

# Helplines and Resources for Adults

**Samaritans** – provide emotional support for people 24hours a day, 365 days a week. They allow people to talk about feelings of distress and despair and are no judgemental.

Phone – 116 123

Email – [jo@samaritans.org](mailto:jo@samaritans.org)

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**Rethink Advice and Information Service** – practical help and information on issues such as mental health, community care, debt, benefits, criminal and carers' rights.

Phone – 0300 5000927

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**norfolkandwaveymind.org.uk** - offers services including supported housing, crisis helplines, drop-in centres, employment and training schemes, counselling and befriending.

Phone - **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 they can't offer a service to meet your needs, they will work with you to find a service that is right for you.

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

[www.norfolkandwaveneymind.org.uk](http://www.norfolkandwaveneymind.org.uk)

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**Rethink -**

[www.rethink.org/aboutus/what-we-do/advice-and-information-service/](http://www.rethink.org/aboutus/what-we-do/advice-and-information-service/) - mental illness advice and information service offering practical help on a range of topics such as welfare benefits, community care and carer's rights. They also offer general information on living with mental illness, medication and care.

Phone – 0120 522 7007

Email - [info@rethink.org](mailto:info@rethink.org)

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**Every Mind Matters -**

[www.nhs.uk/every-mind-matters/](http://www.nhs.uk/every-mind-matters/) - expert advice and practical tips to help you look after your mental health and wellbeing, so discover what works for you.

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**Citizens Advice –** - General advice on any issues affecting people’s lives.

Phone - 0800 1448848

Email - [www.ncab.org.uk/email-advice-form](http://www.ncab.org.uk/email-advice-form)

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**Relate -**

[www.relate.org.uk/](http://www.relate.org.uk/) - Relationship advice and counselling.

Phone – 01603 664322

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**Domestic Abuse -**

[www.norfolk.gov.uk/safety/domestic-abuse](http://www.norfolk.gov.uk/safety/domestic-abuse) - for more information and guidance.

**Local organisations**

**Leeway refuge services**

- 24-hour telephone helpline – 0300 561 0077
- Residential services including short term emergency accommodation

**Orwell refuge services (Haven Project)**

- 0845 467 4876
- Emergency accommodation for females in South Norfolk

**NIDAS – Norfolk Integrated Domestic Abuse Services (medium and high risk support)**

- Telephone: 0300 561 0555 (9am and 6:30pm on weekdays, between 9am and 3pm on weekends)
- Text: 07860 063 464
- Out of hours: 0808 2000 247
- Direct support for medium and high risk cases across Norfolk
- Home safety support for high risk victims

#### **Norfolk and Suffolk Victim Care (standard risk)**

- Telephone: 0300 303 3706 (Norfolk and Suffolk Victim Care, 8am-5pm Monday-Friday)
- National Helpline: 0808 1689 111 (24 hours)
- Telephone and face to face support for male and female victims

#### **Pandora Project (standard risk support North and West Norfolk)**

- Email: [info@pandoraproject.org.uk](mailto:info@pandoraproject.org.uk)

#### **Daisy Programme (standard risk support Breckland)**

- Telephone: 01953 880903
- Email: [help@daisyprogramme.org.uk](mailto:help@daisyprogramme.org.uk)

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#### **Wellbeing In Norfolk -**

[www.wellbeingnands.co.uk/norfolk/](http://www.wellbeingnands.co.uk/norfolk/) - Different types of wellbeing support are available to people living in Norfolk

Phone - 0300 123 1503

Lines open Monday to Friday (excluding Bank Holidays) from 9 am to 5 pm.

Email - [admin@wellbeingnandw.co.uk](mailto:admin@wellbeingnandw.co.uk)

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**Men's Health Forum** – provides free, independent health information focusing on male health issues, including mental health.

Phone - 0330 097 0654

Email – [manmot@menshealthforum.org.uk](mailto:manmot@menshealthforum.org.uk)

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**Action For Happiness** – a movement of people committed to building a happier and more caring society, by helping people to take practical action.

Website – [www.actionforhappiness.org](http://www.actionforhappiness.org)

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**Sane** – aims to improve the lives of anyone affected by mental illness.

Phone – 0203 805 1790

Email – [info@sane.org.uk](mailto:info@sane.org.uk)

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**Shout 85258** – is a free 24/7 text messaging support service for anyone struggling to cope.

Text “Shout” to 85258 for help with your mental health.

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**No Panic** – offers advice, support and help for people living with phobias, OCD and any other anxiety disorders.

Phone – 03007729844 every day, 10.00am – 10.00pm 365 days of the year.

[nopanic.org.uk](http://nopanic.org.uk)

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**anxietyuk.org.uk** - offers an extensive range of support services designed to help control anxiety rather than letting it control you.

Help line – 03444 775 774 text support 07537 416 905 open Mon –Fri 9.30-17.30

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**wellbeinghands.co.uk** – to support anxiety and depression

Call: **0300 123 1503\*** Lines open Monday to Friday (excluding Bank Holidays)

from 9 am to 5 pm.

Email - [admin@wellbeingnandw.co.uk](mailto:admin@wellbeingnandw.co.uk)

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**Bipolar UK** – a national charity dedicated to supporting individuals with a diagnosis of bipolar disorder, as well as families and carers.

Phone – 0333 323 3880

Email – [info@bipolaruk.org](mailto:info@bipolaruk.org)

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**Triumph Over Phobia** - a UK charity which aims to help sufferers of phobias, obsessive compulsive disorders and other related anxiety to overcome their fears.

Phone – 01225 571 740

Email – [info@topuk.org](mailto:info@topuk.org)

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**Self-Harm –**

**Harmless** – a user led organisation that provides a range of services about self-harm, including support, information, to people who self-harm, their friends and families. Includes resources on alternative coping strategies.

Email – [info@harmless.org.uk](mailto:info@harmless.org.uk)

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**Bereavement Advice Centre** - supports and advises people after death.

Phone – 0800 634 9494

Website – [www.bereavementadvice.org](http://www.bereavementadvice.org)

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**Child Bereavement UK** - supports families when a child has died or when a child is facing bereavement.

Phone – 0800 028 8840

Email – [support@childbereavementuk.org](mailto:support@childbereavementuk.org)

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**The Compassionate Friends** – a charitable organisation of bereaved parents, siblings and grandparents dedicated to providing peer support for other bereaved parents, siblings and grandparents.

Phone – 0345 123 2304

Email – [helpline@tcf.org.uk](mailto:helpline@tcf.org.uk)

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**asdhelpinghands.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

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

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**Women's Aid** – a live chat to support women in crisis.

Join chat on - [chat.womensaid.org.uk](https://chat.womensaid.org.uk)

Email - [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

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**National Domestic Abuse Helpline** – for those experiencing domestic abuse.

Phone - 0808 2000 274

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**Southall Black Sisters** – to support any women/girl who is experiencing violence.

Phone - 020 8571 9595

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**Domestic Abuse Helpline for Men**-This helpline is for men experiencing domestic violence.

Phone - 0808 801 0327 (Monday to Friday, 9am to 5pm)

Email: [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)

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**Refuge** – provide help and information about domestic violence.

Phone – 0808 2000 247

Email – [helpline@refuge.org.uk](mailto:helpline@refuge.org.uk)

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**Survivors UK** – provides help and support for men who have experienced sexual abuse or violence.

Phone – 0203 598 3898

Email – [info@survivorsuk.org](mailto:info@survivorsuk.org)

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### **Counselling Services**

<https://www.nhs.uk/conditions/stress-anxiety-depression/free-therapy-or-counselling/>

<https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/mental-health/support-for-mental-health>

<https://www.mind.org.uk/need-urgent-help/using-this-tool>

**Counselling Directory** – provides a free, confidential directory of trained, professional counsellors and therapists in the UK.

Phone – 0844 8030 240

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**Carers Trust** – a charity for, with and about carers. They work to support carers through a wide range of information, providing respite care services and online peer support, including a dedicated community for young carers under 18.

Phone – 0844 800 4361

Email – [support@carers.org](mailto:support@carers.org)

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**Money Advice Service** – a free service set up by the government that provides information on all money related matters via a helpline and online information.

Phone – 0800 138 7777

Website – [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

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## **Eating Disorders**

**ABC (Anorexia and Bulimia Care)** – a national UK eating disorder organisation providing ongoing care, emotional support and practical guidance for anyone affected by eating disorders.

Phone – 0300 011 1213

Email – [support@anorexiabulimiare.org.uk](mailto:support@anorexiabulimiare.org.uk)

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**Beat** – UK’s leading charity supporting anyone affected by eating disorders.

Phone – 0345 634 1414

Email – [help@b-eat.co.uk](mailto:help@b-eat.co.uk)

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**Addaction** – supports adults, children, young adults and older people to make positive behavioural changes around alcohol, drugs, mental health and wellbeing.

Phone – 020 7251 5860

Email – [info@addaction.org.uk](mailto:info@addaction.org.uk)

Website – [www.addaction.org.uk](http://www.addaction.org.uk)

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**Adfam – Families, drugs and alcohol** – provides information and support for families affected by drugs and alcohol.

Phone 0207 553 7640

Email – [amin@adfam.org.uk](mailto:amin@adfam.org.uk)

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**Alcoholics Anonymous** – runs self-help groups across the UK for anyone affected by alcohol.

Phone – 0800 9177 650

Email – [help@alcoholics-anonymous.org.uk](mailto:help@alcoholics-anonymous.org.uk)

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**Cocaine Anonymous** – organisation running self-help groups for those with substance use issues relating to cocaine.

Phone – 0800 612 0225

Email – [wtf@cauk.org.uk](mailto:wtf@cauk.org.uk)

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**Drink Aware** – independent charity working to reduce alcohol misuse and harm in the UK.

Phone – 0207 766 9900

Email – [contact@drinkaware.co.uk](mailto:contact@drinkaware.co.uk)

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**Marijuana Anonymous UK** – organisation running self-help groups across the UK with substance misuse issues relating to marijuana.

Phone – 0300 124 0373

Email – [helpline@marijuana-anonymous.org.uk](mailto:helpline@marijuana-anonymous.org.uk)

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**Rape Crisis** – is a national charity supporting anyone who is experienced rape, child sexual abuse and /or any other kind of sexual violence.

Phone – 0808 802 999

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**NAPAC** – The National Association for People Abused in Childhood provides support for people affected by sexual abuse in childhood through a support line, free online resources and training.

Phone – 0808 801 0331

Website – [www.napac.org.uk](http://www.napac.org.uk)

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### **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