



LIST OF ORGANISATIONS THAT CAN OFFER SUPPORT TO LEARNERS

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## SUFFOLK INFOLINK

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](mailto:infolink@suffolk.gov.uk)

**Web:** [www.infolink.suffolk.gov.uk](http://www.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](http://www.equalityhumanrights.com)

## SUFFOLK COMMUNITY LIBRARIES

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

**Telephone:** 0345 60 630 60      **Email:** [library.help@suffolk.gov.uk](mailto:library.help@suffolk.gov.uk)

**Web:** [www.suffolkcommunitylibraries.co.uk](http://www.suffolkcommunitylibraries.co.uk)

## FOOD BANKS

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

**Web:** [www.infolink.suffolk.gov.uk](http://www.infolink.suffolk.gov.uk)

**Telephone:** 0808 208 2138

## 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](mailto:customer.services@suffolk.gov.uk)

**Web:** [www.suffolk.gov.uk](http://www.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. We offer confidential advice online, over the phone, and in person, for free.

**Telephone:** 0800 144 8848 (England)

**Web:** [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) (Online chat service provided)

## WARM HANDOVER SCHEME

The Suffolk Information Partnership manages a secure, online referral process to support vulnerable customers and clients and help them access services that they may not be able to on their own. If the client would like to be referred to another organisation in the Scheme, or the practitioner feels it is in their best interests, their personal details and support needs can be safely and swiftly passed on to other partner organisations who will get in touch with the client to offer support. \*Please note that the referral form is only for use by organisations.

**Web:** [www.suffolkinformationpartnership.onesuffolk.net/warm-handover/](http://www.suffolkinformationpartnership.onesuffolk.net/warm-handover/)

## BABERGH & MID SUFFOLK DISTRICT COUNCILS

**Telephone:** 0300 123 4000

**Web:** [www.babergh.gov.uk](http://www.babergh.gov.uk) / [www.midsuffolk.gov.uk](http://www.midsuffolk.gov.uk)

## EAST SUFFOLK DISTRICT COUNCIL

**Telephone:** 0333 016 2000

**Web:** [www.eastsuffolk.gov.uk](http://www.eastsuffolk.gov.uk)

**Email:** [customerservices@eastsuffolk.gov.uk](mailto:customerservices@eastsuffolk.gov.uk)

## IPSWICH BOROUGH COUNCIL

**Telephone:** 01473 432000

**Web:** [www.ipswich.gov.uk](http://www.ipswich.gov.uk)

## WEST SUFFOLK COUNCIL

**Telephone:** 01284 763233

**Web:** [www.westsuffolk.gov.uk](http://www.westsuffolk.gov.uk)

**Email:** [customerservices@westsuffolk.gov.uk](mailto:customerservices@westsuffolk.gov.uk)

## WHAT3WORDS

What3words is a service that gives every 3m x 3m spot on Earth a unique address made of three words. The simplest way to talk about location, it helps people find and share exact locations easily.

**Web:** [www.what3words.com](http://www.what3words.com)

## 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@healthwatchsuffolk.co.uk](mailto:info@healthwatchsuffolk.co.uk)

**Web:** [www.healthwatchsuffolk.co.uk](http://www.healthwatchsuffolk.co.uk)

## BEAT EATING DISORDERS

A UK charity offering information, support and one to one help for those affected by eating disorders, including anorexia, bulimia and binge eating as well as support for our loved ones.

**Telephone:** 0808 801 0677

**Email:** [help@beateatingdisorders.org.uk](mailto:help@beateatingdisorders.org.uk)

**Web:** [www.beateatingdisorders.org.uk](http://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](mailto:hello@wednesdayschild.co.uk)

**Web:** [www.wednesdayschild.co.uk](http://www.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.

**Telephone:** 0808 800 2244

**Email:** [helpline@headway.org.uk](mailto:helpline@headway.org.uk)

**Web:** [www.headway.org.uk](http://www.headway.org.uk)

## NHS

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
- Advice, tips and tools to help you make the best choices about your health and wellbeing
- Care and support
- Find GP, Dentist, Pharmacy, Hospital and other NHS services near you

**Web:** [www.nhs.uk](http://www.nhs.uk)

## ICASH

For sexual health advice and support.

**Telephone:** 0300 300 3030

**Web:** [www.icash.nhs.uk](http://www.icash.nhs.uk)

## 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:** [www.111.nhs.uk](http://www.111.nhs.uk)

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

Call the non-emergency number.

**Telephone:** 101

## 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](http://www.bramacare.co.uk)

## HEALTHY SUFFOLK

Health advice & services in Suffolk.

**Web:** [www.healthysuffolk.org.uk](http://www.healthysuffolk.org.uk) (online contact form available)

## \* FIND YOUR NHS NUMBER \*

Use this service to get your NHS number.

**Website:** [www.nhs.uk/nhs-services/online-services/find-nhs-number/](http://www.nhs.uk/nhs-services/online-services/find-nhs-number/)

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

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

\* press 55 if you are in a situation where you cannot speak\* This is called the Silent Situation

**Telephone:** 999

## FEEL GOOD SUFFOLK

Feel Good Suffolk is here to help you make healthy changes for your health and wellbeing, one step at a time.

**Telephone:** 0345 603 4060

**Web:** [www.feelgoodsuffolk.co.uk](http://www.feelgoodsuffolk.co.uk)

## ASK SANDY

A Morrisons initiative that helps tackle period poverty. If someone needs sanitary products but can't afford them, they can ask for "Sandy" at the customer service desk and receive a free pack—no questions asked.

## CHILDLINE

Childline offers free, confidential support to anyone under 19 in the UK, anytime. No issue is too big or small, trained counsellors are always there to help.

**Telephone:** 0800 11 11

**Web:** [www.childline.org.uk](http://www.childline.org.uk)

## FOR ANY CONCERNS ABOUT A CHILD OR VULNERABLE ADULT

Please ring Suffolk Safeguarding Children's Board.

**Telephone:** 0808 800 4005

**Web:** [www.suffolk.gov.uk/children-families-and-learning/keeping-children-safe/reporting-a-child-at-risk-of-harm-abuse-or-neglect-safeguarding](http://www.suffolk.gov.uk/children-families-and-learning/keeping-children-safe/reporting-a-child-at-risk-of-harm-abuse-or-neglect-safeguarding)

## NSPCC HELPLINE

Offers advice and support to anyone concerned for the welfare of a child.

**Telephone:** 0808 800 5000

**Email:** [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

**Web:** [www.nspcc.org.uk](http://www.nspcc.org.uk)

## HELP AT HAND

If you're a child in care, living away from home, have a social worker or are a care leaver under 25, we can offer you free support, advice & information.

**Web:** [www.childrenscommissioner.gov.uk/help-at-hand](http://www.childrenscommissioner.gov.uk/help-at-hand)

## 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](http://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:** 0330 055 0033

**Email:** [info@inspiresuffolk.org.uk](mailto:info@inspiresuffolk.org.uk)

**Web:** [www.inspirecharityuk.org](http://www.inspirecharityuk.org)

## 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:** 0800 068 41 41

**Email:** [admin@papyrus-uk.org](mailto:admin@papyrus-uk.org)

**Web:** [www.papyrus-uk.org](http://www.papyrus-uk.org)

## SUFFOLK PARENT HUB

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

**Web:** [www.suffolk.gov.uk/children-families-and-learning/childcare-information-and-support-for-parents-and-providers/parent-hub](http://www.suffolk.gov.uk/children-families-and-learning/childcare-information-and-support-for-parents-and-providers/parent-hub)

## CHATHEALTH - SCHOOL NURSING TEXT SERVICE

- For ages 11-19
- Contact a school nurse with issues ranging from emotional wellbeing to sexual health and bullying.
- Available: Monday to Friday, 9am-4.30pm, excluding bank holidays

**Telephone:** 0345 607 8866      **Email:** [childrenshealth@suffolk.gov.uk](mailto:childrenshealth@suffolk.gov.uk)

**Web:** [www.thesource.me.uk/your-mind/helpnow/chathealth/](http://www.thesource.me.uk/your-mind/helpnow/chathealth/)

## THE MIX

The UK's free, confidential helpline service for young people under 25 who need help, but don't know where to turn.

**Telephone:** Text THEMIX to 85258

## SELFHARM UK

Exists in order to support and nurture young people who may be experiencing difficulties with self harm.

**Web:** [www.selfharm.co.uk](http://www.selfharm.co.uk)

## SUFFOLK SAFEGUARDING PARTNERSHIP

Suffolk Safeguarding Partnership work with lots of different organisations to make sure that they are all working together and doing what they can to keep everyone at risk safe from any type of harm or neglect.

**Email:** [enquiries@suffolksp.org.uk](mailto:enquiries@suffolksp.org.uk)

**Web:** [www.suffolksp.org.uk/exploitation](http://www.suffolksp.org.uk/exploitation)

## THE SOURCE

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

**Web:** [www.thesource.me.uk](http://www.thesource.me.uk)

## 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.

**Web:** [www.triplep-parenting.uk.net/uk/triple-p/](http://www.triplep-parenting.uk.net/uk/triple-p/)

## 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](mailto:askus@familylives.org.uk)

**Web:** [www.familylives.org.uk](http://www.familylives.org.uk)

## BRAVE FUTURES

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

**Telephone:** 01473 353355

**Email:** admin@bravefutures.org

**Web:** [www.bravefutures.org](http://www.bravefutures.org)

## 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/](http://www.ceop.police.uk/Safety-Centre/)

## YOUNG MINDS

A charity committed to improving the emotional wellbeing and mental health of children and young people. Online chat available.

**Telephone:** (Helpline Service for Parents) 0808 802 5544

**Web:** [www.youngminds.org.uk](http://www.youngminds.org.uk)

## THE CHILDRENS COMMISSIONER FOR ENGLAND

Promotes and protects the rights of children, especially the most vulnerable, and stands up for their views and interests.

**Web:** [www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk) (online contact form available)

## ICENI PROJECT

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](http://www.iceniipswich.org)

## CHILD LAW ADVICE LINE

For legal advice on any topic. Online form can be used to make contact.

**Web:** [www.lawstuff.org.uk](http://www.lawstuff.org.uk)

## Kooth

Is an online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop.

**Web:** [www.kooth.com](http://www.kooth.com)

## 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](mailto:info@suffolkpcf.co.uk)

**Web:** [www.suffolkpcf.co.uk](http://www.suffolkpcf.co.uk)

## SUFFOLK LGBT+ NETWORK

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

**Telephone:** 0808 808 2322 (LGBT Switchboard for confidential chat)

**Web:** [www.suffolklgbtnetwork.org.uk](http://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:** [support@fflag.org.uk](mailto:support@fflag.org.uk)

**Web:** [www.fflag.org.uk](http://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](mailto:info@outreachyouth.org.uk)

**Web:** [www.outreachyouth.org.uk](http://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.

**Email:** [info@stonewall.org.uk](mailto:info@stonewall.org.uk)

**Web:** [www.stonewall.org.uk](http://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](mailto:help@galop.org.uk)

**Web:** [www.galop.org.uk](http://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](mailto:info@allsortsyouth.org.uk)

**Web:** [www.allsortsyouth.org.uk](http://www.allsortsyouth.org.uk)

## CONSORTIUM

Directory of services and groups for people who are lesbian, gay, bisexual and transgender.

**Email:** [admin@consortium.lgbt](mailto:admin@consortium.lgbt)

**Web:** [www.consortium.lgbt](http://www.consortium.lgbt)

## SWITCHBOARD

Switchboard is the national LGBTQIA+ support line. For anyone, anywhere in the country, at any point in their journey. We can discuss anything related to sexuality and gender identity. Whether it's sexual health, relationships or just the way you're feeling. This is your space - to explore, talk and be truly heard.

**Telephone:** 0800 0119100

**Email:** [hello@switchboard.lgbt](mailto:hello@switchboard.lgbt)

**Web:** [www.switchboard.lgbt](http://www.switchboard.lgbt)

## TERRENCE HIGGINS TRUST

Provides support for LGBTQ+ people worried about their sexual health, including via a listening service.

**Telephone:** 0808 802 1221

**Web:** [www.tht.org.uk](http://www.tht.org.uk)

## MIND OUT

Mind Out is a mental health service run by and for lesbians, gay, bisexual, trans and queer people with experience of mental health issues.

**Telephone:** 0300 772 9855

**Email:** [info@mindout.org.uk](mailto:info@mindout.org.uk)

**Web:** [www.mindout.org.uk](http://www.mindout.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@rlearn.co.uk](mailto:info@rlearn.co.uk)

**Web:** [www.realisefutures.org/learning-coaching-advice/](http://www.realisefutures.org/learning-coaching-advice/)

## SUFFOLK BRIGHT FUTURES

Suffolk Bright Futures is a county wide project providing a learning and employment coaching service. We deliver 1-2-1 coaching and dedicated support to people who have barriers to learning and/or employment.

**Telephone:** 01473 275957

**Email:** [coaching@realisefutures.org](mailto:coaching@realisefutures.org)

**Web:** [www.realisefutures.org/learning-coaching-advice/](http://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](http://www.open.edu/openlearn)

## MOOC LIST

A complete list of free online courses.

**Web:** [www.mooc-list.com](http://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 338000

**Web:** [www.uos.ac.uk](http://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](mailto:info@suffolk.ac.uk)

**Web:** [www.suffolk.ac.uk](http://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@easterneducationgroup.ac.uk](mailto:info@easterneducationgroup.ac.uk)

**Web:** [www.wsc.ac.uk](http://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](mailto:info@gottoread.org.uk)

**Web:** [www.gottoread.org.uk](http://www.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](mailto:info@greenlighttrust.org)

**Web:** [www.greenlighttrust.org](http://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](mailto:info@tchc.net)

**Web:** [www.tchc.net](http://www.tchc.net)

## EAST COAST COLLEGE

A further education college with campuses in Lowestoft and Great Yarmouth. They offer courses for schools leavers and adults up to degree level.

**Telephone:** 0800 854 695

**Email:** [myfuture@eastcoast.ac.uk](mailto:myfuture@eastcoast.ac.uk)

**Web:** [www.eastcoast.ac.uk](http://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](http://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.

**Web:** [www.alison.com](http://www.alison.com)

## FUTURE LEARN

An online training provider that 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](http://www.futurelearn.com)

## CHRISTIANS AGAINST POVERTY (CAP)

Free debt counselling in your community. 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.

**Web:** [www.capuk.org/get-help](http://www.capuk.org/get-help)

## DEBT ADVICE GOV.UK

Includes recovering debts, registering for bankruptcy and as a creditor

**Web:** [www.gov.uk/browse/tax/court-claims-debt-bankruptcy](http://www.gov.uk/browse/tax/court-claims-debt-bankruptcy)

## ANGLIA CARE TRUST - MONEY ADVICE SERVICE

Our money advice service provides casework support for serious debt concerns, raises awareness to encourage positive action and offers mentoring to reinforce financial skills at home.

**Telephone:** 01473 622888      **Email:** [admin@angliacaretrust.org.uk](mailto:admin@angliacaretrust.org.uk)

**Web:** [www.angliacaretrust.org.uk](http://www.angliacaretrust.org.uk)

## DEBT ADVICE FOUNDATION

A specialist debt charity offering free, confidential advice on any aspect of debt.

**Telephone:** 0800 043 40 50

**Web:** [www.debtadvicefoundation.org](http://www.debtadvicefoundation.org)

## BENEFITS GOV.UK

The GOV.UK website includes information on:

- How and when benefits are paid
- Universal credit, Jobseekers allowance and low income benefits
- Tax credits, child benefit, carers and disability benefits
- Heating and housing benefits

**Telephone:** 0800 169 0310

**Web:** [www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)

## ACAS

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

**Telephone:** 0300 123 1100

**Web:** [www.acas.org.uk](http://www.acas.org.uk)

## FIND (FAMILIES IN NEED)

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 945624

**Web:** [www.findipswich.org.uk](http://www.findipswich.org.uk)

## 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](http://www.turn2us.org.uk)

## 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. Web chat available.

**Telephone:** 0808 8020 133

**Web:** [www.gamcare.org.uk/news-and-blog/blog/why-were-focusing-on-women-and-problem-gambling](http://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](http://www.nationaldebtline.org)

## ENTITLED TO

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](http://www.entitledto.co.uk)

## STEPCHANGE

Provide free debt advice to help you deal with your debt and set up a solution. Available 24 hours a day, 7 days a week.

**Telephone:** 0808 138 1111

**Web:** [www.stepchange.org](http://www.stepchange.org)

## 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.

**Email:** [info@leadinglives.org.uk](mailto:info@leadinglives.org.uk)

**Web:** [www.leadinglives.org.uk](http://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](mailto:enquiries@disabilityrightsuk.org)

**Web:** [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

## BEYOND THE WALL

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

**Telephone:** 01379 788 700

**Email:** [admin@beyondthewall.org.uk](mailto:admin@beyondthewall.org.uk)

**Web:** [www.beyondthewall.org.uk](http://www.beyondthewall.org.uk)

## 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

**Web:** [www.autism.org.uk](http://www.autism.org.uk)

## 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](mailto:info@autismandadhd.org)

**Web:** [www.autismandadhd.org](http://www.autismandadhd.org)

## 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 - Paula 07753 447607

East – Andrew 07860 268075

West – Emma 07738 704724

**Email:** [info@realisefutures.org](mailto:info@realisefutures.org)

**Web:** [www.realisefutures.org](http://www.realisefutures.org)

## 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](mailto:info@thebefriendingscheme.org.uk)

**Web:** [www.thebefriendingscheme.org.uk](http://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](mailto:info@aceanglia.com)

**Web:** [www.aceanglia.com](http://www.aceanglia.com)

## SCOPE

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

**Telephone:** 0808 800 3333

**Email:** [helpline@scope.org.uk](mailto:helpline@scope.org.uk)

**Web:** [www.scope.org.uk](http://www.scope.org.uk)

## 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.**

## 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:** 0300 323 0405

**Email:** [info@avenuesgroup.org.uk](mailto:info@avenuesgroup.org.uk)

**Web:** [www.avenuesgroup.org.uk](http://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:** 01473 603876

**Email:** [suffolk@silmail.org](mailto:suffolk@silmail.org)

**Web:** [www.equallives.org.uk](http://www.equallives.org.uk)

## 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](http://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](mailto:enquiries@disabilityrightsuk.org)

**Web:** [www.disabilityrightsuk.org](http://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](mailto:RFWorks@realisefutures.org)

**Web:** [www.realisefutures.org/social-business](http://www.realisefutures.org/social-business)

## 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](mailto:info@unitedresponse.org.uk)

**Web:** [www.unitedresponse.org.uk](http://www.unitedresponse.org.uk)

## NATIONAL CAREERS SERVICE

We offer guidance on learning, training and work, including CV's, skills assessments, action plans and course searches.

**Telephone:** 0800 100 900 (Regional contact centre)

**Web:** [www.nationalcareers.service.gov.uk](http://www.nationalcareers.service.gov.uk)

## JOB SEARCH WEBSITES

[www.gov.uk/find-a-job](http://www.gov.uk/find-a-job)

[www.indeed.co.uk](http://www.indeed.co.uk)

[www.suffolkjobsdirect.org](http://www.suffolkjobsdirect.org)

[www.jobs24.co.uk](http://www.jobs24.co.uk)

[www.adzuna.co.uk](http://www.adzuna.co.uk)

[www.civilservicejobs.service.gov.uk](http://www.civilservicejobs.service.gov.uk)

[www.glassdoor.co.uk](http://www.glassdoor.co.uk)

[www.halesjobs.co.uk](http://www.halesjobs.co.uk)

[www.hays.co.uk](http://www.hays.co.uk)

[www.monster.co.uk](http://www.monster.co.uk)

[www.reed.co.uk](http://www.reed.co.uk)

[www.remoteworker.co.uk](http://www.remoteworker.co.uk)

[www.remoteuk.co.uk](http://www.remoteuk.co.uk)

[www.totaljobs.com](http://www.totaljobs.com)

[www.jobhelp.campaign.gov.uk](http://www.jobhelp.campaign.gov.uk)

[gb.linkedin.com](http://gb.linkedin.com)

## FUTURES

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

**Telephone:** 08000 85 85 20

**Email:** [hello@futuresadvice.org](mailto:hello@futuresadvice.org)

**Web:** [www.futuresadvice.org](http://www.futuresadvice.org)

## LEONARD CHESHIRE

Offers tailored support for job seekers 25+ with health barriers, including CVs, travel, time management and interview prep.

**Telephone:** 020 3242 0200

**Email:** [info@leonardcheshire.org](mailto:info@leonardcheshire.org)

**Web:** [www.leonardcheshire.org](http://www.leonardcheshire.org)

## RESTART SCHEME

The Restart Scheme helps jobseekers with referrals from Job Centre Plus. Our employment advisors create personalised plans to support your journey into work.

**Telephone:** Speak to your Work Coach at the Job Centre

**Web:** [www.reedrestart.co.uk](http://www.reedrestart.co.uk)

## SEETEC

Delivering Connect to Work, part of the Government's 'Get Britain Working' plan. Connect to Work can help you find good work quickly – with free, personalised job support in the heart of your local community. The Government wants 80% of people to have jobs by 2050. Suffolk County Council will run the programme in Suffolk.

**Telephone:** 0800 334 5525

**Web:** [www.seetec.co.uk](http://www.seetec.co.uk)

## VOLUNTEER SUFFOLK

An online hub that connects volunteers with local organisations across Suffolk. You can easily browse, register and apply for a wide range of roles.

**Telephone:** 01473 345400

**Web:** [www.volunteersuffolk.org.uk](http://www.volunteersuffolk.org.uk)

**Email:** [volunteering@communityactionsuffolk.org.uk](mailto:volunteering@communityactionsuffolk.org.uk)

## ACCESS TO WORK

Access to Work can help you get or stay in work if you have a physical or mental health condition or disability. The support you get will depend on your needs. Through Access to Work, you can apply for:

- A grant to help pay for practical support with your work
- Support with managing your mental health at work
- Money to pay for communication support at job interviews

**Web:** [www.gov.uk/access-to-work](http://www.gov.uk/access-to-work)

## I CAN BE A...

A free online careers hub for young people in Norfolk and Suffolk. It helps users explore local job opportunities, apprenticeships and employers, build CVs, prepare for interviews, and access short courses and work trials.

**Telephone:** 01379 650041

**Email:** [team@icanbea.org.uk](mailto:team@icanbea.org.uk)

**Web:** [www.icanbea.org.uk](http://www.icanbea.org.uk)

## RETHINK

Rethink improves the lives of those affected by mental illness through local support, services and expert information.

**Telephone:** 0808 801 0525

**Email:** [info@rethink.org](mailto:info@rethink.org)

**Web:** [www.rethink.org](http://www.rethink.org)

## SOS SILENCE OF SUICIDE

Suicide prevention and emotional wellbeing helpline.

**Telephone:** 0808 115 1505

**Email:** [contact@sossilenceofsuicide.org](mailto:contact@sossilenceofsuicide.org)

**Web:** [www.sossilenceofsuicide.org](http://www.sossilenceofsuicide.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](mailto:jo@samaritans.org)

**Web:** [www.samaritans.org](http://www.samaritans.org)

## SANE

SANE runs a national out of hours providing emotional support and information for those affected by mental illness including families and carers.

**Telephone:** 0300 304 7000

**Email:** [support@sane.org.uk](mailto:support@sane.org.uk)

**Web:** [www.sane.org.uk](http://www.sane.org.uk)

## **SHOUT**

A 24/7 free text service for anyone in crisis, offering immediate help anytime, anywhere.

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

**Web:** [www.giveusashout.org](http://www.giveusashout.org)

## **PAPYRUS**

Confidential support and advice for prevention of suicides

**Telephone:** 0800 068 4141

**Web:** [www.papyrus-uk.org](http://www.papyrus-uk.org)

## **STAY ALIVE APP**

A UK suicide prevention resource with tools and information to help during a crisis, for both individuals and those concerned about others.

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

**Web:** [www.stayalive.app](http://www.stayalive.app)

## **SOBS (SURVIVORS OF BEREAVEMENT BY SUICIDE)**

Offer UK peer-led support to adults impacted by suicide loss.

**Telephone:** 0300 111 5065

**Web:** [www.cksobs.com](http://www.cksobs.com)

## MIND

We provide reliable information to help people understand their mental health and available options.

**Telephone:** 0300 123 3393

**Email:** [info@mind.org.uk](mailto:info@mind.org.uk)

**Web:** [www.mind.org.uk](http://www.mind.org.uk)

## SUFFOLK WELLBEING SERVICE (SWS)

We offer flexible services to reduce mental health issues, prevent deterioration and promote recovery.

**Telephone:** 0300 123 1503

**Email:** [wellbeing.suffolk@nsft.nhs.uk](mailto:wellbeing.suffolk@nsft.nhs.uk)

**Web:** [www.wellbeingnands.co.uk/suffolk](http://www.wellbeingnands.co.uk/suffolk)

## SUFFOLK NIGHT OWLS

Suffolk Mind offers a 7pm-1am support line via phone, text and email for emotional support including for those with complex needs (7x days a week).

**Web:** [www.suffolkmind.org.uk/services/suffolk-night-owls](http://www.suffolkmind.org.uk/services/suffolk-night-owls)

## 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](mailto:hello@suffolkuserforum.co.uk)

**Web:** [www.suffolkuserforum.co.uk](http://www.suffolkuserforum.co.uk)

## ANXIETY UK

We support those with anxiety and anxiety-based depression through information, support and a range of services.

**Telephone:** 03444 775 774

**Email:** [info@anxietyuk.org.uk](mailto:info@anxietyuk.org.uk)

**Web:** [www.anxietyuk.org.uk](http://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](http://www.thecalmzone.net)

## NHS MENTAL HEALTH CRISIS SUPPORT LINE

The crisis line provides support for anxiety, panic attacks, suicidal thoughts or self harm, with a trained mental health professional ready to listen and direct you to the help you need.

**Telephone:** Call 111 and press option 2 for 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](http://www.headspace.com)

## NATIONAL SUICIDE PREVENTION HELPLINE UK

Suicide Prevention UK offers daily support for you or others, guiding you through the toughest mental health challenges.

**Telephone:** 0800 587 0800

**Email:** [info@spuk.org.uk](mailto:info@spuk.org.uk)

**Web:** [www.spuk.org.uk](http://www.spuk.org.uk)

## JULIAN SUPPORT

We support people across Norfolk & Suffolk to improve their mental health and wellbeing. The people we help face significant challenges in their lives, many of whom describe having experienced trauma. Some people have developed coping strategies, such as self-harm or substance use, to help them manage. The challenges people experience impact significantly on their life opportunities, their mental health and their physical wellbeing.

**Telephone:** Ipswich 01473 350610 / Bury St Edmunds 01284 702667

**Web:** [www.juliansupport.org](http://www.juliansupport.org)

## RECOVERY COLLEGE

All courses are free of charge and open to anyone aged 16+ living in Norfolk or Suffolk. You do not need a referral or diagnosis to join. Our courses provide a safe, supportive, and compassionate approach to mental health recovery.

**Telephone:** 0300 303 4419

**Email:** [RecoveryOnline@nsft.nhs.uk](mailto:RecoveryOnline@nsft.nhs.uk)

**Web:** [www.nsft.nhs.uk/recovery-college](http://www.nsft.nhs.uk/recovery-college)

# MENTAL HEALTH

## JUST SEND THIS

This is a mental health campaign and digital support tool, especially for me who don't have the words, don't know how to reach out, or are scared to start the conversation. One image, one QR code, endless impact.

**Web:** [www.justsendthis.com](http://www.justsendthis.com)

## **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](http://www.survivorsintransition.co.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

**Web:** [www.leewaysupport.org](http://www.leewaysupport.org)

**Email:** [adviceandsupport@leewaynwa.org.uk](mailto:adviceandsupport@leewaynwa.org.uk)

## **ALUMAH**

Community based charity working with individuals of all genders aged 7 years upwards. Working closely with partner agencies to support and educate victims and survivors who have experienced relationship abuse.

**Telephone:** 07770 468698

**Email:** [info@alumah.co.uk](mailto:info@alumah.co.uk)

**Web:** [www.alumah.co.uk](http://www.alumah.co.uk)

## ANGLIA CARE TRUST

Supports 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:** [www.angliacaretrust.org.uk/services/community-safety](http://www.angliacaretrust.org.uk/services/community-safety)

## WOMEN'S AID

National charity working to end domestic abuse against women and children. Online chat service available through the website.

**Email:** [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

**Web:** [www.womensaid.org.uk](http://www.womensaid.org.uk)

## NCDV

An emergency injunction service to those at risk of all forms of domestic abuse regardless of their financial situation, ethnicity, gender or sexuality.

**Telephone:** 0800 970 2070

**Web:** [www.ncdv.org.uk](http://www.ncdv.org.uk)

**Text** "NCDV" to 60777 to be called back

## LIGHTHOUSE

Lighthouse is a Suffolk based charity that supports women, young people and children who are affected by domestic abuse.

**Telephone:** 01473 228270

**Email:** [info@lighthousewa.org.uk](mailto:info@lighthousewa.org.uk)

**Web:** [www.lighthousewa.org.uk](http://www.lighthousewa.org.uk)

## NATIONAL DOMESTIC ABUSE HELPLINE

Call for free and in confidence, 24 hours a day.

**Telephone:** 0808 2000 247

**Web:** [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.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:** 0330 223 0099

**Email:** [theferns.sarc@nhs.net](mailto:theferns.sarc@nhs.net)

**Web:** [www.theferns-suffolk.org.uk](http://www.theferns-suffolk.org.uk)

## COMPASSION

Supports all victims of domestic abuse, both current and historic, providing information/advice and a range of support services over the phone, online and face to face.

**Web:** [www.compass-ion.org](http://www.compass-ion.org)

## 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.

**Telephone:** 0808 801 0327

**Web:** [www.mensadVICELINE.org.uk](http://www.mensadVICELINE.org.uk)

## RESPECT

Respect is the UK charity stopping perpetrators of domestic abuse. We want a world where everyone is free from domestic abuse. Where it is never ok to control, harm or cause fear. Where those who perpetrate domestic abuse are stopped, held to account and given the chance to change. We will not stop, until domestic abuse stops.

**Telephone:** 0808 8024040

**Email:** [info@respect.org.uk](mailto:info@respect.org.uk)

**Web:** [www.respect.org.uk](http://www.respect.org.uk)

## ASK FOR ANGELA

Ask for Angela is the not for profit scheme that aims to ensure that anyone who is feeling vulnerable or unsafe is able to get the support they need. This could be on a night out, on a date, meeting friends and other situations.

**Web:** [www.askforangela.co.uk](http://www.askforangela.co.uk)

## ANGLIA CARE TRUST

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.

**Email:** [admin@angliacaretrust.org.uk](mailto:admin@angliacaretrust.org.uk)

**Web:** [www.angliacaretrust.org.uk/services/housing-services](http://www.angliacaretrust.org.uk/services/housing-services)

## HOMEGROUP

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

**Telephone:** 0345 141 4663

**Web:** [www.homegroup.org.uk](http://www.homegroup.org.uk)

## 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](http://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](mailto:housingservices@ihag.co.uk)

**Web:** [www.ihag.co.uk](http://www.ihag.co.uk)

## 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:** 0808 800 4444

**Web:** [www.shelter.org.uk](http://www.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. Contact numbers for each area available on the website.

**Telephone:** 01473 252456

**Email:** [admin@ymcatrinity.org.uk](mailto:admin@ymcatrinity.org.uk)

**Web:** [www.ymcatrinitygroup.org.uk/housing](http://www.ymcatrinitygroup.org.uk/housing)

## YOUR OWN PLACE

Your Own Place is a social enterprise delivering money, housing, tenancy and cost of living support to prevent homelessness.

**Email:** [ceo@yourownplace.org.uk](mailto:ceo@yourownplace.org.uk)    **Telephone:** 07927 433895

**Web:** [www.angliacaretrust.org.uk/services/housing-services](http://www.angliacaretrust.org.uk/services/housing-services)

## BENJAMIN FOUNDATION

We provide a wide range of housing options for those aged 16 to 30, from 24/7 supported accommodation through to affordable move on housing, plus various specialist services. A range of extras are also on offer, including education and employment support, mental health support and Tenancy Transition Support.

**Email:** [info@benjaminafoundation.org.uk](mailto:info@benjaminafoundation.org.uk)    **Telephone:** 01603 615670

**Web:** [www.benjaminafoundation.co.uk](http://www.benjaminafoundation.co.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](mailto:lara@karibuawsg.com)

**Web:** [www.karibuawsg.com](http://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:** 0344 871 11 11

**Web:** [www.redcross.org.uk/get-help/get-help-as-a-refugee](http://www.redcross.org.uk/get-help/get-help-as-a-refugee)

## 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:** [www.suffolkrefugee.org.uk](http://www.suffolkrefugee.org.uk)

# REFUGEE SUPPORT

## REFUGEE COUNCIL

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](mailto:info@refugeecouncil.org.uk)

**Web:** [www.refugeecouncil.org.uk](http://www.refugeecouncil.org.uk)

## 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](mailto:office@iscre.org.uk)

**Web:** [www.iscre.org.uk](http://www.iscre.org.uk)

## ASYLUM SUPPORT

You may be able to get housing and money to support you and your family while you're waiting to find out if you'll be given asylum.

**Web:** [www.gov.uk/asylum-support](http://www.gov.uk/asylum-support)

# REFUGEE SUPPORT

## IPSWICH COMMUNITY MEDIA

Ipswich Community Media is an award-winning charity working with and for local people. We empower people to create, learn, inspire and build stronger communities together.

**Telephone:** 01473 852552

**Email:** hello@ipswichcm.org.uk

**Web:** [www.ipswichcm.org.uk](http://www.ipswichcm.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](http://www.turning-point.co.uk)

## ICENI

Iceni offers both a whole family and individual approach tailored to each family's circumstances. We aim to help families to manage a range of challenges including substance misuse, domestic abuse and trauma related issues.

**Telephone:** 01473 214006

**Email:** admin@iceniipswich.org

**Web:** [www.iceniipswich.org](http://www.iceniipswich.org)

## 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.

**Telephone:** 0800 9177 650

**Email:** [help@aamail.org](mailto:help@aamail.org)

**Web:** [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

## 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:** helpline@ukna.org

**Web:** [www.ukna.org](http://www.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.

**Email:** [admin@adfam.org.uk](mailto:admin@adfam.org.uk)

**Web:** [www.adfam.org.uk](http://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

**Web:** [www.actiononaddiction.org.uk](http://www.actiononaddiction.org.uk)

**Email:** [takingactiononaddiction@forwardtrust.org.uk](mailto:takingactiononaddiction@forwardtrust.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:** [www.angliacaretrust.org.uk/services/community-safety](http://www.angliacaretrust.org.uk/services/community-safety)

## 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

**Web:** [www.relate.org.uk](http://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](http://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

**Web:** [www.ormiston.org](http://www.ormiston.org) (online chat available)

## 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.

**Web:** [www.suffolk.gov.uk/children-families-and-learning/suffolk-family-hubs](http://www.suffolk.gov.uk/children-families-and-learning/suffolk-family-hubs)

## 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

**Email:** [office@workingfamilies.org.uk](mailto:office@workingfamilies.org.uk)

**Web:** [www.workingfamilies.org.uk](http://www.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](mailto:info@kinship.org.uk)

**Web:** [www.kinship.org.uk](http://www.kinship.org.uk)





Need more information...

Call us on 0300 456 2050 (local rate)



[www.realisefutures.org](http://www.realisefutures.org)