

Agency Contact Information



Adult Social Services –
Care and support.
Tel: 0344 800 8020
Text: 07767 647670

Alpha Inclusion – service specialising in autism and social communication difficulties supporting parents enabling them to improve communication and education for children.
Tel: 01603 926170

ASD Helping Hands – Voluntary organisation offering a wide variety of individual support packages for families, children and young people affected by Autistic Spectrum Condition.
Tel: 01362 288110
Email: asdhelpinghands@gmail.com

– Information on all aspects of eating disorders.
Youthline: 0808 801 0711
Adult helpline: 0808 801 0677
Youth email: fyp@b-eat.co.uk
Adult email: help@b-eat.co.uk
Website: www.b-eat.co.uk

Pastoral Team

Miss Erika Sperry, Pastoral Manager – Mental Health Champion
Mrs Rhi Boyd-Stevenson – Pastoral Assistant
Mrs Ann-Marie Thompson – Pastoral Assistant

All Team Members have received training to support students in the following: wellbeing and mindfulness, self-harm and suicide, mental health first aid adults and children, prevent, safeguarding, trauma, bereavement, attachment disorders, online safety working with SEN children, Child Protection Conference, Child in Need and emotional regulation.
We are here to support you and your children

Break – service providing a range of interventions for children and families.
Tel: 01603 670100
Email: reception@break-charity.org

British Dyslexia Association – Free and confidential service for advice, information and signposting.
Tel: 0333 405 4567

CADS – Children's Advice and Duty Service. Call if you have concerns about a child's safety
Tel: 0344 800 8020

CAMHS – Child and Adolescent Mental Health Service.
Tel: 01493 337601 or 01502 533500

Chat Health – NHS texting service for 11-19 year olds providing confidential advice and support.
Text: 07480 635060

ChildLine – Counselling service for parents, children and young people.
Tel: 0800 1111
Website: www.childLine.org.uk

Children's Social Services – Welfare of children.
Tel: 0344 800 8020

Citizen Advice – Free independent advice and information on a variety of issues.
Tel: 03444 111 444
Website: www.citizensadvice.org.uk

Daughters of Eve – non profit organisation that works to advance and protect the rights of young people from FGM.
Text: 07983030488
Website: www.dofeve.org

Early Help Hub – Information and advice on where families can get help in Norfolk.
Tel: 01603 217612

EP Youth – Charity that aims to make a positive difference in the lives of young people.
Tel: 01328 851020
Website: epyouth.org.uk



FGM National Clinical Group – UK based charity dedicated to working with women who have been affected by FGM.
Tel: 07791 462415
Email:
info@fgmnationalgroup.org
Website:
www.fgmnationalgroup.org

Forward – Foundation for Women's Health Research and Development focusing on FGM and Child Marriage.
Tel: 0208 960 4000
Website: forwarduk.org.uk

GP – contact your local surgery

Harbour Centre – Free support to all those that have been affected by sexual abuse.
Tel: 01603 276381 (24/7)
Email:
contact@theharbour.centre.co.uk

Harmless – User led organisation that provides a range of services about self-harm to people who self-harm, their friends and families.
Email:
info@harmless.org.uk
Website:
www.harmless.org.uk

Just One Number – NHS Norfolk Healthy Child Programme Available to young people, parents and carers
Tel: 0300 300 0123

Indigo Centre – Information, advice and guidance on dyslexia.
Tel: 0845 347 9322
Email:
indigo@4dyslexics.com

Leeway – Charity providing support to adults, young people and children who are experiencing domestic abuse.
Tel: 0300 561 0077
Email:
referrals@leewaynwa.org.uk

LGBT (Lesbian, Gay, Bisexual and transgender) – Confidential support, information and referral services for the LGBT community.
Tel: 0300 330 0630
Email:
chris@switchboard.lgbt
Website:
www.switchboard.lgbt

MAP – Advice, help and support or information for 11-25 year olds.
Tel: 01603 766994
Email: info@map.uk.net

Matthew Project – Free and confidential advice to anyone affected by drugs and alcohol.
Young People Tel: 0800 970 4866
Adult Tel: 01603 626123

Mind – National mental health charity.
Tel: 0300 123 3393
Text: 86463
Email: info@mind.org
Website: www.mind.org.uk

Nelsons Journey – Bereavement support for young people aged 0-17 years in Norfolk.
Tel: 01603 431788
Email:
enquiries@nelsonsjourney.org.uk
Website:
www.nelsonsjourney.org.uk

NHS Choices – advice on a range of issues including FGM, Mental Health, Disorders etc
Website: www.nhs.uk

NSPCC – National Society Protecting against Cruelty to Children. Provides support and resources.
Tel Adults concerned about a child: 0808 800 5000
Tel Children: 0800 1111
Tel support for FGM for family and professionals: 0800 028 3550

No Panic – Charity that helps people who suffer from Panic Attacks, Phobias, Obsessive Compulsive Disorders and other related anxiety disorders.
Tel: 0844 967 4848
Youth Helpline: 0330 606 1174
Website:
www.nopanic.org.uk

Pandora Project – Offers advice, support and information to adults and children affected by domestic abuse.
Online form for contact:
www.pandoraproject.org.uk/contact-us/

Parentline – Text messaging service for adults to ask for advice and help. Part of the Just One Number Service.
Tel: 0300 300 0123 or Text: 07520 631590



Point One – Professional support for people experiencing the early signs of mental health and emotional problems.

Tel: 0800 977 4077

Email: help@point-1.org.uk

Police – 101 or 999 in an emergency

PREVENT – 1 of 4 parts of the Governments Strategy to dealing with terrorism.

Police Hotline: 0800 789 321

If you are concerned about someone in your community call 101 or 999 if an emergency

Website: www.ltai.info

Refuge – Help and information about domestic violence.

Tel: 0808 2000 247 (24/7)

Email:

helpline@refuge.org.uk

Website: www.refuge.org.uk

School Welfare Desk –

Tel: 0300 300 0123

Email: ccs.nhcp-norfolkcphealthservices@nhs.net

Seasalt Speech and Language – Speech therapy

Tel: 07476261058

Self harm uk – National project dedicated to supporting young people impacted by self-harm.

Website:

www.selfharm.co.uk

Stonewall – Supports all lesbian, gay, bi and trans people with a range of help and advice services.

Email:

info@stonewall.org.uk

Website:

www.stonewall.org.uk

Talk to Frank – National drug education service for teenagers and adolescents.

Tel: 0300 123 6600 or Text: 82111 (24hrs, 7 days a week)

Email:

frank@talktofrank.com

Website:

www.talktofrank.com

The Mix – Support service for young people.

Tel: 0808 808 4994

Website:

www.themix.org.uk

Verbatim – Private therapeutic services and education assessments for learning difficulties.

Tel: 07585 563977 or 07880 315470

Email:

enquiries@verbatimtherapy.co.uk

Wellbeing – NHS service providing a range of support for people with common mental health and emotional issues.

16 & over – GP or health/social professional can refer you

Tel: 0300 123 1503

Website:

www.wellbeingnands.co.uk/norfolk

15 & under – speak to your GP

Young Minds – Wellbeing and mental health support for children and young people and empowering their parents/carers

Young person in crisis text: YM to 85258

Website: www.youngminds.org.uk

Parent Helpline: 0808 802 5544

TERMINOLOGY

CP: Child Protection (Section 47) – Identified Risk to Child

ChiN: Child in Need (Section 17)

MASH: Multi Agency Safeguarding Hub

CAD's: Children's Advice Duty Service

FSP: Family Support Process

EHH: Early Help Hub

SOS: Signs of Safety

MASE: Multi Agency Sexual Exploitation

CSE: Child Sexual Exploitation

FGM: Female Genital Mutilation

ADHD: Attention Deficit Hyperactivity Disorder

AS: Autistic Spectrum Disorder

CAMHS: Childhood Adolescent Mental Health Services

Point 1: Support for early signs of mental health and emotional problems

MAP: Free and confidential help, support, information and advice for young people

LGBT: Lesbian Gay Bisexual Transgender

PSP – Pastoral Support Plan

BSA – Behaviour Support Plan

www.gov.uk

Government range of support in place for those who do not receive statutory sick pay including universal credit, contributory employment and support allowance.

Government Website Advice re SSP

- SSP will start from day 1 and not day 4. By those affected by COVID 19
- Zero hours contract – maybe entitled to SSP check with employer, if NOT entitled to SSP you may be able to apply for Universal credit or Employment and Support Allowance (ESA)
- Whole family at home – no one getting SSP – family can apply for Universal Credit

Either go onto the government website or call 0843 816 6320 – choose my support

Useful websites

Moneysavingexpert.com

www.gov.uk

www.citizensadvice.org.uk

Contact numbers for assistance

The King's Lynn Food Bank
part of the Trussell Trust

Tel: 01553 886555

The Salvation Army
North Walsham

Tel: 01692 403955

Wroxham & Hoveton URC
Church

Tel: 01603 781623

Waveney Foodbank,
part of the Trussell Trust

Tel: 0845 269 1078

North Norfolk Methodist Circuit
Tel: 01692 501003

Mile Cross Methodist Church

Tel: 01603 411295

Stalham Baptist Church

Tel: 01692 582091

The Trussell Trust Food Bank

Tel: 01502 586216

Jubilee Family Centre

Tel: 01263 734801

Aylsham Community Church

Tel: 01263 733332

Wellspring family Church

Tel: 01362 854581