

Help and Support Directory- Central/Norwich

Hundreds of support and advice services can be found at <https://communitydirectory.norfolk.gov.uk/>

General Advice and Support

NHS Advice on Coronavirus	https://111.nhs.uk/covid-19	https://www.justonenorfolk.nhs.uk/
A local resource providing advice on all aspects of life for a child/ young person. Specific information about emotional health for young people and parents.	https://youngminds.org.uk/	An App is also available.
Information about young people's mental health	https://www.childline.org.uk	Parents' helpline also available
Talking to children about world news	https://www.mentalhealth.org.uk/publications/talking-to-yourchildren-scary-world-news	
Child Advice and Duty Service (safeguarding concerns)	0344 800 8020	

Food

Community Fridges	A Community Fridge is a refrigerator located in a public space. It enables food to be shared within a community, as anyone can put food in and take food out.
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West Costessey Centre, Poethlyn Drive, Queen's Hills, Costessey, NR8 5BP	01603 742958	Tuesday to Friday 6pm to 8pm, Saturday and Sunday 9am to 12pm
St Francis Church, Rider Haggard Road, Norwich, Norfolk, NR7 9UQ	01603 702799	Tuesdays 1.30pm – 2.30pm and Thursdays 11am – 12pm
Dussindale Community Centre, Pound Ln, Norwich NR7 0SR	01603 701048	Monday to Friday 10am - 4pm and Saturday 9am - 11am
Shops		
Mike, Debs and Sons Market Stall- Due to the current circumstances, they are now offering local deliveries in your area. Market stall is open as usual but for those in need we are here to help for HOME DELIVERIES	Please call us on 01603 305841 or message us on Facebook messenger to arrange a delivery. Deliveries of £20 or more are free.	Times will be allocated
Stop and Go Shop, Woodgrove Parade, Catton Grove Road	01603 929802	Raj will deliver locally if he has stock
Soul Church 4 Mason Rd, Norwich NR6 6RF	01603 488880	They are planning to run FISH (Food In School Holidays) activities when school closes. This will be based in Heartsease weekdays; Mon to Fri (possibly St Francis but they are not sure yet). They are batch cooking single and couple meals for a 'wheels on meals' service to those elderly

		and vulnerable.
Foodbanks	All 10 are still open as of 18/3/2020 and are still operating on the usual voucher system. Link to their locations: https://www.trusselltrust.org/get-help/find-a-foodbank/norwich	
Hot Meals		
Monday	St Stephen's Church Café Pay what you can afford, minimum charge £1 (10am to 4pm)	
	Soul Church offering hot food at Haymarket – 7pm-8pm	
Tuesday	Salvation Army, Pottergate Arc Hot breakfast £1.20/free toast (8-10.45am)	
	Norwich Elim Church, Trory Street Free breakfast and dinner (9.30am – 12.30pm)	
	St Stephen's Church Café Pay what you can, minimum £1 (10am to 4pm)	
	Oak Grove Chapel, 70 Catton Grove Road – Free hot meal (6-7.30pm)	
	People's Picnic, Haymarket (8pm) Salvation Army Soup Run, Haymarket (8.30pm)	
	Russell Street Community Centre - Spud Club - Tuesday's in term time, 4:30 - 6pm. A meal for primary school aged children and parents.	
Wednesday	Salvation Army, Pottergate Arc Hot breakfast £1.20/free toast (8-10.45am)	
	Russell Street Community Centre - Noah's Boat - Toddler group on Wednesday's term time, 10 - 11:30. Includes tea and cake for parents and kids snack too	
	St Stephen's Church Café Pay what you can, minimum £1. (10am to 4pm)	
	New Hope Christian Centre, 2 Martineau Lane Light lunch (10am-2pm)	
	Harford Community Centre mostly cakes and bread rolls available to any local residents of Lakenham and Tuckswood who need them. (2.15-3.15pm)	
	Norwich Soup Movement, Haymarket (8pm) Soul Church Haymarket hot food 7pm – 8pm	
Thursday	Salvation Army, Pottergate Arc Hot breakfast £1.20/free toast (8-10.45am)	
	St Stephen's Church Café Pay what you can, minimum £1 (10am to 4pm)	
Friday	St Stephen's Church Café, Pay what you can, minimum £1 (10am to 4pm)	

	<p>Hot breakfast 50p Trinity United Reform Church, 1 Unthank Rd (City end) Soup/bread (12.30pm – 1.30pm)</p> <p>Soul Church, Café Soul, 4 Mason Road, NR6 6RF Minibus service with 3 pickups;</p> <ul style="list-style-type: none"> • 12noon City Reach/Highwater House, opposite Toys R Us • 12:15 from YMCA Central on All Saints Green • 12:30 from Bishops Bridge House on Gas Hill
	Society Alive Community café still runs every 1st and 3rd Fridays of every month (12.30-2.30) Clover Hill Village Hall, Humbleyard, Norwich, NR5 9BN
	Food Cycle, Quaker Meeting House, Upper Goat Lane, NR2 1EW Hot meal (7pm)
	Salvation Army, Pottergate Arc (7.30pm – 9.30pm)
	Soul Church hot food at Haymarket 7pm – 8pm
Saturday	The Welcome Wagon, breakfast food and drinks City Centre 6am
	Russell Street Community Centre - Breakfast Club - every saturday 10-11:30
	St Stephen's Church Café, (10am-4pm) Pay what you can, minimum £1
	Society Alive Soup evening (4.30-6.30) Clover Hill Village Hall, Humbleyard, Norwich, NR5 9BN
	City Saints in Action, St Augustine's Church Hall, St Augustine's Street – jacket potato with filling, £donation (4pm – 7pm)
Sunday	The Welcome Wagon, breakfast food and drinks City Centre 6am
	People's Palace Café Vauxhall Street, 26 Suffolk Square NR2 2AA (11am–2pm)
	The Kings Centre, Kings St, NR1 1PH (2pm – 4pm) Free hot meal, laundry and shower facilities
	Anon Street Team, Haymarket (8pm)
	Hebron Chapel, Haymarket - every other Sunday (8.30pm)

Money/Financial Help

Citizens Advice- Norwich The Forum, Millennium Library, Millennium Plain, Norwich, NR2 1TF	Tel No: 03444 111444	9.30am to 4.00pm Monday to Thursday
Tax Helpline to support small business and self-employed	https://www.gov.uk/government/news/tax-helpline-to-support-businesses-affected-by-coronavirus-covid-19	
Norwich Credit Union - 35-37 Exchange Street, Norwich, NR2 1DP	01603 764904 office@norwichcreditunion.org.uk	Tuesdays and Saturdays 12pm to 2pm
Oak Grove Money Advice	01603 403388 or 07496 047448. https://www.oakgrovecommunitychurch.co.uk/money-advice	

Housing

Shelter Whitefriars House, 50 Fishergate, Norwich NR3 1SE	0344 5151860	Monday to Friday 9.00am to 5.30pm
If a Norwich City Council tenant speak to your Housing Officer and ask for a referral to the Money and Budgeting Advice team		

Norwich City Council- private leasing sector support	https://www.norwich.gov.uk/info/20048/private_sector_housing	
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Family support

Leeway- domestic violence and abuse (male and female)	0845 2412171
Norfolk Family Mediation Service 17 St John Maddermarket, Norwich NR2 1DN	01603 620588 www.norfolkmediation.co.uk
Point 1 – mental health support for children and young people	http://point-1.org.uk/
The Samaritans	Call 116 123 https://www.samaritans.org/