

Norwich – Information and Support for Families

If you are a member of the public needing assistance during Covid 19, please call Norfolk County Council's Customer Contact Centre: 0344 800 8020 or visit <https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/coronavirus/community-support-for-people-at-home>

Concerned about a child?

CADS

(Children's Advice and Duty Service)

- **0344 800 8020** for any concerns about the welfare/safety of a child.

Norfolk Healthy Child Programme:

Just One Number on is our single point of access for all Norfolk Healthy Child Programme services. Find out more about the care we can offer for you and your child from age 0-19 call **0300 300 0123** or texting **Parentline** on **07520631590**.

Mental Health

First Response

- free, 24/7 support line for people of any age requiring mental health support or advice. **0808 196 3494**

Samaritans

- confidential and non-judgmental emotional support whenever you need someone to talk to. 24 hours a day, 365 days a year. Call **116 123**

Wellbeing Norfolk & Waveney

- free support for people over 16 with mental health and emotional issues, such as low mood, depression or stress. Access through GP or call **0300 123 1503**.

Carers Matter Norfolk Advice Line

- remains open for carers needing support during the outbreak. Call 0800 083 1148 or visit <https://carersmatternorfolk.org.uk/our-work/support-for-carers/advice-line/> for more information.

Support for young people and the family

MAP

- Free phone advice line and email advice service for young people across Norfolk, aged 11-25. Call 01603 766994 or Email: advice@map.uk.net. Visit <https://www.map.uk.net/> for more info.

Home Start

- **01603 977040** support to families who have at least one child under 5. Telephone advice and support. Email admin@homestartnorfolk.org or access referral form <http://www.homestartnorfolk.org>.

Kooth

- offers 11 to 25-year-olds online counselling delivered 365 days a year from noon until 10pm weekdays and from 6pm until 10pm on Saturday and Sundays. Visit www.kooth.com for more information.

The Mix

- **0808 808 4994** Free information and support for under 25s in the UK. Get advice about sex, relationships, drugs, mental health, money & jobs. 1-2-1 Chat available on the website www.themix.org.uk

Norwich – Information and Support for Families

Domestic abuse

Women's Aid Helpline:
0808 200 0247

Male Victim's Advice Line:
0808 801 0327

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

Leeway

- 0300 561 0077

24 Hour domestic abuse helpline

Dawn's New Horizon

- offer information and support to people who are or have experienced domestic abuse and families who have fled abuse. Contact 0844 844 3140 or email dawnsnewhorizon@yahoo.com or visit <https://dawnsnewhorizon.org.uk/>

Spurgeons (Norwich Connect):
01603 628122

Email: norwichconnect@spurgeons.org
<https://www.spurgeons.org/what-we-do/norwich-connect>

Norfolk and Suffolk Victim Care:
0300 303 3706

Email: nsvictimcare@victimsupport.org.uk
<https://www.nsvictimcare.org/contact-us/>

Financial, employment & housing advice

Citizens Advice

- We offer free, confidential, impartial advice and information on a wide range of subjects. Call 0800 144 8848 or email public@ncab.org.uk for more advice.

Shelter

- helps millions of people every year struggling with bad housing or homelessness through our advice, support, and legal services. For advice or guidance, call **0344 515 1860**

Norfolk Assistance Scheme

- can help by providing emergency cash or food due to the coronavirus situation. Visit <https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/money-and-benefits/norfolk-assistance-scheme> or call 01603 223392 (option 5)

Norfolk Community Law Service:

01603 496623 or email: info@ncls.co.uk for free legal advice.

Money Support Service:

The Money Support Service is here for you if you're a Norfolk County Council service user who needs help with budgeting. If you're struggling to keep track of your money or got several debts, we can help you with advice, support and assisting with referrals to debt agencies. Contact us on 01603 223392 (option 4) or email MSS@norfolk.gov.uk

Oak Grove Money Advice:

We offer free, unconditional and confidential advice on a range of solutions to tackle personal debt. Call 01603 403388 or email moneyadvice@oakgrovecommunitychurch.co.uk or visit <http://www.oakgrovecommunitychurch.co.uk>

Norwich – Information and Support for Families

Food support:

NR2 Community Skills Share

- Foodbank for NR2 or Bignold Primary School Catchment area. Self-referral via Nr2foodbank@gmail.com or leave a voice message on 07752063897. Visit: <https://www.facebook.com/SkillsSharing/>

South East Hope Foodbank

- Foodbank for Lakenham/Tuckswood/Mancroft area. Provide one-off emergency food parcel and advice. Please call or email us (call: 07716758863 email: southeastnorwichfoodbank@gmail.com). Visit <https://www.facebook.com/SouthEastHopeFoodbank/>

Connecting Bowthorpe

- Food parcels for residents in NR5. Email NR5helpinghands@gmail.com or call them on 08435572708. Facebook: <https://www.facebook.com/groups/NR5help>

Growkids

- Free new or second-hand, clothing and equipment for babies and children (0-12yr). Visit <https://www.facebook.com/growkidsnorwich/> for appointment details.

Silver Parcels Foodbank

- We are open Thursday 9.30-1pm and Saturdays from 10.30-1pm. If you need a food parcel and you live in NR3 just email us on Jewills064@aol.com or text on 07786694325.

Community Fridge at the Feed

- open from Monday to Friday 2pm-4pm. Email gemma@thefeed.org.uk or visit The Feed Cafe 78-80 Prince of Wales Road, Norwich, NR1 1NJ

Phoenix Centre

- Turn up every Friday between 11.30am - 1.30pm to get a free food parcel. For anyone in need, no questions asked. Address: 132A Mile Cross Rd Norwich Norfolk NR3 2LD

St. Elizabeths Church Cadge Road, in partnership with the NR5 Community Hub and the Parish of Earlham

- community shelving for food to help local residents. Monday and Wednesdays between 8.00 - 10am. Available to anyone living within North Earlham, Larkman and Marlpit areas of Norwich.