



Well-Being Initiative

JOINING THE DOTS



## Factsheet

# Mental Health Provision for children

## Available in Norfolk

Please distribute to Councillors: Factsheets are meant to be kept on file for reference when needed

### Just One Norfolk and Parentline



Just One Norfolk has a great deal of information for children and young people to support their emotional health and wellbeing as well as for the family as a whole.

The phone service is available from Monday – Friday 8 a.m. to 6.p.m (9 a.m. to 1 p.m, on Saturdays).

For ages 5-19, the Healthy Child Programme offers support for health and wellbeing to all children and young people living in Norfolk.

You can contact them by calling **Just One Number** on **0300 300 0123** or texting **Parentline** on **07520631590**. If you are aged **11-19**, you can text **ChatHealth** on **07480635060** for confidential advice from one of their team.

If you are aged 16-19 take a look at **Just1Norfolk Health Passport app**. This has been developed to support transition to adulthood and help young people become more independent with their own health needs.

### Papyrus



PAPYRUS is an organisation set up to help young people considering suicide; provides confidential support and advice to young people struggling with thoughts of suicide, and anyone worried about a young person through our helpline.

They also look to engage communities and volunteers in suicide prevention projects and deliver training programmes to individuals and groups. This includes equipping local councils, healthcare professionals and school staff with suicide prevention skill

Contact - 0800 068 41 41



## HOPELINK

HOPELINK is PAPHYRUS's digital platform that is helping HOPELINEUK callers to revisit and update their suicide safety plans, online.

This unique two-way safety plan is simple to set up, secure and will help to save lives. It is also accessible to users 24/7, meaning that there will be support around the clock for anyone using the service.

Their mission is to reduce the number of young people who take their own lives by shattering the stigma around suicide and equipping young people and their communities with the skills to recognise and respond to suicidal behaviour.

If you would like to find out more about HOPELINK, please click [here](#).

Contact: **01925 572 444**

Email: **admin@papyrus-uk.org**



## Norfolk Send Partnership



**Norfolk Send Partnership** offer information, advice and support to children, young people and parents/carers about special educational needs and disabilities (SEND). This includes health and social care where it is linked to education. **Norfolk Send Partnership** are a free, dedicated, confidential and impartial service based in Norwich with volunteers across the county. Staff and volunteers are independently trained in SEND.

Contact: **01603 704070** Email: **sendpartnership.iass@norfolk.gov.uk**



## Kooth



The team provide free, safe and anonymous online support and counselling for children and young people from age 11 to their 26<sup>th</sup> birthday. The whole team are made up of friendly and experienced individuals who want to help and support young people.

Kooth have links with Childline for help and support to anyone under the age of 19 in the UK



**Contact :Childline - 0800 1111**

ChildLine offers a counselling service for children and young people. You can also call the helpline if you are an adult worried about a child.

Call 0800 1111

**National Crime Agency Command**



**National Crime Agency Command are there if you are worried about online sexual abuse or the way someone has been communicating online and takes you through the steps to Make a report to one of CEOP's Child Protection Advisors**

The CEOP Thinkuknow website also has information and advice to help them to stay safe if something has happened to them online. If they are being bullied but don't feel ready to contact CEOP, that is when they can contact [childline.org.uk](http://childline.org.uk) or 0800 1111.

**Breaking Barriers – Ormiston Families**



Ormiston Families offers a non-judgemental, early intervention service providing support for children and young people affected by the imprisonment of a close family member. Ormiston Families work in schools, family homes, or wherever a young person feels safe, to help them come to terms with the emotional trauma.

Contact: Tel: 01603 216481

Address: St Clements House  
2-16 Colegate

Norwich NR3 1BQ

**OCD Action**



OCD Action is the national charity for people affected by Obsessive Compulsive Disorder (and related disorders). OCD Action provide information, support groups, helpline, advocacy and support to adults, young people and families affected by this condition.

**Helpline:** 0845 390 6232 / 020 7253 2664  
**Helpline email:** [support@ocdaction.org.uk](mailto:support@ocdaction.org.uk)



**The Mix**

If you're under 25, The Mix is a support service helping young people take on challenges from mental health to money, from homelessness to finding a job, from break-ups to drugs. The Mix's help-line is open between 4pm and 11pm, 7 days a week. And the crisis text service which is open 24 hours a day, 7 days a week. 1-2-1 Chat available on the website.

**Telephone:** 0808 808 4994  
**E-mail:** through the website.  
**Crisis text message service:** Text **THEMIX** to 85258 **Webchat:** through the website. (4 p.m. – 11 p.m., 7 days a week) **Website:** [www.themix.org.uk](http://www.themix.org.uk)



**On My Mind**

The Anna Freud Centre for Children & Families provides information, advice and resources for 10 – 25 year olds, including tools to manage your own wellbeing and signposting to support.

**Visit:** <https://www.annafreud.org/on-my-mind/>



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