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# Riverside Support Services



## **ASB, hate crime and domestic abuse**

Our focus is to make sure all of our customers feel safe and have the support they need. We want our neighbourhoods to be safe places for everyone. We won't tolerate behaviour that prevents our customers feeling secure in their home and their neighbourhood.

To find out more about what support is available or to report incidents please visit

<https://www.riverside.org.uk/you-your-home/asb-hate-crime-and-domestic-abuse/hate-crime/>

## **Money and benefit welfare advice**

Our Money Advice Team are specialists in assisting and advising with Welfare Benefits. They can help you to make a claim, submit an appeal if you have been refused, explain how the different types of Benefits work and ensure that you are receiving your full entitlement.

For benefit advice please visit

<https://www.riverside.org.uk/you-your-home/money-advice/benefit-advice/>

For support from our money advisors please visit

<https://www.riverside.org.uk/you-your-home/money-advice/debt-advice/>

## **Energy and heating**

Heating your home can be a real cost pressure. Here you can find guidance around keeping your costs down while keeping your home warm and free of damp.

For support from our Affordable warmth Team please visit

<https://www.riverside.org.uk/you-your-home/energy-and-heating/affordable-warmth-team/>

## **Employment and Training**

Our Employment and Training Team provides free support to anyone living in a Riverside home. The team offer a tailored service for each person we work with. So whether you're a young person looking for a first job, would like to gain a qualification or are planning for longer term – we are here to help!

We can help support you in

- Getting back to work if you're unemployed, disabled or have a criminal record
- Help with searching for jobs, CV writing and interview techniques to help secure your next role
- Accessing funding to support apprenticeships, learning and qualifications
- Working with you to become self-employed or start your own business

To find out more visit

<https://www.riverside.org.uk/you-your-home/employment-training/>  
or email

## **Safety and Support**

We take our responsibility to make sure you are safe and comfortable in your home very seriously. Find out about asbestos, water and fire safety as well as advice on domestic abuse and report nuisances here.

<https://www.riverside.org.uk/you-your-home/safety-support/>

# Food Support Services in Sandwell



## **Council Support**

You need a voucher to get food from a food bank.  
You can get a voucher from:

a helper agency like Citizens Advice

<https://citizensadviceandwell-walsall.org/>

Council's Welfare Rights team

<https://www.sandwell.gov.uk/welfare-rights>

Council's Local Welfare Provision (LWP) scheme.

<https://www.sandwell.gov.uk/benefits-support/local-welfare-provision-food-vouchers>

## **Council's Welfare Rights team**

The council's welfare rights team are a free independent and impartial advice and support on all welfare benefits.

They can help with:

- giving general guidance and support.
- completion of all welfare benefit forms.
- offer representation at appeal tribunals.
- giving advice and support for people who have overpayments of benefits.
- benefits payments when they cease or are reduced.
- offering appointments to discuss any help with benefits issues.
- offering home visits (where appropriate).

**\*You will need a MySandwell account to apply.**

## **Local Welfare Provision Scheme**

The Council's Local Welfare Provision Scheme (LWP) can give emergency financial help, food vouchers, furniture and white goods to people who:

- have a crisis and don't have the money to deal with it
- are about to leave supported living and need essential items.

**Please note: This service is available Monday to Friday only.**

To apply for this help you must:

- Be aged 18 or over
- Live in Sandwell
- Have savings of less than £1,000
- Be receiving one of these benefits:
  - Income Support
  - Income based Jobseeker's Allowance
  - Income related Employment and Support Allowance
  - Pension Credit (Guarantee Element only).
  - Universal Credit – Where you qualify for the full Allowance (i.e. There are no deductions for employment).

## **You can get support with**

- Gas and electricity – can provide a PayPoint voucher for pre-pay meters only for up to three days of gas or electricity.
- Travel – can provide a payment voucher for up to three days travel in the West Midlands area.
- Furniture and white goods – we can provide good quality furniture (second hand), mattresses and white goods such as fridges or cookers.

# Food Support Services in Sandwell



## Food Banks

### **West Bromwich Food Bank**

West Bromwich Community Church Victoria  
Street, B70 8EX  
0121 580 0068

<https://westbromwichfoodbank.com/>  
**Open Monday Wednesday and Friday  
12 pm to 2 pm**

### **Breaking Bread Food Bank**

Walsall St, Wednesbury WS10 9BY  
07936 744177

**Open Wednesday 10 am**

## Pantries

### **J's Pantry**

4 Community Hub, Wiltshire Way, West  
Bromwich, B71 1JU  
07365 526 220

<https://www.4communitytrust.co.uk/>  
**Open Friday 10 am to 2pm**

## Community Meals

### **Meals on Wheels**

If you can't cook or prepare food for yourself, you may be able to have a cooked or frozen meal delivered to your home by our Community Meals service. This is sometimes known as 'meals on wheels'. Each meal costs £4.00 including delivery. That means it costs around £28 a week to receive a hot, nutritious meal delivered every day including weekends, Bank Holidays and at Christmas. Sandwell Enquiry, PO Box 15825, Oldbury, B69 9EL

[sandwell\\_enquiry@sandwell.gov.uk](mailto:sandwell_enquiry@sandwell.gov.uk)  
**0121 569 2266**

### **Provision House Food Club**

Supporting residents of Sandwell  
80-81 High Street, Dudley, DY1 1PY  
0121 285 3970

**Open Tuesday, Wednesday and Thursday  
10 am to 2 pm**

### **The Gap Centre**

The Gap Centre, Hargate Lane, West  
Bromwich, B71 1PH

**0121 525 4442**

[kirsty@thegaponline.org](mailto:kirsty@thegaponline.org)

<https://www.thegaponline.org>

### **Tea@ Fill the Gap**

by The Gap Centre

Tea at The Gap every Monday Evening  
6.30 pm to 8 pm £5 per person includes a 2  
course meal. Booking is essential Email  
[Kirsty@thegaponline.org](mailto:Kirsty@thegaponline.org) for menu detail and  
booking

### **Lunch@ Fill the Gap**

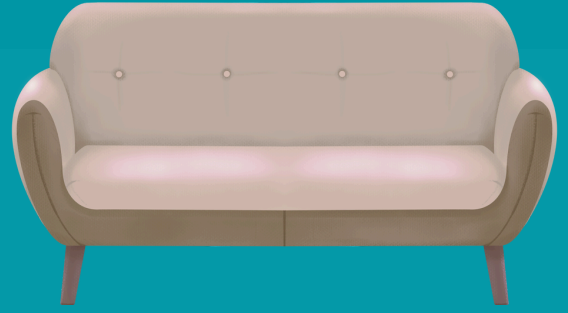
Every Monday 12 pm to 1 pm  
£3.50 per person includes a meal and drinks.

### **Fill the Gap Cafe**

On the last Saturday of every month the gap  
open their Community cafe between 1 pm to  
3 pm. They offer a welcoming environment  
and amazing value brunches for the local  
community.



# Furniture Support in Sandwell



## Local Welfare Provision Scheme

The Council's Local Welfare Provision Scheme (LWP) can give emergency financial help, food vouchers, furniture and white goods to people who:

- have a crisis and don't have the money to deal with it
- are about to leave supported living and need essential items.

**Please note: This service is available Monday to Friday only.**

To apply for this help you must:

- Be aged 18 or over
- Live in Sandwell
- Have savings of less than £1,000
- Be receiving one of these benefits:
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  - Income based Jobseeker's Allowance
  - Income related Employment and Support Allowance
  - Pension Credit (Guarantee Element only).
  - Universal Credit – Where you qualify for the full Allowance (i.e. There are no deductions for employment).

## You can get support with

- Gas and electricity – we can provide a PayPoint voucher for pre-pay meters only for up to three days of gas or electricity.
- Travel – we can provide a payment voucher for up to three days travel in the West Midlands area.
- Furniture and white goods – we can provide good quality furniture (second hand), mattresses and white goods such as fridges or cookers. If we arrange a delivery of furniture or white goods, please make sure you are available to accept the delivery.

## Charity Shops

### Shelter

Unit 1 - 2 Kings Square, Sandwell Centre,  
West Bromwich, B70 7NW  
0121 392 8693

**Open Monday to Saturday 9 am to 5 pm and  
Sunday 10 am to 4 pm**

### Community Transport

4 Kings Square, Sandwell Centre, West Bromwich,  
B70 7NW  
0121 520 8168

**Call to find out opening times**

### Red Cross

190 Soho Road, Handsworth, B21 9LR  
01215 511546

**Open Monday to Saturday 9 am to 5 pm and  
Sunday 10 am to 4 pm**

## Community Groups

### Provision House

Supporting residents of Sandwell  
All request for our support package of household goods must come through a referral agency. A referral agency is an organisation like the council or other charities that may be supporting you. Providing a range of household goods and soft furnishings, to those less fortunate  
80-81 High Street, Dudley, DY1 1PY  
[www.provisionhouse.co.uk/provision-of-items/](http://www.provisionhouse.co.uk/provision-of-items/)  
**0121 285 3970**

# Cost of Living Support in Sandwell



## Council Support

### **Sandwell Consortium - Cost of Living Programme**

Offer a free and confidential service:

- Benefits and debt advice
- Energy advice
- Help with budgeting
- Employment support
- Help to get online

The service is being delivered in a range of community settings around Sandwell: to find out more visit

<https://sandwellconsortium.co.uk/service/colt/>

## Community Support - Advice and Guidance

### **Welfare Rights Team Sandwell**

0121 569 3158

[www.sandwell.gov.uk/welfarerights](http://www.sandwell.gov.uk/welfarerights)

**Open Monday to Friday 9 am to 4.30 pm**

### **West Bromwich Library**

316 High St, West Bromwich B70 8DZ

**Runs Friday 9.30 am to 1.30 pm**

### **Sandwell Family Hubs**

Free independent advice in Sandwell Family Hubs.

Greets Green Sure Start Family Hub, Wattle Road, West Bromwich, B70 9EZ

**0121 612 5131**

### **Confederation of Bangladeshi Organisations**

Greets Green Resource Centre Harwood Street, West Bromwich, B70 9JF

**0121 500 5441**

## **Sandwell Council Welfare Rights Team**

**0121 569 3158**

### **Citizens Advice Sandwell and Walsall**

CASSIE (Citizens Advice Supporting Social Inclusion and Equality) & CASPER (Citizens Advice Supporting People's Economic Recovery) aims to support those isolated or unable to travel to alternative services.

For up to date timetable visits please visit

<https://citizensadvice-sandwell-walsall.org/get-help/mobile-advice-unit/>

## Employment Support

### **Sandwell Consortium**

Sandwell Consortium and its partners provide a range of employment support and skills learning in local community venues. You can find out more by visiting

<https://sandwellconsortium.co.uk/service/employment-and-skills/>

### **Employment and Skills support - Think Sandwell by Sandwell Council**

The Council House, Freeth Street, B69 3DE

0121 569 3020

Virtual Appointments Available - email

[enquiries\\_recruitment@sandwell.gov.uk](mailto:enquiries_recruitment@sandwell.gov.uk) to book

## Credit Unions

### **City Save**

\*no public access to offices

**0121 616 6200**

[enquiries@citysave.org.uk](mailto:enquiries@citysave.org.uk)

# Employment support in Sandwell



## **Multiply (Numbers for Life)**

Greets Green Resource Centre, Harwood Street  
West Bromwich, B70 9JF

**01215005441** [info@cbo786.co.uk](mailto:info@cbo786.co.uk)

<https://www.cbo786.co.uk>

## **Training by OSCAR Sandwell**

120 Lodge Road, West Bromwich, B70 8PL

**01215250556**

[oscar-sandwell@hotmail.co.uk](mailto:oscar-sandwell@hotmail.co.uk)

<https://www.oscarsandwell.org.uk>

## **IT Training by Skills Work and Enterprise**

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

**0121 525 2558** [sweda@sweda.org.uk](mailto:sweda@sweda.org.uk)

<https://www.sweda.org.uk>

## **Employment Advice**

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

**0121 525 2558** [sweda@sweda.org.uk](mailto:sweda@sweda.org.uk)

<https://www.sweda.org.uk>

## **Business Advice & Guidance**

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

**0121 525 2558** [sweda@sweda.org.uk](mailto:sweda@sweda.org.uk)

<https://www.sweda.org.uk>

## **Hateley Heath Further Education and Training Centre**

Hateley Heath Further Education and  
Training Centre, West Bromwich, B71 2RP

**0121 556 7426**

[linda\\_matthews1@sandwell.gov.uk](mailto:linda_matthews1@sandwell.gov.uk)

<https://www.sandwell.gov.uk>

## **Functional Skills English and Maths**

by Empowering People In Change – C.I.C  
Greets Green Community Centre, Wood Lane  
157 Wood Lane, West Bromwich, B70 9PT

**07366 457602**

[info.epic@mail.com](mailto:info.epic@mail.com)

<http://www.epiccic.com>

## **Pre-Employment Support**

by The Kaleidoscope Plus Group  
321 High Street, West Bromwich, B70 8LU

**0121 565 5605**

[Training@kaleidoscopeplus.org.uk](mailto:Training@kaleidoscopeplus.org.uk)

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

## **Cost of Living Support Programme - West Bromwich**

Central Library, 316 High St, West Bromwich  
B70 8DZ

**0121 533 2568**

[info@sandwellconsortium.co.uk](mailto:info@sandwellconsortium.co.uk)

<http://www.sandwellconsortium.co.uk/contact/>

# Welcoming Spaces In Sandwell



## Welcoming Spaces/Warm Hubs

Many warm hubs are based in Churches, Community Venues and Libraries. They offer a safe space to access food and refreshments, advice and guidance on benefits and keeping your home warm, activities and the opportunity to make new friends.

## Warm Welcome

Warm Welcome Spaces are opening their doors to local communities, offering everyone a free, warm, welcoming and friendly space.

You can search spaces near you by visiting <https://www.warmwelcome.uk/>

## Libraries

Libraries are Welcoming Spaces where people can meet up, socialise, access support on issues such as money, welfare and mental wellbeing, access computers, free wi-fi and charging points, and heated spaces.

Search for your local library here:

<https://www.gov.uk/local-library-services>

## Farley Park Place of Welcome

Farley Park Lodge Whitehall Road, West Bromwich, B70 0HF

**0121 532 4023**

[gbcf@btconnect.com](mailto:gbcf@btconnect.com)

[www.greatbridgecommunityforum.co.uk/](http://www.greatbridgecommunityforum.co.uk/)

## Sandwell Welcoming Spaces

Shireland Biomedical UTC, West Bromwich B70 8DJ

**01217400824**

[info@ewacic.com](mailto:info@ewacic.com)

# Digital Inclusion Support in Sandwell



## Libraries

Libraries across the UK offer a range of different services and support including computer and internet access, digital learning, printing, group activities and wellbeing support.

**Search for your local library here:**

**<https://www.gov.uk/local-library-services>**

## Learning

### **Learn My Way**

Learn My Way is a website of free online courses for beginners to develop digital skills to make the most of the online world.

**[www.learnmyway.com](http://www.learnmyway.com)**

### **Barclays Digital Wings**

Barclays Digital Wings platform offers free online digital skills courses from how to stay safe online, use social media, make your business digital and much more. Available to everyone, no eligibility criteria.

**<https://digital.wings.uk.barclays/>**

### **FutureLearn**

FutureLearn provide a suite of free digital skills courses from digital skills for work and life to advanced skills like web analytics, social media, AI and much more.

**[www.futurelearn.com](http://www.futurelearn.com)**

### **Sandwell Language Network**

The Sandwell Language Network (SLN) provides a programme of free, community-based English language learning support across the borough.

To find out more visit

**<https://sandwellconsortium.co.uk/service/sandwell-language-network/>**

## **Reach and Reconnect**

Health Literacy, targeted support to:

- Better understand how to prevent ill health
- Better manage existing conditions
- Improve access to primary care and community pharmacies
- Improve self-management skills and accessing local peer support
- Instil confidence to support family members
- Enable access to specialist services

Digital literacy targeted support to:

- Equip residents with day-to-day digital skills, including safety and security, especially those with English as a second language
- Overcome digital barriers, enabling online access to:
  - Health and healthcare e.g., appointments, self-care plans, health apps, ordering prescriptions
  - Information, support, and advocacy relating to wider factors impacting on health, e.g., housing, skills and employability, loneliness and isolation.

**For more information contact 0121 533 2568 or [info@sandwellconsortium.co.uk](mailto:info@sandwellconsortium.co.uk)**

# Support for Young People in Sandwell



## Children's Centres

### **West Bromwich Central Family Hub**

Wattle Road, West Bromwich, B70 9EZ  
0121 500 4011

<https://www.barnardos.org.uk/get-support/services/wednesbury-west-bromwich-family-hubs>

## Support

### **Connexions Sandwell**

Are you aged 13-19 (or up to 25 if you have learning difficulties or disabilities)? If so, Connexions Sandwell is here to help you with high quality independent careers advice and guidance that will enable you to fulfil your potential through work, an apprenticeship or a further learning opportunity.

**0121 569 2955 (or free phone 0800 358 4800)**  
[sandwell\\_connexions@sandwell.gov.uk](mailto:sandwell_connexions@sandwell.gov.uk)

### **Sandwell Early Help Partnership**

The Early Help Partnership brings together schools, voluntary agencies, community organisations, faith groups, Sandwell Council, health providers, police and fire services and others, to work more closely supporting children and families in Sandwell.

Landchard House, Victoria Street, West Bromwich B70 8ER

**0121 525 1127**  
[earlyhelp@scvo.info](mailto:earlyhelp@scvo.info)

### **Guides for Families**

Online resources from local providers which can be used by all when supporting/working with children, young people and families.

<https://sandwellearlyhelp.info/guides-for-families>

### **HAF Holiday Activities**

Live in Sandwell and looking for activities to keep the children entertained during the holiday, you can find a list of activities by visiting

<https://holidayactivities.sandwell.gov.uk/>  
Go Play Sandwell, Corbett Street, Smethwick B66 3PX

[haf\\_sandwell@sandwell.gov.uk](mailto:haf_sandwell@sandwell.gov.uk)

### **Just Youth, Youth Bus**

Delivering outreach youth activities and support.  
0121 569 2899

[youngpeople\\_services@sandwell.gov.uk](mailto:youngpeople_services@sandwell.gov.uk)

To find out more visit

<https://www.justyouth.org.uk/youth-bus/>

### **Lodge Road Youth Club**

Lodge Community Centre, Lodge Road, West Bromwich, B70 8PJ

To find out more contact

[youngpeople\\_services@sandwell.gov.uk](mailto:youngpeople_services@sandwell.gov.uk)

**Delivering sessions Tuesday and Thursday 6 pm to 8 pm**

### **Black Country Impact**

If you are aged 16-29, not in education, employment or training you can access support through Black Country Impact.

They can assist you in finding short training courses, an apprenticeship or a job.

**0121 569 2099**

[enquiries\\_recruitment@sandwell.gov.uk](mailto:enquiries_recruitment@sandwell.gov.uk)

### **Greets Green Play Area / Community Hub**

Greets Green Resource Centre, Harwood Street, West Bromwich, B70 9JF

**0121 500 5441**

[info@cbo786.co.uk](mailto:info@cbo786.co.uk)

<https://www.cbo786.co.uk>



# Support for Young People in Sandwell



## **The Kaleidoscope Plus Group,**

Primary Mental Health Workers (PMHW's) who work with children and young people, families and carers and professionals providing support where there are emotional or mental health concerns. We work with professionals working with children and young people, families and carers to support their work where there are concerns about emotional wellbeing and mental health.

321 High Street, West Bromwich

[info@kaleidoscopeplus.org.uk](mailto:info@kaleidoscopeplus.org.uk)

**0121 565 5605**

<https://kaleidoscopeplus.org.uk>

## **SPDC Family Club**

Sports Club for disabled children and young people

West Bromwich Leisure Centre, Moor Street, West Bromwich, B70 7AZ

**0121 565 2410** [admin@sp-dc.org](mailto:admin@sp-dc.org)

<https://www.sp-dc.org>

## **On Your Doorstep: West Bromwich - Art - Music - Gaming - Media**

Cielo Cafe, 38 Carters Green, West Bromwich B70 9LG

**0121 524 3232** [hello@homegrown31.co.uk](mailto:hello@homegrown31.co.uk)

<https://creativeacademies.co.uk>

## **Hill Top Youth Club**

Hill Top Community Centre, Hill Top, West Bromwich, Wednesbury

B70 0RZ,

**0121 569 2899**

[steven\\_walker@sandwell.gov.uk](mailto:steven_walker@sandwell.gov.uk)

<https://www.justyouth.org.uk>

## **Free Boxing in the Community**

West Bromwich Leisure Centre, Moor Street West Bromwich, B70 7AZ

**07801 930834**

[cjboxclever@gmail.com](mailto:cjboxclever@gmail.com)

<https://www.instagram.com/boxclevercj/>

## **Farley Park Stay & Play**

Packed with a bunch of activities, sensory play, sing-a-long and so much more. Free of Charge.

50p for tea/coffee and toast

Farley Park Lodge Whitehall Road, West Bromwich, B70 0HF

**0121 532 4023** [gbcf@btconnect.com](mailto:gbcf@btconnect.com)

## **Hill Top Library**

Park Buildings, Hill Top, West Brom, B70 0RZ

**0121 569 4929**

[racy\\_wheatley@sandwell.gov.uk](mailto:racy_wheatley@sandwell.gov.uk)

<https://www.sandwell.gov.uk>

## **Sikh Helpline Cycling Club**

126 High St, West Bromwich - gurdwara carpark on George Street lower carpark space

West Bromwich, B70 6JW

**07999 004 363**

[admin@sikhhelpline.com](mailto:admin@sikhhelpline.com)

<https://www.sikhhelpline.com>

## **The Albion Foundation - PL Kicks (Free Football)**

George Salter Academy, West Bromwich B70 9UW

**07387104296**

[darryl.hickman@albionfoundation.co.uk](mailto:darryl.hickman@albionfoundation.co.uk)

<https://www.wba.co.uk/albion-foundation/book-now/pl-kicks>





Riverside

# Support for Young People in Sandwell



## **Sandwell Voice**

The space for children and young people in Sandwell

Brought to you by Sandwell Children's Trust  
Sandwell Children's Trust, Wellman Building  
Dudley Road, Oldbury, B69 3DL  
<https://sandwellvoice.co.uk/>

## **Parent and Toddler Group**

(term time only) by The Gap Centre  
Play area indoor and outdoor (depending on weather)

Monday 9 am to 11 am  
The Gap Centre, Hargate Lane, West Bromwich  
B71 1PH  
**0121 525 4442**  
[louise@thegaponline.org](mailto:louise@thegaponline.org)

# Support for families in Sandwell



## **Black Country Children**

Black Country Children's is a family of sites for parents, carers and other professionals to access universal advice, including top tips and activities, for children's and adolescent services across the Black Country.

<https://www.blackcountrychildrens.nhs.uk/camhs/>

## **Family support and food parcels**

by The Gap Centre

Offering a service for sign pointing and support. also offering referrals for local food parcels in the community contact [Kirsty@thegaponline.org](mailto:Kirsty@thegaponline.org) for referrals and sign posting

The Gap Centre, Hargate Lane, West Bromwich B71 1PH

**0121 525 4442**

[kirsty@thegaponline.org](mailto:kirsty@thegaponline.org)

<https://www.thegaponline.org>

## **Toddler2Teens Clothing Bank**

by Brandhall Community Hub

Supporting families in the local community with new and preloved children's clothing for FREE!

Open Monday to Friday 10 am to 4 pm. Times may change during school holidays.

151 Castle Road West, Oldbury, B68 0EL

**07377 935103**

[toddler2teenclothingbank@gmail.com](mailto:toddler2teenclothingbank@gmail.com)

## **King's Oak Uniform Bank**

by Brandhall Community Hub

Supporting families in the community with new and preloved school uniform for FREE! All school uniform and supplies will be free of charge.

Uniform availability is on a first come, first served basis. For more details please contact.

151 Castle Road West, Oldbury, B68 0EL

**07718499775**

[kingsoakuniformbank@gmail.com](mailto:kingsoakuniformbank@gmail.com)

<https://www.kingsoakuniformbank.org.uk>

# Support for Older People in Sandwell



## **Extend Gentle Exercise Classes**

by West Bromwich African Caribbean  
Extend gentle exercise involves gentle movement to music for men and women over the ages of sixty years of age  
Thomas Street, West Bromwich, B70 6LY  
**0121 525 9177**  
**info@wbacrc.org.uk**

## **The Cinnamon Trust:**

National charity for elderly or terminally ill people and their pets. Network of volunteers who can visit homebound owners to take dogs for daily walks, foster pet as one of their family when owners face time in hospital, take pets to the vet, buy pet food, clean budgie cage.  
**01736 757900**  
**www.cinnamon.org.uk**

## **Re-engage**

Group and one-to-one social activities will help older people connect with others.  
**0800 716543**

## **Omega (befriending service for caregivers / carers)**

Chatterbox Action Against Loneliness telephone chat  
**01743 245088 chatterbox@omega.uk.net**  
A Letter from Louise pen pal befriending  
**01743 245 088 aletterfromlouise@omega.uk.net**

## **Tax Help for Older People**

01308 488066 taxvol@taxvol.org.uk

**Dementia UK** - 0800 888 6678

**Alzheimers Society** - Support for those living with, or caring for those with dementia.  
**Telephone: 0333 150 3456**

## **BUDS (Better Understanding of Dementia Sandwell)**

Barlow Community Hall, Pound Rd, Oldbury B68 8NB  
0121 565 3721 <http://www.buds.co.uk/>  
**Open Monday to Friday 9 am to 4 pm**

# National Mental Health and Wellbeing Support



## Addiction

**GamCare** - Support for those struggling with a gambling addiction.  
**0808 8020 133**

## **Alcoholic's Anonymous**

Further information about the local meetings or A.A. group can be obtained by contacting  
**National Helpline 0800 9177 650**  
**help@aamail.org**

**Frank** - Advice, information and support for anyone concerned about drugs and substance misuse.

**Helpline: 0300 123 6600 24/7 Text 82111**

## Local Support

### **Counselling by Sandwell African Caribbean Mental Health Foundation (Kuumba Foundation)**

Up to eight sessions of counselling for people aged 16 and older from an African, Caribbean, Dual heritage background and the wider community recovering from functional mental ill health and carers.

Kuumba Centre Boulton Road, West Bromwich,  
B70 6NW

**0121 525 1629 info@sacmhf.co.uk**

**http://www.sacmhf.co.uk**

### **While you're waiting, wellbeing activities.**

by The Albion Foundation

Hill Top Community centre, Wednesbury  
B70 0RZ

**07533971324**

**david.jones@albionfoundation.co.uk**

**https://www.wba.co.uk/albion-foundation**

## **Beyond-Blue**

Counsellor in Wednesbury, England

Address: 19a, spring court, Spring Head,  
Wednesbury WS10 9AD

**07961 694667**

# National Domestic Abuse Services



## **If you are in immediate danger, call 999 and ask for the police.**

If prompted, press 55 to Make Yourself Heard and this will transfer your call to the police. Pressing 55 only works on mobiles and does not allow police to track your location.

### **Call 999 from a landline**

If the operator can only hear background noise and cannot decide whether an emergency service is needed, you will be connected to a police call handler. If you replace the handset, the landline may remain connected for 45 seconds in case you pick up again.

When 999 calls are made from landlines, information about your location should be automatically available to the call handlers to help provide a response.

## **If you are deaf or can't use a phone**

You can register with the emergencySMS. Text REGISTER to 999. You will get a text which tells you what to do next. Do this when it is safe so you can text when you are in danger.

<https://www.emergencysms.net/>

## **Bright Sky app**

Bright Sky is a mobile app and website for anyone experiencing domestic abuse, or who is worried about someone else.

The app can be downloaded for free from the app stores. **Only download the app if it is safe for you to do so and if you are sure that your phone isn't being monitored.**

## **Safe Spaces**

Safe Spaces are available in Boots, Morrisons, Superdrug and Well pharmacies, TSB banks and independent pharmacies across the UK.

## **Local Support**

### **Domestic Abuse Community Support**

by Black Country Women's Aid  
SWA (Sandwell Women's Aid) offer the nationally recognised Independent Domestic Violence (IDVA) Service.

Suite 21a Landchard House Victoria Street  
West Bromwich, B70 8HY

**0121 552 6448 (24 hour)**

[idva@sandwellwomensaid.co.uk](mailto:idva@sandwellwomensaid.co.uk)

<https://www.sandwellwomensaid.co.uk>

### **Domestic Abuse Refuge**

by Black Country Women's Aid  
Organisation's Head Office (all refuge sites are confidential)

Suite 21a Landchard House Victoria Street  
West Bromwich, B70 8HY

**0121 552 6448 (24 hour)**

[info@sandwellwomensaid.co.uk](mailto:info@sandwellwomensaid.co.uk)

<https://www.sandwellwomensaid.co.uk>

### **Black Country Women's Aid for Domestic Abuse**

**0121 552 6448** 24 hour call line

Text or WhatsApp: **07384 466 181**

# Support for Disabilities in Sandwell



## Local Support

### **Walking football**

by The Albion Foundation

Walking football session, which is open to adults who have Parkinsons. It is also open to anyone who just wants to join in and have some fun. There is a small charge of £3 per person to play.

About our activities / service

WBA Community sports hall, Smethwick, B71 4LG

**07733554005**

**lauren.holden@albionfoundation.co.uk**

**<https://www.wba.co.uk/albion-foundation>**

### **FREE Women's Only Walking Cricket**

by Staffordshire Cricket

West Bromwich Collegiate Academy

Kelvin Way, West Bromwich, B70 7LE

**01785212120**

**enquiries@staffordshirecricket.co.uk**

**<https://www.staffordshirecricket.co.uk>**

### **Sandwell Evening Discussion Group for Autistic Adults age 16yrs +**

by Autism West Midlands - Sandwell

Community Church, Victoria Street, West Bromwich

B70 8EX

**0121 450 7582**

**Aspire@autismwestmidlands.org.uk**

**<https://www.autismwestmidlands.org.uk/>**

### **Visually Impaired Charity**

West Bromwich Town Hall, Lodge Road,

B70 8AY

**0121 525 4810**

**info@sandwellvisuallyimpaired.org.uk**

**<https://www.sandwellvisuallyimpaired.org.uk>**

### **Let's Talk Hope cancer support group West Bromwich**

Greets Green Access Centre, Tildasley Street  
West Bromwich, B70 9SJ

**0121 525 3909**

**Letstalkhope@yca-sandwell.org.uk**

**<http://www.yca-sandwell.org.uk>**

### **SORT (Sandwell Outreach Recovery Team)**

by The Kaleidoscope Plus Group

321 High Street, West Bromwich, B70 8LU

**0121 565 8344**

**referral@kaleidoscopeplus.org.uk**

**<http://www.kaleidoscopeplus.org.u>**

### **Let's Chat Community Hub: West Bromwich**

by Community Transport

Community Hub will be offering free, confidential and impartial advice and signposting with a free drink and snack in a warm and welcoming environment.

West Bromwich Bus Station, near stand D

St Michael Street, Sandwell Centre, B70 7NN

**07974626915**

**louise.colledge@communitytransport.org**

### **Sandwell Deaf Community Association**

An organisation for deaf people, run by deaf people to ensure that the deaf community are involved in all new service provision in Sandwell. The organisation offers support and development, community groups, youth services (play schemes for deaf children and youth club for deaf young people), events, training, research, advocacy, consultation and a third party reporting centre for hate crime.

Summer Street, West Bromwich, B71 4JA

**07885 913225 info@sdca.co.uk**

**<https://www.sdca.co.uk>**





# Migrant and Multi-Cultural Support in Sandwell



## **Extend Classes by Yemeni Community Association**

Gender segregated Gentle Exercises (EXTEND) sessions run once a week. Clients participate in gentle exercise for less able people as well as having the opportunity to socialise. Group predominantly attended by Arabic, Pakistani and Indian clients who would prefer to access culturally sensitive and gender sensitive exercise classes.

Greets Green Access Centre, Tildasley Street  
West Bromwich, B70 9SJ

**0121 525 3909**

**info@yca-sandwell.org.uk**

**https://www.yca-sandwell.org.uk**

## **Building Brighter Futures - BBF**

Building Brighter Futures (BBF) aims to bring isolated BME communities together and build strong relationships in and across communities.

Greets Green Resource Centre, Harwood Street  
B70 8PD

**07799020468 shabud@cbo786.co.uk**

**https://www.cbo786.co.uk**

## **The Aman Group (West Bromwich)**

Improving women's (predominately South Asian Women) holistic wellbeing, through gentle exercise, informed sessions, trips out, befriending, relieving stress and anxiety, improving relationships, creating life balances, mindfulness, self-improvement, positive thinking and career support.

Central Library, Community Room (upstairs)  
316 High Street, West Bromwich, B70 8DZ

**0121 269 5990**

**info@break-thru.co.uk**

**https://break-thru.co.uk/aman-group**

## **Advice and guidance**

by Confederation of Bangladeshi Organisations  
Greets Green Resource Centre, Harwood Street  
West Bromwich, B70 9JF

**0121 500 5441 info@cbo786.co.uk**

**https://www.cbo786.co.uk**

## **Let's Talk Hope Crafty Cafe**

by Yemeni Community Association in Sandwell  
Community Centre for Yemeni community in  
Sandwell, providing relevant activities. Also  
operates advice sessions.

Greets Green Access Centre, Tildasley Street  
West Bromwich, B70 9SJ

**0121 525 3909**

**info@yca-sandwell.org.uk**

**http://www.yca-sandwell.org.uk**

## **Useful Links**

**British Red Cross** - RAMP@redcross.org.uk

**SHAP** - cdw@shap.org.uk

**Oneworld Parish Nurse** -

rachelsutton.parnurse@mail.com

**Refugee Women Connect**

info@refugeewomenconnect.org.uk

**For additional migrant and multi-cultural support services please download our National Support Directory**



# Women and Men's Groups in Sandwell



## Women's groups

### **Young Women's Trust**

Young Women's Trust champions young women aged 18 to 30 on low or no pay. They offer young women free coaching, feedback on job applications and information to help them get where they want to be. To find out more visit <https://www.youngwomenstrust.org/get-support/>

### **The National Women's register**

The website has a map of activities running across the UK, you can search groups by visiting <https://nwr.org.uk/network/groups/>

### **Ladies Circle**

Ladies Circle provides the opportunity for women to connect across the UK. <https://www.ladiescircle.co.uk/>

### **9-Week Women's Healthy Lifestyle Programme**

by Yemeni Community Association  
Lodge Community Centre, Lodge Road  
West Bromwich, B70 9PJ  
**0121 525 3909**  
[info@yca-sandwell.org.uk](mailto:info@yca-sandwell.org.uk)  
<http://www.yca-sandwell.org.uk>

## Men's Groups

### **ANDYSMANCLUB**

ANDYSMANCLUB want to eliminate the stigma surrounding mental health and create a judgment-free, confidential space where men can be open about the storms in their lives. They have clubs across the UK that deliver weekly, free-to-attend peer-to-peer support groups for men aged over 18. <https://andysmanclub.co.uk/find-your-nearest-group/>

### **Men's Shed Groups**

Men's Shed Groups bring together social connections and friendship building, sharing skills and knowledge, and of course a lot of laughter. There are a number of groups across the UK, to find the one closest to you visit <https://menssheds.org.uk/find-a-shed/>

### **Men's 6 Weeks 'Healthy Minds, Healthy You'**

by Yemeni Community Association in Sandwell  
About our activities / service  
YCA Cultural Centre  
Tildasley Street, West Bromwich, B70 9SJ  
**0121 525 3909**  
[info@yca-sandwell.org.uk](mailto:info@yca-sandwell.org.uk)  
<http://www.yca-sandwell.org.uk>

# National LGBTQ+ Support



## LGBTQ+ National Support

### **Corner House Range of support opportunities for LGBTQ+ ages 11 to 17**

Offer a support group for LGBTQ+ young people aged 11-17, who want to socialise with other young people experiencing similar things to them. This is a weekly session currently running on Zoom, Tuesdays 4.30 pm to 6 pm.

[leahfewlass@wearecornerhouse.org](mailto:leahfewlass@wearecornerhouse.org)

### **Mermaids Support for gender diverse young people and their families**

Mermaids supports transgender, nonbinary and gender-diverse children and young people until their 20th birthday, as well as their families and professionals involved in their care.

[www.mermaidsuk.org.uk](http://www.mermaidsuk.org.uk)

**0808 801 0400 Monday to Friday 9 am –to 9 pm**

### **Stonewall**

Stonewall stand for lesbian, gay, bi, trans, queer, questioning and ace (LGBTQ+) people everywhere. The website provides resources for individuals and workplaces across the UK.

[www.stonewall.org.uk](http://www.stonewall.org.uk)

**Mind** - Mindline Trans+ - helpline for LGBT / non-binary people - **0300 330 5468**

### **Mindout**

MindOut is a mental health service run by and for lesbian, gay, bisexual, trans, and queer (LGBTQ) people. We work to improve the mental health and wellbeing of all LGBTQ communities and to make mental health a community concern.

**01273 234839** [info@mindout.org.uk](mailto:info@mindout.org.uk)

### **LGBT Hero**

LGBT HERO provide information, advice and various types of support including one-to-one, group and peer-support on a range of topics including mental health, sexual health, Living with HIV, coming out, gender and sexuality and hate crime and discrimination. LGBT HERO also campaigns for LGBTQ+ people to lead happier, healthier lives.

<https://www.lgbthero.org.uk/>

### **LGBT Foundation**

The LGBT Foundation services have been designed by LGBT+ people for LGBTQ+ people. They offer a number of services including talking therapies, sexual health support, helpline, befriending, peer support, advocacy and much more.

<https://lgbt.foundation/>

### **Switchboard**

Switchboard is for all. Figuring out your gender expression? Questioning your sexuality? Or is someone you care about facing a challenge? Wherever you fit into the picture, they are here to listen. Acknowledging and celebrating wherever people are on their journey, we meet you where you are.

**0800 0119 100 Open 10 am to 10 pm**

[hello@switchboard.lgbt](mailto:hello@switchboard.lgbt)

<https://switchboard.lgbt/get-support>

### **TransUnite**

Have an online directory of trans support groups near you.

<https://www.transunite.co.uk/find-a-group/>

# National Support Services



## Sexual Violence Support

### Silent Solution

Helps people who are unable to speak, but who genuinely need police assistance. After calling 999, dial 55 to be put through to your local police station. If you are not able to speak, listen carefully to the questions and instructions from the call handler so they can assess your call and arrange help if needed.

### Rape Crisis

If something sexual happened to you without your consent – or you're not sure – you can talk to a member of the team. No matter when it happened. **0808 500 2222** open 24 hours a day  
<https://rapecrisis.org.uk/get-help/>

### Galop

A UK LGBT+ anti-abuse charity, provides a dedicated sexual violence helpline for LGBT+ people who have experienced sexual assault, violence or abuse, however or whenever it happened.

**Victims can contact the Helpline by phone 0800 999 5428 or via email [help@galop.org.uk](mailto:help@galop.org.uk).**

### The 24/7 Rape and Sexual Abuse Support Line

247 offers Free, specialist and confidential support delivered by Rape Crisis England & **0808 500 2222**

**To chat online or find out more visit**

<https://247sexualabusesupport.org.uk>

### National Online Helpline for Male Survivors

Operated by Survivors UK. Supports men and boys (trans or cisgender) and non-binary people who have ever experienced unwanted sexual activity. Live chat, SMS and email support.

<https://www.survivorsuk.org/>

### Safeline

A dedicated service in England and Wales for adults and children affected by rape or sexual abuse who identify as male and for those that support them such as friends and family.

<https://www.safeline.org.uk>

**0808 800 5005** or visit

<https://www.safeline.org.uk/contact-us/> to chat online

Text support: **07860 065187** Open Monday to Friday 9 am to 8 pm, Saturday and Sunday 10 am to 2 pm.

### The Survivors Trust

The Survivors Trust provides confidential information, advice and support for women, men and young people, their parents/carers or partners via a helpline or email.

**08088 010818**

[info@thesurvivorstrust.org](mailto:info@thesurvivorstrust.org)

More information can be found at

[www.thesurvivorstrust.org](http://www.thesurvivorstrust.org)

### Victim Support

If you've been affected by sexual violence and would like information or support, you can get in touch by:

contacting your local Victim Support team

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/>

Calling the Supportline on **08 08 16 89 111** using the free 24/7 live chat service

<https://www.victimsupport.org.uk>

If English is not your first language and you would like support, call supportline and let us know which language you speak. They will call you back with an interpreter as soon as possible. They also welcome calls via Relay UK and SignLive (BSL).

# Support Services in Sandwell



## **Black Country Rape and Sexual Violence Support Service**

by Black Country Women's Aid  
Suite 21a Landchard House Victoria Street  
West Bromwich, B70 8HY

**0121 553 0090 (9-5 weekdays)**

**ISVA@sandwellwomensaid.co.uk**

**<https://www.sandwellwomensaid.co.uk>**

## **Black Country Women's Aid**

by Black Country Women's Aid  
Suite 21a Landchard House Victoria Street  
West Bromwich, B70 8HY

**0121 552 6448 (24 hour)**

**kat@sandwellwomensaid.co.uk**

**<https://www.sandwellwomensaid.co.uk>**

## **Victim Support**

Victim Support is an independent charity dedicated to supporting victims of crime and traumatic incidents in England and Wales.

Room 4G YMCA, 38 Carters Green, West Bromwich,  
B70 9LG

**0300 303 1977**

**ian.borland@victimsupport.org.uk**

**<https://www.victimsupport.org.uk/>**

## **Support for young victims of rape and sexual violence aged 11-18**

SWA's specialist Young People's ISVA (Independent Sexual Violence Adviser) offers support and advice to any survivors of rape and sexual violence aged 11-18.

Suite 21a Landchard House Victoria Street  
West Bromwich

B70 8HY

**0121 553 0900**

**info@sandwellwomensaid.co.uk**

**<https://www.sandwellwomensaid.co.uk>**

## **Ask Marc**

Help and support for men affected by domestic abuse, stalking and rape and sexual violence.

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

**info@askmarc.org.uk 0121 289 6402**

## **Hate Crime**

Report a hate crime

You can report a hate crime online or call 101 to speak to the police.

Call 999 if you're reporting a crime that's in progress or if someone is in immediate danger.

## **Stop Hate UK**

Stop Hate UK is available 24 hours a day. The helpline is confidential and independent.

You can report a hate crime by:

**0800 138 1625 Text: 07717 989 025**

**Text relay: 18001 0113 293 5100**

**Webchat at [www.stophateuk.org/talk-to-us](http://www.stophateuk.org/talk-to-us)**

## **Victim Support: (24/7 support)**

Victim Support operates a 24/7 Supportline and live chat service, every day of the year, offering specialist emotional and practical support to anyone who has been a victim or a witness. You don't have to report a crime to get help from Victim Support.

**0808 16 89 111**

Live chat available by visiting

**<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat>**

## **Hate Crime Campaign**

The Hate Crime Campaign provides information and services to those who have been a victim of Hate Crime.

**<https://hatecrime.campaign.gov.uk/>**

# Support Services in Sandwell



## Friday Health Walk

by The Albion Foundation

About our activities / service

Ford Street offices, Wednesbury, B70 0RZ

**07533971324**

**david.jones@albionfoundation.co.uk**

## Myra Harris Sessions

by Riverside

Bingo Club Thursday 12 pm to 2 pm

Warm Hub Tuesday 10 am to 12 pm

The Myra Harris Community Room, Brickhouse Lane,  
West Bromwich, B70 0DZ

**0121 532 5426**

**Deniseann.heginbotham@riverside.org.uk**

## Free Arts and Crafts group

Free arts and crafts sessions every Saturday morning, use our craft equipment or bring your own project along, we welcome all crafts, such as latch hook, knitting, cross stitch, scrap book making etc. Free drinks and snacks available starting 10 am to 12 pm Lets chat hub, West Bromwich bus station next to stand D, B707NN

**07974626915**

**louise.colledge@communitytransport.org**

**<https://www.communitytransport.org>**

## Adult crafting group

by The Gap Centre

The Gap Centre, Hargate Lane, West Bromwich  
B71 1PH

**0121 525 4442**

**kirsty@thegaponline.org**

**<https://www.thegaponline.org>**

## Adult crafting group The Gap Centre

Every Tuesday 11 am to 1 pm During school holidays

Tuesday Evening 6.30 pm to 8.30pm, bring your own crafting project and enjoy the company of other likeminded crafter. We also provide card making, wool, sewing machines, material, general crafts and adult colouring £2 per session

Hargate Lane, West Bromwich, B71 1PH

**0121 525 4442**

**kirsty@thegaponline.org**

**<https://www.thegaponline.org>**