

Agency Details	Support Details:	Contact Details:	Opening Times:
Age Concern Sandwell	Age Concern provide support and advice services to Sandwell's' older residents. In cases of harassment they would offer advice and refer victims onto relevant agencies.	Tel: 0121 500 1860 W: www.info@ageconcernsandwell.org.uk E: info@ageconcernsandwell.org.uk	Monday - Friday 9.00am - 5.00pm
Age Well	Agewell exists to enable people over 50 in Sandwell to have a positive voice so that they can influence policy and services on issues that affect them. Through Agewell's work, we enable people to exercise choice and live with dignity and self-respect. Their Older People's Champions work with both individuals and groups to provide support. Whatever your issues or concerns they can help. They have a wealth of knowledge and experience of activities and services that exist for older people. Agewell also hosts the Active Sandwell project, which aims to improve the quality of life for people aged 60 plus in Sandwell through a more active lifestyle.	T: 0121 525 5237 E: agewell@agewellinsandwell.org.uk Web: www.agewellinsandwell.org.uk	Monday - Friday 9.30am - 5.00pm
Brushstrokes	Have a number of projects aimed at asylum seeker and refugee communities. Offers support and befriending to victims of harassment. Can offer emergency resources for victims. Can also visit victims at home and provide emotional support.	St Philips Parish Messenger Road Smethwick B66 3DU T:0121 565 2234 F:0121 565 2234 E: teresa_brushstrokes@hotmail.co.uk sandra.tittel@btconnect.com	Monday - Friday 9.30am - 4.00pm
Balaji Temple	The Balaji Temple acts as a central community centre for the Hindu community. The centre hosts daily prayers, arts and dance, matrimonial services and education for its members. The temple also plays an active role in hosting religious, educational and cultural events.	T: 0121 544 2256 E: temple@venakteswara.org.uk	
Bangladeshi Islamic Centre	Offers a wide range of support and advice to the community. Can also put victims in touch with relevant agencies/organisations.	10 Lewisham Road Smethwick Warley West Midlands B66 2BP T: 0121 558 8204 / 8261 F: 0121 558 8204 W: www.bicentre.org.uk E: contact@bicentre.org.uk	Monday - Friday 9.00am - 7.00pm
Community Action Project	The Community Action Project (CAP) is a resource centre, which offers support, advice and some advocacy to mainly the African-Caribbean community	Windmill Lane Smethwick West Midlands B66 3LX T: 0121 565 3273 F: 0121 565 0471 W: www.cap-centre.com	Monday - Friday 9.00am - 6.00pm
Citizens Advice Bureau	The CAB offers free confidential independent impartial advice. Clients can come in person or via telephone. There are also various outreach sites a cross the borough and a number of GP's surgeries	Telephone Advice Line 0121 522 2022	Monday - Tuesday 9.30am - 1.30pm Wednesday 9.30am - 12.30pm 1.00pm - 4.00pm Thursday Closed Friday 9.30am - 12.30pm
Citizens Advice Bureau		Cradley Heath Reddal Hill Community Centre Redall Road Cradley Heath B64 5JG	Monday Closed Tuesday 9.30am - 2.30pm Wednesday Closed Thursday - Friday 9.30am - 2.30pm

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Citizens Advice Bureau		Oldbury Old Municipal Buildings Halesowen Street Oldbury B69 3DB	Monday 9.30am - 2.30pm Tuesday Closed Wednesday - Thursday 9.30am - 2.30pm Friday Closed
Citizens Advice Bureau		West Bromwich 22 Lombard Street West Bromwich B70 8RT	Monday - Tuesday 9.30am - 2.30pm Wednesday Closed Thursday 9.30am - 2.30pm Friday Closed
Citizens Advice Bureau		Smethwick 370-372 High Street Smethwick B66 3PJ	Monday 9.30am - 2.30pm Tuesday Closed Wednesday 9.30am - 2.30pm Thursday Closed Friday 9.30am - 2.30pm

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Citizens Advice Bureau		Tipton Neptune Health Park Road West Tipton DY4 8LX	Sedgley Monday Closed Tuesday - Wednesday 9.30am - 2.30pm Thursday Closed Friday 9.30am - 2.30pm
Changing Our Lives	Changing Our Lives supports people with learning disabilities of all ages to speak up for their rights and take control of their lives. We support people with learning disabilities to work with local partners to improve services and policy relating to people with learning disabilities. We sign post people with learning disabilities to relevant agencies if they are experiencing harassment or crime	T: 0121 520 0813 E: ask@changingourlives.org	Monday - Friday 9.30am - 5.00pm
Gender Matters	Help and support for transgendered, transsexual and transvestite people, their families, friends, work colleagues and employers. Drop-in, self-help groups, counselling. Training for businesses and organisations on trans issues, laws, obligations and responsibilities available. Small conference facility available for hire	The Mill House 5b Bridgnorth Road Wolverhampton WV6 8AB T: 01902 744 424 E: www.gender-matters.org.uk National Trans Helpline T: 0845 231 0505	Monday - Thursday 10.00am - 3.00pm National Helpline Monday - Friday 10.00am - 10.00pm Saturday - Sunday 1.00pm - 10.00pm
Guru Nanak Centre	The Guru Nanak Community Centre work with Greets Green learning centre and offers a number of services and facilities to the community including education and learning classes, fitness facilities and youth activities	T: 0121 525 6923	
Healthy Gay Life (HGL)	This is a HIV prevention service, which is part of the NHS. HGL counsel men and women who are lesbian gay and bi-sexual on a number of issues. They also have a drop in centre. They also assist with visual evidence for victims of harassment.	146 Bromsgrove Street Birmingham B5 6RG T: 0121 440 6161 W: www.hgl.nhs.uk E: info@hgl.nhs.uk	Drop-In Tuesday 4.30 - 7.30 Friday 2.30 - 6.30pm
Ileys Association	Ileys Association provides a friendly drop in centre for the local Somali community to meet, discuss and take advice on adjusting to life in the UK. They arrange home visit for older and disabled people, youth activities, cultural events and learning activities.	T: 07940537147	

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Ideal For All	Ideal for All is an independent non-profit company and registered charity run by and for disabled people based in Sandwell. It has a membership of over 1500 disabled people. Ideal for All services are free for all disabled people, their families and professionals living and or working in the borough of Sandwell. It was set to cater for the needs of disabled people in and around the area and engages on borough wide issues with other voluntary and community based organisations to widen the consultation base and users voice. IFA assists people to make informed choices, provide personalised support to make these choices and work in partnership with the key agencies to enable this to happen. IFA is a major local and national advocate for the needs of disabled people.	Independent Living Centre 100 Oldbury Road Smethwick B66 1JE. Tel: 0121 558 5555 Fax: 0121 565 7973 Minicom 0121 565 7967 Web: www.idealforall.co.uk email:info@idealforall.co.uk	Monday to Thursday - 9:00am to 5:30pm. Friday 9:00am to 5:00pm.
Jangchub Ling Centre	Jangchub Ling Centre offers meditation classes and various courses and other events that provide the opportunity for individuals to learn and to practice Buddhist teachings	1a Sydney Road Cradley Heath West Midlands B64 5BA T: 01384 569 956 W: www.meditatejlc.org	Centre is open for classes at various times - please contact the centre for details between 9am and 5pm
Krunch	SFVYO is an umbrella organisation, which supports its members by supporting them with funding information, publicity, training and developing a voluntary youth sector forum. Krunch is a project, which works with young people who have been excluded from school.	T: 0121 552 5556	Monday - Friday 9.30am - 5.00pm
Race Equality Sandwell	Offers ongoing support and advocacy for victims throughout the harassment process, and can offer advice on discrimination in the workplace, housing, access to goods and services, policing and education. Operating a referral system, they have in post dedicated Racial harassment and discrimination Officers	28 Birmingham Street West Midlands B69 4DS T: 0121 541 1775 E: inquiries@raceequalitysandwell.com	Monday - Thursday 8.30am - 4.30pm Friday 8.30am - 4.00pm
Sandwell Deaf Community Association	SDCA offers support groups for the deaf community and those who are hard of hearing. They offer a number of activities and services. Victims of harassment can either go into the centre or contact their dedicated advocacy officer. The advocacy officer has drop in 'surgeries' twice a week on Tuesday and Thursday's between 10am and 1pm. The advocacy officer will provide free, confidential and independent advice in the DDA and a person's rights. They can also attend meetings with the person to ensure that they understand their rights and to empower them to have their say.	SDCA Dagger Lane West Bromwich West Midlands B71 4BB Text: 07791 921010 Text Phone: 0121 525 3092 Voice Phone: 0121 525 5347 Fax: 0121 580 3088	Monday - Friday 9.00am - 5.00pm
Sandwell Mind	Sandwell Mind has a community well being team which co-ordinates access to a wide range of activities, therapies, self help options, educational courses and information resources that are useful to victims of harassment. They offer a number of services such as counselling.	T: 0121 565 2788 F: 0121 565 2839 W: www.sandwellmind.org.uk	Monday - Friday 9.00am - 5.00pm Offer wellbeing opportunities outside of office hours

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Sandwell Bangladeshi Youth Forum	SBYF provides services for the whole community in the North Smethwick area. The centre runs a number of activities and courses for the community. It also offers support and advice to the community. The main priorities for SBYF are to assist in building sustainable communities, organisation development, ensuring quality services and managing performance, delivering the strategy and ensuring sustainability	T: 0121 565 3311	
Sandwell Multi-Faith Network	The network is a good point of contact, and offers to put victims in touch with their choice of place of worship within their area	T: 0121 544 6423 M: 07805 245833 W: www.sandwellmultifaith@yahoo.co.uk	Monday - Friday 9.00am - 5.00pm
SWAN Community Care Link	SWAN is an organisation that works in the sandwell area with women and men who are vulnerable ,suffering from Abuse, Anxiety, Depression, Isolation, etc. They take referral's and also self referrals.	Wood Lane Community Centre 157 Wood Lane West Bromwich B70 9PT T: 0121 553 7074	Monday - Friday 9.00am - 4.00pm
Sandwell Young Persons LGBT group (shout)	Shout is a voice for LGBT young people in Sandwell. 'Shout' is the new steering group that has recently been established by Sandwell youth services to drive forward the commitment of re-establishing an LGBT (Lesbian, Gay, Bisexual and Trans) youth provisions in Sandwell. The commitment by Sandwell Youth Service to create the new provision is driven by the fact that the borough lost a project called 'Space' over a number of years ago and this wasn't replaced until now. Sandwell is the only borough in the Black Country to have no service and this and encouraged and spearheaded the commitment and involvement of local councillors and SMBC to support and take responsibility of re-establishing the service.	T: 0121 569 8442	
Smethwick Pakistani Muslim Association	This association offers a wide range of services for the Pakistani Muslim community. The have advocacy forums, where they are able to offer support and advice on issues such as harassment. The also provide a translation service.	1 -7 Corbett Street Smethwick B66 3PY T: 0121 555 6047 E: spma47@yahoo.co.uk	Monday - Friday 9.00am - 5.15pm Drop-in Surgery Monday - Thursday 9.15am - 5.15pm

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Sandwell Organisation Against Domestic Abuse (SOADA)	SOADA multi agency team brings together Police, Housing, Women's aid, Children & Education and Adult & health services under one roof, to help people suffering domestic abuse. They offer confidential support and advise to victims of domestic abuse.	Town Hall West Bromwich T: 0845 359 7525 E: soada@sandwell.gov.uk	Drop in sessions: Monday - Friday 9.30am - 4.30pm
Sandwell Irish Society	Sandwell Irish Society is a registered charity that exists to identify and respond to the needs of the Irish and Irish Traveller communities in Sandwell and the surrounding area. We offer a range of culturally sensitive front-line information, advice and outreach support services including welfare benefits advice and advocacy, support around housing/homelessness, health and well-being, education, training and employment etc. Our work focuses on linking our communities into services, opportunities and entitlements, ensuring that mainstream providers respond appropriately to their needs. We also organise Sandwell's annual St. Patrick's Day Celebration, Rose of Tralee Selection and the GAA Primary Schools Gaelic football initiative as well as regular social, cultural, information and health events which inform people, combat isolation and engage the community.	T: 0121 553 4402 E: sandwellirishsociety@yahoo.co.uk Sandwell Irish Society P O Box 14010 West Bromwich B70 1DB	A: Monday - Friday 9.30am to 5.30pm
Stonewall	A national organisation promoting equality and justice for lesbian, gay men and bisexuals. They have contact with a wide range of organisations, and can refer victims to appropriate agencies	T: 0207 593 1850	Monday - Friday 9.30am - 5.30pm
Service User Reference Group (SURG)	SURG (service user reference group) are a mental health service user voice in Sandwell, set up by the NHS Prime Care Trust. It is made up of predominantly mental health service users and gives us a unique insight and understanding of issues affecting service users with mental health issues. They also deliver and receive training	T: 0121 525 8790 E: contact@surg-sandwell.co.uk	Monday - Friday 9.30am - 5.00pm
Shadow Youth Cabinet	The Shadow Youth Cabinet are a group made up of 17 young people that have a direct input into the decision making process at the highest level. They have the opportunity to shadow the Councillors who are responsible for the authorities in the eight thematic areas. The members are given an insight into portfolios of Performance and Equality, Adult Services and Health, Children and Young People, Community and Neighbourhood Services and Safety, Environment and Transport, Life Long Learning, Culture and Leisure, Partnership and Regeneration and Schools and Educational Achievement.	T: 0845 352 7541	
The Muslim Youth Helpline	The Muslim Youth Helpline (MYH) is a confidential telephone counselling and e-mail inquiry service for Muslims in need. Young people, trained in basic Islamic counselling skills run MYH, both male and female volunteers respond to inquiries. They also offer live counselling and support on the internet.	Freephone: 0808 808 2008 E: help@myh.org.uk W: www.myh.org.uk	Monday - Friday 6.00pm - 12.00am Saturday - Sunday 12.00pm - 12.00am Live counselling and support Sundays 12.00pm - 3pm

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Victim Support Sandwell	Victim Support have trained volunteers who can talk to clients in confidence and give practical help and emotional support, information on repairs and home security. Can act as an advocate, and help clients find legal advice or refer them on. Clients can contact Victim Support direct, even if they do not want to report the incident to the Police. Victim Support also offer a Visual Evidence for Victims (VEV) service, where they are trained to take instant photographs of injuries or damage to property, for victims of hate crime or domestic abuse. The service is confidential and free.	2nd Floor Select House Popes Lane Oldbury B69 4PA T: 0121 569 7980 National Victim Support Line: 0845 3030 900	. National Victim Helpline Monday - Friday 9.00am - 9.00pm Saturday - Sunday 9.00am - 7.00pm
West Bromwich African Caribbean Resource Centre	The WBACRC are committed to the principle of African Caribbean communities having full and fair access to services and provisions that enhance the quality of life and the life chances of African Caribbean communities. Their comprehensive range of services benefit large sections of the local African Caribbean population in particular older people, young people and general adults. Particular beneficiaries include older people with disabilities, young people in need of additional education and emotional support, those at risk of unplanned pregnancy and those facing social isolation due to employment status.	Thomas Street West Bromwich T: 0121 525 9177	Monday - Friday 9.00am - 5.00pm Saturday - Sunday 8.00am - 2.00pm
YMCA	The YMCA provides professional and relevant services that make a difference to the lives of young people. The YMCA works with young people at every stage of their lives and offers support when and where they need it most.	T: 0121 524 1950	
Yemeni Community Association (YCA)	The YCA serve the Yemeni community borough wide. YCA will provide, advice, help, support and some advocacy, interpreting and translation service. Will work with clients to try and reduce the isolation felt by victims.	Tildasley Street West Bromwich West Midlands B70 9SJ T: 0121 525 3909 W: www.yca-sandwell.org.uk/	Monday - Friday 9.00am - 5.00pm