

# Helplines and Resources for Parents To Support Their Child

**YoungMinds Parents Helpline** – is a free helpline for any adult who is concerned about the emotional problems, behaviour or mental health of a young person up to 25.

Parent's Helpline number is 08088025544      Monday - Friday 9:30am - 4:00pm.

---

**JUST ONE NORFOLK** – [www.justonenorfolk.nhs.uk](http://www.justonenorfolk.nhs.uk)

You can call to discuss support for your child. You can also visit their website where they have further advice and guidance around supporting self-harm.

Call 0300 300 0123.

Just One Number is our single point of access for all Norfolk Healthy Child Programme services.

You can get in touch with Just One Number by calling **0300 300 0123**.

Your call might be for an appointment change, or you might have a parenting question or a worry about your child's physical or emotional health. Whatever your reason to call, our team are here to help you.

## **Opening hours**

Monday: 8:00am - 6:00pm

Tuesday: 8:00am - 6:00pm

Wednesday: 8:00am - 6:00pm

Thursday: 8:00am - 6:00pm

Friday: 8:00am - 6:00pm

Saturday: 9:00am - 1:00pm

Sunday: CLOSED

---

**MENTALLY HEALTHY SCHOOLS** They have numerous helpful documents in their resources section regarding self-harm. [www.mentallyhealthyschools.org.uk](http://www.mentallyhealthyschools.org.uk)

---

**CHARLIE WALLER MEMORIAL TRUST** This organisation has helpful documents that can be downloaded for parents around managing mental health and support.

Call 01635 869754      9am and 5pm, Monday to Friday

---

**Papyrus** – a charity aimed at preventing young suicides.

Helpline called **HOPELineUK** - 08000684141

---

**adhdnorfolk.org.uk** – getting access to information and support for those living with ADHD.  
enquiries@adhdnorfolk.org.uk

Phone – 01263 734808

---

**autism-anglia.org.uk.** Autism Anglia is an independent charity that provides care and support to autistic children, adults, and their families in East Anglia. Personalised approaches that provide each individual with the necessary skills and strategies to enable them to realise their own strengths and abilities.

Phone – 01206 57767

---

**norfolkandwaveyenmind.org.uk**

Whether it's you, someone in your family, a friend or a work colleague, we are here to support you.

Call us on **0300 330 5488 - Option 1** where you will be met by a Recovery Triage Operator who will support you to find the service or intervention that is right for you.

If we can't offer a service to meet your needs, we will work with you to find a service that is right for you.

Our phone line is open Monday to Friday (except for bank holidays) between 9.00am and 4.00pm

---

**asdhelphinghands.org.uk** Offer guidance, practical advice and support whether you are personally affected or you are an associated family member, carer, friend or professional. We will actively champion the rights of all people affected by an ASD.

Call - 01362685860

---

**annafreud.org** Our Parents and Carers resources offer advice and guidance to help support the children and young people who may be struggling with poor mental health.  
Email [info@annafreud.org](mailto:info@annafreud.org)

Call – 020 7794 2313  
(0)20 77942313  
E:[info@annafreud.org](mailto:info@annafreud.org)

**nelsonsjourney.org.uk** - supports children and young people in Norfolk with their bereavement needs, helping to them to understand and cope with their feelings.

Call - 01603 431788

---

**childbereavement.org.uk** We support children and young people when someone important to them has died or is not expected to live, and parents and the wider family when a baby or child of any age dies or is dying.

Helpline on 0800 02 888 40

---

**communitydirectory.norfolk.gov.uk** – web site to find all services to support you in the area you live.

---

## **Urgent Mental Health Helpline**

To help you remember the number to contact urgent mental health support 24/7, you can now call 111 and select option 2.

You can also still use the First response number found here:

0808 196 3494

Point 1 is available for referrals and telephone support for young people and their families.

Families can get in touch via phone by calling

0800 977 4077

## **If you need help urgently:**

- If you need an emergency service dial **999**
- If you are feeling unsafe, distressed, or worried about your mental health call 111.
- If you feel you are in crisis, experiencing feelings of despair, or are suicidal, contact the **Samaritans** on **116 123**
- You can also call your GP