

LINK

Signposting Directory



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Working together for CYP mental health



**Ormiston
Families**

Brighter futures

This directory has been created by LINK to support Mental Health Champions in finding services to support their work with children and young people's mental health across Norfolk and Waveney. It brings together local and national resources to support youth mental health.

Updated August 2020

The resources are presented as follows:

Name of Service

Description of service, including what they specialise in and the support they currently offer.



Service website



Service contact number



N&W



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You will see this symbol if the service has an app

You will see this symbol if the service is based in Norfolk & Waveney

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Generic Support

Childline

Telephone support line, 1-2-1 online chat, email support, online toolbox for regulating emotions.



<https://www.childline.org.uk/>



0800 1111

The Mix

Free, confidential support for young people under 25 via online services, social media and over the phone. Helpline open 4pm-11pm daily.



<https://www.themix.org.uk/>



0808 808 4994

Young Minds

Charity that provides information and support around mental health to young people and parents. Helpline open Mon - Fri 9.30am - 4pm.



<https://youngminds.org.uk/>



0808 802 5544

Just One Norfolk

A central hub for all health resources and services in Norfolk, for both physical and mental health. Advice available online.



<https://www.justonenorfolk.nhs.uk/>



0300 300 0123

N&W

Kooth

Free, online counselling available for young people in Norfolk and Waveney. Moderated online forums for peer support and information.



<https://www.kooth.com/>





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Anxiety

Anxiety UK

Telephone helpline and web chat service available to support children and young people presenting with anxiety.



<https://www.anxietyuk.org.uk/get-help/support-for-children-young-people/>
03444 775 774

No Panic

Support for people experiencing anxiety, panic attacks, phobias and OCD. Telephone helpline open 10am - 10pm.



<https://nopanic.org.uk/>
0844 967 4848

Norfolk and Waveney Wellbeing Service

Self-referral service available for young people over 16 years old. Also offers online workshops and webinars around wellbeing.



<https://www.wellbeingnands.co.uk/norfolk/>
0300 123 1503

N&W

Stop, Breathe, Think

A mindfulness website and app designed to encourage young people to use mindfulness to manage their thoughts and feelings.



<https://my.life/>



Smiling Mind

A free app that offers guided mindfulness and meditation to manage feelings in different scenarios, such as school, home and sleep.



<https://www.smilingmind.com.au/>





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Low Mood/Depression

Young People in Mind

Support for young people aged 14-25 living in Great Yarmouth and Waveney. 1:1 counselling, group sessions and workshops available.



<http://www.norfolkandwaveneymind.org.uk/>

0300 330 5488

N&W

SHOUT

SHOUT is a free, 24/7 crisis text line service for people struggling with their mental health. People receive support from a trained crisis volunteer.



<https://www.giveusashout.org/>

Text: 'SHOUT' to 85258

Norfolk and Waveney Wellbeing Service

Self-referral service available for young people over 16 years old. Also offers online workshops and webinars around wellbeing.



<https://www.wellbeingnands.co.uk/norfolk/>

0300 123 1503

N&W

ChatHealth Norfolk

Confidential support for young people aged between 11 - 19 years old. Mon - Fri, 9am - 6pm and Sat, 9am - 1pm.



<https://www.justonenorfolk.nhs.uk/our-services/chathealth>

Text to start a conversation: 07480 635 060

N&W

Stem 4

A charity supporting teenage mental health. Apps are available as well as specific support for education professionals. A range of online resources.



<https://stem4.org.uk/>
<https://stem4.org.uk/schools/>





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Suicidal Ideation

First Response

First Response is a 24/7 helpline offering immediate advice, support and signposting for people with mental health difficulties.



<https://www.nsfh.nhs.uk/Find-help/Pages/Helpline.aspx>



0808 196 3494

N&W

Papyrus

Papyrus is a charity dedicated to the prevention of young suicide. Helpline available for young people and concerned others.



<https://papyrus-uk.org/>



0800 068 41 41

Stamp Out Suicide

Free over-the-phone counselling service for people living with thoughts of suicide. Advice for people supporting others with suicidal thoughts.



<https://www.stampoutsuicide.co.uk/>



07766 808 222

Stay Alive App

A free app that provides suicide prevention resources including a safety plan, reasons for living and a life box for storing important photos.



<https://www.prevent-suicide.org.uk/find-help-now/stay-alive-app/>



Charlie Waller Memorial Trust

Information and resources for children, young people, parents/carers and professionals around supporting low mood, depression and self-harm.



<https://www.cwmt.org.uk/>





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Self-Harm

Calm Harm App

A free app designed to help people 'ride the wave' when they have the urge to self-harm. Offers a variety of distraction techniques.



<https://calmharm.co.uk/>



Self Injury Support

Support through email, telephone and webchat for women and girls who self-harm. Resources and further training available for men and women.



<https://www.selfinjurysupport.org.uk/>



Call: 0808 800 8088 Text: 07537 432444

Alumina

A free, online 6-week course for young people aged between 14 and 19 years old and struggling with self-harm.



<https://www.selfharm.co.uk/alumina>

Young Minds Crisis Messenger

A free text crisis service that provides 24/7 support to young people with mental health difficulties.



<https://youngminds.org.uk/find-help/get-urgent-help/youngminds-crisis-messenger/>



Text 'YM' to 85258

On My Mind

Resources provided by the Anna Freud Centre that have been co-produced by young people. Resource bank of self-care strategies.



<https://www.annafreud.org/on-my-mind/>





Obsessive Compulsive Disorder (OCD)

OCD Action

An OCD charity that provides support and resources for people with OCD. Support available by telephone or email.



<https://www.ocdaction.org.uk/i-need-information-support>



0845 390 6232

OCD UK

A charity that provides support over the phone, over email and through support groups. OCD Young Ambassadors project is also available.



<https://www.ocduk.org/>



03332 127890

Norwich OCD Peer Support

Peer-led group that offers support and information to those living with OCD and similar conditions. Currently over Zoom. Email for more info.



nopsgroup@gmail.com



07725918733

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Eating Disorders

Beat

A national eating disorder charity based in Norwich that offers 1:1 webchat, telephone helplines, online peer coaching and online support groups.



<https://www.beateatingdisorders.org.uk/>



0808 801 0677

N&W

Eating Matters

Norwich-based charity that offers support for people with mild to moderate disordered eating. Young people can self-refer on the website.



<https://eatingmatters.org.uk/>



01603 767062

N&W

Change 4 Life

A service provided by the NHS that supports young people and their families to adopt healthy lifestyle habits.



<https://www.nhs.uk/change4life>

Seed

A charity that provides information for young people and teachers around disordered eating. They also provide a advice line.



<https://seedeatingdisorders.org.uk/>



01482 718130

Anorexia and Bulimia Care

Helpline available for both people suffering with disordered eating and their friends and family.



<https://www.anorexiabulimiacare.org.uk/>



03000 11 12 13





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Bereavement

Nelson's Journey

Supports bereaved children and young people in Norfolk. Support Line Service available for families and professionals, young people by referral.



<https://nelsonsjourney.org.uk/>



01603 431788

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Winston's Wish

Child bereavement charity that offers a telephone helpline, email support service and online chat for children, families and professionals.



<https://www.winstonswish.org/>



08088 020 021

Child Bereavement UK

A child bereavement charity that support young people up to 25 and their families when a child is grieving or when a child dies. Helpline available.



<https://www.childbereavementuk.org/>



0800 02 888 40

Cruse Bereavement – Norwich and Central Norfolk

An organisation that can offer advice, training and 1:1 support for people that have been bereaved.



<https://www.cruse.org.uk/get-help/local-services/eastern-england/norwich-and-central-norfolk>



01603 219977

N&W

Blue Cross – Pet Bereavement

Support available after the loss of a pet through telephone helpline and email support. Resources available online.



<https://www.bluecross.org.uk/pet-bereavement-and-pet-loss>



0800 096 6606



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Domestic Abuse

Leeway

Charity that offers support to children, young people and adults affected by domestic abuse in Norfolk and Suffolk. Helpline available.



<https://www.leewayssupport.org/>



0300 561 0077

N&W

The Harbour Centre

A centre based in Norfolk that provides advice and support to people that have experienced sexual assault. Helpline available 24/7.



<https://www.theharbourcentre.co.uk/>



01603 276381

N&W

Pandora Project

A Norfolk-based service that provides advice and support to adults and children affected by domestic abuse. Support through contact form or live chat on the website (Mon-Fri, 1pm-3pm)



<https://www.pandoraproject.org.uk/>

<https://www.pandoraproject.org.uk/contact-us/>

N&W

Norwich Connect – Spurgeons

An organisation that supports people living in Norwich that have been affected by domestic abuse.



<https://spurgeons.org/norwichconnect/>



01603 628122

N&W

Sue Lambert Trust

Based in Norfolk, available for anyone that is a survivor of sexual abuse from age 11+. Counselling, support groups and resources available.



<https://www.suelamberstrust.org/>

Norwich: 01603 622406



Great Yarmouth: 01493 806259

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Anti-Social/Criminal Behaviour

Breaking Barriers

Provided by Ormiston Families, supports children and young people when a close family member is incarcerated. Information for professionals too.



<https://www.ormiston.org/what-we-do/working-with-families-affected-by-offending/breaking-barriers/>

01473 724517

N&W

Norfolk Youth Offending Team

A service that supports young people aged 10-18 who have committed offences, and work with young people aged 8-17 who are at risk of offending.



Norwich (Central Norfolk): 01603 679100

Great Yarmouth (East, North, South Norfolk): 01493 448120

King's Lynn (Thetford, West Norfolk): 01553 614950

N&W

You & Co

Provided by Victim Support, a service that helps young people cope with the impact of crime. Helpline, information and resources online.



<https://www.youandco.org.uk/>



Norfolk: 0880 1689 1111

N&W

Prisoners' Families Helpline

Support available if a family member is in contact with the criminal justice system. Helpline open Mon-Fri 9am - 8pm, Sat-Sun 10am - 3pm.



<https://www.prisonersfamilies.org/>



0800 808 2003

Relate

Support available for the parents of a young person that has been accused of a crime. Free live webchat with a counsellor for parents.



<https://www.relate.org.uk/relationship-help/help-family-life-and-parenting/parenting-teenagers/behaviour/crime-and-anti-social-behaviour>



01603 625333

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Drug and Alcohol Support

The Matthew Project

Norfolk-based support for young people and their families coping with substance misuse. 1:1 coaching, wellbeing support and group support.



<https://www.matthewproject.org/youthandfamilies>

Office: 01603 216420

Advice and Referrals: 0800 970 4866

N&W

Change Grow Live

A service that supports adults with alcohol and drug misuse. Also provides support and information for friends and family.



<https://www.changegrowlive.org/alcohol-drug-behaviour-change-norfolk/help>

01603 514096

N&W

NACOA

Support for children affected by their parent's alcohol abuse. Support available over the phone or email, resources available online.



<https://www.nacoa.org.uk/>

0800 358 3456

Talk to Frank

Information for young people around drugs. Support available through helpline, text service, email and online webchat (Mon-Sun, 2pm-6pm)



<https://www.talktofrank.com/>

Call: 0300 123 6600

Text a question to: 82111

The Mix - Drink & Drugs

Information and resources for young people around drugs and alcohol. Telephone helpline, online 1:1 webchat and crisis text service available.



<https://www.themix.org.uk/drink-and-drugs>

0808 808 4994



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Sexuality and Gender

Norfolk LGBT+ Project

Norfolk-based service for people looking for support with their sexuality and gender. 1:1 support, groups and online support.



<http://www.norfolklgbtproject.org.uk/>



01603 219299

N&W

Mermaids

Support for transgender and gender-diverse young people and their families. Support for professionals available. Helpline, webchat, email support and text service.



<https://mermaidsuk.org.uk/>



Call: 0808 801 0400 (Mon-Fri, 9am-9pm)

Text: 'Mermaids' to 85258

Galop

Galop gives advice and support to people who have experienced biphobia, homophobia, transphobia, sexual violence or domestic abuse.



<http://www.galop.org.uk/>



0800 999 5428

MAP - Evolve

Evolve is a free, confidential gender identity support service for young people in Norfolk. 1:1 support, group support and advice available.

<https://www.map.uk.net/for-young-people/groups/evolve/>



Email: evolve@map.uk.net

N&W





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Family Wellbeing

Early Help and Family Support

For families that are experiencing difficulties, which may include mental health problems, domestic abuse, drug/alcohol dependency, school refusal, debt problems or housing issues. Advice and guidance over the phone available. Support and training available for professionals.



<https://www.norfolk.gov.uk/children-and-families/early-help-and-family-support>



Breckland - 01362 654515

Broadland - 01603 217612

North Norfolk - 01603 217612

Norwich - 01603 224101

South Norfolk - 01508 533933

West Norfolk and King's Lynn - 01553 669276

Great Yarmouth (East) - 01493 448188

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Solihull

A free parenting course to help parents understand their child's thoughts, feelings and behaviour. Currently online, group support available.



<https://www.justonenorfolk.nhs.uk/>



Solihull info is at the bottom of the homepage

0300 300 0123

N&W

Benjamin Foundation

Norfolk-based service offering support for families around housing, childcare, youth support and emotional support.



<https://benjaminfoundation.co.uk/>



01603 615670

N&W

Home Start Norfolk

Home Start provide free support to families that have at least one child under five in Norfolk. Professionals can refer families with consent, or families can refer themselves.



<https://homestartnorfolk.org/>



01603 977040

N&W



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Staff Wellbeing

Education Support

UK charity that provides mental health and wellbeing support to professionals working in education. Free, 24/7 helpline.



<https://www.educationsupport.org.uk/>



08000 562 561

Wellbeing Service

Service available for anyone over 16 that offers mental health and wellbeing support. Self-refer online. Online webinars and info available.



<https://www.wellbeingnands.co.uk/norfolk/>



0300 123 1503

N&W

Anna Freud Centre

Booklets, advice and guidance on supporting staff wellbeing in schools and colleges.



<https://www.annafreud.org/schools-and-colleges/>

<https://www.annafreud.org/schools-and-colleges/resources/10-steps-towards-staff-wellbeing/>

Mentally Healthy Schools

Resource bank for educational professionals around mental health and wellbeing. Section around staff wellbeing available.



<https://www.mentallyhealthyschools.org.uk/whole-school-approach/supporting-staff-wellbeing/>

Teach Together

Teach Together is a free, wellbeing text message service from the Chartered College of Teaching. Teachers receive up to one wellbeing text a week.



<https://chartered.college/teachtogether/>





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School Support

Red Balloon

Alternative schooling for children and young people that struggle with their emotional health and cannot attend mainstream school.



<https://www.redballoonlearner.org/centres/red-balloon-norwich/>

01603 622288

N&W

Bullying UK

Part of Family Lives, Bullying UK offers a confidential telephone helpline and an online webchat service for young people.



<https://www.bullying.co.uk/>

0808 800 2222

NSPCC

Information and resources around bullying. Support line available for those that are concerned about a child, for both families and professionals.



<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/bullying-and-cyberbullying/>

0808 800 5000

Mentally Healthy Schools

Resource bank for educational professionals around mental health and wellbeing, including lesson plans, assembly guides and research.



<https://www.mentallyhealthyschools.org.uk>

Just One Norfolk

Resource library from Just One Norfolk including information around school transitions, regulating emotions, service leaflets and more.



<https://www.justonenorfolk.nhs.uk/resource-library>

0300 300 0123





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SEND

Norfolk SEND Partnership

Provides free, confidential advice around supporting CYP with SEND and their families. Information for families and professionals.



<https://www.norfolksendpartnershiass.org.uk/>



01603 704070

N&W

ADHD Norfolk

ADHD Norfolk offers support and advice for young people with ADHD/ADD and their families. Coaching service and drop ins available.



<https://www.adhdnorfolk.org.uk>



01263 734 808

N&W

Autism Anglia

Support for autistic children and their families. Information and resources for professionals working with autistic young people.



<https://www.autism-anglia.org.uk/>



01206 577678

N&W

ASD Helping Hands

Charity supporting people across the autistic spectrum in Norfolk and Suffolk. Advice and support available for families and professionals. No diagnosis required.



<https://www.asdhelpinghands.org.uk/>



01362 288110

N&W

Education Psychology and Specialist Support – Core Consultations

Free consultation with a SEND specialist for Norfolk schools. Advice, support and guidance given within the session. Currently online.



<https://communitydirectory.norfolk.gov.uk/Services/12610>

Email: joan.mclauchlan@norfolk.gov.uk

liz.jones@norfolk.gov.uk

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