

**Information for Welcoming Spaces 2023/24 - Safeguarding.**

**If someone is at immediate risk of harm, please call 999.**

**What to do if you are worried about:**

**The wellbeing of a child**

Call Sandwell Children’s Trust on **0121 569 3100** and talk through your concerns. You will be able to leave a message out of hours and someone will call you back.

**The wellbeing of an adult**

Call adult social care on **0121 569 2266** or email us **sandwell\_enquiry@sandwell.gov.uk**. They are open from 9am to 5.30pm Monday to Thursday, and 9am to 5pm on Fridays. Outside these hours call 0121 569 2355.

**Someone is at risk of or reports domestic abuse**

You can provide them with the Black Country Women's Aid (BCWA) 24 hour number- 0121 552 6448. BCWA provide local refuge and support for anyone experiencing domestic abuse.   You can also contact the public protection unit at West Bromwich Police station for advice regarding safeguarding by calling 101 or 0345 113 5000.

**Someone’s mental health**

If you find yourself in a mental health crisis, it can be difficult to know what to do.

**NHS 111 is here to help with the introduction of a mental health option for urgent mental health support. This will be option two.**

**To access the service call 111 and selection option two.**

**Please note that if you would prefer to text this service, you can contact 07860 025 281​​​​​​​**

The extension of the 111 service means if you are experiencing a mental health crisis you will be able to dial the NHS urgent medical advice number (111), and by choosing ‘mental health option’ will be put through to your local crisis service.

Specially trained mental health staff will speak to you, discuss your urgent needs, and assess the best way to support you depending on your symptoms.

If you have physically harmed yourself, or if you feel your life is at risk, then A&E is the right place to go.

**Someone is at risk of homelessness**

Please call the [Housing Solutions Team](https://www.sandwell.gov.uk/find-home/homeless-risk-losing-home) on 0121 368 1166 (option 2). Outside office hours or over the weekend please contact Housing Solutions out of hours 0121 569 6883 (24 hour call back service). They can only give advice in emergencies on this line - if you have somewhere safe to stay, even if this is temporary, please contact during office hours (Monday to Friday 8am - 5.30pm) on 0121 368 1166 - option 2.

**Someone’s physical health**

Advise them to visit their GP.

[Healthy Sandwell](https://www.healthysandwell.co.uk/our-services/) has some useful information.

**Someone is a victim of modern day slavery**

[Modern Slavery](https://www.sandwell.gov.uk/modern-slavery/report) should always be reported If you see something suspicious, no matter how small.

Call the modern slavery helpline 08000 121 700

**Adults and Childrens Social Care - In an emergency**

**Out of hours** in an emergency please contact:0121 569 2355 (adults and children’s social care)

**Sandwell Council Emergency** [**Contact Numbers**](https://www.sandwell.gov.uk/info/200195/contact_the_council/1147/emergency_contacts)

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