

Local services and support groups

These are some key organisations that can offer support with a range of issues.
For a comprehensive directory of local services visit communitydirectory.norfolk.gov.uk

Age support

Age UK Norfolk

Age UK offers help and advice to people over 50, as well as their family and carers about benefits, housing, debt, money, lasting power of attorney, social care and support.

 www.ageuk.org.uk/norfolk

 advice@ageuknorfolk.org.uk

 01603 787111

Age UK Norwich

As a local and independent charity, we focus on the issues that impact on the over 50s in our community.

 www.ageuk.org.uk/norwich

 enquiries@ageuknorwich.org.uk

 01603 496333

Alcohol and addiction

Change Grow Live

We're here to support people living in Norfolk. We can help you break free from harmful patterns of behaviour and feel happier and healthier.

 www.changegrowlive.org

 norfolk.info@cgl.org.uk

 01603 514096

The Matthew Project

Supporting children, young people, adults and their families with their wellbeing, as well as drug and alcohol related issues across Norfolk.

 www.matthewproject.org

 enquiries@matthewproject.org

 01603 626123

Bereavement

Cruse Bereavement Care

Cruse Bereavement Care offers sympathetic, compassionate and confidential support by selected, highly trained volunteers.

 www.cruse.org.uk

 support.norwich@cruse.org.uk

 01603 219977

Nelson's Journey

Nelson's Journey supports children and young people in Norfolk who've experienced the death of a significant person.

 nelsonsjourney.org.uk

 enquiries@nelsonsjourney.org.uk

 01603 431788

Bereavement continued

Norfolk and Waveney Mind Complex Bereavement Service

Providing a range of different services for people affected by suicide and peer group support for those bereaved through the COVID 19 pandemic.

 norfolkandwaveneymind.org.uk

 agi.huszcza@norfolkandwaveneymind.org.uk

 0300 330 5488

Citizens and legal advice

Diss, Thetford & District Citizens Advice

Broad range of advice including debt, benefit checks, housing, employment for the Diss and Thetford area.

 www.cadat.org.uk

 dissadviser@cadat.org.uk

 0800 144 8848

Norfolk Citizens Advice

Supporting children, young people, adults and their families with their wellbeing, as well as drug and alcohol related issues across Norfolk.

 www.ncab.org.uk

 public@ncab.org.uk

 0800 144 8848

Norfolk Community Law Service

The NCLS offers free, confidential and independent legal advice to people in Norfolk who might not otherwise be able to access legal assistance.

 www.ncls.co.uk

 info@ncls.co.uk

 01603 496623

Community cohesion

The Bridge+

Norfolk-based black/Asian and minority ethnic (BME) organisation aimed at improving community cohesion.

 www.bridgeplus.org.uk

 office@bridgeplus.org.uk

 07717 220209

New Routes Integration

Working with and supporting refugees, asylum seekers and isolated migrants, and promoting cross-cultural integration and community awareness in Norwich.

 newroutes.org.uk

 info@newroutes.org.uk

 01603 662648

Norwich International Youth Project

Supporting young people in Norfolk who are asylum seekers, refugees or otherwise displaced from their country of origin.

 niyp.org.uk

 projectcoordinator@niyp.org.uk

 07415 734896

Disability support

Able2B

Able2B is a community interest company set up to develop services that help improve function for children and adults with a disability.

 able2b.co.uk

 info@able2b.co.uk

 07920 776434

BUILD

Norfolk-based independent charity providing social, leisure and learning opportunities to people with sensory, physical or learning disabilities.

 buildcharity.co.uk

 admin@buildcharity.co.uk

 01603 618029

Nansa (Norfolk and Norwich SEND Association)

Nansa aims to be a catalyst for real change, across the region, for those living with, or caring for others with, disabilities and/or complex developmental needs.

 www.nansa.org.uk

 enquiries@nansa.org.uk

 01603 414109

Domestic abuse and sexual exploitation

Leeway

We provide advice, support and information to any adult or child experiencing domestic abuse in Norfolk and Suffolk.

 leewaysupport.org

 adviceandsupport@leewaynwa.org.uk

 0300 561 0077

Magdalene Group

Offering a variety of front-line projects, aimed at raising awareness and preventing the sexual exploitation of women and young people.

 magdalenegroup.org

 support@magdalenegroup.org

 01603 610256

Eating disorders

Beat

Beat is the UK's eating disorder charity. Our mission is to end the pain and suffering caused by eating disorders.

 www.beateatingdisorders.org.uk

 help@beateatingdisorders.org.uk

 0808 801 0677

Employment and training

The Feed

Norwich-based social enterprise providing supported work experience placements within our café and catering enterprise business for adults who face barriers to employment.

 thefeed.org.uk

 info@thefeed.org.uk

 01603 850447

Routes Employment Service

We support individuals to find meaningful and paid employment as part of your mental health recovery journey.

 [norfolkandwaveneymind.org.uk/
routes](http://norfolkandwaveneymind.org.uk/routes)

 [employment@norfolkandwaveneymind.
org.uk](mailto:employment@norfolkandwaveneymind.org.uk)

 0300 330 5488

Voluntary Norfolk Employment & Skills Service

We believe that you shouldn't just receive employment support, but that you should instead work with us and take an active role in your own plan.

 www.voluntarynorfolk.org.uk

 [volunteercentre@voluntarynorfolk.org.
uk](mailto:volunteercentre@voluntarynorfolk.org.uk)

 01603 614474

Homelessness

Norwich City Council homelessness support

If you are homeless, or think you might become homeless in the future, tell us as soon as you can and we'll give you some advice straight away.

 [www.norwich.gov.uk/info/20059/
homelessness](http://www.norwich.gov.uk/info/20059/homelessness)

 housingoptions@norwich.gov.uk

 0344 980 3333

Pathways

Pathways is a multi-agency team that offers outreach, advice, support and signposting for people in Norwich who are rough sleeping or at risk of rough sleeping.

 www.pathwaysnorwich.org.uk

 pathways@smartinshousing.org.uk

 01603 984694

Shelter

Shelter helps millions of people each year struggling with housing or homelessness by offering advice, support and legal services.

 england.shelter.org.uk/get_help/local_services/norwich

 0344 515 1860

St Martins Housing

Helping the homeless build a better life in Norwich and Norfolk through a diverse range of services and support.

 smartinshousing.org.uk

 enquiries@smartinshousing.org.uk

 01603 667706

LGBTQ+

Norfolk LGBT+ Project

Providing support, information and advice to all age groups that is relevant to the health and wellbeing of the lesbian, gay, bisexual and transgender community in Norfolk and Waveney.

 norfolklgbtproject.org.uk

 info@norfolklgbtproject.org.uk

 01603 219299

Physical activity and performing arts

All To Play For

A weekly socially inclusive drop-in football programme for men struggling with poor mental health.

 activenorfolk.org/all-to-play-for

 sam.watts@activenorfolk.org

 01603 731564

The Garage

We work with local and national partners to provide high quality performing arts programming, participation, education and training for all ages.

 thegarage.org.uk

 info@thegarage.org.uk

 01603 283382

Mind The Gap

Mind The Gap is an inclusive music group for people with mental and physical health issues in Norwich.

 mindthegapmusic.org.uk

 sue@mindthegapmusic.org.uk

 07811 155733

Wellbeing and social inclusion

Norfolk Libraries

We're providing activities and groups you can join in with online as part of our coronavirus response.

 <https://www.norfolk.gov.uk/libraries-local-history-and-archives/libraries/whats-on>

MensCraft

MensCraft supports boys and men of all ages. We offer information, activities and programmes to meet the challenges of each different life stage

 menscraft.org.uk

 info@menscraft.org.uk

 07514 254200

Wellbeing Norfolk & Waveney

Wellbeing Norfolk & Waveney provide a range of support for people with common mental health and emotional issues, such as low mood, depression or stress.

 www.wellbeingnands.co.uk

 admin@wellbeingnandw.co.uk

 0300 123 1503

Young people and families

The Benjamin Foundation

Bringing hope, opportunity, stability and independence to children, young people and families experiencing challenges in Norfolk and Suffolk.

 benjaminfoundation.co.uk

 info@benjaminfoundation.co.uk

 01603 615670

MAP

We are advisers, counsellors, youth workers and other professionals working together to provide the best support we can to young people aged 11-25, in a way that works for them.

 www.map.uk.net

 advice@map.uk.net

 0800 0744454