



Emergency Contacts and Support Services Directory

This guide is intended to provide a helpful summary of key sources of support available to help promote and protect the health and wellbeing of both higher and further education students and university and college staff.

Out of Hours Support

In an emergency, call 999.

If you require assistance from the police in a non-emergent situation, call 101/alternately use West Midlands Police live chat function -
[Live Chat](#) | [West Midlands Police \(west-midlands.police.uk\)](#)

All 'out of hours' urgent safeguarding matters should be reported to the Police or appropriate local Social Services department.

Children's Advice and Support Service - 0121 303 1888/ Out of hours 0121 675 4806 -
[Children's Advice & Support Service - Birmingham Safeguarding Children Partnership \(lscpbirmingham.org.uk\)](#)

Adult Social Care Service and Support - 0121 303 1234 - [Contacting us about adult social care services and support](#) | [How to contact us about adult social care services and support](#) | [Birmingham City Council](#)

Local Authority Designated Officer (LADO, position of trust team) - 0121 675 1669 -
[LADO - Birmingham Safeguarding Children Partnership \(lscpbirmingham.org.uk\)](#)

Mental Health Crisis

If you or someone around you is in immediate physical danger, please dial **999** or **visit your nearest Accident & Emergency department.**

Forward Thinking Birmingham, Crisis team, 24/7 Helpline, **0300 300 0099** -
Crisis Team | Forward Thinking Birmingham

You can find a local NHS urgent mental health helpline (England only) **here**. Please note that there may be different numbers for your home and university areas so make sure you check which number to call.

You can also contact the following **free listening services** from the voluntary sector:

Call **116 123** to talk to **Samaritans 24/7**, or email: **jo@samaritans.org** for a reply within 24 hours

Text **"STUDENT"** to **85258** to contact the **Shout Crisis Text Line**, or text **"YM"** to the same number if you're **under 19** for support from **Young Minds**.

If you're under 19, you can also call **0800 1111** to talk to **Childline** on their 24 hours helpline. The number will not appear on your phone bill.

Text **THEMIX** to **85258** to contact **the Mix**

If you are experiencing thoughts of **suicide**, phone **Hopeline UK** on **0800 068 41**, or text them on **07786 209 687** between 9am - 10pm weekdays, 2pm - 10pm weekends or email **pat@papyrus-uk.org**

Call the **CALM** helpline on **0800 58 58 58** between 5pm and midnight.

Kooth Online Counselling - Chat online with a professional counsellor.



Mental Health Support for Students

Health and Wellbeing Service at UCB, 0121 604 1000 ext 2220 / wellbeing@ucb.ac.uk -
Health and wellbeing | Student Support | University College Birmingham (ucb.ac.uk)

Students at UCB can self-refer to the wellbeing service through completing self referral form on the student portal - [Student Services - University College Birmingham \(ucb.ac.uk\)](http://ucb.ac.uk)

For NHS mental health support, students can contact their GP (this can be your home GP if you haven't yet moved to a GP near your university address) or refer to NHS 111 online. You can find more information about NHS children and young people's mental health services (CYPMHS) and how to access them on the [NHS website](http://nhs.uk).

Self-referral options are commonly available, and many services offer single points of access. This means there is a single set of contact information through which all queries and referrals are channelled through.

Forward Thinking Birmingham | Mental Health Services

Birmingham's mental health partnership for 0-25-year-old. Simply fill in their online selfreferral form if you are experiencing mental health difficulties or mental illness.

SilverCloud. Making Space For Healthy Minds (silvercloudhealth.com)

Provided through Forward Thinking Birmingham, Silvercloud is an online therapy for people aged 16-25 struggling with stress, anxiety or depression. You're supported by a therapist, who provides feedback and guidance along the way, and you can complete the modules at your own pace.

Living Well Consortium

If you are 16-25 and feeling stressed, anxious, or depressed, you can get support from the Living Well Consortium. You will need to be registered with a Birmingham GP.

Birmingham Healthy Minds

An NHS psychological therapies service that works closely with Birmingham GP's. They offer advice, information and brief psychological talking therapies for people aged 16 and over, who are often feeling anxious, low in mood or depressed.

Birmingham Mind

Providing information, advice, support, helplines, courses, crisis prevention, and much more. Find out more via their website.

Safeguarding Concerns at UCB

All UCB staff and students have a duty to safeguard and report any concerns they have in a timely manner if: • they are a victim of abuse • they see something that could be abuse • they suspect that abuse has occurred, or may do

This should be reported to the Designated/Deputy Designated Safeguarding Leads.

Staff should report all concerns via 'my concern' -
<https://www.myconcern.education/Account/Login>

All UCB Students and external personnel should report concerns to the safeguarding inbox -
safeguarding@ucb.ac.uk

Tracy-Anne Rider - trider@ucb.ac.uk
DSL and Head of FE Pastoral Support
0121 232 4104 / 07747317486

Jacquiline Duggan - j.duggan@ucb.ac.uk
Deputy Designated Safeguarding Lead
0121 232 4314

Stephanie Hughes - shughes@ucb.ac.uk
Deputy Designated Safeguarding Lead
0121 232 4483

All 'out of hours' urgent safeguarding matters should be reported to the Police or appropriate local Social Services department.

West Midlands Local Support Services



West Midlands
Violence
Reduction Unit



west midlands
police and crime
commissioner

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www.rsvporg.co.uk

Birmingham & Solihull

Local rape and sexual violence support service in Birmingham and Solihull for male and female (5+)

Rape And Sexual Violence Project RSVP Supports all survivors of sexual abuse in Birmingham and Solihull. We offer empathic services to support and inspire children and adults of all genders who have been subjected to sexual violence and abuse.

We offer a variety of services to female & male survivors (5+) of sexual violence & abuse (including childhood sexual abuse). Services include Counselling; ISVA service offering practical and emotional support to people who've reported to the police; Telephone support line; Social groups; Web Chat; Drop-in coffee mornings; Specialised support group for asylum seekers, refugees and Self-help information.

RSVP offer **Adult Advocacy**, **Child Advocacy** and **LGBT Advocacy**

Contact Information

Telephone: 0121 643 0301

Choose option 1 for counselling and wellbeing services, option 2 for ISVA/advocacy services and option 3 for the Chief Executive

Telephone helpline: 0121 643 4136

Email:

For general enquiries and counselling, wellbeing and group services info@rsvporg.co.uk

For adult, children's and LGBT advocacy ISVA@rsvporg.co.uk

RSVP also has an advocacy service for sex worker's affected by sexual assault and abuse.

The SWISVA can be contacted at - kerr@rsvporg.co.uk or ISVA@rsvporg.co.uk

Tel: 07432 578105

For training enquiries trainer@rsvporg.co.uk

A series of overlapping silhouettes of people's heads and shoulders in various colors (blue, teal, grey, purple, red) are positioned at the bottom of the page. In the bottom right corner, the word 'Safeguarding' is written in a large, bold, white font. Below it, in a smaller white font, is the text '- a quick guide for action' followed by the email address 'safeguarding@ucb.ac.uk' in a white font.

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<https://umbrellahealth.co.uk/>

Local Clinical Sexual Health Service in Birmingham and Solihull for all ages and genders.

Umbrella is a Clinical Sexual Health Service and support for sex workers. We provide free and confidential sexual health services in Birmingham and Solihull, including all types of contraception and STI testing and treatment. Our service is non-judgmental and for people of all ages, genders and orientations.

The SAFE Project is part of Umbrella, which provides free and confidential sexual health services across Birmingham and Solihull.

Abuse Survivors Clinic ASC is a dedicated clinic offering specialised services to support anyone aged 13 or over who has been affected by sexual violence or abuse at any time in their lives. The clinic is run by our own Umbrella staff and our partner organisation the Rape and Sexual Violence Project (RSVP). We offer emotional support for all survivors of sexual exploitation, coercion, abuse and violence. We see patients who have experienced sexual violence either recently or in the past

Contact:

Give us a call on **0121 237 5700** or use our contact form online to submit general enquiries. If you're a sex worker in Birmingham or Solihull, please get in touch for help and support, or just for a chat about how things are going. Just ask to speak to a member of the SAFE team.

Email: shssafe@uhb.nhs.uk

Telephone: 0121 237 5700



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<https://bswaid.org/>

Local charity that supports women and children affected by domestic violence and abuse in Birmingham and Solihull.

Birmingham and Solihull Women's Aid BSWA has provided frontline domestic violence and abuse support services to women and children in the Birmingham and Solihull area.

We are a registered charity, and are part of the umbrella group of organisations Women's Aid Federation England.

Webchat

Our helpline is open 7 days a week 9.15am-5.15pm. Every day our specially trained team of female workers provide emotional and practical support to women and children affected by domestic violence and abuse. You are not alone.

If you, or someone you know, needs help or support;

Call 0808 800 0028



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 **Panahghar 24hr Helpline**
0800 055 6519

Birmingham & Coventry

Regional Honour based abuse and forced marriage helpline run in partnership through Roshni Birmingham and Panahghar Coventry

<https://www.roshnibirmingham.org.uk/>

<https://www.safehouse.org.uk/>

Roshni support Black, Asian & Minority Ethnic communities (BAME) affected by domestic abuse including Forced Marriage & Honour Based Abuse.

Roshni offers an Outreach Service, Emergency Refuge Accommodation, Black Asian Minority Ethnic Floating Support Service, Free Confidential Counselling for South Asian Women Affected by Domestic Abuse and a 24 Hour Multilingual Domestic Abuse Helpline:

West Midlands Forced Marriage & Honour Based Abuse

24 Hour West Midlands BAME Forced Marriage & Honour Based Abuse Helpline: **0800 953 9777**

Contact:

24 Hour Multilingual Domestic Abuse Helpline: **0800 953 9666**

Roshni

PO BOX 16775

Birmingham B21 1HS

Email: admin@roshnibirmingham.org.uk

Tel: 07958 498 449

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<https://anawim.co.uk/>
Birmingham

Local Birmingham based service for women 18+ providing support for all forms of abuse

Anawim is a women's centre based in Birmingham that provides a holistic service to women over 18 across the city. Anawim provide a non-judgemental support service for people who have experienced rape of sexual abuse; unhealthy relations; sexual health; prostitution; grooming and young people; female genital mutilation.

All Anawim services are open to all women including sex workers and those sexually exploited, we have a specialist sexual violence/health worker.

You don't need an appointment to visit our Drop-in services in Birmingham.

For general advice visit: Anawim Women's Centre, 228 Mary Street, Balsall Heath, Birmingham, B12 9RJ

Mondays to Fridays at 10am- 2pm

Contact: 0121 440 5296

For general advice in the Washwood Heath area, visit The Dolphin Women's Centre, Ward End Park, Washwood Heath Road, Birmingham B8 2HB,
Mondays, Tuesdays, Wednesdays, Fridays 10am-2pm

Contact:

Call: 0800 019 8818 - Monday - Friday between 10am and 6pm

Find out more about our Drop-in services [here](#).

Email: referrals@anawim.co.uk

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<https://waitsaction.org/>

Local Birmingham based support for all women experiencing Domestic Abuse with a specialism in supporting women from Black, Asian, Chinese and Minority Communities.

Women Acting In Today's Society WAITS understands the cultural and religious barriers that prevent women escaping domestic abuse is understood and removed for all women accessing WAITS services.

- The Domestic Abuse Service - supporting women who have experienced/are currently experiencing Domestic Abuse.
- The Community Integration Project (CIP) - supporting women who have offended in the past or who are at risk of offending/re-offending in the future.
- Women's Refuge - supporting women who are fleeing from, or who are facing homelessness due to, domestic violence.

We support women, on a one to one basis, to address issues such as welfare benefits, resettlement/housing issues, domestic abuse, isolation, physical and mental health, crime, the fear of crime and much more. Unlike some other organisations, we are not time-bound, meaning we are able to offer ongoing support for as long as it is needed.

Contact

235 Dudley Road
Winson Green
Birmingham
B18 4EJ

Tel: 0121 440 1443

Email: waitsaction.enquiries@gmail.com



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Birmingham LGBT

<https://blgbt.org/>

Local LGBT Domestic abuse service in Birmingham

Birmingham LGBT delivers an Independent Domestic Violence Advocate (IDVA) service which offers advocacy, practical and emotional support to Lesbian, Gay, Bisexual and Transgender people who are experiencing domestic abuse from intimate partners, ex partners and family members. This includes forced marriage, honour-based violence, and female genital mutilation.

Contact:

Call us: 0121 643 0821

Email us: hello@blgbt.org

Telephone and email support service:

Mondays, Wednesdays, Fridays - 10am to 6pm

Tuesdays, Thursdays - 10am to 8pm

Appointments at Birmingham LGBT Centre: 38-40 Holloway Circus, Birmingham, B1 1EQ

Mondays - 1pm to 9pm

Tuesdays, Wednesdays, Thursdays - 10am to 6pm

Fridays - 9am to 5pm

Saturdays - 11am to 7pm



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<http://www.barnardos.org.uk/space> Local Birmingham support service for children and young people Barnardo's Birmingham Space is a service for children and young people who are abused or vulnerable to abuse through exploitation.

Birmingham Space can provide preventative programmes in schools and agencies working with children to explore risk and vulnerability and raise awareness of how children can be targeted and exploited.

Contact:

Tel: 0121 359 5333

Email: birminghamspace@barnardos.org.uk



<http://www.solihullmind.org.uk/index.htm>

Solihull

Local voluntary sector organisation for mental health in Solihull borough

Solihull MIND provides advice on domestic abuse related issues including police/court, housing and safety orders and injunctions, legal appointments and divorce proceedings. Support and help to access specialist advice and information to resolve issues relating to finances and benefits.

There is also a weekly support group for women affected by domestic abuse in relationships, to promote a positive lifestyle and build healthier relationships. A women only drop-in social support group runs every Friday from 12-30 until 3pm.

Contact:

Address: Solihull Mind, 14-16 Faulkner Road, Solihull, B92 8SY

Call: 0121 742 4941 or 0121 743 4237

Email contact@solihullmind.org.uk



<https://valleyhouse.org.uk/>

Coventry

Local Coventry support service for young parents and victims of domestic abuse / domestic violence

Valley House is a multi-service agency operating in Courthouse Green, North East Coventry offering access to a range of fully furnished, safe and secure shared and single family accommodation for men and women who are experiencing or have recently experienced domestic abuse.

We provide tailored services to young parents and victims of domestic abuse / domestic violence providing access to practical and emotional support and advice in relation to; safety, parenting, physical/mental health, benefits and budgeting and any outstanding debts, legal services, childcare, training, education and employment, independent living skills and future housing options.

Contact:

Address: Navigation Centre, 55-57 Bell Green Road, Coventry, CV6 7GQ

Tel: 02476 266 280

Email: info@valleyhouse.org.uk



<http://www.kairoswwt.org.uk/>

Information for Partners Established in 1999, Kairos WWT supports women at risk of or subjected to sexual exploitation, as they journey towards safety, stability and self belief. We provide holistic, non-judgemental, trauma informed, and woman centred services.

Our mission is to: Increase the safety, stability and self-belief of women in Coventry affected by or at risk of exploitation through emotional and practical support, advocacy and awareness raising. some crossover with criminal exploitation with this cohort.

The drop-in provision currently takes place at St. Mary's Church on Raglan St. Evening drop-in provides a safe space for women involved in street-based prostitution to have a hot drink, a chat, report incidents of violence/sexual violence, receive harm reduction materials, and learn about services at Kairos WWT (and other providers)

It can take time for women to build up enough trust to engage with us at outreach and/or drop-in and then often takes further time before a woman is ready to selfrefer into our wider services offer • We are looking to expand our outreach/drop-in offer to a Friday evening. Our service offer continued As part of our service offer described thus far, we provide:

Crisis support and provision of essentials such as clothing, toiletries, harm reduction kits (condoms, needles etc.), food bank vouchers etc.

A safe space to be heard regarding historical and current trauma. Women can disclose childhood abuse, domestic violence/abuse, coercive and controlling relationships, sexual violence, trafficking, exploitation, and other crimes perpetrated against them. We provide them with options such as accessing the Sexual Health Referral Centre (SARC), accessing an Independent Sexual Violence Advisor (ISVA) or Independent Domestic Violence (IDVA) service, completing Ugly Mugs reports, reporting directly to the Police, access to counselling and/or choosing to pursue no further action. We facilitate referrals to and support the woman's engagement with specialist services.

As part of Coventry Women's Partnership, we offer referral pathways for women to access Coventry Haven Women's Aid, Coventry Rape and Sexual Abuse Centre (CRASAC), Foleshill Women's Training and Coventry Law Centre

Women's Hub and Office:

Address: All Saints Church: St Margaret's (Entrance on Argyll Street), 50 Walsgrave Road, CV2 4EB. Phone: 02476 559 550 (Freephone 08081 785 540)- please leave a message and a member of staff will return your call

Contact Re: Service Delivery, Referrals, and Volunteering Finance and Administration Officer
Fiona Cottrell- fiona@kairoswwt.org.uk



<https://www.crasac.org.uk/>

Local Coventry based rape and sexual abuse support for all ages and genders

Coventry Rape And Sexual Abuse Centre CRASAC is an independent and confidential service for people of all ages, genders and faiths who have experienced any form of sexual violence, at any time in their lives. This also includes online abuse and exploitation.

Our services are not just for survivors of sexual violence. We also provide specialist help to children conceived of rape, families, and those who have been indirectly affected by sexual abuse.

We Support...

Women

Men

Children

LGBT+

All Faiths & Cultures

Contact:

Helpline: 024 7627 7777

Open Monday to Friday 10am - 2pm, plus Monday & Thursday 6pm - 8pm

Email: helpline@crasac.org.uk

Main office: 024 7627 7772

Open Monday to Friday 9am - 5pm



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<https://www.coventryhaven.co.uk/>

Local Coventry based charity that works to promote the safety and wellbeing of women, children and young people affected by Domestic Violence and Abuse.

Coventry Haven Women's Aid is part of Coventry Women's Partnership who help women and their children who have been or are being subjected to, domestic abuse in any form to free themselves from the situation they are in by providing safe housing and a range of support services,

Through referrals across the partnership, we will work with women who need support in any of the following areas:

- Education, Training and Routes to Employment
 - Confidence Building
 - Free Legal Advice
- Health & Wellbeing Support & Easier Access to Services
 - Rape & Sexual Abuse, Accessing Therapeutic Support and Advocacy
- Domestic Violence and Abuse (all forms)
- Pathways to Exiting Prostitution & Homelessness
 - Staying Safe
 - Language Support
 - Access to Childcare

To receive support or to find out more, please contact:

Email: faye.pettitt@fwt.org.uk

Call: 024 7663 7693 / 07538 092997



<https://turnaroundwestmidlands.co.uk/>

Local support for adult sex workers in Coventry.

Turnaround West Midlands provide free, non-judgemental and confidential support for sex workers living and working in Coventry. The support we provide is as much or as little as our clients want it to be.

Support includes:

- Safety information and support around sexual health, including access to STI testing, contraception, free condoms and pregnancy testing.
- Safety advice, National Ugly Mugs including support to report crimes against you.
- Information on Sex Work, the Law and Sex Workers rights
- Health & Wellbeing
- Budgeting Advice
- Housing Support
- Access to Substance Misuse Services
- Access to Education, Training and alternative Employment
- Support for Migrant Workers
- Support for Victims of Trafficking and Exploitation
- Advocacy Services

Contact:

Contact Vicky on: 07714252927 Between 9am- 5pm Monday to Friday

E-mail to victoria@turnaroundwestmidlands.co.uk



<https://www.street-teams.org/>

Walsall

Local Walsall based service supporting children and young people at risk of sexual exploitation

Street Teams is part of a network of specialist national and regional agencies tackling the sexual exploitation of children in the UK and work alongside the National Working Group for Sexually Exploited Children and Young People. Street Teams are also a member of local and regional strategic Child Sexual Exploitation (CSE), missing and trafficking groups.

Street Teams aim to raise awareness of all types of exploitation. We provide information, advice and guidance for young people, parents and carers, professionals and school on child sexual exploitation.

Street teams work in partnership with the Police to undertake return interviews for young people who have gone missing /run away from home/care.

1:1 support Workshops available for young people

Street Teams works with young people at critical transition points in their lives such as those aged 16+ leaving care/supported housing, and those reaching adulthood

Contact:

Call us on 01922 621 208

8:30am - 4:30pm Monday to Friday

Or visit us at Street Teams, The Bradford Street Centre, 51 Bradford Street, Walsall WS1 3QD

Email Contact - ruth.rackstraw@street-teams.org

<https://www.havenrefuge.org.uk/>

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Wolverhampton

Local Wolverhampton based support for women and children subjected to DA / Homelessness

The Haven Wolverhampton supports women and children who have been subjected to Domestic Abuse, and women who are at risk of homelessness.

We offer a range of services and activities to support women and children, including a 24/7 helpline, safe accommodation, support for those living in the local community, advocacy and advice, specialist programmes, counselling and therapy, and children's services.

Contact:

Domestic Abuse Helpline: (24/7) 08000 194 400

WhatsApp Helpline: (Mon-Fri | 9.00am - 5.00pm) 07719 558 183

Live Chat: (Mon-Fri | 9.00am - 5.00pm) www.havenrefuge.org.uk

Email: referralpoint@havenrefuge.org.uk



<https://base25.org/> Local Wolverhampton based charity that works with children, young people and families at risk of exploitation.

Base 25 can be accessed through our city centre base, outreach locations, community venues/schools, detached youth workers, digital platforms, e-mail or telephone. Below are support services provided: **Empower** - Our Empower approach places the child or young person's voice at the centre of any package of support and a programme is co-produced to meet individual needs. Often the work focuses on learning around themes such as online grooming, gangs, relationships and protective behaviours.

Specialist Mentoring - Our specialist mentoring uses a unique approach to support the positive engagement of those at risk of exploitation, youth violence and gangs. Through a creative process of supporting the child or young person to tell their story (as with our iGirl approach) or using sport as a tool to encourage engagement, our specialist mentoring uses positive role models to support positive change.

Clued Up - This is our specialist group work approach for those at risk of exploitation, youth violence and gangs. It focuses on early intervention that will benefit those that prefer to learn alongside their peers. Each programme can be tailored to meet individual and group needs so it has the flexibility to cover a broad range of themes.

Contact:

Call 01902 572040 for more information.

Address: Castle House, Wheeler's Fold, Wolverhampton WV1 1HN

Email: info@base25.org





<https://www.chadd.org.uk/>

Dudley

Local charitable Housing Association in Dudley

Churches Housing Association of Dudley and District CHADD provides accommodation and support for young people, people affected by domestic abuse, older people and people living with learning disabilities and those requiring mental health support.

We provide a safety net of supported homes and community-based services for people in Dudley who may be experiencing crisis or challenging transitions, homelessness, domestic abuse or may need support with independent living.

Our specialist services include:

- Housing and support for young people and young families
- Refuge provision and outreach support for victims of domestic abuse
- Sheltered housing for older people
- Supported homes for people living with mental health conditions and learning disabilities

New Beginnings offer a wide range of support, projects and services to help those who are suffering domestic abuse (DA).

Contact:

On Route Foyer - Support for Young People

01384 237555 or 01384 455464

Sheltered Housing - Support for Older People

01902 884178 or 01902 661080

New Beginnings - Supporting Victims of Domestic Abuse

01384 864334

Outreach Service

01384 864232

Alternatively, you can email our team in confidence on dat@chadd.org.uk



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<https://www.barnardos.org.uk/what-we-do/services/dudley-base>

Local Dudley based service supporting children and young people at risk of CSE

Barnardo's Dudley BASE service provides one to one therapeutic support and awareness-raising, to young people who are at medium to high risk of Child Sexual Exploitation or have/are being sexually exploited. Referrals are received through Dudley Children's Services.

Contact information:- DudleyExploitation@barnardos.org.uk

Call: 01384 411722



<https://phasetrust.org.uk/>

Local Dudley CSE / CCE support for children and young people ages 7-25.

Phase Trust is a widely-respected youth organisation that works across Dudley Borough and beyond to provide formal and informal programmes or support that encourage children & young people to maximise learning opportunities and reach their full potential as citizens.

Phase Trust offer a wide range of services on:

Emotional Health & Wellbeing, Sexual Health, Family Support, Sport, Community Engagement and Training.

The Exploitation Stream works with children and young people (7-25 LDD), specifically focusing and exploring the challenging issues surrounding Child Criminal Exploitation (CCE) and Child Sexual Exploitation (CSE).

For more information about the Exploitation stream contact:

Call: 0121 585 9419

Email: info@phasetrust.org.uk.



**Black Country
Women's Aid**

we listen, we support, we care

<https://blackcountrywomensaid.co.uk>

Sandwell

Regional support for men, women and children who are survivors of abuse and exploitation.

Black Country Women's Aid BCWA diverse range of services include the below:

Black Country Rape and Sexual Violence Support Service -We support women, children and men who have experienced rape, sexual violence and childhood sexual abuse in Sandwell, Dudley, Wolverhampton and Walsall.

Domestic Violence & Abuse services- Black Country Women's Aid supports people experiencing domestic violence and abuse in Sandwell, Dudley and Walsall.

Modern Slavery Services - Regional service provided to victims referred through the NRM includes refuge and outreach for victims of modern slavery and international human trafficking.

Stalking & Harassment Services - Our West Midlands Stalking Support Service supports women and men over 13 who are experiencing stalking and harassment.

New Chance is a specialist project for women in Sandwell and Dudley who have been arrested and who the Police think might need some support.

The Mariposa Project - is a specialist project for women 18+ who have offended in Sandwell, Dudley and Birmingham. We run four programmes designed to help women improve their lives and avoid offending in the future. To be part of this project your Probation Practitioner will need to refer you.

BCWA Willow project - The Willow Project supports women 18+ who are homeless or at risk of being homeless in the Black Country.

Contact:

For referrals and advice please contact Louise Brown, Community Service Manager.
Mobile 07748 482713 louise.brown@blackcountrywomensaid.co.uk
louise.brown@sandwellwa.cjsm.net

Fran Parry, Research and Engagement Officer. Mobile 07917 795442
francesca.parry@blackcountrywomensaid.co.uk Francesca.parry@sandwellwa.cjsm.net

Contact: 0121 552 6448 (24 hour helpline) info@blackcountrywomensaid.co.uk

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West Midlands Regional Support Services



West Midlands
Violence
Reduction Unit



west midlands
police and crime
commissioner

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<https://www.brook.org.uk/>

Regional sexual health and well-being service for young people 25's.

Brook operates a number of sexual health and wellbeing services across the UK.

Brook is committed to supporting young people and the majority of services are for people under 25. However, in December 2019 we began running all-age sexual health services in parts of the country.

You can explore our clinical services, along with those provided by other organisations, on **our Find A Service tool.**

West Midlands Brook locations:

Brook Halesowen College,
Whittingham Road, Halesowen B63 3NA

Brook Dudley
Here4YOUth
1 Castle Street, West Midlands DY1 1LA

Brook Dudley College
The Broadway, Dudley DY1 4AS

Brook The What? Centre
23Coventry StreetStourbridgeDY8 1EP

Contact:

If you think you need an appointment, or want to talk to someone, you can call us on 07810 701134.

Telephone lines are open:

Monday and Wednesday 2 - 6pm
3 - 7pm
Tuesday and Thursday,
12 - 4pm
Friday and Saturday,



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<https://aquarius.org.uk/> Regional support across West Midlands for people affected by substance misuse Aquarius **Birmingham** - support for young people under 18 in Birmingham who

are affected by substance misuse. We provide specialist services for children and young people who use substances or gamble and those who are affected by a parent or carer's substance misuse.

Contact: youngpeople@aquarius.org.uk 0121 622 7780 Aquarius **Solihull** - We are part of the SIAS partnership, delivering alcohol and drug services in the borough of Solihull. SIAS provides a wide range of support no matter what kind of alcohol, drugs or gambling you are using. For advice, information or to access treatment services, call

SIAS's Single Point of Engagement team on **0121 301 4141**.

For general advice or information, feel free to drop in and see the SIAS team, email help@sias-solihull.org.uk or call **0121 301 3600**.

Wolverhampton - service Recovery Near You is run in partnership with Nacro and Birmingham and Solihull Mental Health Foundation Trust.

Contact: 0300 200 2400

Contact / referral details

General enquiries: headoffice@aquarius.org.uk

0121 622 8181



<https://www.adavu.org.uk/> **Regional support for adult survivors of Modern Slavery post-NRM**

The Adavu Project is based in Birmingham but we take referrals from across the West Midlands Police area for our after-care service. We support adult survivors of modern slavery (men and women) within the West Midlands. Our main area of work is to support men and women who have left the National Referral Mechanism (NRM), usually with a positive Conclusive Grounds decision. Please note that Adavu does not investigate or 'rescue' people. Adavu offers the following: **Long term support** to adult survivors of modern slavery making the transition into a life

in the local community. Adavu offers a package of integrated and ongoing support to help survivors to take the next steps towards developing life skills, accessing benefits, training, education, and employment as well as access to trauma and therapeutic provision.

Advocating justice in relation to the issue of Modern Slavery

Building partnerships to prevent and frustrate Modern Slavery

Raising awareness and understanding of Modern Slavery amongst voluntary, community and faith groups, and enabling effective responses to it

Contact:

Email: info@adavu.org.uk

Telephone (switchboard): 0121 647 1960 and ask for Adavu



<https://horizonsarc.org.uk/>

Regional sexual assault service for Men, Women and Children

Horizon Sexual Assault Referral Centre support the victims of Rape or Serious Sexual Assault. We provide a service to men and women who have experienced rape or sexual assault

Horizon Sexual Assault Referral Centre (SARC) provides people who have experienced rape and sexual assault within the West Midlands with support and advice to assist in their recovery.

Horizon SARC is a dedicated service available to everyone; women, men, children and adolescents and covers the area of the West Midlands. Horizon Sexual Assault Referral Centre (SARC) is located at two sites, **Walsall and Birmingham.**

24/7 Self-referral line: **0800 970 0375**

Professionals enquiry number: **01922 646709**

Email: enquiries@horizonsarc.org.uk



<https://westmidlandsantislavery.org/>

Regional support for adult survivors' post-exploitation/pre-NRM.

SafePlace Project (Male Support Service)

WMASN SafePlace is a pre-NRM safehouse for men through referrals by Police. They can make outreach visits where necessary and provide advice and support. The project supports male survivors' post-exploitation/pre-NRM. They provide Safe accommodation for up to 10 days to allow access to emergency support needs, access information on rights and entitlements and make an informed decision about access to support.

Referral Criteria: Adult men in the West Midlands or Warwickshire with indicators of modern slavery or human trafficking.

Contact: Davina Woollery on 07708 185364 / Hebe Lawson on 07716 194629

Email: referrals@wmasn.cjsm.net

Slavery Adult Safeguarding Case Conference (SASCC)

WMASN SASCC focuses on the safety of adult victims of slavery/trafficking following their initial identification and potential referral into the NRM. All adult victims who are identified in the West Midlands by the Police or a Local Authority should be offered a referral into the SASCC to help with initial safeguarding post-exploitation. To make a referral, please contact:

Email: Nick Walton nick.walton@westmidlandsantislavery.org



<https://rmcentre.org.uk/>

Regional support for Refugees and Migrants with offices in Wolverhampton, Walsall and Birmingham

The Refugee and Migrant Centre (RMC) works with clients from across the Black Country and Birmingham. RMC provides casework, advice and guidance on immigration, housing/homelessness/destitution, welfare, education and health. Alongside this, we also provide English classes, dedicated support with citizenship and employment and run two resettlement schemes for vulnerable Syrian refugees.

Contact:

Call your closest office. We will discuss your issue and book a follow up appointment. Mon, Tues, Thurs & Friday 9-5 (closed 1-2pm)

Complete an online request for help. One of our team will call you back to discuss your issue. Mon, Tues, Thurs & Friday 9-5 (closed 1-2pm)

Come to our drop-in service: Mon, Tues, Thurs & Friday 9am-1pm

Wolverhampton Head Office

The Refugee and Migrant
Centre
1st Floor
Roma Parva,
9 Waterloo Road,
Wolverhampton
WV1 4NB
info@rmcentre.org.uk
01902 311 554

Birmingham Branch

The Refugee and
Migrant Centre
Second Floor,
Chamberlain Building,
36 Frederick Street,
Birmingham,
B1 3HN
infobham@rmcentre.org.uk
0121 374 0140

Walsall Branch

The Refugee and
Migrant Centre
41-45 Bridge Street,
Walsall,
WS1 1JQ
Walsall@rmcentre.org.uk
01922 614 221

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<https://www.barnardosbeacon.org.uk/>

Regional Child Sexual Abuse service for Young people (0-19), Parents & Carers and Professionals

Barnardo's Beacon are a Child Sexual Abuse Service for 0-19 year olds who have experienced sexual abuse across the West Midlands.

Barnardo's Beacon Project is here to support young people who have been sexually abused. We work with young people, their parents/carers and a wide range of professionals to help young people cope and recover from sexual abuse.

Contact:

Call: 01384 411722

Email: barnardosbeacon@barnardos.org.uk

The Beacon Project is open 9am - 5pm Mondays to Fridays (not including bank holidays). We aim to get in contact with you within 7 working days after receiving your enquiry.



changing lives



www.icap.org.uk

Regional Counselling and Psychotherapy support for Irish men, women and young people.

Immigrant Counselling And Psychotherapy- ICAP - Originally set up for the Irish community, but now offering support to all ethnic groups (English speaking). Provides professional one-to-one psychotherapy; facilitated support groups; information & advice; training & supervision.

Support is for men, women and young people who have suffered childhood trauma, including survivors of institutional abuse.

Contact Information for West Midlands

Phone: **0121 666 7707** Mon - Fri 9am-5pm

Fax: 0121 666 7708

Email: info@icapbirmingham.org.uk

Birmingham centre: 72 Digbeth, Birmingham, West Midlands, B5 6DH



Regional A&E support for young people aged 11 - 24 years who are victims of violence

Redthread provide a Youth Violence Intervention Programme which runs in hospital emergency departments in partnership with the major trauma network. West Midlands services operate in Queen Elizabeth Hospital and Heartlands Hospital

The youth work team sit alongside the clinical staff and meet the young patients as soon as they can: in the A&E waiting room, on the ward, or even in the resuscitation bay. After leaving the hospital, we mentor and advise the young person and support them to make long-term positive plans.

Referrals are picked up by youth work team via the A&E.

Contact:

Call us-0203 744 6888

If you need to speak to us about a specific young person, please call us on 0203 744 6888 (Monday-Friday, 9am - 5pm)



<http://www.ymcawellington.co.uk/hollyproject>

Regional support service for survivors of Child Sexual Exploitation and their families in Telford

The Holly Project is a free support service for survivors of Child Sexual Exploitation (CSE).

It is an independent drop-in service that is run by survivors of CSE.

It offers a safe place for individuals and their families to get support and advice from people who really understand the trauma and lasting impact of CSE.

The Holly Project runs groups for survivors and victims as well as families and parents.

Project is based in Telford but can support regionally if the survivor has links to Telford.

Contact:

Email: hollyproject@ymcawellington.co.uk

Call: 01952947 831



National Counter Trafficking Service

<https://www.barnardos.org.uk/what-we-do/services/ictg-west-midlands>

Regional support service for any child who is trafficked or exploited

Barnardo's Independent Child Trafficking Guardianship Service (ICTG) provides guardianship support for any child believed to have been trafficked or exploited, and operates across a large part of England and Wales, including West Midlands Combined Authority area and Warwickshire.

Every child has a right to access ICTG under s48 Modern Slavery Act. Support ranges from direct support for children, to intensive support to professionals already supporting a child, as well as training, awareness and support with strategic developments in regions or areas.

Contact:

24/7 Guardianship Support Line (for professionals) - 0800 0434303

Referral form - <https://www.barnardos.org.uk/what-we-do/protecting-children/trafficked-children/ICTG-service-referral-form>

St Giles

Turning a past into a future

<https://www.stgilestrust.org.uk/> National charity that helps vulnerable people who are criminally exploited through gangs, serious violence, and offending.

St Giles provide support for young people who are involved in criminal exploitation to help them make a safe and sustained exit and also work with young people who are at risk to prevent them from becoming involved in crime. Other support services include:

- Children who are experiencing adverse circumstances such as having a parent in prison.
- Families affected by gangs and violence.
- Help families affected by poverty.
- Girls and young women involved in or at risk of criminal exploitation.
- The SOS+ Service delivers early intervention work in educational settings, through preventative sessions on violence, vulnerability and exploitation.
- We work in hospitals and custody suites providing specialist support for young people who have been arrested or admitted to hospital as a result of serious violence
- Community-based services which help prison leavers get the support and services they need to successfully re-adjust to life in the community
- Our Midlands Pantry, located in Coventry, enables people to access fresh, nutritious, high quality food whilst benefitting from advice and support

Contact:

Email info@stgilestrust.org.uk

Call 020 7708 8000

A graphic at the bottom of the page features silhouettes of several people of different ethnicities and ages, facing right. The silhouettes are in various shades of blue, teal, and purple. In the bottom right corner, there is a logo for 'Safeguarding' with the tagline '- a quick guide for action' and the email address 'safeguarding@ucb.ac.uk'.

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<https://www.victimsupport.org.uk/resources/west-midlands/>

National support service for men and women who are victims of crime abuse and trauma

Victim Support is an independent charity, you can talk to us whether or not you've reported the crime to the police. If you want, we can support you without the involvement of the criminal justice system, and we won't contact them about you unless we feel someone is at risk.

Find out the ways in which you can get help.

We provide free and confidential support 24 hours a day, seven days a week, 365 days a year for people affected by crime and traumatic events - regardless of whether you have reported the crime to the police.

If you've been affected by crime, call your local victim care team in the West Midlands on:

0300 303 1977.

Lines are open 8am-8pm Monday to Friday, and 9am-5pm on Saturday.

If you need support outside of our open hours, call our **Supportline** for free on 0808 16 89 111 or **request support via our website**.



<https://nationaluglymugs.org/>

National sex worker support for all genders

National Ugly Mugs (NUM) is the largest sex worker support organisation in the country, providing UK-wide victim support and crime prevention resources for people of all genders who work in sex industries. They provide safety tools and support to sex workers, and the others comprising practitioners, frontline support services and other venues.

We serve sex workers of all genders, ages, abilities, cultures and modes of work and offer a digital reporting and alerting mechanism to warn these communities about dangerous individuals who may target them. We provide individualised specialist support from experiential support staff and others trained as Independent Sexual Violence Advisor (ISVA) who ensure sex workers have the information and resources needed to make important choices about their lives

Contact:

Email:

admin@nationaluglymugs.org

casework@nationaluglymugs.org

Telephone:

0161 629 9861

Freephone:

0800 464 7669

We are available from 9am-5pm, Monday to Friday.

Online chat is available on their website:

Use **the website** to find your nearest sexual assault referral centre



MWNUK
Muslim Women's Network UK

Connecting Voices for Change



<https://www.mwnhelpline.co.uk/>

National specialist faith organisation for Muslim Women and Girls

Muslim Women's Network UK (MWNUK) is a national Muslim women's organisation in Britain.

We work to improve the social justice and equality for Muslim women and girls.

The Muslim Women's Network Helpline provides a national specialist faith and culturally sensitive service that is confidential and non-judgemental.

Contact:

08009995786 (free from mobiles and landlines)

07415206936 (Usual call rates apply)

10am to 4pm (Mon To Fri)

Text:

07415206936

we will respond during operating hours

Email:

info@mwnhelpline.co.uk

Emails answered during operating hours

For General Enquiries

Contact the Muslim Women's Network UK, which runs the helpline on:

Phone:

0121 236 9000

Email:

contact@mwnuke.co.uk

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<https://rapecrisis.org.uk/>

National support service for children, men and women who have experienced sexual violence

Rape Crisis England & Wales Centres provide frontline specialist, independent and confidential services for women and girls of all ages who've experienced any form of sexual violence, at any time in their lives.

Rape Crisis Centres offer specific services to men and/or boys. There are also other organisations that specialise in supporting male survivors.

Find more information about **support for men and boys**.

Contact:

National Telephone Helpline

0808 802 9999

Open between 12:00-14:30 and
19:00-21:30 every day of the year.

Rape Crisis England & Wales run a **Live Chat Helpline** for women and girls aged 16+ who've been impacted by sexual abuse, rape or any kind of sexual violence.

Find a Rape Crisis Centre

Find a Centre



Revenge Porn Helpline

<https://revengepornhelpline.org.uk/>

National service for 18+ men and women

Revenge Porn Helpline is a UK service supporting adults (aged 18+) who are experiencing intimate image abuse, also known as, revenge porn.

- Intimate images shared without consent
- Threats to share intimate images
- Images recorded without consent (Voyeurism)
- Webcam blackmail (Sextortion)
- Upskirting

Contact information:

0345 6000 459. The helpline is open from 10 am to 4 pm, Monday to Friday excluding bank holidays.

You can email: help@revengepornhelpline.org.uk

Get in touch using Whisper, our anonymous reporting form via the website. Messages will only be replied to during our opening hours, Monday - Friday 10am - 4pm.

Use the Facebook messenger chat via the website.



<https://www.survivorsuk.org/>

National service for male survivors of rape and sexual abuse

SurvivorsUK are an inclusive service and welcome anyone who identifies as male, trans, non-binary, has identified as male in the past, or anyone who feels that we are the right fit for them. SurvivorsUK run the National Male Survivors Online Helpline and Webchat Service which is a chat service for men who have experienced sexual abuse either as a child or an adult and allows you to have a confidential one-to-one chat with one of our trained helplineers.

National Online Helpline open Mon - Sun: 12pm - 8pm

If you are under 18, please visit [our page on Under 18s](#) to find out more about the type of support services we provide.

If you contact our online helpline and we're not the right service for you, we'll do our best to point you in the right direction.

Contacting us outside the online helpline hours:

You can email us at help@survivorsuk.org or call us on 0203 598 3898.



<https://www.tht.org.uk/>

National sexual health charity for adults male and female

Terrence Higgins Trust - Together We Can is a UK leading HIV and sexual health charity. We support people living with HIV and amplify their voices and help the people using our services to achieve good sexual health.

We offer services at a number of locations across the country. The specific services we offer vary by location. Please visit website.

We support people living with HIV and ensure their voices are heard, providing testing services for HIV and other **sexually transmitted infections**, and helping the people using our services to achieve good sexual health.

We also run **community projects** such as **Positive Voices**, which supports people living with HIV to tell their own stories, and **work and skills programmes** for people living with HIV. And on behalf of Public Health England, we lead It **Starts With Me**, the **national HIV prevention programme**.

Contact:

Call THT Direct on 0808 802 1221 for support, advice and information or email us to info@tht.org.uk



<https://www.medaille-trust.org.uk/>

National support for women affected by modern slavery in the community.

Medaille Trust's mission is to provide refuge and freedom from modern slavery. We are one of the largest providers of supported safe house beds for victims of modern slavery in the UK.

The Moving On Project reaches out to women affected by modern slavery in the community, providing tailored one-to-one support to those who might not otherwise have access to such services. **The project is available to women living in West Midlands.**

We aim to help women reduce their vulnerability to abuse, violence and exploitation, and move on positively with their lives. We also help women survivors pursue judicial outcomes against their perpetrators, supporting them throughout the legal process.

Contact:

Email: enquiries@medaille-trust.org.uk

Telephone: 0800 06 999 16

Referral online: <https://www.medaille-trust.org.uk/moving-on/moving-on-project-referral>

Or by contacting the West Midlands caseworker:

Hasmeet Dogra: E: h.dogra@medaille-trust.org.uk M: 07951 493 566



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HOPE FOR JUSTICE

<https://hopeforjustice.org/>

National advocacy support for survivors of Modern Slavery

Hope for Justice has been providing advocacy both from a legal and survivor support perspective to survivors of modern slavery. The Advocacy team offers an advice service that provides tailored and specialist advice and signposting on survivor care in the UK to other organisations and/or survivors.



HOPE FOR JUSTICE



BritishRedCross

The British Red Cross, Hope for Justice and theSnowdropProject is aimed at helping survivors of modern slavery to rebuild and regain control oftheir lives.

Contact for UK Office

If you have any questions or challenges relating to survivor care in the UK, email advocacy.advice@hopeforjustice.org and one of our IMSAs (Independent Modern Slavery Advocates) will get back to you.

Number: 0300 008 8000 Email: info.uk@hopeforjustice.org

Office Hours: Monday - Friday 9am - 5.30pm (UK time)

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BritishRedCross

<https://www.redcross.org.uk/about-us/what-we-do/modern-slavery-and-trafficking>

National / Regional support for trafficked people

The British Red Cross supports trafficked people. Many people who use British Red Cross services are among groups at risk of trafficking and exploitation. They could be refugees, asylum seekers, European citizens or people who come from other countries.

British Red Cross provides destitution support to asylum seekers in the West Midlands. They also provide casework support to unaccompanied asylum seeking young people up to the age of 25. They have an internal anti-trafficking team who provide remote advice on cases and can occasionally provide emergency response support dependent on capacity.

Our UK crisis response teams set up reception centres for exploited and potentially trafficked people. These are open once local police or the National Crime Agency (NCA) identify people in need. The centres are open 24 hours a day for a short-term period. Inside, we:

- provide emergency provisions such as food, clothes and blankets
- offer a listening ear and emotional support
- give first aid.

Contact: antitrafficking@redcross.org.uk

For destitution or casework support, contact: RSWestMids@redcross.org.uk 0121 766 5444

For rest centre or emergency response support please contact the Crisis Response Centre on: 0300 023 0700

Or go direct to: Emergency Response Officer - West Midlands and Warwickshire: Kelly Howard: kellyhoward@redcross.org.uk 07710710946



<https://www.salvationarmy.org.uk/>

National support service for adult victims of Modern Slavery operates in Birmingham.

The Salvation Army provides specialist support for all adult victims of modern slavery in England and Wales.

The Salvation Army delivers a Survivor Support Service called CONNECT. The CONNECT programme works alongside Governmental (statutory) and Non-Governmental services by providing additional practical and holistic support to survivors of modern slavery.

CONNECT supports adult survivors with a positive reasonable grounds or positive conclusive grounds decision and can be referred by any professional (case worker, GP etc). They offer their services in the Birmingham region. If you are supporting a survivor of modern slavery and they are interested in participating in our Survivor Support Service, please complete the downloadable referral form from the website and send to the relevant contact below:

Contact:

0800 808 3733 Confidential referral helpline (24/7)

mstreferrals@salvationarmy.org.uk

Birmingham: CONNECT.Birmingham@salvationarmy.org.uk

Download the **CONNECT programme referral form**.



<https://www.unseenuk.org/>

National support for men, women and children who are victims of modern slavery and trafficking

Unseen support survivors by giving them a safe place to recover from trauma and rebuild their lives

OUTREACH - The service offers ongoing support, practical and emotional assistance to victims of slavery and trafficking.

WOMEN'S SAFEHOUSE - Survivors stay for an average of 90 days and have access to a range of services during their stay.

MENS SAFEHOUSE - Men's safehouse provides services and support to equip male survivors with the resilience and self-esteem needed to safely recover and reduce their risk of re-exploitation.

MODERN SLAVERY HELPLINE

The Modern Slavery & Exploitation Helpline is a free, independent and confidential service available 24/7. We provide information and advice about any modern slavery issue to potential victims, businesses, the public and statutory agencies such as the police and NHS.

It is free to call on **08000 121 700**, submit reports **online** or spot the signs of modern slavery and report concerns using the free **Unseen App**.

THE UNSEEN APP

The **Unseen App** makes reporting to the Modern Slavery Helpline even easier. The App provides a simple guide to recognising the signs of modern slavery and reporting concerns in confidence to free more victims of slavery.

Contact 0303 040 2888 for general queries.

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<https://galop.org.uk/>

National advocacy support for LGBT+ community who are victims of any form of abuse

Galop support LGBT+ people who are victims of domestic abuse, sexual violence, hate crime, so-called conversion therapies, honour-based abuse, forced marriage, and other forms of abuse. Galop provides advocacy and casework support for LGBT+ people who have experience abuse and violence. Advocates and caseworkers work with clients, based on what each individual person needs.

Contact:

National LGBT+ Domestic Abuse Helpline 0800 999 5428

Monday to Friday 10:00am - 5:00pm

Wednesday to Thursday 10:00am - 8:00pm

Email: help@galop.org.uk



<https://www.changing-lives.org.uk/services/>

National / Regional services provided by Changing Lives

Changing Lives work with people experiencing hardships that many would struggle to imagine: homelessness, sexual exploitation, life-threatening addictions, mental and physical health problems, long-term unemployment and poverty, and more

Our work ranges from outreach with people sleeping rough or engaged in sex work, to drug and alcohol services, housing, and employment support.

- Drug and Alcohol Services - We provide recovery services for people who want to move away from drug and alcohol use.
- Employment Services - We help people overcome barriers to employment, building their confidence and skills, and supporting them into work.
- Housing and Homelessness Services - Our accommodation services help people experiencing homelessness, as well as providing longer term housing in our growing range of rental properties.
- Women and Children's Services - We provide tailored support to help women and girls achieve more - whether through accredited training programmes, confidence building work or niche services for groups such as female offenders and sex workers.

New Chance via Changing Lives - We offer support to women aged 18 and above, who are serving a community sentence or following release from custody under supervision on licence. We work out of dedicated women-only spaces across the West Midlands and can provide outreach support. We also work out of HMP Drake Hall. Referrals to be made by probation.

Contact:

Tel: 0191 273 8891

Email: central.office@changing-lives.org.uk



Safeguarding
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<https://crimestoppers-uk.org/>

National charity that supports all crimes

Crime Stoppers is an independent charity that gives you the power to speak up to stop crime, 100% anonymously. Whoever you are, wherever you live, from communities to companies.

We also share advice on how to protect the people you care about from crime, so everyone can feel safe.

Contact by phone and online, 24/7, 365 days a year: 0800 555 111



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<https://www.fearless.org/en>

National service for young people to access information and advice about crime and report anonymously

Fearless is a site where you can access non-judgemental information and advice about crime and criminality. What makes this site different is we also provide you with a safe place to give information to us about crime - 100% anonymously. We're available 24 hours a day, 7 days a week - 365 days a year for you.

Our promise of anonymity is important as it is what makes our charity unique. The only way anybody will know you contacted us, is if you tell somebody.

Report a crime anonymously via the website: <https://www.fearless.org/en/give-info>

West Midlands: Fearless deliver workshops to young people and professionals, working with young people in schools and other youth settings. Our workshops explain the option to report crime anonymously, we also cover topics such as knife crime and county lines.

Please contact Andre'a Accison for more information:

Email: andrea.accison@crimestoppers-uk.org Tel: 07834 789015

childline

ONLINE, ON THE PHONE, ANYTIME

<https://www.childline.org.uk/>

National support line for children under the age of 19

Childline is here to help anyone under 19 in the UK with any issue they're going through.

You can talk about anything. Whether it's something big or small, our trained counsellors are here to support you.

Childline is free, confidential and available any time, day or night. When you call us you'll get through to a counsellor, they're there to listen and support you with anything you'd like to talk about.

Contact:

Access online support and information or contact via the freephone 0800 1111

Or you can have a 1-2-1 counsellor chat online.

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www.nspcc.org.uk

National UK's leading children's charity and support service for parents and professionals

NSPCC services help children who've been abused, protect children at risk and find the best ways to prevent child abuse from ever happening.

We work directly with children and families in our service centres across the UK and Channel Islands and give support to thousands of adults and young people in need through the NSPCC helpline and Childline.

We work with schools up and down the country through our Speak Out Stay Safe programme, helping children to keep themselves safe.

And our projects such as Together for Childhood help children who've experienced abuse, support parents, and work to transform the way communities come together to prevent child cruelty.

Contact:

18 or under?

Childline offers free, confidential advice and support whatever your worry, whenever you need help.

0800 1111

Contact the NSPCC helpline

If you're worried about a child, even if you're unsure, contact our professional counsellors for help, advice and support.

Call us or email help@nspcc.org.uk.

0808 800 5000

<https://www.stopitnow.org.uk/>

Safeguarding
- a quick guide for action
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The logo for Stop It Now! UK & Ireland. It features a red speech bubble shape with the text "Stop It Now!" in white, bold, sans-serif font. Below it, in a smaller font, is "UK & IRELAND".

Stop It Now!

UK & IRELAND

Helping prevent
child sexual abuse

National Child Protection Charity

Stop It Now is a child protection charity, working to prevent child sexual abuse. We campaign and raise awareness across the UK to help adults to do their part to stop child sexual abuse by addressing personal, family and community concerns

Our **Parents Protect** website has support and information for parents, grandparents and carers who want to know what they can do to protect their children offline and online.

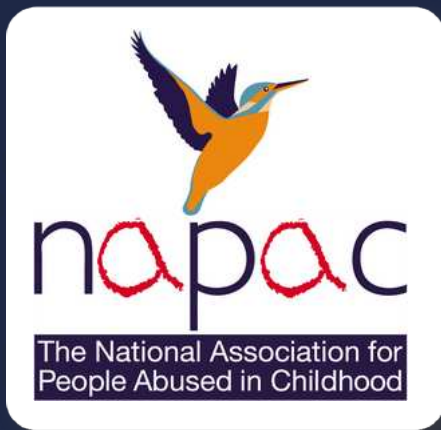
We work to prevent child sexual abuse. Through our helpline, we:

- Talk through the issues, helping callers clarify their concerns;
 - Explore any immediate child protection considerations;
 - Provide information and support to help callers make sense of their situation and think about next steps;
 - Discuss options available, including referral to another agency or our own follow-up services;
- Advise callers about actions to consider and agree one or more protective actions the caller will take.

Call us on 0808 1000 900

A series of overlapping silhouettes of people's heads and shoulders in various colors (blue, teal, purple, red) at the bottom of the page, representing a diverse group of people.

Safeguarding
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<https://napac.org.uk/>

National support for adult survivors of all forms of childhood abuse

National Association for People Abused in Childhood NAPAC offer specialist, confidential support to all adult survivors of any type of abuse, operated by experienced staff and trained volunteers.

NAPAC works closely with the criminal justice and public health sectors. We support survivors to navigate and understand their options with criminal and civil law, and in healing and recovery.

We have four main services:

We run the UK's only free national telephone and email support service for all adult survivors of any kind of childhood abuse

Intensive psycho-educational support groups for survivors of abuse; these face-to-face support groups have now been developed for online delivery

We provide extensive training for professionals who engage with adult survivors of childhood abuse and anyone at risk of vicarious trauma

We conduct research and advocacy, using our own data and working in partnership to raise survivors' voices in policy and practice across the UK

Contact:

0808 801 0331

Available from 10am until 9pm Mondays to Thursdays, and 10am until 6pm on Fridays

Email support@napac.org.uk



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The Children's Society

<https://www.childrenssociety.org.uk/>

National charity working with young people under 25 years

The Children's Society work with young people who have suffered years of abuse, who have run away from home or are struggling with mental health issues. We look out for young carers and those who are at risk of being groomed by gangs. We help refugees who have no one else to turn to in this country.

Children at Risk of Exploitation (C.A.R.E.) works with young people aged 8-24 years who are at medium or high risk of exploitation. We provide one-to-one therapy sessions, group sessions and parental support. . Support available for children who have been sexually exploited, criminally exploited, in poverty or children in care and young refugees.

Visit the website for more information aimed at Young People and Professionals or Contact Supporter Care team on 0300 303 7000.

A graphic at the bottom of the page features silhouettes of the heads and shoulders of several young people of various ethnicities and hairstyles, rendered in shades of blue, teal, and purple. In the background, there are large, stylized chevron arrows pointing to the right.

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THE CLEWER
INITIATIVE

<https://www.theclewerinitiative.org/>

National charity that raises awareness of Modern Slavery through Church of England

The Clewer Initiative enables Church of England dioceses and wider church networks to raise awareness of modern slavery, identify victims and to help provide victim support and care

We help our groups to look at the risks and resources in their area and ask how they can address those risks. We explore together how they can prevent modern slavery, raise awareness of how it affects their distinct community, and identify and support the victims.

Safe Car Wash app, an innovative solution to the problem of raising awareness of the issue of modern slavery in hand car washes, while providing meaningful intelligence for law enforcement.

Contact:

Email: clewerinitiative@churchofengland.org for more information.



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<https://www.catch-22.org.uk/>

National social business supporting communities to build resilience

Catch-22 Justice - support offender management, violence reduction interventions, rehabilitation and victim services. Working with young people and adults, we provide intervention services in custody and in the community that are focused on building strong, consistent and trusting relationships to help unlock potential and make positive changes in life

Catch-22 Young People and Families - provide Child sexual and criminal exploitation services, mental health support, family intervention services. We work with young people and families in trouble, providing early intervention, targeted and specialist support services to those in crisis, leaving care, missing from home or with substance misuse or mental health problems.

Wolverhampton Violence Reduction Service (WVRS)

Service that provides preventative measures for young people aged 10-17 years at risk of being drawn into or harmed by gangs and support entrenched gang members to move on through viable alternatives.

Contact:

Joe Raby - Service Manager: Joe.Raby@catch-22.org.uk / 01902 275264

West Midlands House, Gipsy Lane

Willenhall

West Midlands

WV13 2HA

07730 350598 WVRS@catch-22.org.uk

A series of overlapping silhouettes of people's heads and shoulders in various colors (blue, teal, purple, red) at the bottom of the page.

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<https://www.nwgnetwork.org/>

National charity working group tackling child sexual exploitation for young people under 18

National Working Group NWG aim to offer support and advice to those working with children and young people under eighteen who are affected by abuse through exploitation.

They provide Specialist support service, training and advice for professionals, parents and carers and young people on child sexual exploitation (CSE) and trafficking within the UK.

Contact:

Email: network@nwgnetwork.org <network@nwgnetwork.org>;

Tel: 01332585371



NCA

National Crime Agency

<https://www.nationalcrimeagency.gov.uk/>

National Crime Agency is a crime-fighting law enforcement agency

National Crime Agency NCA is responsible for leading the UK's fight to cut serious and organised crime.

Modern slavery and human trafficking - Eradicating this is one of our highest priorities. We work with partners in the UK and around the world to pursue offenders, safeguard victims and to prevent vulnerable people in source countries from becoming victims

Child Sexual Exploitation and Abuse - We protect children from sexual exploitation and abuse by investigating and arresting child sex offenders, protecting and safeguarding victims, and educating children and young people about how to protect themselves.

Supporting victims and survivors- The best interests of victims are at the heart of everything we do. If you're a victim, you will be assigned a Witness Care Officer.

Contact:

NCA general enquiries or to verify an NCA officer, available 24/7

Tel: 0370 496 7622

Email: communication@nca.gov.uk

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<https://www.changegrowlive.org/>

National Charity that supports children, young people, and families

Change Grow Live CGL delivers specialist children, young people and family services in several local authority areas. We support children, young people and families who live with issues ranging from emotional and mental health needs, lack of family or parental support or problems with drugs and alcohol and involvement in other risky behaviours

Change Grow Live offers a range of different services for children, young people and families across the West Midlands. **Find a list of all our services here.**

Contact:

Vanessa, Service Manager: 07920536353

Krystal, Team Leader: 07467338039

Or use the website to find a service for your needs:

<https://www.changegrowlive.org/get-in-touch/contact-us>



Parents against
child sexual exploitation

<https://paceuk.info/>

National support for parents and carers whose children are being exploited by offenders outside of the family.

Parents Against Child Exploitation PACE brings the parent perspective to tackling child sexual exploitation and criminal exploitation.

Pace seeks to:

- Enable parents and carers to safeguard and stop their children being exploited.
- Provide evidence and specialist advice in order to demonstrate to partners that parents and carers have an essential safeguarding role.
- Work with parents and partners to disrupt and bring perpetrators to justice.
- Influence national and local policy and practice to reflect the active safeguarding role of parents and the impact on families of child exploitation.
- Sustain long term change by training partners in the active role of parents and carers safeguarding their children

Pacetakes referrals directly from parents. If you are worried about child sexual exploitation happening to your son or daughter, **please complete this form.**

Call Pace for general enquiries on 0113 240 3040



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<https://www.ecpat.org.uk/>

National charity working to protect children from trafficking and transnational exploitation.

Every Child Protected Against Trafficking (ECPAT UK) is a leading children's rights organisation working to protect children from trafficking and transnational exploitation. We support children everywhere to uphold their rights and to live a life free from abuse and exploitation.

Youth Work - We directly support children who have been trafficked and provide expertise in children's cases.

Training - We deliver rights-based, practical training to build the capacity of professionals and agencies working with children.

Awareness raising - We work in partnership with various organisations to enhance expertise on protecting children from commercial sexual exploitation of children in tourism.

Contact:

For general enquiries, email info@ecpat.org.uk or call 020 7607 2136

For training enquiries, contact Phil training@ecpat.org.uk



<https://www.migranthelpuk.org/>

National charity supporting people affected by displacement and exploitation

Migrant Help, we exist to protect people affected by displacement and exploitation, helping them thrive as individuals and recover from their trauma. We support those most in need and least likely to find support elsewhere, whilst aiming to bridge community gaps and bring services and support together.

They offer **Asylum Support, Victims of Slavery and Human Trafficking Support, Refugee Resettlement, EU Settlement Scheme, Clear Voice Interpreting Services**

Slavery and Human Trafficking. Our work includes:

- providing safe accommodation
- facilitating access to health services and counselling
- emotional wellbeing
- providing financial and practical assistance
- assistance with accessing compensation
- liaising with law enforcement
- re-connecting with family
- assistance with acquiring new identification documents
- integration into the community or a safe and supported repatriation if requested

Contact us

Free asylum helpline: 0808 8010 503

Head office: 01304 203 977

Email: info@migranthelpuk.org



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

National mental health support service for children and young people

Kooth provides anonymous and personalised mental health support for Children and Young People. With over 4000 logins per day, we provide end to end support whatever the need.

Our suite of applications allows children and young people to choose how they want to access help: Magazines, Forums, Activity Centres, Messaging, Live Counselling

Access to Kooth is immediate. There is no need for a referral, no waiting lists and the service is available 24/7.

Visit the website for their products; <https://kooth.com>



<https://www.qwell.io/>

National online well-being platform for adult parent and carers of young people under the age of 18.

Qwell is a free online Mental Health and Wellbeing resource for parents and carers of young people who are under the age of 18 that requires no formal referral, instead only requiring the user to set up an account on the website. Available 365 days of the year via mobile, tablet and desktop devices from 12 noon to 10pm Monday-Friday and 6pm-10pm at weekends, the service provides access to accredited counselling support, peer support via online forums and relevant articles detailing a variety of topics.

To sign up, please visit www.qwell.io/



<https://giveusashout.org/>

National text messaging support service for anyone who is struggling to cope.

Shout85258 is a UK free, confidential, 24/7 text support service. Conversations are overseen by trained Supervisors who give real-time support and monitor conversations 24/7. Clinical supervisors can escalate texters to the emergency services via a direct line if they are deemed at imminent risk

Our trained volunteers are there for you 24/7 to listen and support you to get to a calmer and safe place. Shout is a free, confidential, anonymous service for anyone in the UK. It won't appear on your phone bill.

To start a conversation, text the word 'SHOUT' to 85258.



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

National emotional-support service for anyone in need.

Samaritans offer listening and support to people and communities in times of need. In prisons, schools, hospitals and on the rail network, Samaritans are working with people who are going through a difficult time and training others to do the same.

For Samaritans support:

Call 116 123

UK and phone lines are manned by volunteers, 24hrs per day, 365 days per year.

Email: jo@samaritans.org



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missing people

Registered charity in England and Wales (1020419)
and in Scotland (SC047419)

<http://www.missingpeople.org.uk>

National charity that exists to support children, adults and families of those who go missing

Missing People is a UK charity that provides specialist support to people who are or at risk of missing, and the families and friends left behind.

Support they offer includes:

- A free and confidential helpline, available round the clock for missing people and their families;
- Family support, including telephone counselling;
- Runaway Helpline, supporting children and young people who are away or thinking of leaving;
- Supporting missing people with returning and reconnection;
- Receiving anonymous sightings and passing to police;
- Case publicity to help families and police appeal and search for a missing person;
- Specialist 'SafeCall' service for children and young people, and their families, experiencing exploitation;
- Services, consultancy and training for professionals working with missing people and their families;
- Research into links between missing and specific issues;
- Campaigning and lobbying on behalf of missing people and their families;

Our free, confidential helpline is available by phone, text and email to support missing children and adults, and their loved ones.

Contact:

Helpline is open 7 days per week, between 9am and 11pm.

Call / Text: 116 000

Email: 116000@missingpeople.org.uk

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<http://www.bespaceaware.co.uk/>

National support, advice and guidance on exploitation for professionals, parents and carers.

Stop & Prevent Adolescent Criminal Exploitation SPACE is a self-funded organisation which responds to the national prevalence of **Child Criminal Exploitation (CCE)** and the **County Lines** phenomenon which has entrenched thousands of young children and people into serious violence and organised crime.

Support, advice and guidance available for Professionals and parents / carers on their website.

Email: email@bespaceaware.co.uk

A graphic at the bottom of the page shows the silhouettes of several people of different ethnicities and ages, facing right. The background is dark blue with large, light blue chevron shapes pointing right.

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National charity that supports vulnerable children and families. Local services in Birmingham and Wolverhampton

Spurgeons Children's Charity Birmingham provides support to families with children aged 0 to 5 as part of the Birmingham Forward Steps Partnership. Our experienced teams are based at our Children's Centre venues in the Erdington, Hodge Hill, Perry Barr and Sutton Coldfield districts of Birmingham and also provide outreach services in local community venues.

Birmingham / Wolverhampton Young Carers- Spurgeons supports around 800 young people aged 8 to 18 through our Young Carers services in Birmingham and Wolverhampton.

For any general enquiries please contact our Head Office:

Phone: 01933 412412 (open 9.00am to 5.00pm, Monday to Friday)

Email: info@spurgeons.org

A series of overlapping silhouettes of people's heads and shoulders in various colors (teal, dark blue, light blue, purple, red) at the bottom of the page, representing a diverse group of people.

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<https://sharan.org.uk/>

National charity supporting South Asian women who have been or at risk of abuse.

The Sharan Project is a national registered charity supporting South Asian women who have been or are risk of being disowned due to abuse or persecution: to include forced marriage, honour abuse, domestic violence, dowry conflict and other forms of harmful practices.

We offer free impartial, confidential and culturally sensitive support, advice and information on key life skills and information on a range of issues including health, housing, employment, education, financial, and legal

To make a referral:

Call: 0844 504 3231

Email: info@sharan.org.uk



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STOP THE TRAFFIK

PEOPLE SHOULDN'T BE BOUGHT & SOLD

<https://www.stopthetraffik.org/>

Global charity that aims to prevent human trafficking

Stop The Traffik is a pioneer in human trafficking prevention. Utilising the power of people and technology, STOP THE TRAFFIK are working to prevent human trafficking globally through our innovative **Intelligence-led approach**.

Get the STOP APP

The STOP APP can be downloaded by anyone, anywhere in the world who has access to a smartphone. The app is anonymous, confidential and secure - it is available in seven languages and allows you to submit suspicious activity quickly by sending text based messages and uploading photos and videos.

Contact:

Email: info@stopthetraffik.org

Call: +44 (0) 207 921 4258



<https://www.freedomfromtorture.org/>

National charity helping those who have been exposed to torture or have been tortured themselves

Freedom From Torture provide specialist psychological therapy to help asylum seekers and refugees who have survived torture recover and rebuild their lives in the UK. We provide training for professionals working with torture survivors. With survivors, we campaign for change in the UK and across the world. Together, we raise awareness and influence decision-makers about torture and its impact.

Our West Midlands centre covers the following areas of the UK: Birmingham and Solihull, Herefordshire, Shropshire, Staffordshire, Warwickshire, Wolverhampton and Worcestershire.

Contact National number:

020 7697 7777

Contact Birmingham Centre:

Address: Unit 005, 1st Floor, Caroline Point, 62 Caroline Street, Birmingham, B3 1UF

Telephone: 0121 314 6825

Fax: 0121 212 9830

Email: westmidlands@freedomfromtorture.org

Centre Manager: Lucinda Pollard

Office Co-ordinator: Cameron Wilson

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<https://www.bpas.org/>

National abortion care charity that provides abortion treatment for women with an unplanned or unwanted pregnancy.

The British Pregnancy Advisory Service BPAS provides an abortion advice along with treatment for pregnancy testing, counselling, Sexually Transmitted Infection screening, contraception, and vasectomy through our network of reproductive healthcare centres.

Contact:

Call 03457 30 40 30 to refer to BPAS for treatment.

GPs or other healthcare professionals may call our Referral Support Hotline on 03332342435 if you want to refer a patient with complex medical needs, if your patient is vulnerable, or you have other concerns.

Phone lines are open 24 hours, 7 days a week.

Resources

Please follow the below link for additional advice and guidance on:

How to access support as an Adult Victim of Modern Slavery

HM Government - Help for Adult Victims of Modern Slavery (English, Albanian, Czech, Hungarian, Lithuanian, Mandarin, Polish, Romanian, Slovakian, Vietnamese, Yoruba)

Salvation Army Support to People Who May Be Victims of Modern Slavery and Human Trafficking (English, Albanian, Arabic, Chinese simplified, Chinese traditional, Farsi, Romanian, Vietnamese)

West Midlands Forced Marriage & Honour Based Abuse 24 Hour Multilingual Helpline Support Leaflet

Vulnerability Awareness Raising Leaflets all in Simplified Chinese

The Childrens Society NRM Guide for Parents (17different languages)

https://docs.google.com/document/d/1nqALxC1_OBWrZM8n6KGZLvFOJONfeKmP/edit?usp=sharing&oid=117945126698083270796&rtpof=true&sd=true



West Midlands
Violence
Reduction Unit



west midlands
police and crime
commissioner

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