

# DIRECTORY OF SUPPORT FOR FAMILIES

## Christmas gifts support



[www.salvationarmy.org.uk/toys-and-tins-appeal](http://www.salvationarmy.org.uk/toys-and-tins-appeal) and [www.facebook.com/toysandtinsappeal](https://www.facebook.com/toysandtinsappeal) Please contact your [local Salvation Army in Norfolk](#) if you need support at Christmas or throughout the year.

[www.salvationarmy.org.uk/christmas-present-appeal](http://www.salvationarmy.org.uk/christmas-present-appeal)

Families can access this support from the nearest Salvation Army church.

## Financial support

<http://ageactionalliance.org/member/financial-inclusion-advice-service-suffolk-county-council/>

<https://reachhaverhill.org.uk/> Advice on debt/budgeting, benefits claims, and Home link applications. They can also provide emergency food

<https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/money-and-benefits/norfolk-assistance-scheme> The Norfolk Assistance Scheme can help by providing emergency cash or food.



## Health and Wellbeing

<https://www.norfolkandwaveneymind.org.uk/> **Norfolk and Waveney Mind telephone support line**



The Telephone Support Line provides a listening ear, emotional support, coping strategies, signposting and practical advice for people living in Norfolk and Waveney. This includes help with developing plans to tackle and limit crisis situations.

Visit the [Norfolk and Waveney Mind helpline](#) website, or call 0300 330 5488, to find out more about accessing this support.

<https://www.wellbeingnands.co.uk/suffolk/> **0300 123 1503** – lines open 9am-5pm **Experiencing low mood, stress or anxiety?**

[https://homestartnorfolk.org/get-support/#support\\_about](https://homestartnorfolk.org/get-support/#support_about) Home-Start Norfolk support is completely free, you do not have to pay for any of our support and it is entirely voluntary. If you are a parent with at least one child under the age of five, living in the Norfolk, then we may be able to help you. Our support is free, confidential and non-judgemental.

<https://www.kooth.com/> provides support and a directory to other services

<https://thehygienebank.com/> You can access hygiene and personal care products

<https://www.bloodygoodperiod.com/> Free period products

### **School Nursing Teams**

**Suffolk** <https://www.suffolk.gov.uk/children-families-and-learning/childrens-health/school-nursing/> **03456 078866**

**Norfolk** <https://www.justonenorfolk.nhs.uk/our-services/5-19> **0300 300 0123**

**The Parent Hub** - A single place for Suffolk parents or carers to find parenting advice and support to help their child's development including Early help. <https://www.suffolk.gov.uk/children-families-and-learning/childcare-information-and-support-for-parents-and-providers/parent-hub/>

<https://www.norfolk.gov.uk/children-and-families/early-help-and-family-support>

**Drugs advice** <https://www.talktofrank.com/contact-frank> **0300 123 660**

**Sleep** - <http://www.sleepcast.com/> **01692 402240**

**Incontinence/bedwetting** <https://www.eric.org.uk/> **0808 169 9949**

**NSPCC** - <https://www.nspcc.org.uk/about-us/contact-us/> **0808 800 5000**

**Health visiting service Suffolk**- <https://www.suffolk.gov.uk/children-families-and-learning/childrens-health/health-visiting/> **0345 607 8866**

**Health visiting service Norfolk** - <https://www.justonenorfolk.nhs.uk/childhood-development-additional-needs/additional-needs/babies-needing-extra-care/health->





## **Food**

<https://www.pinkorange.co.uk/> These pack and distribute free ingredient kits over the School Holidays to households that would normally receive free school meals in term time. The service is delivered by regional charity Access Community Trust and households can register online.

<https://waveney.foodbank.org.uk/get-help/>

<https://www.findipswich.org.uk/how-we-help> 01473 833351 These can provide food parcels but also can offer toiletries and furniture and household items. A referral is required.

<https://feedingfamilies.org.uk/receive> These offer Christmas Hampers. The deadline to apply for a hamper is 30 November

<https://www.livingit.org.uk/foodbank/> This is based in Stowmarket and requires a referral - 01449 774000

<https://www.homestartinsuffolk.org/extra-help-and-support-for-families> As an organisation we work closely with a number of Food Banks across the county. If you and your family need to access a Food Bank and are not a Home-Start in Suffolk Supported Family you may find the links below useful. To access many of these support services you may require a professional referral from someone working with you or who knows your family.

<https://www.suffolk.gov.uk/coronavirus-covid-19/suffolk-advice-and-support-service/food-banks/> This link takes you to a list of food banks that accept self-referrals.

<https://www.trusselltrust.org/get-help/find-a-foodbank/> This will find your local foodbank both in Norfolk and Suffolk.

citizens  
advice

## **Other useful links**

**Citizen Advice Bureaus** provide free, confidential, impartial advice and information on a wide range of areas.

Debt, Housing, Immigration, Benefits, Employment, Family, Health, Consumer. Some offices are open

**National CAB Advice line on 0800 144 88 48**

### **Norfolk**

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

### **Suffolk**

*Ipswich*

<https://www.citizensadviceipswich.org.uk/> Advice Line: **0300 330 1151**

*Stowmarket*

<https://www.midsuffolkcab.org.uk/> Advice line **01449 676060 / 01449 676280**

*Beccles and Halesworth*

<https://nesuffolkcab.org.uk/> Advice line : **01502 518510 / 01502 717715**

  
**sendiass**

**SENDIASS** We provide free and impartial information, advice and support about special educational needs & disabilities (SEND) for children, young people, parents and carers.

**Norfolk** - <https://www.norfolksendpartnershiass.org.uk/>  
**01603 704070**

**Suffolk** - <https://www.suffolksendiass.co.uk/> **01473 265210**

**Scope** Scope's helpline provides free, independent and impartial advice and support on issues that matter to disabled people and their families.

<https://www.scope.org.uk/helpline/> Phone: **0808 800 3333**.



### **Online Safety**

CEOP - <https://www.thinkuknow.co.uk/>

Dear Parents and Carers,

We hope this information is useful. If you would like any further information or support in any area please do contact us at school and we will do our best to help.