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| Who we areHope into Action is a charity that works with churches to provide houses for the homeless nationwide. We are based in Peterborough and have an office in Norwich as well as several other cities. Check out our website below for locations.We wanted to provide a simple leaflet to make services and agencies more accessible and to work as a simple way to offer information to those who need it.Please feel free to use this leaflet as an information resource and contact us below if you would like some more copies or a digital version sent via email to print out for your own or agency use.Contact UsIf you have any queries, please contact the relevant agency with their provided contact details. If you think your agency should be included in the leaflet and hasn’t already, then please let Rebekah know. Our contact details are listed below:Phone: 01603 927 271Email: kate.doran-smith@hia.org.uk  rebekah.manfield@hia.org.ukWeb: hopeintoaction.org.uk |
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|  | Information compiled byHope into Action, Norwich. |

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| Norwich Agency Provision |
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| A leaflet comprising agency support to the homeless and vulnerable, as well as local church provision.   |
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| Table of ContentsHousing………………………………………………………………………………………1Health (Physical & Mental) 2Advice & Legal…...…….………………………………………………..…………...…...3 Education 4Employment & Training 5Debt and Money 6Church Provisions 7Relationships: Domestic Violence and Family Issues 8Drug and Alcohol Services………..……..………………………………………......9 |  |  |  | Drug & Alcohol Services**Norfolk Recovery Partnership (NRP)** 0300 7900 227Recovery@norfolkrecoverypartnership.org.uk[www.norfolkrecoverypartnership.org.uk](http://www.norfolkrecoverypartnership.org.uk) Provides advice and treatment for adults with drug and alcohol issues in Norfolk.**Alcoholics Anonymous** 0800 9177 650 [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk) Help with alcohol issues and addiction.**Al-Anon Family** 020 7403 0888 [www.al-anonuk.org.uk](http://www.al-anonuk.org.uk) Support to family and loved ones affected by alcohol issues.**Drinkline**  0300 123 1110 <http://patient.info/support/drinkline>Help to callers worried about their own drinking and support to the family and friends of people who are drinking**Drug Intervention Program** 01603 751 717 **FRANK** 0300 123 6600 [www.talktofrank.com](http://www.talktofrank.com) National drug advice service**Hebron Trust** 01603 439 905 info@hebrontrust.org.uk [www.hebrontrust.org.uk](http://www.hebrontrust.org.uk)Norwich based rehab and resettlement program **Narcotics Anonymous** 0300 999 1212 [www.ukna.org.uk](http://www.ukna.org.uk) Help for those for which drugs have become a problem**NORCAS (Norfolk Community Alcohol & Drug Services)** 01603 660 070 homeless@norcas.org.uk [www.norcas.org](http://www.norcas.org) Support for those who misuse alcohol**The Matthew Project** 01603 626 123 [www.matthewproject.org](http://www.matthewproject.org) Recovery service for those affected by drugs and alcohol and their families.  |
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# Debt & Money

Advice & Legal

**CAB (Citizen’s Advice Service)** 03444 111 444 [www.norfolkcab.org.uk](http://www.norfolkcab.org.uk) Providing free, independent advice to people on their rights and help with dealing with issues such as legal etc.

**NCLS (Norfolk Community Law Service)** 01603 496 623 info@ncls.co.uk Free, independent legal advice

**MAP (Mancroft Advice Project)**

info@map.uk.net [www.map.uk.net](http://www.map.uk.net) 01603 766994

**MAP, The Risebrow Centre, Chantry Road, Norwich, Norfolk, NR2 1RF**

Information, advice, counselling and support for physical, social and emotional well-being

**The Bridge Plus** 01603 617076 office@bridgeplus.org.uk [www.bridgeplus.org.uk](http://www.bridgeplus.org.uk)

Drop in and over the phone advice and guidance to members of black, minority and ethnic (BME) communities

**CAP (Christians Against Poverty)**  0800 328 0006 johngraver@capuk.org [www.capdebthelp.org](http://www.capdebthelp.org) Free Christian debt advice

**Foodbank** 01603 251733 / 07955 920 590 hannah@norwich.foodbank.org.uk [www.foodbank.co.uk](http://www.foodbank.co.uk) Providing emergency food for local people in crisis.

**CAB (Citizen’s Advice Service)** 03444 111 444 [www.norfolkcab.org.uk](http://www.norfolkcab.org.uk) Providing free, independent advice to people on their rights and help with dealing with issues such as legal etc.

**Gambling Anonymous** 01603 625 699

Gambling and addiction advice and support service

**Norfolk Debt Line** 01603 763 980 Debt help and advice

**Benefits non-receipt of payment line** 0845 608 8545

Phone line for if benefits have not been paid

**Norwich City Council money advice** 0344 980 3333 moneyadvisers@norwich.gov.uk

For money and debt advice, including looking after your money and maximizing your income.

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| Education**4Women’s Centre** 01603 252130 4WomenReception@homegroup.org.uk Offers creative art classes, workshop drop-ins and one-to-one support. **CARE for all (Christian Action Resource Education)** Care4all316@yahoo.co.uk **Norfolk County Council, Adult Learning**[www.norfolk.gov.uk/education-and-learning/adult-learning](http://www.norfolk.gov.uk/education-and-learning/adult-learning)Wensum Lodge Adult EducationWensum Lodge169 King Street, NorwichNR1 1QWApprenticeships, courses and careers guidance**LEAP (Learning Employment Accommodation Project)**01603 627 841 info@norwichleap.co.uk [www.norwichleap.co.uk](http://www.norwichleap.co.uk) A range of opportunities to help vulnerable people back into education**The Bridge Plus** 01603 617076 office@bridgeplus.org.uk [www.bridgeplus.org.uk](http://www.bridgeplus.org.uk) Norfolk’s black minority ethnic (BME) communities advice &equality organization. Offers English classes as a second language. Training and workshops available, as well as employment support |  |  |  |   |  |  |  |  | Employment & Training**MINT (City College Norwich)** 01603 773 760 sarah.bird@ccn.ac.uk [www.mintnorwich.co.uk](http://www.mintnorwich.co.uk) Help for 16 to 25 year olds, who have a barrier to work, into sustainable paid employment.**Under 1 Roof**  01603 699 150 100/102 Westwick Street, Norwich, NR2 4SZTraining and development for vulnerable adults to gain skills and employment.**Talent Match (Voluntary Norfolk)** 01603 883 825 talent@voluntarynorfolk.org.uk Help for those outside of the benefits, work and training system and facing severe barriers to gaining the skills they need to get into work.**MAP (Mancroft Advice Project)** info@map.uk.net [www.map.uk.net](http://www.map.uk.net) 01603 766994 **MAP, The Risebrow Centre,  Chantry Road,  Norwich  Norfolk,  NR2 1RF**Information, advice, counselling and support for physical, social and emotional well-being

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| Relationships Domestic Violence and Family Issues**Leeway** 0300 561 0077 info@leewaynwa.org.uk [www.leewaysupport.org](http://www.leewaysupport.org) Domestic violence and abuse service **STEP** 01603 617 771 stepoffice1@yahoo.co.uk [www.stepnorwich.com](http://www.stepnorwich.com) Supporting vulnerable women and children**The Harbour Centre (Sexual Assault Referral Centre)** 0845 456 4810 Round the clock support and medical expertise to victims of rape and serious sexual assault**The Magdalene Group** 01603 610 256 support@magdalenegroup.org [www.magdalenegroup.org](http://www.magdalenegroup.org) Projects aimed at raising awareness and preventing the sexual exploitation and coercion of women and young people.**National Domestic Violence Helpline**  0808 2000 247 24 hour domestic violence helpline**4Women’s Centre** 01603 252 130 Offers a range of support to vulnerable women including support on abuse |  |  | Housing Agencies & Services**St Martins Housing Trust** 01603 667706 enquiries@stmartinshousing.org.uk Offers emergency direct access accommodation and support. Bishop Bridge house (single homeless hostel) 01603 666563. Home to CAPS (Contact Assessment & Prevention Service): street homelessness outreach service: 01603 613453**YMCA Norfolk** 01603 621263 info@ymcanorfolk.org Offers supported accom for single homeless 16-25. Three sites, My Place, Throckmorton Yard and John Drake House.**Hinde House (Orwell)** 01603 625982 hindehouse@orwell-housing.co.uk Hostel supported accom for single homeless women 16+ **Stonham Homegroup** 01603 764281 [www.homegroup.org.uk](http://www.homegroup.org.uk) Supported single homeless accom. Ripley Project, Aspland Rd, Barnard’s Yard.**House of Genesis** 01603 435449 thogenesis@btconnect.com Supported accom for males age 20+ (priority ex offender)   **Shelter** National Helpline 0808 800 4444 [www.shelter.org.uk](http://www.shelter.org.uk) Housing and advice Shelter, Whitefriars House, 50 Fishergate, Norwich, NR3 1SE. 0344 515 1860**The Benjamin Foundation** 01603 615670 info@benjaminfoundation.co.uk Support for the homeless, families and children. **Archway Housing (Stonham)** 01603 616950 Single homeless women 16-24. Single parents and vulnerable families with no more than two children up to age 8. **Genesis Housing** 01603 442027 genesisha.org.uk 21 Hostels across Norfolk. **Norwich City Council**  0344 9803333 info@norwich.gov.uk Applications for social housing through Home Options: homeoptions@norwich.gov.uk. Norwich.gov.uk/housing.**Broadland Council Housing** 01603 430641 housingoptions@broadland.gov.uk **Emmaus**  01986 895444 [www.emmaus.org.uk/norwich](http://www.emmaus.org.uk/norwich) Emmaus Norwich at Ditchingham offers a sustainable route out of homelessness with support

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| HealthPhysical Wellbeing**City Reach Health Service**  0800 028 7174 city.reach@nhs.net Help for those who find it hard to access mainstream health services**The Matrix Project** 01603 883 423 [www.uknswp.org/projects/the-matrix-project](http://www.uknswp.org/projects/the-matrix-project) Quality support service for sex workers**Walk in Centre** 01603 677 500 Rouen House, Rouen road, Norwich, NR1 1RB 9am-7pmNHS walk in medical service, no appointment necessary**GUM Clinic, Harbour Centre** 01603 276 381 Sexual health advice and support**Norwich Hep C Support Group** 01603 449 658 Advice and support for those affected by Hepatitis CMental Health and Support**Wellbeing Service (NHS)**  01603 432 457 nhswellbeingservice@nsft.nhs.uk [www.wellbeingnandw.co.uk](http://www.wellbeingnandw.co.uk) Support with wellbeing and common mental health problems**4Cs** 01603 667 722 norwich@fourcs.org.uk fourcs.org.uk/index.php?page=Norwich Therapeutic care and counselling for the community**80 St Stephens** 01603 201 400 Specialist mental health service**Compassionate Therapy Services** 07823 338 402 compassionatets@gmail.com [www.compassionatetherapyservices.co.uk](http://www.compassionatetherapyservices.co.uk) Compassion focused therapy service | 2 |  |  |  |  | Church Provision**Salvation Army Pottergate ARC**  01603 663496 glenda.allner@salvationarmy.org.uk [www.salvationarmy.org.uk](http://www.salvationarmy.org.uk) The ARC: offers a drop in Centre, showers, food, medical help etc**Kings Care @ Kings Centre** 01603 244 453Welcoming, warm place for rough sleepers. Showers and washing machines available**Salvation Army Soup Run** 01603 663 496 salvationarmyappeals.org.uk Food every night on the Haymarket from 8pm**Hope into Action (Norwich)** 01603 927271kate.doran-smith@hia.org.uk [www.hopeintoaction.org.uk/locations/norwich](http://www.hopeintoaction.org.uk/locations/norwich) provides homes for the most vulnerable in society in partnership with local churches**CAP Job Club (Partnered with St Stephen’s Norwich)**jonathanprice@capuk.org 0800 328 0006 [www.capuk.org](http://www.capuk.org) Help and practical advice workshops for those looking for work and training**House of Genesis** 01603 435449 thogenesis@btconnect.com Supported accom for males age 20+ (priority ex offender) **Care 4 All** care4all316@yahoo.co.uk 07875900968 Two fixed points of help in the city. Drop in at Elim Pentecostal Church, Norwich, NR2 2RH, Tuesdays 9.30-12.00. The Mobile Soup Run 19.30-22.00**St Augustine’s Church** 01603 627632 [www.norwichmeditation.co.uk](http://www.norwichmeditation.co.uk) Pitt Street, Norwich NR3 1DS. Monday lunch club giving food and practical help to those in need. Carrie.stchap@yahoo.com 7

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