



**We would like to thank all of our partners who have been involved in creating this directory:**



## **The THRIVE Model**



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# Crisis support

## Local Support

### Black Country 24 hr Helpline

0800 008 6516 or text on 07860 025 281

**Open:** 24 hours a day, 7 days a week

**Web:** <https://www.blackcountryhealthcare.nhs.uk/contact-us/help-crisis>

People of **all ages** who are a Black Country resident can call the Freephone number or send a text to receive support. They provide confidential support for people experiencing increased distress, anxiety or any other urgent mental health difficulties or concerns. You can also visit the Sanctuary Hubs.

### CAMHS Crisis Team

07816 075 218

**Open:** 8 am – 8 pm

**Web:** <https://www.blackcountryminds.com/crisis-button/>

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

## National Support

### Child Line

0800 1111

**Open:** 24 hours a day, 7 days a week

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

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

### Samaritans

116 123

**Open:** 24 hours a day, 7 days a week

**Address:** Freepost Samaritans letters

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

**Web:** <https://www.samaritans.org/>

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



# Local support

## 4 Community Trust

0121 752 5659

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

**Web:** : [www.4communitytrust.co.uk](http://www.4communitytrust.co.uk)

4CT Emotional Health & Well-being service is working alongside schools and the community of Sandwell offering wellbeing programmes to help improve and understand emotional and physical health of **children**. We work with therapists and have trained staff members offering Lego Therapy, Creative Meditation, Yoga Therapy, Art Therapy, and Music Therapy and offering courses to **parents** on some of the more difficult aspects of parenting.

## All Age Eating Disorder Service

0121 612 8301

**Open:** 9am - 5pm, Mon to Fri

**Web:** <https://www.blackcountryhealthcare.nhs.uk/our-services/eating-disorder-service>

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

## Ask Marc

0121 289 6402

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

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

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

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

## Autism West Midlands

0121 450 7575

**Open:** 9 am - 4 pm, Mon to Fri

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

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

They use their expertise to support autistic people and those who care for them, including families. The helpline is for **parents, autistic adults, carers and professionals** who live in the West Midlands to discuss concerns they have about autism before and after diagnosis. They can also provide information about autism and local support services such as community supported living, residential support, community support services and more. Parental support in Sandwell includes autism advice appointments, 1-to-1 targeted support within the home, training, coffee mornings, support groups and other events. Some of the services are run in the children's centres.

## Black Country Support After Suicide

0800 008 6516

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

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

**Web:** <https://www.rethink.org/help-in-your-area/services/community-support/black-country-support-after-suicide/>

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

## Black Country Women's Aid

0121 553 0090

24 hour helpline: 0121 552 6448

Text or WhatsApp: 07384466181

**Open:** 9 am – 9 pm, Mon to Fri

**Address:** The Cedar Centre Sandwell, 1st Floor Landchard House, Victoria Street, West Bromwich, B70 8HY

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

**CHISVA Email:** [ISVA@blackcountrywomensaid.co.uk](mailto:ISVA@blackcountrywomensaid.co.uk)

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

Black Country Women's Aid provide a range of services for **women** such as domestic abuse refuge and community support; rape; sexual violence and childhood sexual abuse support; Forced Marriage and honour-based violence support; and support for female offenders and women with complex needs. They also offer specialists counselling for **children** who are victims of sexual violence. CHISVA (Children's Independent Sexual Violence Advice) service supports **children ages 5 - 18 years** in Sandwell and the wider Black Country who have experienced rape or sexual violence. They provide practical and emotional support, including support through the criminal justice system. Referrals are via agencies such as the police, social services, sexual assault referral centres, GPs, schools, parents and self-referrals.

## Brook

**Web:** <https://www.brook.org.uk/outreach-and-education/sandwell/>

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

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

07816 075 218

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

**Web:** <https://www.blackcountryhealthcare.nhs.uk/our-services/camhs-crisis-interventional-and-home-treatment-team-cihtt>

The Crisis Intervention & Home Treatment Team is for young people already known to CAMHS. It aims to provide a timely service, enabling them to respond both quickly and intensively to children, young people and their families and/or carers. The service is for children and young people **up to age 18** in Sandwell and Wolverhampton. This means that they offer specialist services to those children and young people whose mental health is having an impact on their daily functioning (usually due to risk and / or severity of mental illness) and who require urgent intervention. The overall aim of the team is to reduce the frequency of admissions into a Child and Adolescent Inpatient Unit, keeping children and young people at home with their families, where they can receive a specialist intensive CAMHS support.

## Child and Adolescent Mental Health Service (CAMHS)

0121 612 6620

**Open:** 9 am – 5 pm, Mon to Fri

**Web:** <https://www.blackcountryminds.com/>

CAMHS work with **all children up to 18 years old** with complex, severe or enduring emotional and mental health problems who are registered with a local GP. To access these services, you must be referred by a professional, for example school staff, social worker, or health professionals through to SPA (Single Point of Access).

## Cranstoun Sandwell

0121 553 1333

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

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

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

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

Cranstoun Sandwell provides free and confidential advice and support to **adults** who would like to talk about alcohol or drugs. They use a person-centred and flexible approach to help you, your family and friends to make positive changes. You will have access to information and advice, assessments, drug and alcohol detoxification, family information and support, 1-to-1 sessions, group sessions and programmes, health MOTs, recovery focused treatment, needle exchange, prescribing services and recovery champions. You can self-refer via the referral form on their website or a professional can refer you.

## Criminal Justice Mental Health Team

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

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

**Web:** <https://www.blackcountryhealthcare.nhs.uk/our-services/criminal-justice-mental-health-liaison-team>

The Criminal Justice Mental Health Team (CJMHT) provides a single integrated offer to the whole Black Country population known to the criminal justice services. The team comprises of qualified nursing staff trained in a variety of assessment and treatment options who provide short to mid length engagement for specified individualised plans of care. They work with numerous agencies such as probation, police, prison and **17+** transferring from the youth justice services to

probation. They assist with Multi-Agency Public Protection Arrangements (MAPPA), mental health treatment requirements, secure services and approved premises.

### **Cruse Bereavement Support Sandwell**

General enquiries automated answering service: 0121 558 1798

Cruse Helpline listening support: 0808 808 1677

**Open:** 7 days a week

**Email:** [sandwell@cruse.org.uk](mailto:sandwell@cruse.org.uk)

**Web:** [www.cruse.org.uk](http://www.cruse.org.uk) and <https://www.hopeagain.org.uk>

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

### **DECCA**

0121 569 2201 or call 07500 785 889 or text 07781 472 746

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

**Web:** <https://www.ourguideto.co.uk/>

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

### **Early Intervention in Psychosis / Early Access Service**

0121 612 6716

**Open:** 5 pm – 8 pm, Mon to Fri

**Web:** <https://www.blackcountryhealthcare.nhs.uk/our-services/early-intervention-early-access-service>

The Early Intervention in Psychosis Service (EIS) is a specialist community mental health team who offers support to young people and adults **aged 14 – 35 years** who are going through a first episode of psychosis, or who seem at risk of going through a first episode of psychosis.

### **Elements SEMH Support**

07398 694 790

**Email:** [info@elementssupport.com](mailto:info@elementssupport.com)

**Web:** <https://elementssupport.com/>

Elements is a creative social and emotional mental health support service for children, young people and adults in supportive roles. They work with young people **aged 7 years – 18 years old** mostly within schools but also those who live in residential care/foster care and those who attend college. The services that they offer include Creative 1-to-1 SEMH mentoring, Dynamic group work and the “Drip by Drip Day by Day Experience” for professionals.

### **Every Child Needs a Mentor**

0800 644 4881

**Web:** <https://www.everychildneedsamentor.com>

Every Child Needs a Mentor (ECNM) is an award-winning specialist youth mentoring organisation that helps to provide asset-based mentorship to support children and young people from the **age of 8 – 18 years** old to achieve and flourish in their confidence and well-being. ECNM provide mentoring programmes to help children to improve their mental health, attainment, self-esteem, and mindsets so they thrive in their learning, life, and families. By providing mentorship

we support schools, parents, local authorities, and other youth-based organisations to empower, equip and enable the children within their care. There is a charge for the service.

### Family Action Helping Hands Black Country

07970 994 528 or 07729 046 673

**Open:** 9 am – 4 pm, Mon to Fri

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

**Web:** <https://www.family-action.org.uk>

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

### Family Action Family Line

0808 802 6666 or text 07537 404 282

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

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

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

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

### Heal Hub

0121 622 3603 or text 07562 692 353

**Email:** [mhteam@lyfeproof.co.uk](mailto:mhteam@lyfeproof.co.uk)

**Web:** <https://healhub.org.uk/>

Heal Hub is a community-led programme that gives young people **aged 12 – 25 years old** the opportunity to shape their own mental health support. They offer free therapy online and in person for those who want to talk about things in their past, calm their anxiety, understand their feelings, and more. They use a variety of therapy methods. Therapists are available in the evenings and you can self-refer, a parent can refer, or a professional can refer a person via the website. Please contact the team before making a referral.

### Health Exchange

0121 663 0007 or 0800 158 3535

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

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

**Web:** <https://www.healthexchange.org.uk/services/mental-wellbeing/>

The Mental health and Wellbeing service can support you if you are feeling low, suffering from depression, anxiety or stress. We provide support through 1:1 therapy, online support, local activities and group workshops. Individuals meet with a personal Psychological Wellbeing Practitioner. We have a youth psychological service and an online platform for **16-25 year olds**, an adult psychological service for **25+ adults**, early help triage and group workshops.

## Inclusion Support

0121 569 2777

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

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

Referrals can only be made from SENDCO's in educational settings. Inclusion Support includes educational psychologists, advisory teachers for Social Emotional Mental Health, Complex Communication and Autism team and the Preventing Primary Exclusions Team. They mainly work with **young people** in educational settings to provide advice and guidance to support young people's emotional health and well-being. Work includes: support following Critical Incidents, support for young people who are experiencing Emotionally Based School Non-Attendance (EBSNA), training for schools and parents to promote positive mental health, support to help autistic young people to understand and regulate their feelings and emotions and direct work with young people in their settings whilst building capacity in primary schools by developing staff skills to support children who are at risk of permanent exclusion.

## Kaleidoscope Sanctuary Hub

0121 289 6111

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

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

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

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

## Kidscape

Call or WhatsApp: 07496 682 785

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

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

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

## Kooth

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

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

**Web:** <https://www.kooth.com>

Kooth is a non-referral, online service that provides anonymous and personalised mental health support for Children and Young People **11-25 years old**. Sign up for free to access magazines, forums, activity centres, messaging, and live counselling.



## Krunch

0121 552 5556

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

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

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

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

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

## Life in Community CIC

Text or Call 07752 659 257

**Open:** 11 am–3 pm, Mon, Wed, Fri

**Address:** St Johns Hall, Upper Church Lane, Tipton, D74 9ND

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

Support for residents aged **18 plus** living in Tipton, who wish to improve their health and well-being. We offer phone/Zoom support, as well as practical help face to face. We provide assistance to individuals with low-level mental health issues, via our listening and counselling service (charged at £10ph). Furthermore, we also deliver exercise sessions and advocacy support for those who feel that they need their voice to be heard.

## Murray Hall Community Trust

01902 826 306 or 01902 826 308

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

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

**Web:** <https://www.murrayhall.co.uk>

A number of different projects are offered to support Young People with their mental health and wellbeing, managed by the Creative Therapeutic Services team. They work directly with **children and young people** in need of support using a range of therapeutic and counselling techniques to offer a bespoke therapeutic service. We offer 1-2-1 and group counselling support in school, online and face to face in our centre. Specialisms can include domestic abuse, loss and separation, looked after child, trauma and self-harm. In addition to our fully funded projects, we also offer a bespoke paid service to schools and other agencies on request.

## POhWER

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

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

**Email:** [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

**Web:** <https://www.pohwer.net/sandwell>

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

## Reflexions (Mental Health Support Teams)

0121 612 6620

**Open:** 9 am – 5 pm, Mon to Fri

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

The Mental Health Support Team (MHST) for schools (Reflexions) is an initiative that provides additional mental health support to children and young people **aged 4 to 18 years** through educational settings. Reflexions has three core functions: to deliver evidence-based interventions for mild-to-moderate mental health issues such as low mood and anxiety; support each school or college to introduce or develop whole school or college approach; give timely advice to school and college staff, and liaise with external specialist service to help children and young people to get the right support and stay in education. We also support parent and carers to manage their children's mental health. Reflexions works with external specialist services, where appropriate.

## Relate

0121 643 1638

**Open:** 5 pm – 8 pm Tues, 12 pm – 3.30 pm Wed and 6 pm – 9 pm Thurs

**Address:** Old Municipal Buildings, Freeth Street, Oldbury, B69 2AB

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

**Web:** <http://www.relate.org.uk/>

**Counselling service Web:** <https://sandwellearlyhelp.info/service/727>

Relationship counselling, youth counselling, psychosexual counselling. They provide relationship counselling to **couples, individuals and families** at a charge. Their 1-to-1 **youth** counselling service is free of charge for children and young people **ages 8 – 18 years old** in the Sandwell area and is available through video call or phone. Other languages spoken by us are Punjabi, Hindi, and Urdu.

## Sandwell Advocacy

0121 520 8070

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

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

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

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



## Sandwell African Caribbean Mental Health Foundation

0121 525 1629

**Open:** 9.30 am – 5 pm, Mon to Fri

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

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

**Web:** <https://www.sacmhf.co.uk/>

The Sandwell African Caribbean Mental Health Foundation provides a range of culturally responsive services for **people of African and Caribbean descent** who are affected by mental ill health. They provide practical, emotional, and social support in addition to training and skills development. Some services that they provide include outreach support, bereaved carers support service and carer's support. The iMATTER Project (for young people **aged 11 – 25 years old**) provides bespoke support packages designed to guide them through to longer periods of wellness. Ujima is a forum that organises monthly meetings, organising social activities, support to make new friends, and more.

## Sandwell Crisis Resolution and Home Treatment Team

0121 543 4100

**Open:** 24 hours a day, 7 days a week

**Web:** <https://www.blackcountryhealthcare.nhs.uk/our-services/crisis-resolution-and-home-treatment-team>

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

## Sandwell Healthy Minds

0121 612 6650

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

**Email:** [bcpft.sandwellhealthyminds@nhs.net](mailto:bcpft.sandwellhealthyminds@nhs.net)

**Web:** <https://www.sandwellhealthyminds.nhs.uk/>

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

## Single Point of Access (SPA)

0121 612 6620

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

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

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

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

## Single Point of Referral (SPOR)

0121 543 4280 / 4285

**Open:** 9 am - 5 pm, Mon to Fri

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

**Web:** <https://www.blackcountryhealthcare.nhs.uk/our-services/single-point-referral-spor>

The Single Point of Referral (SPOR) team is an assessment and signposting service, providing a single point of entry and a first level gatekeeping service into mental health services for **adults 18-65 years old**. They provide comprehensive assessments, including risk assessments and formulate a structured discharge plan of care to meet the individual needs. The team receives referrals mainly from General Practitioners.

## SinglePoint Plus Family Hub Oldbury

0121 544 1393

**Address:** SinglePoint Plus Family Hub, First Floor, 66-68 Birmingham Street, Oldbury, B69 4DE

**Email:** [singlepoint-oldbury@live.com](mailto:singlepoint-oldbury@live.com)

**Web:** <https://www.singlepointplus.org/>

SinglePoint services are available to **all families** and the wider community in Oldbury and the surrounding areas. They offer opportunities such as days out, community courses, workshops, upskilling sessions, healthy lifestyle groups, community resilience champions, volunteering, community mentoring, family support and counselling. Family support and counselling is available for children who attend SinglePoint's partner schools and their families. This service is confidential and you can access this via the school.

## Specialist Perinatal Mental Health Community Service

01384 314 455

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

**Web:** <https://www.blackcountryhealthcare.nhs.uk/our-services/perinatal>

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

## The Kaleidoscope Plus Group providing Primary Mental Health

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

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

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

The service supports both **children and young people and parents/ carers** with emotional wellbeing and mental health concerns. This may include individual or group support with anxiety, low mood, depression, understanding anger and aggression, loss and bereavement, managing low self-esteem, building confidence, emotional regulation, encouraging self-care and better sleep hygiene, or support with family mediation. Depending on the referral received may depends on the type of support that is offered to the child or young person in supporting their recovery.

## The Recovery College

0121 543 4061

**Open:** 9 am -5 pm

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

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

**Web:** <https://www.therecoverycollege.co.uk/>

The Recovery College provides an educational learning environment for **adults** who have an interest in, or personal difficulties with, mental health. Their courses celebrate successes and build on existing skills and strategies rather than highlighting problems or failures. Their mission is - Recovery: A journey through learning together. All of their courses are co-created and delivered by people with both professional and lived experience. They hope to support you on your journey to live a full and satisfying life by inspiring connectedness, hope and optimism, identity, meaning and purpose and empowerment.

## The Wellbeing Crew

Charlotte 07723 054 873 and Sue 07515 328 562

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

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

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

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

0808 196 2340

**Open:** 24 hours a day, 7 days a week

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

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

## **Tough Enough To Care**

07572 314 953 (Not 24/7) or text support : Text for free to TOUGH to 85258 24/7

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

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

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

# National support

## **ADDISS**

**Web:** <http://www.addiss.co.uk/>

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

## **Anxiety UK**

03444 775 774 or text 07537 416 905

**Open:** 9:30 am – 5:30 pm, Mon to Fri

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

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

## **Beat**

0808 801 0677

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

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

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

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

## **Counselling Directory**

**Web:** <https://www.counselling-directory.org.uk/>

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

## **Family Lives**

0808 800 2222

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

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

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

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

## Hearing Voices Network

**Forum:** <https://forum.hearing-voices.org/>

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

The website has resources to find healthy coping strategies, when additional help is needed and information on 'hearing voices' (which is used as an umbrella term) and includes seeing visions and having other similar experiences (including touch, taste and smell). You can access the online forum for a small fee.

## Mental Health Foundation

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

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

## Mind

0300 123 3393

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

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

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

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

Offers advice and support to people of **all ages**. You can use their website to find your local crisis team, advice on how to cope in a crisis if it is not an emergency, and support materials for young people. If you are not a native English speaker Mind can provide an interpreter, you just need to ask for the Language Line service when you call.

## MindEd

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

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

## Mind Side by Side

**Open:** 24 hours a day, 7 days a week

**Web:** <https://www.mind.org.uk/information-support/side-by-side-our-online-community/>

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

## MoodGym

**Open:** 24 hours a day, 7 days a week

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

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

## National Bullying Helpline

Helpline: 0300 323 0169

Telephone: 0845 225 5787

**Open:** 9 am – 5 pm, Mon to Fri

**Web:** <https://www.nationalbullyinghelpline.co.uk/>

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

## NHS Mental Health Services

111

**Open:** 24 hours a day, 7 days a week

**Web:** <https://www.nhs.uk/mental-health/>

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

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

## No Panic (under 18s)

0330 606 1174

**Open:** 3 pm – 6 pm, Mon, Tues, Wed, Fri and 3 pm – 8 pm, Thurs and 6 pm – 8 pm Sat

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

**Under 18s** can receive support with anxiety, panic, phobias, obsessive-compulsive disorder or any other anxiety related problem. There is a youth hub with resources on the website as well as advice for parents. The No Panic app will be available soon.

## No Panic (over 18s)

0300 772 9844 or access their pre-recorded crisis message on 01952 680 835

**Helpline Open:** 10 am – 10 pm, 7 days a week

**Crisis Message Open:** 24 hours a day, 7 days a week

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

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

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

## OCD Action

0300 636 5478

Open: 9:30 am – 8 pm, Mon to Fri

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

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

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

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

## Papyrus and HopeLine

0800 068 4141 or text on 07860 039 967

Open: 9 am – midnight, 7 days a week

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

Web: <https://www.papyrus-uk.org/>

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

## Rethink Mental Illness

0808 801 0525

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

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

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

Web: <https://www.rethink.org>

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

## SANEline

0300 304 7000 or request a call back on 07984 967 708

Open: 4 pm – 10 pm, 7 days a week

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

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

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



## Shout

Text SHOUT to 85258

**Open:** 24 hours a day, 7 days a week

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

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

## Survivors of Bereavement by Suicide (SOBS)

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

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

## The Girl with the Curly Hair Project

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

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

## The Mix

0808 808 4994 or text THEMIX to 85258

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

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

**Email:** <https://www.themix.org.uk/get-support/speak-to-our-team/email-us>

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

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

## The National Autistic Society

**Open:** 9 am – 3 pm, Mon to Fri

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

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

## Voice Collective

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

**Web:** <https://www.voicecollective.co.uk/>

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

## Winston's Wish

0808 802 0021

**Web:** <https://www.winstonswish.org/>

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

## Youth Beyond Blue

**Web:** <https://www.beyondblue.org.au/>

Information, resources and support for young people dealing with depression and/or anxiety. Youth beyond blue aims to empower young people aged **12 – 25 years old**, their friends and their parents/carers.

## YoungMinds and YoungMinds Parent Helpline

Parents Helpline: 0808 802 5544

**Open:** 9:30 am – 4 pm, Mon to Fri

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

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

# Apps



## 7 Cups

*Available on Android and iOS*

Web: <https://www.7cups.com/>

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



## Calm Harm

*Available on Android and iOS*

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

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



## Headspace: Meditation and Mindfulness Made Simple App

*Available on Android and iOS*

Web: <https://www.headspace.com/>

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



## Stay Alive Suicide Prevention App

*Available on Android and iOS*

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

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