

Support Map – Helping you to get help, when you need it

We all need help sometimes.

It can be difficult to cope when there's so much changing around us. You might be worried about schools closing, friends or relatives getting ill or what'll happen in the future. Coronavirus is challenging! Also, life goes on, and sometimes so does its' problems.

Who can help you?



Think of an adult you trust, who makes you feel safe. Starting the chat might feel hard at first. Here are some ways to ask them to help you:

- I am feeling scared; can I talk to you about it?
- Can I talk to you about something I am worried about?
- Something has happened that should not have. Can you help me?

Tell them what has happened in as much detail as you are comfortable to, including how you are feeling. They should listen and help you. If you don't feel better after you have spoken to them, and you still need help, don't give up! Ask someone else.

Yes - it is good to talk to family and friends, but sometimes you might find it easier to talk to someone you don't know; someone who will not judge you, and who will keep it confidential.

Help is here for you. If you need it, ask for it.

| Who are they? | What can I talk to them about? | How can I talk to them? |
|---|---|--|
|  | <p>Anything and everything Childline</p> <p>You can contact Childline about anything. There are lots of different ways to get in touch. Childline and their counsellors want to support you. If you want to know what will happen if you call Childline, you can watch this short video to find out.</p> | <p>Tel: 0800 1111 Visit: www.childline.org.uk Click here for an online chat with a Childline counsellor. Because of the coronavirus, for now, you can only speak to a Childline counsellor online or on the phone from 9am – midnight. The online resources remain accessible at all times.</p> |
|  | <p>Anything and everything ChatHealth</p> <p>If you are 11+ Chat Health is there to help all kinds of people, with all kinds of things, providing confidential advice and support. If you want to know what will happen if you call Childline, you can watch this short video to find out.</p> | <p>Text 07480 635060 to start a conversation. Visit: ChatHealth 9am to 5pm Monday to Friday. If you send a message outside of this time, you will be given information on who to contact to get immediate help.</p> |



How I feel if someone I know has died
Nelsons Journey

If you are reading this because someone important in your life has died, then you'll know how hard it is to cope with. Some people find it helpful to talk to someone from outside their family and friends about it, and possibly meet other people in a similar situation. This is where Nelson's Journey can help. You can talk to one of our bereavement support workers about how you're feeling and about the person who died – sad, funny and everything in between. There's no pressure, and we can book sessions when you would find them helpful.

Visit: www.nelsonsjourney.org.uk/young-people

Call: **01603 431788**

Smiles and tears app

[Online message board](#)



Feeling unsafe.
If someone might/does break the law or already has.
Norfolk Constabulary

Call: **101** or in an emergency, **999**

You can also report [online](#).

Visit: [Norfolk Constabulary](#)



Help with how I feel about my gender identity (whether I am a boy or a girl) or my sexuality (who I might fall in love with)

Norfolk LGBT

BLAH LGBT+ can support you if you are confused about your gender and/or sexuality or want to talk about this with someone who wants you to be confident about yourself and your body.

Email: blah@norfolklgbtproject.org.uk

Visit: [Norfolk LGBT](#)

Facebook: BLAH LGBT+

Youth Project hours are 9am - 9pm

Because of the coronavirus, for now, phone lines are not being used, but 1:1 telephone support can be arranged.



Being safe online

Thinkuknow

If you need help because of something that has happened online – like if someone has tried to make you do something you don't want to do, or said something bad will happen if you don't so what they say, you can get support by making an online report.

Click [here](#).

Visit: www.thinkuknow.co.uk/8_10/