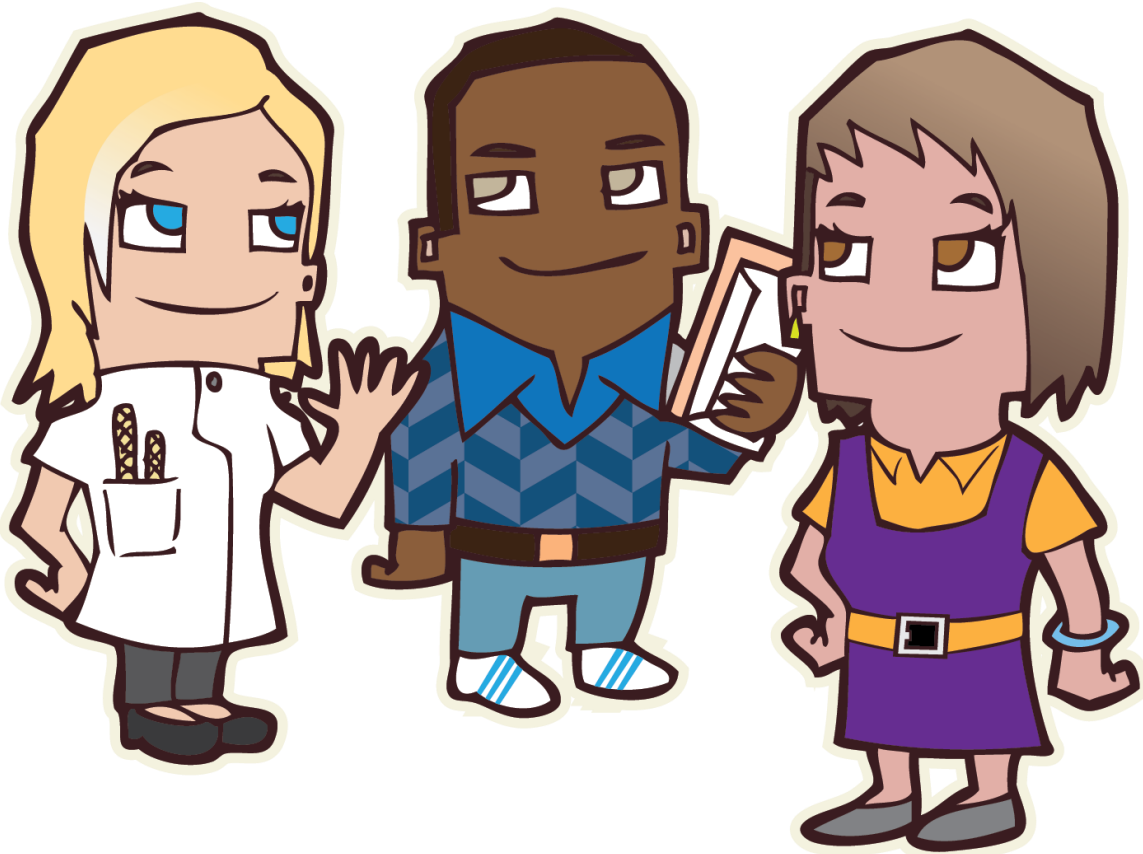




Learner/Parent Help & Support Booklet



National Help/Support Information

Samaritans

24-hour support, What-ever you're going through they are there to listen.

FREE Phone 116 123

Sometimes writing down your thoughts and feeling can help you understand them better. Writing an email can be a calm and safe way to work through what's on your mind. Especially if it feels too upsetting to talk about on the phone.

You can also email jo@samariatsns.org replied within 24 Hours.

Anxiety UK Help Line

Provides support and help if you've been diagnosed with, or suspect you may have, an anxiety condition.

Monday – Friday 09:30am – 17.30pm

Phone: 03444 775 774

Text service: 07537 416905

Mind Info Line

Provides information on a range of topics including – types of mental health problems, where to get help, medication and alternative treatments, and advocacy.

Phone: 0300 123 3393 Email: infor@mind.org.uk Web: www.mind.org.uk

Everyone's Invited

A place for survivors to share their stories. Our mission is to expose and eradicate rape culture with empathy, compassion, and understanding.

Web: www.everyonesinvited.uk

Kooth

An online counselling and emotional well-being support service for children And young people. Free, Safe and Anonymous.

www.kooth.com

Child Line

Child Line offers free, confidential Advice and support, whatever your worry, whenever you need help.

Phone: 0800 1111 Web: www.childline.org.uk

Missing Kids

Missing Kids is run by missing people. They have a free and confidential helpline that is open 24 hours a day. You can talk to them in confidence and they will explain your options and try to get you the help you want.

Phone: 116 000 Text: 116000 email: 116000@missingpeople.org.uk

C.A.L.M

A helpline that offers confidential, anonymous and free support, information & signposting to men throughout the UK.

Freephone: 0800 58 58 58 Web: www.thecalmzone.net

Beat

A helpline providing support and information relating to eating disorders
For adults, young people, and their carers.

Youth Help Line 0808 801 0711 Help Line email: fyp@beateatingdisorders.org.uk

General: 0808 801 0677

Email: help@beateatingdisorders.org.uk

Web: www.beateatingdisorders.org.uk/contact-us

Harmless

Provides a range of services about self-harm including support, information, training,
and consultancy.

Phone: 0115 880 0280 Web: www.harmless.org.uk

Switchboard

LGBTQI+ Offering Advice & Support –

Open 10:00am – 22:00pm Every day 0300 330 0630

Or email chris@switchboard.lgbt (Emails answered within 72 hours)

The Mix

The Mix is a charity that provides free information and support for under 25's. They
can help you take on the embarrassing problems, weird question and please-don't-
make-me-say-it-out-loud thoughts you have. The Mix gives young people the
support and tools you need to take on any challenge you're facing.

Phone: 0808 808 4994 (Open 7 days per week 16:00pm – 23:00pm)

Crisis Messenger (24/7 support if you need help right now)

Text THE MIX to 85258

Or Visit www.themix.org.uk - Where you can send in questions

Jobcentre Plus

To make a claim for Benefit.

New Claims Line

Phone: 0800 055 6688

Or Visit www.gov.uk/contact-jobcentre-plus/new-benefit-claims on Line

Help & Support for Parents or somebody that is concerned about a young person**NSPCC**

If you're worried about a child, even if you're unsure, contact our professional
counsellors for help, advice and support.

Phone: 0808 800 5000

Or Visit www.nspcc.org.uk

The National LGBTQI + Domestic Abuse Galop is the UK's LGBT+ anti-abuse charity. We work with and for LGBT+ victims and
survivors of interpersonal abuse and violence.

Help Line (Galop)

Phone: 0800 999 5428 Open – 10:00am – 17:00pm Mon, Tue, Fri &
10:00am – 10:00pm Wed & Thur

Staying Safe On-Line

Thinkuknow

This organisation gives advice on staying safe online, and also there are links if you are concerned for yourself or a friend.

Web: www.thinkuknow.co.uk

CEOP

CEOP helps young people who are being sexually abused or are worried that someone they have met either on line or face to face is trying to abuse them. For more information on support.

Visit: www.ceop.police.uk/Safety-Centre/

Local: Help & Support for Parents or somebody that is concerned about a young person

Concerned about a young person – Social Services/Initial Response Team's

Suffolk

Reporting a child at risk of harm, abuse or neglect; report to Customer First Phone 0808 800 4005 or access the Children's and Young People's portal:

<https://earlyhelpportal.suffolk.gov.uk/web/portal/pages/marf#h1>

Out of hours first response: 0808 196 3494

Norfolk

Teams are based within each district locality in Norfolk. They link closely with early help hubs, to support children, families and professionals.

Telephone: 0344 8008020 Website: Norfolk.gov.uk

Out of hours first response: 0808 196 3494

Citizens Advice Service

Great Yarmouth

0344 411 1444

Lowestoft

01502 518510 / 01502 717715

Web: www.citizensadvice.org.uk

EWHMS

Suffolk Children and Young People's Emotional Wellbeing Hub
Information, advice and support for anyone concerned about the emotional wellbeing and mental health of a child or young person aged 0 to 25 years.

The Emotional Wellbeing Hub provides:

- a team of Emotional Wellbeing Practitioners for expert information, advice and support
- an online referral form for anyone concerned about a child or young person's emotional wellbeing and mental health. Young people can also self-refer
- a consultation helpline for emotional wellbeing and mental health issues relating to children and young people

Call **0345 600 2090**, available Monday to Friday, 8am to 7:30pm or visit Suffolk.gov.uk

EHC – Education Health & Care Plan – Requests

An EHC plan is for under 25s with complex special educational needs and disabilities (SEND). Most children and young people with special educational needs (SEN) will have their needs met with SEN Support in a mainstream education setting.

Norfolk Norfolk – EHCP Team
Phone: 01603 679183 Web: www.norfolk.gov.uk

Suffolk Send Local Offer
Tel: 0345 606 1490 Web: Infolink.suffolk.gov.uk

Local Help/Support Information – For Young People

Counselling/Mental Health

Norfolk

Norfolk & Waveny Mind Youth Counselling – Counselling for young people aged Between 16 – 18
28 – 31 Dene Side, Great Yarmouth, NR30 3AX
Phone: 0300 330 5488

Suffolk

Suffolk Mind Phone: 0300 111 6000 Web: info@suffolkmind.org.uk
Young Minds Parent Helpline: 0808 802 5544
Email: parents@youngminds.org.uk Web: <https://youngminds.org.uk/>
Crisis Messaging Service 24/7 support Text: 85258

Young People's Health Open-access centre, you can literally open the door and walk in any time between 10am – 5pm Monday – Friday. Offered the chance to talk through what ever is on your mind and offered the opportunity to ask questions related to health and wellbeing.
Address: 14 Lower Brook Street, Ipswich, IP4 1AP Phone: 01473 252607

Sexual Health

Suffolk

ICaSH -
Lowestoft: 6 Regent Road, Lowestoft, NR32 1PA
Ipswich: Orwell Clinic, Lindbergh Road, Ipswich IP3 9FA (Sat Nav please use: IP3 9QX)
Ipswich: Terrence Higgins Trust, 10 – 12 Orwell Place, Ipswich IP4 1BB
Haverhill – Health Clinic, Camps Road, Haverhill CB9 8HF
icash-suffolk Phone: 0300 300 3030

Norfolk

ICaSH –
Great Yarmouth – Northgate Hospital, Northgate Street, Great Yarmouth NR30 1BU
Norwich – 1A Oak Street, Norwich NR3 3AE (Sat Nav purpose: NR3 3QZ)
icash-norfolk/oak-street Phone: 0300 300 3030

Drugs Alcohol/Addiction

- Suffolk** Turning Point – Integrated substance misuse service for the county.
Woodbury House, Mill Road, Lowestoft NR33 0PP
Phone: 01502 531138 SPOC: 0300 123 0872
turning-pointssuffolklowestoft-hub/ Email: suffolk@turning-point.co.uk
- Ipswich** Turning Point – Integrated substance misuse service for the county.
Sanderson House, 17 – 19 Museum Street, Ipswich IP1 1HE
Phone: 01473 220 240 SPOC: 0300 123 0872
turning-pointipswich-hub Email: suffolk@turning-point.co.uk
- Norfolk** Norfolk Recovery Partnership
The Willow Centre, Northgate Hospital, Northgate Street, Great Yarmouth NR30 1BU
Phone: 0300 7900 227 – 8AM – 6PM Monday to Friday
Visit their website: www.norfolkrecoverypartnership.org.uk to complete and submit
an electronic referral form. Email to: nrp@nsft.nhs.co.uk
- Unity
Drug and Alcohol Service for children, young people and their families across
Norfolk; for those using substances themselves or affected by someone else’s
substance misuse.
The Matthew Project Unity
Address: Gateway, Unit 8, 83 – 87 Pottergate, Norwich NR2 1DZ
Phone: 01603 216420 Referral / Helpline: 0800 9704866
matthewproject.org/unity Email: Unity@Matthewproject.org
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Domestic Violence support

- Suffolk & Norfolk** Norfolk & Suffolk Victim Care
Covering the whole of Norfolk & Suffolk, offering a free, confidential support service
specifically designed to help victims and witnesses of crime.
Phone: 0300 303 3706 – Monday to Friday 8.00am to 5:00pm
- Victim Support** Norfolk & Suffolk Victim Support
Out of hours Phone: 08081689111
nsvictimcare.org

Housing & Homelessness

- Suffolk** Suffolk Council – Housing Options
Phone: 0345 2661821 Email: customerrights@suffolk.gov.uk
Suffolk Council Website: www.suffolk.gov.uk
- If you are under 18 and homeless you can also call: 0808 8004005**
- Norfolk** Great Yarmouth Borough Council – Housing
Phone 01493 856100 – Ask for Housing
Email: enquiries@great-yarmouth.gov.uk

Norwich Council
Phone: 01603 213000
Web: www.norwich.gov.uk
Access online contact forms: <https://www.norwich.gov.uk/contactusform>

Young Carers

Suffolk Suffolk Family Carers
Phone: 01473 835477 Web: <https://suffolkfamilycarers.org/>

Norfolk Norfolk Family Carers
Address: Norfolk Family Carers, First Floor, 36 Giles Street, Norwich NR2 1LL
Phone: 01603 561666 Email: info@norfolkfamilycarers.org

Disability

Suffolk Suffolk Local Offer
Phone: 0345 6061490 Web: infolink.suffolk.gov.uk

Information Advice & Support Services Network
A telephone helpline service, information and support for parents, carers, children and young people. We provide written information, which is available online via our web site, and face to face information sessions.
Monday to Friday 9:00am – 5:00pm
Phone: 01473 265210 Text: ADVICE4ME to 87007
Email: enquiries@suffolksendiass.co.uk

Norfolk Norfolk Learning Disability Service
If an assessment of needs is required you should contact the Social Care Community Engagement (SCCE). Phone: 0344 8008020

Norfolk County Council
Web: norfolk.gov.uk

LGBTQI+ Help & Support

Suffolk Suffolk Pride is a county wide event and is run entirely by volunteers.
For information on all upcoming events visit suffolkpride.org.uk.

Out Reach Youth – Outreach youth is committed to enabling LGBT*Q+ young people and their peers, to realise their unique potential and to take a positive role in society, through their involvement and participation in social and informal education youth work opportunities.
Phone or Text: 07999 730289 Email: info@outreachyouth.org.uk
Visit their page: outreachyouth.org.uk

Norfolk Norfolk's LGBT+ project's continued mission is to improve the health and wellbeing of LGBT+ people of all ages and communities in Norfolk and Waveney. They want to

bring supportive, empowering and non-judgemental services to people's lives to enable them to improve their wellbeing.

Address: 10 Cathedral Street, Norwich, Norfolk, NR1 1LX.

Monday – Friday 9:00 am – 5:00 pm. Phone 01603 219299

Email: info@norfolklgbtproject.org.uk

Snow Camp National Youth Charity Are you a young person who needs help?

Text BREATHE to 85258 for free and confidential support

If you have a question about **Stop.Breathe.Think** contact: anna@snow-camp.org.uk

Webpage: snow-camp.org.uk/

Snow-Camp head office: 306a Portland Road, Hove, East Sussex BN3 5LP

Phone: 01273 241383

MindOUT

MindOUT is an on-line Mental Health Service run by lesbians, Gay, Bisexual trans, and queer people

Phone: 01273 234839 or Email: info@mindout.org.uk Web: www.mindout.org.uk