

Pathways and Signposting information

Please note this is by no means an exhausted list of all the support information & guidance you can find. This document is more focused on local support available in the Norfolk, Suffolk, & Waveney areas.

Crisis Support and Helplines for Mental Health		
Name of service	Purpose	Link or contact details
Norfolk Crisis Team	Crisis mental health support	Call 111 option 2
Samaritans	Helpline	Free call 116 123 jo@samaritans.org
Mind crisis services	Guide on services and how to access them	Useful contacts - crisis services - Mind
Shout	Confidential 24/7 text message support	Shout - UK's 24/7 Crisis Text Service for Mental Health Support Shout 85258 (giveusashout.org) Text SHOUT to 85258
Just One Norfolk/ Just One Number	Worry about CYP physical mental or emotional health	Phone: 0300 300 0123 Text: Parentline 07520 631590 Visit: www.justonenorfolk.nhs.uk

Referral options for support and useful contact numbers for Norfolk and Suffolk		
Just One Norfolk/ Just One Number	Worry about CYP physical mental or emotional health	Phone: 0300 300 0123 Text: Parentline 07520 631590 Visit: www.justonenorfolk.nhs.uk
Ealy Help	Request early help referral form	Get early help - Norfolk County Council
Nansa	Sleep hygiene support for SEN referral	Sleep Service Nansa Call the help line on 01603 728673
My GP	Can access and ask questions about circumstance, make referrals on your behalf, contact other professionals, advise on next steps.	

My child is experiencing mental health or wellbeing issues and I need some support		
Just One Norfolk/ Just One Number	Worry about CYP physical mental or emotional health	Phone: 0300 300 0123 Text: Parentline 07520 631590 Visit: www.justonenorfolk.nhs.uk
Young Minds	Young people's mental health help and advice	Parents Mental Health Support Advice for Your Child YoungMinds
Anxiety UK	National charity helping those with anxiety, providing helpline, resources, information, books, and guidance.	National charity helping people with Anxiety - Anxiety UK Helpline: 03444 775774 Text: 07537416905
Early help	Early help is about giving information, advice and guidance to families.	Get early help - Norfolk County Council

I am a child who is experiencing mental health or wellbeing issues and I need someone to talk to

Young Minds	Young people's mental health help and advice	YoungMinds Mental Health Charity For Children And Young People YoungMinds
Mind-Youth Service	11-18 living in great Yarmouth and Waveney struggling with mental health and emotional difficulties	Norfolk and Waveney Mind - Young People in Mind Service
Shout	Shout is the UK's first and only free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.	Shout - UK's 24/7 Crisis Text Service for Mental Health Support Shout 85258 (giveusashout.org) Text SHOUT to 85258
Kooth	Personalised mental health support for CYP	APP Kooth for Children & Young People - Kooth plc
Stay Alive	Suicide prevention app which offers help and support both to people with thoughts of suicide and to people concerned about someone else.	App
CALM	reduce stress and anxiety, all with the help of guided meditations, soothing music, and bedtime stories	App
Samaritans	Helpline	116 123 (freephone) jo@samaritans.org
Stop Panic and Anxiety Self-help Rethink	This self-help app reminds you of your strengths and ability to cope when panic is triggered.	App
Daylio (Diary Mood Tracker)	Daylio collects recorded moods and activities in the statistics and calendar. This format will help you to understand your habits better..	App
Anxiety UK	National charity helping those with anxiety, providing helpline, resources, information, books, and guidance.	National charity helping people with Anxiety - Anxiety UK Helpline: 03444775774 Text: 07537416905
MAP	11-25d free confidential support information and guidance on housing money and mental health	01603 766994 info@map.uk.net
Cup-o-t	provide mental health interventions and wellness sessions to young people and adults.	Cup-O-T: Wellness and Therapy Services – A non-profit mental health service

We need some family support during a difficult time

Just One Norfolk/ Just One Number	Family Hubs	Phone: 0300 300 0123 Text: Parentline 07520 631590 Visit: www.justonenorfolk.nhs.uk Family Hubs (justonenorfolk.nhs.uk)
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Early help	Early help is about giving information, advice, and guidance to families.	Get early help - Norfolk County Council
Norfolk Citizens Advice	Norfolk Citizens Advice offers free, confidential, and impartial advice	Get free, high-quality Advice — Norfolk Citizens Advice (ncab.org.uk)
NACC	National Association of child contact centres. They have lots of advice for children, parents, and professionals around contact	Links for Parents - NACCC Child Contact Centres - NACCC
CAFCASS	Advice for children/parents who are going through court re contact.	Home - Cafcass - Children and Family Court Advisory and Support Service

We need some neurodiversity information, guidance, and support

National Autistic Society	Advice and guidance and wide range of information about autism.	National Autistic Society (autism.org.uk)
Lapis	Offer affordable remote therapy to people affected by disability, autism and life changing health issues and their families.	100517-LAPIS-A5.pdf (resourcesforautism.org.uk)
ADHD Norfolk	Work with individuals' parents, families, schools, and organisation to support and guidance for ADHD-ASD.	adhdnorfolk.org.uk
Norfolk and Waveney Mind	Information guidance and further links	Norfolk and Waveney Mind - ADHD
Your GP	Assessment, support, guidance, contacts, professional involvement, referral enquiries	
Helping Hands	Information support and guidance, parent groups for those with neurodiverse needs	https://www.asdhelpinghands.org.uk/
NANSA	Nansa's Sleep Service aims to be there for families of children, with SEND, experiencing ongoing sleep difficulties; and is currently funded by the NHS Norfolk & Waveney Integrated Care Board (ICB).	Sleep Service Nansa Call the help line on 01603 728673

List of additional support

Abuse

- NIDAS 0300 561 0555 / 07860 063464
- Leeway 0300 561 0077
- National Domestic Violence helpline 0808 200 0247
- Norfolk Children's Advice and Duty Service (CADS) 0344 800 8020
- Men's Advice Line on 0808 8010 327 (Monday and Wednesday, 9am to 8pm, and Tuesday, Thursday and Friday, 9am to 5pm) for non-judgemental information and support.
- Just One Number on 0300 300 0123
- Who's in charge [WIC-Addressing-Child-to-Parent-Violence-and-Abuse-Information-to-help-parents-V1-2020-3.pdf \(whosincharge.co.uk\)](#)

Alcohol/Drugs

- The Matthew Project [Adults | The Matthew Project](#)
- Norfolk Alcohol and Drug Behaviour Change Service [Norfolk Alcohol and Drug Behaviour Change Service \(changegrowlive.org\)](#)

Anxiety/panic

- ChatHealth on 07480 635060
- Qwell for adults [Home - Qwell](#)
- [Childline](#)

Bereavement

- Nelsons journey 01603431788
- [www.griefencounter.org.uk](#)
- [www.facingbereavement.co.uk/talking-teens-about-death.html](#)

Bullying

- [www.beatbullying.org](#)
- [www.bullying.co.uk](#)
- [www.nhs.uk/Livewell/Bullying](#)
- [www.kidscape.org.uk](#)

- [www.stopbullying.gov](#)
- [www.inspiremykids.com/2010/alex-holmes-making-a-stand-from-bullied-to-anti-bullying-leader](#)

Cyberbullying

- [www.kidscape.org.uk/young-people-staying-safe-online](#)
- [www.stopbullying.gov.cyberbullying](#)
- [www.thinknow.co.uk](#) – child exploitation and online protection centre (CEOP)

Depression

- [www.nhs.uk/conditions/depression](#)
- [www.clinical-depression.co.uk](#)
- [www.blackdogtribe.com](#)

Dyslexia/Dyspraxia

- [www.bdadyslexia.org.uk](#)
- [www.dyslexiaaction.org.uk](#)
- [www.dyslexiascotland.org.uk](#)
- [www.addressingdyslexia.org](#)
- [www.dyspraxicteens.org.uk/forum](#)

Eating Disorder

- [www.mentalhealth.org.uk/help-information/mental-health-a-z/E/eating-disorders](#)
- [www.helpguide.org/mental/anorexia_signs_symptoms_causes_treatment.htm](#)

Self-Harm

- [The truth about self-harm | Mental Health Foundation](#)