



# INFORMATION, ADVICE AND GUIDANCE



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UK S Futures believes that offering help and guidance on any issues or problems will ensure that everyone can overcome barriers that could prevent future progress.

UK S Futures aims to develop individuals in the pursuit of fulfilment, achievement and the ability to succeed in all areas of their life, work and education.



# HEALTH & WELLBEING

**Addiction Helpline** - [www.addiction.org.uk](http://www.addiction.org.uk). A guide to entering rehab. Free help & advice: 0808 163 9632

**Alcoholics Anonymous**—[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk) - Alcohol abuse help. Helpline: 0800 9177650

**Allergy UK** - [www.allergyuk.org](http://www.allergyuk.org) - Leading national charity providing support, advice and information for those living with allergic disease. 01322 619898

**Anxiety UK** - [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk) - UK's leading anxiety specialists. 03444 775 774

**Brook**—[www.brook.org.uk](http://www.brook.org.uk)—clinical sexual health services and education and well-being services for young people. Dudley & Sandwell: 07810701134

**CALM (Campaign Against Living Miserably)** - [www.thecalmzone.net](http://www.thecalmzone.net) - Listening services, information and support for men at risk of suicide. 0800 58 58 58 (5pm-midnight)

**Frank**—[www.talktofrank.com](http://www.talktofrank.com) – Drug and alcohol abuse help. 0300 1236600

**The Gender Trust**—[www.gendertrust.org.uk](http://www.gendertrust.org.uk)—Support for anyone affected by gender identity issues, with a list of local support groups and therapists who specialise in supporting people with gender identity issues.

**Mind** - [www.mind.org.uk](http://www.mind.org.uk) - Details of local Minds and other local services, and Mind's Legal Advice Line. Mind Infoline: 0300 123 3393 (Monday to Friday 9am to 6pm)

**Mind Out**—[www.mindout.org.uk](http://www.mindout.org.uk)—Mental health service run by and for lesbian, gay, bisexual, trans and queer (LGBTQ) people. 01273 234 839

**No Panic** - [www.nopanic.org.uk](http://www.nopanic.org.uk). Help to break the chains of anxiety. 0300 772 9844

**NHS Mental Health Crisis Helpline** - Easy access for people living in the Black Country. 0800 008 6516

**SANEline**—[www.sane.org.uk](http://www.sane.org.uk)—Support for anyone affected by mental health problems.

**Sexwise**—[sexwise.org.uk](http://sexwise.org.uk)—Honest advice about contraception, STI's, pregnancy & pleasure. 0300 123 7123

**Switchboard**—[switchboard.lgbt](http://switchboard.lgbt)—LGBTQ+ helpline providing listening services, information and support for lesbian, gay, bisexual and transgender communities. 0300 330 0630

**Youngminds**—[www.youngminds.org.uk](http://www.youngminds.org.uk)—A support service for young people's mental health. Parents Helpline: 0808 802 5544





## Black Country 24/7 Mental Health Helpline

Freephone: 0800 008 6516

Text: 07860 025 281

This telephone based service is free, open 365 days of the year and no referral is required.

**Dudley, Sandwell, Walsall or Wolverhampton** or have a GP in one of these locations.

**The Black Country Helpline is accredited by the Helpline Standards**

[rethink.org](http://rethink.org)

### What We Do

- The Helpline is open access for people of all ages, available 24 hours a day, 7 days a week. Providing immediate access to advice, emotional support, triage, referrals and signposting.
- We provide emotional support to callers in distress, in need of reassurance or at those times when people need to be listened to.



Registered in England Number 1202870. Registered Charity Number 271038. Registered Office 86 Albert Embankment, London, SE1 7TF. Rethink Mental Illness is the operating name of National Schizophrenia Fellowship, a company limited by guarantee.



# HOME & FAMILY

**Carers UK**—[www.carersuk.org](http://www.carersuk.org)—Information and support for people caring for someone else. 0808 808 7777 (Monday-Friday 10am-4pm)

**Black Country Emotional Support Helpline** - Helpline for those in need of support, reassurance and understanding. 0808 802 2288 Monday – Friday, 6pm – 11pm. Saturday – Sunday, 12pm – 11pm

**Disabled Living**—[www.disabledliving.co.uk](http://www.disabledliving.co.uk) - Advice on living with a disability and access to support services. 0161 214 4590

**Family Lives**—[www.familylives.org.uk](http://www.familylives.org.uk) - Advice on families & relationships. 0808 800 2222

**Hub of Hope** - [www.hubofhope.co.uk](http://www.hubofhope.co.uk)—The UK's go-to mental health support signposting tool, with thousands of local, regional and national support groups and services listed.

**Papyrus HOPELineUK** - [www.papyrus-uk.org](http://www.papyrus-uk.org) - Confidential support for under-35's at risk of suicide and others who are concerned about them. Calls and texts are free from all providers and do not appear on bills. 0800 068 41 41 (weekdays 10am-10pm, weekends 2pm-10pm, bank holidays 2pm-5pm) . 07786 209697 (text message service)

**Relate** - [www.relate.org.uk](http://www.relate.org.uk) - Relationship support for everyone. B'ham: 0121 643 1638 Dudley: 01902 428447

**Shelter** - [england.shelter.org](http://england.shelter.org). - Advice and support for people with housing issues and homelessness. Helpline: 0808 800 4444

**Trident Reach** - [tridentreach.org.uk](http://tridentreach.org.uk) - Vulnerable adults housing support and wellbeing service. 0800 111 4944



## LOCAL INFORMATION

**Birmingham Adult Education Service** - <https://www.learnbaes.ac.uk/>

**Birmingham City Council** - [www.birmingham.gov.uk](http://www.birmingham.gov.uk)

**Birmingham LGBT** - [blgbt.org](http://blgbt.org)—0121 643 0821

**Birmingham Safeguarding Adults Board** - [bsab.org](http://bsab.org)

**Coventry Adult Education** - [www.coventry.gov.uk/adulted](http://www.coventry.gov.uk/adulted)

**Coventry City Council** - [www.coventry.gov.uk](http://www.coventry.gov.uk)

**Dudley Adult & Community Learning**— <https://www.dudley.gov.uk/residents/learning-and-school/adult-and-community-learning/>

**Dudley Metropolitan Borough Council** - [www.dudley.gov.uk](http://www.dudley.gov.uk)

**Sandwell Metropolitan Borough Council**—[www.sandwell.gov.uk](http://www.sandwell.gov.uk)

**Solihull Adult & Community Learning** - [www.solihull.gov.uk/Schools-and-learning/adult-community-education](http://www.solihull.gov.uk/Schools-and-learning/adult-community-education)

**Solihull Metropolitan Borough Council** - [www.solihull.gov.uk](http://www.solihull.gov.uk)

**Solihull Safeguarding Adults Board** - [www.ssab.org.uk](http://www.ssab.org.uk)





# See me, hear me!

## Sexual exploitation is a crime

The sexual exploitation of young people is hidden from view. Vulnerable girls and boys are groomed and then abused, often by people they trust

If you are worried that you or someone you know is being sexually exploited, call the Police on 101, confidentially text or call Say Something on 116 000 or call Crimestoppers on 0800 555 111. In an emergency dial 999

Visit [www.seeme-hearme.org.uk](http://www.seeme-hearme.org.uk) to find out more





## STAYING SAFE

**Bullying UK**—[www.bullying.co.uk/cyberbullying](http://www.bullying.co.uk/cyberbullying) - Advice on staying safe online and support for cyberbullying. Helpline: 0808 800 2222

**Childline**— [www.childline.org.uk](http://www.childline.org.uk)—A free and confidential service for children who need someone to talk to. 0800 1111

**ManKind** - [www.mankind.org.uk](http://www.mankind.org.uk) - Confidential advice for male victims of domestic abuse - 01823 334244

**National Domestic Violence Helpline** - [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk). 0808 200 247

**NSPCC Helpline** - [www.nspcc.org.uk](http://www.nspcc.org.uk). - Advice and support if you are concerned about a child. 0808 800 500

**Rape Crisis** - [rapecrisis.org.uk](http://rapecrisis.org.uk)—Free confidential support for female victims of sexual violence

**Refuge**—[www.refuge.org.uk](http://www.refuge.org.uk)—Advice and support for women and children experiencing domestic abuse. Domestic Abuse Helpline: 0808 2000 247

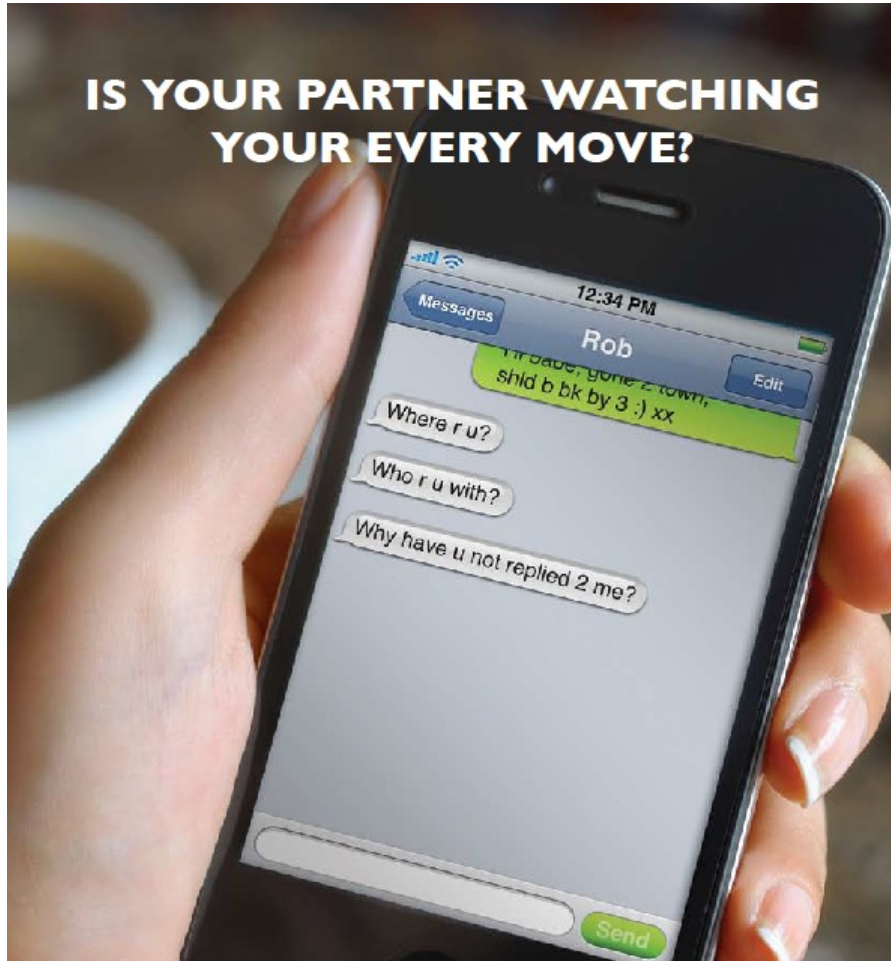
**Roshni** - [www.roshnibirmingham.org.uk](http://www.roshnibirmingham.org.uk)— Help & advice for victims of forced marriage and honour based abuse. Helpline: 0800 9539 777

**See Me, Hear Me** - [seeme-hearme.org.uk](http://seeme-hearme.org.uk) - Help and advice for anyone who believes a child is at risk of sexual exploitation





# IS YOUR PARTNER WATCHING YOUR EVERY MOVE?



## STAYING SAFE ONLINE

Free Guidance on Digital Stalking available from  
[www.womensaid.org.uk/onlinesafety](http://www.womensaid.org.uk/onlinesafety)

**women's aid**  
until women & children are safe  
[www.womensaid.org.uk](http://www.womensaid.org.uk)

AVON    
the company for women



## GENERAL HELP & ADVICE

**At A Loss** - [www.ataloss.org](http://www.ataloss.org) - Bereavement support

**Citizens Advice**—[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) – Citizens Advice Bureau – advice on all types of legislation, day to day living, etc. Advice line: 0800 144 8848

**Gov.UK**—[www.gov.uk](http://www.gov.uk)—advice and legislation on benefits, housing, childcare, working, tax, education, immigration, visas etc.

**HM Revenue & Customs** —[www.hmrc.gov.uk](http://www.hmrc.gov.uk)—advice on taxation, NI contributions etc.

**Job Centre Plus** - [www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)

**Money Advice Service**—[www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk) - Free and impartial money advice. 0800 138 7777

**National Debtline**—[www.nationaldebtline.org](http://www.nationaldebtline.org) - Debt management advice. 0808 808 4000

**NHS Direct**—Non-emergency medical help and advice for people living in England and Wales. England: 111. Wales: 0845 46 47

**No Excuse For Abuse** - [www.westmidlands-pcc.gov.uk/no-excuse-for-abuse/](http://www.westmidlands-pcc.gov.uk/no-excuse-for-abuse/) - Directory of West Midlands Services—Domestic Violence & Abuse.

**Samaritans**—[www.samaritans.org](http://www.samaritans.org)—24-hour emotional support for anyone who need to talk. Calls are free from all providers and do not appear on bills. 116 123 (24 hours)

**The Waiting Room** - <https://the-waitingroom.org/> - Birmingham & Solihull Health and Wellbeing Services

**Trussell Trust** - [trusselltrust.org](http://trusselltrust.org)— Food bank information—01722 580 180

**West Midlands Fire Service - Non Emergency**— <https://www.wmfs.net/contact-us/>



# Grief is always painful, and right now it's harder than ever

When someone close to us dies it can be the most heartbreaking thing we will ever experience.

During this pandemic we are also coping with trauma and shock, and many of us have not been able to say goodbye the way we would want to. This has often been made worse by grieving in isolation.

*If you are struggling  
Cruse is here to help  
and support you*

**Call 0808 808 1677**

**Visit [www.cruse.org.uk](http://www.cruse.org.uk)**

We have lots of information, free leaflets to download and a section on grieving, isolation and coronavirus.



 **Cruse  
Bereavement  
Care**

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

Cruse Bereavement Care is a registered charity (208078), and a company limited by guarantee (00638709)

Royal Patron: Her Majesty The Queen



