

HELPLINES – FOR PARENTS/CARERS

Service	Info.	Contact Details
Emergency Services	For urgent concerns where a child or adult is in immediate danger: Call the police on 999 immediately.	999
NHS 111	To get urgent mental health advice from the NHS, call 111 and select the mental health option. 111 will tell you where you can get help. They may also be able to put you through to a trained mental health professional over the phone. 111 can support anyone who is feeling unsafe, distressed or worried about their mental health. They can also give information and advice about what to do if you're worried about someone else.	If you would rather get help online, you can use 111 online. Opening times: 24/7 111
MASH – Suffolk	The Multi-Agency Safeguarding Hub (MASH) is a single point of contact for safeguarding concerns in Suffolk.	Multi-Agency Safeguarding Hub Live Chat: Contact the Multi-Agency Safeguarding Hub (MASH) - Suffolk County Council
Customer First – Suffolk	Call Customer First for safeguarding concerns about children or adults at risk of abuse or neglect. If a child or adult is in immediate danger, the police should be contacted first by dialling 999	0808 800 4005 Customer First
CADS – Norfolk	Children's Advice and Duty Service (CADS) provides advice, support, and signposting to identify services for children.	0344 800 8020 CADS
Family Hubs – Norfolk	Family hubs support parents/carers from conception to 19 (25 for special needs), offering advice, guidance, and support in person or online.	Norfolk Family Hubs
Emotional Wellbeing Hub	The Emotional Wellbeing Hub provides access to NHS Children and Adolescence Mental Health Services (CAMHS). Parents and carers can make a referral to the Emotional Wellbeing Hub if they are concerned about the mental health of a child or young person aged 0-25 years, and if you live in East and West Suffolk.	Emotional Wellbeing Hub - Suffolk SEND Local Offer Call NHS 111 and press option 2 for 24/7 Mental Health Crisis Support

		For life-threatening emergency situations, call 999 If you live in Lowestoft and Waveney go to the Just One Norfolk website to find information on the Just One Service which is the equivalent to this area of Suffolk.
Emotional Wellbeing Gateway (Mental Health Advice & Support Services)	Whether you're experiencing mental health issues, are worried about someone, or want to know how to stay mentally well, the Emotional Wellbeing Gateway helps families and professionals to explore mental health support in Suffolk.	Suffolk InfoLink Emotional Wellbeing Gateway (Mental Health Advice & Support Services)
Child and Adolescent Mental Health Service (CAMHS) Learning Disability Community Service in East and West Suffolk	The Learning Disability CAMHS Community Service in East and West Suffolk is a community-based specialist mental health service for children and young people who have a moderate – severe learning disability, are under 18 years old and registered with a GP in Suffolk. This service is not for children and young people who have not been diagnosed with a learning disability or who have a stand-alone diagnosis of ASD or any other neurodevelopmental disorder.	Norfolk & Suffolk NHS Foundation Trust (NSFT website) 01473 237055 – East & West Suffolk
Learning Disability Service (CAMHS) Lowestoft and Waveney	For children and young people under 25 years of age who live in Lowestoft and Waveney. For young people who have a learning disability and are experiencing emotional, behaviour or mental health difficulties. The service is available to those who are living in the Waveney area and are registered with a Suffolk GP.	Norfolk & Suffolk NHS Foundation Trust (NSFT website) 01502 535000 – Lowestoft & Waveney
Child and Adolescent Mental Health Services (CAMHS) - Norfolk	The Child and Adolescent Mental Health Services (CAMHS) provide care pathways for children and young people in Norfolk with moderate to severe mental health difficulties. This is for children 14 years of age and under. CAMHS provide a range of therapeutic interventions. This includes art therapy, systemic family therapy, Cognitive Behavioural Therapy (CBT), Eye Movement Desensitisation and Reprocessing (EMDR) and play therapy. The service hosts a Looked After Children's team and a neurodevelopmental pathway for those with complex developmental disorders.	Child and Adolescent Mental Health Services (CAMHS) - Norfolk 0300 790 0371 - Central and West Norfolk 0300 123 1882 - East Norfolk, Great Yarmouth and Waveney

Young Minds – Parents Helpline	We offer tailored information, advice and support to parents and carers who are concerned about their child or young person’s mental health. You can speak to us over the phone, or chat to us online. You can use our Helpline service if you are the parent or main carer of a child or young person aged 25 or under. Our service is available across the UK. It is free and confidential.	0808 802 5544 Live Chat - Parents Helpline Mental Health Help for Your Child YoungMinds
Prevent	Prevent is part of CONTEST, Counter-terrorism strategy (CONTEST) 2023 - GOV.UK (www.gov.uk) one of the four elements of the Government's Counter Terrorism Strategy. Prevent is a national programme that aims to stop people from becoming terrorists or supporting terrorism. It works to ensure that people who are susceptible to radicalisation are offered appropriate interventions, and communities are protected against radicalising influences. Get help for radicalisation concerns - GOV.UK (www.gov.uk) Radicalisation can happen when a person develops extreme views or beliefs that support terrorist groups or activities. There are different types of terrorism and Prevent deals with all of them. Prevent is run locally by experts who understand the risks and issues in their area, and how best to support their communities. These experts include local authorities, the police, charities, and community organisations.	To contact the national Prevent team regarding concerns of radicalization, call the national police advice line at 0800 011 3764. You can also visit ACT Early at actearly.uk for resources on how to start a conversation with someone you are concerned about, or report online content promoting terrorism on GOV.UK.
Just One Norfolk	Call Just One Number with any questions or concerns about your child's health, wellbeing or development. Our clinical team are able to support you over the telephone, video call or text, and work with you to understand how best to support you and your family	www.justonenorfolk.nhs.uk Call 0300 300 0123 Text 07520 631590
NSPCC	The NSPCC (National Society for the Prevention of Cruelty to Children) is the UK's leading children's charity, focused on stopping child abuse and neglect through campaigns, services, research, and support for families and professionals. It provides a range of services, including	NSPCC Contact our Helpline by calling 0808 800 5000 or emailing help@NSPCC.org.uk

	the Childline helpline, therapeutic services, and information and training to help keep children safe.	Our voice Helpline is currently available 10am–4pm Monday to Friday, however callers may experience voice distortion due to technical difficulties. You can email help@NSPCC.org.uk at any time for free. You don't have to say who you are. If we haven't responded to you and your concerns for the safety of a child increase, please contact the police or local Children's Services directly. Please be assured that we'll action all contacts that our Helpline receives. Find out more
Police - Suffolk		Home Suffolk Constabulary Non-Emergency: 101 Emergency: 999
Police - Norfolk		Home Norfolk Constabulary Non-Emergency: 101 Emergency: 999
Suffolk Safeguarding Partnership	Every person has a right to be safe and the Suffolk Safeguarding Partnership work with lots of different organisations including care homes, fire, health, housing associations, police and probation, schools, social workers and the voluntary sector, to make sure that they are all working together and doing what they can to keep children and young people and adults at risk safe from any type of harm or neglect. We want Suffolk to be a safe place for children and young people to grow up and adults to live in.	Suffolk Safeguarding Partnership) If the matter is urgent because a child or adult is in immediate danger, phone 999. If your enquiry is regarding specific concerns about a Child or an Adult, please contact Customer First directly. The SSP do not

	Any person can be at risk of harm or abuse, regardless of age, gender, ethnicity or religion.	accept referrals, and are unable to help with these types of queries. Contact details can be found on our website here: Concerned? See it? Recognise it? Report it? To contact the partnership please email: enquiries@suffolksp.org.uk
The Matthew Project	The Matthew Project provides specialist drug and alcohol support, aiming to help people find hope and a route to recovery from substance misuse. They support a diverse range of people, including young people and their families, adults, and veterans and their families. Their services encompass direct support and advice, positive activities, health services like blood-borne virus testing, and help for employment barriers and PTSD.	Young people The Matthew Project 01603 626 123
CEOP	CEOP helps keep children and young people safe from sexual abuse and grooming online. We help thousands of children and young people every year, as well as their parents and carers who have been in a similar situation to you. CEOP are unable to respond to reports about bullying, fake accounts or account hacking.	CEOP Safety Centre
Families Together Suffolk	At the heart of our service we offer Home Visiting family support. Providing one to one, practical and emotional support to families. All of our services are tailored to each family's individual needs and are focused on enabling families to succeed. We also run Group work. These sessions helping to reduce isolation, increase bonds between parents and their children and give families access to a support network that may be missing. We also run specialist groups including SEND and Perinatal. There are a variety of needs for those families who access our services. Sometimes parents don't feel like they can leave the house or may be struggling with financial and mental health challenges which can all lead	Families Together Suffolk Local Family Charity Formerly Homestart Mid And West Suffolk 01379 678552

	to families in need of help. After support from Families Together Suffolk families say they feel more confident in their own abilities, have greater self-esteem and feel like they're better equipped to be the best version of themselves.	
Parent Zone	Being a parent in a connected world can feel overwhelming – but you're not alone. We're here to help with articles, videos and our Tech Shock podcast, all designed to give you the confidence to support your child online.	Main library articles Parent Zone At the heart of digital family life info@parentzone.org.uk 020 7686 7225 Do you need help now? Crisis Messenger text service provides free, 24/7 crisis support across the UK. If you are experiencing a mental health crisis and need support, you can text PARENTZONE to 85258 .
Digital Parenting – Vodafone	Vodafone's Digital Parenting is a partnership with Parent Zone that provides resources and expert advice to help parents and carers navigate the digital world safely and confidently with their children. Resources include an annual magazine, articles, and the Digital Parenting hub, offering guidance on topics such as managing screen time, setting boundaries, social media safety, cyberbullying, and using parental controls on popular apps and devices.	Digital Parenting - Vodafone UK News Centre
PACT – Parents and Children Together	PACT – Parents And Children Together – changes lives by building and nurturing adoptive families and empowering women, children and parents to rebuild after trauma and embrace a positive future.	About Us Adoption Adoption Services PACT UK PACT 0300 456 4800
SENDIASS - Suffolk	Suffolk SENDIASS (Special Educational Needs and Disability Information Advice and Support Service) is a confidential and impartial information, advice and support service on issues related to Special Educational Needs and Disability (SEND). It is free, easy to access and confidential. We can help children, parents and young people take part in decisions that affect their lives.	Home - Suffolk SENDIASS

	We offer information, advice and support to: • Children and young people (up to 25 years) with SEND • Parents and carers of children with SEND • Practitioners (general enquiries only or who might be supporting children, young people or parents to access our service)	
Suffolk Mind	Suffolk Mind is an independent charity and a local Mind network organization in Suffolk that provides support, services, and information for mental health and wellbeing for people of all ages. They offer practical help through services like counseling, GreenCare allotment projects, and supported employment, as well as training for organizations and a Mental Health Toolkit for the wider community. Their aim is to make Suffolk a positive place for mental wellbeing.	Suffolk Mind - Suffolk's independent mental health charity 0300 111 6000
Mind Norfolk & Waveney	Mental health support for people living in Norfolk and Waveney.	http://www.norfolkandwaveneymind.org.uk/ 0300 330 5488
Kooth	Kooth is a free, safe, and anonymous online mental health and wellbeing service for young people and, with their Qwell service, for adults. Services include text-based counselling, moderated peer-to-peer forums, and self-help resources, all accessible 24/7 from any internet-connected device. Kooth aims to provide timely support and is often commissioned by local authorities and health services to serve specific communities.	Home - Kooth
Lighthouse	Free 24/7 Emotional, Physical & Financial Wellbeing Support for Construction Workers & their Families.	www.lighthousewa.org.uk 24/7 support line – 0345 6051956
Leeway	Leeway is an independent charity providing support to adults, young people and children who are experiencing domestic abuse in Norfolk and Suffolk. We operate twelve safe houses and people experiencing domestic abuse and their children are welcome to stay as long as necessary to secure a future free from a dangerous partner.	www.leewaysupport.org 0300 561 0077 Leeway Domestic Violence and Abuse Services adviceandsupport@leewaynwa.org.uk Domestic abuse helpline: 0300 561 0077 If you are in immediate danger CALL 999

Samaritans	Whatever you're going through, you can contact the Samaritans for support. N.B. This is a listening service and does not offer advice or intervention.	116 123 Opening times: 24/7 jo@samaritans.org
CALM (Campaign Against Living Miserably)	Provides support to anyone aged 16+ who is feeling down and needs to talk or find information.	Free webchat service available. 0800 58 58 58
Shout	Shout provides free, 24/7 text support for young people across the UK experiencing a mental health crisis. All texts are answered by trained volunteers, with support from experienced clinical supervisors. Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus. Texts can be anonymous, but if the volunteer believes you are at immediate risk of harm, they may share your details with people who can provide support.	Text SHOUT to 85258 Opening times: 24/7
Papyrus	Offers confidential advice and support if you're struggling with suicidal thoughts, and information about how to make a safety plan. Its helpline service - HOPELINE247 - is available to anybody under the age of 35 experiencing suicidal thoughts, or for anyone concerned that a young person could be thinking about suicide.	www.papyrus-uk.org 0800 068 4141 88247 pat@papyrus-uk.org Opening times: 24/7 every day of the year
Barnardos	When life gets tough or it feels like there's nowhere to turn, Barnardo's is here.	Need a helping hand? We've got you. Barnardo's

	We make sure children and young people feel safer, happier, healthier and more hopeful, by running 760 specialist services across the UK, and campaigning to change the way the system works for the better.	
Citizens Advice	Citizens Advice is a British independent organisation specialising in confidential information and advice to assist people with legal, debt, consumer, housing and other problems in the United Kingdom.	Citizens Advice 0800 144 8848
Emmaus - Suffolk & Norfolk	Emmaus Suffolk is a charity which works with vulnerable, socially isolated people and those at risk of homelessness across the East of the Suffolk	Emmaus - Homelessness Charity T: 0300 303 7555 Or Contact Emmaus UK
The Benjamin Foundation	The Benjamin Foundation is a charity founded in 1994 by Richard and Vanessa Draper to support children, young people, and families in Norfolk and Suffolk, England. It provides various services, including housing and support for young people leaving care, childcare, mental health services, and parenting support. The foundation was established after the loss of the founders' son, Benjamin, to honor his memory by helping vulnerable individuals.	Housing & Homelessness
St Martins	St Martins helps the homeless in Norwich and Norfolk, supporting single people 18+ sleeping rough and those at risk, and provides skills for independent living.	Our mission - St Martins 01603 667706 enquiries@stmartinshousing.org.uk
Lucy Faithful Foundation	The Lucy Faithfull Foundation is a UK-based charity dedicated to preventing child sexual abuse and exploitation by working with individuals who pose a risk, supporting families affected by abuse, and helping professionals create safer environments for children. Through innovative strategies, research, advocacy, and specific campaigns like Stop it Now and the Shore website , the organization aims to stop harm before it happens and provides confidential support and information for adults and young people.	Lucy Faithfull Foundation - Preventing child sexual abuse 0808 1000 900 Live Chat: Helpline - Stop It Now
Crimestoppers	We're an independent charity that gives you the power to speak up to stop crime, 100% anonymously.	Independent UK charity taking crime information anonymously Crimestoppers

	Whoever you are, wherever you live, from communities to companies. By phone and online, 24/7, 365 days a year. We also share advice on how to protect the people you care about from crime, so everyone can feel safe.	0800 555 111 – 100% anonymous, always.
Internet Watch Foundation	The Internet Watch Foundation is made up of a team of over 70 diverse people working in a variety of disciplines including our front-line analysts and image classification assessors who spend each and every working day assessing images and videos of children suffering sexual abuse.	Eliminating Child Sexual Abuse Online Internet Watch Foundation IWF
Ronald McDonald House Charities	Ronald McDonald House Charities UK provides free 'home away from home' accommodation to families while their child is in hospital.	Ronald McDonald House Charities 0300 011 1113 Rmhc.supportercare@uk.mcd.com
Family Action	Norfolk and Waveney Autism/ADHD Support Service Improving outcomes for children and young people awaiting assessment for autism/ADHD or recently diagnosed.	Norfolk and Waveney Autism/ADHD Support Service - Family Action 01603 972589 norfolkandwaveney@family-action.org.uk
East Anglia's Children's Hospice (EACH)	Family wellbeing support Here you will find a wealth of information about local and national organisations you can turn to for help and support as well as links to a variety of podcasts and book recommendations that touch on subjects such as caring for an ill child, juggling family life and the different types of support available.	Family wellbeing support - East Anglia's Children's Hospices
SNAP (Special Needs and Parents)	The SNAP helpline will continue to provide an essential listening ear for parents and carers for both registered and new families.	https://www.snapcharity.org/ 01277 211300

		familyteam@snapcharity.org
Suffolk InfoLink	Suffolk InfoLink, community directory Explore thousands of activities, services and events across Suffolk	Suffolk Infolink
Every Mind Matters	Helping you to take care of your mental wellbeing We all have times when we feel low, anxious or overwhelmed and it's not always easy to know what to do to feel better. Here, you can find what works for you. We'll show you simple and practical ways to ease anxiety, manage stress, lift your mood and sleep better.	Every Mind Matters - NHS
Hub of Hope	No matter what you're going through, you should not have to do it alone. The Hub of Hope is a national database that brings together local mental health services.	Mental Health Support Network provided by Chasing the Stigma Hub of hope
Family Lives	Family Lives is a UK-based national charity providing free, confidential support and advice to parents and families on a wide range of issues, from parenting and bullying to mental health and separation. They offer support through a free helpline, online resources , and a WhatsApp service, helping families build better lives.	Confidential family support and bullying helpline Family Lives 0808 800 2222 Message us via WhatsApp on 07441 444125 for support with parenting and family life worries
Anglia Care Trust	Anglia Care Trust is a multi- service charity giving people the stability, support and challenge they need to enable them to realise their full potential.	Anglia Care Trust Multi service charity 01473 622 888 admin@angliacaretrust.co.uk
Joe Dix Foundation	On January 28, 2022, Joe was tragically stabbed to death in Norwich. The Foundation's goal is to raise awareness of child criminal exploitation and knife crime to prevent any family from enduring the heartbreak that Joe's family has faced.	Joe Dix Foundation Child Criminal Exploitation & Knife Crime contact@joedixfoundation.co.uk

	Our aim is to use the Joe Dix story to awaken peoples understanding of the dangers of Child Criminal Exploitation, knife crime and gang culture in the UK. Our interest is ALL young people, helping them to make better choices and live safer lives. This is delivered through education, training, exhibitions and campaigns.	Helpline: 07796 166005
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