



#BrumTogether



## Birmingham Information on Services and Helplines

The following is a list of contact details for organisations which may be able to help over the coming weeks. **Please note that some of these support services may however not be available between the 24th December 2020 and the 4th January 2021.**

**Samaritans:** Whatever you're going through, a Samaritan will face it with you. **We're here 24 hours a day, 365 days a year call us any time, day or night our national helpline number is 116 123** [www.samaritans.org](http://www.samaritans.org)

**Mind Infoline:** All of us are worried about coronavirus (COVID-19) and how it will affect us and those we love. We are still here to support you and to make sure everyone experiencing a mental health problem gets support and respect. If you feel like you might attempt suicide, or may have seriously harmed yourself, you need urgent medical help call 999 for assistance or call us on 0300 123 3393 [www.mind.org.uk](http://www.mind.org.uk) Christmas opening hours Thursday 24th December - Open 9am - 6pm, Friday 25th Dec - Closed, Monday 28th Dec - Closed, Tuesday 29th Dec - Open 9am - 6pm, Wednesday 30th Dec - Open 9am - 6pm, Thursday 31st Dec - Open 9am - 6pm, Friday 1st January - Closed

**NSPCC:** Contact the National Society for the Protection of Cruelty to Children to speak to one of our trained helpline counsellors 24 hours a day by email or our online reporting form. You can also call the Helpline Monday to Friday 8am - 10pm and 9am - 6pm at the weekend [help@nspcc.org.uk](mailto:help@nspcc.org.uk) or Tel 0808 800 5000

**ChildLine:** When you call us on 0800 1111 you'll get through to a counsellor, they're there to listen and support you with anything you'd like to talk about. Or you can have a 1-2-1 counsellor chat online.

**Shelter:** Our helpline is open every day of the year 8am-8pm on weekdays and between 9am-5pm on weekends Tel 0808 800 4444 [www.shelter.org.uk/](http://www.shelter.org.uk/)

**Crisis:** If you or someone you know is homeless or at risk of homelessness, please call us on 0121 348 7950 or email us at [birmingham@crisis.org.uk](mailto:birmingham@crisis.org.uk) and we will get back to you as soon as possible to discuss the support you need in the way that will keep you safe.

**SIFA Fireside:** The drop in is open for rough sleepers and the extremely vulnerable only. We will be offering a limited service over Christmas so it is best to call in advance Tel 0121 766 1700. For referrals to our other services, we can be contacted between 9am-5pm. Our general email is [office@sifafireside.co.uk](mailto:office@sifafireside.co.uk)

**St Basils:** works with young people to enable them to find and keep a home, grow their confidence, develop their skills, increase opportunities and prevent homelessness. If you become homeless in Birmingham 'out of hours' and need immediate help please call: If you're 16 or 17 please call the BCT emergency duty team: 0121 675 4806 or if you're 18+ call 0121 303 2296

**StreetLink:** If you are concerned about someone sleeping rough, send an alert to StreetLink by visiting: [www.streetlink.org.uk](http://www.streetlink.org.uk) via the mobile app, available for Apple and Android devices, or by calling 0300 500 0914

**The Salvation Army:** William Booth Centre, Shadwell Street, Birmingham, B4 6HA We offer a safe, supportive environment for individuals, helping them make positive choices about their current circumstances. To contact the centre phone: 0121 236 6554 or email [WilliamBooth.Birmingham@salvationarmy.org.uk](mailto:WilliamBooth.Birmingham@salvationarmy.org.uk)

### **Trident Reach Rough Sleeper Outreach Service**

Our Rough Sleeper Outreach Service gives responsive support to address immediate needs of those sleeping rough in the City. Referrals can be made into our Homeless Prevention Pathway by calling 0800 880 7157.

**Trident Reach Emergency Beds:** We will also provide safe immediate same night emergency refuge provision to individuals with or without families fleeing domestic abuse and will ensure risk assessments and risk management frameworks are in place to ensure the health and safety of all. Open 24/7 the emergency number is 0800 111 4944.

**The Refugee and Migrant Centre:** Assists refugees and migrants through crisis and disadvantage, by removing barriers to their integration and enabling them to become equal citizens Tel 0121 374 0140

**The Children's Advice and Support Service (CASS):** provides a single point of contact for professionals and members of the public who want to seek support or raise concerns about a child. Emergency out-of-hours Telephone: 0121 675 4806

**Birmingham City Council's Adult Social Care Team:** Members of the public can report a concern of an adult with care and support needs to Telephone: 0121 303 1234

**Domestic Abuse** is any type of controlling, bullying, threatening or violent behaviour between people in a relationship. It isn't just physical violence – domestic abuse includes emotional, physical, sexual, financial or psychological abuse. Always call 999 if you or someone else is in immediate danger

**Birmingham and Solihull Women's Aid Domestic Abuse:** Helpline Tel 0808 800 0028  
[www.bswaid.org](http://www.bswaid.org)

**Bharosa Domestic Abuse Service:** Specialist support for women particularly those from a South Asian background. Tel 0121 303 0368/0369 [bharosa@birmingham.gov.uk](mailto:bharosa@birmingham.gov.uk)

**Birmingham LGBT Domestic Abuse Service:** Our Independent Domestic Violence Advocate (IDVA) service provides support to LGBT people in Birmingham and the wider areas, who are experiencing abuse from partners, ex-partners and family members. We also support LGBT people who are experiencing, or are at risk of honour based violence and forced marriage.

No one should live in fear of the person they love. If you recognise yourself, or someone you know as experiencing abuse, please get in touch with us by completing the form on the Contact page on our website [www.blgbt.org](http://www.blgbt.org) by calling us on 0121 643 0821, or emailing [idva@blgbt.org](mailto:idva@blgbt.org)

**Cranstoun and Swanswell:** Offers a range of services for Adults coping with Domestic Abuse and Mental Health issues. The main telephone number 0121 633 1750 and is available at all times other than the 3 bank holidays. We are all remote/home working and all services are closed on 25th, 28th December and 1st January.

**Families Anonymous Helpline:** 0207 4984 680 calls to this number are normally answered daily 1-4pm and 6-9pm.

**Cocaine Anonymous:** the local Birmingham Newcomer groups hosts online meeting on Tuesdays and anyone may attend to register see <https://meetings.cocaineanonymous.org.uk/meetings/happy-joyous-and-free/?tsml-day=2&tsml-region=midlands>

**DrugFAM:** is continuing all of its support services our phone line is always there for you from 9am-9pm, 7 days a week, 365 days a year Tel 0300 888 3853

**Families Anonymous Helpline:** is a world-wide fellowship of family members and friends affected by another's abuse of mind-altering substances, or related behavioural. Tel 0207 4984 680 calls to this number are normally answered daily 1-4pm and 6-9pm. [www.famanon.org.uk](http://www.famanon.org.uk)

**Narcotics Anonymous:** Helpline and information on support open 10.00am – midnight Tel 0300 999 1212

**Shout 85258:** A free, confidential, anonymous text support service simply text Shout 85258 you can text from wherever you are in the UK. [www.giveusashout.org](http://www.giveusashout.org)

**Birmingham and Solihull Urgent Mental Health Helpline:** Tel 0121 262 3555 help is available 24 hours a day, 7 days a week.

**Forward Thinking Birmingham:** A mental health partnership for 0-25 year olds who are suffering from Anxiety Depression Self-harm Eating Disorders Suicidal thoughts Autism Spectrum Disorder Psychosis ADHD Post-Traumatic Stress Disorder OCD Personality Disorders Access Centre operating hours Monday – Friday: 9am – 5pm Tel 0300 300 0099.

**Obsessive Compulsive Disorders:** The OCD Action Helpline and E-mail Service is a confidential and unbiased service offering help, information and support for people with OCD, carers and anyone who is concerned that they, or their friends or relatives, may have OCD or a related disorder. The number is 0845 390 6232 or 020 7253 2664 Local Support Group details see [www.ocdaction.org.uk](http://www.ocdaction.org.uk)

**Macmillan Support Line:** The Macmillan Cancer Support Line offers confidential support to people living with cancer and their loved ones. If you need to talk, we'll listen. Tel 0808 808 00 00 Opening hours 7 days a week, 8am to 8pm. [www.macmillan.org.uk](http://www.macmillan.org.uk)

**Change Grow Live (CGL):** We can help you with challenges including drugs and alcohol, housing, justice, health and wellbeing. Tel: 0121 227 5890 Email: [birminghaminfo@cgl.org.uk](mailto:birminghaminfo@cgl.org.uk). Opening times 21<sup>st</sup>, 22<sup>nd</sup>, 23<sup>rd</sup> December 9am – 5pm, 24<sup>th</sup> Dec. 9am – 4pm, Bank Holiday 25<sup>th</sup> Dec. closed. Then on the 29<sup>th</sup>, 30<sup>th</sup> Dec. 9am – 5pm, 31<sup>st</sup> Dec. 9am – 4pm, Bank Holiday 1<sup>st</sup> Jan. closed

**Birmingham Gamblers Anonymous:** Gamblers Anonymous is a fellowship of men and women who have joined together to do something about their own gambling problem and to help other compulsive gamblers do the same. Tel 0330 094 0322 [www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)

## #BrumTogether Emergency Support

During the Covid-19 pandemic #BrumTogether has been the city's coalition of voluntary, community and faith groups, for essential supplies and support. The network included more than 80 partner organisations working together to provide those most in need with essential support and services. This has involved co-ordinating and delivering food parcels, hot meals, hygiene products, clothing, baby supplies and children's activity packs to families for more details contact The Active Wellbeing Society [www.theaws.co.uk/relief](http://www.theaws.co.uk/relief)

For food assistance during the Christmas period please call us on 01217287030 our phonenumber times over the holidays are:

Thursday 24<sup>th</sup> December 8am–4pm, Friday 25<sup>th</sup> Dec 10am–3pm, Saturday 26<sup>th</sup> Dec 10am–12pm, Closed on Sunday 27<sup>th</sup> Dec, Reopens on Monday 28<sup>th</sup> Dec through to Thursday 31<sup>st</sup> Dec 10am–3pm, Closed on Friday 1<sup>st</sup> January, Reopens on Saturday 2<sup>nd</sup> Jan 10am–3pm, Closed Sunday 3<sup>rd</sup> Jan, Reopens as usual on Monday 4<sup>th</sup> Jan normal hours 8am–6pm.