

# **Abuse - Domestic**

## **Men's Advice Line**

*Men's Advice Line: a confidential helpline for any man experiencing domestic violence and abuse from a partner (or ex-partner).*

*We are a team of skilled professionals offering practical advice, information and emotional support to male victims of domestic violence, as well as to concerned friends and family and frontline workers.*

*Call: 0808 8010327 Email: [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)*

*[http://mensadviceline.org.uk/mens\\_advice.php.html](http://mensadviceline.org.uk/mens_advice.php.html)*

## **National Women's Aid**

*A network of over 300 dedicated specialist domestic violence services across The UK*

*Call: 0808 2000 247 Email: [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)*

*Please note we cannot respond to emails by telephone as safety may be compromised. If you wish to speak to somebody please call the number above.*

*<http://www.womensaid.org.uk/>*

## **Leeway**

*We are a specialist domestic abuse charity and currently support over 8,000 adults, children and young people every year in Norfolk. It is our primary aim to offer advice, support and information to anyone who has been or is currently experiencing domestic violence.*

*Call: Helpline: 0300 561 0077 Email: [referrals@leewaynwa.org.uk](mailto:referrals@leewaynwa.org.uk)*

*<http://www.leewaynwa.org.uk/helping-you/>*

## **Refuge**

*Refuge is committed to a world where domestic violence is not tolerated and where women and children can live in safety. We aim to empower women and children to rebuild their lives, free from violence and fear.*

*Call: 0808 2000 247*

*<http://www.refuge.org.uk/who-we-are/>*

## **Southall Black Sisters**

*Southall Black Sisters is a not-for-profit organisation set up in 1979 to meet the needs of black (Asian and African-Caribbean) and minority ethnic women.*

*For more than three decades we have been at the forefront of challenging*

domestic and gender violence locally and nationally.  
Call: Helpline 0208 571 0800 General enquires 0208 571  
9595

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

## **Abuse - Sexual**

### **Harbour Centre**

*Sexual Assault Referral Centre provides a range of services for people who are victim of rape, attempted rape or assault by penetration.*

Call: 0845 456 4810

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

### **M-Power**

*M-power - Supporting Male Survivors of sexual abuse in association with The Sue Lambert Trust.*

*If you're ready to talk, we're ready to listen...*

*Helpline: 0808 808 4321 - Every Monday evening 6pm to 8pm Every Friday  
lunchtime 12.00 to 2pm*

*Admin: 01603 622406 Email: [admin@suelamberttrust.org](mailto:admin@suelamberttrust.org)*

<http://www.male-rape.org.uk/>

### **NAPAC - National Association for People Abused in Childhood.**

*Our vision is of a society in which every adult survivor of childhood abuse in the UK is able to access the support they need, when they need it, to make a journey of recovery and heal their emotional and psychological wounds.*

*Info line open: Mon- Fri 12 noon- 8pm Sat: 9am- 12 noon*

*Call: 0800 085 3330*

<http://napac.org.uk/about-us/>

### **Norfolk SeVa (Sexual Violence Alliance)**

*SeVA is a charity based in Norwich (Norfolk, UK) committed to supporting and empowering the survivors of sexual violence and their supporters.*

*We incorporate two other charities: Norwich Rape Crisis - MPower*

*Call: Women 01603 667687 Men: 08088084321*

<http://seva-uk.org/>

## **Norwich – Rape Crisis Help Line**

*Rape Crisis Help Line offers a range of counselling and other support services to people in need of help and advice. Rape Crisis Help Line is based in Norwich.  
Call: 01603 667687*

## **Sue Lambert Trust**

*The Sue Lambert Trust works with survivors of childhood sexual abuse, rape, sexual assault and domestic violence, offering support to help survivors come to terms with what has happened to them. We offer a safe, secure environment where people will be listened to, believed and accepted.*

*People working at the Sue Lambert Trust are trained to deal with the many issues surrounding sexual abuse and violence, and domestic violence. All information will be treated in the strictest confidence*

*Much of our counselling and support work is done in Norwich. We also have premises in Great Yarmouth and limited services in other parts of Norfolk including Thetford and Kings Lynn.*

*Call: (01603) 622406 Email: [info@suelamberttrust.org](mailto:info@suelamberttrust.org)*

*<http://www.suelamberttrust.org/our-services>*

## **Surviving Together - Norwich**

*Surviving Together are a women only, NON - religious self-help group for female survivors of childhood sexual abuse. We are based in central Norwich and offer a FREE, relaxed, safe and confidential environment for you to come and talk or listen with other survivors. The group of survivors will not be judgemental and can really understand, and empathise and offer mutual support and respect. Surviving Together meets two mornings and two evenings a month, whichever suits you best.*

*Call: 07796296922 (Daytime) or 07425849491 (Evening)*

*<http://www.survivingtogether.org.uk/>*

## **Addiction and Recovery**

### **ADFAM**

*Adfam is the national charity working to improve life for families affected by drugs and alcohol. Our vision - We want anyone affected by someone else's drug or alcohol use to have the chance to benefit from healthy relationships, be part of a loving and supportive family and enjoy mental and physical wellbeing.*

*Call: 020 7553 7640 Email: [admin@adfam.org.uk](mailto:admin@adfam.org.uk)*

<http://www.adfam.org.uk/home>

## **Alcoholics Anonymous**

*Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. Local meetings and support can be accessed via the website.*

Call: 0800 9177 650 Email: [help@alcoholics-anonymous.org.uk](mailto:help@alcoholics-anonymous.org.uk)

<http://www.alcoholics-anonymous.org.uk/>

## **Al-Anon Family Groups – Norwich**

*Al-Anon Family Groups provide support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not. For some of our members, the wounds still run deep, even if their loved one may no longer be a part of their lives or have died.*

*Al-Anon Family Groups hold regular meetings where members share their own experience of living with alcoholism. Al-Anon does not offer advice or counselling, but members give each other understanding, strength and hope. Groups held in Norwich and surrounding area.*

Call: Confidential Helpline- 020 7403 0888 Email: [enquiries@al-anonuk.org.uk](mailto:enquiries@al-anonuk.org.uk)

<http://www.al-anonuk.org.uk/>

## **Cocaine Anonymous – UK**

*Cocaine Anonymous is a fellowship of men and women who share their experience, strength and hope with each other so that they may solve their common problem and help others to recover from their addiction. The only requirement for membership is a desire to stop using cocaine and all other mind-altering substances.*

Call: 0300 111 2285 (mobile friendly) or 0800 612 0225 (free from UK landlines)  
Phone lines are open from 10am to 10pm daily.

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

<http://www.cauk.org.uk/index.asp>

## **FRANK**

*Friendly and confidential advice and information given on drug use  
Confidential online chat available any day of the week between 2pm – 6pm*

Call: 0300 123 6600 Email: [frank@talktofrank.com](mailto:frank@talktofrank.com) SMS: 82111

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

## **Norfolk Recovery Partnership – NRP**

*Norfolk Recovery Partnership provides advice and treatment for adults with drug and alcohol problems across Norfolk.*

Call: 0300 7900 227 Email: [recovery@norfolkrecoverypartnership.org.uk](mailto:recovery@norfolkrecoverypartnership.org.uk)

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

## **Adult Education**

### **Adult Education**

Adult courses and learning programmes

Call: 0344 800 8002

[www.norfolk.gov.uk/adulteducation](http://www.norfolk.gov.uk/adulteducation)

### **Go On (Digital Skills)**

*Go ON UK is the UK's leading digital skills charity that argues the powerful social and economic case for universal Basic Digital Skills. Our vision is for everyone to have the Basic Digital Skills they need.*

Call: 0800 771234

<http://www.go-on.co.uk/>

### **Norwich and Norfolk's Community Arts**

*Offering singing, drumming, and dance classes plus additional creative workshops*

*NORCA's work is based on the belief that Arts and Culture transform individuals and the spaces they share, leading to positive personal, social, economic and health impacts.*

*We seek to maximise and harness the potential of our communities, our residents, local economic activity and our wealth of local resources to create genuine and sustainable opportunities for transformation at a neighbourhood and individual level. Our challenge is to engage across our diverse communities and localities, in order to deliver a significant step change that radically redefines the places we live.*

Call: (01603) 760529 Email: [info@norcaarts.co.uk](mailto:info@norcaarts.co.uk)

<http://www.norcaarts.co.uk/>

### **WEA (Workers Educational Association)**

Low cost leisure courses in Norwich and Norfolk. As one of the largest WEA branches in the region WEA offer a lively programme of friendly, informal courses with expert tutors, open to everyone. There are no exams or tests and you don't need any prior qualifications to learn with WEA. We're always adding to our list of courses...

Call: (01603) 629 557 Email: [info@wea-norwich.org.uk](mailto:info@wea-norwich.org.uk)

<http://www.wea-norwich.org.uk/>

## **The Learning Shop**

*How We Can Help... The staffs at The Learning Shop have many years' first-hand experience of the educational opportunities in Norwich & Norfolk. We can help in all sorts of ways ....*

*Learning for leisure and enjoyment, Advice on financial help for learning, Advice on insurance, Staff training, Disability support, Returning to work, Learning from home, Higher education and much more.*

*You can drop in at any time to speak directly with one of our friendly advisers or you can attend one of our regular advice sessions run by local education and advice organisations from Norfolk Adult Education.*

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

<http://www.learningshopnorwich.org.uk/aim-higher/index.html>

## **Advocacy**

### **Patient Advice and Liaison Service (PALS )- Norfolk and Suffolk Foundation Trust**

*Patient's advice and liaison service, answer questions about NHS services and any mental health matters.*

Call: 01603 421191 Email: [pals@nsft.nhs.uk](mailto:pals@nsft.nhs.uk)

[http://www.nsft.nhs.uk/Find-help/Pages/Patients'-Advice-and-Liaison-Service-\(PALS\).aspx](http://www.nsft.nhs.uk/Find-help/Pages/Patients'-Advice-and-Liaison-Service-(PALS).aspx)

### **POhWER - Norfolk**

*POhWER has been working in Norfolk since 2003. We provide Independent Mental Health Advocacy (IMHA), Independent Mental Capacity Advocacy (IMCA) including Deprivation of Liberty Safeguarding (DoLS) and relevant paid person's representative services (RPPR) in partnership with Equal Lives.*

Call: 0300 456 2370 Email - [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

<http://www.pohwer.net/in-your-area/where-you-live/norfolk>

# **Armed Forces Support**

## **Combat Stress**

*Our treatment and support services are always free of charge, and are proven to work. Our Vision is that Veterans will be able to live free from the harmful effects of psychological wounds. Our Mission is to provide timely, effective clinical treatment and welfare support to Veterans who suffer from psychological wounds.*

Call: Helpline - 0800 138 1619 Email: [contactus@combatstress.org.uk](mailto:contactus@combatstress.org.uk)  
<http://www.combatstress.org.uk/>

## **The Bridge for Heroes**

*Helps veterans, serving troops and their families, dedicated to helping to identify early signs of PTSD.*

Call: 01553 760230 and 08452668837 Email: [contact@thebridgeforheroes.org](mailto:contact@thebridgeforheroes.org)  
<http://www.thebridgeforheroes.org/>

# **Bereavement**

## **Cruse Bereavement Care - Norwich and Central Norfolk**

*Cruse Bereavement Care Norwich is part of a national charity which supports the bereaved. It is an independent organisation of committed people who care about and understand the needs associated with bereavement. Cruse is often the only place people have to turn to when someone has died.*

*Cruse Bereavement Care offers sympathetic, compassionate and confidential support by selected, highly trained volunteers. After a death we are here to talk to you and pass on useful information which may be of help. We can offer one to one support to those who still need help further down the line. However long ago the bereavement, we may be able to help.*

Call: 01603 219977 Email: [norwich@cruse.org.uk](mailto:norwich@cruse.org.uk)  
<http://www.cruse.org.uk/norwich>

## **Cancer Care**

Big C Centre Norwich

*Our Norwich Big C Cancer Support & Information Centre is a warm and*

*welcoming place for cancer patients, their carers, family and friends. It is somewhere to sit, and reflect, away from the hospital and the clinical environment.*

*Based in the grounds of the Norfolk & Norwich University Hospital the Centre offers a variety of cancer related information, a wide range of practical and emotional support; as well as somewhere to relax, with a cup of tea, and the opportunity to talk to the trained Centre staff if needed.*

*Tel: 01603 286112 Email: [enquiries@big-c.co.uk](mailto:enquiries@big-c.co.uk)*

*<http://www.big-c.co.uk/support/big-c-centre-nnuh.aspx>*

## **Shine Cancer Support Groups**

Shine exists exclusively to support adults in their 20s, 30s and 40s who have experience a cancer diagnosis. There is never a good time to have cancer, but we know that younger adults face different issues than their older or younger counterparts - and that many of these are not dealt with by traditional cancer support charities and services.

Our vision is that every adult in the UK living with cancer in their 20s, 30s or 40s can access the help and support that they need in a way that suits their lifestyle, and that they are a part of a confident, supportive and empowered community of young adults living with cancer.

Our mission is to provide tailored information and peer support for anyone in their 20s, 30s or 40s diagnosed with any cancer. We do this through a range of activities including lunches and drinks evenings, beach walks, multi-day getaways, workshops, online networking, and mentoring.

Email: [norwich@shinecancersupport.org](mailto:norwich@shinecancersupport.org)

<http://shinecancersupport.org/>

## **Carer's Support**

Carer Support Service – Norwich MIND

*Norwich & Central Norfolk Mind Carer Support Service is part of the Carers Agency Partnership (CAP). The partnership was formed on 1st July 2013 to provide a “one stop shop” for carers and is funded by Norfolk County Council and the Norfolk CCG’s (Clinical Commissioning Groups). The partnership provides many things including information and advice, one to one support, carers groups, breaks, befriending and grants.*

*Call: 01603 432457 Email: [carersupport@norwichmind.org.uk](mailto:carersupport@norwichmind.org.uk)*

*<http://www.norwichmind.org.uk/our-services/carers-support-service/>*

## **Norfolk Carers Support**



*We help carers, those who dedicate so much to others, with one-to-one advice, support and advocacy in Norfolk. There are over 90,000 carers in Norfolk, and our approach is to listen to as many of these as possible and translate this into the services that you want and need the most.*

*Call: 01603 219 924 Fax: 01603 219 939 Email:*

*[admin@norfolkcarerssupport.org](mailto:admin@norfolkcarerssupport.org)*

*[www.norfolkcarerssupport.org](http://www.norfolkcarerssupport.org)*

## **Children's Services**

### **Childline**

*24 hour free helpline*

*Call: 0800 1111 [www.childline.org.uk](http://www.childline.org.uk)*

### **NSPCC**

*24hour direct service helpline*

*Call: 0800 800 500 [www.nspcc.org.uk](http://www.nspcc.org.uk)*

### **MAP**

*Counselling services and support for 11-25 years olds based in Norwich and the surrounding area.*

*Call: 01603 766994*

*<http://www.map.uk.net/pages/about/counselling/>*

### **Sure Start – Norfolk County Council**

*Health, social and educational advice and support for parents and carers. Their services are available to you from pregnancy right through to starting school.*

*Call: 01603 594030*

*<http://surestartnorfolk.co.uk/>*

## **Counselling**

### **The Norwich Centre**

*The Norwich Centre provides professional counselling to individuals and organisations. Established in 1980, the Norwich Centre and its commercial company Norwich Centre Projects Ltd both offer counselling services which are BACP Accredited Counselling Services. Norwich Centre Projects helps to fund the*

*work of the Norwich Centre charity.*

*If you're aged 16-18? Our new no cost service is now up and running...*

*Telephone: 01603 617709 Fax: 01603 886999*

*Email: [info@norwichcentre.org](mailto:info@norwichcentre.org)*

*<http://www.norwichcentre.org/index.php>*

## **Complementary Therapy**

### **Complementary Therapy - Norwich- MIND**

*We offer a wide range of complementary therapies delivered by therapists experienced in working holistically with physical and emotional wellbeing. Complementary therapy offers an opportunity to allow the body and mind to relax, release tension and come to balance.*

*Massage Therapy – Aromatherapy- Acupressure Massage – Indian Head Massage – Reiki*

*Call: Ruth Taylor 01603 432457 Email: [ruth.taylor@norwichmind.org.uk](mailto:ruth.taylor@norwichmind.org.uk)*

*<http://www.norwichmind.org.uk/our-services/complementary-therapy/>*

## **Couples' Counselling**

### **Relate - Norwich**

*We provide Relationship Counselling, Family Counselling, Sex Therapy and Children and Young People's Counselling in a variety of locations across Norfolk and Suffolk. Our vision is a future in which healthy relationships are actively promoted as the basis of a thriving society.*

*Call: 01603 625333 Email: Via Contact Us on Website*

*<http://www.relatenorfolksuffolk.co.uk/>*

## **Debt Management and Support**

### **Norfolk Citizens Advice Bureau (Norwich)**

*Information and advice on benefits, debts and housing... We aim to provide the advice people need for the problems they face and improve the policies and practices that affect people's lives. We provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.*

*Admin and reception call- 01603 660857*

General Advice - 03 444 111 444 Fax:01603 679679 Email:

[public@ncab.org.uk](mailto:public@ncab.org.uk)

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

[https://citizensadvice.citizensadvice.org.uk/index/bureau\\_detail.htm?serialnumber=561456](https://citizensadvice.citizensadvice.org.uk/index/bureau_detail.htm?serialnumber=561456)

## **Turn2us**

*Turn2us is a national charity that helps people in financial hardship to gain access to welfare benefits, charitable grants and support services.*

*"We believe that no one should have to live in financial hardship. So if you're struggling financially or you're worried about money, we're here for you."*

*Call: Free Helpline - 0808 802 2000 9 am - 8 pm, Monday – Friday.*

*Email: Via Contact Us on website.*

<https://www.turn2us.org.uk/>

## **Eating Disorders**

### **BEAT**

*Helplines, online support and a network of UK-wide self-help groups to help adults and young people in the UK beat their eating disorders*

*Call: 0845 634 1414 Youth line: 0845 6347650 Local: 01603 753338.*

*Email: [norfolkgroups@b-eat.co.uk](mailto:norfolkgroups@b-eat.co.uk)*

<http://www.b-eat.co.uk/>

### **Norwich Eating Disorders Carers Support Group**

*Support group run by trained facilitators meeting every 4th Wednesday of the month 6.30 pm – 8pm at Wensum House, 103 Prince of Wales Road, Norwich, NR1 1DW*

*Call: 07506 344021*

## **Emergency Support**

### **Swift Response**

*Provides support from support workers trained to deal with crisis situations, to avoid unnecessary hospital, residential or nursing home admission.*

*This service will be available to people living in the community over the age of 18 who require physical or practical support with daily living tasks, including Older People, People with physical illness or disabilities, People with learning*

*difficulties, People with mental health problems and Carers.*

*Norfolk Swift Response provides assistance or reassurance during a period of urgent need to people in their homes who don't need the emergency services.*

*Tel: 0344 800 8020 (24 hour helpline)*

*[www.norfolk.gov.uk/Adult-care-and-support/urgent-help/how-to-get-urgent-help](http://www.norfolk.gov.uk/Adult-care-and-support/urgent-help/how-to-get-urgent-help)*

*<https://www.norfolk.gov.uk/care-support-and-health/care-and-support/urgent-help/how-to-get-urgent-help>*

## **MINT**

*"MINT is a local project set up by City College Norwich. We focus on getting young people, aged between 16 & 25 years old, who have a barrier to work, into sustainable paid employment.*

*MINT prides itself on offering a unique, flexible and free service to all our young people and employers. Over the last 5 years we have used hard work and determination, as well as consistent support and innovative training ideas, to help an unprecedented number of young people find and stay in employment.*

*Call: (01603) 763111*

*<http://www.mintnorwich.co.uk/>*

## **Family/Parenting Support**

### **Family Lives**

*Family Lives is a charity with over three decades of experience helping parents to deal with the changes that are a constant part of family life. We know that many people play active roles in raising children, from dads and mums, grandparents, stepparents and non-resident parents. Our role is to support all of you to achieve the best relationship possible with the children that you care about, as well as supporting parenting professionals. We believe that happy children come from happy families and currently support families to improve the outcomes for over 1 million children each year.*

*We recognise that the best way to support families is to provide professional, non-judgmental support and advice in a way that all members of the family can freely access.*

*Call: Helpline - 0808 800 2222*

*<http://www.familylives.org.uk/>*

### **Families Need Fathers**

*Concerned with the problems of maintaining a child's relationship with both*

parents during and after family breakdown. Families Need Fathers offer information, advice and support services to help parents to achieve a positive outcome for their children.

Call: 0300 0300 667

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

## **Young Fathers Project at MAP**

We give one to one advice to young dads, including expectant dads, worried dads, absent dads, foster dads and step dads.

Call: (01603) 766994

<http://www.map.uk.net/pages/>

## **Fitness and Sport**

### **Fit Together**

*Encouraging greater levels of sport and physical activity within Norfolk.*

*Kate Colman-Brown (01603) 423377*

[www.activenorfolk.org/fittogether](http://www.activenorfolk.org/fittogether)

### **Go4Less**

*Norwich County Councils discount card for Norwich residents on low income.*

*Discounts at gyms, swimming pools, cinema, museums, theatres etc. Application form to be completed and passport photo required.*

[www.norwich.gov.uk/SportAndLeisure](http://www.norwich.gov.uk/SportAndLeisure)

### **Health Trainer Service (Free)**

*Access to support and encouragement in making life style changes, Improving diet, increase activity and help with giving up smoking and reducing alcohol use. Health Trainers create a personal health plan, achieve a goal and direct access to services to help improve your wellbeing and health*

*Call: 01842 757341 Email: [SouthernNorfolk.HealthTrainerService@nhs.net](mailto:SouthernNorfolk.HealthTrainerService@nhs.net)*

*Website: <http://www.southnorfolkccg.nhs.uk/your-health/health-trainer-service>*

*Referrals form on their website and sent to their address/email (Woodside Hub, Witard Road, Norwich, NR7 9XD and [nwhealthtrainer@mytimeactive.co.uk](mailto:nwhealthtrainer@mytimeactive.co.uk))*

## **Food Bank**

## **Norwich Food Bank**

*Provides food parcels for those in need. Information and links on food vouchers and where to get a free hot meal for those who need it is also available on the webpage and links below.*

Call: 01603 251733 Email: [admin@norwich.foodbank.org.uk](mailto:admin@norwich.foodbank.org.uk)

[http://www.networknorwich.co.uk/Groups/109369/Network Norwich and/Partners/Norwich Foodbank/Norwich Foodbank.aspx](http://www.networknorwich.co.uk/Groups/109369/Network%20Norwich%20and%20Partners/Norwich%20Foodbank/Norwich%20Foodbank.aspx)

## **Meditation/Relaxation**

### **Norwich Buddhist Centre**

*For more than 30 years the Norwich Buddhist Centre has been teaching Meditation and Yoga in the heart of the city*

*Offering daily meditation sessions for beginners Mon -Thurs, £4 a session £3 concession*

Call: (01603) 627 034 Email: [info@norwichbuddhistcentre.com](mailto:info@norwichbuddhistcentre.com)

<http://www.norwichbuddhistcentre.com/>

### **Norwich Meditation**

*Norwich Meditation teacher Peter Francis offers a unique approach to learning non-religious meditation. An experienced practitioner, Peter describes himself as a Meditation Personal Trainer, offering one-to-one classes for anyone who would like to experience the health benefits of meditation.*

Call: 01603 383412

<https://norwichmeditation.com/index.html>

## **Mental Health**

### **BIPOLAR UK – Norwich**

*Bipolar UK is the national charity dedicated to supporting individuals with the much misunderstood and devastating condition of bipolar, their families and carers. We provide a range of services to enable people affected by bipolar and associated illnesses to take control of their lives.*

*Meeting Date: 1st Thursday in the month at 7pm*

*Venue: Vauxhall Community Hub, Johnson Place Norwich NR2 2SA*

Call: 020 7931 6480 Email: [info@bipolaruk.org.uk](mailto:info@bipolaruk.org.uk)

<http://www.bipolaruk.org.uk/about-us/>

## **Norwich- MIND**

*Norwich & Central Norfolk Mind is the leading mental health charity in Norfolk and we are affiliated to National Mind. Please see list of services provided*

*Call: 01603 432457 Email: [headoffice@norwichmind.org.uk](mailto:headoffice@norwichmind.org.uk)*

*<http://www.norwichmind.org.uk/about-us/who-we-are/>*

**OUTREACH** - *Norwich MIND Outreach is a team that supports people experiencing mental ill health at home. We provide services in Norwich and across Central Norfolk. Outreach support workers will come and visit you at home or another community location of your choice, usually on a weekly basis.*

*<http://www.norwichmind.org.uk/our-services/outreach/>*

**LIFE HELP** – *Life Help is the term we (MIND) use to describe our approach to supporting people using a variety of aspects of our programmes. It is the umbrella for all our services and programmes and we encourage people to mix and match a range of support they would find beneficial. We try hard to be responsive to helping people think through what support they feel they may need to recover from mental health problems and to build resilience to stay well. That is why we call this our community programme of support – it may be that people need a range of support to stay living well in the community or to come out of hospital – whatever it is that people feel they need to live well, we want to be there to help.*

*<http://www.norwichmind.org.uk/our-services/lifehelp/>*

**OMNIA**- *Residential rehabilitation offering a vibrant and challenging programme to assist people in their recovery from mental ill health; residential environment with 14 beds that is staffed 24 hours a day, 7 days a week.*

*<http://www.norwichmind.org.uk/our-services/omnia/>*

**CASA RECO**- *The Casa Reco programme offers a tenancy for up to 12 months and aims to prepare tenants for independent living after a period of time in a residential setting. Casa Reco is a 3 bed shared supported living style property in the centre of Norwich.*

*<http://www.norwichmind.org.uk/our-services/casa-reco/>*

## **SANE**

*SANE is a UK-wide charity working to improve quality of life for people affected by mental illness. SANE has three main objectives linked to our aims and outcomes: 1, to raise awareness and combat stigma about mental illness,*

*educating and campaigning to improve mental health services . 2, to provide care and emotional support for people with mental health problems, their families and carers as well as information for other organisations and the public 3, to initiate research into the causes and treatments of serious mental illness such as schizophrenia and depression and the psychological and social impact of mental illness.*

*SANEline - Helpline: 0300 304 7000 6pm – 11pm daily*

*<http://www.sane.org.uk/home>*

## **Student Minds (Nationwide)**

*Student Minds is the UK's student mental health charity. We want students to have the skills, knowledge and confidence to talk about their mental health and look out for their peers. We believe in peer support and deliver research-driven training and supervision to equip students to bring about positive change on their campuses through campaigning and facilitating peer support projects.*

*Call: 01865 264168 Email: [info@studentminds.org.uk](mailto:info@studentminds.org.uk)*

*<http://www.studentminds.org.uk/>*

## **Palliative Care**

### **Be Ready For It**

*Be ready for it will help you to talk openly about dying and plan ahead so that you can make the right choices about end of life care. Many people find it hard to talk about death and dying. This could be because death may feel a long way off, or you may feel too young to talk about it. But we do need to talk about it and be prepared and share our plans so that the people around us know how we want to be cared for.*

*Email: [GYWCCG.nspca@nhs.net](mailto:GYWCCG.nspca@nhs.net) On-line enquiry form also available on webpage.*

*<http://bereadyforit.org.uk/>*

## **Personality Disorder**

### **Ripples – Norfolk and Norwich MIND**

Ripples is an innovative service for people with Border-line Personality Disorder. Ripples offers a one day a week staffed facility in Norwich providing a safe, supportive and empowering environment. Ripples offer positive activities to individuals who feel ready to work on building new skills in order



to help themselves maintain their own mental wellbeing this includes: Building Confidence and Self – Esteem. Achieving Personal Goals, Enhancing a Sense of Personal Responsibility, Building Positive Connections and Shaping the service as it evolves.

Call: (01603) 432457

Email: Sandra Flanagan [operations@norwichming.org.uk](mailto:operations@norwichming.org.uk)

## **Pregnancy Choices**

### **TIME NORFOLK**

*Time Norfolk provides free confidential help and support to anyone with an unplanned pregnancy or who has experienced pregnancy loss through miscarriage, termination or stillbirth. We provide support across Norfolk to women and their partners of all ages.*

Call: Helpline 0845 2300 1 23 Email [info@timenorfolk.org.uk](mailto:info@timenorfolk.org.uk)

## **Woodland/Outdoor Management**

### **North Norfolk Work Out Group (North Norfolk)**

*Local community group meeting twice a week on Mondays and Fridays, working at various sites throughout North Norfolk taking part in conservation tasks to help maintain the natural beauty of the countryside, while at the same time improving the health and well-being of the volunteers.*

Email: [nnworkoutgroup@gmail.com](mailto:nnworkoutgroup@gmail.com) Call: 07943 703919 Website:

[www.northernorfolkworkoutgroup.org](http://www.northernorfolkworkoutgroup.org)

### **Norwich Fringe Project**

*Working with local communities to look after and manage the countryside on their doorstep.*

Matthew Davis, Office: 01603 423303 Mobile:

07733102013 [www.norwichfringeproject.co.uk](http://www.norwichfringeproject.co.uk)

### **Strong Roots – Let Yourself Grow**

*Strong Roots is an exciting innovative therapeutic garden project in Norwich. It is based on four adjoining allotments which are being developed into a shared garden. People who benefit from it include those who experience social isolation. No gardening experience is required.*

Call: 07746364668 Email: [info@strongroots.org.uk](mailto:info@strongroots.org.uk)

<http://www.strongroots.org.uk/garden/about/>

## **TCV in Norfolk – The Conservation Volunteers**

*TCV in Norfolk: working with local communities to improve their environment.  
Join In, Have Fun, Feel Good!*

*Outdoor projects are open to everyone over 16, regardless of background, and no previous experience or specialist knowledge is necessary. We provide tools, equipment and experienced leaders.*

*More info via the website...*

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

## **Social and Outreach Support**

### **City Reach - Norwich**

*City Reach provides healthcare services for people who find it difficult to visit mainstream GP services. The service is provided for people who are homeless, or those at risk of being homeless, sex workers, prisoners and ex-offenders, substance mis-users, travellers and asylum seekers.*

*The service provides care at the City Reach Clinic or at outreach clinics. They also help clients get appointments at a hospital or other clinics in Norwich.*

*The services provided include: treatment for minor illness or injuries, immunisations, sexual health or blood borne virus screening, advice on mental health or substance misuse, needle exchange and referrals to specialist services.*

*Call: Helpline 0800 028 7174 Norwich Reception: 01603 612 481*

<http://www.norfolkcommunityhealthandcare.nhs.uk/The-care-we-offer/Service-search/city-reach.htm>

### **Equal Lives**

*Equal Lives is led by people who face disabling barriers and is dedicated to making your voice heard. We support people to empower themselves to live independent lives. Our aim is to give you the support you need to live your own life and to remove disabling barriers. We are very involved in campaigning on issues that affect you to try and influence policy decisions. We're also here to provide support and information for the day to day tasks of living. Whether you need to employ a personal assistant, find out what benefits you're able to receive or you need help or advice for caring for an elderly friend or relative we are here to help.*

*Call: 01508 491210 Email: [info@equallives.org.uk](mailto:info@equallives.org.uk)*

<https://equallives.org.uk/about-us/>

# **Homelessness**

## **Julian Outreach Support**

*Support with housing, homelessness, benefits and debt. To help to people recover by helping with social issues that hinder recovery. Julian Outreach Support creates an individual support plan that best reflects the needs and desires of the individual. Helping people to develop their own skills, strengths and resources.*

*(01603) 767718*

*[www.juliansupport.org](http://www.juliansupport.org)*

## **Shelter**

*The national housing and homelessness charity; offers free advice on housing and related benefit/money issue.*

*Call: 0344 515 1860*

*<http://www.shelter.org.uk>*

## **St Martins Housing Trust**

*St Martins Housing Trust is a registered charity. Its objects are to "provide food shelter and accommodation in the county of Norfolk for poor people having no other residence or the place to sleep..."*

*Call: 01603 667706 Email: [enquiries@stmartinshousing.org.uk](mailto:enquiries@stmartinshousing.org.uk)*

*<http://www.stmartinshousing.org.uk/>*

## **Stonham Home Stay**

*An access point to services delivered in Norfolk which provide housing support to people who are at risk of losing their home or who need help to settle into or set up their new home.*

*Call: 0845 155 0390*

*<http://www.stonhamhomestay.org.uk>*

## **Stonham – Archway Housing Project**

*The project is for single homeless or inadequately housed young women aged 16-24 with support needs. Single parents and vulnerable families with no more than 2 children up to the age of 8. No local connection needed.*

*Call: 01603 616950 Fax: 01603 611443*

*<http://www.homelessuk.org/details.asp?id=HO1007554>*

# **Later Life Support**

## **Age UK - Norwich**

*Age UK is the country's largest charity dedicated to helping everyone make the most of later life. The over-60s is the fastest-growing group in society and there are more of us than ever before. Ageing is not an illness, but it can be challenging. At Age UK we provide services and support at a national and local level to inspire, enable and support older people. We stand up and speak for all those who have reached later life, and also protect the long-term interests of future generations. Opening Times: Mon-Fri 10-4 (Except Weds 10 - 2)*

*Call: Advice Line: 0800 169 2081 Norwich Age UK: 01603 496333*

*Email: [enquiries@ageuknorwich.org.uk](mailto:enquiries@ageuknorwich.org.uk)*

*<http://www.ageuk.org.uk/norwich/>*

# **Men's Support**

## **Norwich Men's shed**

*Place for meet to meet, socialise and do practical activities...*

*Men's Craft was established by a group of men with professional and personal interest in the issues around men and masculinity. Our aims are, to provide services that support the development and well-being of fathers, men and boys. To encourage and support men to evaluate the way we relate, communicate and live with each other, our partners, families and communities, with respect for ourselves and others. To promote positive masculinity, a concept of manhood and masculinity that respects the rights and well-being of others*

*Call: Andy Mobile: 07717055543 Landline: 01263 732369*

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

*[www.menscraft.org.uk](http://www.menscraft.org.uk)*

# **Women's Support**

## **4Women Resource Centre**

*Offering a range of support including: Coffee mornings, One to one support, Counselling, Arts and Crafts and a range of groups including Job Club.*

*4women is based in the heart of Norwich and supports the women of Norfolk including the most vulnerable, 17 years and over.*

*All clients must be referred or self-refer and undergo a one to one assessment.*

Referral forms can be sent and appointments can be booked by calling (01603) 252 130.

Email: [4WomenReception@homegroup.org.uk](mailto:4WomenReception@homegroup.org.uk)

<http://www.homegroup.org.uk/careandsupport/stonhamservices/services/Pages/4womenresourcecentre.aspx>

## **Zimbabwe Women's Resource Centre**

Information based organization committed to gender equality and equity. The organization promotes women's rights and empowerment by advocating for social and economic justice in Zimbabwe and globally.

Email: [zwrcn@zwrcn.org.zw](mailto:zwrcn@zwrcn.org.zw)

<http://www.zwrcn.org.zw/>

## **Recreational and Leisure**

### **Sing Your Heart Out**

*Sing Your Heart Out is somewhere anyone can come, where they will meet friendly people, and where everyone is welcome and everyone is valued.*

*Our singing sessions are to help people feel better about themselves in all sorts of ways. They can help reduce stress, they can increase your confidence and they give you a chance to be with other people who will understand how you feel.*

*Anyone of 18 or over is welcome to come along. We especially welcome anyone who is a present or past user of Norfolk & Suffolk mental health services, their family, friends, carers, any support workers, and staff or anyone interested. Everyone is encouraged to join in and sing, but if this worries you, you can just enjoy listening to begin with. Norwich sessions are currently on a Wednesday afternoon.*

Email: [singing@syho.org](mailto:singing@syho.org)

<http://www.syho.org/>

### **Salas Revolution – Norwich**

*Our goal and our passion is to teach you dance, keep you entertained, and just have plain fun. We are excited to be running classes in New York Style Salsa every week in the heart of Norwich's City Centre.*

*Weekly Tuesday Classes – No need to bring a partner – Taster for beginner's starts at 7:40 pm - £7 for 1 Class (£5 NUS) or £10 for 2 Classes (£8 NUS)*

<http://salsarevolutionnorwich.co.uk/#!>

## **Self-Harm**

### **Harmless**

*Harmless is a user led organisation that provides a range of services about self-harm including support, information, training and consultancy to people who self-harm, their friends and families and professionals.*

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

*[www.Harmless.org.uk](http://www.Harmless.org.uk)*

## **Sexual Health**

### **The Matrix Project**

*The Matrix Project is a friendly, confidential and responsive NHS service that supports people working or living in Norfolk.*

*We are based in Norwich, but also operate a number of satellite services across Norfolk providing a range of services from sexual health screening, contraception, emotional support, safe sex information and safe working advice. Established in 2000, we deliver a county wide services to indoor and outdoor workers and those engaging in risky sexual behaviour.*

*Tel: 01603 883423 Email: [info.matrix@nhs.net](mailto:info.matrix@nhs.net)*

*[www.matrixproject.org](http://www.matrixproject.org)*

## **Social/Community Support Group's**

### **Rethink Bridges Community Resource Centre**

*With a recovery-focussed ethos, Bridges provides: – A safe environment. – Opportunities to engage in social activities in the community. – Peer support. – Support, advice and guidance to access community services. – Participation and involvement in developing and running the service. – Crisis support and intervention. Staff will work with you to complete a support package to make sure you get the right support from us. We offer regular groups including a weekly Women's group. We also have a weekly drop-in session on a Wednesday.*

*Call: 01603 768356 Email: [bridges@rethink.org](mailto:bridges@rethink.org)*

*<http://www.rethink.org/services-groups/services/rethink-bridges-community-resource-centre>*

### **Social Buddies**

*Access each month to friendly and informal social meets in Norwich and around Norfolk with a great group of people. (Over 40's only)*

*Call: 01603 920277 Ask for Lyndsey or Ian Email: [friends@socialbuddies.co.uk](mailto:friends@socialbuddies.co.uk)  
<http://www.socialbuddies.co.uk/>*

## **Unite Norfolk**

*Bringing together those who, for whatever reason, find themselves isolated. In Brundall, Drayton, Norwich, Thorpe.*

*Call: June/Alison 01603 201483*

*<http://www.unitenorfolk.com/>*

## **Support for Lesbian, Gay, Bisexual and Transgender People**

### **BLAH - LGBT YOUTH**

*BLAH LGBT Youth is part of Norfolk LGBT Project working together since 2007 to provide social & peer support groups for young gay, lesbian, bisexual people or those questioning their sexuality or gender identity aged 25 and below, living in Norfolk and Waveney.*

*Call: 01603 624924 Email: Via Contact Us on Website*

*<http://www.blahyouth.co.uk/about/>*

### **Norfolk LGBT Project**

*Our aims...*

*To relieve the mental and emotional suffering of lesbian, gay, bisexual and transgender individuals in Norfolk & Waveney by the provision of advice, peer-support and information. The preservation and protection of public health, in particular amongst LGBT people, by raising awareness and providing information about matters that affect their physical, mental and sexual health. Norfolk LGBT Project provided a wide range of support services that are relevant to the needs of lesbian, gay, bisexual and transgender people.*

*Call: 01603 219 299 Monday – Friday 9am-5pm Email:*

*[info@norfolklgbtproject.co.uk](mailto:info@norfolklgbtproject.co.uk)*

*<http://www.norfolklgbtproject.co.uk/>*

### **Norfolk Trans Forum**

*Norfolk Trans-Forum is a self-help support group for male to female transsexuals and those questioning their gender identity aged 25+.*

*We meet in a safe and discrete venue in Norwich and provide a friendly, confidential and supportive environment to discuss issues related to gender identity and transition.*

*Meeting every 2nd Monday of each month from 6:30pm – 9:30pm*

*Call: 01603 219 299 or 07539 082 496 Email: [info@norfolklgbtproject.co.uk](mailto:info@norfolklgbtproject.co.uk)*

*<http://www.norfolklgbtproject.co.uk/support/groups/trans-forum/>*

## **Volunteering**

### **The Cinnamon Trust**

*The only specialist national charity for people in their last years and their much loved, much needed companion animals.*

*A network of 15,000 volunteers “hold hands” with owners to provide vital loving care for their pets. We keep them together - for example, we’ll walk a dog every day for a housebound owner, we’ll foster pets when owners need hospital care, we’ll fetch the cat food, or even clean out the bird cage, etc.*

*Call: 01736 757 900 Email: [admin@cinnamon.org.uk](mailto:admin@cinnamon.org.uk)*

*<http://www.cinnamon.org.uk/home.php>*

### **Voluntary Norfolk**

*Voluntary Norfolk promotes, supports and develops volunteering and the work of voluntary organisations, encouraging recognition and understanding of the value of the sector in the achievement of individual well-being and an inclusive and fair society.*

*Call: 01603 883820 Email: [michelle.turner@voluntarynorfolk.org.uk](mailto:michelle.turner@voluntarynorfolk.org.uk)*

*<http://www.voluntarynorfolk.org.uk/what-we-do>*