




SUPPORT AGENCIES FOR YOUNG PEOPLE






Opening information and contact details for support agencies during period of social distancing. Information correct as of 24th March 2020.



ORGANISATION	SUPPORT DELIVERED	CONTACT DETAILS
Acacia Family Support	Prenatal Depression and Postnatal Depression Support	<p>www.acacia.org.uk</p> <p>0121 301 5990 or text: 07897 459627 for call back. 48 hr response time Monday-Friday Telephone and/or text-based support services only</p> <p> @Acacia_Family  Acacia Family Support</p>
Aquarius	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.	<p>www.aquarius.org.uk</p> <p>0121 622 7780 Telephone or skype services only. Monday-Friday 9-5</p> <p> @aquariuspage  @Aquaristweets</p>
Barnardo's	Support and information service for YP under 18 who are experiencing emotional abuse and sexual abuse.	<p>Clients can be seen face to face at the council unit and through the emotional resilience hub.</p> <p>Contact can also be made through : email: ruth.garbett@barnardos.org.uk or website: www.barnardos.org.uk</p> <p>Clients can also be supported through web chat.</p> <p>Tel : 0121 359 5333</p> <p> @barnardos  @barnardos</p> <p> barnardos_uk www.youtube.com/barnardos</p>
Childline	Counselling/ child abuse /issues around harm	<p>0800 1111 www.childline.org.uk</p> <p>Will not be able to speak to a counsellor online or on the phone between midnight and 9am. To make sure</p>

		<p>we can answer everyone who's waiting, you also won't be able to join the queue for a 1-2-1 chat after 10:30pm.</p> <p>If you need support, you'll still be able to call us for free on 0800 1111 between 10:30pm and midnight. You can also send a message from your locker any time, but we won't be able to read this straight away.</p> <p>We've added an automated switchboard to help make it easier to get through when you call. You also won't be able to use 1-2-1 chat on the Childline app for now, but you can still have one via the website</p>
Child Law Advice	Provide specialist advice and information on child, family and education law to parents, carers and young people in England.	<p>0300 330 5480. www.childlawadvice.org.uk</p> <p>Not offering call backs and will be unable to call out. Offering email and phone advice services but experiencing a high volume of enquiries, would encouraged to email if possible https://childlawadvice.org.uk/email-advice-family/</p>
Cruse	Bereavement counselling	<p>0121 687 8010 Helpline open Monday-Thursday 10-3pm. No face to face support. www.crusebirmingham.co.uk</p>
Department of Works and Pensions	<p>New benefit claims</p> <p>Call Jobcentre Plus to make a new claim for Jobseeker's Allowance (JSA), including 'new style' JSA.</p> <p>There are different contact details for:</p> <ul style="list-style-type: none"> • Universal Credit • Employment and Support Allowance • Income Support 	<p>https://www.gov.uk/contact-jobcentre-plus/new-benefit-claims</p> <p>Jobcentre Plus Telephone: 0800 055 6688 Textphone: 0800 023 4888 NGT text relay (if you cannot hear or speak on the phone): 18001 then 0800 055 6688 Monday to Friday, 8am to 6pm</p>
Forward Thinking Birmingham	Birmingham's innovative mental health service for 0-25-year-old	<p>For urgent crisis support, call 0300 300 0099</p> <p>forwardthinkingbirmingham.org.uk</p> <p> @Bham_Childrens</p> <p>https://www.instagram.com/forwardthinkingbirmingham</p> <p>@forwardthinkingbirmingham</p>

Healthy Minds (Birmingham)	<p>Birmingham Healthy Minds is an NHS primary care psychological therapies service that works closely with Birmingham GPs. BHM offers advice, information and brief psychological talking therapies for people aged 16 and over, who are often feeling anxious, low in mood or depressed.</p>	<p>www.bsmhft.nhs.uk/our-services/birmingham-healthy-minds/</p> <p>0121 301 2525 Monday-Friday 9.30-4.30pm. You can also text 'BHM' to 60777 and we will call you back.</p> <p> @bsmhft</p> <p> @bsmhft</p>
Himaya Haven	<p>Organisation who work with Black, Asian and Minority Ethnic Communities (BAME) and who specialise in supporting families of loved ones in custody and prison.</p>	<p>Razia Tariq Hadait – 07866 496142 WWW.HIMAYAHAVEN.CO.UK</p>
Home Start	<p>Supporting young people and families Budgeting, debt and benefits advice.</p>	<p>Telephone/Skype services only Start Birmingham Central and South-West www.homestartbcsw.org Tel: 0121 794 7225 E: admin@homestartbcsw.org</p> <p>Home-Start Birmingham North West www.homestartbnw.org.uk Tel: 0121 323 5181 E: info@homestartbnw.org.uk</p> <p>Home-Start Birmingham Tameside Tel: 0121 747 4631 E: hsbts@homestartbirmingham.co.uk</p> <p>Home-Start Cole Valley Tel: 0121 572 0800 E: info@homestartcolevally.org.uk</p> <p>Home-Start Birmingham South www.homestartbirminghamssouth.org.uk Tel: 0121 476 3759 E: contactus@homestartbs.org.uk</p> <p>Home-Start Birmingham North and Inner City Tel: 0121 373 1376 E: hsbnic@homestartbirmingham.co.uk</p>

Muslim Women's Network UK	Operate a national specialist faith and culturally sensitive helpline that is confidential and non-judgmental, which offers information, support, guidance and referrals for those who are suffering from or at risk of abuse or facing problems on a range of issues.	The Warehouse 54-57 Allison Street Digbeth Birmingham B5 5 TH 0121 236 9000 Helpline 0800 999 5786 info@mwnhelpline.co.uk
Papyrus	Confidential help and advice for young people with thoughts of suicide	0800 068 4141 Hopeline UK Text: 07860 039967 Mon-Fri 9:00 am to 10:00 pm Weekends 2:00 pm to 10:00 pm Bank Holidays 2:00 pm to 10:00 pm Keep up to date with news and campaigns from PAPYRUS by following us on social media. 
Reach out Recovery Birmingham base (Frank- National service)	Offering Drugs Advice	Scala House 36, Holloway Circus Birmingham B1 1EQ (24 hour) Tel: 0121 227 5890 Phone contact only or email: birmingham.admin@cgl.org.uk or text 82111 or 0300 123 6600
Rape Crisis & sexual violence	Advice/counselling	0800 802 9999(National number) Grosvenor House Bennetts Hill B4 7QE Tel: 0121 643 0301 info@rsvporg.co.uk No face to face contact. Clients can contact by email and receive support remotely through telephone contact.
Relate Birmingham	Relate role is to help people build better relationships: Relationship counselling Family Counselling	Relate Birmingham covers a wide area across the West Midlands and South Staffordshire. Relate centres are based in Birmingham, Solihull, Sutton Coldfield, Walsall, Oldbury, Dudley, Wolverhampton, Tamworth, Cannock & Lichfield For all enquiries about appointments please phone 0121 643 1638 or 01902 428447 or email info@relatebirmingham.co.uk Opening hours are Monday -Thursday 9am-9pm, Friday 9am- 4pm and Saturday 9am-12pm. (A confidential answerphone is available at all other times). Twitter

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Sexual Health: Umbrella	Free sexual health advice	0121 237 5700 https://umbrellahealth.co.uk No face to face support can be receive via telephone or email. www.brook.org.uk  @UmbrellaHealth  @UmbrellaHealth
Shelter	Homelessness	Shelter Birmingham - Gateway House As a precautionary measure, in line with government guidance, the Shelter Birmingham office is temporarily closed. In the meantime, you can still access support, guidance and expert advice services via our get help pages online, or by calling the Birmingham service team. Advice and guidance For advice or guidance, call 0344 515 1800 between the hours of 9:00am – 5:00pm, Monday to Friday. Our Legal Aid legal services If you require assistance with a legal matter within the next seven days – including a court hearing – or need an appointment with our Legal team, call 0344 515 1800 between the hours of 9:00am – 5:00pm, Monday to Friday. <hr/> If you're in urgent need If you need additional advice, you can get help or read our housing advice pages . If you're struggling with any other problem, different services and organisations might be able to help.  @SHELTERUK  @SHELTER

<p>YMCA Birmingham</p>	<ul style="list-style-type: none"> • Support and advice • Accommodation • Family work • Health & Wellbeing • Training and Education 	<p>Ages 16-25</p> <p>For ages 16-25, homeless or at risk of being homeless arrange an assessment with St. Basils Youthline. This includes referrals for The Orchard, a landmark facility in Erdington run by YMCA Birmingham with West Mercia Housing.</p> <p>Call 0300 30 30 099, Mon-Fri 9am – 5pm</p> <p>St Basils have direct access accommodation. In an emergency call:</p> <p style="padding-left: 40px;">16-17 year olds: 0121 675 4806 18+ year olds: 0121 303 2296</p> <p>Ages 25+</p> <p>Birmingham City Council manage accommodation needs through “Single Point of Access”.</p> <p>Contact the 24 hour Hub referral point on 0345 602 0549 or visit The Birmingham SPA.</p> <p>YMCA Direct Access</p> <p>YMCA Birmingham have a direct access hostel in Northfield. To talk to someone at the YMCA call our 24 hour switchboard number on 0121 477 4644 or read more about our Emergency Accommodation.</p> <p>St. Basils provides emergency direct access accommodation for 16-25 year olds.</p> <p style="text-align: center;">  @YMCABIRMINGHAMUK  @YMCA_BHAM </p>
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