

If you are having a medical emergency or you are in a life-threatening situation, please call 999 or attend your local A+E department.

For help in a mental health crisis, contact the NHS 111 - call 111 and select option two.

If you would prefer to text this service, you can contact 07860 025 281



# Sandwell All Age Emotional Wellbeing and Mental Health Directory

April 2026



ASKING  
— for —  
HELP  
is OK



Thank you  
to all the local services that have contributed to creating this directory



Incorporating



Be part of our family



# Contents Page

A letter is added onto the content page for each service
<b>C</b> = (Child) Service up to the age of 18
<b>A</b> = (Adult) Service from the age of 18
<b>T</b> = (Transition) A service that crosses over the 18 <sup>th</sup> Birthday
<b>F</b> = (Families) Service for parents, carers and / or families
<b>E</b> = (Everyone) This service is for any age

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## Crisis support

### Local Crisis Support

#### CAMHS Crisis Team

0121 612 6620 **C**

Open: 8 am – 8 pm

Web: [www.blackcountrychildrens.nhs.uk/camhs/help-for-my-child/urgent-help/urgent-mental-health-help](http://www.blackcountrychildrens.nhs.uk/camhs/help-for-my-child/urgent-help/urgent-mental-health-help)

If the emergency is related to a young person's mental health who is usually already known to CAMHS, aged up to 18, you can contact the CAMHS Crisis Team on the above number during our opening times.

#### Sandwell Crisis Resolution and Home Treatment Team

0121 543 4100 **A**

Open: 24 hours a day, 7 days a week

Web: [www.blackcountryhealthcare.nhs.uk/our-services/crisis-resolution-and-home-treatment-team](http://www.blackcountryhealthcare.nhs.uk/our-services/crisis-resolution-and-home-treatment-team)

Our service is for adults aged 18 – 65 years old going through a severe mental health crisis as an alternative to hospital admission. We offer a flexible patient centred service and aim to treat individuals with minimum disruption to their lives. To access our service, you need to be referred by your GP or your mental health team. Our team consists of Consultant Psychiatrists, Community Psychiatric Nurses (CPN), Psychologists, Support Time Recovery Worker (STR), administrative staff, and Occupational Therapists (OT). Our team will take into account your cultural needs whilst caring for you.

### National Crisis Support

#### Child Line

0800 1111 **CTA**

Open: 24 hours a day, 7 days a week

Web: [www.childline.org.uk](http://www.childline.org.uk)

Available for anyone under 19 years old. The number is free to call. Help and advice about a wide range of issues, talk to a 1-to-1 counsellor online through your free account in chat, email or post on the message boards. Help is also accessible in BSL.

## Samaritans

116 123

E

Open: 24 hours a day, 7 days a week

Address: Freepost Samaritans letters

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Web: [www.samaritans.org/](http://www.samaritans.org/)

Call, email and write a letter for free (no postage required!). There is also a free Samaritans self-help app. We provide confidential emotional support for people who are experiencing feelings of distress, despair or have suicidal thoughts. This is for **any age**.

Samaritans runs Facing the Future, free online peer support groups for people bereaved by suicide. Facing the Future groups give you the opportunity to meet others who have lost someone to suicide and share your experiences and feelings.

Support groups run weekly for six consecutive weeks and last for 90 minutes with up to 10 participants. Groups are free of charge and are run by two trained volunteer facilitators from Samaritans. There are a variety of days and times available.

# Local support

## Admiral Nurse Team

01902 442422

A

Open: 8am - 4pm Mon to Fri

Address: Brooklands Parade Health Centre, Brooklands Parade, Wolverhampton, WV12ND

Email: [Bchft.admiralnursereferrals@nhs.net](mailto:Bchft.admiralnursereferrals@nhs.net)

Web: <https://staffzone.blackcountryhealthcare.nhs.uk/our-services/admiral-nurse-team>

This is a specialist dementia support service provided by Black Country Healthcare Foundation Trust. Admiral Nurses work alongside **people with dementia, their families and carers**. We give 1-to-1 support, expert guidance and practical solutions people need and that can be hard to find elsewhere. The specific of our role varies but focuses on case management, dealing with complexity, partnership, working and offering support at critical points in a family's experience of dementia. Our service accepts referrals from the health and social care services.

## All Age Eating Disorder Service

0121 612 8301

CTA

Address: Edward Street Community Base, West Bromwich, West Midlands, B70 8NL

Open: 9am - 5pm, Mon to Fri

Web: [www.blackcountryhealthcare.nhs.uk/our-services/eating-disorder-service](http://www.blackcountryhealthcare.nhs.uk/our-services/eating-disorder-service)

The All Age Eating Disorder service sees people **over the age of 5 years old** who have an eating disorder such as anorexia nervosa, bulimia nervosa or binge eating disorder. Providing care and treatment to those who have avoidant restrictive food intake disorder and are the highest risk levels. We are a full multi-disciplinary team and aim to guide people through recovery from their eating disorder and build a meaningful life. The outreach element works to provide intensive support to their really sick patients to manage risks and hope to prevent specialist eating disorder hospital admission. We deliver evidence-based treatments delivered 1-to-1 or through groups and work with other internal and external services to ensure all needs are met.

## Ask Marc

0121 289 6402

A

Address: 1st Floor Lanchard House, Victoria Street, West Bromwich, B70 8HY

Email: [info@askmarc.org.uk](mailto:info@askmarc.org.uk)

Web: <https://askmarc.org.uk/>

Ask Marc (Male Abuse Referral Centre) is a project to support men affected by domestic abuse, stalking, and rape and sexual violence. We offer independent, confidential advice and support to help men be safer, make choices, and move forward with their lives.

## Beat It Percussion

07875 090946

E

Email: [beatitpercussion@gmail.com](mailto:beatitpercussion@gmail.com)

Web: <https://www.beatitpercussion.co.uk>

Beat It Percussion CIC delivers Rhythm and Sound-based sessions to groups in the community, and to companies and other organisations. Our unique programmes use rhythm and sound to help people feel better.

We provide interactive rhythm sessions to stimulate the brain, encourage physical activity and promote social inclusion.

Our sound relaxation sessions use the healing properties of sound to support well-being and good mental health. This creates a deep relaxation which works even for people who really struggle to relax.

## Best Start Family Hubs

Open: 9am – 5pm Mon to Fri

F

Email: [Family\\_HubsTeam@sandwell.gov.uk](mailto:Family_HubsTeam@sandwell.gov.uk)

Web: [www.sandwellfamilyhubs.com](http://www.sandwellfamilyhubs.com)

Best Start Family Hubs offer the right help, in the right place, at the right time by offering services and support for all families in Sandwell with children aged 0 to 19 (or 25 with SEND) and extra support is available for families during pregnancy and in your baby's first years.

Below are a range of services the Best Start Family Hubs offer. Visit the website for a full list of services and how Best Start Family Hubs can support your family.

- Emotional Health and Wellbeing
- Infant Feeding Support
- Midwives and Health Visitors
- Maternity Care and
- Antenatal Sessions
- Support for Parent and Carers
- Stay and Play Sessions
- Special Educational Needs and Disability Support (SEND)
- Home Learning
- Housing Support
- Benefits and Welfare Advice

Best Start Family Hubs mission is to help all families in Sandwell thrive.

## Best Start Family Hub Spokes

Email: [Family\\_hubsteam@sandwell.gov.uk](mailto:Family_hubsteam@sandwell.gov.uk)

F

Web: [Family Hub Spokes and Networks | Sandwell Family Hubs](#)

To ensure all families in Sandwell can access our services Best Start Family Hub Spokes work alongside our main Best Start Family Hubs to bring services closer to you.

This includes our specialist SEND and Mobile Spoke. We aim to improve the lives of parents, carers, and their children by providing support and connecting families to other resources. Opening days and times vary. We recommend getting in touch before your visit.

### Hateley Heath Spoke

4 Community Trust CiC, Wiltshire Way, West Bromwich, B71 1JU 0121 752 5969

### Newton Spoke

Ferndale Primary School, Eastwood Road Entrance. Great Barr, Birmingham, B43 5QF 0121 357 3326

### Smethwick Spoke

New Beginnings Community. St. Marks Church, Thimblemill Road, Smethwick, B67 6LP 07762 303374

### Soho and Victoria Spoke

Pathway Progress CiC, Unit 6, 36a, Windmill Lane, Smethwick, B66 3EU 07961 751066

### Tipton Green Spoke

Life in Community CiC, Brook Street Community Centre, 1 Brook Street, DY4 9DD 07752 659257

### West Bromwich Central Spoke

SWEDA, The Business Centre, Church Street, West Bromwich, B70 8RP 0121 525 2558

### Langley Spoke

The Salvation Army, Merton Close, Oldbury, B68 8NG 07827 192137

### Oldbury Spoke

Rounds Green Primary School, Brades Road, Oldbury, B69 2DP 0121 552 1910

### Yew Tree Spoke

Yew Tree Primary School, Birchfield Way, Yew Tree Estate, West Bromwich, WS5 4DX 01922 626926

### Wednesbury North Family Hub Spoke

Woden Road North, Wednesbury, WS10 9NP 0121 556 5405

### St Pauls Spoke

Galton Valley, Great Arthur Street, Smethwick, B66 1DH 0121 555 6756

### Cradley Heath and Old Hill Spoke

Flying start, Clifton St, Cradley Heath B64 6QJ 0121 559 9916 (Rowley Family Hub)

### Rowley Regis Spoke

Happy Faces, Windsor Road, Rowley Regis, B65 9HU 0121 559 9916 (Rowley Family Hub)

### Great Bridge Spoke

Great Bridge Library, 40 Sheepwash Lane, Tipton DY4 7JF 0121 569 4930

### West Bromwich South Spoke

Harvills Hawthorn, Primary School Wolseley Road, West Bromwich, B70 0NG 0121 557 1034

### Sandwell Specialist Spoke

Child Development Centre, Sedgley Road East, Tipton, DY4 8UH 0121 569 2860/2859

### Sandwell Specialist Spoke

Brushstrokes, 253A High Street, Smethwick, B66 4DZ, 0121 565 2234

## Black Country Support After Suicide

0800 008 6516

E

Open: 10 am – 6 pm, Mon to Fri *and evening appointments can be pre-arranged*  
Saturday & Sunday, *appointments can be pre-arranged*

Email: [blackcountrysupportaftersuicide@rethink.org](mailto:blackcountrysupportaftersuicide@rethink.org)

Web: [www.rethink.org/help-in-your-area/services/community-support/black-country-support-after-suicide/](http://www.rethink.org/help-in-your-area/services/community-support/black-country-support-after-suicide/)

We provide support for next of kin and close family members who are bereaved by suicide in the Black Country who are of **any age**. Our team have experience in working with bereavement and they are from a range of backgrounds. A translator or interpreter is available if requested. You can self-refer or refer someone else to our service via the website or email

## Black Country Women's Aid

24-hour helpline: 0121 552 6448

Text or WhatsApp: 07384466181

CA

Open: 9 am – 5 pm, Mon to Fri

Text/WhatsApp: 9 am – 9 pm, Mon to Fri

Address: Black Country Women's Aid, Landchard House, West Bromwich, B70 8HY

Email: [info@blackcountrywomensaid.co.uk](mailto:info@blackcountrywomensaid.co.uk)

Independent Domestic Violence Advice (IDVA) Email: [IDVA@blackcountrywomensaid.co.uk](mailto:IDVA@blackcountrywomensaid.co.uk)

Web: <https://blackcountrywomensaid.co.uk/>

Black Country Women's Aid (BCWA) is a specialist charity which has supported survivors of abuse and exploitation in the West Midlands for 40 years. We offer domestic abuse community support and refuge and offer a range of other services supporting survivors of rape and sexual violence, stalking, and modern-day slavery. Our **Ask Marc** project offers **specific support to men**. To find out more or access help, please contact us directly. We believe that no-one should have to live in fear of violence and abuse. We listen, we support, we care.

## Blue Cross

0800 096 6606

Open: Monday – Sunday: 8.30am – 8.30 pm

F

Email: [plsmail@bluecross.org.uk](mailto:plsmail@bluecross.org.uk)

Web: <https://www.bluecross.org.uk/pet-bereavement-and-pet-loss>

For 30 years, Blue Cross has been here to help you cope with the loss of a pet, either through death, enforced separation or theft. With a free and confidential [helpline](#), [webchat](#), [email](#) and Facebook group, you can find support when and where you need it.

Just as you've held the hearts (and paws or hooves) of your beloved companions throughout their lives, our Pet Loss Support team is here to hold your hand when joy turns to sadness. No one should face the pain of losing a pet alone. Our Pet Loss Support team is here for you every day of the year.

## BoxClever

07801 930834

C

Web: [www.facebook.com/people/BoxClever-Mentoring/6156048333555/](https://www.facebook.com/people/BoxClever-Mentoring/6156048333555/) & [www.instagram.com/boxclevercj/](https://www.instagram.com/boxclevercj/)

BoxClever Mentoring provides therapeutic services in/for education settings using non-contact boxing to engage young people with a social, emotional and mental health need. We work with primary and secondary aged children during our school-day sessions and young people up to the age of 18 during certain community sessions. We also provide boxing sessions to young people with special educational needs.

BoxClever aims to enhance every young person's wellbeing that we support to help them go on to achieve their full potential, both inside and outside of school. We also deliver community sessions to targeted groups, using boxing as a tool to improve the physical, social, emotional, mental health and wellbeing of each young person we work with.

## Brook

Web: [www.brook.org.uk/outreach-and-education/sandwell/](http://www.brook.org.uk/outreach-and-education/sandwell/)

CTA

Email: [midlands.education@brook.org.uk](mailto:midlands.education@brook.org.uk)

Tel: Education & Wellbeing Co-ordinator 07733 264278

Free and confidential sexual health service for young people under the age of 25, we provide advice, condoms and relationship counselling, we signpost to STI testing and contraception. We provide a 1-to-1 service to referred young people who will benefit from our education and well-being sessions. Sessions can also be run within schools. We offer free professional training and attend public health events to reach and support young people.

Brook offers parent and carer sessions and will support how to support RSHE curriculum being delivered at school.

## CAMHS Crisis Interventional and Home Treatment Team (CIHTT)

07816 075 218

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Open: 8 am – 8 pm, 7 days a week, 365 days a year

Web: [www.blackcountryhealthcare.nhs.uk/our-services/camhs-crisis-interventional-and-home-treatment-team-cihtt](http://www.blackcountryhealthcare.nhs.uk/our-services/camhs-crisis-interventional-and-home-treatment-team-cihtt)

The Crisis Intervention & Home Treatment Team is for young people already known to CAMHS. We aim to provide a timely service, enabling us to respond both quickly and intensively to children, young people and their families and/or carers. Our service is for children and young people up to age 18 in Sandwell and Wolverhampton. We 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. The overall aim of the team is to reduce the frequency of admissions into a Child and Adolescent Inpatient Unit, keeping children and young people at home with their families, where they can receive a specialist intensive CAMHS support.

## Childhood Bereavement Network

0800 096 6606

F

Web: <https://childhoodbereavementnetwork.org.uk/get-involved/resources/resources-families/about-bereavement>

The Childhood Bereavement Network (CBN) is a specialist membership organisation, working together to support bereaved children and young people.

The Childhood Bereavement Network doesn't offer direct support, but their network of members do..

## Child and Adolescent Mental Health Service (CAMHS)

0121 612 6620

Open: 9 am – 5 pm, Mon to Fri

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Web: [www.blackcountrychildrens.nhs.uk/camhs/](http://www.blackcountrychildrens.nhs.uk/camhs/)

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 our services, you must be referred by a professional, for example school staff, social worker, or health professionals through to SPA (Single Point of Access).

## Children that We Care For & Care Experienced Young People – Mental Health & Wellbeing Service

Open: 9 am – 5 pm, Mon to Fri with flexibility to meet needs of children and young people

Email: [SandwellCIC\\_MHWP@barnardos.org.uk](mailto:SandwellCIC_MHWP@barnardos.org.uk)

CTA

Web: [www.barnardos.org.uk/get-support/services/sandwell-children-care-support-care-leavers](http://www.barnardos.org.uk/get-support/services/sandwell-children-care-support-care-leavers)

This is a service to support the emotional wellbeing of children and young people in **care and care leavers aged 5-25 years**. There are 3 pathways; 8-session support for children and young people entering into the care system, 4-6-month support for children, young people and carers who have experienced 2 or more unplanned moves and 6-month support for young people aged 16-25 leaving care. The referral pathway is directly from social workers and service managers at Sandwell Children's Trust.

## Communities in Sync

Email: [info@communitiesinsync.info](mailto:info@communitiesinsync.info)

A

Web: <https://communitiesinsync.info/>

A dynamic partnership of quality health, social care and well-being providers working together to improve the quality of life and the well-being of local **adults**, especially those most in need, by providing high quality, responsive services and initiatives. Communities in Sync (CIS) is a collaboration of many local grassroots and user-led services throughout Sandwell, who are delivering wellbeing support through a range of services and interventions including: Parents Advocacy, Guidance, and Empowerment (PAGE), WDH Sandwell (Wider determinants of health) and Talking Therapies Plus.

## Cranstoun Sandwell

0121 553 1333

A

Open: 9 am – 5 pm, Mon to Fri except bank holiday

Address: Cranstoun Sandwell, Alberta Building, 128b Oldbury Road, Smethwick, B66 1JE

Email: [sandwellreferrals@cranstoun.org.uk](mailto:sandwellreferrals@cranstoun.org.uk)

Web: <https://cranstoun.org/help-and-advice/alcohol-other-drugs/sandwell/>

Cranstoun Sandwell provide free and confidential advice and support to **adults** who would like to talk about alcohol or drugs. We use a person-centred and flexible approach to help you, your family and friends to make positive changes including emotional wellbeing and mental health.

You will have access to information and advice, assessments, drug and alcohol detoxification, family information and support, 1-to-1 sessions, group sessions and programmes, health MOTs, recovery focused treatment, needle exchange, prescribing services and recovery champions. You can self-refer via the referral form on our website, or a professional can refer you.

### **Criminal Justice Mental Health Team**

Open: 9 am – 5 pm, Mon to Fri except bank holidays

CTA

Email: [bchft.crimjustice@nhs.net](mailto:bchft.crimjustice@nhs.net)

Web: [www.blackcountryhealthcare.nhs.uk/our-services/criminal-justice-mental-health-liaison-team](http://www.blackcountryhealthcare.nhs.uk/our-services/criminal-justice-mental-health-liaison-team)

Our Team comprises of qualified nursing staff, experienced and trained in a variety of assessment and treatment options, who can provide ongoing support and treatment for individuals with mental health concerns and difficulties. Referrals all via email need to have had **contact with the criminal justice system in the last 3 months**, be living within the Black Country area with a Black Country registered GP, **be over 18 years old** and have a diagnosed or suspected mental health concern. Support and treatment offered is tailored to the needs of the individual to promote recovery and reduce re-offending. We work with numerous agencies such as probation, police, GP, VSCE and other healthcare providers. They assist with Multi-Agency Public Protection Arrangements (MAPPA); Multi Agency Case Conference (MACC); Approved Premises (AP); Integrated Offender Management (IOM); support secondary care health pathways and act as secure service locality supervisors for individuals in intensive support facilities across the country. We will signpost if crisis or urgent care management is needed.

### **Crossroads Accelerated Response Service (CARS)**

0121 803 6830

A

Open: 8.30am – 4.30pm, Mon to Thurs and 8.30am – 4pm Fri

Email: [CAL@Crossroads-caringforcarers.org](mailto:CAL@Crossroads-caringforcarers.org)

Web: [www.crossroads-caringforcarers.org/crossroads-accelerated-response-service](http://www.crossroads-caringforcarers.org/crossroads-accelerated-response-service)

This service provides the same high-quality services that our well-established Carers Assistance Line can, with additional features for cared for individuals or those who have recently been discharged from hospital. **Free to access**, our service is open to all adults who are unpaid carers or have assessed care needs **aged 18+** living in Sandwell. CARS can help you to manage your life and retain your independence with support including - prescription collection and assistance with shopping tasks, IT support and help with online bill payments, arranging and accompanying people to GP or hospital appointments, arranging in-home training on equipment use via our in-house trainer, supplying Winter Warm Packs to carers and cared-for individuals, plus much more. You can self-refer or refer someone else to our service via the website or email.

### **Crossroads Carers Assistance Line**

0121 803 6830

F

Open: 8.30am – 4.30pm Mon to Thurs and 8.30am – 4pm Fri

Email: [CAL@crossroads-caringforcarers.org](mailto:CAL@crossroads-caringforcarers.org)

Web: [www.crossroads-caringforcarers.org/care-at-home/carers-assistance-line](http://www.crossroads-caringforcarers.org/care-at-home/carers-assistance-line)

This **free service** provides advice and practical support for unpaid **adult carers** in Sandwell and the Black Country. The Carers Assistance Line (CAL) aims to break down the barriers and challenges faced by carers from under-represented groups, including those from the LGBTQ+ community, ethnic minorities, males and young adults. CAL offers confidential one-to-one information and guidance over the phone or face-to-face. Includes: wellbeing support, signposting to specialist services, support to access benefits, care packages, training, etc, as well as regular carer support groups and more. You can self-refer or refer someone else to our service via the website or email.

## Cruse Bereavement Support

General enquiries automated answering service: 0121 558 1798

A

Cruse Helpline listening support: 0808 808 1677

Web: [www.cruse.org.uk/get-support/supporting-children-and-young-people/](http://www.cruse.org.uk/get-support/supporting-children-and-young-people/)  
and [www.hopeagain.org.uk](http://www.hopeagain.org.uk)

Hope Again is the youth website of Cruse Bereavement Support for **young people**. We offer support and advice solely online to children and young people who have lost loved ones.

## DECCA

0121 569 2203

C

Email: [Decca\\_Team@sandwellchildrenstrust.org](mailto:Decca_Team@sandwellchildrenstrust.org)

Web: [www.ourguideto.co.uk/](http://www.ourguideto.co.uk/)

Decca (Drug Education, Counselling and Confidential Advice) offers 1-to-1 counselling, and other services are available for drug and substance misuse for young people up to 18. Our counselling approach is tailored to each individual and you can access this by a self-referral or by being referred by a professional.

## Dorothy Parkes Centre

0121 558 2998

E

Address: [Dorothy Parkes Centre, Church Road, Smethwick, West Midlands, B67 6EH](#)

Email: [projects@dorothyparkes.org](mailto:projects@dorothyparkes.org)

Web: [www.dorothyparkes.org](http://www.dorothyparkes.org)

The Dorothy Parkes Centre offers various projects providing support to improve wellbeing.

**Allotment** – Weekly volunteer sessions where everyone is welcome to get involved. Activities vary with the changing seasons and can include sowing seeds, potting on plants, preparing raised beds, planting, weeding, and general plot maintenance. Staff are always happy to share their knowledge of organic growing and inspire others to grow their own food.

All of the fresh produce grown at the allotment is shared through Dottie's Community Fridge, making sure nothing goes to waste and everyone has access to healthy food. It is also used in our cookery classes, Together We Cook at the community centre, helping local people learn new skills, try new recipes, and enjoy the harvest together.

As well as volunteer sessions, the allotment also hosts art sessions, theatre workshops and performances, wellness workshops, [team building away days](#) and weekend nature sessions for families with young children.

Nestled in the heart of Smethwick, the allotment is a little green oasis, a space away from the hustle and bustle of daily life. It offers a chance to reconnect with nature, learn new skills, and make new friends.

**Gentle Yoga** – Are you looking to unwind, stretch, and reconnect with yourself? Our Gentle Yoga sessions offer a peaceful and supportive environment to explore movement, breath, and relaxation, perfect for all levels of experience.

Sessions take place every Monday 1.30pm – 2.30pm and Wednesdays 10.30am – 11.30am and cost £4.00 per session.

The classes combine breath work and physical movement to help regulate the nervous system while gently building muscle strength, flexibility, and balance. You'll be guided through postures held for 3–5 breaths, encouraging deeper connection to your body and breath.

Each session ends with a short, guided relaxation, leaving you feeling calm, refreshed, and centred.

- Suitable for all levels of yoga experience
- Variations offered for all postures
- Yoga props encouraged to support your practice

Whether you're new to yoga or looking for a gentler approach, this class is a great way to care for your body and mind.

#### **Art for Wellbeing - Discover Your Creative Side - No Experience Needed!**

Do you love being creative but don't have the space or equipment to do it justice? Why not come along to our FREE and friendly art group where you can do just that!

Whether you're a beginner or a seasoned artist, our relaxed sessions offer a chance to explore your creativity, meet like-minded people, and enjoy the wellbeing benefits of making art.

Drop in any Tuesday between 10am and 1pm

No need to book, just turn up and get creative!

**Dottie's Community Fridge** - Dottie's Community Fridge is here to serve everyone. Whether you're facing financial challenges, looking to reduce your own food waste, or simply want to access surplus food in a convenient location. The fridge is available to all. It operates on a no-questions-asked basis, ensuring that anyone who needs food can easily access it without judgment.

Simply visit the Dorothy Parkes Centre to see what's available. Whether it's fresh fruit, vegetables, bread, or packaged items, there will always be a variety of options for you to take home.

There is no charge for using the fridge, but donations are welcome to help cover the costs.

**Chatty Cafe** - Looking for a warm, welcoming space to meet new people? Come along to Chatty Cafe every Wednesday, 10:30am - 12:30pm. Enjoy your first drink FREE

This is a great way to meet new people & have a friendly chat. Relax in a supportive, welcoming atmosphere

No need to book - just drop in, grab a cuppa, and join the conversation.

#### **Fun Fit - Fitness, Friendship & Fun - All at Your Own Pace**

Are you looking for a fun and flexible way to stay active? Fun Fit is an exercise class designed to suit everyone, no matter your age or fitness level.

Expect a mix of circuit training, laughter, and light-hearted movement, all done at your own pace.

Classes take place every Thursdays: 10:30am - 12:00pm and cost ?3.50 per session

Come along, get moving, and enjoy the positive vibes.

**Places of Welcome** - Are you looking for a friendly space to meet new people, have a chat, and feel part of the community?

Join us every Friday from 10am to 12pm for our Place of Welcome.

It's a warm and welcoming spot where everyone is valued, and everyone belongs.

Whether you'd like a cup of tea, some friendly conversation, or simply a place to relax in good company, you'll always find a smile and a seat waiting for you.

No need to book - just pop in.

Come as you are, stay as long as you like and be part of something special.

**Loss Matters** - Loss Matters is a free 6-week support programme for members of our local community who have had experience of grief, bereavement, and loss. The essence of the programme is to allow people to explore the taboo of loss. It is an initiative which is community led, delivered with compassion, and understanding

**Gentle Exercise** – Are you looking to improve your balance, mobility, and strength in a fun and supportive environment? Join our Gentle Exercise Classes – a well-established group that's been running for over 15 years at the Dorothy Parkes Centre.

Led by the amazing Saba, who has been guiding the group for more than 8 years, these sessions are perfect for older adults and people with disabilities of all ages.

- Enjoy lively, low-impact routines to music
- Includes seated & optional standing exercises
- Finish with a relaxing cooldown
- Make friends and boost your confidence

Sessions take place every Thursday 1pm – 2pm and every Friday 10:30am – 11:30am. Each session costs £4.00.

**Knitting & Crochet** – Are you looking for a relaxing and creative way to spend your Monday afternoons? Join our Knitting and Crochet Group at the Dorothy Parkes Centre. This a welcoming space for anyone who enjoys crafting with yarn, whether you're a seasoned pro or just starting out.

Sessions take place every Monday from 12:30pm – 2:30pm and are charged at £3 per session (*includes refreshments*).

## Early Intervention in Psychosis / Early Access Service

0121 612 6716

CTA

Open: 9 am – 5 pm, Mon to Fri

Address: Hope Place, 321 High Street, West Bromwich, B70 8LU

Web: [www.blackcountryhealthcare.nhs.uk/our-services/early-intervention-early-access-service](http://www.blackcountryhealthcare.nhs.uk/our-services/early-intervention-early-access-service)

The Early Intervention in Psychosis Service (EIS) is a specialist community mental health team. They are a team of nurses, psychiatrists, occupational therapists, social workers, psychologists and support workers. We offer support to young people and adults aged 14 – 65 years who are going through a first episode of psychosis. We also offer a service to young people and adults aged 14 – 35 years who are deemed “at risk” of developing psychosis. Referrals are usually made through your GP but please give us a call if you would like some advice.

## Edward's Trust

0121 454 1705

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Open: 9am – 5pm Mon – Wed

Address: 37 Calthorpe Road, Edgbaston, B15 1TS with outreach centres in Sandwell and Dudley

Email: [admin@edwardstrust.org.uk](mailto:admin@edwardstrust.org.uk)

Web: [www.edwardstrust.org.uk](http://www.edwardstrust.org.uk)

Edward's Trust is a West Midlands bereavement charity providing support for bereaved children and young people aged between 4-24 and parents bereaved of their child, whatever the age or circumstance. We have 35 years of experience and provide qualified counselling and holistic support for complex or prolonged grief.

## Every Child Needs a Mentor Limited

0800 644 4881

C

Address: Trigate Business Centre, 210–222 Hagley Road, West Birmingham B68 0NP

Email: [Hello@everychildneedsamentor.com](mailto:Hello@everychildneedsamentor.com)

Web: [www.everychildneedsamentor.com](http://www.everychildneedsamentor.com)

Every Child Needs A Mentor (ECNM) delivers specialist mentoring programmes that support children and young people aged 8–25 to build confidence, resilience, and a positive sense of identity. Through 1:1 mentoring and targeted group interventions, we support emotional wellbeing, improve engagement in education, and promote positive decision-making. Our mentors provide consistent, trusted relationships that help young people navigate challenges, raise aspirations, and realise their potential.

Provision is delivered through commissioned partnerships with schools, local authorities, and organisations. As a specialist service, our programmes are tailored to need and delivered at a cost depending on the level and type of support required.

## Family Action Family Line

0808 802 6666 or text 07537 404 282

F

Open: 9 am – 7pm, Mon to Fri – out of office hours is a text crisis line run by shout

Email: [familyline@family-action.org.uk](mailto:familyline@family-action.org.uk)

Web: [www.family-action.org.uk/what-we-do/children-families/familyline/](http://www.family-action.org.uk/what-we-do/children-families/familyline/)

Family Line is a free service available to support **adult family members** on all aspects of family life issues via telephone, text message and email. Whether it's emotional support or practical advice on any aspect of parenting or broader family issues.

## Family Action Helping Hands Black Country

Email: [helpinghandsbc@family-action.org.uk](mailto:helpinghandsbc@family-action.org.uk)

F

Web: [www.family-action.org.uk/Helping\\_Hands\\_-\\_Autism\\_&\\_ADHD\\_Behaviour\\_Support\\_-\\_Family\\_Action](http://www.family-action.org.uk/Helping_Hands_-_Autism_&_ADHD_Behaviour_Support_-_Family_Action)

Developed by volunteers & parents with lived experience, we offer virtual and face to face TIM (This is me) workshops that look at understanding behaviours. Centred around understanding individual feelings, these workshops act as a window to the young person's behaviour and can be shared with any one that has contact with the little/young person. They can also form part of ECHP plans.

TIM Workshops: Parent/carers and in-school sessions

We also deliver TIM workshops in schools to young people aged 4-11years. Doing different activities each week, exploring the many pieces of me, making potions and creating breathing dragons. Each little person receives a sensory book, a set of mood cards and a certificate.

## Family Help Partnership

07587 136072 / 0121 525 1127

CTA

Email: [support@scvo.info](mailto:support@scvo.info)

Web: <https://sandwellearlyhelp.info>

The Partnership is a network of cross sector agencies/organisations which work with, and support children, young people and families across Sandwell. The aim of the Partnership is to ensure that families, communities, universal and targeted services will all work together more effectively and efficiently, to offer the right support, in the right place, at the right time.

We are facilitated by SCVO. [www.sandwellearlyhelp.info](http://www.sandwellearlyhelp.info) has been developed for all staff and volunteers working with children, young people and families across Sandwell, whether in a school, charity, community group, police or health services. The website provides practitioners with information, resources, training opportunities and lists targeted and specialist services which include an emotional wellbeing offer for children and young people.

[www.sandwellfamilylife.info](http://www.sandwellfamilylife.info) is an online directory aimed at children, young people and families to help get the best from life; and achieve positive outcomes. It lists close to 700 different universal services which can help find that little bit of extra help – lots of information available about activities, sports and leisure, advice about emotional health and wellbeing, money matters, training, work opportunities and more.

## Grief Encounter

0808 802 0111

F

Open: Monday – Friday: 9.30am – 3.00 pm

Email: [bereavementsupport@griefencounter.org.uk](mailto:bereavementsupport@griefencounter.org.uk)

Web: <https://www.griefencounter.org.uk/>

Grief Encounter helps bereaved children, young people and their families find hope and healing through a range of services and resources:

- Resources including the unique Grief Relief Kit. Each Grief Relief Kit contains a range of resources that help CYP understand and express their grief, while helping families and other supporting adults talk to CYP about their bereavement.
- Bereavement support sessions
- Group workshops
- Therapeutic interventions that include music, art and drama therapy
- Family Fun Days
- Grief Encounter support line, provides guidance and advice to grieving families, and referrers (weekdays 9:30 am – 3pm)
- Bespoke support for schools, universities and colleges
- Training courses and webinars for professionals

## Health Exchange

0800 158 3535

CTA

Email: [info@healthexchange.org.uk](mailto:info@healthexchange.org.uk)

Secure Emails for referral forms: [scwcsu.wellbeingteam@nhs.net](mailto:scwcsu.wellbeingteam@nhs.net)

Web: [www.healthexchange.org.uk/](http://www.healthexchange.org.uk/) & [www.lwtcsupport.co.uk/](http://www.lwtcsupport.co.uk/)

Health Exchange incorporating Living Well Taking Control 'Helps People make Healthier Choices' by educating, motivating and helping people make informed choices that improve their health and wellbeing. We have experience in providing mental health, social prescribing services in Birmingham and the West Midlands as well as health coaching through the National Diabetes Prevention Programme across the UK. If you are an individual looking for advice or support with diabetes prevention and management; mental health and wellbeing; or want to discuss your health needs and preferences, then work out a plan for reaching health goals, we invite you to explore our services and to contact us. We have a youth psychological service and an online platform for 16–25 year olds, an adult psychological service for 25+ adults, early help triage and group workshops.

## Healthy Sandwell

0800 011 4656 or 0121 569 5100

E

Email: [LS@nhs.net](mailto:LS@nhs.net)

Web: [www.healthysandwell.co.uk/healthy-mind/](http://www.healthysandwell.co.uk/healthy-mind/)

Healthy Sandwell is the council's Public Health frontline team, dedicated to improving the wellbeing of our residents through a wide range of lifestyle support services. These include stop smoking programmes, mental health support, weight management and physical activity initiatives. The team is highly trained in behaviour change techniques and can refer individuals to a broad network of services tailored to their physical, emotional, and social needs. They take a holistic approach to health, using social prescribing to connect people with local

resources from walking and cycling groups to social clubs. All commissioned services are free for Sandwell residents. For those living outside the borough, our team is still available to offer guidance and signposting to appropriate services.

We are also leading on the Make Every Contact Count (MECC) initiative, offering free training to partners across the community. MECC empowers frontline staff to have meaningful conversations that promote healthier lifestyles and stronger community support. It isn't just a stand-alone programme it's a mindset that helps embed positive, non-judgemental, and empowering conversations into everyday practice. Every interaction becomes an opportunity to make a difference. MECC supports us to deliver consistent, concise health and wellbeing messages and encourages meaningful conversations across teams and communities.

Internal staff can complete the MECC training by logging onto Oracle and searching for "Make Every Contact Count" in the eLearning section.

Direct referrals can be made via our: <https://www.healthysandwell.co.uk/contact-us/>

### Horizon Sexual Assault Referral Centre

24/7 Self-Referral Line: 0808 168 5698

Professionals Enquiry Number: 0330 223 0099

CTA

Open: 24 hours a day, 7 days a week

Email: [horizon.sarc@nhs.net](mailto:horizon.sarc@nhs.net)

Web: <https://horizonsarc.org.uk/>

Horizon Sexual Assault Referral Centre (SARC) provides people who have experienced rape and sexual assault within the West Midlands with support and advice to assist in their recovery. We aim to provide you with information about the options available to you and will support you in the decisions that you make. The SARC is a dedicated service **available to everyone**; women, men, children and adolescents and covers the area of the West Midlands including Birmingham, Solihull, Sandwell, Dudley, Coventry, Walsall, Wolverhampton and their surrounding areas.

### Ideal for All – Growing Opportunities

0121 558 5555 (Option 2)

E

Open: 9 - 5.30pm Mon to Fri. Gardens are open to the public some other times.

Address: Salop Drive Market Garden, B68 9AG, Barlow Road Community Garden WS10 9QA,  
Malthouse Garden, B66 1JE

Email: [contactifa@idealforall.co.uk](mailto:contactifa@idealforall.co.uk)

Web: [www.idealforall.co.uk](http://www.idealforall.co.uk)

Sandwell's leading social and therapeutic horticultural initiative Growing Opportunities delivering Healthy lifestyle and mental wellbeing support at our accessible 7 acres of gardens. Interventions include accessible therapeutic gardening, cooking, outdoor learning, fun, games, peer support/condition management, coffee mornings, crafts, and holiday / afterschool activities for **children, young people and families**, 'wrap-around' employment, skills, training and 'in-work' support **adults**. Flagship mental wellbeing 'green care' service for **any age**, any ability. Bespoke day-opportunities and green care options available for people using our personal health budget/direct payment or self-funding places.

### Ideal for All – Independent Living, Peer Support and Mental Wellbeing Service

0121 558 5555 (Option 1)

A

Open: 9 - 5.30pm Mon to Fri. Gardens are open to the public some other times.

Email: [contactifa@idealforall.co.uk](mailto:contactifa@idealforall.co.uk)

Web: [www.idealforall.co.uk](http://www.idealforall.co.uk)

You may feel lonely, but you are not alone – ensure your ‘voice’ is heard, come along with your personal assistant or carer and share your experiences to help others or learn something new and talk to their specialist team about wellbeing support. Delivered at our accessible supported environments built by disabled people for disabled adults such as our Independent Living Centre. Our wide range of services include men’s and women only groups, condition management & mental health peer support groups for people aged 18+ and much more. We facilitate an “experts by experience” approach supporting peer-led sessions led by participants for participants.

Together, we promote empowerment, connection, and community.

### **Ideal for All – Inspiring Positive Minds**

0121 558 5555 (Option 3)

**A**

Open: 9 - 5.30pm Mon to Thurs and 9 - 5pm Fri

Email: [contactifa@idealforall.co.uk](mailto:contactifa@idealforall.co.uk)

Web: [www.idealforall.co.uk](http://www.idealforall.co.uk)

Want to improve your wellbeing but don't know where to start? Learn skills to manage your wellbeing, confidence, stress and anxiety independently and meet new people with shared experiences. Inspiring Positive Minds supports adults 18+ and abilities to explore what's important for their positive mental wellbeing. Learn 5 ways to wellbeing tools, develop network of friends, access peer support mental wellbeing groups, take part in fun, creative, cooking, gardening, craft, accessible activities. Expand skills for life, get employment/career help and peer support. Open to all adults including guardians/ carers in safe atmosphere and we have men's and women's only groups.

### **Ideal for All – Wellbeing Mental Health Peer Support Groups and Social Events**

0121 558 5555 (Option 4)

**CTAF**

Open: 9 - 5.30pm Mon to Thurs and 9 - 5pm Fri

Email: [contactifa@idealforall.co.uk](mailto:contactifa@idealforall.co.uk)

Web: [www.idealforall.co.uk](http://www.idealforall.co.uk)

Feeling lonely or alone? Free user-led membership, peer support and social events days out for disabled people aged 16+ and their carers (run by disabled people of all ages and abilities). Support your own wellbeing or your loved ones, connect, or volunteer your time. Get specialist disability information, advice and guidance to access self-help, local services and equipment to support your wellbeing. Together we are ‘experts by experience’ and collective ‘voice’ for disabled people, their carer's and loved ones living with mental health and wellbeing. Dedicated youth group “All Together Different” is also open to all young people, run by and for disabled and vulnerable young people.

### **Inclusion Support**

0121 569 2777

**C**

Email: [inclusion\\_support@sandwell.gov.uk](mailto:inclusion_support@sandwell.gov.uk)

Open: 8.30am – 5.30pm Mon -Thurs and 8.30am – 5.00pm Fri

Referrals can only be made from SENDCO's in educational settings. Inclusion Support includes educational psychologists, advisory teachers for Social Emotional Mental Health, Complex Communication and Autism team and the Preventing Primary Exclusions Team. We mainly work with young people in educational settings to provide advice and guidance to support young people's emotional health and well-being. Work includes: support following critical incidents, support for young people who are experiencing Emotionally Based School Non-Attendance (EBSNA), training for schools and parents to promote positive mental health, support to help autistic young people to understand and regulate their feelings and emotions and direct work

with young people in their settings. Also build capacity in primary schools by developing staff skills to support children who are at risk of permanent exclusion.

### **Kaleidoscope: Carers Wellbeing – Allies in Adult Mental Health**

0121 565 5605

**A**

**Address:** Hope Place, 321 High Street, West Bromwich, B70 8LU

**Web:** <https://www.kaleidoscopeplus.org.uk/>

Coffee & Chat sessions are available for people aged 18years old + who care for loved ones and friends. The sessions aim to connect people with others in a non-judgement environment.

### **Kaleidoscope Plus Support Groups (KPG)**

0121 565 5605

**E**

**Address:** Hope Place, 321 High Street, West Bromwich, B70 8LU

**Web:** <https://www.kaleidoscopeplus.org.uk/>

Our bereavement group is dedicated to providing a compassionate and supportive environment for those who are grieving. We understand that everyone's journey through grief is unique, and we are here to offer comfort and understanding during this difficult time.

Our facilitators are here to listen and provide empathy, offering a sense of community and shared understanding.

For more information about our bereavement services or to book your place, please contact the team.

Bereavement Group – first Tuesday of the month, from 10.30am-12.30pm

Bereavement by Suicide Group – appointments only, please call 0121 565 5605

Kaleidoscope Plus Group, Hope Place, 321 High Street, West Bromwich, B70 8LU

### **Kaleidoscope Sanctuary Hub**

0121 289 6111

**A F**

**Open:** 6 pm – 11 pm, Mon to Fri and 12pm – 11 pm Sat to Sun

**Address:** Sandwell Sanctuary Hub, Hope Place, 321 High Street, West Bromwich, B70 8LU

**Web:** [www.kaleidoscopeplus.org.uk/sanctuary-hub/](http://www.kaleidoscopeplus.org.uk/sanctuary-hub/)

This service is for anyone aged 18 years old + who is registered with a doctor in Sandwell and identifies as having primary mental health need. We can support you personally or if you are concerned about a family member or friend. You will be able to speak to a friendly support worker, who will give you a safe space to talk. We will listen, support, offer advice and empower your recovery journey. Counselling support available for people aged 18+, face to face appointments, along with telephone, text and email support. SSPARK Midlands Bereavement Support Group is on site on the first Tuesday of the month. We also offer a support service to carers.

### **Kooth**

**Open:** The website is 24 hours a day, 7 days a week

**CTA**

Counsellors are online 12 pm – 10 pm Mon to Fri and 6 pm – 10 pm Sat to Sun

**Web:** [www.kooth.com](http://www.kooth.com)

Kooth is a free, safe and anonymous website that offers mental health and wellbeing support to young people and young adults in Sandwell aged 11 to 18 (extends to 25 for care leavers and SEND). The service is funded by the NHS, so it is completely free for young people. There aren't any thresholds or criteria to meet, and no waiting lists. This means any child or young person can use Kooth as an additional, or sole means of online mental health support. Young people can chat to qualified counsellors on a text-based service online 365 days a year, Monday to Friday, from midday until 10pm and weekend 6pm until 10pm. Young people can also message the team 24 hours a day, access their fully moderated support forums, online magazine and other self-help tools.

## Krunch

0121 552 5556

CTA

Open: 9 am – 5:30 pm, Mon to Thurs and 9 am – 1 pm, Fri

Address: Sandwell Christian Centre, Langley Crescent, Oldbury, West Midlands, B68 8RE

Email: [krunch@krunch.org.uk](mailto:krunch@krunch.org.uk)

Web: <http://krunch.org.uk/>

Age Range: 9 to 19

We offer one to one therapeutic mentoring and small group workshops, to improve emotional health and wellbeing, personal development, and life skills. Each intervention is tailored to suit the needs of the individual accessing our services, keeping their voice central throughout the journey towards positive outcomes and impactful change. We are skilled at working with children in all their wonderful variety, including care experienced children and those who have special educational needs.

Whether sessions take place in a school, college, the Krunch centre in Oldbury, or another suitable local venue, the focus is always the same: to create a safe, trusted space where young people feel heard, understood, and supported. \*Charges apply for our services. Prices available upon request.

## Life in Community CIC

Text or Call 07752 659 257

A

Open: 11 am-3 pm, Mon, Wed, Fri

Web: <https://lifeincommunity.org.uk/>

Support for residents aged 18 plus living in Tipton, who wish to improve their health and well-being. We offer phone/video call support, as well as practical assistance face to face. We provide assistance to individuals with low-level mental health issues, via our counselling service (charged at £10ph\*\*). Furthermore, we also deliver a walking group, an exercise class and advocacy support for those who feel that they need their voice to be heard, as well as some support around managing your debts and finances. If you need any support and you live in Tipton please get in touch. \*\* (subject to funding)

## Marie Curie

0800 090 2309

Open: Monday to Friday 8am-6pm, Saturday 11am-5pm, Sunday - CLOSED

Email: [info@thenbs.org](mailto:info@thenbs.org)

Web: <https://www.mariecurie.org.uk/services/bereavement-support-service>

This service is for adults aged 18 or above, who are grieving after someone has died from a terminal illness. Whether you're grieving for someone who died recently or a long time ago, we can help by talking through your feelings, sharing information, or simply listening. They don't offer counselling but can give you emotional support.

## Memory Assessment Service

0121 612 8219

A

Open: 8am to 4pm Mon to Fri

Address: 1<sup>st</sup> Floor Edward Street Hospital, Edward Street, West Bromwich B70 8NL

Web: [www.blackcountryhealthcare.nhs.uk/our-services/memory-assessment-service](http://www.blackcountryhealthcare.nhs.uk/our-services/memory-assessment-service)

The Memory Assessment Service (MAS) provides screening, assessment diagnosis and treatment for older adults who are experiencing memory difficulties. If an individual is worried about their memory, they will need to visit their GP initially to discuss and rule out any physical cause before referring to our service.

## Millennium Centre, Friar Park – LGBTQ+ Peer Network

0121 556 0139

A

Address: [Friar Park Millennium Centre, Wednesbury WS10 0JS](#)

Email: [fpmccentremanager@gmail.com](mailto:fpmccentremanager@gmail.com)

The Active LGBTQ+ project delivers physical activities for LGBTQ+ individuals of any age who live in Sandwell. The activities will be flexible, to meet the needs of the LGBTQ+ individuals, ensuring that there is every opportunity for all to take part in the project, and fostering social connections.

The project will carry out the following activities:

- Activity 1: LGBTQ+ running group

The LGBTQ+ running group will be led by an experienced member of the community completing a lead running course. The group will meet bi-weekly at the Friar Park Millennium Centre. Open to all abilities, the group will follow a coach-to-5k program and provide opportunities for experienced runners. The aim is to enhance enjoyment through participation in parkrun events, followed by social breakfasts. Participants can walk or jog without pressure regarding their abilities.

- Activity 2: LGBTQ+ cycling group

The LGBTQ+ cycling group will be offered bi-weekly, supported by a partner from Cycling UK who will provide bikes and lead some rides. Staff members will obtain ride leader qualifications to ensure safety and enjoyment. Rides will be leisurely and open to all skill levels, with one-on-one sessions available for those seeking to build confidence. The group will also connect with other LGBTQ+ organizations, such as those in Birmingham, to foster social interactions and create opportunities for members to meet new people.

- Activity 3: Indoor multi sports games

The indoor sports hall will offer facilities for various multi-sport games, including netball, tennis, badminton, and squash. These activities will be organized based on the preferences of the group.

## Murray Hall Community Trust

01902 826 306 or 01902 826 308

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Address: The Bridge, Murray Hall community trust, St Marks Road, Tipton, DY4 0SL

Open: 9 am - 5 pm, Mon to Thurs and 9 am - 4:30 pm Fri

Email: [cts@murrayhall.co.uk](mailto:cts@murrayhall.co.uk) and [info@murrayhall.co.uk](mailto:info@murrayhall.co.uk)

Web: [www.murrayhall.co.uk](http://www.murrayhall.co.uk)

Murray Hall offers a number of different projects to support children and young people in need of support using a range of therapeutic and counselling techniques to offer a bespoke therapeutic service. This is managed by the Creative Therapeutic Service. We offer 1-to-1 and group counselling support in school, online and face-to-face at our Tipton based centre. Specialisms can include domestic abuse, loss and separation, looked after child, trauma and self-harm. Creative Therapeutic Services also have a number of projects where we support adults with their mental health and wellbeing. We offer 1-to-1 support both face-to-face at the

centre but also offer online and telephone support if clients prefer. In addition to the fully funded projects, we also offer a bespoke paid service to schools and other agencies on request.

**Compassionate Conversations** (bereavement support group) – monthly drop-in support sessions, 3rd Friday of every month, from 10am-12pm at Murray Hall Community Trust, The Bridge, St Marks Road, Tipton, DY4 0SL

Join our warm and welcoming bereavement support group where you can:

- Share your story (if you wish)
  - Connect with others who understand
  - Take a moment to breathe, with a friendly cuppa
- No pressure, no expectations - just a safe space and understanding hearts.

## **NHS West Midlands Gambling Harms Service**

0300 123 0996

Web: [www.healthysandwell.co.uk/gambling-support/](http://www.healthysandwell.co.uk/gambling-support/)

**A F**

Gambling treatment programmes delivered either virtually or at the clinic, as well as a digital programme which can be accessed 24/7. Our service also offers additional interventions for specific problems experienced by individuals, and support and advice to family members and carers. The West Midlands Gambling Harms Clinic is a free and confidential service open to anyone who is **18 years and over**; registered with a GP in the Black Country area; and has problems with their gambling, resulting in harm to themselves and other people.

## **Oldbury United**

Email: [admin@oldburyunited.co.uk](mailto:admin@oldburyunited.co.uk)

**CTA**

Web: <https://oldburyunited.co.uk/>

Oldbury United deliver a first-class community football provision and maintain high standards of attainment both on and off the pitch. We are more than a football club, through our volunteering, coaching, mentoring, education programmes and career workshops, we develop role models and leaders for the future. We work with young people aged 10-25 years from the Black, Black British, African, Caribbean, white and Asian communities. Our projects use sport to engage young people who will be assigned an experienced mentor who will offer 1:1 and group mentoring to:

- Support them with positive activities (football, basketball, walking)
- Refer them to appropriate support/treatment agencies if required. (GP, School, college)
- Educate to achieve educational goals. (Coaching qualifications, safeguarding, first aid, talent identification personal growth)

Offer career and employability skills. (identifying skills, CV writing, job identification, application submission and work experience)

- Signpost to physical activities that continue beyond the lifetime of the project. (volunteering)

## Older Adults Therapeutic Service (OATS)

0121 803 2345

A

Open: 9am to 5pm Mon to Fri

Address: OATS Hub, Blakenall Village Centre, 79 Thames Road, Blakenall, Walsall, WS3 1LZ

Email: [bchft.oatsreferrals@nhs.net](mailto:bchft.oatsreferrals@nhs.net)

Web: [Older Adults Therapeutic Service \(OATS\) :: Black Country Healthcare NHS Foundation Trust](#)

The Older Adults Therapeutic Service (OATS) is provided by Black Country Healthcare Foundation Trust. We provide a wide variety of evidence based therapeutic interventions within community locations for older adults (65 +) with mental health challenges or people of any age diagnosed with Dementia. For people diagnosed with Dementia, the interventions can include information following a diagnosis and facilitation of initial Cognitive Stimulation Therapy (CST). Referrals are accepted from services within Black Country Healthcare Foundation Trust and from local third-party Dementia support services. For people with functional mental health challenges, recovery focused support can be offered through education, skills-based training and facilitation of peer support. Referrals are accepted from teams within Black Country Healthcare Foundation Trust only.

## Omega Chatterbox

01743 245 088

Email: [info@omega.uk.net](mailto:info@omega.uk.net)

Web: <https://omega.uk.net/chatterbox/>

A

A free telephone befriending service for socially isolated, bereaved people, and for people who provide caring support to others. Our clients are carefully matched to DBS-checked volunteer befrienders, with whom they exchange supportive, friendly phone calls. They chat about their lives, families and interests.

## PAGE (Parents, Advocacy, Guidance and Empowerment)

0121 809 5902

A

Web: <https://communitiesinsync.info/our-services/page/>

Parents, Advocacy, Guidance & Empowerment (PAGE) is a project designed to support parents with learning disabilities and/or autism in Sandwell and surrounding areas. These families often find themselves in crisis, navigating child protection proceedings, living in unstable or poor housing, managing trauma, or experiencing poverty. PAGE Plus deliver a dual-strand model of intensive, tailored support. The two strands are:

- Independent Advocacy, delivered by Sandwell Advocacy
- Wraparound Support, delivered by Ideal for All (IFA)

## POhWER

0300 456 2370 or text 'pohwer' with your name and number to 81025

A

Open: 8 am – 6 pm, Mon to Fri except bank holidays

Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net) / [P3@pohwer.net](mailto:P3@pohwer.net)

Web: [www.pohwer.net/sandwell](http://www.pohwer.net/sandwell)

POhWER provides information, advice, support and advocacy to adults who experience disability, vulnerability, distress and social exclusion. Services in Sandwell include NHS complaints advocacy, Independent Mental Capacity Advocacy (IMCA), including Deprivation of Liberty Safeguards (DoLS), Relevant Person's Paid Representative (RPPR), Independent Mental Health Advocacy (IMHA) including an issue-based advocacy service for informal inpatients of Sandwell (Hallam St) Hospital via drop ins and Care Act Advocacy. All POhWER's services are free, independent and confidential.

## Proud Baggies

07877 639847 Tom Hogan

Email: [info@proudbaggies.com](mailto:info@proudbaggies.com)

E

Proud Baggies is the Official West Bromwich Albion Supporters' Group for all LGBTQ+ fans, their families, friends and allies, who provide space and time together through football training sessions and LGBTQ+ & Allies Football team.

## Reflexions (Mental Health Support Teams)

01902 951 622

CTA

Open: 9am – 5pm, Mon to Fri

Email: [bchft.reflexions@nhs.net](mailto:bchft.reflexions@nhs.net)

Web: [www.blackcountryhealthcare.nhs.uk/our-services/reflexions](http://www.blackcountryhealthcare.nhs.uk/our-services/reflexions)

The Mental Health Support Team (MHST) for some schools (Reflexions) is an early identification and intervention service which provides mental health support in educational settings to children and young people **who are of an appropriate age to attend reception through to Year 13**. Reflexions has three core functions: to deliver evidence-based interventions for mild-to-moderate mental health issues such as low mood and anxiety; support each school or college to introduce or develop whole school or college approach; give timely advice to school and college staff and liaise with external specialist service to help children and young people to get the right support and stay in education. The service also supports parents and carers to manage their children's mental health as well as with teaching staff within the education settings. Referrals can be received from a professional, parent or child themselves however the Senior Mental Health Lead for the school in which they attend must be aware.

## Sandwell Advocacy

0121 520 8070

C

Address: 28 Wood Street, Tipton, West Midlands, DY4 9BQ

Email: [sandwelladvocacy@btconnect.com](mailto:sandwelladvocacy@btconnect.com)

Web: <https://sandwelladvocacy.org/>

The SAVE Project (Sandwell Advocacy Voice and Empowerment) provides an advocacy, enabling and support service for children and young people **aged 5-18** who are experiencing poor mental health and/or behavioural issues, that empowers them to ensure that their rights are respected, and their views and wishes are heard at all times. The Project will support children and young people to build confidence and skills to enable them to speak up for themselves so that they feel listened to and involved in decision making. Also, to have choices regarding accessing appropriate support services and build relationships of trust with other professionals. Our Advocacy for Young Carers Project also takes a family orientated approach to supporting children and young people who take on caring/supporting responsibilities in the home, there is also a focus on emotional wellbeing and mental health as part of this offer.

## Sandwell African Caribbean Mental Health Foundation

0121 525 1629

CTA

Open: 9.30 am – 5 pm, Mon to Fri

Address: Kuumba Centre, Boulton Road, West Bromwich, West Midlands, B70 6NW

Email: [info@sacmhf.co.uk](mailto:info@sacmhf.co.uk)

Web: [www.sacmhf.co.uk](http://www.sacmhf.co.uk)

The Sandwell African Caribbean Mental Health Foundation provides a range of culturally responsive services for **people of African and Caribbean descent** who are affected by mental ill health. They provide practical, emotional, and social support in addition to training and skills development. Some services that we provide include outreach support, bereaved carers support

service and carer's support. The iMATTER Project (for young people aged 11 – 25 years old) provides bespoke support packages designed to guide them through to longer periods of wellness. Ujima is a forum that organises monthly meetings, organising social activities, support to make new friends, and more.

### **Sandwell Carers Service**

0121 798 2372

**A**

Open: 9 am – 5 pm, Mon to Fri

Web: <https://sandwellcarers.org.uk/contact-us/>

Sandwell Carers Service provides information, advice, and a range of wellbeing and peer support opportunities for unpaid Carers aged 18+ living in Sandwell. This includes community-based drop-ins, group activities, and targeted support such as a Bereavement Support Group. The bereavement group offers a safe, supportive space for Carers to share experiences of grief and loss, facilitated by a qualified counsellor, with sessions shaped by Carers' needs. It takes place on the last Tuesday of each month, 11am–1pm at St Albans Community Centre, Smethwick.

Carers can self-refer or be referred by professionals, and all support is free following registration with the service.

### **Sandwell Deaf Community Association (SDCA)**

07855 913 225 (through textphone/video/voice)

**CTA**

Open: 9 am – 5 pm, Mon to Fri and 24/7 British Sign Language Interpreting Service

Email: [info@sdca.co.uk](mailto:info@sdca.co.uk)

Web: [www.sdca.co.uk](http://www.sdca.co.uk)

A charity delivering specialist services for Deaf people across Sandwell and the wider Black Country area. Service delivery includes Advocacy, Support Service, British Sign Language Interpreting, Training Service (accredited British Sign Language courses/bespoke training), Wellbeing Service, Community Groups and Youth Service (ages 8-18 (25 with SEN)). Also working in partnership with Sandwell Metropolitan Borough Council as a specialist service provider delivering services to deaf, deafened, hard of hearing and people with a dual sensory loss. We can support people to access emotional wellbeing and mental health support services.

### **Sandwell School Nursing Service**

0121 612 2974

**CTA**

Address: 2nd Floor, Blackheath Library, 145 High Street, Blackheath B65 0EA

Email: [swbh.shnsandwell@nhs.net](mailto:swbh.shnsandwell@nhs.net)

Web: [Sandwell School Nursing | Sandwell and West Birmingham NHS Trust](#)

School Health Nurses offer services to school aged children and young people 5-19 years old across Sandwell that are visible, accessible, and confidential regardless of educational provision. Delivering universal public health and ensuring early help and extra support is available to children and young people at the times when they need it, including emotional health and wellbeing with appropriate signposting as required.

### **Sandwell Talking Therapies**

0121 612 6650

**CTA**

Open: 9am – 5pm, Monday to Friday (excluding bank holidays).

Email: [bchft.sandwelltalkingtherapies@nhs.net](mailto:bchft.sandwelltalkingtherapies@nhs.net)

Web: [www.sandwelltalkingtherapies.nhs.uk/](http://www.sandwelltalkingtherapies.nhs.uk/)

Sandwell Talking Therapies (previously called Healthy Minds) support people who are experiencing common mental health problems such as anxiety, stress, depression and low

mood. You must be aged 16 and over and registered with a GP in Sandwell. Once you have been assessed and we have agreed how we are best able to meet your needs, our service offers you a choice of treatments. A choice of Cognitive Behavioural Therapy, Counselling, Eye Movement Desensitization and Reprocessing, Interpersonal Psychotherapy and Online CBT are available. In addition, we have services that provide therapy for Maternal Wellbeing and Trauma Focused Therapy. If finding work or staying in work is causing anxiety or stress, you can also see one of our Employment Advisors. You can either self-refer or be referred through a Health Professional such as your GP to access these services.

### **Sandwell Visually Impaired**

0121 525 4810

**A**

Open: 9:30 am – 1 pm, Mon to Thurs

Email: [Info@sandwellvisuallyimpaired.org.uk](mailto:Info@sandwellvisuallyimpaired.org.uk)

Web: <https://sandwellvisuallyimpaired.org.uk/>

Sandwell Visually Impaired (SVI) is a user led, not for profit, charitable incorporated organisation (CIO). They aim to make living in Sandwell better for people with sight loss. They offer a variety of services including advocacy, information, group support and befriending to support & improve mental health. In particular, they offer a men's mental health and wellbeing group, and a women's group.

### **SEND IASS**

0121 289 2566

Email: [sandwellsendiass@barnardos.org.uk](mailto:sandwellsendiass@barnardos.org.uk)

Web: [www.sandwellsendiass.co.uk](http://www.sandwellsendiass.co.uk)

**C A F**

SEND IASS offers impartial information and support to children and young people and their families with special educational needs and disabilities (SEND) This often includes EHCP's, processes and rights. We have previously offered a Black Country wide 'listening ear Wednesday'.

### **Single Point of Access (SPA)**

0121 612 6620

**C**

Address: SPA is based within Sandwell CAMHS, 48 Lodge Road, West Bromwich, B70 8NY

Email: [bchft.sandwellspa@nhs.net](mailto:bchft.sandwellspa@nhs.net)

Web: [www.BlackCountryMinds.com](http://www.BlackCountryMinds.com)

Single Point of Access (SPA) is for all children up to 18 registered with a G.P in Sandwell. Any professional can refer, and the services involved in SPA range across the Thrive model (Getting advice, getting help, getting more help, and getting risk support). Our team can decide which is the most suitable service for the circumstances, this can include giving advice or signposting, onward referrals to other services including Kooth, Kaleidoscope, Murray Hall, Specialist CAMHS and the Crisis Intervention and Home Treatment Team. There is a wide offer of therapeutic interventions available from the services who work in partnership with SPA.

### **Single Point of Referral (SPOR)**

0121 543 4280 / 4285

**A**

Open: 9 am – 5 pm, Mon to Fri

Address: Quayside House, Rounds Green Road, Oldbury, B69 2RD

Web: [www.blackcountryhealthcare.nhs.uk/our-services/single-point-referral-spor](http://www.blackcountryhealthcare.nhs.uk/our-services/single-point-referral-spor)

The Single Point of Referral (SPOR) team is an assessment and signposting service, providing a single point of entry and a first level gatekeeping service into mental health services for adults 18-65 years old. We provide comprehensive assessments, including risk assessments and

formulate a structured discharge plan of care to meet the individual needs. Our team receives referrals mainly from general practitioners.

## SinglePoint Community Hub

0121 544 1393

F

Address: 27-29 Birmingham Street, Oldbury, B69 4DY

Email: [admin@singlepointplus.org](mailto:admin@singlepointplus.org)

Web: [www.singlepointplus.org/](http://www.singlepointplus.org/)

SinglePoint Community Hub is a welcoming space in the heart of Oldbury offering support, activities, and practical help for children, families, and adults of all ages. The hub provides a safe and inclusive environment where people can access advice, build connections, and take part in activities that promote wellbeing, provide early support, and help reduce isolation. Through an open-door approach, individuals can drop in, get involved in community activities, or receive guidance and signposting to appropriate local services, ensuring people are able to access the right support at the right time.

SinglePoint Community Hub offers a range of community support, activities, and practical services including:

- Open access drop-in support
- Coffee mornings and community social groups
- Community trips and events
- Courses, workshops, and learning opportunities
- Baby sessions for parents and carers
- Stay and play sessions for young children
- Free household and hygiene essential bags for individuals and families in need
- Free baby essential bags for parents with young children
- Free school uniform store supporting families with school clothing
- Wraparound childcare provision for pupils attending St Francis Xavier Primary School
- Advice, guidance, and signposting to appropriate local services
- Emotional wellbeing and early support

## Stop For Life Sandwell

0800 612 4590

Address: YMCA above the nursery - 38 Carters Green, West Bromwich B70 9LG

Clinics at various locations and times

Web: [www.stopforlifesandwell.org](http://www.stopforlifesandwell.org)

If you live, work or have a GP in Sandwell you could be eligible for our free 12-week programme to help you stop smoking for life. You will have access to an expert coach who will advise you along the way, over the phone or face to face appointments, free NRT and vape support and a personalised quit plan tailored to you.

## Specialist Perinatal Mental Health Community Service

01384 314 455

A

Email: [Bchft.perinatal@nhs.net](mailto:Bchft.perinatal@nhs.net)

Web: [www.blackcountryhealthcare.nhs.uk/our-services/perinatal-services](http://www.blackcountryhealthcare.nhs.uk/our-services/perinatal-services)

The team support women with mental health difficulties during preconception, antenatal and postnatal periods (before and during pregnancy and after the baby is born). This may include women who have a previous history of serious mental health difficulties or women who are experiencing mental health difficulties for the first time. Examples include bipolar disorder, puerperal psychosis, depression, anxiety, OCD and bonding difficulties.

## Team Talk (The Albion Foundation)

07391 869 657

A

Open: Monday evenings – 6:30pm –8pm

Address: Portway Lifestyle Centre, Newbury Lane, Oldbury B69 1HE

Email: [info@albionfoundation.co.uk](mailto:info@albionfoundation.co.uk)

Web: [https://events.albionfoundation.co.uk/event/team\\_talk\\_mens\\_football\\_-\\_monday\\_evening\\_630pm-8pm\\_02022026#/init](https://events.albionfoundation.co.uk/event/team_talk_mens_football_-_monday_evening_630pm-8pm_02022026#/init)

This project aims to engage with men aged 18+ living in Sandwell in a 5aside Football League, which will consist of weekly tournament style matches on Monday evening at Portway Lifestyle Centre. The project aims to improve men's Health and Wellbeing. Alongside the session, men can expect informal workshops and activities that will share information around other services that can support better mental health. A Wellbeing Café will be available for all signed up to provide support and opportunity to socialise and open up dialogue with our participants and staff.

## The Kaleidoscope Plus Group providing Primary Mental Health

Contact via Single Point of Access (SPA): 0121 612 6620

C

Email: [Bchft.sandwellspa@nhs.net](mailto:Bchft.sandwellspa@nhs.net)

Web: [www.kaleidoscopeplus.org.uk](http://www.kaleidoscopeplus.org.uk)

The service supports children aged 5-17 with emotional wellbeing and mental health concerns. This includes 1-1 counselling support for concerns such as anxiety, low mood, depression, understanding anger, bereavement, managing low self-esteem, building confidence, emotional regulation, encouraging self-care and better sleep hygiene. All referrals must be submitted via CAMHS, Single Point of Access (SPA).

## The Recovery College

0121 543 4061

A

Open: 9 am –5 pm

Address: Quayside House, Rounds Green Road, Oldbury, B69 2RD

Email: [info@therecoverycollege.co.uk](mailto:info@therecoverycollege.co.uk)

Web: [www.therecoverycollege.co.uk/](http://www.therecoverycollege.co.uk/)

The Recovery College offers educational opportunities for individuals aged 18 and older residing in the Black Country or registered with a GP in Sandwell, Dudley, Walsall, or Wolverhampton, and who are either interested in mental health or facing personal challenges related to it.

Our courses celebrate successes and build on existing skills and strategies rather than highlighting problems or failures. Our mission is – Recovery: A journey through learning together. All of our courses are co-created and delivered by people with both professional and lived experience. We hope to support you on your journey to live a full and satisfying life by inspiring connectedness, hope and optimism, identity, meaning and purpose and empowerment.

## The Wellbeing Crew

Charlotte 07723 054 873 and Sue 07515 328 562

CA

Email: [charlotte@thewellbeingcrew.co.uk](mailto:charlotte@thewellbeingcrew.co.uk) and [sue@thewellbeingcrew.co.uk](mailto:sue@thewellbeingcrew.co.uk)

Web: <https://thewellbeingcrew.co.uk/>

The Wellbeing Crew provides holistic mental health and wellbeing support for children, young people, and education staff in schools. Using a trauma-informed, child-centred approach, we support emotional wellbeing and resilience through counselling, mindfulness, workshops, and wellbeing days. Staff wellbeing is supported through training, workshops, and therapeutic support. Services are tailored to each school and delivered on a commissioned basis.

## The West Midlands Regional Children and Young People Sexual Assault Service

0330 233 0099

C

Open: 24 hours a day, 7 days a week

Email: [hazlehurstcentre.paediatric@nhs.net](mailto:hazlehurstcentre.paediatric@nhs.net)

Web: <https://westmidsregionalcypsas.co.uk/>

If you or a child or young person (any gender) you know has experienced sexual assault, you can contact The West Midlands Regional CYPAS for help and advice 24/7. If you are under 13 years old, you will need to be referred to the centre by a social care professional or the police. If you are 13 years old or older, you can make an appointment to come to the centre without a referral from a professional. We offer counselling and other services. You can also access resources via our website.

## Tough Enough to Care

01384 270359 (Not 24/7)

A

Email: [Info@toughenoughtocare.org](mailto:Info@toughenoughtocare.org)

Support Group Addresses: <https://toughenoughtocare.help/support-groups/>

Web: <https://toughenoughtocare.org/>

Tough Enough to Care offer dedicated peer support groups for men and women, giving a non-judgmental, safe space for people to support each other and be supported. Groups run at varied times and locations throughout the UK, please check our website for details of your nearest group. Tough Enough to Care also offer mental health awareness sessions, Accredited Mental Health First Aid training, as well as providing confidential online support via email & our social media platforms.

## West Midlands Violence Reduction Partnership

0121 626 6060

CTA

Email: [vrp@westmidlands.police.uk](mailto:vrp@westmidlands.police.uk)

Web: <https://westmidlands-vrp.org/>

The Partnership aims to reduce violent crime and has a team within Sandwell. We benefit from the expertise of partners in public health, criminal justice, sports, education and policing in order to take a collaborative approach. The Partnership Helping Communities Fund supports programmes based on local community needs. This includes children and young adult's up to 25 years old emotional wellbeing programmes both for victims of crime and also those who may have caused harm to others, due in part to their own wellbeing. Examples of funded projects include 'Believe to Achieve' which is mentoring for children and families, 'Box Clever' for children up to 18 (plus links on the VRP directory to other services suitable for adults) and contribute to Sandwell youth services for detached youth work where support is given to young people who are out & about in the community. They also lead on free trauma informed training for professionals

## Wolverhampton LGBT+ (WLGBT+)

07824 031187

A

Open: 10 am – 6 pm, Mon to Wednesday. 10 am – 4:30 pm, Thursday and Friday.

Email: [info@wolverhamptonlgbt.org](mailto:info@wolverhamptonlgbt.org)

Web: <https://wolverhamptonlgbt.org/>

WLGBT+ provide counselling and social activities for the LGBT+ community and allies of the community in The Black Country including Sandwell. Other activities range from yoga to sewing and include group activities for each strand of the LGBT+ community. Most activities are run from our hub in Wolverhampton. Counselling can be provided in person or by phone/video call. WLGBT+ provide services for those 18+. VIP membership is available on our website which allows members to attend all activities for free.

# National support

## ADDISS

0208 952 2800

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Web: [www.addiss.co.uk/](http://www.addiss.co.uk/)

ADDISS has a wide range of resources about all aspects of ADHD and associated conditions, with special sections for parents, children, teenagers and professionals.

## Alzheimer's Society

Support line: 0333 150 3456

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Other languages: 0333 150 3456 *say the English word for the language you would like to use.*

*An interpreter will call back*

Text Relay Call: 18001 0300 222 1122

Open: 9:00 am – 8:00 pm Mon to Wed, 9am – 5pm Fri, 10am – 4pm Sat and Sun

Web: [www.alzheimers.org.uk/](http://www.alzheimers.org.uk/)

Alzheimer's Society offers a support telephone line for **adults** who are affected by dementia, worried about a diagnosis or a carer. The website includes a wide range of information.

## Anxiety UK

03444 775 774 or text 07537 416 905

E

Open: 10:30 am – 4:30 pm, Mon to Fri

Web: [www.anxietyuk.org.uk/](http://www.anxietyuk.org.uk/)

Anxiety UK offers a wide range of services for **all ages** including therapy service; helpline and text service; courses and groups; calm club; research fund; webinars; and anxious times magazine. You can access the helpline number above for a free one-off chat, for ongoing help, you will need to pay a membership fee.

## Beat

0808 801 0677

E

Open: 9 am – midnight, Mon to Fri and 4 pm – midnight, Sat, Sun and bank holidays

Email: [help@beateatingdisorders.org.uk](mailto:help@beateatingdisorders.org.uk)

Web: [www.beateatingdisorders.org.uk/](http://www.beateatingdisorders.org.uk/)

Beat is a national service that encourages and empowers people of **all ages** to get help quickly with their eating disorder. The sooner someone starts treatment the greater their chance of recovery. The free to call helpline is open 365 days a year, including bank holidays. Advice and information are available on our website, and you can search for local support in your area.

## Child Bereavement UK

Helpline: 0800 028 840

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Web: [www.childbereavementuk.org](http://www.childbereavementuk.org)

We help **anyone** – children, young people, parents and families to rebuild their lives when a child grieves or when a child dies. This can include when somebody is going to die, how to share bad news, the principles of puddle jumping, other help and support, resources for professionals and training courses

## Counselling Directory

Web: [www.counselling-directory.org.uk/](http://www.counselling-directory.org.uk/)

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A place to find qualified and professional Counsellors and Psychotherapists and their fees in your local area.

## Family Lives

0808 800 2222

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Message via WhatsApp on 07441 444125 for support with parenting and family life worries

Open: 9 am – 9 pm, Mon to Fri and 10 am – 3 pm, Sat to Sun

Email: [askus@familylives.org.uk](mailto:askus@familylives.org.uk)

Web: [www.familylives.org.uk/](http://www.familylives.org.uk/)

Help for people of all ages with all aspects of family life such as bonding with your new baby, dealing with tantrums, positive discipline, bullying, communicating with teens and divorce and separation. We provide a helpline, advice website, live chat and parenting/relationship support groups.

## Hearing Voices Network

Email: [info@hearing-voices.org](mailto:info@hearing-voices.org)

Web: <https://www.hearing-voices.org/>

E

The website has resources for **anyone** to find healthy coping strategies, when additional help is needed and information on 'hearing voices' (which is used as an umbrella term) and includes seeing visions and having other unusual perceptions (including touch, taste and smell). We help to facilitate local forums which are 100% user led by people with lived experiences including one in West Bromwich.

## Kidscape

Call or WhatsApp: 07496 682 785

F

Parent Advice Line: 0300 102 4481

Parent Advice Line Open: 9:30 am – 2:30 pm, Mon and Tues

Email: [parentsupport@kidscape.org.uk](mailto:parentsupport@kidscape.org.uk)

Web: [www.kidscape.org.uk/](http://www.kidscape.org.uk/)

This confidential service provides **parents** a space to help when a child is being bullied, in any context. The helpline is there to support parents, carers and family members who are concerned about a child who is being bullied. Parents / carers are in charge of what they want to share. The Parent Support Advisor will listen and explore the situation with you and offer advice and support as appropriate.

## Mental Health Foundation

Web: [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

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Charity that provides free resources and advice on various mental health conditions and how to manage your own mental health.

## Mind

0300 123 3393

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Support line: 0300 102 1234

Open: 9 am – 6 pm, Mon to Fri except bank holidays

Email: [info@mind.org.uk](mailto:info@mind.org.uk)

Post: Mind Infoline, PO Box 75225, London, E15 9FS

Web: [www.mind.org.uk](http://www.mind.org.uk)

Offers advice and support to people of **all ages**. You can use our website to find your local crisis team, advice on how to cope in a crisis if it is not an emergency, and support materials for young

people. If you are not a native English speaker Mind can provide an interpreter, you just need to ask for the Language Line service when you call.

## MindEd

Web: <https://minded.org.uk>

A

At its heart, MindEd provides practical knowledge that gives **adults** confidence to identify a mental health issue and act swiftly, meaning better outcomes for the **child or young person** involved. Advice on depression, anxiety, ADHD, self-harm and more.

## Mind Side by Side

Open: 24 hours a day, 7 days a week

A

Email: [sidebysideonline@mind.org.uk](mailto:sidebysideonline@mind.org.uk)

Web: [www.mind.org.uk/information-support/side-by-side-our-online-community/](http://www.mind.org.uk/information-support/side-by-side-our-online-community/)

Mind Side by Side is a supportive online community for **over 18 year olds** where you can talk about your mental health with others who understand what you are going through. It provides a safe space to listen, share and be heard. The online platform is available 24/7 and moderated daily from 8:30 am to midnight.

## MoodGym

Open: 24 hours a day, 7 days a week

CTA

Web: <https://moodgym.com.au/>

MoodGym is an online self-help program designed to help users **16 years old and older** to prevent and manage symptoms of depression and anxiety. It is an interactive, online self-help book which teaches skills based on Cognitive Behaviour Therapy (CBT).

## National Bereavement Service

0800 0246 121

E

Open: Monday to Friday 9am-6pm, Saturday 10am-2pm, Sunday – CLOSED

Email: [info@thenbs.org](mailto:info@thenbs.org)

Web: <https://thenbs.org/>

The National Bereavement Service provides practical and emotional assistance after a death. If you or a loved one is experiencing loss, you can access free support today.

## National Bullying Helpline

Helpline: 0300 323 0169

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Telephone: 0845 225 5787

Open: 9 am – 5 pm, Mon to Fri and 10am to 12pm on Saturday

Web: [www.nationalbullyinghelpline.co.uk/](http://www.nationalbullyinghelpline.co.uk/)

The National Bullying Helpline is a national confidential volunteering service that will listen to people of **all ages**. You can discuss topics such as bullying in school, workplace bullying, gaslighting or anything else in relation to bullying. There is some advice and help guides for people of all ages on their website. The helpline is free to call, however if you call the telephone number then you will be charged.

## NHS Mental Health Services

111

E

Open: 24 hours a day, 7 days a week

Web: [www.nhs.uk/mental-health/](http://www.nhs.uk/mental-health/)

NHS 111 Web: <https://111.nhs.uk/>

Call for free and you can get advice through their website. If you go through the 111 website above and answer the questions, someone will call you back. They assist people of **all ages** to find the best place to get help if you cannot contact your GP during the day, or when your GP is closed.

## No Panic (under 18s)

Helpline: 0330 772 9844 (10am-10pm every day)

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Crisis Line: 01952 680 835 (24 hours)

Email: [youth@nopanic.org.uk](mailto:youth@nopanic.org.uk)

Web: [https://nopanic.org.uk/youth-helpline-](https://nopanic.org.uk/youth-helpline-services/#:~:text=This%20is%20a%20membership%20for%20those%20aged%20-18.,member%20For%20more%20information%20email%20us%20at%20info%40nopanic.org.uk)

[services/#:~:text=This%20is%20a%20membership%20for%20those%20aged%20-18.,member%20For%20more%20information%20email%20us%20at%20info%40nopanic.org.uk](https://nopanic.org.uk/youth-helpline-services/#:~:text=This%20is%20a%20membership%20for%20those%20aged%20-18.,member%20For%20more%20information%20email%20us%20at%20info%40nopanic.org.uk)

Under 18s can receive support with anxiety, panic, phobias, obsessive-compulsive disorder or any other anxiety related problem. There is a youth hub with resources on the website as well as advice for parents.

## No Panic (over 18s)

Helpline: 0300 772 9844 10am -10pm every day

A F

Crisis Line: 01952 680 835 24 hours

Email: [sarah@nopanic.org.uk](mailto:sarah@nopanic.org.uk)

Web: [www.nopanic.org.uk](http://www.nopanic.org.uk)

Those who are 18 years old and older can receive confidential support across the UK. We can help and support those living with panic attacks, phobias, obsessive compulsive disorders (OCD) and other related anxiety disorders. No Panic also provides support for the carers of people who suffer from anxiety disorders. There are also resources on our website that can be accessed for free to support you on various mental health topics. Resources for carers and parents are also available.

## NSPCC Building Connections

Email: [buildingconnections@nspcc.org.uk](mailto:buildingconnections@nspcc.org.uk)

C T A

Web: <https://learning.nspcc.org.uk/services/building-connections?modularPage=about-the-service>

Building Connections is an online service for young people up to the age of 19, empowering them to find a way through loneliness. Young people work with a trained befriender, who guides them and champions them each step of the way. Building Connections gives young people tools that can help them build their confidence and better equip them to manage loneliness. Common issues include transitions e.g. changing schools, emotional health, friendships, bullying and a sense of otherness.

## OCD Action

0300 636 5478

A F

Open: 9:30 am – 8 pm, Mon to Fri

Under 18s Email: [youthhelpline@ocdaction.org.uk](mailto:youthhelpline@ocdaction.org.uk)

18 years + Email: [support@ocdaction.org.uk](mailto:support@ocdaction.org.uk)

Web: <https://ocdaction.org.uk/>

On this site, you can download information and resources, join online forums and meet other people of all ages with Obsessive Compulsive Disorder (OCD). If you would like to speak to someone confidentially, you can call the number above or email them. You may need to leave a message and they will get back to you as soon as they can.

## Papyrus and HopeLine

0800 068 4141 or text on 07860 039 967

A F

Text: 88247

Open: 9 am – midnight, 7 days a week

Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

Web: [www.papyrus-uk.org/](http://www.papyrus-uk.org/)

Confidential support for people up to 35 years old who feel suicidal. You can call for free, text or email. The children's hotline is called HopeLine UK and parents, carers and guardians can also ring if they are concerned about a young person in crisis. We also offer advice on their website relating to coping techniques, distraction techniques and dealing with anxiety. You can search for free apps through the website for both android and iOS.

## Rethink Mental Illness

0808 801 0525

E

Open: 9:30 am – 4 pm, Mon to Fri except bank holidays

Email: [advice@rethink.org](mailto:advice@rethink.org)

Post: Rethink, PO BOX 18252, Solihull, B91 9BA

Web: [www.rethink.org](http://www.rethink.org)

Webchat service is open Monday to Friday (*except bank holidays*) from 10 am – 1 pm. Offers practical advice and support to people of all ages on issues such as the Mental Health Act, community care and welfare benefits, living with mental illness, medication and care. You can also find local services.

## SANDS - Saving babies' lives. Supporting bereaved families

0808 164 3332

E

Open: Mon - Fri 10am-3pm and Tues to Thurs 6pm-9pm

Email: [helpline@sands.org.uk](mailto:helpline@sands.org.uk)

Web: <https://www.sands.org.uk/>

Sands are here to save babies' lives and support anyone affected by pregnancy loss or the death of a baby. SANDS Bereavement Support Services offer safe spaces for you to grieve and find support, whether you are a parent, sibling, grandparent, NHS professional or friend. SANDS team includes Bereavement Support Services Officers, counsellors and other qualified staff.

## SANEline

0300 304 7000 or request a call back on 0300 124 7900

CTA

Open: 4 pm – 10 pm, 7 days a week

Email: [support@sane.org.uk](mailto:support@sane.org.uk)

Web: [www.sane.org.uk](http://www.sane.org.uk)

SANEline is a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers. This is available for people 16 years old and over. To request a call back leave a message with your first name and phone number and we will call you back within a few minutes.

## Shout

Text SHOUT to 85258

E

Open: 24 hours a day, 7 days a week

Web: <https://giveusashout.org/>

Shout 85258 is an anonymous, free, and confidential text support service for anyone. If you are struggling to cope and need to talk, their trained Shout volunteers are here for you, day or night. They can help with issues such as anxiety, stress, depression or sadness, suicidal thoughts, self-harm, panic attacks, loneliness, isolation, abuse and bullying.

## Silverline

0800 470 8090

E

Open: 24 hours a day, 7 days a week

Web: <https://www.thesilverline.org.uk/>

The Silver Line Helpline run by Age UK is a free, confidential telephone service for older people. They provide friendship, conversation and support 24 hours a day, 7 days a week. Whenever feelings of isolation, worry, or loneliness strike, you can always call The Silver Line Helpline for free.

## Suicide & Co (Free, one-on-one online video or telephone counselling, Early Bereavement Support)

0800 054 8400

E

Open: Mon - Fri 9am-5pm

Email: [support@suicideandco.org](mailto:support@suicideandco.org)

Web: <https://www.suicideandco.org/access-support>

Suicide & Co is a national charity providing professional and compassionate support to anyone bereaved by suicide.

Counselling Service - One to one counselling for those bereaved by suicide

<https://www.suicideandco.org/counselling-application-form>

Early Bereavement Support - One to one emotional listening support and practical signposting for people bereaved by suicide within the last 6 months

<https://share.hsforms.com/1sABe8Dp4T-iCW3WVAy02Yg5dkos>

## Survivors of Bereavement by Suicide (SOBS)

0300 111 5065

A

Open: 9 am – 7 pm, every day

Email: [email.support@uksobs.org](mailto:email.support@uksobs.org)

Web: <https://uksobs.org/>

The service exists to meet the needs and overcome the isolation experienced by people over 18, who have been bereaved by suicide. The website includes resources and there is a survival support group online for men on every second Tuesday of the month.

## The Girl with the Curly Hair Project

Web: <https://thegirlwiththecurlyhair.co.uk/>

E

The Curly Hair Project is a social enterprise which supports people on the autistic spectrum and the people around them, founded by autistic author Alis Rowe. It offers animated films, comic strips and diagrams to make their work interesting and easy to understand. It offers a wealth of research on the website.

## The Mix

0808 808 4994 or text THEMIX to 85258

CTA

Phone open: 4 pm – 11 pm 7 days a week

Text open: 24 hours a day, 7 days a week

Email: [www.themix.org.uk/get-support/speak-to-our-team/email-us](http://www.themix.org.uk/get-support/speak-to-our-team/email-us)

Web: [www.themix.org.uk](http://www.themix.org.uk)

The chat: [www.themix.org.uk/get-support/group-chat](http://www.themix.org.uk/get-support/group-chat)

Confidential support available for those who are under 25 years old. You can ring, text, email or use the 1-to-1 chat feature on the website. This is a free service that provides you with support and advice.

## The National Autistic Society

Open: 9 am – 3 pm, Mon to Fri

E

Web: [www.autism.org.uk](http://www.autism.org.uk)

The National Autistic Society can be contacted through the website. You can browse topics on their website to receive advice and guidance, there is an autism service directory, and there is also an online community where you can talk to your peers and volunteers about autism this is accessible by anyone. We also have an autism impatient mental health casework service.

## Voice Collective

0207 911 0822

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Email: [info@voicecollective.co.uk](mailto:info@voicecollective.co.uk)

Web: [www.voicecollective.co.uk/](http://www.voicecollective.co.uk/)

They support children and young people who see visions, hear voices, and have other 'unusual' sensory experiences or beliefs. They offer coping strategies, tool kits and a support forum. In addition, they support families/parents and offer training for youth workers, social workers, mental health professionals and more.

## Winston's Wish

0808 802 0021

CF

Open: 8 am – 8 pm, Mon to Fri

Email: [ask@winstonswish.org](mailto:ask@winstonswish.org)

Web: [www.winstonswish.org/](http://www.winstonswish.org/)

We support grieving children and young people after the death of someone important. Anyone can reach out to us directly using our on-demand services, including live chat, helpline, email and text support. We also offer one-to-one sessions with bereavement support workers and counsellors; however these can only be accessed by making a referral. Anyone aged 13 or over can refer themselves. If you're 12 or under, please speak with a trusted adult. Our expert team provide bereavement support for parents, carers and professionals who are looking for childhood bereavement advice and support.

## YoungMinds and YoungMinds Parent Helpline

Parents Helpline: 0808 802 5544

CTA

Open: 9:30 am – 4 pm, Mon to Fri

Web: [www.youngminds.org.uk](http://www.youngminds.org.uk)

Young Minds offer free, confidential online and telephone support, including information and advice, to any adult worried about the emotional problems, behaviour or mental health of a child or young person up to the age of 25. We offer three different services to parents and carers who are concerned about their child's mental health, up to the age of 25. There is a helpline, web chat and email.

# Apps

Please note that other apps are available on your app store, and some will have a cost



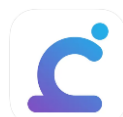
### 7 Cups

*Available on Android and iOS*

Web: [www.7cups.com/](http://www.7cups.com/)

CTA

7 Cups is a free app for 13+ years old where it can connect you anonymously and securely to real listeners in a 1-to-1 chat. A 7 Cups listener doesn't judge or try to solve problems and say what to do. They just listen. They are also accessible for chat via their website. It is free to sign up. They also offer an online counselling service via their website for a small fee.



### Calm Harm

*Available on Android and iOS*

Web: <https://calmharm.co.uk/>

CA

Calm Harm is a clinician-developed free app that helps manage the urge to self-harm. This is for young people 13 years old and over.



## Wysa Everyday Mental Health by Wysa

*Available on Android and iOS*

Web: [www.blackcountryhealthcare.nhs.uk/our-services/child-and-adolescent-mental-health-services-camhs/wsya-app-text-only-flyer](http://www.blackcountryhealthcare.nhs.uk/our-services/child-and-adolescent-mental-health-services-camhs/wsya-app-text-only-flyer) **CA**

Wysa is an AI chatbot that has been commissioned by Black Country NHS Foundation Trust to give **secondary school aged people** an anonymous, safe, non-judgmental space where you can talk about anything and everything that's bothering you. Let off steam and share your worries - Wysa is here to listen.

Wysa is not a social media platform and users cannot message each other. No one will see what you share with Wysa, and it's completely anonymous. No email or sign-up is required within the app.

Every response Wysa gives is written by a qualified therapist, so you're getting the best advice and support. Wysa will listen to how you're feeling, then guide you through a therapy exercise that can help you feel better.

If you need emergency help, hit the SOS button to find the right helplines at your fingertips, and do a grounding exercise to put yourself back in control.

To access **12 months of Wysa Premium for free**, scan the QR code from your phone OR if you are viewing this webpage on a mobile device use the link: <https://get.wysa.uk/C7Ao3adMmBb>

If you are asked to enter a code, please use: **BCSA2023**



## Headspace: Meditation and Mindfulness Made Simple App

*Available on Android and iOS*

Web: [www.headspace.com/](http://www.headspace.com/) **E**

Live a happier, healthier life with just a few minutes of meditation a day on the Headspace App. Meditation has been proven to help with mental health, stress and anxiety. There is a 14-day free trial then a small monthly fee and it's for **anyone**.



## Stay Alive Suicide Prevention App

*Available on Android and iOS*

Web: <https://prevent-suicide.org.uk/> **E**

Stay Alive is a free pocket suicide prevention resource for **anyone**. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide. This app has some helpful features that you can personalise to help you e.g. safety plan, upload important photos and videos to your life box, fill in your reasons for living and much more.