

Wellbeing and Mental Health Support in Norfolk:

This document is a collection of organisations, people, places and online resources that may help you if you are feeling low, having a rough time or feel like you need some extra support.

Free Listening Services:

If you need help or have suicidal thoughts, please contact The Samaritans call 116 123 (available 24 hours) [Samaritans | Every life lost to suicide is a tragedy | Here to listen](#) or email jo@samaritans.org (response within 24 hours)

19 St. Stephen's Square, NR1 3SS. 01603 611 311

Text "SHOUT" to 85258 to contact the Shout Crisis Text Line

Or please contact your GP. You can also call 111 for help, if you can't get help online or with the services above.

Online Resources:

Some online resources that could be helpful (hold the mouse/cursor over the website below, press ctrl and click on your mouse to take you to the website):

[MindEd Hub -](#)

[YoungMinds | Mental Health Charity For Children And Young People | YoungMinds](#)

[Get.gg - Getselfhelp.co.uk](#)

[National charity helping people with Anxiety - Anxiety UK](#)

[Helping you live your life - The Wellbeing Service Norfolk and Waveney \(wellbeingnands.co.uk\)](#)

Local Services:

REST Hub, Churchman House, Bethel Street, Norwich

REST provides support to anyone aged over 18 in Norfolk and Waveney affected by mental health issues. We have a team of recovery and peer support workers who are able to provide support to you between 9.30am – 17:00 across 7 days. We offer 1-1 booked sessions or there is a drop-in option available too.

The drop in service is available across 7 days between 09:30-17:00 and you don't need to prebook for this you can just pop in for support. So if you have anyone that need to have a chat with

someone and you are in the hub you can send them through to reception and there is usually a peer support worker or recovery work around how can have a chat.

People can self-refer, go through their GP as well as if they use the drop in then the peer support worker/recovery worker can go through the referral process with them.

You can refer through the website: <https://restnorwich.co.uk/>

There is also a number they can call on the website to refer. We have a telephone support line and 1:1 session with peer support workers/recovery workers as well as lots of lovely drop in groups for people to come along too.

Norwich Wellbeing Centre:

Khalid office@norwichwellbeing.com

For the most part we provide space for other groups and individuals to provide help, or to train others to improve wellbeing. Most of the activities come under three main groups:

- individual therapy, either talking or hands on,
- various local charities and organisations running support groups and training for their staff, other organisations, and the general public
- teaching organisations running qualification courses to treat others, whether that is certificates or diplomas in counselling or hypnotherapy, meditation for personal trainers to work with their clients, or a variety of hands on therapies such as shiatsu, reiki, and multiple forms of massage

We have run community projects in the past, for example teaching young people the benefits of working with plants and growing things themselves, but we haven't led a project for a little while now.

Wellbeing Service:

Contact Mevy at socials@wellbeingnandw.co.uk



The poster features the 'wellbeing' logo with the tagline 'Helping you live your life' and the large handwritten-style text 'Reach Out.' Below this, it states: 'Throughout the last year, lots of us have experienced mental health difficulties, or have seen someone struggle. Here at the Wellbeing Service in Norfolk and Waveney, we want everyone to know that they can reach out to us if they need support, or someone to just talk to. Our services include one-to-one support, easy to access webinars, regular social events and more. No one should have to feel alone. Contact us today.' The website 'www.wellbeingnands.co.uk' is listed at the bottom. On the right side, there are three vertical film strips showing various people's faces. The NHS iapt logo is also present, with the tagline 'Improving Access to Psychological Therapies'.

The Wellbeing Service is an NHS Increasing Access to Psychological Therapies Service (IAPTus) in partnership with Mind, Relate Counselling and the Norfolk and Suffolk Foundation Trust. We are a free service providing support to anyone aged 16+ experiencing mild to moderate anxiety, depression, stress and low mood based in Norfolk and Waveney.

My team and I work to increase access to the service as well as hosting and signposting to [free social opportunities](#). All our socials (unless specifically stated) are drop ins, no need to book, just turn up! Sign up to our monthly newsletter here: <https://wellbeingnands.us17.list-manage.com/subscribe?u=5ecf722772ffbe8c7e63c9595&id=f254003b82>

We also offer [FREE Wellbeing Champion Training](#) every month for anyone that is interested in: understanding more about mental health and wellbeing, how to support people around us and have positive conversations about mental health and what the Wellbeing Service can offer. You are welcome to book onto the monthly training or we can deliver bespoke training for you and your colleagues. If the group would like some Wellbeing Training we can look into arranging that as well face-to-face or online.

Better Together -

<https://www.bettertogethernorfolk.org.uk/about-us/>

Norfolk County Council has commissioned services across the county to help tackle loneliness and social isolation.

In South Norfolk, Broadland, Norwich and Great Yarmouth, the services are delivered by Better Together, a bespoke partnership of voluntary groups, charities and social enterprises led by Voluntary Norfolk. Elsewhere in the county, similar services are delivered by CAN Connect (North Norfolk and Breckland) and LILY (King's Lynn and West Norfolk.)

The services offer 1-to-1 support to adults (18+) whose loneliness is the primary issue affecting their health & wellbeing. Clients are supported to:

- Access social activities, volunteering opportunities, community services and assets.
- Identify and overcome barriers that prevent them becoming connected
- Reconnect with family & friends and make new connections in their community.

The services can also form part of a wider package of support for individuals where loneliness is a symptom of other more complex challenges, such as caring responsibilities, mental or physical ill health or debt.

St Barnabus Counselling Centre:

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

We are a not-for-profit organisation, offering low-cost counselling in the community. Our Service is accredited by The British Association for Counselling and Psychotherapy (BACP) and governed by their ethical framework.

Nestled away in an estate off Dereham Road, located next to St Barnabas church you will find our Counselling Centre known as St Bs. It is a tranquil place where you will be warmly greeted, providing the support and care you are seeking.

We offer short to long-term therapy from a team of dedicated and professional counsellors.

Our aim is to create a trusting and safe environment where you can expect to be treated with respect and without judgement. Counselling can help you understand aspects of your life which may be difficult and/or overwhelming. We aim to help you clarify your strengths and resources to move forwards.

Email: admin@stbcc.org.uk or phone us on 01603 625222. Please tell us your full name, contact telephone number and email address when you contact us.

Also offer help to Ukrainians suffering from PTSD.

The Green Light Trust:

Building Health, Hope and Happiness through the Power of Nature. Our guiding principles. With our vision in mind, our guiding principles are what allows our work towards equitable access to nature to be as impactful as possible. From our full-time staff to our volunteers, we all share the same values. Our vision is a society where everyone has equitable access to the power of nature.

Through several outdoor venues The Green Light Trust offer session to support mental health and wellbeing through outdoor gatherings and activities.

Find out more here: <https://www.greenlighttrust.org/>

The Village Orchard:

<https://www.villageorchardeastcic.co.uk/>

Our services for mental health support are available to all, including those who have been turned away from, or unable to access therapy through other services. Please complete the Therapy Enquiries Form, we will then arrange for you to have a conversation with our Clinical Services Team who aim to place you with a practitioner and psychological support to suit you.

We can offer:

- Art Therapy
- EMDR
- Drama Therapy
- Play Therapy
- Dance Movement Therapy
- CBT
- Psychodynamic Therapy
- Children's and Families Interventions
- Trauma Responsive Parent Support
- Group Therapies
- Counselling

- Well-being Workshops
- Bespoke support packages for businesses & organisations
- Bespoke support packages for educational settings

For those who have been unable to access help due to financial limitations, we can discuss how we can support you regardless of these difficulties, using our sliding scale payment system.

Cup-O-Tea Wellness

<https://cup-o-t.co.uk/>

Cup-O-T: Wellness and Therapy Services is a not-for-profit mental health service. We provide mental health interventions and wellness sessions to young people and adults.

Cup-O-T is a social enterprise, a non-profit organisation. This means that all our surplus profit is used to provide free and discounted therapy and projects to those who otherwise would not receive mental health support. We provide a number of services for individuals, groups and organisations. Our work is funded privately, by organisations and schools and through, donations, grants and tenders.

Cup-O-T Therapy Van - We aim to make our service accessible. We provide appointments in our therapy van, online or at a location convenient to you (school, workplace, community locations).

The Shoebox Community Hub

<https://www.theshoebox.org.uk/community-hub/>

Are you looking for a relaxing place to connect with new people, enjoy a good cuppa and try new activities? The Shoebox Community Hub is here for you.

Join our friendly, welcoming community where you can connect with others, share interests and enjoy a laugh together in our city centre hub. Pay what you can membership scheme.

We are leading the way in creating inspiring, supportive and entrepreneurial solutions to build resilient communities and empower local people to make their mark on the world.

We create supportive environments for people to connect with each other and opportunities to find fulfilment.

The Shoebox Community Hub offers volunteer and work experience opportunities, community and support groups, room hire, events and much more.

The Shoebox Experiences offers exciting, unique experiences where customers can make great memories together. If you're looking for a fun challenge why not try our thrilling Secrets of the Tunnels escape game or for intrepid explorers who are curious about Norwich's rich history and the legends of secret tunnels, underground prison cells and more our Hidden Street Tour is sure to not disappoint! If the great outdoors is your thing, then join us for a walking tour and take in the sights of Norwich as we explore more of the history of our fine city.

All profits from The Shoebox Experiences support our aim to connect people with each other and opportunities to find fulfilment.

Please check the website regularly or at the Hub for the social groups that meet each week:

<https://www.theshoebox.org.uk/whats-on/>

Musical Keys:

<https://www.musicalkeys.co.uk/>

Passionate about equal access to Music and Creativity. Run weekly music session at the REST Hub on Bethel Street, look at the website for more sessions and further details.

Rethink:

<https://www.rethink.org/help-in-your-area/support-groups/together-in-norfolk/>

Together in Norfolk offers peer support online via their facebook group. We aim to offer a safe space for people with lived experience of mental illness to support each other.

We can sometimes struggle to find peace and need some help; however, it might be hard to open up and seek any support. Moreover, we can face different types of barriers even if we seek help. It is so valuable to listen to your experiences with GP surgeries and mental health services in Norfolk and Waveney. Your feedback and suggestions will help to change services for better, quicker and equal access. All information will be anonymous and there will be no personal question. Meetings can be held on a one-to-one basis or as group meetings based on your preference.

Please email Duygu.Guzeltas@rethink.org or call 07467 838487, if you would like to share with us.

Nature Connects:

<https://www.norfolkandwaveneymind.org.uk/support-information/our-service-directory/nature-connect>

Nature Connect project will run regular group activities in three urban locations (Norwich, King's Lynn and Great Yarmouth) to help adults to develop a deeper contact with nature for improved resilience and overall better good mental health.

The project will include the following elements:

- Resilience workshop
- Sowing and Growing groups
- Mindful Walking and Forest Bathing
- Nature Connect workshops and groups

A self-referral service.

Call us on 0300 330 5488 **option 1** or email natureconnect@norfolkandwaveneymind.org.uk where you will be met by a Recovery Triage Operator who will provide you with further information about this service.

Art at Work:

<https://artatwork.co.uk/>

ArtatWork is a not for profit Community Interest Company who offer arts activities as a means of promoting wellbeing. We encourage people to rediscover their creativity, in a fun and collaborative way, thus increasing good mental health.

At ArtatWork, we believe that everyone has the potential to be creative (and we haven't been proved wrong yet!). We create fun and relaxing art sessions with a focus on improving mental health

and wellbeing, to a wide range of sectors, including private businesses, charities, community groups, councils and festivals.

We design all our sessions to meet the needs of the participants. They may include costume-making, painting, printing, environmental arts, puppetry and sculpture.

Founders Holly and Melanie have degrees in Arts and Wellbeing and a wide range of experience of using the arts with different groups, including those with learning difficulties, mental health and drug and alcohol issues, with dementia, company employees and with young people.

We also offer training in using the arts to promote wellbeing and can deliver Discover, Explore Silver and Bronze Arts Awards to young people under the age of 25.

Look at their social media pages for updates on up coming community sessions.

artpocket:

<https://www.artpocket.co.uk/>

artpocket is a collaboration of Artists who aim to increase the creative output of others and tap into hidden talent. We develop and deliver educational programmes that provide opportunity for participants to access skills, tuition and support with professional development at any stage of their creative career.

Our ethos is to:

- Make Art Accessible for All
- Encourage others to Make, Think and Do
- Support others on their Creative Journey and Challenge Boundaries
- Raise self- awareness, esteem and confidence through Creative Activity
- Exchange Ideas and Skills and Promote the Value of Learning from Each Other
- Enjoy Creativity

Look at their social media pages for updates on up coming community sessions.

Black Dog Music Project:

<http://www.theblackdogmusicproject.co.uk/>

The Black Dog project helps people who suffer challenges to their mental health to participate and rediscover their love and skills for music.

We believe that experience with music can help people gain confidence and build self-esteem. This, in time, will enable them to move on to new challenges through their growth in musical skills, confidence and social skills, our goal at Black Dog is to make sure music can help people in a positive way which will last them a life time.

We offer a wide range of training from one to one music tutorials to group work and playing in a band! Also all of our members are encouraged to write their own songs and pupils have gone on to become tutors.

If you are interested in what we do please get in touch with us or come down to the Earth Studios in Norwich on a Tuesday afternoon for group sessions or Wednesday afternoons for one on one training, we hope to see you soon.

The Matthew Project

<https://www.matthewproject.org/>

The Matthew Project has been helping people live fuller lives, free from drug and alcohol misuse for almost 40 years. Our ethos is shaped by a Christian world view, and is based in Norfolk. We provide support to young people, veterans, professionals, people in recovery, and the family and carers affected by substance misuse. There are projects and services on their website for people of all ages.

The 12th Man

<https://12th-man.org.uk/>

Men and Mental Health

When a football team is playing well and winning, the crowd is usually happy and creates a positive atmosphere. However, the team needs them more when they are struggling for form. This is when the 12th Man is most important.

[Menscraft - men - mental health - wellbeing - connections](https://menscraft.org.uk)

<https://menscraft.org.uk>

They offer 'edge of crisis' support to men, along with positive activities for wellbeing.

The Hair Care Share

<https://www.facebook.com/thehaircareshare/>

The very FIRST Pay It Forward Salon. When you pay for your hair service you can contribute a sum tow. Offer Heart Soul art for wellbeing sessions, every Tuesday

Sing Your Heart Out:

<https://www.syho.org/>

Singing workshops for mental wellbeing

Lots more info about them on their website above.

Post-Natal Depression Support

Get Me Out the Four Walls:

Support group with events and some counselling <https://www.facebook.com/gmotfw/>

Eating Disorder Support

Eating Matters:

Counselling and support for eating disorders. 34 Colegate, NR3 1BG. 01603 767062, e-mail eatingmatters@norfolkeda.org.uk

<http://eatingmatters.weebly.com>

Substance Abuse Support

Norfolk Recovery Partnership:

Over 18 only. Aimed at more intensive support. Substance Abuse, walk in and drop in. Immediate support. If over 18, can walk in and be assessed immediately.

7 Unthank Road, NR2 2PA. 0300 7900 227, recovery@norfolkrecoverypartnership.org.uk

<http://www.norfolkrecoverypartnership.org.uk/Pages/default.aspx>

Matthew Project - Adult Team:

Over 18 only. 1:1 and group support.

22 St Stephens Road, NR1 3QU. 01603 626123, adultteam@matthewproject.org.

<http://www.matthewproject.org/adult-team/>

Matthew Project - Unity Project:

18 and under only. Substance Abuse

0800 970 4866 or 01603 216428 (24/7)

<http://www.matthewproject.org/unity/>

Gambling Problem Support

Breakeven counselling:

Assessment and free counselling.

Charing Cross Centre, 17-19 St John Maddermarket, NR2 1DN. 01273 833722 (Head Office)

<http://www.breakeven.org.uk/Default.aspx>

Matthew Project:

The Matthew Project also deals with gambling problems

Gamblers Anonymous:

Meet Wednesdays 8pm - 10pm. A support group St Mary Magdalen Church, Silver Road, NR3 4TF.
norwich@gamblersanonymous.org.uk

<http://www.gamblersanonymous.org.uk/index.php/ga-meetings/find-a-meeting/location/norwich>

Low Cost Support Services

Off The Record:

Low cost counselling for teenagers, adults and couples. Pay by donation - £20 to £40 per session based on income.

1 Trinity Street, NR2 2BG. 01603 626650, info@otr-norfolk.org.uk <http://www.otr-norfolk.org.uk>

Norwich Centre:

Free counselling for 16-18 year olds. Full fee is £34 per session, but pay what you can. Limited sessions for those unable to pay £15 per session (daytime) or £25 per session (evening). 7 Earlham Road, NR2 3RA. 01603 617709, info@norwichcentre.org

<http://www.norwichcentre.org/counselling-services.php>