



MAP Advice Line - guidelines to partner agencies

MAP is providing a free phone advice line and email advice service for young people, aged 11-25, across Norfolk, open 10.30 am – 5.30 pm Monday to Friday (except bank holidays).

0800 0744454

advice@map.uk.net

Young people can call or email us if they:

- Need food
- Are worried about money and debt
- Need advice about housing or benefits
- Don't know where to get help for other problems or worries

Our team of expert advisers will be there to help. It's free and confidential.

Please promote our advice line to young people and their families. **The advice line and advice email is only for young people.** If you need to refer someone to MAP for advice and support, please use the usual channels:

By telephone:

01603 766994

By email:

info@map.uk.net

By the Norfolk Community Advice Network (NCAN) online referral system:

<https://norfolkcan.org.uk/why-use-the-ncan-referral-system/>

If you are not registered to use the NCAN referral system please get in contact with NCAN. We strongly recommend this as a way of safely and efficiently referring young people for advice. Email Emily Balsdon, ncan@ncls.co.uk, for further details.

Our team of professional young person advisers are available to provide advice on the full range of issues by telephone and email:

- Housing, money and benefits
- Employment, education and training
- Being a young parent
- Relationships, sex and sexual health

- Gender identity
- Mental health
- Drugs and alcohol

While government restrictions are in place in response to Covid-19 we are only doing face-to-face work by appointment and in rare circumstances; where a young person is vulnerable and there is no other way of providing advice. We will always try to resolve problems by telephone or email first. This means our centres are not open for drop-in.

Please check for updates on our website:

<https://www.map.uk.net/covid-19-what-does-that-mean-for-map/>

Over the coming weeks we will be developing further advice options and virtual groups. Unless unwell our team is fully available.

We are here for young people.

8th April 2020