

# Local information and support

Support Service:	Contact/How to Access:
<b>Help Hub</b>	
<p><b>South Norfolk Help Hub</b> – Offer practical support, advice and guidance to get you back on track.</p>	<p>Call – 01508 533933 Complete a request for support form - <a href="https://forms.south-norfolk.gov.uk/pub/RequestForSupport.ofml?Prepopulate=true&amp;Request=Early%20Help">https://forms.south-norfolk.gov.uk/pub/RequestForSupport.ofml?Prepopulate=true&amp;Request=Early%20Help</a> <a href="https://www.southnorfolkandbroadland.gov.uk/zz-helphub-snc">https://www.southnorfolkandbroadland.gov.uk/zz-helphub-snc</a></p>
<b>Foodbanks and other food support</b>	
<p><b>Waveney Foodbank</b></p>	<p>Different professionals can issue food vouchers, such as health visitors, social workers and citizens advice, which you can redeem at a foodbank.</p>
<p><b>Community Table - Diss</b> Open to everyone.</p>	<p>Hope Church Diss Every Friday: 10:30 - 11:30 (open during foodbank hours)</p>
<p><b>FairShare Free Food Scheme - Diss</b> Open to anyone who needs</p>	<p>The Corn Hall (previously at Diss Youth and Community Centre) Every Thursday: 15:00 -16:00</p>
<b>Financial Support</b>	
<p><b>Norfolk Assistance Scheme</b> –Support for those in financial hardship - such as for fuel costs, food boxes, white good and essential furniture, school uniform, digitally equipment.</p>	<p>Norfolk Assistance Scheme - Norfolk County Council or call: 01603 223392 (option 5)</p>
<p><b>South Norfolk District Council Hardship Fund</b> - To support residents who are experiencing severe hardship due to the coronavirus crisis.</p>	<p>Application - <a href="https://forms.south-norfolk.gov.uk/councilforms/CoronavirusHardshipFund/Status">https://forms.south-norfolk.gov.uk/councilforms/CoronavirusHardshipFund/Status</a> - Link to application Website - <a href="https://www.southnorfolkandbroadland.gov.uk/support-residents/can-help">https://www.southnorfolkandbroadland.gov.uk/support-residents/can-help</a></p>

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Support Service:	Contact/How to Access:
<b>Citizens Advice Norfolk</b> - Advice including on benefits, tax credits and debt	Advice line – 0800 144 88 48 <a href="https://www.ncab.org.uk/i-need-help-2">https://www.ncab.org.uk/i-need-help-2</a>
<b>StepChange</b> - Free independent debt advice, online or via telephone	<a href="http://www.stepchange.org">www.stepchange.org</a> 0800 139 1111 (Mon -Fri 8am- 8pm, Sat 8am - 4pm)
<b>Turn2Us</b> - Online grant and benefit search	<a href="https://www.turn2us.org.uk/Get-Support">https://www.turn2us.org.uk/Get-Support</a>
<b>Housing and Homelessness</b>	
<b>South Norfolk District Council Housing</b>	01508 533701 <a href="https://www.southnorfolkandbroadland.gov.uk/housing">https://www.southnorfolkandbroadland.gov.uk/housing</a>
<b>Shelter</b> - Independent advice and support on housing and homelessness	Urgent helpline – 0808 800 4444 (8am – 8pm weekdays, 9am – 5pm weekends) <a href="https://england.shelter.org.uk">https://england.shelter.org.uk</a>
<b>Health /Mental Health support contacts:</b>	
<b>Urgent Care and Emergency</b>	Call 999 in a life or limb threatening emergency Call NHS 111 for emergency information and help Find Accident and emergency services services - NHS ( <a href="http://www.nhs.uk">www.nhs.uk</a> )
<b>Find a dentist</b>	<a href="https://www.nhs.uk/service-search/find-a-dentist">https://www.nhs.uk/service-search/find-a-dentist</a>
<b>Find a doctor</b>	<a href="http://www.nhs.uk/service-search/find-a-GP">www.nhs.uk/service-search/find-a-GP</a>
<b>Just One Norfolk</b> – Children and Young People’s Health Support.	Just One Number- 0300 300 0123 <a href="http://www.justonenorfolk.nhs.uk">www.justonenorfolk.nhs.uk</a>
<b>Chat Health</b> - Confidential text messaging service with NHS nursing team for 11-19 yr olds.	Text: 07480 635060 Reply within 24 hrs from an NHS nurse between 9am-5pm Mon- Fri (except bank holidays).

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<b>KOOTH</b> - Online mental wellbeing community for young people	<a href="http://www.kooth.com">www.kooth.com</a>
<b>MIND</b> - Offer mental health services	<a href="http://www.norfolkandwaveneymind.org.uk">www.norfolkandwaveneymind.org.uk</a>
<b>Norfolk &amp; Waveney Wellbeing Service</b> - Offer help and support to improve wellbeing, stress, low mood and anxiety.	<a href="http://www.wellbeingnands.co.uk">www.wellbeingnands.co.uk</a> 16+ can self-refer online or by calling: 0300 123 1503- lines open 9am-5pm
<b>Samaritans</b>	Free phone: 116123 <a href="http://www.samaritans.org/branches/norwich/">www.samaritans.org/branches/norwich/</a>
<b>Norfolk First Response</b> 24/7 Mental Health Support Line	0808 196 3494 <a href="https://www.nsfh.nhs.uk/first-response/">https://www.nsfh.nhs.uk/first-response/</a>
<b>Better Together Norfolk</b> - Supporting Adults with Social Isolation	<a href="https://www.bettertogethernorfolk.org.uk/referral-information/">https://www.bettertogethernorfolk.org.uk/referral-information/</a>
<b>Active Norfolk</b> - Staying active and healthy at home	<a href="http://www.activenorfolk.org/activeathome">www.activenorfolk.org/activeathome</a>
<b>Safeguarding and Domestic Abuse</b>	
<b>Leeway Domestic Abuse Service</b>	<a href="https://www.leewayssupport.org/">https://www.leewayssupport.org/</a> Email: <a href="mailto:adviceandsupport@leewaynwa.org.uk">adviceandsupport@leewaynwa.org.uk</a> Telephone: 0300 561 0077
<b>Norfolk County Council</b> - Children's Advice and Duty Service (CADS), and Multi Agency Safeguarding Hub - Adults	Public line - 0344 800 8020 Young Person's CADS line - call 0344 800 8029 or text 07480 635060
<b>NSPCC</b> - for concerns about a child	Adults concerned about a child - 0808 800 5000 (Mon-Fri 1am - 10pm, Weekends 9am - 6pm) Childline - 0800 111 (Mon - Fri 7.30am - 3.30am, Weekends 9am - 3.30am) <a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a>

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Support Service:	Contact/How to Access:
<b>Family Support for those with children aged 0-5</b>	
<b>Early Childhood and Family Service</b>	<a href="http://www.norfolk.gov.uk/children-and-families/early-childhood-and-family-service">www.norfolk.gov.uk/children-and-families/early-childhood-and-family-service</a>
<b>Homestart Norfolk</b>	<a href="http://www.homestartnorfolk.org">www.homestartnorfolk.org</a> 01603 977040
<b>Young People</b>	
<b>MAP</b> - young people's support service (age 11-25)	Young Person's Helpline: 0800 0744454 <a href="https://www.map.uk.net/">https://www.map.uk.net/</a>
<b>Employment and training</b>	
<b>Norfolk County Council</b> - 16-19 year olds re education, employment and training	<a href="http://www.helpyouchoose.org">www.helpyouchoose.org</a> 0344 800 8022
<b>On Track</b> - 16-24 year olds	<a href="http://www.ontracknorfolk.org">www.ontracknorfolk.org</a> 01603 723845
<b>Norfolk Community College</b> -25 years+	<a href="http://www.norfolkcommunitycollege.co.uk">www.norfolkcommunitycollege.co.uk</a> 01493 419255
<b>Voluntary Norfolk- Chances</b> - Personalised 1:1 support for wellbeing and employment. 18+	Emma Claridge- South Norfolk Chances Advisor <a href="mailto:Emma.Claridge@voluntarynorfolk.org.uk">Emma.Claridge@voluntarynorfolk.org.uk</a> General enquiries- <a href="mailto:chances@norfolk.gov.uk">chances@norfolk.gov.uk</a> 01603 228929
<b>Library Services and Education Services</b> *Please check your library pages to see current opening situation	
<b>Local libraries are:</b> Costessey, Diss, Halreston, Hingham (mobile), Loddon, Long Stratton, Poringland, Wymondham	<a href="http://www.norfolk.gov.uk/libraries-local-history-and-archives/libraries/your-local-library">www.norfolk.gov.uk/libraries-local-history-and-archives/libraries/your-local-library</a>
<b>Adult Community Learning Services</b> Various free courses	<a href="https://www.norfolk.gov.uk/education-and-learning/adult-learning">https://www.norfolk.gov.uk/education-and-learning/adult-learning</a>