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SUFFOLK INFOLINK

Suffolk Infolink is an online directory of community information; local clubs, societies, community and voluntary organisations, childcare providers and services.

Telephone: 01473 265265

Email: infolink@suffolk.gov.uk

Web: infolink.suffolk.gov.uk

CITIZENS ADVICE

Citizens Advice give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem. Our national charity and network of local charities offer confidential advice online, over the phone, and in person, for free.

Telephone: 0800 144 8848 (England)

Web: www.citizensadvice.org.uk (Online chat service provided)

SUFFOLK LIBRARIES

We nurture children's literacy, support vulnerable people and promote wellbeing across Suffolk.

Telephone: 01473 351249

Email: help@suffolklibraries.co.uk

Web: www.suffolklibraries.co.uk

SUFFOLK COUNTY COUNCIL

Information and advice about health and care, housing, money, local services and organisations to help you live independently.

Email: customer.services@suffolk.gov.uk

Web: www.suffolk.gov.uk

FOOD BANKS

Find a foodbank in Suffolk by searching on the Suffolk Infolink website. It lists all the foodbanks available across Suffolk.

Web: infolink.suffolk.gov.uk

EQUALITIES AND HUMAN RIGHTS COMMISSION (EHRC)

Information, advice and help about your rights and responsibilities regarding human rights and equality law.

Telephone: 0808 800 0082

Web: www.equalityhumanrights.com

FOR ANY PHYSICAL HEALTH WORRIES, TO CHECK SYMPTOMS OR TO FIND MEDICAL SERVICES

Call 111 to speak to someone if you need to:

- Discuss complex medical problems
- Discuss worries about a long-term condition
- Get end-of-life care, or call emergency services immediately and ask for the Police, Fire Service, or Ambulance.
- Report child protection or vulnerable adult concerns

Telephone: 111

Web: 111.nhs.uk

WHEN A SITUATION IS NOT AN EMERGENCY BUT YOU THINK SUPPORT IS REQUIRED

Call the non-emergency number.

Telephone: 101

* FIND YOUR NHS NUMBER *

Use this service to get your NHS number.

Website: www.nhs.uk/find-nhs-number/what-is-your-name

IN ANY SITUATION WHERE SOMEONE IS AT RISK OF DEATH OR INJURY

Call emergency services immediately and ask for the Police, Fire Service, or Ambulance.

Telephone: 999

HEALTHY SUFFOLK

Health advice & services in Suffolk.

Telephone: 0345 606 6067

Email: healthandwellbeing@suffolk.gov.uk

Web: www.healthysuffolk.org.uk

ONE LIFE SUFFOLK

OneLife Suffolk is the integrated healthy lifestyle service offering a number of free services across the county including:

- Adult, children & family weight management courses
- Stop smoking service
- Get help to get active and health walks
- Outreach NHS health checks
- School holiday camps

Telephone: 01473 718193

Email: info@onelifesuffolk.co.uk

Web: onelifesuffolk.co.uk

BRAMA CARE

Eating disorder retreat and support for women aged 18+. Help for those with suspected diagnosis of anorexia nervosa, bulimia nervosa, binge eating disorder, mixed eating disorder or other 'eating problems' including selective eating, food phobia, food avoidance.

Telephone: 01473 740872

Web: www.bramacare.co.uk

HEALTHWATCH SUFFOLK

We are your local health and social care champion. Our role is to record your feedback and to work with your local services, and the people who pay for them, to make sure your voice is heard where it matters.

Telephone: 0800 448 8234

Email: info@healthwatchesuffolk.co.uk

Web: healthwatchesuffolk.co.uk

BEAT EATING DISORDERS

Beat is the leading UK wide charity providing information, help and support for people affected by eating disorders, including anorexia nervosa, bulimia nervosa and binge eating disorder. They can help if you need support or advice personally or if you are supporting a loved one. They also provide online one-to-one support.

Telephone: 0808 801 0677

Email: help@beateatingdisorders.org.uk

Web: www.beateatingdisorders.org.uk

WEDNESDAYS CHILD

A social enterprise business, determined to make a difference to the lives of those experiencing an eating disorder, and to aid those who care for an individual with such a life limiting illness. We run regular Supportive Suppers throughout Suffolk, and can be instructed to aid you and your family through such activities as 'Accompanied Mealtimes' or 'Assisted Shopping'.

Email: hello@wednesdayschild.co.uk

Web: wednesdayschild.co.uk

HEADWAY

We support people with traumatic and acquired brain injury including strokes, their families and carers to regain confidence and overcome challenges. We promote independence and rehabilitation, providing information and support services directly to those in need.

Telephone: 0808 800 2244

Email: helpline@headway.org.uk

Web: www.headway.org.uk

NHS CHOICES

The NHS website helps and empowers people to engage with their own health, care and wellbeing, and that of the people they care for including:

- **Health A-Z:** Find information on a whole range of different health conditions
- **Live Well:** Advice, tips and tools to help you make the best choices about your health and wellbeing
- **Care and support:** Explaining where to get support if you or someone you know needs help with day-to-day living because of illness or disability
- **Services near you:** Find GP, Dentist, Pharmacy, Hospital and other NHS services near you

Web: www.nhs.uk/Pages/homepage.aspx

ICASH

For sexual health advice and support.

Telephone: 0300 300 3030

Web: www.icash.nhs.uk

CHILDLINE

Childline is here to help anyone under 19 in the UK with any issue they're going through. You can talk about anything. Whether it's something big or small, our trained counsellors are here to support you. Childline is free, confidential and available any time, day or night.

Telephone: 0800 11 11

Web: www.childline.org.uk

FOR ANY CONCERNS ABOUT A CHILD OR VULNERABLE ADULT

Please ring Suffolk Safeguarding Children's Board.

Telephone: 0808 800 4005

NSPCC HELPLINE

The NSPCC offers advice and support to anyone concerned about the welfare of a child.

Telephone: 0808 800 5000

Email: help@nspcc.org.uk

Web: www.nspcc.org.uk

CHANGE4LIFE

Change4Life aims to ensure parents have the essential support and tools they need to make healthier choices for their families.

Web: www.childrenscommissioner.gov.uk (web contact form available)

SUFFOLK FAMILY CARERS

We provide information, advice and support to help family carers of all ages across Suffolk get the support they need to live fuller lives. We're here to make sure that no matter how complicated your query or your experience, you don't have to care alone.

Telephone: 01473 835477

Web: www.suffolkfamilycarers.org (Online chat available)

INSPIRE SUFFOLK

We work at the forefront of helping young people to overcome challenges onto positive next steps in their lives back into employment and further training. We offer life changing personal development programmes, motivational education courses and engaging sport activities.

Telephone: 01473 353194

Email: info@inspiresuffolk.org.uk

Web: www.inspiresuffolk.org.uk

PAPYRUS

We provide confidential support and advice to young people struggling with thoughts of suicide, and anyone worried about a young person through our helpline, HOPELINEUK.

Telephone: 01925 572 444

Email: admin@papyrus-uk.org

Web: www.papyrus-uk.org

SUFFOLK PARENT HUB

Advice, information, and parenting support for parents and carers of children & young people aged 0-19.

Telephone: 0345 60 800 33

Email: parenting@suffolk.gov.uk

Web: www.suffolk.gov.uk/children-families-and-learning/the-parent-hub

CHATHEALTH - SCHOOL NURSING TEXT SERVICE

- For ages 11-19
- Text a school nurse with issues ranging from emotional wellbeing to sexual health and bullying, or to make an appointment with your school nurse
- Available: Monday to Friday, 9am-4.30pm, excluding bank holidays

Telephone: 07507 333356

Web: www.thesource.me.uk/health/chathealth-your-school-nursing-text-service

TRIPLE P - POSITIVE PARENTING PROGRAM

- Family Transitions is a group parenting programme for divorced or separated parents. It gives you new ways to help protect your child and yourself from the fallout from a family split
- Latest sessions for this programme are often detailed in the Choices newsletter

Web: www.thinkuknow.co.uk/parents

SUFFOLK SAFEGUARDING PARTNERSHIP

Every person has a right to be safe and the Suffolk Safeguarding Partnership work with lots of different organisations including care homes, fire, health, housing associations, police and probation, schools, social workers and the voluntary sector, to make sure that they are all working together and doing what they can to keep children and young people and adults at risk safe from any type of harm or neglect.

Telephone: 08456 066067

Email: enquiries@suffolksp.org.uk

Web: www.suffolkscb.org.uk/procedures/lscb-policies-guidance-and-protocols/child-sexual-exploitation-cse

THE SOURCE

The Source offers help and advice for young people in Suffolk with courses, jobs, CV builder, apprenticeships, careers, money, free time, life, housing and health.

Telephone: 0800 085 4448

Web: www.thesource.me.uk

FAMILY LIVES

Offer support and advice about bullying, including cyber bullying. You can also share experiences and advice with other parents on their forums.

Telephone: 0808 800 2222

Email: askus@familylives.org.uk

Web: www.familylives.org.uk

CHILD LAW ADVICE LINE

For legal advice on any topic.

Telephone: 08088 020 008 (Freephone)

Web: www.lawstuff.org.uk

CEOP (CHILD EXPLOITATION AND ONLINE PROTECTION)

Are you worried about online sexual abuse or the way someone has been communicating with you online?

Web: www.ceop.police.uk/Safety-Centre/

YOUNG MINDS

Young Minds is the UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people.

Telephone: (Helpline Service for Parents) 0808 802 5544

Email: parents@youngminds.org.uk

Web: youngminds.org.uk

THE CHILDRENS COMMISSIONER FOR ENGLAND

Children's commissioner, Rachel de Souza promotes and protects the rights of children, especially the most vulnerable, and stands up for their views and interests.

Telephone: 020 7783 8330

Web: www.childrenscommissioner.gov.uk (web contact form available)

ICENI PROJECT

The aim of IcenI is to offer treatment and support to parents affected by an addiction to maintain family relationships and prevent children from being removed into care.

Telephone: 01473 214006

Email: admin@iceniipswich.org

Web: www.iceniipswich.org

BRAVE FUTURES

Brave Futures is a support service for children and young people upto the age of 18 years that have experienced sexual abuse. We work throughout Suffolk and Norfolk.

Telephone: 01473 353355

Email: admin@bravefutures.org

Web: bravefutures.org

SUFFOLK PARENT CARER NETWORK (SPCN)

We are a voluntary organisation of parents and carers of children and young people with additional needs and/or disabilities in Suffolk who aim to be a voice to inform service providers of the needs of disabled children, young people and their families.

Telephone: 01473 760933

Email: info@suffolkpcf.co.uk

Web: suffolkpcf.co.uk

SUFFOLK LGBT+ NETWORK

Support that promotes equality and diversity in Suffolk, aiming to combat sexual orientation and gender identity discrimination.

Telephone: 0300 330 0630 (LGBT Switchboard for confidential chat)

Web: www.suffolklgbtnetwork.org.uk

FFLAG

FFLAG is a national charity coordinating a network of local support groups and helplines for families and friends of LGBT people. FFLAG also produces booklets for parents and LGBT children to help them understand each other's concerns - these are available to download from our website or by post.

Telephone: 0300 688 0368

Email: admin@fflag.org.uk

Web: www.fflag.org.uk

OUTREACH YOUTH

Outreach youth is committed to enabling Lesbian, Gay, Bisexual, Trans*, Queer and Questioning (LGBT*Q+) young people and their peers, to realise their unique potential and to take a positive role in society, through their involvement and participation in social and informal education youth work opportunities.

Telephone: 07999 730 289

Email: info@outreachyouth.org.uk

Web: www.outreachyouth.org.uk

STONEWALL'S INFORMATION SERVICE

Stonewall is the UK's largest lesbian, gay, bisexual and Trans charity. Their Information Service can answer your questions on gay rights and how to challenge discrimination.

Telephone: FREEPHONE 0800 0502020

Email: info@stonewall.org.uk

Web: www.stonewall.org.uk

GALOP

If you've experienced hate crime, sexual violence or domestic abuse, we're here for you. We also support lesbian, gay, bi, trans and queer people who have had problems with the police or have questions about the criminal justice system.

Telephone: 0800 999 5428

Email: help@galop.org.uk

Web: www.galop.org.uk

ALLSORTS YOUTH PROJECT

Allsorts Youth Project listens to, connects & supports children & young people under 26 who are lesbian, gay, bisexual, trans or exploring their sexual orientation and/or gender identity (LGBT+) and their families.

Telephone: 01273 721100

Email: info@allsortsyouth.org.uk

Web: www.allsortsyouth.org.uk

REALISE FUTURES

A large selection of courses to help you to develop new skills, gain confidence, adapt to life changes or gain a recognised qualification.

Telephone: 0300 456 2050

Email: info@rflern.co.uk

Web: www.realisefutures.org/learning-coaching-advice/

MULTIPLY

Multiply Suffolk is here to deliver bespoke coaching, training and mentoring to support you into learning and employment across Suffolk. Multiply Suffolk will provide opportunities for you to improve your knowledge, understanding and use of maths in daily life: at home, in learning and in work.

Telephone: 01473 275957

Email: coaching@realisefutures.org

Web: www.realisefutures.org/learning-coaching-advice/

OPENLEARN

Free learning from The Open University. Our courses have been proven to increase confidence and develop the skills needed to enter Higher Education and succeed with learning.

Web: www.open.edu/openlearn

MOOC LIST

A complete list of free online courses.

Web: www.mooc-list.com

UNIVERSITY OF SUFFOLK

The University of Suffolk is based in Ipswich and offers a wide-ranging portfolio of undergraduate and postgraduate courses across the Arts, Business, Social Sciences, Humanities, Technology, Health and Sciences.

Telephone: 01473 338833

Web: www.uos.ac.uk

SUFFOLK NEW COLLEGE

Suffolk New College is based in Ipswich, near the thriving waterfront and town centre. The College also has campuses at Otley (Suffolk Rural), in Leiston & Halesworth (Suffolk New College On The Coast), and the newly acquired site in Halesworth. School leaver and adult provision available. Different contact numbers for each site available on their website.

Email: info@suffolk.ac.uk

Web: www.suffolk.ac.uk

WEST SUFFOLK COLLEGE

West Suffolk College is a Further Education college in Bury St Edmunds, Suffolk. The college delivers a range of courses, including vocational and technical courses, apprenticeships, and an array of higher-apprenticeships and bachelor's degree courses. School leaver and adult provision available.

Telephone: 01284 701301

Email: info@wsc.ac.uk

Web: www.wsc.ac.uk

GOT TO READ

Helping adults become confident readers through 1:1 support
Do you know someone who would like some help with reading or writing?
We may be able to help with free, friendly and confidential one-to-one support.

Telephone: 07528 147654

Email: info@gottoread.org.uk

Web: gottoread.org.uk

GREENLIGHT TRUST

Building physical and mental wellbeing and resilience through learning new skills
and taking part in woodland and countryside management activities.

Telephone: 01284 830829

Email: info@greenlighttrust.org

Web: www.greenlighttrust.org

TCHC

TCHC offers a wide range of training and workforce development solutions for
individuals and employers across all industry sectors. Our current portfolio includes
a mixture of commercially available training courses as well as publicly funded
training and advice services. They have a centre in Ipswich and online courses.

Telephone: 01923 698430

Email: info@tchc.net

Web: www.tchc.net

EAST COAST COLLEGE

East Coast College is a further education college with campuses in Lowestoft and Great Yarmouth. They offer a wide selection of courses for schools leavers and adults up to degree level.

Telephone: 0800 854 695

Email: myfuture@eastcoast.ac.uk

Web: www.eastcoast.ac.uk

SKILLSWISE

A collection of free videos and downloadable worksheets to help adult learners improve reading, writing and numeracy skills.

Web: www.bbc.co.uk/teach/skillswise

ALISON

Alison is one of the world's largest free online learning platforms for education and skills training. It is a social enterprise dedicated to making it possible for anyone to study anything, anywhere, at any time, for free online, at any subject level.

Web: alison.com

FUTURE LEARN

FutureLearn is an online training provider offering a wide selection of courses. They offer a range of short courses, in depth programs and online degrees. It's possible to study many of the short courses for free, but you then need to upgrade the course if you decide to complete final assessments and acquire an official certificate.

Web: www.futurelearn.com

CHRISTIANS AGAINST POVERTY (CAP)

Free debt counselling in your community from an award winning charity. If you are feeling weighed down by debt, then we can help. You may think your situation is impossible, but there is hope. Our friendly team will give you a listening ear in the privacy of your own home and provide a practical solution to your debts.

Telephone: 0800 328 0006 (FREEPHONE)

Web: capuk.org/get-help

ACAS

Acas gives employees and employers free, impartial advice on workplace rights, rules and best practice. We also offer training and help to resolve disputes.

Telephone: 0300 123 1100

Web: www.acas.org.uk

DEBT SUPPORT TRUST

Debt Support Trust is a not-for-profit debt advice charity with trained, friendly debt advisors who can advise you on suitable debt solutions.

Telephone: 0800 085 0226

Email: contact@debtsupporttrust.org.uk

Web: www.debtsupporttrust.org.uk

BENEFITS GOV.UK

Visit the GOV.UK website to see how benefits work. It includes information on:

- Benefit calculator
- How and when benefits are paid
- Universal credit
- Tax credits
- Jobseekers allowance and low income benefits
- Carers and disability benefits
- Child benefit
- Heating and housing benefits

Telephone: 0800 169 0310

Web: www.gov.uk/browse/benefits

ANGLIA CARE TRUST - MONEY ADVICE SERVICE

Our money advice service works on 3 levels:

- Delivery of high level case work, directly supporting individuals and families with significant money advice/debt concerns
- Raising awareness of money/debt issues, it's impact and enabling people to take positive action
- Building on the guidance given and offering mentoring support to help people embed financial learning in their own home

Telephone: 01473 622888

Email: admin@angliacaretrust.org.uk

Web: www.angliacaretrust.org.uk

DEBT ADVICE GOV.UK

Includes recovering debts, registering for bankruptcy and as a creditor

Web: www.gov.uk/browse/tax/court-claims-debt-bankruptcy

GAMCARE WOMEN'S PROGRAMME

GamCare is a national provider of free information, advice and support for anyone affected by problem gambling.

Our women's programme is focused on building awareness of problem gambling and support options within the wider support sectors for women and girls, and supporting women to encourage them speak out about problem gambling. This includes free advice, support and training that can be tailored for any service and can be flexible based on staff skills/availability.

Telephone: 07397 224948

Email: polly.johnson@gamcare.org.uk

Web: www.gamcare.org.uk/news-and-blog/blog/why-were-focusing-on-women-and-problem-gambling

NATIONAL DEBTLINE

We give free and independent debt advice over the phone and online.

Telephone: 0808 808 4000

Web: www.nationaldebtline.org

TURN2US

Turn2us is a national charity providing practical help to people who are struggling financially. Advice and support to help maximise your income and manage your budget. Online contact form available.

Web: www.turn2us.org.uk

FIND (FAMILIES IN NEED)

We help those that are deprived of a minimum standard of living, whether they are single, families, lone parents, children, elderly, sick, disabled or homeless. We offer free of charge food, household items, furniture, nursery equipment and nappies, beds and bedding and, when available, cookers, washing machines and refrigerators. When appropriate, this includes personal support too.

Telephone: 01473 833351

Web: www.findipswich.org.uk

ENTITLEDTO

An online benefit calculator. We help people determine what they can claim from national and local government via our self-serve calculators. The calculator is anonymous & free to use wherever you have internet access

Web: www.entitledto.co.uk

LEADING LIVES

Leading Lives provides high quality social care support for people with learning disabilities, autism and complex needs across Suffolk and beyond in the home and in the community.

Telephone: 01473 406777

Email: info@leadinglives.org.uk

Web: www.leadinglives.org.uk

DISABILITY ADVICE BUREAU

Disability Rights UK is the UK's leading organisation led by, run by, and working for Disabled people. We work with Disabled People's Organisations and Government across the UK to influence regional and national change for better rights, benefits, quality of life and economic opportunities for Disabled people.

Telephone: 0330 995 0400

Email: enquiries@disabilityrightsuk.org

Web: www.disabilityrightsuk.org

AUTISM AND ADHD

Support and information, based in Ipswich, for those with Autism and ADHD living and working in Suffolk and surrounding areas.

Email: info@autismandadhd.org

Web: www.autismandadhd.org/

THE NATIONAL AUTISTIC SOCIETY

Equal Opportunities - Everyone has the right to be treated equally regardless of, for example, gender, age, disability, sexuality, or race.

Telephone: 0207 833 2299

Email: nas@nas.org.uk

Web: www.autism.org.uk

ACCESS UNLIMITED

Provides information about all the services provided by Suffolk County Council for children and young people with additional needs and disabilities, and their families and carers.

Telephone: 01473 260026

Email: info@activities-unlimited.co.uk

Web: www.autism.org.uk/directory/a/access-unlimited

BEYOND THE WALL

Beyond The Wall provides work and learning for people with learning disabilities, autism and mental health difficulties, in a friendly and supportive environment. Set in a beautiful 2 acre Victorian walled garden on the Thornham estate near Eye, we also have access to acres of woodland for exercise and nature study.

Telephone: 01379 788 700

Email: hello@beyondthewall.org.uk

Web: www.beyondthewall.org.uk

REALISE FUTURES PEER SUPPORT

Our dedicated team members support people with learning disabilities and/or autism to set up social groups with like-minded people in their own communities. Participants share their experiences, interests and discuss their future ambitions. Information, advice and guidance is provided on topics ranging from budgeting to career and training opportunities.

South - Rebecca 07753 447607

North – Debbie 07738 704732

West – Emma 07738 704724

Email: info@realisefutures.org

MOLEHILL MOUNTAIN

Molehill Mountain is an app to help autistic people understand and self manage anxiety. It allows you to track your worries and the situations that trigger anxiety, get evidence based daily tips to understand more about anxiety, and to feel more confident to self manage anxiety.

Available by searching on the App Store on a mobile phone.

SCOPE

Provide support, information and advice to people living with disabilities and their families.

Telephone: 0808 800 3333

Email: helpline@scope.org.uk

Web: www.scope.org.uk

CARECONNECTME

CareConnectMe provides safe and simple calls and reminders to help support people who wish to live a more independent life, giving peace of mind to family, friends and other care contacts.

Telephone: 0843 006 2188 (Mon-Fri 8am-5pm)

Email: info@careconnectme.com

Web: www.careconnectme.com

BEFRIENDING SERVICE

The Befriending Scheme provides friendship and learning opportunities for adults (16yrs+) from vulnerable groups, including those with mental health needs and older people, as well as our existing members with learning disabilities. We also offer various volunteering opportunities with extra support for those who need it.

Telephone: 01787 371333

Email: info@thebefriendingscheme.org.uk

Web: www.thebefriendingscheme.org.uk

ACE ANGLIA

Ace Anglia is a people-led advocacy organisation, working with people with learning disabilities and autistic people across Suffolk. We focus on one to one and group advocacy.

Telephone: 01449 678088

Email: info@aceanglia.com

Web: www.aceanglia.com

MENCAP

Everything we do is about valuing and supporting people with a learning disability, and their families and carers. Anyone can contact the learning disability helpline about anything to do with learning disabilities.

Telephone: 0808 808 1111

Email: helpline@mencap.org.uk

Web: www.mencap.org.uk

DISABILITY RIGHTS UK

We work with disabled people's organisations and government across the UK to influence regional and national change for better rights, benefits, quality of life and economic opportunities for disabled people.

Telephone: 0330 995 0400

Email: enquiries@disabilityrightsuk.org

Web: www.disabilityrightsuk.org

REALISE FUTURES RF WORKS

We work with people with disabilities and/or disadvantages to provide work experience, training, skills development and employment. At RF WORKS sites you can gain real experience in a range of supportive settings from retail to catering. You will learn new skills for work and life, such as teamwork, social skills and building confidence.

Telephone: 01473 242500

Email: RFWorks@realisefutures.org

Web: www.realisefutures.org/social-business

AVENUES EAST SUPPORTED LIVING SERVICES

Our services provide supported living and residential care within Suffolk and Cambridgeshire to enable disabled people to make choices and decide how they want to live their life. We provide a variety of person centred living that meets individual needs and choice.

Telephone: 01473 836777

Email: info@avenuesgroup.org.uk

Web: www.avenuesgroup.org.uk

EQUAL LIVES

Equal Lives is a user-led disability rights organisation. Disabled people can join us as a member and receive regular newsletters, find out about opportunities, and help us campaign for policy change to influence decisions that affect disabled people. Membership is FREE and we carry out work led by you.

Telephone: 01508 491 210

Email: info@equallives.org.uk

Web: www.equallives.org.uk

UNITED RESPONSE

United Response is a national charity that supports people with learning disabilities, mental health needs and physical disabilities to take control of their lives.

Telephone: 01473 836160

Email: info@unitedresponse.org.uk

Web: www.unitedresponse.org.uk

NATIONAL CAREERS SERVICE

We provide information, advice and guidance to help you make decisions on learning, training and work. We help with CVs, skills health check reports, action plans & course searches.

Telephone: 0800 100 900 (Regional contact centre)

Web: www.nationalcareersservice.gov.uk

JOB SEARCH WEBSITES

www.gov.uk

www.indeed.co.uk

www.suffolkjobsdirect.org

www.jobs24.co.uk

FUTURES FOR YOU

Support for CV's, mock interviews and careers advice for those moving towards work.

Telephone: 08000 85 85 20

Email: hello@futuresforyou.com

Web: www.futuresforyou.com

WORK AND HEALTH PROGRAMME

The Work and Health Programme is designed to help you find a good job, enrich your life and create a brighter future. It recognises that everyone has their own set of challenges, their own reasons for being out of work and understands that everyone's path to find a job will be different.

Web: www.shawtrust.org.uk/what-we-do/whp/

For more information on signing up to the Programme speak to your Work Coach

LEONARD CHESHIRE

Provides tailored employability support for searching for, obtaining and maintaining employment for anyone with a health barrier aged 25+ that has been unemployed for 6 months or more. This includes help with CV's, travel to training, time management and mock interviews.

Telephone: 020 3242 0200

Email: info@leonardcheshire.org

Web: www.leonardcheshire.org

SEETEC

Seetec is a leading provider of employment and training services working with you to aspire, achieve and sustain your objectives through our training and employment services.

Telephone: 0845 33 06 573

Email: enquiries@seetec.co.uk

Web: www.seetec.co.uk

RESTART SCHEME

The Restart Scheme is a comprehensive support service for jobseekers with referrals being made by work coaches at Job Centre Plus. Realise Futures deliver the scheme in Ipswich and Mid-Suffolk. Together with one of our dedicated Employment Advisors we will make a plan that will help you achieve your goals and support you on your journey into employment.

Telephone: Speak to your Work Coach at the Job Centre

Web: reedrestart.co.uk/about

RETHINK

Rethink aim to improve the lives of people severely affected by mental illness through a network of local groups and services, expert information, and successful campaigning. Their goal is to make sure everyone affected by severe mental illness has a good quality of life.

Telephone: 0808 801 0525

Email: info@rethink.org

Web: www.rethink.org

SAMARITANS

The Samaritans provide emotional support to anyone struggling to cope, in emotional distress, or at risk of suicide.

Telephone: 116 123

Email: jo@samaritans.org

Web: www.samaritans.org

SANE

SANE runs a national out of hours mental health helpline offering specialist emotional support and information to anyone affected by mental illness including family, friends and carers.

Telephone: 0300 304 7000

Email: info@sane.org.uk

Web: www.sane.org.uk

MENS ADVICE LINE

The helpline for male victims of domestic abuse. Are you being abused? Have you changed the way you behave because you are frightened of your partner's reaction? If you answered yes, you are being abused. Talk it over. Call the Men's Advice Line.

Telephone: 0808 801 0327

Email: info@mensadvice.org.uk

Web: www.mensadvice.org.uk

SHOUT

Shout is a 24/7 text service free on all major mobile networks for anyone in crisis at anytime anywhere. It's a place to go if you're struggling to cope and need immediate help.

To start a conversation, text the word 'SHOUT' to 85258.

Web: giveusashout.org

STAY ALIVE APP

The Stay Alive app is a suicide prevention resource for the UK packed full of useful information and tools to help you stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide.

Available by searching on the App Store on a mobile phone.

Web: www.stayalive.app

MIND

When you're experiencing a mental health problem, supportive and reliable information can change your life. That's what we do. We empower people to understand their condition and the choices available to them

Telephone: 0300 123 3393

Email: info@mind.org.uk

Web: www.mind.org.uk

SUFFOLK WELLBEING SERVICE (SWS)

Wellbeing Suffolk offer help and support to improve wellbeing and manage stress, low mood and anxiety. We aim to reduce the onset of mental ill health, prevent deterioration and promote recovery by offering a range of flexible services tailored to meet your specific needs.

Telephone: 0300 123 1503

Email: wellbeing.suffolk@nsft.nhs.uk

Web: www.wellbeingnands.co.uk/suffolk

SUFFOLK USER FORUM

We are an independent mental health user led, involvement, peer support and advocacy organisation.

Telephone: 01473 907087

Email: hello@suffolkuserforum.co.uk

Web: www.suffolkuserforum.co.uk

ANXIETY UK

Working to relieve and support those living with anxiety and anxiety based depression by providing information, support and understanding via an extensive range of services.

Telephone: 03444 775 774

Email: admin@anxietyuk.org.uk

Web: www.anxietyuk.org.uk

CALM (CAMPAIGN AGAINST LIVING MISERABLY)

CALM offers support to men in the UK, of any age, who are down or in crisis via a helpline, webchat, and website.

Telephone: 0800 58 58 58

Web: www.thecalmzone.net

NHS MENTAL HEALTH CRISIS SUPPORT LINE

The crisis line can help if you might be: feeling extremely anxious and having panic attacks or flashbacks, feeling suicidal, or self-harming. A trained mental health professional will answer your call and will be able to listen to your concerns and help you get the support you need.

Telephone: Call 111 and press option 2 if you need urgent mental health support.

HEADSPACE

Headspace provides guided meditation sessions and mindfulness training which can be accessed online or via a mobile app.

Web: www.headspace.com

MENS ADVICE LINE

Our team are available to offer you non-judgmental support, practical advice and information. Our focus is to increase the safety of men experiencing domestic abuse (and the safety of any children) by providing confidential support.

Telephone: 0808 801 0327

Email: info@mensadvice.org.uk

Web: www.mensadvice.org.uk

SURVIVORS IN TRANSITION (SIT)

SIT supports all genders who have experienced sexual abuse in childhood, through a range of trauma informed, psycho-educational activities including one to one and group therapy, counselling, advocacy, research and training to become empowered and improve self esteem and resilience.

Telephone: 01473 232499

Email: support@survivorsintransition.co.uk

Web: www.survivorsintransition.co.uk

THE FERNS

We are here to help you if you have been raped or sexually assaulted. You can call us 24 hours a day, seven days a week for advice and guidance.

Telephone: 0300 123 5058

Email: contact@theferns-suffolk.org.uk

Web: www.theferns-suffolk.org.uk

SUFFOLK RAPE CRISIS

Suffolk Rape Crisis is a specialist feminist organization run for women by women. We provide free, confidential, and empowering support to women and girls aged 14+ who have experienced any form of sexual violence, at any point in their lives.

Telephone: 01473 231 200

Email: info@srchelp.org.uk

Web: srchelp.org.uk

LEEWAY

Leeway is an independent charity providing support to adults, young people and children who are experiencing domestic abuse. We operate eight safe houses and people experiencing domestic abuse and their children are welcome to stay as long as necessary to secure a future free from a dangerous partner.

Telephone: 0300 561 0077

Email: adviceandsupport@leewaynwa.org.uk

Web: www.leewaynsupport.org

ANGLIA CARE TRUST

We offer support to male and female victims of domestic abuse, along with their children and provide accommodation for victims who are not eligible for traditional refuges.

Telephone: 0800 977 5690

Email: admin@angliacaretrust.org.uk

Web: angliacaretrust.org.uk/services/community-safety

SHELTER

Our free emergency helpline is open 365 days a year to answer calls from anyone struggling with a housing issue or homelessness. On our website, find expert information about everything from reclaiming your deposit to applying as homeless, or speak to an adviser over webchat.

Telephone: 0300 330 1234

Email: info@shelter.org.uk

Web: england.shelter.org.uk

YMCA SUFFOLK

We are able to provide supported housing for many young people. We provide different types of accommodation and different levels of support dependent on the needs of each individual. Each type of accommodation in each location offers the same fundamental service but has unique facilities within the site and in the surrounding areas. Contact numbers for each area available on the website.

Email: accommodation.admin@ymcatrinity.org.uk

Web: ymcatrinitygroup.org.uk/housing

IPSWICH BOROUGH COUNCIL - HOUSING

Find housing, information for council tenants, advice for private tenants, landlords and homeowners and how we are working to help homeless people.

Telephone: 01473 432000

Web: www.ipswich.gov.uk/housing

IPSWICH HOUSING ACTION GROUP (IHAG)

Our housing team provides regular, practical support and guidance to enable people to get back on their feet, maintain their tenancy, and prepare to move on to independency.

Telephone: 01473 232426

Email: housingservices@ihag.co.uk

Web: www.ihag.co.uk

HOMEGROUP

Support for housing. Homegroup also offer lifestyle/healthy living and personal development support.

Telephone: 0345 141 4663

Email: contactus@homegroup.org.uk

Web: www.homegroup.org.uk

ANGLIA CARE TRUST

Our services help people to keep a roof over their heads. We support people with very different needs: from those who are rough sleeping into temporary accommodation, those who require additional support with maintaining a tenancy in our supported accommodation and then those who have the skills to move on into their own tenancy. We help with housing applications and teach the skills that enable people to keep their tenancies and maintain their own homes.

Web: angliacaretrust.org.uk/services/housing-services

SUFFOLK REFUGEE FORUM

At Suffolk Refugee Support, we help refugees and asylum seekers. We are here to support you, and help you integrate into the UK.

Telephone: 01473 400785

Web: suffolkrefugee.org.uk

KARIBU - AFRICAN WOMEN'S SUPPORT GROUP (IPSWICH)

Karibu provides information, advice, help, support and counselling services to African and minority ethnic women and their families in Ipswich and Suffolk in general. It aims to promote awareness of ethnic, cultural and religious diversity within statutory and voluntary organisations and the larger community.

Telephone: 01473 487004

Email: lara@karibuawsg.com

Web: www.karibuawsg.com

BRITISH RED CROSS

If you are a refugee or asylum seeker in the UK who needs help, or someone who works with refugees and people seeking asylum, our teams will speak to you and help you figure out what you need. We can offer help from the Red Cross, or refer you to other organisations for support.

Telephone: 0808 196 3651 Support Line

Email: contactus@redcross.org.uk

Web: www.redcross.org.uk/get-help/get-help-as-a-refugee

IPSWICH AND SUFFOLK COUNCIL FOR RACIAL EQUALITY (ISCRE)

ISCRE aims to work towards the elimination of racial discrimination, and to promote equality of opportunity and good relations between persons of different racial groups. It exists to provide a platform to Suffolk's marginalised communities to engage constructively with key stakeholders in mainstream service provision.

Telephone: 01473 408111

Email: office@iscre.org.uk

Web: www.iscre.org.uk

REFUGEE COUNCIL

The Refugee Council is a leading charity working with refugees and people seeking asylum in the UK. We exist to support and empower people who have fled conflict, violence and persecution in order to rebuild their lives here in the UK.

Telephone: 0808 196 7272

Email: info@refugeecouncil.org.uk

Web: www.refugeecouncil.org.uk

TURNING POINT

We work with people who need our support with their drug and alcohol use, mental health, offending behaviour, unemployment issues and people with a learning disability.

Telephone: 0300 123 0872

Email: suffolk@turning-point.co.uk

Web: www.turning-point.co.uk

ALCOHOLICS ANONYMOUS

Alcoholics anonymous is a mutual aid fellowship with the stated purpose of enabling its members to 'stay sober and help other alcoholics achieve sobriety'. AA is a nonprofessional, self-supporting, and apolitical. Its only membership requirement is a desire to stop drinking.

Telephone: 0800 9177 650

Email: help@aamail.org

Web: www.alcoholics-anonymous.org.uk

ANGLIA CARE TRUST

Our drug and alcohol recovery and outreach service, incorporating a psychiatric liaison service, supports individuals in our community to address their substance misuse, alongside any mental health issues they may have.

Telephone: 01473 622888

Email: admin@angliacaretrust.org.uk

Web: angliacaretrust.org.uk/services/community-safety/

NARCOTICS ANONYMOUS

A non profit fellowship or society of men and women for whom drugs had become a major problem. We are recovering addicts who meet regularly to help each other stay clean. This is a program of complete abstinence from all drugs. There is only one requirement for membership, the desire to stop using.

Telephone: 0300 999 1212

Email: pi@ukna.org

Web: ukna.org

ADFAM

Adfam is the leading national organisation working with and for families affected by drugs and alcohol. We provide support to families through publications, training, outreach work and signposting to local support services.

Telephone: 020 3817 9410

Email: admin@adfam.org.uk

Web: www.adfam.org.uk

ACTION ON ADDICTION

Action on Addiction is a national campaign that aims to reframe existing perceptions of addiction and build awareness of it that improves understanding and empathy, reduces prejudice & enables more people to get the help they need.

Telephone: 020 3981 5525

Email: takingactiononaddiction@forwardtrust.org.uk

Web: www.actiononaddiction.org.uk

RELATE

Relate offers counselling services for every type of relationship nationwide. They provide advice on marriage LGBT issues, divorce and parenting.

Telephone: 0300 100 1234

Email: enquiries@relatenee.org.uk

Web: www.relate.org.uk

AGE UK - NATIONAL ADVICE LINE

Age UK's advice line is a free, confidential national phone service for older people, their families, friends, carers and professionals. Our team will give you information that is reliable and up to date and help you to access the advice you need.

Telephone: 0800 055 6112

Web: www.ageuk.org.uk

ORMISTON FAMILIES

Ormiston Families takes early and preventative action to create safe, healthy and resilient families who feel in control of their own wellbeing. We support children, young people and their families to manage the challenges they face, make positive choices and improve their life chances.

Telephone: 01473 724517

Email: enquiries@ormistonfamilies.org.uk

Web: www.ormiston.org

FAMILY HUBS

A Family Hub is somewhere families, parents, carers, young people can get support. Each Family Hub will provide different services and activities during a week. Services will be based upon the needs of the families, parents, carers and young people living in the community where the Family Hub is based. Wherever you live in Suffolk, you will be able to get help from one of our Family Hubs.

Web: www.suffolk.gov.uk/children-families-and-learning/family-hubs/health-and-childrens-centre-contact-details

WORKING FAMILIES

Working Families is the UK's national charity for working parents and carers. Our mission is to remove the barriers that people with caring responsibilities face in the workplace.

Telephone: 0300 012 0312 Helpline for parents & carers

Email: office@workingfamilies.org.uk

Web: workingfamilies.org.uk

KINSHIP

We're here for all kinship carers – the grandparents and siblings, the aunts, uncles, and family friends who step up to raise children when their parents can't. We connect carers together in our national community and network of local support groups, so they don't have to face the fight alone.

Telephone: 0300 123 7015

Email: info@kinship.org.uk

Web: kinship.org.uk

**REALISE
FUTURES**

Enhancing people's lives

