

Bearwood Community Hub

Local Services Directory



www.bearwood.cc



[bearwoodcommunityhub](https://www.facebook.com/bearwoodcommunityhub)



[@bearwoodhub](https://twitter.com/bearwoodhub)



[@bearwoodcommunityhub](https://www.instagram.com/bearwoodcommunityhub)



hello@bearwood.cc

m: 07832 259658 / 07599 595514

Bearwood Community Hub – Local Services Directory

Bearwood Community Hub – Local Services Directory.....	2
Arts & Culture.....	3
Bereavement Support.....	4
Community Groups & Support.....	6
Domestic Abuse.....	9
Drugs, Alcohol, Substance Use & Addiction Support.....	13
Disability.....	14
Education, Employment & Training.....	16
Elderly People.....	19
Energy & Environment.....	20
Family & Relationships.....	22
Financial Support – Welfare, Bills, Money, Debt.....	24
Food.....	25
Mental Health, Health & Wellbeing.....	30
Housing & Furniture.....	33
Newly Arrived, Refugees, Asylum Seekers & Immigration.....	34
Rights, Advocacy, Advice.....	38
Safety.....	44
Safeguarding.....	45
SEND.....	47
Shelters.....	49
Sport & Leisure.....	51
Transport.....	51
Welfare.....	53
Youth Clubs, Children & After School Activities.....	54

Arts & Culture

Bring it on Brum!

- What:** Find free holiday activities for children on benefits-related free school meals.
- Website:** <https://www.bringitonbrum.co.uk/>
- Other Information:** In order to book you will need your Bring It On Brum code (aka BIOB code, HAF code or FSM code) from your child's school.

Crafting for Communities

- What:** Crafting, knitting & crochet to make useful items to bring joy or relieve discomfort.
- Where:** 221 Hagley Rd, Stourbridge DY8 2JP
- Opening Hours:** 9:30am – 2:30pm Wednesdays & Fridays
- Contact Information:** Colleen Cator: 07903 179945, colleen@cforc.co.uk
- Website:** <https://cforc.co.uk/>

Dorothy Parkes Centre

- What:** Arts & Crafts, Jewellery Making, Dance, Knitting & Crochet
- Where:** Church Rd, Smethwick, B67 6EH
- Opening Hours:** 8am – 8:30pm Mon, Tues, Thurs, Fri.
8am – 9:30pm Wed.
9am – 1pm Weekends
- Contact Information:** 0121 558 2998
- Website:** <https://www.dorothyparkes.org>

Sandwell Holiday, Activities & Food

- What:** Find free holiday activities for children, some may be limited to those on benefit-related free school meals.
- Website:** <https://holidayactivities.sandwell.gov.uk/>
- Other Information:** Children that receive Benefit Related Free School Meals will receive a text or email E-voucher link with their child's unique HAF Code via their school to book. Children who do not receive Benefit Related Free School Meals can book activities through the website and do not need a code.

Bereavement Support

At a Loss

What: Helping bereaved people find support & wellbeing
Website: <https://www.ataloss.org/>

Black Country Support After Suicide by Rethink

What: We provide support for next of kin and close family members who are bereaved by suicide in the Black Country of any age including children and young people.
Opening Hours: Mon - Fri, 10am - 6pm (up to 8pm by appointment only)
Contact Information: 0800 008 6516 or email us at blackcountrysupportaftersuicide@rethink.org
Website: <https://www.rethink.org/help-in-your-area/services/community-support/black-country-support-after-suicide/>
Other information: Self-referral: download form through the website link above.

Grief Kind Space

What: A weekly, in-person drop-in sessions held in the local community and run by trained volunteers. The sessions provide a safe, informal and supportive place for people to come together and share their experiences of grief, helping attendees to feel heard and less alone.
Where: The Dorothy Parkes Centre, Church Rd, Smethwick, B67 6EH
Opening Hours: Mondays, 10am -12pm
Contact Information: 0121 558 2998
Website: <https://www.bearwood.cc/grief-kind-spaces>

Kaleidoscope Group

What: Suicide bereavement support
Website: <https://www.kaleidoscopeplus.org.uk/suicide-bereavement-support/>

Loss Matters Course

What: Loss Matters is a free, 8-week support programme for members of our local community who have had experience of grief, bereavement, and loss.
Where: The Dorothy Parkes Centre, Church Rd, Smethwick, B67 6EH
Opening Hours: Register interest online, course runs throughout the year.
Contact Information: 0121 558 2998
Website: <https://www.dorothyparkes.org/News/loss-matters>

Sue Ryder

What: Online bereavement support

Website: <https://www.sueryder.org/how-we-can-help/online-bereavement-support>

Support After Suicide Partnership

What: The Support After Suicide Partnership is a UK wide network that brings together national and local organisations that are involved in delivering suicide bereavement support across the UK bereavement support.

Website: <https://supportaftersuicide.org.uk/>

Community Groups & Support

Ask Marc

- What:** Help for men affected by domestic abuse, stalking, rape, and sexual violence.
- Where:** The Cedar Centre Sandwell, 1st Floor Lanchard House, Victoria St, West Bromwich, B70 8HY
- Opening Hours:** 9am – 5pm Mon – Fri, evening appointments available by request.
- Contact Information:** 0121 553 0090 / info@askmarc.org.uk
- Website:** www.askmarc.org.uk
- Other Information:** Ask Marc is a project of Black Country Women’s Aid

Black Country Women’s Aid

- What:** Support for those who have experienced domestic abuse, rape, sexual violence, childhood sexual abuse support, forced marriage, honour-based violence.
Children and young people’s services, therapeutic services.
Support for female offenders and women with complex needs.
- Where:** The Cedar Centre Sandwell, 1st Floor Lanchard House, Victoria St, West Bromwich, B70 8HY
- Opening Hours:** 9am – 5pm, Mon – Fri, evening appointments available by request.
- Contact Information:** info@blackcountrywomensaid.co.uk / Katie.newell@blackcountrywomensaid.co.uk
Call 0121 553 0090 / WhatsApp 07384 466181
Out of hours 0121 552 6448
- Website:** www.Blackcountrywomensaid.co.uk

Reengage Project

- What:** Re-engage provides vital, life-enhancing social connections for older people at a time in their lives when their social circles are diminishing. Opportunities for volunteering and taking part in activities including: tea parties, chair yoga, carpet curling and more.
- Where:** Various:
<https://www.reengage.org.uk/join-a-group/social-activity-groups/free-in-person-social-activity-groups/activity-groups-in-birmingham/>

Opening Hours: Activity dependent. Check using the above link.

Contact Information: 020 7240 0630

Website: <https://www.reengage.org.uk/refer/form/>

Sandwell Community Offer

What: A partnership of organisations delivering wellbeing support services to residents across Sandwell. Free to access and open to everyone 18 years old and over.

Where: Dorothy Parkes Centre

Contact Information: Fionnuala O'Brien 0121 726 3983 / ifa1996.community_offer@nhs.net

Website: <https://www.dorothyparkes.org/pages/category/community-offer>

Other Information: Referrals made by phone or [form](#).

Sandwell Community Dementia Service

What: Free-to-access advice, information & support for people registered with a Sandwell GP practice and diagnosed with dementia / memory loss, or a carer/family member of someone living with dementia.

Where: Murray Hall Community Trust
The Bridge, St Marks Rd, Tipton, DY4 0SL

Opening Hours: Mon-Thurs 9am – 5pm / Fri 9am – 4:30pm

Contact Information: To refer: 01902 826 655 / bcib.dementiasupport@nhs.net

Website: <https://www.murrayhall.co.uk/scds>

Sandwell Deaf Community Association

What: Specialist services to deaf/hard of hearing people on behalf of Sandwell Council.
Provides Information, Advocacy, Volunteers, Training, BSL Courses, Interpretation, Communication, Welfare Rights, Consultation, Research & Community Groups.

Where: New Deaf Centre, Summer St, West Bromwich, B71 4JA

Opening Hours: 9am – 5pm, Mon – Fri

Contact Information: 0121 553 0201 (9am – 5pm, Mon – Fri) / 07885 913225 (all hours)
info@sdca.co.uk / amanda.bennett@sdca.co.uk

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

Other Information: Self-referrals accepted.

Sandwell Visually Impaired

What: Improving the lives of people with sight loss in Sandwell, user-led, provides information & support to anyone in Sandwell with an interest in visual impairment.

Groups: SocialEyes, Women's Group, Active 60

Activities: Appy Hour (tech support), Tea & Toast, Healthy lifestyle activities, Coffee & conversation, GoggleVox (online), Music of Our Lives, Cooking with Kiran and Krupa.

Where: SVI, West Bromwich Town Hall, Lodge Road, West Bromwich, B70 8AY

Opening Hours: 9:30am – 1pm Weekdays

Contact Information: 0121 525 4810 / info@sandwellvisuallyimpaired.org.uk

Website: <https://sandwellvisuallyimpaired.org.uk>

Other Information: Call before you travel, to check office is manned.

Smethwick Pakistani Muslim Association Community Centre

What: Welfare, Debt, Immigration, Energy Support & General Advice.

Warm Space: 9am – 3pm (Mondays, Wednesdays & Thursdays)

Where: Victoria Centre, Suffrage Street, Smethwick, B66 3PZ

Opening Hours: Drop-In: Mon – Thurs 9am – 1pm, 2 – 3pm
Fri – 9am – 1pm (Appointment Only)

Contact Information: 0121 555 6047 / info@spmaltd.org.uk

Website: <http://www.spmaltd.org.uk/>

Other Information: Languages: Urdu, Punjabi, Mirpuri, Hindi, Madinka, Sonike, Italian, French, Spanish

Yemeni Community Association

What: Luncheon clubs for the elderly, Community Access Points.

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

Opening Hours: Mon, Tues, Thurs – 10am – 5pm
Fri 10am – 1pm

Contact Information: 0121 525 3909

Website: www.yca-sandwell.org.uk

Domestic Abuse

National Centre for Domestic Violence

What: The National Centre for Domestic Violence was established in 2003 to help survivors of domestic violence and abuse obtain protection against an abuser, as well as offering services to the police, probation service, domestic abuse agency workers, the legal profession and judiciary.

We specialise in providing free, fast and effective support to survivors of domestic abuse, usually by helping individuals obtain injunctions from their local county court. This free service is provided to everybody, regardless of their financial circumstances, sexual orientation, race, gender, age, political, religious belief or otherwise.

Where: Online / Telephone

Opening Hours:

Contact Information: Call - 0800 970 2070. Text - NCDV to 60777 / office@ncdv.org.uk

Website: <https://www.ncdv.org.uk/>

Black Country Women's Aid

What: Black Country Women's Aid (formerly known as Sandwell Women's Aid) is an independent charity which has supported survivors of abuse and exploitation in the West Midlands for 30 years.

Our sensitive and holistic support helps over 8000 victims of abuse each year to escape from violence, cope with trauma and rebuild their lives. We believe that no-one should have to live in fear of violence and abuse. We listen, we support, we care.

Our domestic abuse refuge and community services hold the Women's Aid National Quality Standards. We hold the Limeculture Quality Standards for our sexual violence services for adults and children (ISVA and CHISVA), and for our Ask Marc project supporting men and boys.

Where: Online / Telephone and Cedar Centres - [Birmingham](#), [Walsall](#), [Dudley](#), [Wolverhampton](#)

Opening Hours: 9am - 5pm, Monday to Friday (all services line)

9am - 9pm, Weekdays (text/WhatsApp service)

Contact Information: All services - 0121 553 0090. 24hr Helpline - 0121 552 6448. Text or WhatsApp - 07384 466 181 / info@blackcountrywomensaid.co.uk

Website: <https://blackcountrywomensaid.co.uk/>

Suzy Lamplugh Trust

What:	Our mission is to reduce the risk and prevalence of abuse, aggression, and violence - with a specific focus on stalking and harassment - through education, campaigning, and support. Suzy Lamplugh Trust is widely regarded as a field expert in lone-working and personal safety training, stalking training, as well as consultancy, campaigning, and support services. It has a long history of working within the Violence Against Women and Girls sector, dealing particularly with stalking and harassment, given that it is believed, and indeed the evidence suggests Suzy may have been targeted by a stalker. The National Stalking Helpline was set up by the Trust in 2010, it has helped over 65,000 victims since its inception, and is the only service of its kind globally.
Where:	Online / Telephone
Opening Hours:	09:30 - 20:00, Monday and Wednesday 09:30 - 16:00, Tuesday, Thursday, Friday
Contact Information:	0808 802 0300 / info@suzylamplugh.org
Website:	https://www.suzylamplugh.org/

National Stalking Helpline

What:	The National Stalking Helpline offers information and advice for those in the UK affected by stalking and harassment. We are and always will be Taking Stalking Seriously
Where:	Online / Telephone
Opening Hours:	09:30 - 20:00, Monday and Wednesday 09:30 - 16:00, Tuesday, Thursday, Friday
Contact Information:	0808 802 0300 / advice@stalkinghelpline.org
Website:	https://www.suzylamplugh.org/Pages/Category/national-stalking-helpline

DORCAS

What:	We aim to raise awareness about FGM and work in collaboration with partnership agencies to help people who are affected by this practice and ultimately help bring an end to this abhorrent crime. DORCAS Is A One-Stop Shop For Accessing All FGM Support Needs Under One Roof.
Where:	West Midlands House, Gypsy Ln, Willenhall WV13 2HA
Opening Hours:	

Contact Information: 07462 837 349 (text or call) / dorcas@gmx.com
Website: <https://dorcasuk.com/>

Hollie Guard

What: Hollie Guard is a next generation smartphone app that provides enhanced levels of protection. Help protect yourself, a friend or a family member with Hollie Guard. Every 5 seconds the platform will update your precise location based on your speed and movement activity to identify where you are once an alert has been raised. HollieGuard is a personal alarm, deterrent, evidence catcher and more. Providing a lot more functionality than a regular keyring alarm for absolutely anyone who has safety in mind.

Where: Online (App)
Opening Hours: N/a
Contact Information:
Website: <https://holliegazzard.org/hollie-guard-app/>

Bright Sky

What: Bright Sky is a safe, easy to use app and [website](#) that provides practical support and information on how to respond to domestic abuse. It is for anyone experiencing domestic abuse, or who is worried about someone else.

Bright Sky helps you to spot the signs of abuse, know how to respond, and help someone find a safe route to support.

The app can be downloaded for free via the app stores. Please 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.

Launched in partnership with [Vodafone Foundation](#) and [Thames Valley Partnership](#), the app hosts a UK-wide directory of specialist support service and offers users assessment tools to help you spot the signs for someone experiencing domestic abuse. It has had over 80,000 downloads since its launch in 2018. The website is focused on how to spot the signs of domestic abuse, advice on how to support someone you have concerns for, and ways to find help.

Where: Online (App)
Opening Hours: 9am to 5pm, Monday to Friday
Contact Information: info@hestia.org / info@hestia.org.cjism.net
Website: <https://www.hestia.org/>

The Willow Project - Black Country Women's Aid

What: Homelessness Outreach Workers support women who are sleeping rough, who are hidden homeless, in supported housing, refuge or homeless accommodation, women at risk of homelessness and women who are vulnerably housed.

The Willow Project team works with partner agencies to locate and maintain safe accommodation for homeless women in the Black Country.

The Willow Project offers trauma-informed support, which means we are trained and knowledgeable about domestic abuse and stalking, sexual violence, sexual exploitation and modern slavery, and complex needs, such as offending. The Willow Project also offers support through group programmes.

Where:

Opening Hours:

Contact Information: 0121 553 0090 / willowproject@blackcountrywomensaid.co.uk

Website: <https://blackcountrywomensaid.co.uk/services/willowproject/>

Drugs, Alcohol, Substance Use & Addiction Support

Cranstoun Sandwell

- What:** Information & advice, assessments, advice & mutual aid services and referral, detoxification, family info, group sessions, health MOT, needle exchange, harm reduction, 1-1 sessions, recovery champions & peer support, recovery focused treatment.
- Where:** Alberta Building, 128b Oldbury Rd, Smethwick, B66 1JE
- Opening Hours:** Mon – Fri, 9am – 5pm. Closed on Bank Holidays.
- Contact Information:** 0121 553 1333
sandwellreferrals@cranstoun.org.uk
- Website:** <https://cranstoun.org/help-and-advice/alcohol-other-drugs/sandwell/>
- Other Information:** Self-referral. Translation support available.

Change, Grow, Live (CGL) Central & West Birmingham

- What:** Drug & Alcohol Service, Dependency & Recovery Services, Detoxification Support Plans, In-patient treatment referral.
- Where:** 255 Hospital Street, Newtown, Birmingham, B19 2YF
- Opening Hours:** Mon – Fri, 9am – 5pm
- Contact Information:** 0121 227 5890
birmingham.info@cgl.org.uk
- Website:** <https://www.changegrowlive.org/drug-and-alcohol-service-birmingham/>
<https://www.changegrowlive.org/drug-alcohol-service-birmingham/referrals>
- Other Information:** Appointment Only – call to book. (Additional hubs in the South, East & North of the city).

Drinkaware

- What:** Help and advice to reduce or stop drinking.
- Where:** Online / App
- Website:** <https://www.drinkaware.co.uk>

Al-Anon

- What:** Support groups for families and friends of people with alcohol addiction.
- Where:** Search online for local group
- Website:** <https://al-anonuk.org.uk/getting-help/find-a-meeting/?advsearch=1>

Alcoholics Anonymous

What: Get free help and advice or find a local support group.
Where: Various Locations – Use Find a Meeting Tool to search
Contact Information: 0800 9177 650 (Free national helpline)
Helpaa@mail.org
Website: <https://www.alcoholics-anonymous.org.uk/#>

Narcotics Anonymous

What: Regular support groups across the country for people with an addiction to drugs.
Where: Various Locations – Use Find a Meeting Tool to search
Contact Information: 0300 999 1212 (10am – midnight)
Website: <https://westmids.ukna.org>

Release

What: Free, non-judgmental, specialist advice and information to the public and professionals on issues related to drug use and to drug laws.
Where: Various Locations – Use Find a Meeting Tool to search
Contact Information: 0207 324 2989
ask@release.org.uk
Website: <https://www.release.org.uk>

Disability

Scope

What:	The disability equality charity in England and Wales. We provide practical information and emotional support when it's most needed, and campaign relentlessly to create a fairer society.
Where:	Online / Telephone
Opening Hours:	Monday to Friday, 9am to 6pm. Saturday to Sunday, 10am to 6pm.
Contact Information:	0808 800 3333 / helpline@scope.org.uk
Website:	https://www.scope.org.uk/services/
Other Information:	Online community, Online advice & support, Helpline, Various services/initiatives

Education, Employment & Training

Bangladeshi Islamic Centre (BIC)

What: ESOL classes, CV writing, Interview practice, as well as advice about welfare benefits, immigration, food bank referral, business support.

Where: 10 – 13 Lewisham Road, Smethwick, B66 2BP

Opening Hours: Mon – Fri 9am – 5:30pm

Contact Information: contact@bicentre.org.uk / shazzad@bicentre.org.uk
0121 558 8204 / 0121 558 8261

Website: www.bicentre.org.uk

Community Connect Foundation (CCF)

What: Adult learning & training facilities: ESOL, functional skills (literacy/numeracy), employability courses. Information & guidance, CV & Interview preparation, 1-1 job search, mentoring & signposting support.

Where: North Smethwick Resource Centre, Cambridge Rd, Smethwick, B66 2HR

Opening Hours: Office hours: 9am – 5pm Mon – Thurs, 9am – 4:30pm Fri

Contact Information: 0121 565 3311 / info@ccfoundation.org.uk

Website: www.ccfoundation.org.uk

Other information: Building may be open outside of office hours for classes. Check website for timetable.

Dorothy Parkes Centre

What: Basic writing skills classes, Kumon, Steps to Work

Where: Church Rd, Smethwick, B67 6EH

Opening Hours: 8am – 8:30pm Mon, Tues, Thurs, Fri.
8am – 9:30pm Wed.
9am – 1pm Weekends

Contact Information: 0121 558 2998

Website: <https://www.dorothyparkes.org>

Ideal for All (IFA)

What:	Employment & Skills Service is free for disabled & disadvantaged people living in the Black Country who are unemployed and looking to move into work, further education, or training. Can provide 1-1 mentoring, tailored action plan, high-level support including access to IT and software, CV writing, interview techniques, ongoing support.
Where:	100 Oldbury Rd, Smethwick, B66 1JE
Opening Hours:	Mon- Thurs 9am – 5:30pm, Fri 9am – 5pm
Contact Information:	info@idealforall.co.uk 0121 558 5555
Website:	https://www.idealforall.co.uk

Jubilee Park Community Centre

What:	Employment Hub to work with the Bangladeshi Women's Association's Personal Employment Coach to provide 1-1 support, including individualized plan for work, preparing for work, applying for work & follow up support.
Where:	Bangladeshi Women's Association Jubilee Park Centre, Powis Av, Great Bridge, DY4 0RJ
Opening Hours:	Phone lines open: Mon – Fri 10am – 3pm
Contact Information:	Jubilee Park Centre: 0121 520 0234
Website:	www.bwa-org.co.uk
Other Information:	Phone support. Appointments available for face-to-face support.

Skills Work and Enterprise Development Agency (SWEDA)

What:	Employment Support: mentoring, training, CV writing, IT skills, IAG, searching for & writing job applications, redundancy, interview techniques, supporting carers to get paid work.
Where:	The Business Centre, Church St, West Bromwich, B70 8RP
Opening Hours:	Mon – Thurs 10am – 4pm
Contact Information:	0121 525 2558 / sweda@sweda.org.uk
Website:	www.sweda.org.uk
Other Information:	Also provide support with welfare, digital skills & businesses.

Smethwick Youth & Community Centre (SYCC)

What:	English & Tuition Classes, Employability Support
Where:	Trinity Street, Smethwick, B67 7AA
Opening Hours:	Mon – Fri 9am – 5pm
Contact Information:	0121 565 8870
Website:	https://www.sycc.biz
Other Information:	Walk-ins welcome for employability support. Call or enquire to enrol in English classes.

Yemeni Community Association

What:	Job club, IT learning centre, office space, Arabic classes.
Where:	Greets Green Access Centre, Tildasley Street, West Bromwich, B70 9SJ
Opening Hours:	Mon, Tues, Thurs – 10am – 5pm Fri 10am – 1pm
Contact Information:	0121 525 3909
Website:	www.yca-sandwell.org.uk

Elderly People

Age UK Sandwell Handy-Person Service

What: Handy Person Service

Where: Office 49 Pure Offices
Broadwell Road
Oldbury
B69 4BY

Contact Information: info@ageuksandwell.org.uk

0121 437 0033

Website: <https://www.sandwell.gov.uk/informationpoint/directory-record/1889/age-uk-sandwell-handy-person-service>

Other information For Sandwell MBC Residents who are 50 and above

Energy & Environment

Recycling for Good Causes

What:	Recycle to fundraise: Gadgets, equipment, mobile phones, jewellery, watches, UK and foreign stamps & bank notes.
Where:	Drop off at Dorothy Parkes Centre, Church Rd, Smethwick, B67 6EH
Opening Hours:	<u>Dorothy Parkes Centre's hours:</u> 8am – 8:30pm Mon, Tues, Thurs, Fri. 8am – 9:30pm Wed. 9am – 1pm Weekends
Website:	https://www.recyclingforgoodcauses.org
Other Information:	May need to request a sack from the website before dropping off. Ink/toner cartridges of any kind not accepted.

Smethwick Pakistani Muslim Association

What:	Energy Support Advice – help to understand what support you may be able to receive from the government, understanding winter fuel payments & the warm home discount scheme.
Where:	Victoria Centre, Suffrage Street, Smethwick, B66 3PZ
Opening Hours:	Mon & Wed: 9am – 1pm, Thurs: 9 – 11am
Contact Information:	0121 555 6047 / info@spmalttd.org.uk
Website:	http://www.spmalttd.org.uk/
Other Information:	Services available in: Urdu, Punjabi, Mirpuri, Hindi, Madinka, Sonike, Italian, French, Spanish

Utilita Energy Hub

What:	Tailored energy advice on how to be more energy efficient, top-up energy credit, advice from experts on saving energy at home.
Where:	3D Astle Park, West Bromwich, B70 8NS
Opening Hours:	9am – 5:30pm, Mon – Sat
Contact Information:	0121 803 6776 / westbrom@utilita.co.uk
Website:	www.utilita.co.uk/energy-hub/west-bromwich

South Staffs Water

What:	Community hub in Sandwell providing support to people struggling to pay or understand their bills.
Where:	Union Street, Wednesbury, WS10 7HD
Opening Hours:	Mon – Wed & Fri 10am – 4pm (closed 1 – 1:30pm & all-day Thurs & weekends).
Contact Information:	Amanda Lee – amandalee@south-staffs-water.co.uk

Website:

www.south-staffs-water.co.uk/community/community-hub

Family & Relationships

Black Country Women's Aid

- What:** Support for those who have experienced domestic abuse, rape, sexual violence, childhood sexual abuse support, forced marriage, honour-based violence.
Children and young people's services, therapeutic services.
Support for female offenders and women with complex needs.
- Where:** The Cedar Centre Sandwell, 1st Floor Lanchard House, Victoria St, West Bromwich, B70 8HY
- Opening Hours:** 9am – 5pm, Mon – Fri, evening appointments available by request.
- Contact Information:** info@blackcountrywomensaid.co.uk / Katie.newell@blackcountrywomensaid.co.uk
Call 0121 553 0090 / WhatsApp 07384 466181
Out of hours 0121 552 6448
- Website:** www.Blackcountrywomensaid.co.uk

Family Hubs

- What:** Former children's centres which have expanded to include more support and services, which will now be known as family hubs. Services and support for all families with children aged 0-19 (or 25 with SEND). Extra support available for families during pregnancy or early years.
- Where:** Corbett Street, Smethwick, B66 3PX
- Contact Information:** family_hubsteam@sandwell.gov.uk
0121 555 6756
- Website:** www.sandwellfamilyhubs.com

Families Together

- What:** Support for couples where there may be some conflict, prevention against domestic abuse or for parents who want to improve their relationship with their partner.
- Where:** Burnt Tree Children's Centre, 20-25 Tividale Street, Tipton DY4 7SD
- Contact Information:** famielstogethersandwell@family-action.org.uk
Sonia Randhawa - 07816 986 861
- Website:** <https://www.family-action.org.uk/what-we-do/children-families/sandwell/>

Other Information: Referral required - weblink here or printed referral forms in the directory folder

Gateway Family Service CIC

What: Tackling the root cause of health inequalities by providing community-based support, helping people to sustain behaviour change and build resilience. Supporting people in Birmingham and the wider West Midlands to: maximise the opportunities of the workplace, build and reinforce social and family bonds and manage their own health in a sustainable way.

Where: 343 High St, Harborne, Birmingham, B17 9QL

Contact Information: 0121 456 7820
info@gatewayfs.org

Website: gatewayfs.org

Other Information:

Financial Support – Welfare, Bills, Money, Debt

Bangladeshi Women’s Association (BWA)

What: Phone support. Appointments available for face-to-face support. Advice, information & guidance on employment & business, benefits, food parcels for elderly & vulnerable people, mentoring for young people.

Where: Tipton Muslim Community Centre, Wellington Rd, Tipton, DY4 8RS

Opening Hours: Phone lines open: Mon – Fri 10am – 3pm

Contact Information: 0121 557 6766 / 0121 520 0234

Website: www.bwa-org.co.uk

Confederation of Bangladeshi Organisations (CBO)

What: Multi-language support and advice on welfare benefits, immigration, nationality, and debt.

Where: Greets Green Resource Centre, Harwood St, West Bromwich, B70 9JF

Opening Hours: Mon – Fri – 9:30am – 1pm, 2pm – 4pm

Contact Information: 0121 500 5441 / info@cbo786.co.uk

Website: www.cbo786.co.uk

Christian’s Against Poverty – Kings Community Church

What: CAP debt help - Free & confidential debt counselling, advice & practical help.
CAP Money Course (Free) to help manage money better, learn to budget, save & spend well.

Where: Kings Community Church, Tame Rd, Oldbury, B68 0JP

Opening Hours: Mon – Fri 9am – 3pm

Contact Information: 0800 328 0006

Website: <https://kcchurch.co.uk/Christian-against-poverty-cap>

Help Through Hardship (Citizens Advice & Trussell Trust)

What: Free helpline for people struggling to afford the basics. Emergency support & help identifying & signposting specialist support (e.g., debt, immigration, housing).

Opening Hours: Mon – Fri, 9am – 5pm. Closed on public holidays.

Contact Information: 0808 208 2138

Website: <https://www.trusselltrust.org/get-help/help-through-hardship-helpline/>

South Staffs Water

What:	Community hub in Sandwell providing support to people struggling to pay or understand their bills.
Where:	Union Street, Wednesbury, WS10 7HD
Opening Hours:	Mon – Wed & Fri 10am – 4pm (closed 1 – 1:30pm & all-day Thurs & weekends).
Contact Information:	Amanda Lee – amandalee@south-staffs-water.co.uk
Website:	www.south-staffs-water.co.uk/community/community-hub

The Crossway (Debt Advice Centre)

What:	Free confidential and impartial advice on how to handle your debt, and put support in place to resolve your situation.
Where:	The Crossway, 77 – 79 Vivian Rd, Harborne, B17 0DT
Opening Hours:	Tuesdays 10am – 12:30pm
Contact Information:	07546580565 / debtadvice@thecrossway.org.uk
Website:	https://www.stjohnsharborne.org/moneyadvice
Other Information:	Call or email to book an appointment.

Food

Bangladeshi Islamic Centre (BIC)

What: Welfare benefits, immigration advice, employment support, food bank referral, business support, education support
Where: 10 – 13 Lewisham Road, Smethwick, B66 2BP
Opening Hours: Mon – Fri 9am – 5:30pm
Contact Information: contact@bicentre.org.uk / shazzad@bicentre.org.uk
0121 558 8204 / 0121 558 8261
Website: www.bicentre.org.uk
Other Information:

Bearwood Community Hub's Warm Wednesday Welcome

What: Free community lunch & warm welcome space
Where: Bearwood Baptist Church, corner of Rawlings & Bearwood Rd, Smethwick, B66 4HA
Opening Hours: Free hot lunch every Wednesday (Term-time only)
12:30 – 2:30pm
Contact Information: 07599595514 / communityhub@bearwood.cc
Website: www.bearwood.cc

Brandhall Community Hub

What: Warm space, food pantry, uniform bank, baby bank.
Where: 151 Castle Road West, Oldbury, B68 0EL
Opening Hours: Mon, Wed & Fri 10am – 4pm
Contact Information: 0121 422 6700 / 07894 080718
Brandhallcommunityhub@gmail.com

Brasshouse Community Café & Pantry

What: Weekly free community meals with Fare Share UK (affordable food every other day & career support & training for those wanting to get into the food industry).
Pantry available Wed 9:30am – 6pm
Where: Brasshouse Community Centre, Brasshouse lane, Smethwick, B66 1BA
Opening Hours: Mon – Fri 8:30am – 2pm
Contact Information: 0121 555 5672
Website: <https://nsdt.org.uk/support-our-work/brasshouse-community-cafe/>

Brushstrokes Community Project

What: Community Café – open to all members of the community.
Where: 253 High St, Smethwick, B66 3NJ
Opening Hours: Fridays 12 – 2pm
Website: <https://www.brushstrokessandwell.org.uk/>

Harborne Baptist Community Cafe

What: Pay as you feel meals.
Where: Harborne Baptist Church, Harborne Park Road, B17 0DH
Opening Hours: Every Wednesday 11:30am – 2pm
Contact Information: 0121 4277141 / office@harbornebaptistchurch.org
Website: <https://www.harbornebaptistchurch.org>

Incredible Surplus, Ladywood

What: Pay as you feel food packages.
Where: Ladywood Health and Community Centre, St Vincent St West, Birmingham, B16 8RP
Opening Hours: Wed – Fri 8:30am – 5pm
Contact Information: incrediblesurplus@gmail.com
Website: <https://incrediblesurplus.org/locations/ladywood/>

Reach Out Ministries at City Rd Methodist Church

What: Provides hot food, showers, allotment, art classes, clothes & supplies bank.
Where: 118 City Rd, Birmingham B16 0NL
Opening Hours: Mondays & Wednesdays
Contact Information: 0121 454 5500 / reachoutnetwork@outlook.com
Website: <http://www.reachoutnetworkministries.org/>
Other Information: Drop-in for rough sleepers, those who are homeless need to register and be referred.

Salma Foodbank

What: Provides emergency food parcels to people in Smethwick & Birmingham.
Where: Unit 8, Ash Court, Crystal Drive, Smethwick B66 1QG
Opening Hours: Mondays, Thursdays & Fridays, 11am – 4pm
Contact Information: 07767 164246 / donations@salma-foodbank.org
Website: <https://www.salma-foodbank.org>
Other Information: No referral needed.

SIFA Fireside

What: Supports people in crisis, including providing hot meals and food parcels, showers and clean clothes, conversation & internet.
Where: 48-52 Allcock St, Birmingham, B9 4DY
Opening Hours: Breakfast 9 – 10am & Lunch 12 – 12.45pm
Contact Information: 0121 766 1700
Website: <https://sifafireside.co.uk>

Smethwick Foodbank

What: Local food bank providing food parcels to those referred with a voucher.
Where: Holy Trinity Church, Church Hill Street, Smethwick, B67 7AH
Opening Hours: Tuesdays & Fridays, 12 – 2pm
Contact Information: info@smethwick.foodbank.org.uk / 0121 517 0141
Website: <https://smethwick.foodbank.org.uk/get-help/>
Other Information: Trussell Trust voucher referrals only. Sally / Sonia able to refer.

Smethwick Pantry

What: Providing weekly shop to members for £4 a week.
Where: Smethwick Library, High Street, Smethwick, B66 3AP
Opening Hours: Wednesday 10am – 3pm
Contact Information: pantry@smethwickcan.org / 0121 517 0764
Website: <https://www.yourlocalpantry.co.uk/pantry-listings/sandwell-smethwick-pantry/>
Other Information: Join waitlist or look up other nearby pantries:
<https://www.yourlocalpantry.co.uk>

St Albans Community Association

What: Out Meals - Food delivery to the elderly and housebound.
Where: St Albans Road, Smethwick, B67 7NL
Opening Hours: Mon – Fri (able to deliver frozen meals to cover weekends & holidays)
Contact Information: info@stalbans-cc.co.uk / 0121 558 0018
Website: <https://stalbans-cc.co.uk>

St Germain's Church Community Café

What: Pay as you feel hot meals.
Where: St Germain's Church Hall, City Road, Birmingham B17 8LE
Opening Hours: Every Monday & Friday. 11:30am – 2:30pm
Contact Information: food@stgermains.org.uk / 0121 429 3431
Website: <https://www.stgermains.org.uk/communityhub>

Other Information: Support with wellbeing & benefits also available on a Monday.

St John's Harborne

What: Friday Night Dinner – Pay as you feel, no minimum cost.
Where: St John's Harborne, High St, Harborne, B17 9PT
Opening Hours: 1st & 3rd Fridays of each month. 6:30 – 8:30pm
Contact Information: 0121 427 4601 / hello@stjohnsharborne.org
Website: <https://www.stjohnsharborne.org/whats-on>

Yemeni Community Association

What: Elderly men's & women's luncheon clubs.
Where: Greets Green Access Centre, Tildasley Street, West Bromwich, B70 9SJ
Opening Hours: Mon, Tues, Thurs – 10am – 5pm, Fri 10am – 1pm
Contact Information: 0121 525 3909
Website: www.yca-sandwell.org.uk

Mental Health, Health & Wellbeing

Community Connect Foundation (CCF)

What:	Sports activities and fitness classes, healthy eating and cooking classes & workshops on coronary heart disease (CHD), mental health, cancer, quitting smoking and diabetes.
Where:	North Smethwick Resource Centre, Cambridge Rd, Smethwick B66 2HR
Opening Hours:	Office hours: 9am – 5pm Mon – Thurs, 9am – 4:30pm Fri
Contact Information:	0121 565 3311 / info@ccfoundation.org.uk
Website:	www.ccfoundation.org.uk
Other Information:	Building may be open outside of office hours for classes. Check website for timetable.

Dorothy Parkes Centre

What:	Fitness & exercise classes, Karate, Taekwondo, mental health groups, Slimming World, Yoga, Arts for Wellbeing
Where:	Church Rd, Smethwick, B67 6EH
Opening Hours:	8am – 8:30pm Mon, Tues, Thurs, Fri. 8am – 9:30pm Wed. 9am – 1pm Weekends
Contact Information:	0121 558 2998
Website:	https://www.dorothyparkes.org

Listening Ear with Maddison Stewart

What:	Free offloading service with Maddison Stewart at Bearwood Coworking on Abbey Road
Where:	28A Abbey Road, B67 5RD
Opening Hours:	9am - 11:30am Wednesday - Friday
Contact Information:	07719 732 352
Website:	https://www.bearwood.cc/listening

Let's Talk

What:	6 free 1-1 sessions focused on supporting people suffering from isolation and loneliness.
Contact Information:	bchft.letstalk@nhs.net 07909 213184 07557 178803 or 07423 687464
Website:	https://www.blackcountryhealthcare.nhs.uk/
Other information:	Referral required

Men's Health Forum

What: Researching, advocating, raising awareness of, providing information about men's health & wellbeing.
Contact Information: 0330 097 0654
Website: www.menshealthforum.org.uk

Sandwell Community Dementia Service

What: Free-to-access service for people registered with a Sandwell GP practice and diagnosed with dementia / memory loss or carer/family member of someone living with dementia.
Where: Murray Hall Community Centre, The Bridge, St Marks Rd, Tipton, DY4 0SL
Opening Hours: Mon-Thurs 9am – 5pm / Fri 9am – 4:30pm
Contact Information: To refer call 01902 826 655 or email: bcib.dementiasupport@nhs.net
Website: <https://www.murrayhall.co.uk/scds>

Sandwell Community Offer

What: A partnership of organisations delivering wellbeing support services to residents across Sandwell. Free to access and open to everyone 18 years old and over.
Where: Nearest - St Alban's Community Centre
Contact Information: 0121 726 3983 / ifa1996.community_offer@nhs.net
Website: <https://stalbans-cc.co.uk/community-offer/>
Other Information: Referrals made by phone or [form](#).

Smethwick Youth & Community Centre (SYCC)

What: Healthy food classes, walking group, indoor / outdoor football, yoga
Where: Trinity Street, Smethwick, B67 7AA
Opening Hours: Mon – Fri 9am – 5pm
Contact Information: 0121 565 8870
Website: <https://www.sycc.biz>

Tough Enough to Care

What: A mental health support project targeted at men.
Where: Mobile phone service, website with info, and some support groups - nearest Men's and separate Women's group is in Halesowen (Malt Mill Lane)
Contact Information: For Help, text 'Tough' to 85258 if stressed, anxious or need to talk.
Website: <https://toughenoughtocare.help/>

Yemeni Community Association

What: Women/Men only fitness gym
Where: Greets Green Access Centre, Tildasley Street, West Bromwich, B70 9SJ
Opening Hours: Mon, Tues, Thurs – 10am – 5pm, Fri 10am – 1pm
Contact Information: 0121 525 3909
Website: www.yca-sandwell.org.uk

Housing & Furniture

Black Country Housing Group

What: Social business with over 2,100 homes in Black Country & Birmingham, and one purpose built Residential Care Home. Also provide free services in career development, training & employment.

Where: 134 High St, Blackheath, B65 0EE

Opening Hours: Mon – Fri, 9am – 3pm

Contact Information: Amjad Khurshid – Amjad.khurshid@bchg.co.uk / 0121 289 3919

Website: www.bchg.co.uk

CT Furniture Birmingham

What: Collects and sells second hand donated items at stores across the West Midlands and North East. We help individuals with low incomes find affordable, quality furniture for their homes. We encourage recycling and helping the environment by offering a furniture collection service that allows individuals, families, communities, and businesses to donate unused domestic and office furniture items.

Where: 4 Kings Square, Sandwell Centre, West Bromwich, B70 7NW

Opening Hours: Mon-Fri: 9:00am-4:30pm
Sat: 9:00am-4:00pm

Contact Information: 0121 520 8168 / sandwell@communitytransport.org

Website: <https://www.communitytransport.org/ct-furniture-birmingham>

Community Repaint

What: Our schemes redistribute leftover paint into their communities at an affordable price. This is used by groups and individuals to brighten spaces and lives across the UK.

Where: Various locations (see website)

Opening Hours: Differs per location (see website)

Contact Information: 0117 914 3452 / repaint@resourcefutures.co.uk

Website: <https://communityrepaint.org.uk/i-have-leftover-paint/>

Newly Arrived, Refugees, Asylum Seekers & Immigration

Ashley Community Housing

What: Provides support to find homes, training, business & career support
Where: Floor 8, Cobalt Sq, Hagley Rd, Birmingham, B16 8QG
Opening Hours: Mon – Fri, 9am – 5pm
Contact Information: 0121 565 3384 / infobham@ach.org.uk
Website: <https://ach.org.uk>

Bangladeshi Islamic Centre (BIC)

What: Welfare benefits, immigration advice, employment support, food bank referral, business support, education support
Where: 10 – 13 Lewisham Road, Smethwick, B66 2BP
Opening Hours: Mon – Fri 9am – 5:30pm
Contact Information: contact@bicentre.org.uk / shazzad@bicentre.org.uk
0121 558 8204 / 0121 558 8261
Website: www.bicentre.org.uk
Other Information:

Bearwood Action for Refugees

What: Befriending & support for refugees & asylum seekers in Birmingham & the Black Country.
Contact Information: bearwood@actionforrefugees.org
Website: <https://actionforrefugees.org>

Birmingham Asylum Refugee and Migrants Support (BARMS)

What: Online directory of support services
Website: <https://barms.org.uk/>

Borough of Sanctuary Sandwell

What: Signposting to further support in Sandwell for asylum seekers/refugees.
Website: <https://www.welcomesandwell.org>

Brushstrokes Community Project

What: Offers practical help, information advice & guidance, education, housing support, social activity and ESOL.
Where: 253 High St, Smethwick, B66 3NJ
Opening Hours: Mon – Fri, 9am – 3pm
Contact Information: 0121 565 2234 / info@brushstrokessandwell.org.uk
Website: <https://www.brushstrokessandwell.org.uk/>

Confederation of Bangladeshi Organisations (CBO)

What: Multi-language support and advice on welfare benefits, immigration, nationality, and debt.
Where: Greets Green Resource Centre, Harwood St, West Bromwich, B70 9JF
Opening Hours: Mon – Fri – 9:30am – 1pm, 2pm – 4pm
Contact Information: 0121 500 5441 / info@cbo786.co.uk
Website: www.cbo786.co.uk

Yemeni Community Association Sandwell

What: ESOL Classes, Let's Talk English Café
Where: Greets Green Access Centre, Tildasley Street, West Bromwich, B70 9SJ
Opening Hours: Mon, Tues, Thurs – 10am – 5pm
Fri 10am – 1pm
Contact Information: 0121 525 3909
Website: www.yca-sandwell.org.uk

Hope Projects

What: Legal, housing & financial support for refused asylum seekers
Where: Hope Projects, Jericho Trust, 196 -198 Edward St, Balsall Heath, B12 9LX
Opening Hours: Mon – Fri, 9am – 5pm
Contact Information: Admin@hope-projects.org.uk
Website: <https://hope-projects.org.uk>
Other Information: Also known as JERICHO Foundation

Ileys Community Association

What: Beginners English & ESOL & referrals to further support.
Where: Victoria Park Skill Centre Corbett St, Smethwick, B66 3PU
Opening Hours: Mon – Sun, 10am – 8pm
Contact Information: 0121 448 3940
Website: <http://www.ileyscommunity.org/>

MotherShip

What: Community arts providing sessions for predominantly newly arrived mothers & their children.
Contact Information: info@mothershipprojects.org.uk
Website: <https://mothershipprojects.org.uk>

New Starts

What: providing free furniture, emergency food and household supplies to families and individuals who are in greatest need either on low incomes or in financial crisis.
Where: 6 Arden Road, New Frankley, Birmingham, B45 0JA
Opening Hours: Mon - Fri, 9am - 4pm (call first)
Contact Information: 01527 882410
0121 679 2072
admin@newstarts.org.uk
Website: <https://newstarts.org.uk/>

Panahghar

What: Emergency accommodation, outreach, helplines, IDVA support. Free dedicated BAME multi lingual support, advice, advocacy and access to safe refuge for victims and their families of domestic abuse, sexual abuse or gendered abuse in West Midlands & Leicester.
Contact Information: 0800 055 6519 / referrals@safehouse.org.uk
Website: <https://www.safehouse.org.uk>
Other Information:

Sandwell Adult and Family Learning (Sandwell Council)

What: Range of classes online/in-person.
Where: Ron Davis Centre, Ballot St, Smethwick, B66 3HH
Opening Hours: Mon & Thurs 8:30am – 8:30pm, Tues & Wed 8:30am – 4:30pm, Fri 8:30am – 4pm
Contact Information: 0121 555 6255 / contact_SAFL@sandwell.gov.uk
Website: <https://www.learnsafl.ac.uk>

Sandwell Family Life

What: Online directory of services useful for families in Sandwell
Website: <https://www.sandwellfamilylife.info/>

The Bike Project

What: Free bikes, befriending & teaching cycling
Where: The Old Print Works, 498-506 Moseley Rd, Balsall Heath, Birmingham, B12 9AH
Opening Hours: Mon – Fri, 9am – 4pm
Contact Information: info@thebikeproject.co.uk
Website: <https://thebikeproject.co.uk>

The Refugee and Migrant Centre

What: IAG on immigration, housing/homelessness, welfare, education and health. English classes, employment and citizenship support. Resettlement schemes for vulnerable Syrian refugees.
Where: 1st Floor Roma Parva, 9 Waterloo Road, Wolverhampton, WV1 4NB
Opening Hours: 9am - 5pm Mon, Tues, Thurs, Fri
Drop in surgery: 9am - 1pm
Closed: Wednesdays
Contact Information: info@rmcentre.org.uk / 0800 0663 444
Website: <https://rmcentre.org.uk/>
Other Information: Experienced caseworkers accredited up to level 3 with the office of immigration services.

Rights, Advocacy, Advice

Ask Marc

- What:** Help for men affected by domestic abuse, stalking, rape, and sexual violence.
- Where:** The Cedar Centre Sandwell, 1st Floor Lanchard House, Victoria St, West Bromwich, B70 8HY
- Opening Hours:** 9am – 5pm Mon – Fri, evening appointments available on request.
- Contact Information:** 0121 553 0090 / info@askmarc.org.uk
- Website:** www.askmarc.org.uk
- Other Information:** Ask Marc is a project of Black Country Women’s Aid

Bangladeshi Women’s Association (BWA)

- What:** Advice, information & guidance on employment & business, benefits, food parcels for elderly & vulnerable people, mentoring for young people.
- Where:** Bangladeshi Women’s Association
Jubilee Park Centre, Powis Av, Great Bridge, DY4 0RJ
Tipton Muslim Community Centre, Wellington Rd, Tipton, DY4 8RS
- Opening Hours:** Phone lines open: Mon – Fri 10am – 3pm
- Contact Information:** 0121 557 6766 / 0121 520 0234
- Website:** www.bwa-org.co.uk
- Other Information:** Phone support. Appointments available for face-to-face support.

Black Country Women’s Aid

- What:** Support for those who have experienced domestic abuse, rape, sexual violence, childhood sexual abuse support, forced marriage, honour-based violence.
Children and young people’s services, therapeutic services.
Support for female offenders and women with complex needs.
- Where:** The Cedar Centre Sandwell, 1st Floor Lanchard House, Victoria St, West Bromwich, B70 8HY
- Opening Hours:** 9am – 5pm, Mon – Fri, evening appointments available by request.
- Contact Information:** info@blackcountrywomensaid.co.uk / Katie.newell@blackcountrywomensaid.co.uk
Call 0121 553 0090 / WhatsApp 07384 466181
Out of hours 0121 552 6448
- Website:** www.Blackcountrywomensaid.co.uk

Brushstrokes Community Project

What: Offers practical help, information advice & guidance, education, housing support, social activity and ESOL.
Where: 253 High St, Smethwick, B66 3NJ
Opening Hours: Mon – Fri, 9am – 3pm
Contact Information: 0121 565 2234 / info@brushstrokessandwell.org.uk
Website: <https://www.brushstrokessandwell.org.uk/>

Centrepoint Support Centre

What: Impartial advice & guidance on welfare benefits, universal credit application, housing interviews/provision, CVs, job applications.
Where: Centre Point Christian Church, 26R Carters Green, West Bromwich, B70 9LW
Opening Hours: Mon, Tues, Thurs – 10am – 4pm
Contact Information: simono@centrepoinchristianchurch.co.uk / 0121 525 9191
Website: <https://www.centrepoinchristianchurch.com>
Other Information: Phone, online & face-to-face support.

Christian's Against Poverty – Kings Community Church

What: CAP debt help - Free & confidential debt counselling, advice & practical help.
CAP Money Course (Free) to help manage money better, learn to budget, save & spend well.
Where: Kings Community Church, Tame Rd, Oldbury, B68 0JP
Opening Hours: Mon – Fri 9am – 3pm
Contact Information: 0800 328 0006
Website: <https://kcchurch.co.uk/Christian-against-poverty-cap>

Citizens Advice

What: (Citizens Advice Supporting Social Inclusion and Equality) fully accessible mobile office.
Where: Unit 6, Tollgate Shopping Precinct, Smethwick, B67 7RA
Opening Hours: Mon, Tues, Thurs 9am – 3:30pm, Wed & Fri 9am – 12:30pm
Contact Information: barry.b@citizensadvicesandwell-walsall.org / 0300 330 9017
Website: www.citizensadvicesandwell-walsall.org
Other Information: Open Friday 12:30 – 3:30pm for appointments only

Community Connect Foundation (CCF)

What: Welfare benefits advice & support for elderly & vulnerable people
Where: North Smethwick Resource Centre, Cambridge Rd, Smethwick B66 2HR
Opening Hours: Mon – Fri 9am – 5pm
Contact Information: 0121 565 3311
Website: www.ccfoundation.org.uk

Confederation of Bangladeshi Organisations (CBO)

What: Multi-language support and advice on welfare benefits, immigration, nationality, and debt.
Where: Greets Green Resource Centre, Harwood St, West Bromwich, B70 9JF
Opening Hours: Mon – Fri – 9:30am – 1pm, 2pm – 4pm
Contact Information: 0121 500 5441 / info@cbo786.co.uk
Website: www.cbo786.co.uk

Help Through Hardship (Citizens Advice & Trussell Trust)

What: Free helpline for people struggling to afford the basics. Emergency support & help identifying & signposting specialist support (e.g., debt, immigration, housing).
Opening Hours: Mon – Fri, 9am – 5pm. Closed on public holidays.
Contact Information: 0808 208 2138
Website: <https://www.trusselltrust.org/get-help/help-through-hardship-helpline/>

Ideal for All (IFA)

What: Phone, face-to-face & online support. Specialist in providing people with disabilities, health conditions (incl mental health) and their carers with information, advice & guidance, welfare benefits advice, employment support.
Where: 100 Oldbury Rd, Smethwick, B66 1JE
Opening Hours: Mon- Thurs 9am – 5:30pm
Fri 9am – 5pm
Contact Information: info@idealforall.co.uk / l.walker@idealforall.co.uk
0121 558 5555
Website: <https://www.idealforall.co.uk>

Just Youth

What: Information for Young People in Sandwell including Crisis Support, Advice & Guidance
Website: www.justyouth.org.uk

Skills Work and Enterprise Development Agency (SWEDA)

What: Welfare benefits advice, employment support, setting up businesses/social enterprises, IT training, courses in Microsoft Office.
Where: The Business Centre, Church St, West Bromwich, B70 8RP
Opening Hours: Mon – Thurs 10am – 4pm
Contact Information: 0121 525 2558 / sweda@sweda.org.uk
Website: www.sweda.org.uk

Smethwick Pakistani Muslim Association

What: Welfare, Debt, Immigration & General Advice.
Where: Victoria Centre, Suffrage Street, Smethwick, B66 3PZ
Opening Hours: Mon – Thurs 9am – 1pm, 2 – 3pm
Fri – 9am – 1pm (Appointment Only)
Contact Information: 0121 555 6047 / info@spmaltd.org.uk
Website: <http://www.spmaltd.org.uk/>
Other Information: Urdu, Punjabi, Mirpuri, Hindi, Madinka, Sonike, Italian, French, Spanish

Smethwick Youth & Community Centre (SYCC)

What: Welfare Advice
Where: Trinity Street, Smethwick, B67 7AA
Opening Hours: Mon – Fri 9am – 5pm
Contact Information: 0121 565 8870
Website: <https://www.sycc.biz>

South Staffs Water

What: Community hub in Sandwell providing support to people struggling to pay or understand their bills.
Where: Union Street, Wednesbury, WS10 7HD
Opening Hours: Mon – Wed & Fri 10am – 4pm (closed 1 – 1:30pm & all-day Thurs & weekends).
Contact Information: Amanda Lee – amandalee@south-staffs-water.co.uk
Website: www.south-staffs-water.co.uk/community/community-hub

St Basil's

What: Support & advice for 16 – 25-year-olds at risk of homelessness or in crisis.
Where: 120 Heath Mill Ln, Deritend, Birmingham B9 4AX
Opening Hours: Mon – Fri 9am – 5pm
Contact Information: 0300 303 0099 / youthline@stbasils.org.uk
Website: <https://stbasils.org.uk/>

Survivor Alliance

What: Membership for people who are survivors of human trafficking or modern slavery to access professional development, employment training & support & advocacy.
Contact Information: info@survivorallianc.org
Website: www.survivoralliance.org

The Crossway (Debt Advice Centre)

What: Free confidential and impartial advice on how to handle your debt and put support in place to resolve your situation.
Where: The Crossway, 77 – 79 Vivian Rd, Harborne, B17 0DT
Opening Hours: Tuesdays 10am – 12:30pm
Contact Information: 07546580565 / debtadvice@thecrossway.org.uk
Website: <https://www.stjohnsharborne.org/moneyadvice>
Other Information: Call or email to book an appointment.

Utilita Energy Hub

What: Tailored energy advice on how to be more energy efficient.
Where: 3D Astle Park, West Bromwich, B70 8NS
Opening Hours: 9am – 5:30pm, Mon – Sat
Contact Information: westbrom@utilita.co.uk / 0121 803 6776
Website: www.utilita.co.uk/energy-hub/west-bromwich

WAITS

What: Support services for victims of domestic abuse
Where: 253 Dudley Rd, Winson Green, B18 4EJ
Opening Hours: Mon – Fri, 9:30am – 5pm
Contact Information: 0121 440 1443 waitsaction.enquiries@gmail.com
Website: <https://www.waitsaction.org>
Other Information: Agency + self-referrals accepted – form on website.

Welfare Rights Team

What: Sandwell Wide support to identify where people need help & support to access their welfare rights & benefit entitlements.
Where: Oldbury Council House, Freeth St, Oldbury, B69 3DE
Opening Hours: Monday – Friday 9am – 5:30pm
Contact Information: Advice line – 0121 569 3158
Referrals can be made via: welfarerights_team@sandwell.gov.uk
Website: <https://www.sandwell.gov.uk/welfarerights>

Yemeni Community Association

What: Advice, Welfare Rights & Pension Services. Advocacy.
Where: Greets Green Access Centre, Tildasley Street, West Bromwich, B70 9SJ
Opening Hours: Mon, Tues, Thurs – 10am – 5pm, Fri 10am – 1pm
Contact Information: 0121 525 3909
Website: www.yca-sandwell.org.uk

Safety

Ask Marc

- What:** Help for men affected by domestic abuse, stalking, rape, and sexual violence.
- Where:** The Cedar Centre Sandwell, 1st Floor Lanchard House, Victoria St, West Bromwich, B70 8HY
- Opening Hours:** 9am – 5pm Mon – Fri, evening appointments available on request.
- Contact Information:** 0121 553 0090 / info@askmarc.org.uk
- Website:** www.askmarc.org.uk
- Other Information:** Ask Marc is a project of Black Country Women’s Aid

Black Country Women’s Aid

- What:** Support for those who have experienced domestic abuse, rape, sexual violence, childhood sexual abuse support, forced marriage, honour-based violence.
Children and young people’s services, therapeutic services.
Support for female offenders and women with complex needs.
- Where:** The Cedar Centre Sandwell, 1st Floor Lanchard House, Victoria St, West Bromwich, B70 8HY
- Opening Hours:** 9am – 5pm, Mon – Fri, evening appointments available by request.
- Contact Information:** info@blackcountrywomensaid.co.uk / Katie.newell@blackcountrywomensaid.co.uk
Call 0121 553 0090 / WhatsApp 07384 466181
Out of hours 0121 552 6448
- Website:** www.Blackcountrywomensaid.co.uk

Dorothy Parkes Centre

- What:** Women’s Self Defence Class
- Where:** Church Rd, Smethwick, B67 6EH
- Opening Hours:** 8am – 8:30pm Mon, Tues, Thurs, Fri.
8am – 9:30pm Wed.
9am – 1pm Weekends
- Contact Information:** 0121 558 2998
- Website:** <https://www.dorothyparkes.org>

Smethwick Pakistani Muslim Association

- What:** Hate Crime Reporting Centre

Where: Victoria Centre, Suffrage Street, Smethwick, B66 3PZ
Opening Hours: Mon – Thurs 9am – 1pm, 2 – 3pm
Fri – 9am – 1pm (Appointment Only)
Contact Information: 0121 555 6047 / info@spmaltd.org.uk
Website: <http://www.spmaltd.org.uk/>
Other Information: Urdu, Punjabi, Mirpuri, Hindi, Madinka, Sonike, Italian, French, Spanish

Safeguarding

Horizons Exploitation Safeguarding Hub

What:	Horizons are a team of dedicated, enthusiastic and specialist workers with a wide range of skills, knowledge and experiences who keep children and young people at the centre of everything they do. The team is led by an experienced Team Manager and has a Senior Horizons worker, a Co-Ordinator and 6 specialist Horizons workers with support of Business Support.
Where:	Sandwell Children’s Trust, Wellman Building, Dudley Road, Oldbury, B69 3DL
Opening Hours:	Monday to Friday 09:00 – 17:00 excluding bank holidays
Contact Information:	CE_team@sandwellchildrenstrust.org
Website:	https://sandwellvoice.co.uk/services/horizons-exploitation-safeguarding-hub/
Other Information:	

SEND

Autism West Midlands

- What:** Enriching the lives of autistic people through community support services and information.
- Where:** Kings Norton Business Centre, Imperial Court, Sovereign Road, Kings Norton, B30 3FH
- Contact Information:** 0121 450 7582 (office)
0121 450 7575 (helpline)
- Website:** <https://www.sandwellsendiass.co.uk/>

Bring it on Brum!

- What:** Holiday clubs for children with special education needs and/or disabilities.
- Website:** <https://www.bringitonbrum.co.uk/send-provision/>
- Other Information:** Parent will need HAF, BIOB or FSM code from school in order to book.

Cygnnet Program

- What:** Workshops to support parents or carers of a child/children on the pathway to an autism diagnosis or diagnosed with autism. Build a toolkit to manage child's needs, discover resources and support and connect with other parents to grow a support network.
- Where:** West Bromwich North Family Hub, B71 3DJ
Smethwick Family Hub, B66 3PX
- Opening Hours:** West Brom - Starts 21st November, 9:30 - 11:30am
Smethwick - Starts 11th Dec, 9:30 - 11:30am
- Contact Information:** West Brom 0121 500 4011
Smethwick 0121 555 6756
- Other Information:** Requires booking by phone.

Sandwell SEND IASS

- What:** Information, Advice Support Service for children, young people and their families.
- Contact Information:** 0121 289 2566
SandwellSENDIASS@barnardos.org.uk
- Website:** <https://www.sandwellsendiass.co.uk/>

Sandwell Family Hubs

What: Offering help at the right place, right time to families throughout the parenting journey in Sandwell.

Website: <https://www.sandwellfamilyhubs.com/>

Other Information: Physical locations across Sandwell:
<https://www.sandwellfamilyhubs.com/about-us/>

Sandwell Family Hubs Workshops

What: Weekly sessions providing advice on specific topics and covering: communication, boundaries & consequences, drop in sessions with autism west midlands sensory.

Where: Rowley Family Hub

Opening Hours: 10 - 11:30am, Starting 21st November 2023

Contact Information: 0121 559 9916

Other Information: Drop in

Stepping Stones Program

What: Support program for parents or carers of a child or young person with SEND (Diagnosed or not). Parenting skills, communication methods, guidance, behaviour management techniques and support.

Where: Wednesbury Family Hub, WS10 0JG
Oldbury Family Hub, DY4 7SD

Opening Hours: Wednesbury - Starts 9th Nov, 10-12 noon
Oldbury - Starts 10th Nov, 10-12 noon

Contact Information: Wednesbury - 0121 556 5405
Oldbury - 0121 557 0740

Other Information:

Shelters

Housing Solutions Team Emergency (Sandwell Council)

What: If you have nowhere to stay tonight or are in imminent danger.
Opening Hours: Mon – Fri 8am – 5:30pm
Contact Information: 0121 368 116 Option 1, 1, 2
0121 569 6883 (Out of Hours)
Website: <https://live.housingjigsaw.co.uk> (If threatened with homelessness but have somewhere to stay tonight)

Hope Projects

What: Legal, housing & financial support for refused asylum seekers
Where: Hope Projects, Jericho Trust, 196 -198 Edward St, Balsall Heath, B12 9LX
Opening Hours: Mon – Fri, 9am – 5pm
Contact Information: Admin@hope-projects.org.uk
Website: <https://hope-projects.org.uk>
Other Information: Also known as JERICHO Foundation

P3 Sandwell Women's Service

What: Accommodation for clients with mental health difficulties.
Where: 65 Old Meeting St, West Bromwich, B70 9SR
Opening Hours: 7 days a week
Contact Information: 0121 525 6880 / 07554 453541 / esther.barrett@p3charity.org
Website: <http://www.P3charity.com/>
Other Information: Women Only 18-65 with mental health issues. Chargeable service of £14/week. Capacity of 10 places.

Rough Sleepers Team

What: Let Sandwell Rough Sleepers Team know about someone who is rough sleeping. Online form can also be completed through our volunteers hub.
Contact Information: 0121 368 1166 - option 2 / Rough_sleepers@sandwell.gov.uk
Out of hours number: 0121 569 6883

SIFA Fireside

What: Supports people in crisis, including providing hot meals and food parcels, showers and clean clothes, conversation & internet.
Where: 48-52 Allcock St, Birmingham, B9 4DY
Opening Hours: Breakfast 9 – 10am & Lunch 12 – 12.45pm
Contact Information: 0121 766 1700

Website: <https://sifafireside.co.uk>

St Anne's Hostel

What: Homeless Hostel in Birmingham, providing signposting & welfare services.

Where: 112 Moseley Street, Highgate, B12 0RY

Contact Information: 0121 772 4406 / referrals@stannesbirmingham.org.uk

Website: www.stannesbirmingham.org.uk

Other Information: Men over 25 years- Referral needed.

Street Link

What: Report someone who is rough sleeping for support.

Website: <https://www.Streetlink.org.uk>

Street Support Network

What: Signposting website for those who are homeless or at risk of becoming homeless.

Contact Information: westmidlands@streetsupport.net

Website: <https://streetsupport.net/sandwell>

Trident Reach Homeless Services

What: Supported housing for single homeless people in Sandwell.

Contact Information: 0800 880 7157 / 0121 226 5800

Website: <https://tridentgroup.org.uk>

Sport & Leisure

Dorothy Parkes Centre

What: Free classes: Fitness, Yoga, Karate, Children's Taekwondo, Dance
Where: Church Rd, Smethwick, B67 6EH
Opening Hours: 8am – 8:30pm Mon, Tues, Thurs, Fri.
8am – 9:30pm Wed.
9am – 1pm Weekends
Contact Information: 0121 558 2998
Website: <https://www.dorothyparkes.org>

Smethwick Youth & Community Centre (SYCC)

What: Indoor & Outdoor Football, Yoga & Walking Groups
Where: Trinity Street, Smethwick, B67 7AA
Opening Hours: Mon – Fri 9am – 5pm
Contact Information: 0121 565 8870
Website: <https://www.sycc.biz>

Transport

Community Transport Passenger

What: Group travel is a service that exists to help local communities to get out and about. It is aimed at voluntary and community organisations, sports clubs, faith groups, schools, health groups and much more.

Where: Bordesley Green

Opening Hours: Mon -Thurs: 8 am – 4 pm

Fri: 8 am – 3.30 pm

Contact Information: 0800 396 9048 / info@communitytransport.org

Website: <https://www.communitytransport.org/birmingham-passenger-office>

Welfare

Ideal for All (IFA)

- What:** Welfare Rights Advice Surgery – free, confidential, impartial advice & support on a range of welfare benefits. IFA are specialists in providing people with disabilities, health conditions (incl mental health) and their carers with information, advice & guidance.
- Where:** 100 Oldbury Rd, Smethwick, B66 1JE
- Opening Hours:** Mon- Thurs 9am – 5:30pm
Fri 9am – 5pm
- Contact Information:** info@idealforall.co.uk / j.walker@idealforall.co.uk
0121 558 5555
- Website:** <https://www.idealforall.co.uk>

Youth Clubs, Children & After School Activities

Bangladeshi Women's Association (BWA)

- What:** Phone support. Appointments available for face-to-face support. Advice, information & guidance on employment & business, benefits, food parcels for elderly & vulnerable people, mentoring for young people.
- Where:** Bangladeshi Women's Association
Jubilee Park Centre, Powis Av, Great Bridge, DY4 0RJ
Tipton Muslim Community Centre, Wellington Rd, Tipton, DY4 8RS
- Opening Hours:** Phone lines open: Mon – Fri 10am – 3pm
- Contact Information:** 0121 557 6766 / 0121 520 0234
- Website:** www.bwa-org.co.uk

Dorothy Parkes Centre

- What:** Dance, youth club, nature buddies, girls friendly society, Kumon, taekwondo
- Where:** Church Rd, Smethwick, B67 6EH
- Opening Hours:** 8am – 8:30pm Mon, Tues, Thurs, Fri.
8am – 9:30pm Wed.
9am – 1pm Weekends
- Contact Information:** 0121 558 2998
- Website:** <https://www.dorothyparkes.org>

Go Play Sandwell

- What:** Free play for all ages (including community, digital and pop-up play activities)
- Where:** Go Play Sandwell, Corbett St, B66 3PU
- Contact Information:** hello@goplaysandwell.co.uk / -7984 388 558 (Sms only)
- Website:** <https://goplaysandwell.co.uk/>

Just Youth

- What:** Information for Young People in Sandwell including Crisis Support, Advice & Guidance
- Website:** www.justyouth.org.uk

Sandwell Holiday Activities and Food (HAF)

- What:** Online to register for holiday activities. Some activities are limited for children on free school meals only.
- Website:** <https://holidayactivities.sandwell.gov.uk/>
- Other Information:** Children that receive Benefit Related Free School Meals will receive a text or email E-voucher link with their child's unique HAF Code via their school to book. Children who do not receive Benefit Related Free School Meals can book activities through the website and do not need a code.

SWBHT Youth Forum

- What:** Aged 13 – 21 & interested in health? Help improve services, volunteer, and get work experience with quarterly thank you activities such as go-karting & ice-skating.
- Where:** Sandwell Education Centre, Hallam St, West Bromwich, B71 4HJ
- Opening Hours:** Specified dates only – check website for details.
Last Tuesday of the month.
- Contact Information:** 0121 507 2671 / Swbh.engagement@nhs.net
- Website:** www.justyouth.org/youth-voice/swbht-youth-forum
- Other Information:** Booking essential

Yemeni Community Association

- What:** After School Tuition, Holiday Play Schemes, Youth Clubs, Young People's Arabic Classes.
- Where:** Greet's Green Access Centre, Tildasley Street, West Bromwich, B70 9SJ
- Opening Hours:** Mon, Tues, Thurs – 10am – 5pm
Fri 10am – 1pm
- Contact Information:** 0121 525 3909
- Website:** www.yca-sandwell.org.uk