

Cost of Living - Family Support Services

Supporting Sandwell

A single point of advice, the webpage includes help and information ranging from benefits and support available, energy support, help available from local charities to tips on reducing energy use in households and managing bills <https://www.sandwell.gov.uk/supportingsandwell>

Citizens Advice Sandwell & Walsall

Are you struggling to pay your Rent or Council Tax and find yourself behind with the payments? Are you worried about bailiffs coming to your door? Do you need “breathing space” and time to get your debts sorted out, you could get up to 60 days by talking to one of our debt advisers.

If YES - please call today on 0121 726 6745 to speak to one of our team OR Email

debt.advice@citizensadvicesandwell-walsall.org

CASSIE – Mobile Advice Unit Bus

The CASSIE team provides free, confidential and impartial advice Monday – Friday. If you would like to know where CASSIE is visiting you can view the timetable by clicking below:

<https://citizensadvicesandwell-walsall.org/get-help/mobile-advice-unit/>

Financial Advice & Help

If you are worried about debt to Sandwell Council, please call 0121 569 5333

Council Tax Reduction, Discretionary Housing Payment, Welfare Rights, Self-isolation payments, Money Advice amongst others

https://www.sandwell.gov.uk/info/200354/coronavirus_advice/4460/get_financial_help

Cost of Living Help

Support to make the most of your money and find help when you need it.

We're determined to do everything we can at a local level to support people as the cost of living rises. Here you'll find links to useful information, advice and support from the council, DWP and other organisations.

<https://www.sandwell.gov.uk/cost-living-help>

Resilient Residents

Lots of Advice and contacts for a whole range of needs (Benefits Checker, debt advice, budgeting and money management, employment advice and support, well-being, food, help in an emergency)

<https://www.sandwell.gov.uk/resilientresidents>

The National Debtline

National Debtline is a charity. We give free and independent debt advice over the phone and online.

<https://nationaldebtline.org/> or Freephone 0808 808 4000

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Money Helper

Free, confidential and independent money and debt advice

<https://www.moneyhelper.org.uk/en>

WhatsApp

Need help sorting out your debts, have credit questions or want pensions guidance? You can talk to us live on WhatsApp.

Add +44 77 0134 2744 to your WhatsApp and send us a message.

Need help clearing your debts, reduce spending or making the most of your income and would rather use the phone? Call us for free and impartial money guidance on 0800 138 7777

Black Country Futures

Black Country Futures supports those aged 16 and above to overcome barriers and move closer to employment through a wide range of tailored support services delivered across Dudley, Sandwell, Walsall and Wolverhampton.

Through friendly one-to-one sessions and small, group-based workshops delivered by our dedicated and experienced Project Officers, Black Country Futures can help participants with:

Employability & Skills Training, Confidence & Motivation, Volunteering Opportunities, Digital Skills, Financial Confidence & Debt Advice, Housing Support, Benefits Advice, Dementia Support, Social Care, Healthy Living & Practical Life Skills.

For further information please contact Bobbie Wearing on 07794 275119 or

bobbie.wearing@bchg.co.uk

The Salvation Army Employment Plus – Help with Jobs

Wednesdays and Fridays 9am-3pm at Cradley Heath Salvation Army, Meredith Street, Cradley Heath, B64 5EP

Employment Plus provides employability support such as job searching, CV writing and interview preparation, access to training courses to help people be job ready alongside wellbeing and life skills support such as help with benefits, relationships, money management and debt.

They will also support those in work to perform well, maintain their employment and find better jobs.

All these services are free.

For more information please contact Lotifa Ali on 07702 940943 or Dawn Tonks on 07702 940926 or email lotifa.ali@salvationarmy.org.uk

LEAP: The energy and money saving service

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

LEAP is a free service that is helping people keep warm and reduce their energy bills without costing them any money. LEAP can also get FREE white goods and cookers for qualifying families.

Call (FREE) 0800 060 7567 8:45am – 7.00pm Monday to Friday and 9.00am – 12.00pm Saturdays

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Sandwell Community Offer

The Community Offer will provide information, advice, guidance and low level practical support to meet your individual needs.

For more information please call the Single Point of Access 0121 726 3983 or email:

ifa1996.community_offer@nhs.net

Foodbanks

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

Telephone: 01384 671250 Email: admin@blackcountryfoodbank.org.uk

If you don't have access to a voucher please call the above number.

RESTORE, Transformation Church, 1 Station Road, Rowley Regis West Midlands B65 0LI

Opening Hours: Wednesday 11:30 - 13:00

HOLY TRINITY CHURCH – OLD HILL, Halesowen Road, Cradley Heath B64 6JA

Opening Hours: Monday 10:00 - 12:00

COMMUNITY LINK, 72 High Street, Cradley Heath, B64 5HA

Opening Hours: Thursday 13:00 - 15:00

HOLY CROSS CHURCH, Ashleigh Road, Tividale, Rowley Regis, B69 1LL

Opening hours: Wednesday 10.00 – 12.00

BRICKHOUSE COMMUNITY FOODBANK, Dudhill Rd, Rowley Regis, B65 8HS

Opening hours: Tuesday 10.00 – 12.00

Friday 10.00 – 12.00

Other locations <https://www.blackcountryfoodbank.org.uk/locations/>

ICare Food Hub

Umar Masjid & Community Centre, 314-318 Long Lane, Blackheath, B62 9LS.

Food distribution on the last Saturday of every month 11am – 1pm.

If food is urgently needed at other times, please call 07745 985648

Manna House Food Pantry

Manna House, 72A Vicarage Road, Halesowen, B62 8HX

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Opening times:

Monday: 10am - 1pm and Thursday: 10am - 1pm

For a small weekly subscription of £4, members at the Manna House Pantry will be able to purchase a weekly food shop including fresh fruit and vegetables (subject to availability) and family favourites to stock up the cupboard and fridge.

Rethink Emotional Support

<https://www.rethink.org/help-in-your-area/services/advice-and-helplines/the-black-country-emotional-support-helpline/>

Rethink Emotional Support Helpline is a freephone service for those who are in need of support, reassurance and understanding.

The service can be contacted on 0808 802 2208 at the following times:

Monday- Friday 6.00pm – 3.00am

Saturday- Sunday 2.00pm – 3.00am

We are now offering Text/webchat support during our opening hours:

Text 07860 065 168

Webchat www.rethink.org/blackcountryhelpline

Kaleidoscope Plus Group

The Kaleidoscope Plus Group works to promote and support positive health and wellbeing

<https://www.kaleidoscopeplus.org.uk/self-help-tool.php>

Chat to us via telephone, online through our website or directly through Facebook and a member of our team will be with you as soon as possible to talk

Call 0800 059 0123 Monday-Sunday between 5pm & 9pm

Messenger: Monday-Friday: 9am-8pm & Saturday-Sunday: 5pm-8pm

Shout

Shout is a 24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help.

Text 85258 for immediate help.

Samaritans

You can access confidential emotional support at any time from Samaritans either by emailing or by calling 116 123.

Children's Emotional Health & Mental Health Support

<https://www.blackcountryminds.com/about-your-camhs/who-are-we-sandwell/>

Sandwell CAMHS is a specialist mental health service commissioned to provide interventions to those children, young people and their families who are experiencing/most vulnerable to mental

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health problems and present with concerns that are severe and/or complex in nature. We support young people aged between 5-18 years of age with a GP registered in the Sandwell area.

We also offer the Sandwell Child and Adolescent Mental Health Service (CAMHS) Crisis Intervention and Home Treatment Team (CIHTT) aims to provide a timely and effective service for children, young people and their families/carers who present in a mental health crisis.

We offer a specialist CIHTT service 8am – 8pm 7 days a week, 365 days a year.

The team can be accessed via the **CAMHS Single Point of Access on 0121 612 6620 9am – 5pm Monday to Friday or via the team mobile on 07816075218 5pm – 8pm and at weekends.**

At times we will all be with clients and therefore you will be asked to leave a message. Please ensure you leave the correct telephone contact when leaving a message.

Kooth

Free, safe and anonymous online mental health support for children and young people aged 11 – 25. Just some of the things you will find on Kooth are a magazine with helpful articles, personal experiences and tips from young people and our Kooth team, Discussion Boards where you can start or join a conversation with our friendly Kooth community on a whole range of topics. Chat to our helpful team about anything that's on your mind, either message us or have a live chat and you can write in your own daily journal to track your feelings or emotions and reflect on how you're doing.

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

Sandwell Talking Therapies

Sandwell Talking Therapies for anxiety and depression offers brief psychological therapy for people experiencing common mental health problems such as low mood, depression, anxiety and stress.

If you are 16 or over and registered with a GP in Sandwell, we can help.

You can self-refer to us by calling 0121 612 6650 9am - 5pm, Monday to Friday (excluding bank holidays) or email bchft.sandwelltalkingtherapies@nhs.net

We are not an emergency service. If you are in crisis and need urgent help with your mental health you can call the 24/7 Black Country Mental Health Helpline on 0800 008 6516 or Samaritans 116 123 (24-hour helpline).

Hopeline

Hopeline is a confidential support and advice service for children and young people under the age of 35 who are experiencing thoughts of suicide

If you are having thoughts of suicide or are concerned for a young person who might be you can contact HOPELINEUK for confidential support and practical advice.

Call: 0800 068 4141

Text: 07860039967

Email: pat@papyrus-uk.org

Opening hours: 9am – midnight every day of the year (Weekends and Bank Holidays included)

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Childline

When you call us on 0800 1111 you'll get through to a counsellor, they're there to listen and support you with anything you'd like to talk about. You can speak to a counsellor by calling 0800 1111 or via 1-2-1 chat between 7.30am and 3.30am every day.

Time for You

Relate offer Time for You: 1-1 counselling for those aged 8-18 in various locations in Sandwell either face to face or via Zoom. Contact Michelle Jones on 0121 824 0303 or email:

timeforyou@relatebirmingham.co.uk

Future Foundations

Murray Hall offer Future Foundations: a counselling service for those aged 5-18 in various locations in Sandwell either face to face or via Zoom. Contact Creative Therapy Services on 01902 826 306 or email: cts@murrayhall.co.uk

Lyfeproof

Aspire4U offer Lyfeproof: offering 1-1 counselling to those aged 12-18 years either face to face or via Zoom. For more information, please email MHteam@lyfeproof.co.uk

Bereavement

Unfortunately, some of us may lose someone through coronavirus. There are many organisations who can help.

Cruse Bereavement Care has online resources to support you and your family during this distressing time. This includes how this pandemic may affect bereavement and grief. They offer a free helpline: 0808 808 1677

Black Country NHS Mental Health Support 24/7

Our new mental health support phone line is operating 24 hours a day, seven days a week and is available to Black Country residents of all ages. Call 0800 008 6516

If you are experiencing increased distress or anxiety during these uncertain times, please don't suffer in silence, pick up the phone and speak to one of our specialist mental health professionals who will be able to support you.

We continue to provide support through our Healthy Minds / Improving Access to Psychological Therapies (IAPT) services which offer psychological therapy services for people experiencing common mental health problems such as low mood, depression, anxiety and stress. You can also access free online CBT via our SilverCloud platform.

<https://www.blackcountryhealthcare.nhs.uk/contact-us/help-crisis>

Black Country Women's Aid

0121 552 6448 (24/7 Helpline)

07384 466181 (Text or WhatsApp 9am – 9pm)

Families Together Programme

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The Families Together Programme recognises that there are many difficulties families will experience which could lead to family conflict and develop into more severe problems if left unresolved. Families Together is a unique programme designed to support men, women and children to recognise and overcome domestic abuse, enabling families to develop their awareness, confidence and self-esteem. Ultimately supporting families to feel safer and have the tools to improve their family relationship.

Families Together Programme is currently continuing to be delivered as a condensed programme of six sessions via Teams or 121 telephone support.

Should you wish to discuss a referral, please contact myself via email or alternatively, you may wish to contact my colleague Randeep Samra on 07967 316 715 between Monday – Wednesday 9.30am – 2.30pm.

Should you wish to make a referral, please send completed referral to email: famielstogethersandwell@family-action.org.uk and you will receive an automatic email acknowledgement.

Sonia Randhawa

Senior Support Worker - Domestic Abuse

T: 07816 086 861

E: sonia.randhawa@family-action.org.uk

N.B: My working hours currently are Monday 9.30am – 1.30pm only

E: famielstogethersandwell@family-action.org.uk

Healthy Eating

NHS Healthier Families - helping you and your family eat better and move more

<https://www.nhs.uk/healthier-families/>

Homeless & Rough Sleeper Support

If you discover a rough sleeper you can contact the Rough Sleepers Team by:

Email: Rough_sleepers@sandwell.gov.uk

Telephone: 0121 368 1166 - option 2

Out of hours: 0121 569 6883

If you are homeless and:

- you have nowhere to stay tonight
- you are in danger (threat of violence, abuse etc)

Please call the Housing Solutions Team on 0121 368 1166 (option 2).

If you are threatened with homelessness but have somewhere to stay tonight, also call us on;

0121 368 1166 (option 2).

Mobile Phone & Broadband Social Tariffs

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Information and links for cheaper, long term offers for those on benefits.

Also, the last link is to centres that are signed up with the Good Things Foundation.

<https://www.gov.uk/government/news/low-cost-broadband-and-mobile-phone-tariffs>

<https://www.moneysavingexpert.com/compare-broadband-deals/broadband-social-tariffs/> Various deals for people who are unemployed or receiving various benefits.

<https://www.goodthingsfoundation.org/databank/> Click on the video.

<https://www.goodthingsfoundation.org/national-device-bank/>

<https://www.onlinecentresnetwork.org/ournetwork/find-centre#/map>