Friday, 10am-10pm Saturday, Sunday 10am-6pm	0345 3 30 30 30 - helpline@lgbt.foundation
	Mermaids UK —supports children and young people up to 19 years old suffering from gender identity issues, their families and supporting professionals. Support includes a helpline, email service, direct support, online forums for parents and teens, plus local and national meetings—Helpline: Monday to Friday, 9am-9pm (times may vary on Bank Holidays)	info@mermaidsuk.org.uk 0808 801 0400
Child Abuse	EVOLVE —Monthly group sessions for 11-25 year olds who are transgender, intersex, genderqueer and gender-questioning young people. A safe space for young people to meet and discuss trans* issues and also to just hang out in a trans* friendly environment, where people are respectful, understanding and friendly	lindastreet@map.uk.net
	Stonewall —Mon-Fri 9.30am-5.30pm	020 7593 1850 info@stonewall.org.uk https://www.stonewall.org.uk/contact-us
Drugs & Alcohol	National Association for People Abused in Childhood (NAPAC) - Provide support and information for people abused in childhood and runs a national freephone support line for adults, both male and female, who have suffered any type of abuse in childhood. This could be physical, sexual or emotional abuse or neglect	0808 801 0331 support@napac.org.uk
Drugs & Alcohol	Parent Support Link —Supports and informs the family and friends of people who use drugs or alcohol. Provide a telephone contact line with a trained person	023 80 39 97 64 admin@pslcharity.org.uk Helpline 24/7
	FRANK —Information about drug use and where to find support. Call FRANK 24 hours a day, 7 days a week. Live chat service operates from 2pm - 6pm, 7 days a week.	0300 1236600 Text 82111 frank@talktofrank.com



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Drugs & Alcohol (cont)	Norfolk Recovery Partnership (NRP) - Offer a range of services from expert advice through to full confidential assessment; leading on to a comprehensive range of treatments to meet your needs. NRP bases offer needle exchange services and also provide support and advice for friends and families. The centre is open Monday to Friday 8am - 5pm	0300 790 0227
	The Matthew Project —offers specialist support, advice and information for those using substances themselves and support for children and young people affected by someone else's substance misuse.	01603 216 428 unity@matthewproject.org
	NORCAS — Young People's Affected Others Service works with young people aged 7-17 affected by parental alcohol and drug misuse .	01603 660 070 Youth.Norfolk@phoenix-futures.org.uk
	Alcoholics Anonymous —Offers understanding and support for families and friends of alcoholics, whether they are still drinking or not. Also provide support for young people affected by alcoholics	enquiries@al-anonuk.org.uk 020 7403 0888
	MAP — If you use drugs we'll work together with you to understand more about the drug itself, the situation you take it in and what's going on for you when you take it. We can help you decide what you want to do and can refer you to other specialist services. You may just want to ask us questions about a friend or your parents, or want some information. If you need advice and information you can drop-in, ring or email our centres in Norwich or Great Yarmouth. Norwich is open for drop-in from 1.30-5.30pm Monday to Friday and Great Yarmouth is open 1.30-5.30pm Monday, Wednesday and Friday. There's no need to make an appointment and all our services are free and confidential.	Tel: 01603 766994 Email: info@map.uk.net
	Addaction — Monday - Friday: 10am-4pm, 6pm-9pm Sat 11am-4pm Sun11am-4pm Online webchat	https://www.addaction.org.uk/webchat
Gambling	Gamcare —The majority of our employees work directly with problem gamblers, providing advice over the phone and online or through face-to-face counselling. 8am to midnight, seven days a week.	Freephone 0808 8020 133 https://aurapp01.mplaurora.net/chatapp/JoinChat.aspx
	Breakeven —We are experienced counsellors who are trained specialists in working with problem gambling. Whether you gamble yourself, or are adversely affected by the gambling of a family member or friend.	01273 833722 info@breakeven.org.uk
	Breaking Barriers (Ormiston Families) - 6-8 week, one to one intervention, which takes place in school based on the impact of imprisonment on emotional well-being; behaviour and/or engagement in school; and understanding more about prison itself.	07787 404385



Support needed for....?	Who can help...?	How do I get help...?
Forced Marriage	Forced Marriage Unit—UK Cases The FMU offers information and support to those who fear they will be forced into marriage and can talk with them about their options. Overseas Cases—The FMU can assist British nationals facing forced marriage abroad by helping them to a place of safety and helping them to return to the UK. It can assist non-British nationals facing marriage abroad by referring them to local organisations that can help.	020 7008 0151 or email: fmu@fco.gov.uk
	Freedom Charity —Support and proactive preventative work to protect those at risk of forced marriage and FGM	0845 607 0133 text the words 4freedom: to 88802 https://www.freedomcharity.org.uk/
Female Genital Mutilation (FGM)	FGM National Clinical Group —UK-based registered charity dedicated to working with women who have been affected by FGM and other related difficulties.	Telephone: +44 (0)779 146 2415 nfo@fgmnationalgroup.org http://www.fgmnationalgroup.org/
	Freedom Charity —Support and proactive preventative work to protect those at risk of forced marriage and FGM	0845 607 0133 text the words 4freedom: to 88802 https://www.freedomcharity.org.uk/contact/
Imprisonment	Prisoner's Families Helpline —The National Prisoners' Families Helpline can support you if a family member is in contact with the criminal justice system. Mon-Fri 9am-8pm Sat & Sun 10am-3pm	0808 8082003 info@prisonersfamilies.org
	Family Lives (Action for Prisoners' and Offenders Families) - works for the benefit of prisoners' and offenders' families by supporting families who are affected by	0808 800 2222