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 2025









ASKING for HELP is OK

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























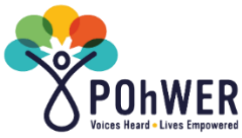


























































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A = (Adult) Service from the age of 18
T = (Transition) A service that crosses over the 18th Birthday
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Crisis support

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

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

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 C T A

Open: 24 hours a day, 7 days a week

Web: 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

Web: 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.**

Local support

4 Community Trust

0121 752 5659 C F

Address: 63A Crosswells Road, Oldbury, B68 8HH and Wiltshire Way, West Bromwich, B71 1JU

Email: enquiries@4communitytrust.co.uk

Web: : www.4communitytrust.co.uk

4CT Emotional Health & Well-being service works alongside schools and the community of Sandwell offering wellbeing programmes to help improve and understand emotional and physical health of **children**. We have and work with trained therapists offering Lego Therapy, Creative Meditation, Yoga Therapy, Art Therapy, and Music Therapy and we also are offering courses to parents on some of the more difficult aspects of parenting in regard to their child's emotional wellbeing. Our therapy aims to help heighten the children's emotional awareness, widen their emotional vocabulary and most importantly develop healthy coping mechanisms when dealing with emotions.

Our services this year will be extended to also focus on children with SEND or children who are homeschooled or on limited time schedules.

For our **funded provision**, the age range is **4-11 years old**, where we work in primary school.

Private provision age range is **primary school** and **high school aged**.

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

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 C T A

Open: 9am - 5pm, Mon to Fri

Web: 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.

Aquarius Gambling Support

0300 456 4293 C T A F

Email: gambling@aquarius.org.uk

Web: https://aquarius.org.uk/our-services/adult-services/gambling/

Aquarius support people aged **16 years and over** affected by gambling, either their own or the gambling of a family member, partner, or friend through 1-to-1 and group support sessions. As a GamCare partner in the Midlands, we provide support, information, and advice to anyone suffering with a gambling problem, as well as to family members and friends affected by someone else's gambling. Individuals can self-refer to this service or be referred by a professional.

Ask Marc

0121 289 6402 A

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

Email: 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.

Autism West Midlands

Helpline: 0121 450 7582 F

Open: 9 am – 5 pm, Mon to Fri

Email: info@autismwestmidlands.org.uk

Web: www.autismwestmidlands.org.uk/

We are the leading charity in the West Midlands for Autistic adults, children, young people and those who love and care for them. Our passionate, expert staff and volunteers work across a range of age groups and abilities. We also offer the following across the Black Country: Stay and Plays, support groups for autistic adults, Autism Confident program, and Rising to the Challenge.

BCHFT 18-25 Service

Scott Hathersmith – 07976 849482 A

Open: 9am – 5pm Mon to Fri excluding bank holidays.

Address: Black Country Healthcare NHS Foundation Trust, Wolverhampton Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH

Email: scotthathersmith@nhs.net

BCHFT 18-25 Service is a new service across the Black Country which has been co-produced with young people (between **18-25 years**) and this provision will 'wrap around' services already offered within healthcare, social care and the voluntary sector. The model includes pathways to assist transitions between CAMHS and AMHS (Child and Adult Mental Health Services), enhanced provision for young adults connected with youth justice, those seeking asylum & refugees and/or also care experienced situations. Our service will offer wellbeing enhancing community resources for young people and the significant people in their lives who offer their main support.

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

Web: 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 C A

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

Independent Domestic Violence Advice (IDVA) Email: 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 nearly 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.

BoxClever

07801 930834 C

Web: www.facebook.com/people/BoxClever-Mentoring/61560483335555/ & 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/ C T A

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.

Brotherhood

0121 530 8451 C T A
Open: 9 am – 7 pm, Mon to Fri
Email: brotherhood@poweredbycan.org
Web: www.poweredbycan.org/
Brotherhood is a dedicated community to supporting young black males in Sandwell between the ages of **10-19** years old. We provide bespoke 1-1 and group mentoring for young people both within and outside the school environment. We also offer extra curriculum evening sessions in West Bromwich, Wednesbury, Smethwick and Oldbury locations. These include facilitating activities to support our young people with developing their commitment, challenge, control and confidence to help build resilience, supporting emotional wellbeing and prepare them for the next stages of their lives.

CAMHS Crisis Interventional and Home Treatment Team (CIHTT)

07816 075 218 C
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
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.

Child and Adolescent Mental Health Service (CAMHS)

0121 612 6620
Open: 9 am – 5 pm, Mon to Fri C
Web: 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_MHWB@barnardos.org.uk C T A
Web: 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 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.

Communities in Sync: Sandwell Talking Therapies Plus

07717 680 965 A
Open: 9 am – 5 pm, Mon to Fri except bank holiday
Email: www.communitiesinsync.info/our-services/ttplus
Web: https://communitiesinsync.info/
Sandwell Talking Therapies Plus is a free and confidential counselling service for individuals **18 and older** who reside in Sandwell. We provide support for mental health challenges like anxiety, stress, depression and bereavement. Our therapists are kind and understanding, and we never judge you. We help you in the way that works best for you either by phone, video, email and face-to-face in a community location you are comfortable with.

We do this by taking a flexible, creative and culturally appropriate approach to delivering Talking Therapies, for example, providing access to therapists with a range of language skills and matching service users to therapists with the same background. You can self-refer, or you can ask your GP, health professional, or community organisation to refer you via their website. We will call you back on the number you give. You can also contact our Single Point of Access using the details above.

Our Talking Therapies Plus service aims to support people aged **18+** from underserved communities in Sandwell which may include: Black, Asian and minority ethnic groups; refugees and migrants; LGBTQ+ people; older adults; and men.

Funded until the end of September 2025.

Communities in Sync: WDH Sandwell (Wider Determinants of Health Sandwell)

Web: https://communitiesinsync.info/our-services/wdh/ A
WDH Sandwell (Wider Determinants of Health Sandwell) is an initiative that addresses a range of social, environmental, and economic factors impacting the health and well-being of the local population. These factors, known as the wider determinants of health, directly influence both physical and mental health outcomes. WDH Sandwell offers a range of support, services and

activities, which aims to improve the overall well-being of residents by tackling the underlying issues that affect their health. Delivered by 15 Sandwell community partners, and in partnership with the Black Country Healthcare NHS Foundation Trust (BCHFT), by addressing these wider determinants, the initiative seeks to create a healthier, more resilient community.

For all **Sandwell residents 18+**, with targeted support for Black, Asian and minority ethnic groups, Central and Eastern European (CEE) nationals, Refugees and Migrants, people who have disabilities and/or long-term conditions, women over 50, and people living in areas of high deprivation.

Funded until the end of September 2025

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
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 **C T A**
Email: bchft.crimjustice@nhs.net
Web: 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
Web: 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 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, suppling Winter Warm Packs to carers and cared-for individuals and much more.

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
Web: 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. Our team offer 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, equipment, etc, as well as regular carer support groups. You can self-refer or refer someone else to our service via the website or email.

Crossroads Carers Wellbeing & Dementia Service

0121 553 6483 **F**
Open: 8.30am – 4.30pm, Mon to Thurs and 8.30am – 4pm Fri
Email: info@crossroads-caringforcarers.org
Web: www.crossroads-caringforcarers.org/carers-wellbeing-service
Our free service aims to help improve the overall health and wellbeing of unpaid **adult carers** living in Sandwell and surrounding areas. The team help unpaid carers to maintain or regain a sense of self, quite often lost as caring duties are prioritised, by offering pathways to making friends and rediscovering skills, whilst developing confidence in their caring abilities. Dementia awareness sessions are also available to carers of someone living with dementia. You can self-refer or refer someone else to our service via the website or email.

Cruse Bereavement Support Sandwell

General enquiries automated answering service: 0121 558 1798 **A**
Cruse Helpline listening support: 0808 808 1677
Open: Mon to Fri
Email: sandwell@cruse.org.uk
Web: www.cruse.org.uk/get-support/supporting-children-and-young-people/
and 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 2201 or 07500 785 889 or text 07781 472 746 **C**
Email: Decca_Team@sandwellchildrenstrust.org
Web: 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.

Early Help Partnership

07587 136072 / 0121 525 1127 C T A
Email: earlyhelp@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 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 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.

Early Intervention in Psychosis / Early Access Service

0121 612 6716 C T A
Open: 9 am – 5 pm, Mon to Fri
Address: Edward Street Community Base, Edward Street, West Bromwich, B70 8NL
Web: 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 C F
Open: 9am – 5pm Mon, Tues, Thurs, Fri and 9am–8pm Wednesday
Address: 37 Calthorpe Road, Edgbaston, B15 1TS with outreach centres in Sandwell, Dudley and Wolverhampton
Email: admin@edwardstrust.org.uk
Web: 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. We do not set time limits and our service is completely free.

Elements Support CIC

07398 694 790 C

Email: info@elementssupport.com

Web: https://elementssupport.com/

Elements Education and Training offers a lifeline of support for young people **aged 7 to 19**, helping them grow, heal, and rediscover connection. We specialise in creative, solution-focused, and trauma-responsive mentoring, designed to meet each young person where they are and gently guide them towards a stronger sense of self and belonging—whether that is at school, home, with friends, or through their own passions

Here is what we provide:

- **Creative Support for Young People**

  Creative, trauma-responsive mentoring for 7–19-year-olds, tailored to build their personal growth and reconnect them with their environment and relationships.

- **Training for Practitioners**

  Tailored workshops designed to equip teachers, social workers, foster carers, and residential carers with practical tools and deeper insights into supporting young people.

- **Inspirational Keynotes**

  Motivational talks crafted to energise and empower professionals working with children and young people.

- **Projects for Lasting Impact**

  Innovative and collaborative projects to build ongoing skills, foster connection, and inspire resilience in practitioners and young people alike.

Our approach centres on exploring the four elements of well-being—**physical fitness, mental fitness, social and communication skills, and environmental awareness.** These pillars are underpinned by our five values of **patience, presence, curiosity, creativity, and authenticity.**

We believe in the power of small changes. *Drip by drip, day by day, we find a way.* A single drop may be small, but it carries the potential to create waves of meaningful change. Every drop counts, every moment matters, and together, we make a difference.

Every Child Needs a Mentor Limited

0800 644 4881 C

Email: Hello@everychildneedsamentor.com

Web: www.everychildneedsamentor.com

Every Child Needs a Mentor (ECNM) is an award-winning specialist mentor training and recruitment service providing high-quality mentors for schools, academies and MATs. By providing asset-based mentorship, we support organisations in addressing low attendance, persistent disruptive behaviour, attitudes toward learning, and underachievement. We support **8- to 18-year-olds** to achieve and flourish in their confidence and well-being. ECNM provides mentoring programmes to help statutory organisations' education and social care meet their targets by improving the well-being, mental health, attainment, self-esteem, and mindsets of the young people they support. There is a charge for the service.

Family Action Family Line

0808 802 6666 or text 07537 404 282 F

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

Email: familyline@family-action.org.uk

Web: www.family-action.org.uk/what-we-do/children-families/familyline/

FamilyLine 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

07970 994 528 or 07729 046 673 F

Open: 9 am – 4 pm, Mon to Fri

Email: helpinghandsbc@family-action.org.uk

Web: www.family-action.org.uk

A Helping Hand to **parents and families of children with Autism/ADHD** or on a pathway being assessed. We offer workshops, available virtually or face to face, where we explore behaviours of little/young people with additional needs. Our workshops: TIM: Understanding my behaviours as I have different needs; group sessions to discuss, behaviour, sensory needs, coping strategies; and more. Support is in areas such as learning coping techniques, sharing experiences in a safe space, family sensory sessions, and more. You can self-refer or be referred by another agency.

Family Hubs

Open: 9am – 5pm Mon to Fri F

Email: Family_HubsTeam@sandwell.gov.uk

Web: www.sandwellfamilyhubs.com/

Family Hubs will offer the right help, in the right place, at the right time to support all **families** in Sandwell with **children aged 0 – 19 (or 25 with SEND).** Support is also available for families during pregnancy and in baby's first years including 1-to-1 low level perinatal mental health support. There is a family hub in every town in Sandwell providing emotional wellbeing support. MoodMaster® is a Cognitive Behaviour Therapy based programme which covers anxiety depression, stress and developing personal strategies.

The HENRY programme is for **parents and carers of 0–5-year-olds** and supports a healthy lifestyle including emotional wellbeing, nutrition, physical activity, screen time, looking after yourself and managing challenging behaviour. The courses can be run in the family hubs, in the community and in schools. There are other sessions available for new parents such as Baby Massage and Baby Clubs giving parent/carers an opportunity to meet other parent/carers in their area.

Family Hub Peer Support Services

Email: Family_hubsteam@sandwell.gov.uk F

Web: www.sandwellfamilyhubs.com/journey/where-to-find-your-local-family-hub/peer-support/

Family Hubs have grown to include outreach peer support to support families access to services. The peer support services provide support to all families in Sandwell including families who may feel isolated and find it hard to access the services they need, we will offer a listening ear and practical guidance to increase families confidence to access a range of

services for families with babies from conception to the age of 2., This will promote positive parent and infant emotional wellbeing, supporting bonding and the mental health of the parent. Contact us via the email above if you have any questions. Otherwise, you can contact our partners who are delivering the service using the information below.

Our partners delivering this service are:

- **Brushstrokes**
  Email: Info@brushstrokessandwell.org.uk
  Peer Support for ethnic minority communities and new arrivals to the country.

- **Citizen Advice Bureaux**
  Email: peersupport@citizensadvicesandwell-walsall.org
  Peer support for families identified through the healthy pregnancy & start for life pathways (midwifery/health visiting).

- **Groundworks**
  Email: hubprogramme@groundwork.org.uk
  Peer support for families living in Sandwell South (with a specific focus on fathers & and father figures).

- **SinglePoint Plus**
  Email: manager@singlepointplus.org
  Peer support for young parents and families living in Sandwell North (with a specific focus on fathers & father figures).

Health Exchange

0121 663 0007 C T A
Email: info@healthexchange.org.uk
Secure Emails for referral forms: scwcsu.wellbeingteam@nhs.net
Web: www.healthexchange.org.uk/ & 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
Web: www.healthysandwell.co.uk/mental-health-wellbeing/
Healthy Sandwell is a part of Sandwell Council's Public Health team, serving as a single point of contact for all public health improvement and wellbeing programs and services in Sandwell including services sourced directly by our team and others within the community, including mental health support, weight management, stop smoking, alcohol and drug support, sexual

health services and much more. Our team provide information, referrals, signposting, and follow-ups to services to support residents of Sandwell to lead healthier lives and improve overall wellbeing.

We are advocates of MECC (Making Every Contact Count) and promote a culture where individuals feel confident introducing lifestyle and behaviour change conversations in their daily interactions in various settings. This is achieved by delivering MECC training, raising awareness and promoting health messages from a grassroots level and enhancing partnership working with service providers, local communities, Faith Sectors, Primary care, Sandwell West Birmingham Hospitals, and other stakeholders to drive meaningful change across the borough to better support their local residents.

Horizon Sexual Assault Referral Centre

24/7 Self-Referral Line: 0808 168 5698
Professionals Enquiry Number: 0330 223 0099 C T A
Open: 24 hours a day, 7 days a week
Email: enquiries@horizonsarc.org.uk
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
Web: 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
Web: 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
Web: 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) **C T A F**
Open: 9 - 5.30pm Mon to Thurs and 9 - 5pm Fri
Email: membership@idealforall.co.uk
Web: 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
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 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/

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 **C T A**
Counsellors are online 12 pm – 10 pm Mon to Fri and 6 pm – 10 pm Sat to Sun
Web: 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 **C T A**

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

Krunch works with children and young people aged between **9 – 19 years old.** We offer 1-to-1 therapeutic mentoring interventions, group workshops on dedicated current issues and alternative education placements for children and young people with SEND. We use a trauma informed, person-centred approach to building relationships with a solution-focussed approach to goal setting in mentoring. Our services are delivered at our premises or out in school/college sites and in the community. ***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

Address: St Johns Hall, Upper Church Lane, Tipton, DY4 9ND

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)

Memory Assessment Service

0121 612 8219 **A**

Open: 8am to 4pm Mon to Fri

Address: 1st Floor ESH HUB, Jack Judge House, Halesowen Street, Oldbury B69 2AJ

Web: 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.

Murray Hall Community Trust

01902 826 306 or 01902 826 308 **E**

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

Email: cts@murrayhall.co.uk and info@murrayhall.co.uk

Web: 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.

NHS West Midlands Gambling Harms Service

Web: 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.

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

Web: www.blackcountryhealthcare.nhs.uk/our-services/older-adults-therapeutic-service-oats

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 **adults** with mental health challenges or 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 secondary care 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 secondary care teams within Black Country Healthcare Foundation Trust.

Omega Chatterbox

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 520 8070 (Option 3) F

Open: 9 – 5.30pm Mon – Thurs; 9 – 5pm Fridays.

Email: sandwelladvocacy@btconnect.com

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

Partnership with Sandwell Advocacy as Communities in Sync empowering **Parents aged 18+ with Learning Disabilities** to thrive. Providing wellbeing, independent living support and advocacy for parents subject to or at risk of interventions from early help; child in need plans, child protection plans or Section 47 enquiry. Practical 'hands on' outreach/ self-help ensuring parents with learning difficulties are equipped with skills, knowledge, confidence to live as independently as possible and wellbeing/ mental health are resilient. Co-produced to also work alongside local services e.g., Family Hubs, Sandwell Children's Trust and parenting support focusing on parent's independent living skills.

Funded until the end of August 2025

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

Web: 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.

Reflexions (Mental Health Support Teams)

01902 951 622 C T A

Open: 9 am – 5 pm, Mon to Fri
Email: bchft.reflexions@nhs.net
Web: 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.

Relate

0121 643 1638 A F

Open: 5 pm – 8 pm Tues, 12 pm - 5pm Wed
Address: Old Municipal Buildings, Freeth Street, Oldbury, B69 2AB
Email: info@relatebirmingham.co.uk
Web: www.relatebirmingham.co.uk

Relationship counselling for couples, individuals, and families, as well as counselling for children and young people, family counselling, sex therapy, and family mediation.

We provide counselling to couples, individuals and families and counselling for children and young people, have a fixed fee for assessments, followed by a sliding scale for ongoing sessions, based on your ability to pay. If payment is a concern, please speak with a member of the booking team when you enquire.

Relates Children and Young People's counselling service is called Time for You and supports children and young people **aged 7 to 20 years**. Sessions are available via webcam, phone, or face-to-face at our Sandwell venue or Birmingham offices.

If you are separating or divorcing Relates Mediation can help you to reach agreements on finances and child arrangements without involving the courts.

Other languages spoken are Punjabi and Urdu.

Sandwell Advocacy

0121 520 8070 **C**

Address: 28 Wood Street, Tipton, West Midlands, DY4 9BQ
Email: 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 **C T A**

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
Web: 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 Deaf Community Association

07855 913 225 **A**

Open: 9 am – 5 pm, Mon to Fri and 24/7 British Sign Language Interpreting Service
Email: info@sdca.co.uk
Web: www.sdca.co.uk

A charity led by deaf people delivering specialist services for deaf people across Sandwell and the Black Country. 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

Open: 9am – 5pm Mon to Fri **C T A**

Address: 145 High Street, Blackheath, Rowley Regis, B65 0EA
Email: swbh.shnsandwell@nhs.net
Web: www.swbh.nhs.uk/services/sandwell-school-nursing/

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 **C T A**

Open: 8 am – 8 pm, Mon to Fri except bank holidays and 9 am – 5 pm, Sat

Email: bchft.sandwelltalkingtherapies@nhs.net

Web: www.sandwelltalkingtherapies.nhs.uk/

Sandwell talking therapies (previously called Healthy Minds), supports people who are experiencing problems such as stress, anxiety, low mood and depression. You must be **aged 16 and over** and registered with a GP in Sandwell. The service provides ways to improve mental well-being through a range of interventions such as Cognitive Behavioural Therapy (CBT), counselling, and Eye Movement Desensitisation Reprocessing (EMDR). We also provide specialist therapy services for maternal well-being, South Asian counselling, African-Caribbean counselling, and trauma focused therapy. Digital workshops and computerised CBT are also available. You can either self-refer or be referred through your GP to access these services.

SEND IASS

Web: 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

Web: 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 inventions available from the services who work in partnership with SPA.

Single Point of Access for Community Offer

0121 726 3983 **A**

Open: 9 – 5.30pm Mon – Thurs; 9 – 5pm Fri. Open bank holidays and Christmas if needed

Email: ifa1996.community_offer@nhs.net

Web: www.idealforall.co.uk

In need of support for your wellbeing? Sandwell's Community Offer is a partnership of local organisations delivering wellbeing/ support services to residents across Sandwell. This includes Communities in Sync, Kaleidoscope Plus Group, Murray Hall Community Trust, St Albans and

Ideal for All Free. to access, referrals are managed by our Single Point of Access and open to everybody **aged 18 years +** and includes people with disabilities and long-term conditions, mental health, learning disability, as well as carers. SPA will connect you or a loved one to our dedicated partnership of navigators across the 6 towns who deliver information, advice and guidance and practical wellbeing support to build confidence and skills for independence.

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
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 Plus Family Hub Oldbury

0121 544 1393 **F**
Address: SinglePoint Plus Family Hub, First Floor, 66-68 Birmingham Street, Oldbury, B69 4DE
Email: singlepoint-oldbury@live.com
Web: www.singlepointplus.org/
SinglePoint services are available to **all families** and the wider community in Oldbury and the surrounding areas. We offer opportunities such as days out, community courses, workshops, upskilling sessions, healthy lifestyle groups, community resilience champions, volunteering, community mentoring, family support and counselling. Family support and counselling is available for children who attend SinglePoint's partner schools and their families. This service is confidential, and you can access this via the school.

Smokefree Sandwell

0121 740 0040 **T A**
Web: www.healthysandwell.co.uk/smoking-support/
We understand that quitting smoking isn't easy BUT it is achievable. Just ask all of the people who have done it already! Smokefree Sandwell offer a **12-week** stop smoking programme of behavioural support and medication, including all forms of nicotine replacement including patches, lozenges, and gums. We can also offer vapes to support you on the quit smoking journey. Our services are available for those aged **16 years and** over at locations across Sandwell, 5 days a week including some evenings and is on offer to anyone who lives, works or has a GP registered within Sandwell.

Services can be offered over the phone or face to face. These can be individual or in a group depending on what you prefer. There is also a digital offer if that would be easier for you. You don't have to come to these sessions with a quit plan in mind. That's what Smokefree Sandwell are here for. We can provide you with a plan and stop smoking aids that suit you.

For more information about the services available, please visit Smokefree Sandwell. By using a stop smoking service you are four times more likely to be successful than going it alone.

Specialist Perinatal Mental Health Community Service

01384 314 455 **A**

Email: Bchft.perinatal@nhs.net

Web: 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: tom.lane@albionfoundation.co.uk

Web: 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

Web: 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

Web: 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 C

Email: charlotte@thewellbeingcrew.co.uk and sue@thewellbeingcrew.co.uk

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

We provide innovative Mental health & holistic wellbeing support services in schools for **young people and education staff**. There is a cost to schools for this service. Our offer to children includes holistic counselling, developing emotional intelligence, chill skills, mindfulness, meditation, peer massage, yoga for students, workshop, and wellbeing days. Our offer to staff includes wellbeing training days, workshops, therapy, and counselling.

The West Midlands Regional Children and Young People Sexual Assault Service

0330 233 0099 C

Open: 24 hours a day, 7 days a week

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 CYPSAS 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

07788 267 060 (Not 24/7) or text support: Text for free to TOUGH to 85258 (24/7) A

Email: 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 and Suicide First Aid training, as well as providing confidential online support via email & our social media platforms.

West Midlands Violence Reduction Partnership

0121 626 6060 C T A

Email: 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 031 187 **A**

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

Email: 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 E

Web: 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 A

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/

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/

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

Web: 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 E

Web: 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/ E

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

Family Lives

0808 800 2222 E

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

Web: 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

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

Web: 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 E

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

Mind

0300 123 3393 E

Support line: 0300 102 1234

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

Email: info@mind.org.uk

Post: Mind Infoline, PO Box 75225, London, E15 9FS
Web: 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
Web: 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 **C T A**
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 Bullying Helpline

Helpline: 0300 323 0169 **E**
Telephone: 0845 225 5787
Open: 9 am – 5 pm, Mon to Fri and 10am to 12pm on Saturday
Web: 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/
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) C
Crisis Line: 01952 680 835 (24 hours)
Email: youth@nopanic.org.uk
Web: 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
Web: 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 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
18 years + Email: 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
Web: 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
Post: Rethink, PO BOX 18252, Solihull, B91 9BA
Web: 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.

SANEline

0300 304 7000 or request a call back on 0300 124 7900 **C T A**
Open: 4 pm – 10 pm, 7 days a week
Email: support@sane.org.uk
Web: 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.

Survivors of Bereavement by Suicide (SOBS)

0300 111 5065 **A**
Open: 9 am – 7 pm, every day
Email: 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 as 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 C T A

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
Web: www.themix.org.uk
The chat: 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

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 C

Email: info@voicecollective.co.uk
Web: 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 C F

Open: 8 am – 8 pm, Mon to Fri
Email: ask@winstonswish.org
Web: 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 **C T A**

Open: 9:30 am – 4 pm, Mon to Fri

Web: 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/ C T A

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/ C A

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.**



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 C A

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/ 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 its 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.