**Barnardo's Phoneline Service**



**Barnardo’s phoneline service helps to guide families to emotional wellbeing support via the Emotional Wellbeing Hub helpline**

The Barnardo’s phoneline service is a new additional option that has been added to the Emotional Wellbeing Hub helpline to help support parents, carers and young people aged between 0-25 in Suffolk (except Waveney which is provided by [Just One](https://www.suffolk.gov.uk/children-families-and-learning/children-and-young-peoples-mental-health-and-emotional-wellbeing-support/just-one-service-lowestoft-and-waveney/)) who are looking for general emotional wellbing information, guidance, signposting or self-help resources. This is a free and confidential service.

The Barnardo’s phoneline service has been commissioned by NHS Ipswich and East Suffolk and West Suffolk clinical commissioning groups to help improve early intervention emotional wellbeing support for children, young people and families in Suffolk.

Barnardo’s are working alongside Norfolk and Suffolk Foundation Trust (NSFT) and Suffolk County Council teams to help respond to families who come through to the Emotional Wellbeing Hub helpline number (0345 600 2090).

The new phoneline service is being trialled with families.

**How do I contact the Barnardo's Phoneline Service**

Families can call the Emotional Wellbeing Hub helpline number on **0345 600 2090**, **and press** **option 2** to speak to Barnardo’s. (Phoneline open Monday-Friday, 9am to 5pm).

**Christmas opening times:**Our opening times remain the same over Christmas, except we are closed on Bank Holidays (closed Christmas Day, Boxing Day, and New Year's Day.

Please note Barnardo's cannot assist parents/carers calling for clinical support. If you need to make a mental health refrral to CAMHS for a clinical assessment of your child or young person, you need to press option 3 when calling the helpline to speak to the [Emotional Wellbeing Hub](https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/advice.page?id=Nh2oJw7Qq4I) as usual.

**For Crisis Support:**The Emotional Wellbeing Hub helpline number (0345 600 2090) is not a crisis support helpline, please call 111 and press option 2 for the NHS 24/7 Crisis Support Line, which is available for anyone of any age.