



**Safer Sandwell
Partnership**
Local Police and Crime Board

Safer Sandwell Partnership Domestic Violence and Abuse Services Directory

Disclaimer

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Produced by: SMBC Domestic Abuse Team in conjunction with Black Country Women's Aid.
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2 PURPOSE OF THE DIRECTORY

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

3 WHAT IS DOMESTIC VIOLENCE AND ABUSE?

Domestic Abuse is defined in the [Domestic Abuse Act 2021](#) as “any incident or pattern of incidents of physical or sexual abuse, violent or threatening behaviour, controlling or coercive behaviour, economic abuse, psychological, emotional or other abuse between those aged 16 and over or personally connected to each other”

Controlling behaviour

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour

Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

4 CHILDREN AND DOMESTIC ABUSE

90% of children living in violent households will be in the same or the next room when the violence occurs and can be affected by the abuse in many ways from becoming withdrawn and absorbed in school work to acting



up and displaying anti-social behaviour. Children may also be hurt themselves during domestic violence incidents, whether accidentally or on purpose, and agencies are in a position to support families and children and young people with these issues.

If you suspect or believe a child is suffering or is likely to suffer significant harm, including any form of mistreatment or abuse, you should report your concerns.

5 WHAT IS FORCED MARRIAGE?

A forced marriage is a marriage where one or both partners do not (or in cases of people with learning disabilities or reduced capacity, cannot) consent to the marriage or consent is extracted under duress. A forced marriage is very different from an arranged marriage, which is done by consent by both parties and should not be confused.

6 WHAT IS HONOUR-BASED ABUSE?

Honour-based abuse is a collection of practices used to control behaviour within families in order to protect perceived cultural and religious beliefs and/or honour. It is often committed with some degree of approval and/or collusion from family and/or community members.

7 MARAC (MULTI AGENCY RISK ASSESSMENT CONFERENCE)

MARAC is a multi-agency meeting to support victims of domestic abuse, forced marriage or honour-based violence. The main aim of MARAC is to reduce the risk of serious harm or homicide for a victim and to increase the safety, health and wellbeing of victims, and their children.



8 QUICK CONTACTS AND SUPPORT RESOURCES

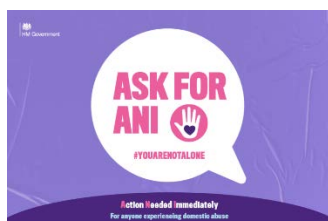
Support Resources

[Bright Sky App](#) 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.

Ask for ANI codeword

If you are experiencing domestic abuse and need immediate help, ask for 'ANI' in a participating pharmacy. 'ANI' stands for Action Needed Immediately. If a pharmacy has the 'Ask for ANI' logo on display, it means they're ready to help. They will offer you a private space, provide a phone and ask if you need support from the police or other domestic abuse support services.



[Safe Spaces](#) are also available in Boots, Morrisons, Superdrug and Well pharmacies, TSB banks and independent pharmacies across the UK. Once you are inside, specialist domestic abuse support information will be available for you to access

[Clare's Law](#) is a Domestic Abuse Disclosure Scheme which can be used if you are concerned that a new, former or existing partner has an abusive past. This is your 'right to ask'. If records show that you may be at risk of domestic abuse, the police will consider disclosing the information. A disclosure can be made if it is legal, proportionate and necessary to do so.

[Families Together in Sandwell](#) is a unique programme designed to support men, women and children to recognise and overcome domestic abuse.



Useful Contacts

<p><u>West Midlands Police</u> Investigates all incidents of domestic abuse reported. www.west-midlands.police.uk</p>	<p>Call 999 in an emergency. If not an emergency, call 101</p>
<p><u>Black Country Women’s Aid (BCWA)</u> is an independent charity which support survivors of abuse and exploitation.</p> <p>Support available for:</p> <ul style="list-style-type: none"> • Domestic abuse • Forced Marriage • Honour-based Abuse • Rape & Sexual Violence • Children’s Services • Women’s Justice Services • Modern Slavery • Stalking & Harassment • Male victims <p>https://blackcountrywomensaid.co.uk/</p>	<p>Call to ask for advice or access any of the support services.</p> <p>0121 552 6448 is a 24-Hour helpline for Men & Women (advice & referrals for community-based support and refuge).</p> <p>07384 466 181 Text or WhatsApp operates between 9am-9pm weekdays.</p> <p>07581 492 806 is the Young People’s phone/text line 9-5pm weekdays or youngpeople@blackcountrywomensaid.co.uk</p> <p>Ask Marc provides specialist support for male victims: 0121 289 6402; email: info@askmarc.co.uk or go to: www.askmarc.org.uk</p> <p>If you are in immediate danger, please call the police on 999.</p>
<p><u>Sandwell MBC Domestic Abuse Team</u> Offers advice and practical support through a coordinated approach to addressing domestic abuse in Sandwell.</p>	<p>www.sandwell.gov.uk/domesticabuse</p>
<p><u>Perpetrator Support</u> There are several forums to seek advice if you are a professional working with perpetrators of domestic abuse.</p>	<p>Details about these sources of support can be found here:</p> <p>Respect Phonenumber: 0808 802 4040 (Monday - Friday 9am - 8pm and Sat/Sun 10am - 12noon and 4-6pm) https://respectphonenumber.org.uk/</p> <p>Families Together Programme https://www.family-action.org.uk/what-we-do/children-families/sandwell/</p>



<p><u>Sandwell Children’s Trust / Early Help Service</u> If a child is in immediate danger, you should contact the police or call an ambulance by dialling 999</p> <p>https://www.sandwellchildrenstrust.org/</p>	<p>0121 569 3100 (24hrs)</p>
<p><u>Sandwell MBC Adult Social Care</u> www.sandwell.gov.uk/safeguardingadults</p>	<p>0121 569 2266 or email sandwell_enquiry@sandwell.gov.uk 9am to 5.30pm Monday to Thursday, and 9am to 5pm on Fridays</p> <p>Outside these hours, contact the Emergency Duty Team on 0121 569 2355.</p>
<p><u>Sandwell MBC Housing Service</u> Provision of housing management and repairs and maintenance services throughout Sandwell. Homelessness enquiries.</p> <p>https://www.sandwell.gov.uk/info/200226/find_a_home/2527/homeless_or_at_risk_of_losing_your_home</p>	<p>0121 368 1166 (option 2) Monday to Friday 8am - 5.30pm or email customer_services@sandwell.gov.uk</p> <p>For homelessness enquiries outside office hours please contact 0121 569 6883 (24-hour call back service).</p> <p>For more information please visit the housing section of this website.</p>
<p><u>ManKind</u> Support and advice for male victims of domestic abuse</p> <p>https://www.mankind.org.uk/</p>	<p>01823 334244 Confidential helpline for male victims of domestic abuse</p> <p>Weekdays 10am to 4pm</p>
<p><u>Victim Support West Midlands</u> Support for all victims affected by crime and traumatic incidents</p> <p>https://www.victimsupport.org.uk/resources/west-midlands/</p>	<p>0300 303 1977 Monday to Friday 8am-8pm or 9am-5pm on weekends.</p> <p>08 08 16 89 111 Out of hours support line</p>
<p><u>Black Country Healthcare</u> Provides specialist mental health, learning disability, and community healthcare services across the Black Country.</p> <p>https://www.blackcountryhealthcare.nhs.uk/</p>	<p>Call the main switchboard on 0345 146 1800. This switchboard is in operation 24-7.</p> <p>You can also e-mail bchft.communications@nhs.net</p>



<p><u>Cranstoun</u> Cranstoun Sandwell provides free and confidential advice and support to adults in Sandwell, who require support around alcohol or drugs.</p> <p>https://www.cranstoun.org/</p>	<p>Tel: 020 8335 1830 or</p> <p>Email: info@cranstoun.org.uk</p>
<p><u>Birmingham LGBT Centre</u> Provide a range of support services for LGBT victims.</p> <p>https://blgbt.org/</p>	<p>0121 643 0821 email: hello@blgbt.org @birminghamlgbt</p>

Trade Unions

<p>GMB Sandwell branch@gmbs85sandwell.org.uk</p>	0121 569 5990
<p>Unison Sandwell sandwellunison@btconnect.com</p>	0121 569 5996
<p>Unite the Union branch@unitewm7015.co.uk</p>	0121 569 6143

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10 DIRECTORY OF SERVICES

ADDICTION

Cranstoun	Contact Details:
<p>Assessments, face to face support, group work, relapse prevention, whole family interventions, Drug and alcohol detoxification, advice, information and support.</p> <p>https://www.cranstoun.org/</p>	<p>Tel: 020 8335 1830 or</p> <p>Email: info@cranstoun.org.uk</p>



BEREAVEMENT

Murray Hall Community Trust - Ever After Bereavement Support Group	Contact Details:
<p>Service provided: Support group run by a qualified counsellor for people suffering a bereavement</p> <p>Criteria for referral: 5 + years Referral process: Self</p> <p>https://www.murrayhall.co.uk/</p>	<p>01902 826306</p> <p>Address: The Bridge, St Marks Road, Tipton, DY4 0SL</p> <p>Meetings: First Monday of every month 3.30pm – 4.30pm at The Bridge</p>

Cruse Bereavement Care	Contact Details:
<p>Service provided: Help and support to bereaved people through - one to one support, supporting groups, friendship groups Criteria for referral: 5 + years</p> <p>Referral process: Self</p> <p>https://www.cruse.org.uk/</p>	<p>0121 558 1798</p> <p>cruse.sandwell@gmail.com</p> <p>Smethwick Council House, High Street, Smethwick, B66 3NT</p> <p>Open times: Monday to Thursday 10am – 3pm</p>

Advocacy After Fatal Domestic Abuse	Contact Details:
<p>Offering information, guidance, support, advocacy and practical help to families bereaved through domestic abuse.</p> <p>www.aafda.org.uk</p>	<p>07768 386922</p> <p>info@aafda.org.uk</p> <p>Office hours are 9:00am – 5:00pm</p> <p>Advocacy After Fatal Domestic Abuse P.O. Box 3636 Swindon Wiltshire SN3 9BG</p>



SAMM (Support after Murder and Manslaughter)	Contact Details:
SAMM is a national UK Charity supporting families bereaved by murder and manslaughter www.samm.org.uk	0121 471 1200

BME SUPPORT

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

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

Sikh Helpline	Contact Details:
<p>Service provided: A confidential telephone counselling and email inquiry service where young Sikhs can get help and obtain information on Sikhism and cultural issues. It is run by trained people who are conversant in both English and Punjabi. The Helpline can be contacted about a wide range of</p>	<p>Telephone: 0845 644 0704 or 07999 004 364 (24 hours)</p> <p>info@sikhhelpline.com</p>



issues such as problems at school, bullying, depression, racism, addictions such as smoking and drinking etc. https://www.sikhhelpline.com/	86 Birmingham Street, Oldbury, B69 4EB Open times: 7 days a week 24/7
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Smethwick Pakistani Muslims Association Ltd	Contact Details:
Service provided: Advocacy service provides support of the following: general advice and counselling; welfare benefits information and form filling; translation and interpretation; housing and council tax benefit; household bill queries; employment and training opportunities; access to benefits. Other services include: health awareness sessions; after school club; study support; IT learning centre; youth club; ladies gym and coffee morning; men's lunch club; Kung-Fu sessions; Debt service. Referral process: Self http://www.spmaltd.org.uk	Telephone: 0121 555 6047 info@spmald.org.uk 1-7 Corbett Street, Smethwick, B66 3PU Open times: Monday to Friday 9am – 5pm

ASHA Training Development & Advocacy Service	Contact Details:
Service provided: ASHA training development & advocacy service. Advice on welfare rights, medical needs, housing benefits, council tax, completing forms, help and support. Referral process: Self http://www.bwa-org.co.uk	0121 557 6766 info@bwa-org.co.uk Tipton Muslim Community Centre, Wellington Road, Tipton, DY4 8RS Opening times: Monday to Friday 9.30am – 5pm

Ileys Community Association	Contact Details:
Service provided: Most of our client is disadvantage people and women, many of deep-rooted barriers to their full participation in local life will take a long time to address. Large group of clients live in Smethwick in one of the most deprived wards in the UK. Our	0121 448 3940 / 0121 270 4507 ileyscommunity@live.co.uk



<p>primary goal is to relieve poverty, sickness and distress by the provision of information and advice to refugees, immigrants and asylum seekers.</p> <p>Referral process: Self or agency</p> <p>https://www.ileyscommunity.org/</p>	<p>Victoria Park Skill Centre, Corbett Street / Suffer Street, Smethwick, B66 3PU</p> <p>Opening times: Monday to Sunday 10am – 8pm</p>
<p>West Bromwich Afro Caribbean Resource Centre</p>	<p>Contact Details:</p>
<p>Service provided: Health advice, employment training, centre for local people and education support for younger people</p> <p>Referral process: Self</p> <p>https://www.wbacrc.org.uk</p>	<p>Telephone: 0121 525 9177</p> <p>Thomas Street, West Bromwich, B70 6LY</p> <p>Opening Times: Mon – Friday 9am – 5pm</p>

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

<p>Birmingham Asian Resource Centre</p>	<p>Contact Details:</p>
<p>Service provided: Licensed by the OISC (Office of the Immigration services Commissioner) they provide immigration and asylum advice by phone and at drop-in sessions. Drop-in advice on Wednesdays only between 3pm to 5pm (no appointments). Free advice and information to help the local community.</p> <p>Referral process: Self</p> <p>http://www.asianresource.org.uk/</p>	<p>0121 523 0580</p> <p>barc@asianresource.org.uk</p> <p>110 Hamstead Road, Handsworth, B20 2QS</p> <p>Monday to Friday 10am – 5pm (telephone line)</p>



Karma Nirvana (honour-based abuse and forced marriage)	Contact Details:
Karma Nirvana offer confidential support to both victims and professionals on issues of honour-based abuse and forced marriage. www.karmanirvana.org.uk	0800 5999 247 Monday – Friday 9:30am – 5pm

Roshni	Contact Details:
Support for South Asian women and their children who have suffered from domestic abuse, forced marriage and honour-based crimes. Offer support to South Asian women from the following countries: 8 Afghanistan, Bangladesh, Bhutan, India, Maldives, Pakistan, Nepal, Sri Lanka and other South Asian countries. https://roshnibirmingham.org.uk/	0870 70 70 098 - 24hours 365 days a week (Local call charges apply) admin@roshnibirmingham.org.uk

Opoka	Contact Details:
Support for Polish women and their children who have suffered from domestic abuse http://opoka.org.uk/onas/?lang=en	0117 298 0671 Out of Hours 07980156187 info@opoka.org.uk

CHILDREN/YOUNG PEOPLE/FAMILIES

Sandwell Children’s Trust / Early Help Service	Contact Details:
Child abuse can involve physical injury, neglect, or emotional or sexual abuse. If a child is in immediate danger, you should contact the police or call an ambulance by dialing 999. https://www.sandwellchildrenstrust.org/	0121 569 3100 (24hrs) <u>Early Help advice from COG Managers:</u> <ul style="list-style-type: none"> • Tipton - 0121 569 7291 • Wednesbury - 0121 569 7294



	<ul style="list-style-type: none"> • West Brom - 0121 569 7293 • Oldbury - 0121 569 7295 • Smethwick - 0121 569 7297 • Rowley Regis - 0121 569 7296
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Family Action - Families Together	Contact Details:
<p>Service provided: Support for families where low-level DA or coercive behaviour may be occurring in the family home. Three elements of support – separate programmes for parents and family centred support sessions.</p> <p>Criteria for referrals: whole family must be willing to engage in all sessions- preventative programme not suitable for high risk – not suitable where primary need is substance misuse - cannot support those with a recent high-risk criminal conviction.</p> <p>https://www.family-action.org.uk/</p>	<p>Telephone: 07967316802 – Sonia Randhawa or 07967316715 – Julia Westmacott</p> <p>Sonia.Randhawa2@family-action.org.uk or Julia.Westmacott@family-action.org.uk</p> <p>Burnt Tree Children’s Centre, 20-25 Tividale Street, Tipton, DY4 7SD</p>

Murray Hall Community Trust - Creative Therapy Service	Contact Details:
<p>Service provided: Creative Therapy Service uses drama therapists and art therapists to improve the emotional and psychological wellbeing of children and young people in Sandwell, and to aid their personal growth and development in a safe confidential environment. The therapists can work with many conditions including: eating disorders, trauma, addiction, mental health conditions, learning disabilities, behavioural and social disorders, autism spectrum disorders, anger, anxiety, depression and abuse.</p> <p>Criteria for referrals: Children or young people aged 5 - 25 who reside, go to school or have their GP practice located in Sandwell.</p> <p>Referral process: Referral form</p>	<p>0121 270 5147</p> <p>leonard@greatbridge.org.uk</p> <p>The Bridge, St Marks Road, Tipton, DY4 0SL</p> <p>Open times: Monday to Friday 9am – 5pm</p>



The Hideout	Contact Details:
<p>Service provided: Interactive service for children who have witnessed or suffered domestic abuse produced by Women's Aid (national).</p> <p>http://thehideout.org.uk</p>	<p>0808 2000 247 (Women's Aid)</p>

CAMHS	Contact Details:
<p>Service provided: child and adolescent mental health support.</p> <p>Referral: Any professional can refer via a referral form (available by contacting CAMHS)</p> <p>https://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/child-and-adolescent-mental-health-services-camhs/</p>	<p>Telephone: 0121 612 6620/0121 612 6674 (point of access)</p> <p>CAMHS, 48 Lodge Road, West Bromwich, B70 8NY</p>

#LoveRespect (Womens Aid Website for Teenage Girls)	Contact Details:
<p>Service provided: #LoveRespect website to support teenage girls at risk of relationship abuse and challenge myths surrounding the nature of coercive control.</p> <p>The website features a relationship health check, survivor stories, practical advice and an email support service designed to reach teenage girls who may not realise they are experiencing relationship abuse and are less likely than older women to call a helpline.</p> <p>https://loverespect.co.uk/</p>	<p>0808 2000 247 (Women's Aid)</p>



CRIMINAL JUSTICE

West Midlands Police Public Protection Unit	Contact Details:
Police team specialising in high risk domestic abuse investigation and safeguarding.	Telephone: 101 ext. 811 1633

Witness Care Unit	Contact Details:
<p>The units are a single point of contact for victims and witnesses and provide support and information from the point of charge through to the conclusion of the case, tailored to the needs of the victim or witness.</p> <p>https://www.cps.gov.uk/legal-guidance/victims-and-witnesses-care-and-treatment</p>	0121 345 6464 (office hours)

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

Crown Prosecution Service	Contact Details:
<p>The Crown Prosecution Service (CPS) prosecutes criminal cases that have been investigated by the police and other investigative organisations in England and Wales</p> <p>https://www.cps.gov.uk</p>	0121 262 1300



DEBT / BENEFITS

Cradley Heath Citizens Advice Bureau – CAB	Contact Details:
Referral process: Self https://www.citizensadvice.org.uk/	01384 634 351 Cradley Heath Community Centre, Reddal Hill Road, B64 5JG Opening times: Tuesday and Thursday 9.30am – 3.30pm. Telephone advice Monday to Friday 2pm – 4pm.

Smethwick Citizens Advice Bureau – CAB	Contact Details:
Referral process: Self https://www.citizensadvice.org.uk/	0121 500 2703 (Telephone Advice Line) / 0121 500 2700 (Appointment Line) 370-372 High Street, Smethwick, B66 3PJ Opening times: Monday/Wednesday/Friday 9.30am - 2.30pm. Telephone advice Monday to Friday 2pm – 4pm

Step Change Debt Charity	Contact Details:
https://www.stepchange.org/ (website has a live chat function) Service provided: support regarding debt management including Debt Management Plans free of charge.	0800 138 1111 (Free) Mon-Fri: 8am-8pm, Sat 8am-4pm

The Welfare Rights Team – Sandwell Council	Contact Details:
Service provided: giving general guidance and support, completion of all welfare benefit forms,	0121 569 3158



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).

<http://www.sandwell.gov.uk/welfarerights>

Opening hours: 8.45am-5pm
Monday, Tuesday, Thursday
and Friday, and 9am-5pm on
Wednesdays

welfarerights_team@sandwell.gov.uk

DISABILITY

Changing Our Lives	Contact Details:
<p>Service provided: Changing Our Lives is a rights-based organisation that works in co-production with disabled people of all ages to achieve equality, good health and social inclusion. We work with children, young people and adults with learning disabilities, autism, physical disabilities, sensory impairments and mental health needs</p> <p>https://www.changingourlives.org/</p>	<p>0300 302 0770</p> <p>22/23 Hagley Mews, Hall Drive, Hagley, DY9 9LQ</p> <p>ask@changingourlives.org</p>

Sandwell Deaf Community Association (SDCA)	Contact Details:
<p>Service provided: SDCA delivers specialist services to deaf and hard of hearing people on behalf of Sandwell Council. We provide a variety of services including Information, Advocacy, Volunteers, Training, Communication, Welfare Rights, Support Service, Consultation and Research and Community Groups. Non-chargeable services - Volunteer, Information, Communication Service Drop in; Advocacy and Welfare Rights. (Note: Advocacy and Welfare Right service are for Sandwell residents only.) Referral process: Self or agency</p> <p>http://sdca.co.uk/</p>	<p>0121 525 5347</p> <p>info@sdca.co.uk</p> <p>Deaf Community Centre, Dagger Lane, West Bromwich, B71 4BB.</p> <p>Opening times: Monday to Friday 9am – 5pm</p>



Sandwell Visually Impaired (SVI)	Contact Details:
<p>Service provided: Sandwell Visually Impaired (SVI) is a user led, non-profit, voluntary organisation and registered charity. A peer led service for visually impaired people. Providing information, support, leisure and social activities, campaigning locally and nationally to improve services for people living with sight loss. SVI also provides Visual Impairment Awareness training and a range of project-based activities, including recording and distribution of the Sandwell Talking Newspaper.</p> <p>http://www.sandwellvisuallyimpaired.org.uk/</p>	<p>0121 525 4810</p> <p>info@sandwellvisuallyimpaired.org</p> <p>West Bromwich Town Hall, Lodge Road, West Bromwich, B70 8DY</p> <p>Opening times: Monday to Friday 9am – 5pm</p>

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

EDUCATION

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



ELDERLY

Age UK Sandwell	Contact Details:
<p>Service provided: Provides a variety of services for elderly people ranging from money/benefits advice, assistance completing forms, benefit checks performed, social activities, telephone befriending service and general advice and information including some community support.</p> <p>Criteria for referrals: Age 50+ living in Sandwell</p> <p>https://www.ageuk.org.uk/sandwell/</p>	<p>0121 314 4526</p> <p>info@ageuksandwell.org.uk</p> <p>Room 49 Pure Offices, Broadwell Road, Oldbury, B69 4BY</p> <p>Opening times: Monday to Thursday 9.30am - 4.30pm</p>

Age UK National	Contact Details:
<p>Service provided: Aim to provide life-enhancing services and vital support to people in later life. We and our local partners deliver a range of services across the UK.</p> <p>https://www.ageuk.org.uk/</p>	<p>0800 678 1602</p> <p>Age UK's advice line is a free, confidential national phone service for older people, their families, friends, carers and professionals. We have a team of expert advisers who will give you information that is reliable and up-to-date.</p> <p>Lines are open 8am-7pm, 365 days a year.</p>

Sandwell Council - Telecare alarms and equipment and Adaptations Service	Contact Details:
<p>Service provided: movement sensors; smoke, heat and flood detectors; door and window opening alarms; automatic medication reminder boxes; room temperature sensors; devices that switch a light on automatically; alarm buttons or pendants.</p> <p>Referral process: Self, health or social worker</p> <p>Criteria for referrals: Free for Sandwell residents.</p> <p>www.sandwell.gov.uk/adaptations</p>	<p>0121 569 2266</p> <p>Outside normal office hours, contact our Emergency Duty Team by calling 0121 569 2355.</p> <p>sandwell_enquiry@sandwell.gov.uk</p>



EMPLOYMENT

Jobcentre Plus	Contact Details:
<p>Service provided: Personal advisors assist with job search and benefits claims. Benefits service for people of working age.</p> <p>https://www.jobcentreguide.co.uk/</p>	<p>0800 169 0190</p> <ul style="list-style-type: none"> • Christchurch House, High St, West Bromwich B70 8LG • 1 Church St, Oldbury B69 3AD • Trinity House, High St, Smethwick B66 3AD • 69 Owen St, Tipton DY4 8ES

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

CAADA – Corporate Alliance Against Domestic Violence	Contact Details:
<p>The Corporate Alliance is the nationally recognised membership charity working with employers to make the workplace the safest environment it can be.</p> <p>http://thecorporatealliance.co.uk/</p>	<p>0117 317 8750</p> <p>Opening times: Monday to Friday 9am-5pm</p>

GMB Sandwell Branch	Contact Details:
<p>GMB Sandwell Branch Smethwick Council House High Street Smethwick West Midlands B66 3NT</p>	<p>0121 569 5990 / 0121 569 5991</p> <p>branch@gmbs85sandwell.org.uk</p>



Unison Sandwell Branch	Contact Details:
Unison Sandwell Branch West Bromwich Town Hall High Street West Bromwich B70 8DY	0121 569 5996 sandwellunison@btconnect.com

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



FEMALE GENITAL MUTILATION (FGM)

Sandwell Policy and Procedures to address FGM	Contact Details:
<p>FGM guidance for frontline professionals, managers, individuals and community groups in Sandwell. This procedure should be read in conjunction with Sandwell Adult and Child safeguarding procedures</p> <p>Sandwell Policy and Procedures to address Female Genital Mutilation</p>	<p>Marie Kelly, Designated Lead Nurse for Adult Safeguarding Sandwell CCG 0121 612 2015 marie.kelly@nhs.net</p>

West Midlands Police	Contact Details:
<p>Contact the police if you think that a girl or woman is in danger of FGM and still in the country.</p>	<p>Call 101 (or 999 in an emergency).</p> <p>https://www.west-midlands.police.uk/</p>

Foreign & Commonwealth Office FGM unit	Contact Details:
<p>Contact the Foreign and Commonwealth if a girl has been taken out of the country for FGM.</p>	<p>Call 020 7008 1500. From overseas the number is +44 (0)20 7008 1500 fgmenquiries@homeoffice.gov.uk</p>

Sandwell Children's Social Care	Contact Details:
<p>If a child is in immediate danger, you should contact the police or call an ambulance by dialing 999.</p> <p>https://www.sandwellchildrenstrust.org/</p>	<p>0121 569 3100 (24hrs)</p> <p><u>Early Help advice from COG Managers:</u></p> <ul style="list-style-type: none"> • Tipton - 0121 569 7291 • Wednesbury - 0121 569 7294 • West Bromwich - 0121 569 7293 • Oldbury - 0121 569 7295 • Smethwick - 0121 569 7297



	• Rowley Regis - 0121 569 7296
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24hr FGM Helpline (NSPCC)	Contact Details
Call the FGM helpline if you're worried a child is at risk of, or has had, FGM. It's free, anonymous and available 24/7.	0800 028 3550 Opening times: 24 Hours, 7 days a week.

Muslim Women's Network UK Helpline	Contact Details
A national specialist faith and culturally sensitive service that offers confidential information, support, guidance and referrals to Asian and Muslim women and girls from diverse ethnic/faith backgrounds who are suffering from or at risk of abuse or facing problems on a range of issues. http://www.mwnhelpline.co.uk/	Helpline: 0800 999 5786 free from mobiles and landlines. Mon – Fri: 10am – 4pm. info@mwnhelpline.co.uk The Warehouse, 54-57 Allison St, Digbeth, Birmingham. B5-5 TH . Mon – Fri: 10am – 4pm.

Allies Network West Midlands	Contact Details
Allies Network is a community organisation dealing with a variety of issues faced by ethnic minority women to support a better wellbeing and assist life changes. Their services include one to one advice, guidance and support for FGM victims/survivor's, with access to other community-based specialist health services, FGM community support network sessions. They offer training to professionals (costs apply), raise awareness with schools, colleges and universities (costs apply) and offer conferences and events, this is a platform for community members to exchange information, voice their concerns and be informed about new FGM services and policies etc. www.allies-network.com	0121 647 1960 (ask for Allies Network) 075 06398865. 196-198 Edward Road, Balsall Heath, Birmingham. B12 9LX 10am – 6pm Mon – Fri. info@allies-network.com



West Midlands NHS FGM clinic	Contact Details
<p>FGM support clinic with a range of services all under one roof including specialist doctors, midwives and nurses and access to specially-trained counsellors for emotional support, as well as FGM Health Advocates for advice on accessing other services locally. The service is aimed at non-pregnant women, aged 18 and over.</p>	<p>FGM Clinic (Midlands & East of England), Summerfield Health Centre, Heath St, Birmingham B18 7AL. Call: 07989 209483 Email: swbh.summerfieldfgm@nhs.net</p>

FORCED MARRIAGE AND HONOUR-BASED ABUSE

Black Country Women's Aid	Contact Details
<p>Service provided: Black Country Women's Aid provide advice, support and guidance on domestic violence and abuse including forced marriage and honour-based abuse. www.blackcountrywomensaid.co.uk</p>	<p><u>All services.</u> Call to ask for advice or access any of our support services. This line is staffed from 9am to 5pm Monday to Friday. 0121 553 0090 <u>24-hour helpline</u> If you need advice or are seeking a refuge place outside of office hours, call this number. 0121 569 6448 (24hr)</p>

West Midlands Forced Marriage Forced Marriage and Honour-based Abuse Helpline	Contact Details
<p>A 24-hour helpline to support victims of Forced Marriage and Honour-based Abuse.</p>	<p>The 24-hour service is available 7 days a week and is free from mobiles and landlines, call on: 0800 953 9777</p>



Forced Marriage Unit (Home Office)	Contact Details
<p>Contact the Forced Marriage Unit (FMU) if you know someone who's been taken abroad to be forced into marriage.</p> <p>www.fco.gov.uk</p>	<p>Telephone: +44 (0) 20 7008 0151</p> <p>Email: fmufco.gov.uk Email for outreach work: fmuoutreach@fco.gov.uk</p> <p>Opening times: 24 Hours, 7 days a week.</p>

Karma Nirvana (honour-based abuse and forced marriage)	Contact Details:
<p>Karma Nirvana offer confidential support to both victims and professionals on issues of honour-based abuse and forced marriage.</p> <p>www.karmanirvana.org.uk</p>	<p>0800 5999 247</p> <p>Monday – Friday 9:30am – 5pm</p>

Roshni	Contact Details:
<p>Support for South Asian women and their children who have suffered from domestic abuse, forced marriage and honour-based crimes. Offer support to South Asian women from the following countries: 8 Afghanistan, Bangladesh, Bhutan, India, Maldives, Pakistan, Nepal, Sri Lanka and other South Asian countries.</p> <p>https://roshnibirmingham.org.uk/</p>	<p>0870 70 70 098 - 24hours 365 days a week (Local call charges apply)</p> <p>admin@roshnibirmingham.org.uk</p>

HOUSING

Sandwell MBC Housing Solutions Team	Contact Details
<p>There is a dedicated Housing Solutions team that any victim of Domestic Abuse can contact if they consider themselves to be</p>	<p>0121 368 1166 (option 2)</p> <p>Monday – Thursday 8.30am – 5.30pm</p>



homeless or at risk of homelessness due to Domestic Abuse.

Examples of support are:

- Contact to be made by an officer experienced in dealing with Domestic Abuse within 1 working day
- Offer of a refuge or temporary accommodation if it is needed
- Completion of a DASH risk assessment
- Referrals to MARAC
- Referrals to specialist support such as Black Country Women's Aid
- Ongoing support through the victim's housing crisis
- Make safeguarding referrals

Friday – 8.30am – 5pm

Customer_services@sandwell.gov.uk

Out of hours contact 0121 569 6883 (24 hour call back service)

St Basils – Live and Work Scheme	Contact Details
<p>Service provided: The scheme provides accommodation for young workers for only £42 per week inclusive of all bills. This scheme is open to all 16-24 years old in the West Midlands that are currently working – whether that be an apprentice or a graduate position.</p> <p>https://stbasils.org.uk/</p>	<p>0121 772 2483</p> <p>lsw@stbasils.org.uk</p> <p>Opening times: Monday to Friday 9am – 5pm</p>

Sandwell MBC – Sandwell Local Offices	Contact details
<p>There are 6 Sandwell Local Offices, one per town, where victims of Domestic Abuse can visit in person and speak to an officer in confidence about their housing issues.</p> <p>This includes support with making it safer to remain where they are already living and support to move if necessary.</p> <p>Examples of support are:</p> <ul style="list-style-type: none"> • Safe environment to disclose domestic abuse • Completion of a DASH Risk assessment 	<p>0121 368 1166</p> <p>Customer_services@sandwell.gov.uk</p> <p><u>Wednesbury Local</u> Mon- Fri 9-5pm Wednesbury Town Hall, Holyhead Road, Wednesbury WS10 7DF</p> <p><u>Oldbury Local</u></p>



- Referrals into MARAC
- Referrals to specialist support agencies such as Black Country Women's Aid
- Target Hardening council properties
- Consideration of appropriate priority banding for council tenant's transfers
- Consideration of action on the perpetrator using ASB tools and powers to remove from the council tenancy
- Make safeguarding referrals

Sandwell Council House, Freeth Street, Oldbury, B69 3DE

Mon - Thurs 8.45am – 5.15pm

Friday 8.45am – 4.45pm

Rowley Regis Local Mon – Fri 9-5pm

Payne Street, Blackheath, B65 0DH

Tipton Local Mon – Fri 9-5pm

High Street, Tipton, DY4 9JB

West Brom Local Mon – Fri 9-5pm

Court House, High Street West Bromwich, B70 8LU

Smethwick Local Mon – Fri 9-5pm

Ground Floor, Smethwick Council House, High Street, Smethwick, B66 3NT

Crown Hostel Oldbury (Sandwell Homeless & Resettlement Project)	Contact Details
<p>Service provided: Emergency short stay accommodation for single homeless and couples, help with applications and grants.</p> <p>Referral process: Self or agency</p>	<p>0121 544 2096</p> <p>3 Crown House Green Street Oldbury West Midlands B69 4JP</p> <p>Monday to Friday 9am – 8pm / Saturday and Sunday 6pm – 8pm</p>

S.H.A.R.P (Gap Project)	Contact Details
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<p>Service provided: supported accommodation for young single people and couples with or without children, help with housing grant application and a number of other services. Criteria for referrals: 16 – 21 yr. olds</p> <p>Referral process: Self or agency</p> <p>S.H.A.R.P (Gap Project)</p>	<p>Telephone: 0121 544 0919</p> <p>Address: The Office, 24 Selby House, Oldbury, B69 1HW</p> <p>Monday to Friday 9am – 5pm</p>
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YMCA	Contact Details
<p>Service provided: supported accommodation, resettlement help with benefits, applications, grants and finding furniture. Criteria for referrals: single people aged 16 – 49 years with support needs (16 – 24 yrs. with support needs around training and employment) Referral process: Self or agency https://www.ymca.org.uk/</p>	<p>Telephone: 0121 524 1950</p> <p>Address: 38 Carters Green, West Bromwich, B70 9LG</p> <p>Opening times: Monday to Friday 9am – 9pm</p>

Centrepoint Christian Church	Contact Details
<p>Service provided: Support services for young people, asylum seekers and refugees, homeless and disadvantaged people. Homeless soup kitchen. Advice, guidance & debt services, Street outreach to NEETs and other youth/young adult, Work with asylum seekers & refugees. Support services for the homeless and disadvantaged.</p>	<p>0121 525 9191 / 0871 717 7284</p> <p>pastor@centrepointchristianchurch.co.uk</p> <p>The Warehouse 26R, Carters Green, West Bromwich, B70 9LW</p> <p>Opening times: Monday to Thursday. Soup Kitchen daily 5pm - 6.30pm</p>

IMMIGRATION

Brushstrokes Community Project	Contact Details:
<p>Service provided: supporting refugees across Sandwell. Hold a weekly Immigration advice clinic every Friday. Registration for the clinic is</p>	<p>Telephone: 0121 565 2234</p>



<p>between 10.00am – 11.00am. Provide support with accessing health services. Housing advice.</p> <p>Run ESOL (English for Speakers of Other Languages) classes. Befriending service.</p> <p>https://www.brushstrokessandwell.org.uk/</p>	<p>Email: info@brushstrokessandwell.org.uk</p> <p>Address: Watt Street, Smethwick, B66 3DA</p> <p>Opening times: Monday to Friday 9am – 3pm</p>
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National Zakat Foundation	Contact Details:
<p>Service provided: National Zakat Foundation (NZF) is an Islamic charity which aims to support and empower individuals in poverty and poverty relief.</p> <p>Apply: online https://www.nzf.org.uk/Apply</p>	<p>Telephone: 03333 123 123</p> <p>info@nzf.org.uk</p> <p>NZF Zakat Centre, 41 Fieldgate Street, London, E1 1JU Opening times: Monday to Friday 9am – 3pm</p>

Refugee and Migrant Centre	Contact Details
<p>Service provided: Assisting refugees and migrants through crisis and disadvantage, by removing barriers to their integration and enabling them to become equal citizens. RMC provides free information, advice and support.</p> <p>Opening times: Monday to Friday 9am – 5pm – closed to public on Wednesdays</p> <p>http://www.rmcentre.org.uk</p>	<p>01902 311 554 (Wolverhampton) / 0121 374 0140 (Birmingham)</p> <p>info@rmcentre.org.uk</p> <p>1st Floor, Roma Parva, 9 Waterloo Road, Wolverhampton, WV1 4NB or; Unit 2, 57 Frederick Street, Jewellery Quarter, B1 3HS</p>

LEGAL

National Centre for Domestic Violence (NCDV)	Contact Details:
<p>Service provided: Access eligibility and provide support to get injunctions – Non-molestation, Occupational and Prohibited Steps</p> <p>https://www.ncdv.org.uk</p>	<p>To make a referral :0800 970 2070 or 0207 186 8270 (Option 1)</p> <p>office@ncdv.org.uk</p>



<https://www.ncdv.org.uk/information-for-police-agencies/how-to-make-a-referral/>

Rights of Women	Contact Details:
Service provided: free advice domestic violence and abuse, divorce, finances and property on relationship breakdown, cohabitation, finances and property on relationship breakdown, parental responsibility and arrangements for children. Immigration law including domestic violence, long residence and family life, financial support options including for women with no recourse to public funds and claiming asylum http://rightsofwomen.org.uk/	020 7251 6577 (Family Law) 020 7490 7689 (Immigration and asylum law) Monday to Thursday 7pm – 9pm, Friday 12pm – 2pm (Family Law) Monday 10am – 4pm, Thursday 10am – 4pm (Immigration and Asylum Law)

Please note, other solicitors are available, below are details of local solicitors which provide specialist domestic abuse and immigration advice and support.

Duncan Lewis Solicitors	Contact Details:
Service provided: Family law advice including child custody, forced marriage, contact with children, care proceedings and divorce. https://www.duncanlewis.co.uk/	020 7275 2566 or Emma Haynes 020 7014 7316 104/106 Colmore Row, Birmingham, B3 3AG

Fountain Solicitors	Contact Details:
Service provided: Family law. Immigration law including Right to Remain. https://www.fountainsolicitors.com/	01922 645 429 Email: info@fountainsolicitors.com

Oldbury Citizens Advice Bureau – CAB	Contact Details:
Service provided: Advice and assistance on money (benefits, employment, tax), family (health, home and neighbourhood, education), daily life (communications, consumer affairs, gas and electricity and travel), rights (discrimination,	03444 111 444 Old Municipal Buildings, Halesowen Street, Oldbury, B69 3DB



civil rights, immigration, the legal system). https://www.citizensadvice.org.uk/	Monday to Friday 9.30am - 2.30pm
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West Bromwich Citizens Advice Bureau– CAB	Contact Details:
Service provided: Advice and assistance on money (benefits, employment, tax), family (health, home and neighbourhood, education), daily life (communications, consumer affairs, gas and electricity and travel), rights (discrimination, civil rights, immigration, the legal system). https://www.citizensadvice.org.uk/	0121 500 2703 (Telephone Advice Line) or 0121 500 2700 (Appointment Line) 22 Lombard Street, West Bromwich, B70 8RT Monday, Tuesday and Thursday 9.30am – 2.30pm. Telephone advice service is available Monday to Friday (2-4 daily)

Tipton Citizens Advice Bureau– CAB	Contact Details:
Service provided: Advice and assistance on money (benefits, employment, tax), family (health, home and neighbourhood, education), daily life (communications, consumer affairs, gas and electricity and travel), rights (discrimination, civil rights, immigration, the legal system). https://www.citizensadvice.org.uk/	03444 111 444 St Pauls Community Centre, Brick Kiln Street, Tipton, DY4 9BP Office open Monday to Wednesday 9am – 3.30pm. Telephone service Monday to Friday.

Cradley Heath Citizens Advice Bureau – CAB	Contact Details:
Service provided: Advice and assistance on money (benefits, employment, tax), family (health, home and neighbourhood, education), daily life (communications, consumer affairs, gas and electricity and travel), rights (discrimination, civil rights, immigration, the legal system). https://www.citizensadvice.org.uk/	01384 634 351 Cradley Heath Community Centre, Reddal Hill Road, Cradley Heath, B64 5JG Office open Tuesday and Thursday 9.30am – 3.30pm. Telephone advice Monday to Friday 2pm – 4pm.



Smethwick Citizens Advice Bureau– CAB	Contact Details:
<p>Service provided: Advice and assistance on money (benefits, employment, tax), family (health, home and neighbourhood, education), daily life (communications, consumer affairs, gas and electricity and travel), rights (discrimination, civil rights, immigration, the legal system).</p> <p>https://www.citizensadvice.org.uk/</p>	<p>0121 500 2703 (Telephone Advice Line) / 0121 500 2700 (Appointment Line)</p> <p>370-372 High Street, Smethwick, B66 3PJ</p> <p>Office open Monday/Wednesday/Friday 9.30am - 2.30pm. Telephone advice Monday to Friday 2pm – 4pm</p>

Community Legal Service	Contact Details:
<p>Service provided: read free legal information leaflets or legal, help factsheets, search for a high-quality local legal adviser or solicitor, search for legal information from a selection of the best advice websites in the UK, find out if you qualify for legal aid, get free impartial debt advice</p> <p>http://www.clsdirect.uk/</p>	<p>CLS National helpline 08453454345</p>

Family Court Domestic Abuse Support Service (Wolverhampton).	Contact Details:
<p>Service provided: Any applicant or respondent who identifies as a victim of domestic abuse attending hearing at the family court in Wolverhampton Crown and Magistrates court.</p> <p>Referral process: Self or agency.</p> <p>www.citizensadvice.org.uk/familycourt</p>	<p>Phone: 0203 745 7707</p> <p>Available weekdays 9am - 5pm</p> <p>flows@rcjadvice.org.uk</p>



LGBT

Broken Rainbow	Contact Details:
<p>Broken rainbow provides support for lesbian, gay, bisexual and transgender people experiencing domestic abuse (nationwide service)</p> <p>http://www.brokenrainbow.org.uk</p>	<p>0300 333 5428</p> <p>Monday: 2pm - 8pm</p> <p>Wednesday: 10am - 5pm</p> <p>Thursday: 2pm - 8pm</p>

Galop – National LGBT+ Domestic Abuse Helpline	Contact Details:
<p>Service provided: Emotional and practical support for LGBT+ people experiencing domestic abuse.</p> <p>http://www.galop.org.uk/domesticabuse/ (Offer web chat service)</p>	<p>0800 999 5428</p> <p>help@galop.org.uk</p> <p>Monday, Tuesday and Friday 10am – 5pm, Wednesday and Thursday 10am – 8pm</p>

Birmingham LGBT	Contact Details:
<p>https://blgbt.org/</p>	<p>0121 643 0821</p> <p>Birmingham LGBT Centre, 38/40 Holloway Circus, Birmingham, B1 1EQ</p> <p>Monday to Friday 8am – 9pm</p> <p>hello@blgbt.org</p>

MEN

Ask Marc	Contact Details:
<p>Ask Marc is a specialist support service for men and boys who have experienced domestic abuse, rape and sexual abuse</p>	<p>Telephone: 0121 289 6402; email: info@askmarc.co.uk or go to: www.askmarc.org.uk</p>



Men's Talk	Contact Details:
Service provided: Ongoing support for men who have experience domestic violence. Drop-in – 3rd Wednesday of each month 3pm – 5pm.	0121 558 8815 Langley Library, Barrs Street, Oldbury, B68 8QT

Mankind Initiative	Contact Details:
Service provided: Emotional and practical support suffering domestic abuse https://www.mankind.org.uk/	01823 334244 Monday to Friday 10am to 4pm

Respect	Contact Details:
Service provided: service for perpetrators of domestic violence looking for help to stop. We help male and female perpetrators, in heterosexual or same-sex relationships. http://respect.uk.net/information-support/domestic-violence-perpetrators/ (webchat available)	0808 802 4040 info@respectphoneline.org.uk

Men's Advice Line	Contact Details:
Service provided: confidential support for male victims of domestic abuse www.mensadviceline.org.uk (webchat available)	0808 801 0327 info@mensadviceline.org.uk

MENTAL HEALTH

Esteem Team	Contact Details:
The main aim of our service is to support people in Sandwell to improve and maintain their wellbeing. Although our focus is Mental Health, we do try to support people with their physical and emotional needs. The esteem team support	0121 612 6650 Whiteheath Medical Centre, Badsey Road, Oldbury, B69 1ER Monday to Friday 8.30am – 4pm



<p>victims and perpetrators of domestic violence and abuse.</p> <p>One to one counselling service – counselling available in Punjabi, Urdu, Hindi and Bengali</p> <p>18 + years and registered with a Sandwell GP</p>	<p>Esteem Team leaflet</p>
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<p>Rowley Regis & Tipton Counselling Service</p>	<p>Contact Details:</p>
<p>Service provided: One to one counselling service – counselling available in Punjabi, Urdu, Hindi and Bengali</p> <p>18 + years and registered with a Sandwell GP</p> <p>http://www.sandwell.gov.uk/site/custom_scripts/ip_directory_record.php?recordID=1097&categoryID=50</p>	<p>0121 612 6650</p> <p>Whiteheath Medical Centre, Badsey Road, Oldbury, B69 1ER</p> <p>Monday to Friday 8.30am – 4pm</p>

<p>The kaleidoscope Group</p>	<p>Contact Details:</p>
<p>Service provided: group therapies, self-help support groups, individual therapies, social, leisure and physical groups and events, information, advice and signposting.</p> <p>https://www.kaleidoscopeplus.org.uk/</p>	<p>0121 565 5605</p> <p>1st Floor, Hawthorns House, Halfords Lane, West Bromwich, B66 1BB</p> <p>info@kaleidoscopeplus.org.uk</p>

<p>Community Mental Health Team (Community Team Base)</p>	<p>Contact Details:</p>
<p>Service provided: 18-65 with long term mental illness. Severe mental injurious illness health problems such as schizophrenia and bipolar disorder.</p> <p>http://www.sandwell.gov.uk/directory_record/274/community_mental_health_team_community_team_base</p>	<p>The North Team: 0121 543 4292, The South Team: 0121 543 4295, The Crisis Team (24 hours a day): 0121 543 4100</p> <p>Black Country Partnership NHS Foundation Trust, Quayside House, Rounds Green Road, Oldbury, B69 2DG</p>



CAMHS	Contact Details:
<p>Service provided: child and adolescent mental health support.</p> <p>Referral: Any professional can refer via referral form (available by contacting CAMHS)</p> <p>https://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/child-and-adolescent-mental-health-services-camhs/</p>	<p>Telephone: 0121 612 6620/0121 612 6674 (point of access)</p> <p>Address: CAMHS, 48 Lodge Road, West Bromwich, B70 8NY</p>

OFFENDING BEHAVIOURS

Respect	Contact Details:
<p>If you think you may be behaving in an abusive way towards your partner or family and want to change, confidential advice and support to help you stop being abusive is available from the Respect phonenumber which offers help for domestic abuse perpetrators who want to change.</p>	<p>Call freephone 0808 802 4040 or see Help For Domestic Violence Perpetrators Respect Phonenumber UK</p>

Family Action - <i>Families Together</i>	Contact Details:
<p>Support for families where low-level domestic abuse or coercive behaviour may be occurring in the family home. Three elements of support – separate programmes for parents and family centred support sessions.</p> <p>Criteria for referrals: whole family must be willing to engage in all sessions- preventative programme not suitable for high risk – not suitable where primary need is substance misuse - cannot support those with a recent high-risk criminal conviction.</p>	<p>07967316802 – Sonia Randhawa or 07967316715 – Julia Westmacott</p> <p>Sonia.Randhawa2@family-action.org.uk or Julia.Westmacott@family-action.org.uk</p> <p>Burnt Tree Children’s Centre, 20-25 Tividale Street, Tipton, DY4 7SD</p> <p>https://www.family-action.org.uk/</p>



Respect	Contact Details:
Respect provide a confidential helpline, email and webchat service for perpetrators of domestic violence looking for help to stop. They help male and female perpetrators, in heterosexual or same-sex relationships. Partners or ex-partners of perpetrators, as well as concerned friends and family members and Frontline Workers are also welcome to contact for information, advice and support.	0808 802 40400 Monday-Friday 9am-5pm. http://respect.uk.net/information-support/domestic-violence-perpetrators/

PETS

RSPCA PetRetreat	Contact Details:
Service provided: Foster care of pets for DVA victims who seek refuge or accommodation where pets are not allowed	0300 123 8278 https://www.rspca.org.uk/whatwedo

RAPE AND SEXUAL VIOLENCE

Black Country Women's Aid	Contact Details:
Service provided: ISVAs (Independent Sexual Violence Advisers) are trained specialists who offer one to one emotional and practical support.	All services: Call to ask for advice or access any of our support services. This line is staffed from 9am to 5pm Monday to Friday. 0121 553 0090 24-hour helpline: If you need advice or are seeking a refuge place outside of office hours, call this number. 0121 569 6448 (24hr)



Sexual Assault Referral Centre (SARC)	Contact Details:
<p>SARCs provide a specialist service for women, men and children who have been a victim of a rape or sexual assault. They will complete a medical examination and collect evidence that can be used if a victim decides to progress with a criminal case against their abuser.</p>	<p>There are two SARCs that can be accessed by Sandwell residents:</p> <ul style="list-style-type: none"> • an Adult SARC for victims of rape or sexual assault age 18 and over based in Birmingham (contact the 24/7 Self-referral line 0808 168 5698), and • a Children's and Young People's (aged 18 and under) SARC for victims of rape or sexual assault based in Walsall (Contact 0808 196 2340 to speak to a Pathway and Support Service Co-ordinator)

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

REFUGE

Black Country Women's Aid Refuge	Contact Details:
<p>BCWA offer secure and supportive accommodation for people who need to leave their homes because of domestic abuse. Services are open 24 hours a day to victims with or without children, and regardless of age, culture, disability, ethnicity or sexuality.</p>	<p>0121 552 6448 (24 hour)</p>



Refuge (Women's Aid National Helpline)	Contact Details:
Women's Aid/Refuge places Free Phone 24hr National Domestic Violence Helpline	0808 2000 247 (24 hour)

Sandwell MBC Housing Solutions Team	Contact Details:
If someone is homeless due to domestic abuse the Housing Solutions Team may be able to help them find a place of safety. If they wish to remain in their current home housing solutions may be able to assist with enhancing the security in the property or offer other housing options.	0121 368 1166 (Option 2) Monday – Thursday 8.30am – 5.30pm Friday – 8.30am – 5pm Customer_services@sandwell.gov.uk Out of hours contact 0121 569 6883 (24 hour call back service)

SAFETY / SECURITY

Hollie Guard	Contact Details:
Service provided: Smartphone users can download a free app which will turn their mobile phone into a personal panic alarm. The alarm can also send a message to emergency contacts if the function is set up. http://hollieguard.com/	info@hollieguard.com

SOCIALISATION / ISOLATION

Age UK Sandwell	Contact Details:
Service provided: Benefits advice given to older people, assistance completing forms, home visits available, benefit checks performed. Advice and information. Community support.	0121 314 4526 info@ageuksandwell.org.uk Room 49 Pure Offices, Broadwell Road, Oldbury, B69 4BY



Criteria for referrals: Age 50+ living in Sandwell https://www.ageuk.org.uk/sandwell/	Opening times: Monday to Thursday 9.30am - 4.30pm
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Age UK National	Contact Details:
Service provided: Aim to provide life-enhancing services and vital support to people in later life. We and our local partners deliver a range of services across the UK. https://www.ageuk.org.uk/	0800 678 1602 Age UK's advice line is a free, confidential national phone service for older people, their families, friends, carers and professionals. We have a team of expert advisers who will give you information that is reliable and up-to-date. Lines are open 8am-7pm, 365 days a year.

Community Activity Network	Contact Details:
Service provided: list of fitness activities throughout Sandwell – for list of activities available look online http://sandwellcan.co.uk/	0800 011 4556 Healthy Sandwell, Jack Judge House, 10 Halesowen Street, Oldbury, B69 2AJ ls@nhs.net

The Kaleidoscope Group	Contact Details:
Service provided: group therapies, self-help support groups, individual therapies, social, leisure and physical groups and events, information, advice and signposting. https://www.kaleidoscopeplus.org.uk/	0121 565 5605 1st Floor, Hawthorns House, Halfords Lane, West Bromwich, B66 1BB info@kaleidoscopeplus.org.uk

Paul and Barny's Place	Contact Details:
Service provided: They are a cafe community centre aiming at offering friendship and welcome to anyone. They seek to promote wellbeing	0121 422 6700



through health promotion, art activities, listening and counselling services, collaboration with security and health services, etc. They are seeking to contact and support isolated individuals, particularly the elderly. Food bank every Friday from 10am - 12.30pm. Over 55's club every Wednesday & Thursday (<i>Fees apply</i>)	Community Centre, 151 Castle Road West, Oldbury, B68 0EE paulandbarnys@gmail.com http://www.sandwell.gov.uk/site/custom_scripts/ip_directory_record.php?recordID=528&categoryID=72
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SCVO Sandwell Council of Voluntary Organisations	Contact Details:
Service provided: SCVO serves the voluntary, community and social enterprise sector in the metropolitan borough of Sandwell. https://www.scvo.info/	0121 525 1127 1st Floor, Lanchard House, Victoria Street, B70 8ER

Salvation Army	Contact Details:
Service provided: Samaritans is a unique charity dedicated to reducing feelings of isolation and disconnection that can lead to suicide. Services include drop in centres, lunch clubs, parent and toddler groups, debt advice, youth clubs, after school clubs & emergency food parcels.	Call 116 123 for free, 24hrs a day, 7 days a week. Email: jo@samaritans.org (response time: 24 hours) Drop in: https://www.samaritans.org/branches/

RESOURCES FOR ALL PROFESSIONALS

Resources for Identifying Risk in domestic abuse	Safelives
The Dash risk checklist can be used for all intimate partner relationships, including LGBT relationships, as well as for 'honour'-based violence and family violence. It is primarily intended for professionals – both specialist	



domestic violence workers and other professionals working for mainstream services. It aims to provide a uniform understanding of risk across professions.	
Quick guide: Identifying and engaging with young people at risk of forced marriage A quick guide produced by Safelives to assist in Identifying and engaging with young people at risk of forced marriage.	Safelives
Sandwell Policy and Procedures to address Female Genital Mutilation FGM guidance for frontline professionals, managers, individuals and community groups in Sandwell. This procedure should be read in conjunction with Sandwell Adult and Child safeguarding procedures	Sandwell MBC
Multi-agency practice guidelines: handling cases of forced marriage Home Office Forced Marriage Guidance which provides step-by-step advice for frontline workers, including health professionals, educational staff, police, children’s social care, adult social services and local authority housing	Home Office

RESOURCES FOR TEACHERS AND PROFESSIONALS WORKING WITH

CHILDREN AND YOUNG PEOPLE

Respect Yourself (Secondary resource)	Website
Resource for young people between the ages of 13-25 providing information and advice including safe relationships.	https://respectyourself.info/relationships/feeling-safe-in-relationships/ http://respectyourself.org.uk/about-us/
Home Office Advice and resources (Secondary and older)	Website:



	https://www.disrespectnobody.co.uk/relationship-abuse/what-isrelationship-abuse/
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Department of Health guidance for health professionals on domestic violence	Website:
This looks at important aspects relating to preventing and identifying domestic violence and abuse and supporting those affected.	https://www.gov.uk/government/publications/domestic-abuse-a-resource-for-health-professionals

AVA – Against Violence and Abuse	Website:
Children Young People and Domestic Abuse.	http://www.ccrm.org.uk/index.php?option=com_content&view=article&id=65&Itemid=75

NSPCC	Website:
A selection of child protection research, leaflets, guidance, evaluations and safeguarding resources on domestic abuse	https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/domestic-abuse/domestic-abuse-research-resources/

Hidden Hurt	Website:
A website designed to help understand the dynamics of an abusive relationships, the different types of abuse, it's effect on both direct victims and indirect victims.	http://www.hiddenhurt.co.uk/domestic_violence_resources.html

NICE	Website:
Guidance helping children and families open up about experiencing domestic violence	https://indepth.nice.org.uk/nice-guidance-to-help-children-and-families-open-up-about-domestic-violence/index.html



Our Girl Film	Website:
Multi-award winning film Our Girl, recognised by the 2015 United Nations DPI Gold Award can be downloaded and used in many different contexts. Information from the Forced Marriage section of the ourgirl.co.uk website can enhance your screenings and ensure that people have as much information as possible to start spreading the word and programming their own events.	http://ourgirl.co.uk/resources/

RESOURCES FOR ADULT SOCIAL WORKERS

Resource	Type of resource	Description	Link
Black Country Women's Aid (BCWA)	Website and frontline resources	BCWA offer a range of support for women and men who have been affected by domestic abuse, forced marriage, honour-based abuse, rape and sexual violence, stalking and harassment and modern slavery.	Link
The Freedom Programme	Frontline Resource	A course for women who want to learn more about domestic violence, recognise warning signs, and improve their self-esteem.	Link
The Power to Change	Frontline Resource	A course helping women to understand how abuse may have affected them, build their confidence, understand women's rights, and recognise their own strengths	Link
Adult safeguarding and domestic abuse: A guide to support practitioners	Practice tools and guides	Guide for practitioners and managers in councils and partner agencies engaged in working directly or indirectly with people who have care and support needs who may also be victims of domestic abuse.	Link



and managers			
Domestic Violence and Abuse: Multi-agency working	Practice tools and guides	Guideline which covers planning and delivering multi-agency services for domestic violence and abuse.	Link
FGM policy and Procedures (Sandwell Council)	Practice tools and guides	FGM guidance for frontline professionals, managers, individuals and community groups in Sandwell. This procedure should be read in conjunction with Sandwell Adult and Child safeguarding procedures.	Link

RESOURCES FOR CHILDREN'S SOCIAL WORKERS

Resource	Type of resource	Description	Link
Black Country Women's Aid (BCWA) - Childrens Services	Website and frontline resources	<u>BCWA Children's Services</u> BCWA offer a range of support for children and young people who have been affected by: teenage relationship abuse, domestic abuse in the home; rape and sexual violence; and child sexual exploitation. BCWA also carry out a range of prevention and awareness raising work in schools and communities through our TRAPPED, VIVA and Inside Out programmes	Link
The Freedom Programme	Frontline Resource	A course for women who want to learn more about domestic violence, recognise warning signs, and improve their self-esteem.	Link
The Power to Change	Frontline Resource	A course helping women to understand how abuse may have affected them, build their confidence, understand women's	Link



		rights, and recognise their own strengths	
You and Me, Mum	Frontline Resource	A course which empowers women to support their children after domestic abuse.	Link
Civil Orders	Frontline Resource	There are two main types of injunctions available under Part IV of the Family Law Act 1996: <ul style="list-style-type: none"> •A non-molestation order •An occupation order 	Link
MARAC	Frontline resource/ Practice Tool	To refer to MARAC a practitioner must complete a risk assessment (DASH) form, preferably with the victim, and send it with a referral form to the West Midlands Police MARAC team. For all general queries around MARAC referrals and MARAC meetings email: marac_referrals@west-midlands.pnn.police.uk or call 101 and asking for the MARAC team (Mon-Fri: 9am - 5pm)	Link
DASH Risk assessment	Practice tools and guides	Domestic Abuse, Stalking and Harassment (DASH) risk assessment. It is important to fill this in with as much detail as possible, preferably with the victim if you have been trained. You can contact Black Country Women's Aid on 0121 553 0090 0121 552 6448 if you need help with risk assessments	Link
Coercive Control Website	Website	This website is for social workers and other health and social care practitioners to develop their knowledge and skills in working with situations of coercive control.	Link
The Hideout	Website	The Hideout is a website that provides help, information and	Link



		support to children and young people affected by domestic violence. The website also contains a virtual refuge.	
FGM policy and Procedures (Sandwell Council)	Practice tools and guides	FGM guidance for frontline professionals, managers, individuals and community groups in Sandwell. This procedure should be read in conjunction with Sandwell Adult and Child safeguarding procedures.	Link
FGM Good Practice Guidance and assessment tool for Social Workers	Practice tools and guides	FGM guidance developed by the National FGM Centre to support social workers to assess FGM cases.	Link
Young Fathers Programme - Healthy Relationships	Frontline Resource	Programme supporting young people aged 13 up to 25 years, who are parents or who are about to become learn how to become better fathers and partners.	Link

Let us know what you think...

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

domesticabuse_admin@sandwell.gov.uk

All feedback is welcome and will help us make improvements.



