
Key contacts for families

There's lots of support available for people at any stage of life. Here are some key contacts to help you and your family.

Just One Number

0300 300 0123

For any questions or worries you have about your child

Norfolk County Council

0344 800 8020

To report a safeguarding concern about an adult or child

ChatHealth

07480 635060

Secure text messaging advice service for 11-19-year-olds

Leeway refuge services

0300 561 0077

24-hour helpline for victims of domestic abuse

Age UK's Advice Line

0800 678 1602

Free confidential advice for older people and their families

First Response helpline

111 (option 2)

For people of all ages needing urgent mental health support

Get in touch

Contacting Norfolk County Council

www.norfolk.gov.uk

0344 800 8020

Text Relay: **18001 0344 800 8020**

Post: **Norfolk County Council, County Hall, Martineau Lane, Norwich, NR1 2DH**

0344 numbers are charged for just like **01** and **02**.

Information and access to all our customer services is also available at all our libraries.



Do it online

You can find out about our services, report problems or apply for courses, school places and more at www.norfolk.gov.uk – here are just a few examples:

What is 'right up your street'?

Search for local clubs, activities and services at www.communitydirectory.norfolk.gov.uk

Improving your home? Find a trusted trader at www.norfolk.gov.uk/trustedtrader

De-cluttering? Find your local recycling centre at www.norfolk.gov.uk/recycling

Looking for a new school? Find your child's catchment school or apply for a place at www.norfolk.gov.uk/admissions

Want to check for local roadworks? www.norfolk.gov.uk/roadworks

Has your concessionary bus pass been lost or stolen? Pay for a replacement at www.norfolk.gov.uk/concessionarytravel

Need help getting out and about? www.norfolk.gov.uk/communitytransport

Need to apply or reapply for a Blue Badge parking permit? www.norfolk.gov.uk/bluebadge

Renewing a library book? www.norfolk.gov.uk/libraries

Need to report faulty street lighting? www.norfolk.gov.uk/streetlighting

Found an adult learning course you like? Apply and pay for it online at www.norfolk.gov.uk/adultlearning

Need to report a pothole? www.norfolk.gov.uk/potholes