



Safer Sandwell Partnership Domestic Abuse and Violence Services Directory



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Produced by: SMBC Domestic Abuse Team in conjunction with Black Country Women's Aid.

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1 PURPOSE OF THE DIRECTORY

The Domestic Abuse Strategic Partnership has produced this directory as a practical resource for frontline staff, volunteers who work with adults and children and professionals who may come across victims of domestic abuse. It provides information about agencies and the support available in Sandwell as well as key regional and national contacts.

2 WHAT IS DOMESTIC ABUSE AND VIOLENCE?

Domestic Abuse is defined in the Domestic Abuse Act 2021 as “any incident or pattern of incidents of physical or sexual abuse, violent or threatening behaviour, controlling or coercive behaviour, economic abuse, psychological, emotional or other abuse between those aged 16 and over or personally connected to each other”. Children are recognised as victims of domestic abuse in their own right.

Domestic abuse takes many forms such as:

- physical abuse
- verbal abuse
- emotional and psychological abuse
- sexual abuse
- coercive or controlling behaviour
- economic and financial abuse
- stalking and harassment
- Honour’-based abuse, Forced marriage and FGM

Physical abuse is any violence or any physical force that injures you or puts your health at risk. It is a deliberate act of violence that results in harm, injury, or trauma to a victim’s body. It can include pushing, hitting, punching, kicking, non-fatal strangulation and using weapons or objects to hurt you.

Verbal abuse is when somebody uses words and non-physical actions to manipulate, hurt, scare or upset you or doubt your self-worth. Verbal abuse may be aggressive shouting and can include the use of hurtful language used to deliberately upset, mock or threaten somebody.



Emotional and Psychological abuse involve regular and deliberate use of words and non-physical actions to manipulate, hurt, weaken or frighten a person and to distort, confuse or influence their thoughts and actions. Emotional abuse can include constant criticism, insults, humiliation, and threats. Psychological abuse is when someone is subjected or exposed to a situation that can result in psychological trauma, including Anxiety, Depression or Post-traumatic stress disorder. It can involve behaviours such as silent treatment, isolation or gaslighting (making someone doubt their sanity and reality), slowly breaking down a victim's sense of self.

Sexual abuse refers to any action that pressures you to do something sexually you do not want to do. It can include being pressured to have sex without your consent (rape), unwanted sexual activity, touching, groping or being made to watch pornography. It can also refer to behaviour that impacts a person's ability to control their sexual activity such as restricting access to birth control, refusing condoms or removing condoms (stealthing) without consent.

Coercive and Controlling abuse are behaviours that are often found together but are slightly different. Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim. Controlling behaviour is when one person repeatedly and intentionally exerts power and control over another to undermine their independence and freedom. It includes making a person feel inferior or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain and regulating their everyday behaviour.

Economic and financial abuse is part of coercive control, where money is used to control or cause harm to someone. Financial abuse is preventing someone from accessing, using or maintaining money. Economic abuse is when an abuser controls freedom by preventing access to employment, food and housing. It may include restricting access to transport and technology, denying daily essentials like food and clothing, refusing to contribute to household costs, taking your wages, checking receipts, forcing a victim to stop working to prevent connecting with others.

Stalking and Harassment abuse are both offences related to behaviour that is repeated and unwanted. Stalking is a pattern of Fixed, Obsessive, Unwanted, Repeated (FOUR) behaviour which is intrusive and causes fear of violence and distress in the victim. Cyberstalking (digital abuse) can include surveillance, hacking social media accounts or restricting access, tracking location devices, impersonating victims, or receiving direct threats online. Harassment is behaviour intended to cause a person alarm or distress. The behaviour must occur on more than one occasion, but it does not have to be the same kind of behaviour on each occasion. It can include regularly receiving unwanted texts, voicemails, gifts, being followed, turning up outside someone's home or work.



Honour-based abuse (HBA) or honour-base violence (HBV) are practices used to control behaviour within families to protect perceived cultural and religious beliefs and so called 'honour'. It is often committed with some degree of approval or collusion from family and/or community members, to prevent 'dishonour' or shame bring brought upon a family or community.

Forced marriage abuse is a marriage where one or both partners do not (or in cases of people with learning disabilities or reduced capacity, cannot) consent to the marriage. A forced marriage is very different from an arranged marriage, which is done with consent by both parties. Victims of forced marriage may feel unable to say no due to consequences from relatives, friends or community if resisting the married.

Female Genital Mutilation (FGM) abuse is a procedure performed on a woman or girl to partially or fully remove her external genitalia, or to damage or change her genitalia for non-medical reasons. It is very painful and can have serious health impacts on women and girls, including constant pain, problems with sex, childbirth and mental health. It can cause psychological trauma and be life-threatening, as it is often carried out by a non-professional.

3 MARAC & DASH

MARAC (multi-agency risk assessment conference) is a multi-agency meeting to support high risk victims of domestic abuse. Professionals share information about the risks faced by victims who have been referred, the actions needed to ensure their safety and to identify resources available locally to create a risk management plan involving all agencies.

The main aim of MARAC is to reduce the risk of serious harm or homicide for a victim and to increase the safety, health and wellbeing of victims, and their children. MARAC meetings work on the understanding that no single agency can see the complete picture of the life of a victim, but together all may have insights that are crucial to their safety.

DASH (Domestic Abuse, Stalking, and Harassment) risk identification checklist is a tool used to assess the risk level for individuals experiencing domestic abuse, stalking, or honour-based violence. It helps professionals identify high-risk cases and determine the need for further intervention, often through referral to MARAC.



4 USEFUL CONTACTS

West Midlands Police West Midlands Police is the police force responsible for investigating incidents of Domestic Abuse in Sandwell www.west-midlands.police.uk	Call 999 in an emergency. If not an emergency, call 101
Black Country Women's Aid (BCWA) BCWA offer a range of support for women, men and children who have been affected by domestic abuse, forced marriage, honour-based abuse, rape and sexual violence, stalking and harassment and modern slavery. https://blackcountrywomensaid.co.uk/	0121 553 0090 (Helpline 9am - 5pm) 0121 552 6448 (24hr support) 0121 289 6402 Ask Marc If you are in immediate danger call police on 999
Sandwell MBC Domestic Abuse Team Offers advice and practical support through a coordinated approach to addressing domestic abuse in Sandwell. https://www.sandwell.gov.uk/domesticabuse	domesticabuse_admin@sandwell.gov.uk
Sandwell Children's Trust If a child is in immediate danger call 999. https://www.sandwellchildrenstrust.org/	0121 569 3100 (24hrs)
Sandwell MBC Adult Social Care If an adult is in immediate danger call 999. https://www.sandwell.gov.uk/adult-social-care/contact-adult-social-care	0121 569 2266 sandwell_enquiry@sandwell.gov.uk Monday to Thursday 9am to 5:30pm, Fridays 9am to 5pm. Out of hours team 0121 569 2355
Sandwell MBC Housing Service Provision of housing management, repair maintenance and homeless enquiries throughout Sandwell. https://www.sandwell.gov.uk/find-home/homeless-risk-losing-home	0121 368 1166 (option 2) housing_choice@sandwell.gov.uk Monday to Friday 8am - 5:30pm 01323 690856 Out of hours call back service



5 DIRECTORY OF SERVICES

ADDICTION

Cranstoun	Contact Details
<p>Cranstoun Sandwell aims to provide a safe and supportive environment to help people make the changes they need to live safer and healthier lives. Service provides services for adults and young people facing difficulties with alcohol and other drugs, domestic abuse, housing and criminal justice. Services include assessments, face to face support, group work, relapse prevention, whole family interventions, Drug and alcohol detoxification, advice, information and support.</p> <p>https://www.cranstoun.org/</p>	<p>020 8335 1830 info@cranstoun.org.uk</p>
Aquarius	Contact Details
<p>Aquarius is a charity supporting people 18 years and over affected by gambling, either their own or the gambling of a family member, partner or friend through 1:1 and group support sessions.</p> <p>https://aquarius.org.uk/</p>	<p>0300 456 4293 gambling@aquarius.org.uk</p>
Healthy Sandwell - Recovery Support in Sandwell	Contact Details
<p>Healthy Sandwell can signpost Sandwell residents to various networks of peer-based recovery support, communities of recovery and mutual aid groups are available in areas of need across the borough. These may include Beat It Percussion, Recovery Group at Friar Park, Project, Empower Me Project Jubilee Park, Sustainable Recovery Through Art, Warley Amateur Boxing Club.</p> <p>https://www.healthysandwell.co.uk/recovery-support/</p>	<p>0800 011 4656 or 0121 569 5100</p> <p>Text GETHEALTHY to 87007</p>



BEREAVEMENT

Murray Hall Community Trust - Ever After Bereavement Support Group	Contact Details
<p>Murray Hall Community Trust provides a wide range of support services to children, young people, and adults in Sandwell, West Midlands, including counselling, wellbeing support, mentoring, and creative therapies. They focus on addressing social exclusion, promoting mental wellbeing, and offering support from early childhood to end-of-life care.</p> <p>https://www.murrayhall.co.uk/</p>	<p>01902 826 513</p> <p>Monday to Thursday 9am - 5pm, Friday 9am - 4:30pm</p> <p>info@murrayhall.co.uk</p> <p>Address: The Bridge, St Marks Road, Tipton, DY4 0SL</p>

Cruse Bereavement Care	Contact Details
<p>Cruse is a national charity for bereavement support. They offer free and confidential support, advice, and information to children, young people, and adults who have been bereaved. Their services are provided by trained volunteers and include face-to-face, telephone, email, and website support.</p> <p>https://www.cruse.org.uk/</p>	<p>0808 808 1677</p> <p>Monday, Wednesday, Thursday, Friday 9.30am - 5pm, Tuesday 1pm - 8pm</p> <p>Local Sandwell & Walsall Branch: 0121 558 1798</p> <p>Smethwick Council House, High Street, Smethwick, B66 3NT</p>

Black Country Support After Suicide (Rethink Mental Illness)	Contact Details
<p>Rethink Mental Illness provide the Black Country Support After Suicide service to those affected by bereavement by suicide. They provide support for next of kin and close family members who are bereaved by suicide in the Black Country who are of any age. The service includes one to one practical and emotional support, counselling and peer support. You can self-refer or refer someone else to this service via the website or email.</p>	<p>0800 008 6516</p> <p>Monday to Friday 10am - 6pm</p> <p>Evening and weekend appointments up to 8pm can be arranged.</p> <p>blackcountysupportaftersuicide@rethink.org</p>



<https://www.rethink.org/help-in-your-area/services/community-support/black-country-support-after-suicide>

Advocacy After Fatal Domestic Abuse (AAFDA)	Contact Details
<p>Advocacy After Fatal Domestic Abuse (AAFDA) is a independent and unique organisation offering specialist and expert Advocacy and peer support after fatal domestic abuse. We work on behalf of families and friends to ensure their loved one's voice is heard offering information, guidance, support, advocacy and practical help to families bereaved through domestic abuse.</p> <p>https://www.aafda.org.uk/</p>	<p>07887 488 464</p> <p>help@aafda.org.uk</p> <p>Monday to Friday 9am - 5pm</p>

SAMM (Support after Murder and Manslaughter)	Contact Details
<p>SAMM is a national UK Charity supporting families bereaved by murder and manslaughter. SAMM provides a wide range of peer support services to people bereaved by murder and manslaughter. All services are available for the bereaved, regardless of how long ago you lost a loved one. We support close relatives, wider family members and communities including people affected by mass fatality events. Even if a loss has affected you as a bereaved friend, we will support you.</p> <p>https://samm.org.uk/</p>	<p>0121 472 2912</p> <p>Text 07342 888570</p> <p>info@samm.org.uk</p>



BME SUPPORT

Sandwell African Caribbean Mental Health Foundation - Safe Spaces	Contact Details
<p>Service provided: support for those experiencing DA from black or ethnic minority background. Provide one to one support, group support, help and guidance and volunteering opportunities.</p> <p>Referral process: Self, call or email or drop in at Kuumba Centre.</p> <p>Criteria: age16+, from black or ethnic minority background, must be Sandwell resident.</p> <p>https://www.sacmhf.co.uk/</p>	<p>0121 525 1629</p> <p>info@sacmhf.co.uk</p> <p>Kuumba Centre, Boulton Road, West Bromwich, West Midlands, B70 6NW</p>

Bangladeshi Islamic Centre	Contact Details
<p>Service provided: Advice - benefit, housing, and immigration advice. Health development, information and awareness programmes. Women's development work to empower women. Employments support - building confidence, help with CV writing.</p> <p>https://bicentre.org.uk/</p>	<p>0121 558 8204</p> <p>contact@bicentre.org.uk</p> <p>Monday to Saturday 9am - 5.30pm</p> <p>10-13 Lewisham Road, Smethwick, B66 2BP</p>

Sikh Helpline	Contact Details
<p>Service provided: A confidential telephone counselling and email inquiry service where young Sikhs can get help and obtain information on Sikhism and cultural issues. It is run by trained people who are conversant in both English and Punjabi. The Helpline can be contacted about a wide range of issues such as problems at school, bullying, depression, racism, addictions such as smoking and drinking etc.</p> <p>https://www.sikhhelpline.com/</p>	<p>03000 3000 63</p> <p>07999 004 363</p> <p>info@sikhhelpline.com</p> <p>Monday - Saturday 10am to 6pm</p> <p>124A High Street, West Bromwich, B70 6JW</p>



Sikh Women's Aid	Contact Details
<p>Sikh Women's Aid is a charity that provides support and advocacy for women and girls experiencing domestic abuse, sexual violence, and other forms of harm within the Sikh and South Asian community. They offer a range of services including one-on-one support, access to legal information and support, and culturally sensitive advocacy. The organization also focuses on raising awareness about these issues, challenging harmful cultural practices, and promoting the safety and well-being of vulnerable individuals.</p> <p>https://www.sikhwomensaid.org.uk/</p>	<p>0333 090 1220</p> <p>info@sikhwomensaid.org.uk</p>

Smethwick Pakistani Muslims Association Ltd	Contact Details
<p>Service provided: Advocacy service provides support of the following: general advice and counselling; welfare benefits information and form filling; translation and interpretation; housing and council tax benefit; household bill queries; employment and training opportunities; access to benefits. Other services include: health awareness sessions; after school club; study support; IT learning centre; youth club; ladies gym and coffee morning; men's lunch club; Kung-Fu sessions; Debt service. Referral process: Self</p> <p>https://spmaltd.org.uk/</p>	<p>0121 555 6047</p> <p>info@spmaltd.org.uk</p> <p>SPMA Ltd Victoria Centre, Suffrage Street, Smethwick, West Midlands, B66 3PZ</p> <p>Monday to Thursday 9am - 3pm, Friday 9am - 12pm.</p>

Bangladeshi Women's Association	Contact Details
<p>Services provided: Offers a place of welcome providing a variety of high-quality community development services including employment support, welfare advice, health activities, training, youth activities and much more. The Centre facilities include offices, community hall, community library, community kitchen, general meetings and social rooms.</p>	<p>0121 557 6766</p> <p>info@bwa-org.co.uk</p> <p>Tipton Muslim Community Centre, Wellington Road, Tipton, DY4 8R</p> <p>0121 520 0234 for</p>



http://www.bwa-org.co.uk	Jubilee Park Community Centre, Powis Avenue, Great Bridge, DY4 0RJ
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Ileys Community Association	Contact Details
<p>Services provided: Employment support, Education and Training, Community and social services, Health and Wellbeing, Youth and Children services, Leisure and cultural activities. Our services are designed to aid in the development of the neighbourhood in all areas of life.</p> <p>Most of our client is disadvantage people and women, many of deep-rooted barriers to their full participation in local life will take a long time to address. Large group of clients live in Smethwick in one of the most deprived wards in the UK. Our primary goal is to relieve poverty, sickness and distress by the provision of information and advice to refugees, immigrants and asylum seekers.</p> <p>Referral process: Self or agency</p> <p>https://www.ileyscommunity.org/</p>	<p>0121 448 3940</p> <p>info@ileyscommunity.org</p> <p>Victoria Park Skill Centre, Corbett Street, Smethwick, B66 3PU</p> <p>Monday to Friday 10am - 5pm</p>

West Bromwich Afro Caribbean Resource Centre	Contact Details
<p>Service provided: Health advice, employment training, centre for local people and education support for younger people.</p> <p>West Bromwich African Caribbean Resource Centre is a community based charity that will positively impact on the Sandwell community and is a fundamental part of the local community.</p> <p>Referral process: Self</p> <p>https://www.wbacrc.org.uk</p>	<p>0121 525 9177</p> <p>Thomas Street, West Bromwich, B70 6LY</p> <p>webenquiries@wbacrc.org.uk</p>



Brushstrokes Community Project	Contact Details
<p>Service provided: supporting refugees across Sandwell. Hold a weekly Immigration advice clinic every Friday. Registration for the clinic is between 10.00am - 11.00am. Provide support with accessing health services. Housing advice.</p> <p>Run ESOL (English for Speakers of Other Languages) classes. Befriending service.</p> <p>https://www.brushstrokessandwell.org.uk/</p>	<p>Telephone: 0121 565 2234</p> <p>info@brushstrokessandwell.org.uk</p> <p>253 High Street, Smethwick, B66 3NJ</p> <p>Monday to Friday 9am - 3pm</p>

Birmingham Asian Resource Centre	Contact Details
<p>Service provided: Licensed by the OISC (Office of the Immigration services Commissioner) they provide immigration and asylum advice by phone and at drop-in sessions. Drop-in advice on Wednesdays only between 3pm to 5pm (no appointments). Free advice and information to help the local community.</p> <p>Referral process: Self</p> <p>http://www.asianresource.org.uk</p>	<p>0121 523 0580</p> <p>barc@asianresource.org.uk</p> <p>149 Lozells Road, Lozells, Birmingham, B19 2TP</p> <p>Monday to Friday 9am - 4:30pm</p>

Karma Nirvana (honour-based abuse and forced marriage)	Contact Details
<p>Karma Nirvana is a charity focused on supporting victims and survivors of honour-based abuse and forced marriage. They provide a national helpline, practical and emotional support, training for professionals, and campaign for policy changes to end these forms of abuse. Karma Nirvana offer confidential support to both victims and professionals on issues of honour-based abuse and forced marriage.</p> <p>https://karmanirvana.org.uk/</p>	<p>0800 5999 247</p> <p>Monday to Friday 9am - 5pm</p>



Roshni	Contact Details
<p>Support for South Asian women and their children who have suffered from domestic abuse, forced marriage and honour-based crimes. Offer support to South Asian women from the following countries: Afghanistan, Bangladesh, Bhutan, India, Maldives, Pakistan, Nepal, Sri Lanka and other South Asian countries.</p> <p>https://www.roshnibirmingham.org.uk/</p>	<p>0800 953 9777 (24hr multilingual helpline)</p> <p>admin@roshnibirmingham.org.uk</p> <p>Monday to Friday 9:30am - 4:30pm</p> <p>Online Chat (Tuesday 10am - 12pm, Thursday 7pm - 9pm)</p>

Opoka	Contact Details
<p>Opoka is a specialist service in the UK that provides support to women and children within the Polish community who are experiencing domestic violence. They offer a range of services including practical and emotional support, safe accommodation, counselling, and therapeutic programs. Opoka aims to help create a world free from domestic violence for Polish women and children, ensuring they feel safe and can participate in society.</p> <p>https://www.opoka.org.uk/</p>	<p>0300 365 1700</p> <p>info@opoka.org.uk</p>

CHILDREN / YOUNG PEOPLE / FAMILIES

Sandwell Children's Trust / Early Help Service	Contact Details
<p>Child abuse can involve physical injury, neglect, or emotional or sexual abuse. If a child is in immediate danger, you should contact the police or call an ambulance by dialing 999.</p> <p>https://www.sandwellchildrenstrust.org/</p>	<p>0121 569 3100 (24hrs)</p> <p>Oldbury 0121 569 7295 Rowley Regis 0121 569 7296 Smethwick 0121 569 7297 Tipton 0121 569 7294 Wednesbury 0121 569 7294 West Brom - 0121 569 7293</p>



Family Action - Families Together	Contact Details
<p>Service provided: Support for families where low-level DA or coercive behaviour may be occurring in the family home. Three elements of support - separate programmes for parents and family centred support sessions.</p> <p>Criteria for referrals: whole family must be willing to engage in all sessions- preventative programme not suitable for high risk - not suitable where primary need is substance misuse - cannot support those with a recent high-risk criminal conviction.</p> <p>https://www.family-action.org.uk/</p>	<p>0808 802 6666 Helpline</p> <p>Text: 07537404282</p> <p>familyline@family-action.org.uk</p> <p>Online Chat</p> <p>Monday to Friday, 9am to 9pm</p> <p>Out of Hours support text FAMILYACTION to 85258, to access our free 24/7 crisis support service delivered in partnership with Shout.</p> <p>Referrals and enquiries to:</p> <p>familiestogethersandwell@family-action.org.uk</p>

Murray Hall Community Trust Creative Therapy Service	Contact Details
<p>Service provided: Creative Therapy Service uses drama therapists and art therapists to improve the emotional and psychological wellbeing of children and young people in Sandwell, and to aid their personal growth and development in a safe confidential environment. The therapists can work with many conditions including: eating disorders, trauma, addiction, mental health conditions, learning disabilities, behavioural and social disorders, autism spectrum disorders, anger, anxiety, depression and abuse.</p> <p>Criteria for referrals: Children or young people aged 5 - 25 who reside, go to school or have their GP practice located in Sandwell.</p> <p>Referral process: Referral form</p> <p>https://www.murrayhall.co.uk/</p>	<p>01902 826 306 or 01902 826 308</p> <p>cts@murrayhall.co.uk</p> <p>The Bridge, St Marks Road, Tipton, DY4 0SL</p> <p>Monday to Thursday 9am - 5pm, Friday 9am - 4:30pm</p>



CAMHS Child and Adolescent Mental Health Service	Contact Details
<p>CAMHS work with all children up to 18 years old with complex, severe or enduring emotional and mental health problems who are registered with a local GP. Service provided: child and adolescent mental health support.</p> <p>Referral: Any professional can refer via a referral form (available by contacting CAMHS)</p> <p>https://www.blackcountryhealthcare.nhs.uk/our-services/camhs-crisis-interventional-and-home-treatment-team-cihtt</p>	<p>0121 612 6620 Monday to Friday 9am - 5pm</p> <p>07816075218 Monday to Friday 5pm - 8pm and weekends</p> <p>CAMHS, 48 Lodge Road, West Bromwich, B70 8NY</p>

Love Respect	Contact Details
<p>Love Respect is a Women's Aid website that gives information on what a healthy and unhealthy relationship is, so you can spot the signs for yourself. Service provided: #LoveRespect website to support teenage girls at risk of relationship abuse and challenge myths surrounding the nature of coercive control.</p> <p>The website features a relationship health check, survivor stories, practical advice and an email support service designed to reach teenage girls who may not realise they are experiencing relationship abuse and are less likely than older women to call a helpline.</p> <p>https://loverespect.co.uk/</p>	<p>0808 2000 247 (National Domestic Abuse Helpline)</p>

WeMatter - Victim Support	Contact Details
<p>WeMatter is a video-based digital service for children and young people aged 8-17 years old who have been affected by domestic abuse. WeMatter is delivered over eight weeks, with sessions using trauma-informed cognitive behaviour therapy (CBT) based activities, games and discussions, all aimed at supporting the young person's individual journey.</p>	<p>0300 373 0258</p> <p>wematter@victimsupport.org.uk</p>



The sessions offer children and young people a safe space to:

- understand their experience of domestic abuse
- develop health coping strategies for difficult emotions
- explore future healthy and positive relationships

<https://www.victimsupport.org.uk/more-us/why-choose-us/specialist-services/wematter/>

CRIMINAL JUSTICE

West Midlands Police Public Protection Unit	Contact Details
Public Protection Unit (PPU) is a specialised team dedicated to safeguarding vulnerable individuals and managing risks associated with various forms of harm. These units focus on protecting potential victims of crimes like child sexual exploitation, domestic abuse, modern slavery, and human trafficking.	Call Police 101

Victim Witness Care Unit	Contact Details
The units are a single point of contact for victims and witnesses and provide support and information from the point of charge through to the conclusion of the case, tailored to the needs of the victim or witness. https://www.gov.uk/guidance/victim-witness-care-unit-vwcu	07974074259 Monday to Thursday 8am - 4pm, Friday 8am - 3.30pm people-dscc-vwcugroup@mod.gov.uk



Witness Service (Citizens Advice)	Contact Details
<p>The Witness Service provides free and independent support for both prosecution and defence witnesses in every criminal court in England and Wales.</p> <p>https://www.citizensadvice.org.uk/about-us/citizens-advice-witness-service/</p>	<p>0300 332 1000 (court hours)</p> <p>WSreferralhub@citizensadvice.org.uk</p>

Crown Prosecution Service	Contact Details
<p>The Crown Prosecution Service (CPS) prosecutes criminal cases that have been investigated by the police and other investigative organisations in England and Wales</p> <p>https://www.cps.gov.uk</p>	<p>0121 262 1300</p> <p>contact.westmidlands@cps.gov.uk</p> <p>Monday to Thursday 8:30am - 5pm, Friday 8:30am - 4:30pm</p>

DEBT / BENEFITS

Cradley Heath Citizens Advice Bureau – CAB	Contact Details
<p>Citizens Advice Sandwell & Walsall provides free, confidential, and impartial advice to residents on a wide range of issues, including benefits, debt, housing, employment, and consumer rights.</p> <p>Service provided: Advice and assistance on money (benefits, employment, tax), family (health, home and neighbourhood, education), daily life (communications, consumer affairs, gas and electricity and travel), rights (discrimination, civil rights, immigration, the legal system).</p> <p>https://www.citizensadvice.org.uk/</p>	<p>Sandwell Drop-in centres:</p> <p>Cradley Heath - 0808 278 7812 / cradleytipton@citizensadvicesandwell-walsall.org Cradley Heath Community Centre, Reddal Hill Road, Cradley Heath, B64 5JG</p> <p>Oldbury - 0808 278 7812 swan@citizensadvicesandwell-walsall.org Oldbury, Municipal Buildings, Halesowen Street, Oldbury, B69 2AB</p> <p>Tipton - 03444 111 444</p>



	<p>Tipton, St Paul's Community Centre, Brick Kiln Street, Tipton, DY4 9BP</p> <p>Smethwick - 0808 278 7812 smethwick@citizensadviceandwell-walsall.org Smethwick, Unit 6, Tollgate Shopping Precinct, Smethwick, B67 7RA</p>
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Step Change Debt Charity	Contact Details
<p>StepChange is a debt charity that provides free, impartial, and confidential debt advice and support to individuals struggling with debt. They offer a range of services to help people manage and overcome their debt problems, including budgeting advice, debt solutions, and support throughout the process.</p> <p>https://www.stepchange.org/</p>	<p>0800 138 1111 (Free)</p> <p>Monday to Friday 8am - 8pm, Saturday 8am - 4pm</p> <p>Online live chat</p>

The Welfare Rights Team - Sandwell Council	Contact Details
<p>Service provided: giving general guidance and support, completion of all welfare benefit forms, offer representation at appeal tribunals, giving advice and support for people who have overpayments of benefits, benefits payments when they cease or are reduced, offering appointments to discuss any help with benefits issues, offering home visits (where appropriate).</p> <p>http://www.sandwell.gov.uk/welfarerights</p>	<p>0121 569 3158</p> <p>welfarerights_team@sandwell.gov.uk</p>



DISABILITY

Sandwell Adult Social Care	Contact Details
<p>Adult Social Care services in Sandwell Metropolitan Borough Council enable people to keep your independence, stay safe and have a good quality of life. Contact the service if:</p> <ul style="list-style-type: none"> • you find it hard to manage day-to-day activities at home or to get out and about, and need advice, information, support, equipment or practical help - this could be because of disability, sight or hearing loss, mental or physical ill-health or frailty due to older age • you are looking after an older relative or an adult with a disability or mental health problem and need some support so you can continue doing so • you are a friend, relative or neighbour who is concerned about someone who needs help at home or is at risk of harm. <p>https://www.sandwell.gov.uk/adult-social-care/contact-adult-social-care</p>	<p>0121 569 2266</p> <p>sandwell_enquiry@sandwell.gov.uk</p> <p>Monday to Thursday 9am to 5:30pm and Fridays 9am to 5pm.</p> <p>Out of hours emergency Duty Team 0121 569 2355.</p>

Changing Our Lives	Contact Details
<p>Sign Health, The Deaf Health Charity, provide a specialist domestic abuse service supporting deaf people across England. SignHealth offer support and advice linked to housing, children, therapy, the legal system and creating individual safety and support plans. Staff work to raise awareness of domestic abuse amongst young deaf people using BSL so this information is shared in their first language.</p> <p>https://signhealth.org.uk/with-deaf-people/domestic-abuse/domestic-abuse-service/</p>	<p>Domestic Abuse Team Text ONLY 07800 003421</p> <p>da@signhealth.org.uk</p> <p>Adult Referral Forms online</p>



Sandwell Deaf Community Association (SDCA)	Contact Details
<p>Service provided: SDCA delivers specialist services to deaf and hard of hearing people on behalf of Sandwell Council. We provide a variety of services including Information, Advocacy, Volunteers, Training, Communication, Welfare Rights, Support Service, Consultation and Research and Community Groups. Non-chargeable services - Volunteer, Information, Communication Service Drop in, Advocacy and Welfare Rights. (Note: Advocacy and Welfare Right service are for Sandwell residents only.)</p> <p>http://sdca.co.uk/</p>	<p>0121 553 0201</p> <p>Monday to Friday 9am - 5pm</p> <p>07885913225 (24hrs)</p> <p>communication@sdca.co.uk</p> <p>Sandwell Deaf Community Association, New Deaf Centre, Summer Street, West Bromwich, B71 4JA</p>

Sandwell Visually Impaired (SVI)	Contact Details
<p>Service provided: Sandwell Visually Impaired (SVI) is a user led, non-profit, voluntary organisation and registered charity. A peer led service for visually impaired people. Providing information, support, leisure and social activities, campaigning locally and nationally to improve services for people living with sight loss. SVI also provides Visual Impairment Awareness training and a range of project-based activities, including recording and distribution of the Sandwell Talking Newspaper.</p> <p>http://www.sandwellvisuallyimpaired.org.uk/</p>	<p>0121 525 4810</p> <p>info@sandwellvisuallyimpaired.org</p> <p>West Bromwich Town Hall, Lodge Road, West Bromwich, B70 8DY</p> <p>Monday to Thursday 9:30am - 1pm</p>

Sandwell Independent Living Centre	Contact Details
<p>Service provided: Drop-in equipment service, information and advice, employment and skills, social events group.</p> <p>Referral process: Self</p> <p>Criteria for referrals: All ages including family members, carers and professionals</p> <p>https://www.idealforall.co.uk</p>	<p>0121 558 5555</p> <p>info@idealforall.co.uk</p> <p>Monday to Friday 9am - 5pm</p> <p>Independent Living Centre, 100 Oldbury Road, Smethwick, B66 1JE</p>



EDUCATION

Sandwell Adult and Family Learning Centre	Contact Details
<p>Service provided: Adult learning courses including English and maths. Some courses are free others will depend upon individual financial circumstances.</p> <p>http://www.learnsafl.ac.uk/</p>	<p>0121 557 0837</p> <p>contact_SAFL@sandwell.gov.uk</p>

Sandwell Domestic Abuse Training	Contact Details
<p>Free training available for Sandwell officers, including extensive courses about Domestic Abuse. Sandwell Safeguarding Adults Board (SSAB) and Sandwell Children's Safeguarding Partnership (SCSP) together with Learning & Development team offer extensive courses including face to face training, virtual briefing sessions, and eLearning.</p> <p>Domestic Abuse courses have included:</p> <ul style="list-style-type: none"> • Domestic Abuse Multi Agency Training • Coercive and Controlling Behaviours • Rape, Sexual Assault and Abuse • Learning from Domestic Abuse Related Death Reviews • Forced Marriage, Honour Based Abuse & FGM • Domestic Abuse and Adult Safeguarding • Domestic Abuse and Recourse to Public Funding • Child to Parent Abuse <p>Training is regularly updated with future dates added for Sandwell officers to book courses online via the following link: https://training.sandwellscb.org.uk/</p>	<p>domesticabuse_admin@sandwell.gov.uk</p>



ELDERLY

Age UK Sandwell	Contact Details
<p>Service provided: Provides a variety of services for elderly people ranging from money/benefits advice, assistance completing forms, benefit checks performed, social activities, telephone befriending service and general advice and information including some community support. Criteria for referrals: Age 50+ living in Sandwell</p> <p>https://www.ageuk.org.uk/sandwell/</p>	<p>0121 437 0479</p> <p>info@ageuksandwell.org.uk</p> <p>Wesley Church, 291 High Street, West Bromwich, B70 8ND</p> <p>Drop in open Mondays (except Bank Holidays) 10am - 1pm.</p>

Age UK National	Contact Details
<p>Service provided: Aim to provide life-enhancing services and vital support to people in later life. We and our local partners deliver a range of services across the UK.</p> <p>Age UK's advice line is a free, confidential national phone service for older people, their families, friends, carers and professionals. We have a team of expert advisers who will give you information that is reliable and up-to-date.</p> <p>https://www.ageuk.org.uk/</p>	<p>0800 055 6112</p> <p>Lines are open 8am-7pm, 365 days a year.</p>

Sandwell Council - Telecare alarms and equipment and Adaptations Service	Contact Details
<p>Service provided: movement sensors; smoke, heat and flood detectors; door and window opening alarms; automatic medication reminder boxes; room temperature sensors; devices that switch a light on automatically; alarm buttons or pendants.</p> <p>Referral process: Self, health or social worker</p> <p>Criteria for referrals: Free for Sandwell residents.</p> <p>www.sandwell.gov.uk/adaptations</p>	<p>0121 569 2266</p> <p>Monday to Thursday 9am - 5.30pm, Fridays 9am - 5pm.</p> <p>0121 569 2355 Out of hours</p> <p>sandwell_enquiry@sandwell.gov.uk</p>



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EMPLOYMENT

Jobcentre Plus	Contact Details
<p>Jobcentre Plus helps people find employment and manage their benefit claims. It provides services to both job seekers and employers. For job seekers, it offers support with job searching, training, and preparing for work.</p> <p>https://www.gov.uk/universal-credit/contact-universal-credit#guide-contents</p>	<p>0800 055 6688</p> <p>Monday to Friday 8am - 5pm</p> <p><u>Find your local job centre</u></p> <p>Centres for Sandwell residents:</p> <p>1 Church Street, Oldbury B69 3AD</p> <p>Christchurch House, High St, West Bromwich B70 8LG</p> <p>Trinity House, High St, Smethwick B66 3AD</p> <p>69 Owen St, Tipton DY4 8ES</p> <p>Maybrook House, Queensway, Halesowen, B63 4AH</p>

ACAS	Contact Details
<p>Service provided: Provide information, advice, training, conciliation and other services for employers and employees to help prevent or resolve workplace problems.</p> <p>http://www.acas.org.uk/</p>	<p>0300 123 1100</p> <p>Monday to Friday 8am - 6pm</p>

Trade Union GMB Sandwell Branch	Contact Details
<p>GMB Sandwell Branch Smethwick Council House, High Street, Smethwick, B66 3NT</p>	<p>0121 569 5990 branch@gmbs85sandwell.org.uk</p>



Trade Union Unison Sandwell Branch	Contact Details
Unison Sandwell Branch West Bromwich Town Hall, Lodge Road, West Bromwich, B70 8D	0121 569 5996 07736 923559 sandwellunison@btconnect.com

Trade Unite the Union Sandwell Branch	Contact Details
Unite Sandwell Branch Smethwick Council House, High Street, Smethwick, B66 3NT	0121 569 6143 branch@unitewm7015.co.uk

FEMALE GENITAL MUTILATION (FGM)

Sandwell Policy and Procedures on FGM	Contact Details
FGM guidance for frontline professionals, managers, individuals and community groups in Sandwell. This procedure should be read in conjunction with Sandwell Adult and Child safeguarding procedures https://www.sandwell.gov.uk/domestic-abuse/female-genital-mutilation	marie.kelly@nhs.net Marie Kelly, Designated Lead Nurse for Adult Safeguarding - Sandwell, Black Country Integrated Care Board

NHS West Midlands FGM Clinic	Contact Details
A specialist service for women and girls who have undergone Female Genital Mutilation (FGM), with two clinics, one for pregnant women and one for non-pregnant women. The service is run by Specialist Lead Midwife Alison Byrne, part of Sandwell and West Birmingham Hospital NHS Trust. A range of support and care is delivered by an all-female team, including:	Alison Byrne 0121 424 3909 swbh.summerfieldfgm@nhs.net Clinic for pregnant women: Midland Metropolitan University Hospital, Grove Lane, Smethwick, B66 2QT



<ul style="list-style-type: none"> • Physical assessments and treatment • Emotional support and counselling • General information <p>https://www.swbh.nhs.uk/services/female-genital-mutilation/</p>	<p>Referrals from community or antenatal midwives for pregnant women.</p> <p>Clinic for non-pregnant women: Summerfield Primary Care Centre, Heath Street, Winson Green, Birmingham, B18 7AL</p> <p>Referrals from GP self-referrals, anyone can refer.</p>
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West Midlands Police	Contact Details
Contact the police if you think that a girl or woman is in danger of FGM and still in the country.	<p>101 (999 in an emergency)</p> <p>https://www.west-midlands.police.uk/</p>

Foreign & Commonwealth Office FGM unit	Contact Details
<p>Contact the Foreign and Commonwealth if a girl has been taken out of the country for FGM.</p> <p>https://www.gov.uk/government/collections/female-genital-mutilation</p>	<p>020 7008 1500</p> <p>fgmenquiries@homeoffice.gov.uk</p>

NSPCC FGM Helpline	Contact Details
<p>NSPCC offer support and advice to help keep children and young people safe from FGM. A free, anonymous helpline for those worried about a child at risk of, or who has already had FGM.</p> <p>https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/female-genital-mutilation-fgm/</p>	<p>0800 028 3550</p> <p>fgm.help@NSPCC.org.uk</p> <p>Monday to Friday 8am - 8pm, weekends 9am - 6pm.</p>

Sandwell Children's Social Care	Contact Details
If you have safeguarding or child protection	0121 569 3100 (24hrs)



<p>concerns about a child or young person, use Sandwell's Multi Agency Request Form to report your concerns to the Multi Agency Safeguarding Hub (MASH). If a child is in immediate danger, you should contact the police or call an ambulance by dialing 999.</p> <p>https://www.sandwellchildrenstrust.org/</p>	<p>access_team@sandwellchildrenstrust.org</p>
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Muslim Women's Network UK Helpline	Contact Details
<p>A national specialist faith and culturally sensitive service that offers confidential information, support, guidance and referrals to Asian and Muslim women and girls from diverse ethnic/faith backgrounds who are suffering from or at risk of abuse or facing problems on a range of issues.</p> <p>http://www.mwnhelpline.co.uk/</p>	<p>0800 999 5786 Helpline 07415 206 936 Text info@mwnhelpline.co.uk</p> <p>Monday to Friday 10am - 4pm</p>

FORCED MARRIAGE AND HONOUR-BASED ABUSE

Black Country Women's Aid	Contact Details
<p>Black Country Women's Aid supports people experiencing or at risk of honour-based violence and forced marriage in Sandwell, Dudley and Walsall. Their service provides specialist advice, support and guidance on domestic violence and abuse including forced marriage and honour-based abuse.</p> <p>https://blackcountrywomensaid.co.uk/</p>	<p>0121 553 0090 Monday to Friday 9am - 9pm Helpline for advice, refuge and all support services</p> <p>0121 552 6448 24hr helpline for advice, refuge and all support services</p> <p>07384 466 181 (Text or WhatsApp) Monday to Friday 9am - 9pm</p>



Roshni (Forced marriage and honour-based abuse)	Contact Details
<p>Roshni Birmingham support Black, South Asian & Minoritised communities affected by domestic abuse including Forced Marriage & Honour Based Abuse. Services offered include specialist advice and support, 24hr helpline for victims of forced marriage and honour-based abuse, outreach service, emergency refuge accommodation, floating support, and counselling.</p> <p>https://www.roshnibirmingham.org.uk/</p>	<p>0800 953 9777 24hr multilingual helpline</p> <p>Livechat online Tuesday 10am - 12pm, Thursday 7pm - 9pm</p> <p>admin@roshnibirmingham.org.uk Monday to Friday 9:30am - 4:30pm</p>

Forced Marriage Unit (Home Office)	Contact Details
<p>Contact the Forced Marriage Unit (FMU) if you're trying to stop a forced marriage or you need help leaving a marriage you've been forced into.</p> <p>The Forced Marriage Unit (FMU) is a joint Foreign, Commonwealth and Development Office (FCDO) and Home Office unit which leads on the government's forced marriage policy, outreach and casework. It operates both inside the UK (where support is provided to any individual) and overseas (where consular assistance is provided to British nationals, including dual nationals).</p> <p>https://www.gov.uk/stop-forced-marriage</p>	<p>020 7008 0151</p> <p>From overseas: +44 (0)20 7008 0151</p> <p>fmu@fcdo.gov.uk</p> <p>Monday to Friday 9am - 5pm</p> <p>Out of hours: 020 7008 5000</p>

Karma Nirvana (Honour-based Abuse and Forced Marriage)	Contact Details
<p>Karma Nirvana offer confidential support to both victims and professionals on issues of honour-based abuse and forced marriage.</p> <p>https://karmanirvana.org.uk/</p>	<p>0800 5999 247</p> <p>Free 24hr national helpline Monday to Friday 9am - 5pm</p>



HOUSING

Sandwell MBC Housing Solutions Team	Contact Details:
<p>Sandwell Housing Solutions team help residents find and maintain suitable housing, preventing homelessness or assisting you if you are already homeless. Any victim of Domestic Abuse can contact for advice and support regarding their housing situation, particularly if they are homeless or at risk of homelessness due to Domestic Abuse.</p> <p>https://www.sandwell.gov.uk/find-home/homeless-risk-losing-home</p>	<p>0121 368 1166 (option 2) housing_choice@sandwell.gov.uk Monday to Friday 8am - 5:30pm</p> <p>01323 690856 Out of hours call back service</p> <p>Walk-in support at Sandwell Council House, Freeth Street, Oldbury, B69 3DB</p>

Sandwell MBC Sanctuary Scheme	Contact Details
<p>Sanctuary Scheme is a service for individuals experiencing domestic abuse and at risk of becoming homeless due to their safety. The victim/survivor centred initiative aims to enable households at risk of domestic abuse to remain in their own homes if they choose to and it is safe to do.</p> <p>The service reduces repeat victimisation, through the provision of enhanced security measures and wider wraparound support from a domestic abuse specialist. It is a free service for all housing tenure types to reduce the risk of domestic abuse at home, so tenants can feel safer in the community.</p> <p>https://www.sandwell.gov.uk/domestic-abuse/sandwell-sanctuary-scheme</p>	<p>For homeless support contact Housing Solutions team by phone 0121 368 1166, email housing_choice@sandwell.gov.uk or self-refer online https://live.housingjigsaw.co.uk</p> <p>Completed referrals forms to be emailed to VSArefferrals vsarefferrals@blackcountrywomensaid.co.uk</p> <p>Council tenants can contact their local Housing Services Officer on 0121 368 1166.</p>

St Basils - Live and Work Scheme	Contact Details
<p>St Basils is a charity and housing association that works with young people aged 16-24 who are homeless or at risk of homelessness, to enable them to find and keep a home, grow</p>	<p>0121 772 2483 info@stbasils.org.uk</p>



their confidence, develop their skills, increase opportunities and prevent homelessness.
<https://stbasils.org.uk/>

Sandwell MBC - Sandwell Local Offices	Contact Details
<p>Sandwell towns have local offices where victims of Domestic Abuse can visit in person and speak to an officer in confidence about their housing issues.</p> <p>This includes support with making it safer to remain where they are already living and support to move if necessary.</p> <p>Examples of support are:</p> <ul style="list-style-type: none"> • Safe environment to disclose domestic abuse • Completion of a DASH Risk assessment • Referrals into MARAC • Referrals to specialist support agencies such as Black Country Women's Aid • Target Hardening council properties • Consideration of appropriate priority banding for council tenant's transfers • Consideration of action on the perpetrator using ASB tools and powers to remove from the council tenancy • Make safeguarding referrals <p>https://www.sandwell.gov.uk/housing/visit-us</p>	<p>0121 368 1166 Contact Centre and Housing Hub</p> <p>Local Offices: Oldbury Council House, Freeth Street Oldbury B69 3DE Monday to Thursday 9am - 5.30pm, Friday 9am - 5pm</p> <p>Tipton Office, High Street Princes End Tipton DY4 9JB 10am - 2pm Monday-Friday</p> <p>Smethwick Council House, High Street Smethwick B66 3NT 10am - 2pm Monday-Friday</p> <p>Wednesbury Town Hall, Holyhead Road Wednesbury WS10 7DF 10am - 2pm Monday-Friday</p> <p>Community Hubs: Central Library, West Bromwich Tuesdays 10am - 4.30pm</p> <p>Blackheath Library Wednesdays 10am - 4.30pm</p> <p>Email your local Housing Team Housing_Hub@sandwell.gov.uk</p>

YMCA	Contact Details
<p>YMCA provides safe, supported housing for young people aged 18-35 years old. Accommodation includes emergency housing, supported longer-term housing, and supported</p>	<p>01902 371 550 info@ymcab.org.uk</p>



hostels and foyers. Services include supported accommodation, resettlement help with benefits, applications, grants and finding furniture, access to education, training, employment, and volunteering as part of their future housing. Referral process: Self or agency https://www.ymca.org.uk/	38 Carters Green, West Bromwich, B70 9LG
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IMMIGRATION

Brushstrokes Community Project	Contact Details
<p>Brushstrokes offer borough-wide services to any asylum seeker, refugee or migrant of any age residing in Sandwell.</p> <p>Services include:</p> <ul style="list-style-type: none"> • Immigration advice up to OISC level 3 • Support to apply for EU Settled Status • Advice on benefits, housing, health • Guidance on COVID restrictions • Food and other essentials • Help to settle in Sandwell • Food Parcels, Baby Milk, Equipment, Clothing • Social and community events • Learning English ESOL <p>https://www.brushstrokessandwell.org.uk/</p>	<p>0121 565 2234</p> <p>info@brushstrokessandwell.org.uk</p> <p>Monday to Friday 9am - 3pm</p> <p>253 High Street, Smethwick, B66 3NJ</p> <p>Service users can walk-in to the centre to access activities and see a member of staff between the operating hours. Alternatively, you can contact Brushstrokes to arrange an advice session by appointment only.</p>

National Zakat Foundation	Contact Details
<p>Service provided: National Zakat Foundation (NZF) is an Islamic charity which aims to support and empower individuals in poverty and poverty relief.</p> <p>https://www.nzf.org.uk/Apply</p>	<p>03333 123 123</p> <p>info@nzf.org.uk</p> <p>Monday to Friday 10am - 6pm</p>



Refugee and Migrant Centre	Contact Details
<p>Refuge and Migrant Centres (RMC) are dedicated to helping disadvantaged refugees and migrants fully integrate into UK life and achieve independence by removing barriers to their integration and enabling them to become equal citizens. RMC provides free information, advice and support.</p> <p>Our service provides casework, advice and guidance on key areas including:</p> <ul style="list-style-type: none"> • Immigration • Housing & Homelessness • Financial independence • Employment, Training and education • Health • English (ESOL) classes • Resettlement & Integration <p>http://www.rmcentre.org.uk</p>	<p>0800 0663 444 info@rmcentre.org.uk</p> <p>Walk-in services: Monday, Tuesday, Thursday and Friday 9am - 1pm drop-in service 2pm - 5pm pre-booked appointments Closed to public Wednesdays</p> <p>Wolverhampton office The Refugee and Migrant Centre, 1st Floor Roma Parva, 9 Waterloo Road, Wolverhampton, WV1 4NB</p> <p>Birmingham office The Refugee and Migrant Centre, Second Floor, Chamberlain Building, 36 Frederick Street, Birmingham, B1 3HN</p>

LEGAL

Victim Support West Midlands	Contact Details
<p>Victim Support give free, confidential help to people who have been affected by crime in the West Midlands. We're an independent charity and you can contact us for support regardless of whether you've contacted the police, and no matter how long ago the crime took place.</p> <p>https://www.victimsupport.org.uk/resources/west-midlands/</p>	<p>0300 303 1977</p> <p>Monday to Friday 8am - 8pm or 9am - 5pm on Saturday</p> <p>0808 168 9111 Out of hours support line</p> <p>Live chat available online 24/7</p>



National Centre for Domestic Violence (NCDV)	Contact Details
<p>NCDV offer a free service allows anyone who has recently experienced or been threatened with domestic abuse to apply for an emergency court injunction, including those who cannot access or afford legal aid funding. The service offers advice and support to get injunctions, Non-molestation, Occupational and Prohibited Steps orders.</p> <p>https://www.ncdv.org.uk/</p>	<p>0800 970 2070 helpline</p> <p>Text NCDV to 60777</p> <p>office@ncdv.org.uk</p>

Rights of Women	Contact Details
<p>Rights of Women is a charity that provides free confidential legal advice and information to women on the law in England and Wales with a specific focus on Violence Against Women and Girls (VAWG). We also campaign for access to justice and safety for all women.</p> <p>Services provided: free advice domestic violence and abuse, divorce, finances and property on relationship breakdown, cohabitation, finances and property on relationship breakdown, parental responsibility and arrangements for children. Immigration law including domestic violence, long residence and family life, financial support options including for women with no recourse to public funds and claiming asylum.</p> <p>http://rightsofwomen.org.uk/</p>	<p>020 7251 6575 info@row.org.uk (Email for legal advice)</p> <p>Rights of Women, 52-54 Featherstone Street, London, EC1Y 8RT</p> <p>National Family Law 020 7251 6577 Tuesdays to Thursdays 7pm - 9pm, Friday 12pm - 2pm.</p> <p>Criminal Law 020 7251 8887 Tuesday 10am - 12pm, Thursday 7pm - 9pm.</p> <p>Immigration and Asylum Law 020 7490 7689 Mondays and Thursdays 10am - 12pm and 2pm - 4pm.</p> <p>Sexual Harassment at Work 020 7490 0152</p>



	Mondays to Wednesdays 6pm - 8pm, Thursday to Friday 10am - 12pm.
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Please note, other solicitors are available, below are details of local solicitors which provide specialist domestic abuse and immigration advice and support.

Duncan Lewis Solicitors	Contact Details
Service provided: Family law advice including child custody, forced marriage, contact with children, care proceedings and divorce. https://www.duncanlewis.co.uk/	Birmingham Branch covers Sandwell residents: 0121 769 2792 158 Edmund Street, Birmingham, B3 2HB Monday to Friday 9:30 - 5:30pm

Fountain Solicitors	Contact Details
Service provided: Family law. Immigration and Asylum law including Right to Remain. https://www.fountainsolicitors.com/	01922 645 429 info@fountainsolicitors.com 36 Bradford Street, Walsall WS1 3QA Birmingham Branch: 0121 798 7862 / 0121 798 7863 Birmingham@fountainsolicitors.com 3 Trinity Road, Aston, B6 6AH

Oldbury Citizens Advice Bureau - CAB	Contact Details
Service provided: Advice and assistance on money (benefits, employment, tax), family (health, home and neighbourhood, education), daily life (communications, consumer affairs, gas and electricity and travel), rights (discrimination, civil rights, immigration, the legal system). https://www.citizensadvice.org.uk/	0808 278 7812 swan@citizensadviceandwell-walsall.org Municipal Buildings, Halesowen Street, Oldbury, B69 2AB Call Monday to Friday 9am - 3:30pm, Tuesdays open until 7pm.



	Walk in availability Monday, Wednesday, Friday 9am - 3.30pm, Tuesday 10am - 4.30pm.
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Tipton Citizens Advice Bureau - CAB	Contact Details
<p>Service provided: Advice and assistance on money (benefits, employment, tax), family (health, home and neighbourhood, education), daily life (communications, consumer affairs, gas and electricity and travel), rights (discrimination, civil rights, immigration, the legal system).</p> <p>https://www.citizensadvice.org.uk/</p>	<p>03444 111 444</p> <p>St Pauls Community Centre, Brick Kiln Street, Tipton, DY4 9BP</p> <p>Call Monday to Friday 9am - 3:30pm, Tuesdays open until 7pm.</p> <p>Walk in availability Mondays and Wednesdays 9am - 3.30pm.</p>

Cradley Heath Citizens Advice Bureau - CAB	Contact Details
<p>Service provided: Advice and assistance on money (benefits, employment, tax), family (health, home and neighbourhood, education), daily life (communications, consumer affairs, gas and electricity and travel), rights (discrimination, civil rights, immigration, the legal system).</p> <p>https://www.citizensadvice.org.uk/</p>	<p>0808 278 7812</p> <p>cradleytipton@citizensadvice.sandwell-walsall.org</p> <p>Cradley Heath Community Centre, Reddal Hill Road, Cradley Heath, B64 5JG</p> <p>Call Monday to Friday 9am - 3:30pm, Tuesdays open until 7pm.</p> <p>Walk in availability Tuesdays and Thursdays 9am - 3.30pm.</p>

Smethwick Citizens Advice Bureau - CAB	Contact Details
<p>Service provided: Advice and assistance on money (benefits, employment, tax), family (health, home and neighbourhood, education), daily life (communications, consumer affairs, gas</p>	<p>0808 278 7812</p> <p>smethwick@citizensadvice.sandwell-walsall.org</p>



and electricity and travel), rights (discrimination, civil rights, immigration, the legal system). https://www.citizensadvice.org.uk/	Unit 6, Tollgate Shopping Precinct, Smethwick, B67 7RA Call or walk in Monday, Thursday, Friday 9am - 3:30pm, Tuesday 9am - 7pm, Wednesday 9am - 12:30pm.
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Civil Legal Advice Service	Contact Details
Service provided: read free legal information leaflets or legal, help factsheets, search for a high-quality local legal adviser or solicitor, search for legal information from a selection of the best advice websites in the UK, find out if you qualify for legal aid, get free impartial debt advice https://www.gov.uk/civil-legal-advice	0345 345 4345 Monday to Friday 9am - 8pm, Saturday 9am - 12:30pm. You can also text 'legalaid' and your name to 80010 to ask CLA to call you back. This costs the same as a normal text message.

LGBT+

Galop	Contact Details
National Helpline for LGBT+ Victims and Survivors of Abuse and Violence. Advocates provide a range of services and work in partnership with other agencies to offer wide-ranging support to LGBT+ victim/survivors: <ul style="list-style-type: none"> • Advice and support to help you and others to be safer • Advice on your rights and options • Ongoing emotional support • Urgent help, including medical support, even if you're not sure about talking to the police • Assistance and advocacy around navigating the criminal justice system • Information on safety and emergency housing options 	0800 999 5428 national helpline help@galop.org.uk Monday, Tuesday 9:15am to 8pm, Wednesday, Thursday, Friday 9:15am - 4:30pm. The helpline closes for 1 hour each day 1pm - 2pm. Webchat service available



<ul style="list-style-type: none"> • Referrals or signposting to specialist or local LGBT+ services and organisations • Translation services <p>https://www.galop.org.uk/</p>	
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Birmingham LGBT	Contact Details
<p>Birmingham LGBT raise awareness of the needs of lesbian, gay, bisexual and trans (LGBT) people in Birmingham and beyond, to advocate for their needs to the wider community and to promote opportunities to LGBT people in Birmingham and beyond to enable them to fully participate in the lives of their community.</p> <p>Services include a range of services for the LGBT Community in Birmingham and beyond, including sexual health, domestic violence, counselling, wellbeing support and more.</p> <p>https://blgbt.org/</p>	<p>0121 643 0821</p> <p>hello@blgbt.org</p> <p>Birmingham LGBT Centre, 38/40 Holloway Circus, Birmingham, B1 1EQ</p> <p>Monday to Wednesday 10am - 6pm, Thursday to Friday 10am - 9pm, Saturday 11.30am to 7pm.</p>

MEN

Ask Marc	Contact Details
<p>Ask Marc is a part of Black Country Women's Aid as a specialist support service for men and boys who have experienced domestic abuse, rape and sexual abuse. Ask Marc provides various forms of support, including one-on-one and telephone support, and can also help with accessing counselling, reporting to the police, and support at court.</p> <p>https://askmarc.org.uk/</p>	<p>0121 289 6402</p> <p>info@askmarc.co.uk</p>



Mankind Initiative	Contact Details
<p>The Mankind Initiative is a specialist charity in the UK focusing on male victims of domestic abuse. Service provided: Emotional and practical support suffering domestic abuse.</p> <p>https://mankind.org.uk/</p>	<p>0808 800 1170 freephone</p> <p>01823 334 244 helpline</p> <p>Monday to Friday 10am - 4pm</p>

Respect	Contact Details:
<p>Respect is the UK charity stopping perpetrators of domestic abuse. Services are for perpetrators of domestic violence looking for help to stop. We help male and female perpetrators, in heterosexual or same-sex relationships.</p> <p>https://www.respect.org.uk/</p>	<p>0808 802 4040 Helpline</p> <p>info@respectphoneline.org.uk</p> <p>Monday to Friday 10am - 5pm.</p> <p>Webchat available Wednesdays 10-11.30am, Thursdays 2-4pm.</p>

Men's Advice Line - Respect	Contact Details
<p>Respect Men's Advice Line offers information on a range of services available for men who have been affected by domestic abuse that support you to receive emotional and practical help, understand your rights and options and safely leave an abusive relationship.</p> <p>www.mensadviceline.org.uk</p>	<p>0808 801 0327</p> <p>info@mensadviceline.org.uk</p> <p>Monday to Friday 10am - 5pm</p> <p>Webchat available Wednesday 10am -11:30am, Thursday 2 - 4pm.</p>

Tough Enough To Care (Local Men's support group)	Contact Details
<p>Tough Enough To Care (TETC) is a UK-based mental health charity focused on addressing the stigma surrounding male mental health. The host peer to peer support groups for males over 18 who may be going through a difficult time or someone who just wants to have a chat with like-minded men. Local groups run regularly and are free to attend, no booking required.</p> <p>https://toughenoughtocare.help/</p>	<p>info@toughenoughtocare.org</p> <p>Find local support groups online</p> <p>Text TOUGH to 85258 for free 24/7 support service</p>



Families Together - Sandwell	Contact Details
<p>Sandwell Families Together is a unique programme designed to support men, women and children to recognise and overcome domestic abuse, develop awareness, confidence and self-esteem, and ultimately support families to feel safer and have the tools to improve family relationships.</p> <p>We run two group programmes and a one-to-one support option.</p> <p>‘Any Man Can’ is a 12-week programme, each session is approximately 2.5 hours per week. The programme explores the following topics:</p> <ul style="list-style-type: none"> • Exploring the "Boy Code" and being a man • Developing Vulnerability • Understanding Anger • Family Matters • Responsibilities and Relationships • Me and My Identity • My Dad and Me • Consent, Love and Sex • Communication and Assertiveness • Future Planning <p>https://family-action.org.uk/services/sandwell-families-together/</p>	<p>07816086861 or 07769915977</p> <p>famielstogethersandwell@family-action.org.uk</p>



MENTAL HEALTH

Black Country Local Crisis Service	Contact Details
<p>People of all ages who are a Black Country resident can call the Freephone number or send a text to receive support. They provide confidential support for people experiencing increased distress, anxiety or any other urgent mental health difficulties or concerns. You can also visit the Sanctuary Hubs.</p> <p>Sanctuary Hubs</p> <p>If you feel like you need to access face to face support out of usual mental health service hours then you can visit the Sanctuary Hubs, available within each of the boroughs of the Black Country.</p> <p>No referral is required. You must be aged 18+ and have live in or be registered with a GP in Dudley, Sandwell, Walsall or Wolverhampton.</p> <p>The Sanctuary Hubs can provide emotional support to those in distress, in need of reassurance or at times when people need to be listened to most.</p> <p>https://www.blackcountryhealthcare.nhs.uk/contact-us/help-crisis</p>	<p>Call 111 option 2 for helpline Text 07860 025 281</p> <p>24 hours a day, 7 days a week</p> <p>Sanctuary Hubs open Monday to Friday 6 - 11pm, Saturday and Sunday 12pm - 11pm.</p> <p>Dudley Sanctuary Hub: DY1 Community Centre, Stafford Street, Dudley, DY1 1SA</p> <p>Sandwell Sanctuary Hub: Hope Place, 321 High Street, West Bromwich, B70 8LU</p> <p>Walsall Sanctuary Hub: 1 Queen's Parade, Bloxwich, Walsall, WS3 2EX</p> <p>Wolverhampton Sanctuary Hub: 84 Salop Street, Wolverhampton, WV3 0SR</p>

Black Country 24 hr Helpline	Contact Details
<p>People of all ages who are a Black Country resident can call the Freephone number or send a text to receive support. They provide confidential support for people experiencing increased distress, anxiety or any other urgent mental health difficulties or concerns. You can also visit the Sanctuary Hubs.</p> <p>https://www.blackcountryhealthcare.nhs.uk/contact-us/help-crisis</p>	<p>0800 008 6516 text 07860 025 281</p> <p>24 hours a day, 7 days a week</p>



Sandwell Talking Therapies	Contact Details
<p>Sandwell Talking Therapies for anxiety and depression offers brief psychological therapy for people experiencing common mental health problems such as low mood, depression, anxiety and stress. Referrals are accepted from GP and self-referral for those aged 16 or over and registered with a GP in Sandwell.</p> <p>https://sandwelltalkingtherapies.nhs.uk/</p>	<p>Call 0121 612 6650 to self-refer</p> <p>Monday to Friday 9am - 5pm</p> <p>Self-refer online available</p>

The Kaleidoscope Group	Contact Details
<p>Service provided: group therapies, self-help support groups, individual therapies, social, leisure and physical groups and events, information, advice and signposting.</p> <p>Services include:</p> <ul style="list-style-type: none"> • Wellbeing in the Workplace programme • Residential and Independent Living services • 24-hour text crisis support • Suicide Prevention Services • Bereavement Support • Counselling in the Community • Men's Lads Chat • Mental Health Services for Children • Community support groups • Activity Groups aimed at promoting inclusion, support, recovery, wellness and self-care <p>https://www.kaleidoscopeplus.org.uk/</p>	<p>0121 565 5605</p> <p>info@kaleidoscopeplus.org.uk</p> <p>Kaleidoscope Plus Group, 321 High Street, West Bromwich, B70 8LU</p>

Community Mental Health Team	Contact Details
<p>Community mental health teams across the Black Country who provide care for people recovering from an ongoing mental health condition in the community.</p> <p>Services provided include:</p>	<p>Sandwell (North) 0121 543 4292 bchft.sandwellcmhtnorth@nhs.net</p> <p>Sandwell (South) 0121 543 4295</p>



<ul style="list-style-type: none"> • Advice • Support • Assessment of mental health needs • Treatment <p>https://www.blackcountryhealthcare.nhs.uk/our-services/community-mental-health-services</p>	<p>bchft.sandwellcmhtsouth@nhs.net</p> <p>Monday to Friday 9am - 5pm</p> <p>Black Country Partnership NHS Foundation Trust, Quayside House, Rounds Green Road, Oldbury, B69 2DG</p>
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Samaritans	Contact Details
<p>Samaritans is a charity providing emotional support to anyone in emotional distress, struggling to cope or at risk of suicide throughout the UK. They provide a free, anonymous listening service on their 24/7 helpline.</p> <p>https://www.samaritans.org/</p>	<p>Call 116 123</p> <p>Email jo@samaritans.org</p> <p>24 hours a day, 7 days a week</p>

(CAMHS) Child and Adolescent Mental Health Service	Contact Details
<p>CAMHS work with all children up to 18 years old with complex, severe or enduring emotional and mental health problems who are registered with a local GP. To access these services, you must be referred by a professional, for example school staff, social worker, or health professionals through to SPA (Single Point of Access).</p> <p>The Crisis Intervention & Home Treatment Team is for young people already known to CAMHS. The service is for children and young people up to age 18 in Sandwell and Wolverhampton. This means that they offer specialist services to those children and young people whose mental health is having an impact on their daily functioning (usually due to risk and / or severity of mental illness) and who require urgent intervention.</p> <p>Referral: Any professional can refer via referral form (available by contacting CAMHS)</p>	<p>0121 612 6620 0121 612 6674</p> <p>CAMHS, 48 Lodge Road, West Bromwich, B70 8NY</p> <p>Monday to Friday 9am - 5pm</p> <p>Crisis referrals from professionals: 0121 612 6620 (9am - 5pm) 07816 075 218 (5pm - 8pm)</p>



<https://www.blackcountryhealthcare.nhs.uk/our-services/specialist-camhs/sandwell-specialist-camhs>

SHOUT Text service	Contact Details
<p>Shout offers a free, confidential, 24/7 text messaging service for anyone in the UK who is struggling to cope and needs to talk to their trained volunteers.</p> <p>To start a conversation, text the word 'Shout' to 85258. Trained Shout Volunteers are here to listen at any time of day or night and messages won't appear on your phone bill.</p> <p>If your life is at imminent risk, please call the emergency services on 999.</p> <p>https://giveusashout.org/get-help/</p>	<p>Text 'Shout' to 85258</p>

Healthy Sandwell	Contact Details
<p>Healthy Sandwell team offer friendly, non-judgemental support to help you stay fit and well, helping residents to access the right support and services to lead healthier and happier lives.</p> <p>Services include providing advice and support, helping bring people together, strengthen existing community networks.</p> <p>https://www.healthysandwell.co.uk/</p>	<p>0800 011 4656 or 0121 569 5100</p> <p>Text GETHEALTHY to 87007</p> <p>LS@nhs.net</p> <p>Public Health, Floor 2, Sandwell Council House, Freeth Street, Oldbury, B69 3DE</p>

Papyrus (Hopeline Helpline)	Contact Details
<p>Papyrus (Crisis Line) provides confidential suicide prevention advice to young people struggling with thoughts of suicide, and anyone worried about a young person.</p> <p>HOPELINE247 is a confidential support and advice service for children and young people under the age of 35 who are experiencing</p>	<p>0800 068 4141</p> <p>pat@papyrus-uk.org</p> <p>Helpline 24/7 everyday</p>



thoughts of suicide, or anyone concerned that a young person could be thinking about suicide.

<https://www.papyrus-uk.org/>

MODERN DAY SLAVERY

Modern Slavery Helpline UK	Contact Details
<p>The UK Modern Slavery & Exploitation Helpline run by charity Unseen work with individuals, communities, business, governments, other charities and statutory agencies to stamp out slavery for good.</p> <p>Use the Unseen App to make reporting to the Helpline even easier. The App provides a simple guide to recognising the signs of modern slavery and reporting concerns in confidence to free more victims of slavery. The app was developed for Unseen by the Helpline's founding partner BT and can be found by searching 'Unseen UK' in app stores now. You can report anonymously.</p> <p>https://www.modernslaveryhelpline.org/</p>	<p>08000 121 700</p> <p>Free 24/7 helpline</p>

Salvation Army	Contact Details
<p>The Salvation Army provides specialist support for all adult victims of modern slavery in England and Wales. The Salvation Army confidential Referral Helpline is available to anyone who suspects that they, or someone they have come across, might be a victim of modern slavery in need of help.</p> <p>Everyone who receives support can access a wide range of specialist services to meet their individual needs whether that is within a safehouse or through outreach support.</p> <p>This can include access to:</p>	<p>0800 808 3733</p> <p>Helpline 24/7 everyday</p>



<ul style="list-style-type: none"> • confidential legal advice; • health care; • counselling; • educational opportunities • financial support • support in obtaining employment and housing <p>https://www.salvationarmy.org.uk/modern-slavery</p>	
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Barnardos	Contact Details
<p>Barnardo's provide a direct, specialist service to support trafficked children, helping them cope with the experience and emotional trauma. This service in the West Midlands and aims to:</p> <ul style="list-style-type: none"> • build trusting relationships with trafficked children, to help them get away from their traffickers. • give practical support, such as help with housing, medical needs and education • give emotional and psychological support through counselling. • train professionals working with children so they can spot the signs of trafficking and know how to support trafficked children. <p>Making a referral quickly after identification could support in reducing children going missing and being re-trafficked.</p> <p>https://www.barnardos.org.uk/get-support</p>	<p>0800 043 4303</p> <p>Call 24/7 for support to refer over the phone.</p>



PERPETRATOR SUPPORT

Respect	Contact Details
<p>Respect is the UK charity stopping perpetrators of domestic abuse. Respect support men and women who are using abuse, in same-sex or heterosexual relationships. The team will listen to you without judgement and offer you honest advice to help you.</p> <p>If you think you may be behaving in an abusive way towards your partner or family and want to change, confidential advice and support to help you stop being abusive is available from the Respect phoneline.</p> <p>The service also offers advice to concerned friends and family members, as well as frontline workers who work with perpetrators who want to change.</p> <p>https://www.respect.org.uk/pages/127-respect-phoneline</p>	<p>0808 802 4040 free helpline</p> <p>info@respectphoneline.org.uk</p> <p>Monday to Friday 10am - 5pm</p> <p>Webchat available online Thursdays 2 - 4pm</p>

Family Action - Families Together	Contact Details
<p>Support for families where low-level domestic abuse or coercive behaviour may be occurring in the family home.</p> <p>Criteria for referrals:</p> <ul style="list-style-type: none"> • We work with individuals or couples that are willing and committed to engage in all sessions of the programme. • This is a preventative programme and not suitable for high-risk families. • This programme is not suitable for people whose primary need is alcohol/drug misuse. We cannot support those with recent high risk criminal conviction or who may be deemed to pose a risk to staff and others. <p>https://family-action.org.uk/services/sandwell-families-together/</p>	<p>07816086861 or 07769915977</p> <p>familiestogethersandwell@family-action.org.uk</p>



PETS

Dogs Trust - Freedom	Contact Details
<p>Dogs Trust Freedom is a free and confidential specialist dog fostering service. If dog owners plan to find safety from domestic abuse but are unable to take their dog with them, Freedom provides a temporary home for their dog with a loving foster carer until their owners are safe, settled and ready to have them back.</p> <p>https://www.dogstrust.org.uk/how-we-help/ownership/freedom</p>	<p>0300 373 2788 West Midlands</p> <p>freedom@dogstrust.org.uk</p> <p>Monday to Friday 9am - 5pm</p>

Cats Protection - Lifeline	Contact Details
<p>Lifeline is a Cats Protection specialist cat fostering service for those fleeing domestic abuse.</p> <p>Cats Protection offer a free and confidential fostering service for cats whose families are fleeing domestic abuse so they can rest assured their cat will be taken care of until they can be safely reunited. Referrals are handled by a specialist and experienced team, who support owners referring to the service, arrange to collect cats, and organise foster placements through a wonderful network of dedicated Lifeline volunteers.</p> <p>https://www.cats.org.uk/what-we-do/cp-lifeline</p>	<p>0300 012 0284 Midlands</p> <p>lifelinemidlands@cats.org.uk</p>



RAPE AND SEXUAL VIOLENCE

Black Country Women's Aid	Contact Details
<p>Black Country Women's Aid (BCWA) support women, children and men who have experienced rape, sexual violence and childhood sexual abuse. Support is available whether the abuse happened recently or years ago, and whether you choose to report what happened to the police or not. ISVAs (Independent Sexual Violence Advisers) are trained specialists who offer one to one emotional and practical support.</p> <p>BCWA offer a Survivor Support Group: A friendly weekly group offering regular wellbeing activities such as mindfulness, discussions, and group support.</p> <p>https://blackcountrywomensaid.co.uk/services/rape-sexual-violence-services/</p>	<p>0121 553 0090 Helpline available 9am - 5pm</p> <p>0121 552 6448 (24 hour)</p> <p>07384 466 181 Text or Whatsapp available weekdays 9am - 9pm</p> <p>isva@blackcountrywomensaid.co.uk</p>

Sexual Assault Referral Centre (SARC)	Contact Details
<p>Sexual Assault Referral Centres provide free, confidential specialist support to anyone who has been a victim of a rape or sexual assault.</p> <p>There are two SARCs for Sandwell residents:</p> <ul style="list-style-type: none"> • Horizon SARC for adult victims of rape or sexual assault age 18 and over based in Birmingham. https://horizonsarc.org.uk/ • West Midlands Regional Children and Young People Sexual Assault Service (CYPASAS) support children and young people aged, aged 17 and younger or 18-25 with complex needs, who are victims of rape or sexual assault based in Walsall. <p>https://westmidsregionalcypsas.co.uk/</p>	<p>Adult SARC - Birmingham 0330 223 0099 (24hr / 7days)</p> <p>horizon.sarc@nhs.net</p> <p>(Monday to Friday 9am - 5pm)</p> <p>Children's and Young People's SARC - Walsall</p> <p>0330 233 0099 (24hr / 7days) wmppaeds.sarc@nhs.net</p>



REFUGE

Black Country Women's Aid Refuge	Contact Details
<p>BCWA offer secure and supportive accommodation for people who need to leave their homes because of domestic abuse. Services are open 24 hours a day to victims with or without children, and regardless of age, culture, disability, ethnicity or sexuality.</p> <p>https://blackcountrywomensaid.co.uk/</p>	<p>0121 553 0090 Helpline available 9am - 5pm</p> <p>0121 552 6448 (24 hour)</p> <p>07384 466 181 Text or Whatsapp available weekdays 9am - 9pm</p>

Refuge (Women's Aid National Helpline)	Contact Details
<p>Refuge (Women's Aid) provide a freephone 24hr National Domestic Violence Helpline for victims of domestic abuse. The Helpline can help you find a refuge vacancy for you and your children. Refuge can also help you to find other specialist services in your community.</p> <p>https://refuge.org.uk/</p>	<p>0808 2000 247 (24 hour)</p> <p>Livechat available online</p> <p>Monday to Friday 10am - 10pm, Saturday and Sunday 10am - 6pm.</p>

Sandwell MBC Housing Solutions Team	Contact Details
<p>If someone is homeless due to domestic abuse the Housing Solutions Team may be able to help them find a place of safety. If they wish to remain in their current home housing solutions may be able to assist with enhancing the security in the property or offer other housing options.</p>	<p>0121 368 1166 (option 2) housing_choice@sandwell.gov.uk</p> <p>Monday to Friday 8am - 5:30pm</p> <p>01323 690856 Out of hours call back service</p> <p>Walk-in support at Sandwell Council House, Freeth Street, Oldbury, B69 3DB</p>



SAFETY / SECURITY

Hollie Guard App	Contact Details
<p>Hollie Guard is a smartphone app that provides enhanced levels of protection. Smartphone users can download a free app which will turn their mobile phone into a personal panic alarm. The alarm can also send a message to emergency contacts if the function is set up.</p> <p>http://hollieguard.com/</p>	Hollie Guard phone app

Bright Sky App	Contact Details
<p>Bright Sky is a free to download mobile app, providing support and information for anyone experiencing domestic abuse, or someone concerned about a friend or family member. In addition, the app is available for use by employers and service providers and includes:</p> <ul style="list-style-type: none"> • A unique UK-wide directory of specialist domestic abuse support services with contact details. • A secure My Journal tool to record incidents of abuse via text, audio, video or photo form, without any of the content being saved on the device itself. • Questionnaires to assess the safety of a relationship, plus a section on dispelling myths around domestic and sexual abuse. • Links to further resources and information on topics around domestic abuse. <p>You can download Bright Sky app for free. https://uk.bright-sky.org/en</p>	Bright Sky phone app

Sandwell Safe Spaces	Contact Details
The Sandwell Safe Spaces Scheme provides a safe place indoors for anyone who may feel	<u>Safe Spaces - Google Maps</u>



<p>vulnerable, distressed or worried while navigating high streets and town centres.</p> <p>Safe Spaces are buildings such as shops, libraries and other organisations where you can go if you feel unsafe outside while you call and wait for a family member or friend, for example, to collect you or for the police to arrive.</p> <p>https://www.sandwell.gov.uk/community-safety/sandwell-safe-spaces-scheme</p>	
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UK Says No More - Safe Spaces	Contact Details
<p>UK SAYS NO MORE is working with pharmacies, banks and selected jobcentres across the UK to provide Safe Spaces in their consultation rooms for people experiencing domestic abuse.</p> <p>You can use a safe space in whichever way works for you. They provide a safe and discreet way to reach out to friends and family, and contact specialist support services. Safe Spaces are open and ready for you to use.</p> <p>https://uksaysnomore.org/safespaces/</p>	<p><u>UK says no more safe spaces locations</u></p>

Clare's Law: Domestic Violence Disclosure Scheme (DVDS)	Contact Details
<p>Guidance about requesting information under Clare's Law: Make a Domestic Violence Disclosure Scheme (DVDS) application. This scheme enables the police to release information about any previous history of violence or abuse a person might have.</p> <p>https://www.westmidlands.police.uk/rqo/request/ri/request-information/cl/triage/v2/request-information-under-clares-law/</p>	<p>Call police 101 or contact local police station</p>



Ask for 'Angela' codeword	Contact Details
<p>Ask for Angela is the national scheme that helps anyone who is feeling vulnerable on a night out to get the support they need. Ask for Angela training means staff follow the right procedure to support and assist you through uncomfortable situations.</p> <p>The assistance you receive might be reuniting you with a friend, seeing you to a taxi, or if it's a serious safety issue, alerting venue security and/or the police. Ask for Angela aims to ensure no-one need feel unsafe.</p> <p>https://askforangela.co.uk/</p>	<p>Ask for 'Angela' when feeling unsafe</p>

SOCIALISATION / ISOLATION

Age UK Sandwell	Contact Details
<p>Service provided: Provides a variety of services for elderly people ranging from money/benefits advice, assistance completing forms, benefit checks performed, social activities, telephone befriending service and general advice and information including some community support.</p> <p>Criteria for referrals: Age 50+ living in Sandwell</p> <p>https://www.ageuk.org.uk/sandwell/</p>	<p>0121 437 0479</p> <p>info@ageuksandwell.org.uk</p> <p>Wesley Church, 291 High Street, West Bromwich, B70 8ND</p> <p>Drop in service is open 10am - 1pm Mondays (excluding bank holidays).</p>

Healthy Sandwell	Contact Details
<p>Healthy Sandwell team offer friendly, non-judgemental support to help you stay fit and well, helping residents to access the right support and services to lead healthier and happier lives.</p>	<p>0800 011 4656 or 0121 569 5100</p> <p>Text GETHEALTHY to 87007</p> <p>https://www.healthysandwell.co.uk/</p>



<p>Services focus on Healthy Bodies, Ageing Well, Protecting Health and Finding Activities for the community, including offering advice and support, helping bring people together, strengthen existing community networks.</p> <p>https://www.healthysandwell.co.uk/</p>	
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The Kaleidoscope Group	Contact Details
<p>The Kaleidoscope Group promote independence, supporting inclusion and ensuring community integration. Services provided include:</p> <ul style="list-style-type: none"> * Wellbeing in the Workplace programme * Residential and Independent Living services * 24-hour text crisis support * Suicide Prevention Services * Bereavement Support * Counselling in the Community * Mental Health Services for Children * Community Support * Activity Groups aimed at promoting inclusion, support, recovery, wellness and self-care <p>https://www.kaleidoscopeplus.org.uk/</p>	<p>0121 565 5605</p> <p>info@kaleidoscopeplus.org.uk</p> <p>Kaleidoscope Plus Group, 321 High Street, West Bromwich, B70 8LU</p>

Let's Go... Sandwell (SCVO)	Contact Details
<p>Let's Go... Sandwell is hosted by SCVO (Sandwell Council of Voluntary) the local umbrella organisation for the voluntary and community sector in Sandwell.</p> <p>Volunteering can give you a great sense of achievement along with helping you get into paid work. By volunteering you will be supporting others at the same time as:</p> <ul style="list-style-type: none"> • learning new skills and making use of the skills you already have • becoming more confident • putting some volunteering experience on your CV • picking up good ideas from other people 	<p>0121 525 1127</p> <p>getinvolved@scvo.info</p> <p>Monday to Friday 8am to 5pm</p>



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| <ul style="list-style-type: none">• showing employers you can stick to regular hours and have commitment• meeting people who can help you find paid work• having things to talk about in a job interview• getting valuable references <p>https://letsgosandwell.info/</p> | |
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6 RESOURCES FOR PROFESSIONALS

Resource	Type of resource	Description	Link
Sandwell Domestic Abuse Team	Website and frontline resources	Sandwell Domestic Abuse guidance and resources. In Sandwell there is lots of support available for you if you are suffering domestic abuse or if you are worried about someone who is.	Link
MARAC	Frontline resource/ Practice Tool	To refer to MARAC a practitioner must complete a risk assessment (DASH) form, preferably with the victim, and send it with a referral form to the West Midlands Police MARAC team.	Link
SafeLives	Practice tools and guides	DASH (Domestic Abuse Stalking and 'Honour' based abuse risk assessment. The Dash risk checklist is a resource for identifying domestic abuse in relationships.	Link
Sandwell policy and procedures to address Female Genital Mutilation (FGM)	Practice tools and guides	FGM guidance for frontline professionals, managers, individuals and community groups in Sandwell. This procedure should be read in conjunction with Sandwell Adult and Child safeguarding procedures.	Link
Multi-agency practice guidelines: Handling cases of Forced Marriage	Practice tools and guides	Home Office Forced Marriage Guidance which provides step-by-step advice for frontline workers, including health professionals, educational staff, police, children's social care, adult social services and local authority housing.	Link
Black Country Women's Aid (BCWA)	Website and frontline resources	BCWA offer a range of support for women, men and children who have been affected by domestic abuse, forced marriage, honour-based abuse, rape and sexual violence, stalking and harassment and modern slavery.	Link
Home Office UK	Website and frontline resources	Home Office Forced Marriage Guidance which provides step-by-step advice for frontline workers, including health professionals, educational staff, police, children's social care, adult social services and local authority housing.	Link



NICE Guidance	Practice tools and guides	Guideline which covers planning and delivering multi-agency services for domestic violence and abuse.	Link
Coercive Control	Website	This website is for social workers and other health and social care practitioners to develop their knowledge and skills in working with situations of coercive control.	Link
Love Respect	Website	Love Respect is a Women's Aid website that gives information on what a healthy and unhealthy relationship is, so you can spot the signs for yourself.	Link
GOV UK	Practice tools and guides	Government guidance on Domestic Abuse Protection Notices (DAPNs) and Domestic Abuse Protection Orders (DAPOs). Find out how DAPNs and DAPOs can help protect you if you or someone you know is a victim of domestic abuse.	Link
Domestic abuse: a resource for health professionals	Website and frontline resources	Department of Health guidance for health professionals on domestic violence This looks at important aspects relating to preventing and identifying domestic violence and abuse and supporting those affected.	Link
NSPCC	Practice tools and guides	A selection of child protection research, leaflets, guidance, evaluations and safeguarding resources on domestic abuse.	Link
Our Girl Film	Website	Multi-award winning film Our Girl, recognised by the 2015 United Nations DPI Gold Award can be downloaded and used in many different contexts.	Link

Let us know what you think...

If you have any comments to make about this Directory or if you feel there is information that should be in here but is missing or has changes, please email the Sandwell MBC domestic abuse team at: domesticabuse_admin@sandwell.gov.uk

All feedback is welcome and will help us make improvements.

