

## Agencies for Support, Help and Advice

### LOCAL STATUTORY ORGANIZATIONS

#### **BIRMINGHAM SOCIAL CARE AND HEALTH DIRECTORATE (PREVIOUSLY SOCIAL SERVICES)**

Contact the Referral and Advice Officer at the office covering the area where the child lives. The Referral and Advice Officer will talk you about you concerns, can take a referral, provide advice and/or signpost you to another service if appropriate.

Outside normal office hours please contact the Emergency Duty Team.

Out of office hours      ☎      0121 475 4806  
(Mon – Fri 5-9 am, all weekends and Bank Holidays)

#### **Area Offices**

Heart of Birmingham      156 High Street, Aston, Birmingham, B6 4UX  
☎ 0121 303 2334

Areas Covered: Acocks Green, Aston, Bordsley Green, Harborne, Handsworth, Kingstanding, Ladywood, Lozells, Moseley, Neachells, Oscott, Perry Barr, Sandwell, Small Heath, Soho, South Yardley, Sparkbrook, Sparkhill, Springfield, Washwood Heath.

#### South Birmingham

Edgbaston/Northfield      Attwood House, 72 High Street, Harborne, Birmingham, B17 9NJ  
☎ 0121 303 1888

Areas Covered: Bartley Green, Edgbaston, Harborne, Kings Norton, Ladywood, Longbridge, Northfield, Quinton, Selly Oak, Sparkbrook, Springfield, Weoley Castle.

Selly Oak/Hall Green      4a Hazelwell Street, Stirchley, Birmingham, B30 2JU  
☎ 0121 303 5050

Areas Covered: Billesley, Bourneville, Brandwood, Hall Green, Fox Hollies, Kings Heath, Kings Norton, Moseley, Northfield, Selly Oak, Sparkbrook, Springfield, Weoley Castle.

#### North & East Birmingham

Erdington/Sutton      Civic House, 101 Sutton New Road, Erdington, Birmingham, B23 6RE  
☎ 0121 464 8022

The Council House, King Edward's Square, Sutton Coldfield, Birmingham, B73 6AN  
☎ 0121 303 9221

Areas Covered: Erdington, Four Oaks, Kingsbury, Kingstanding, Oscott, Perry Barr, Stockland Green, Sutton, Sutton New Hall, Sutton Vesey.

Yardley/Hodge Hill

Silvermere Centre, Silvermere Road, Sheldon, Birmingham, B26 3XA

☎ 0121 303 6541

Areas Covered: Acocks Green, Botsley Green, Hodge Hill, Shard End, Sheldon, Stechford, Washwood Heath, Yardley.

### **SANDWELL INCLUSION AND HEALTH**

Smethwick/Oldbury Child Care Team

Crystal House, 1-7 Crystal Drive, Sandwell Business Park, Smethwick, B66 1QG.

☎ 0845 351 0131

Emergency Duty Contact Line

☎ 0121 561 3704

### **SOLIHULL SOCIAL SERVICES**

Child Protection Unit

Chelmsley Wood Library, Stephenson Drive, Chelmsley Wood, Solihull, B37 5TA

☎ 0121 788 4300

Emergency Duty Contact Line

☎ 0121 605 6060

### **STAFFORDSHIRE SOCIAL CARE & HEALTH**

#### **TAMWORTH AREA OFFICES**

Marmion House, Lichfield Street, Tamworth, B79 7BX.

☎ 01827-475506

Emergency Duty Contact Line: ☎ 01785-354030

### **BIRMINGHAM CITY COUNCIL PUBLIC HEALTH**

Consumer Centre

155-157 Corporation Street, Birmingham, B4 6PH

☎ 0121 303 6007

[publichealth@birmingham.gov.uk](mailto:publichealth@birmingham.gov.uk)

Alternatively there is a specialist Food Safety Team that can be contacted on ☎ 0121 303 4111

## WEST MIDLANDS POLICE

### Police Headquarters

Lloyd House, Colmore Circus, Birmingham, B4 6NQ  
☎ 0845 113 5000

All enquiries are to be made via this number. Request the Child and Adult Protection Unit.

### Domestic Violence Helpline

☎ 0121 322 6136

## PROBATION SERVICE

### National Probation Service for England and Wales West Midlands Area

1 Victoria Square, Birmingham, B1 1BD  
☎ 0121 248 6666

## LOCAL VOLUNTARY SECTOR ORGANIZATIONS

### NSPCC

38 Walnut Close, Chelmsley Wood, Birmingham, B37 7PU  
☎ 0121 770 3000

### Birmingham Counselling Centre

Provides general counselling services

127 Pottery Road, Bearwood, Warley Woods, B68 9HE  
☎ 0121 429 1758

Website: [www.counselling-direct.co.uk](http://www.counselling-direct.co.uk)

### Amazon Young People's Counselling Service

Provide one to one counselling to children and young people, under 21, living in the Birmingham area, who have been sexually abused

King Edward Building, 205 Corporation Street, Birmingham, B4 6SE  
☎ 0121 236 9222

### Samaritans

Counselling for those in despair or suicidal

☎ 08457 90 90 90 (National Helpline)

13 Bow Street, Birmingham, West Midlands, B1 1DW  
☎ 0121 666 6644

### Birmingham Women's Aid

Services for women and children who are the victims of domestic violence

35 Mayfield Road, Mosely, Birmingham B13 9HT  
☎ 0121 685 8550 (Helpline and Refuge)

Website: [www.bhamwa.org](http://www.bhamwa.org)

PO Box 391, Bristol, BS99 7WS  
☎ 0808 2000 247 (Freephone Domestic Violence Helpline)

Website: [www.womensaid.org.uk](http://www.womensaid.org.uk)

### **Birmingham Women's Advice and Information Centre**

Provide information, support, short term crisis counselling, training and facilitation for women. Service can be provided in Hindi and Punjabi, and alternatively there is access to interpreters.

5<sup>th</sup> Floor, Ruskin Chambers, 191 Corporation Street, Birmingham, B4 6RP  
☎ 0121 212 1881

### **Coventry Panahghar – Asian Women's Organisation**

Services for Asian women who are homeless because of domestic violence or abuse within the home

☎ 0247 622 8952

Website: [www.safehouse.org.uk](http://www.safehouse.org.uk)

### **Family Domestic Violence**

☎ 0121 507 0707

### **ICAIR (Independent Care After Incest and Rape)**

Support Services for males and females who have experienced rape and/or child abuse

☎ 01255 678351 (Helpline)

PO Box 10125, Birmingham, B42 2WZ  
☎ 01799 530520

### **Rape and Sexual Violence Project**

Provide support services to adults who suffered sexual abuse or rape in childhood

PO Box 9558, Birmingham, B4 7QE  
☎ 0121 233 3818

### **Oak Tree Counselling Service**

Part of the Association of Christian Counsellors

King's Community Church, Tame Road, Oldbury, West Midlands  
B68 0JP  
☎ 0121 421 7916

### **Manna House Counselling Service**

Part of the Association of Christian Counsellors

258-264 Glascote Road, Glascote, Tamworth, B77 2AT  
☎ 01827 302 438

### **Relate**

111 Bishopsgate Street, Birmingham, B15 1ET  
☎ 0121 643 1638

Website: [www.relate.org.uk](http://www.relate.org.uk)

## **Victim Support**

Provides information and support to victims of all reported and unreported crime including sexual crime and domestic violence

☎ 0845 303 0900 (National Line: 9am - 9pm Mon – Fri, 9am – 7pm weekends, 9am – 5pm Bank Holidays)

Victim Support Birmingham E3, Lancaster House, 1 College Road, Moseley, Birmingham, B13 9LS

☎ 0121 778 6333

Central & West Birmingham Victim Support, 1st Floor, Morcom House, Ledsam Street, Ladywood, B16 8DN

☎ 0121 455 8211

Victim Support East Birmingham, Stechford Methodist Church, Lyttleton Road, Stechford, Birmingham, B33 8BN

☎ 0121 783 4325

Victim Support North Birmingham, Flat 9, Erdington Fire Station, Orphange Road, Erdington, Birmingham, B24 9HR

☎ 0121 386 4300

Victim Support South West Birmingham, 53 Waterloo Rd, Kings Heath, Birmingham, B14 7SD

☎ 0121 444 0327

## **NATIONAL ORGANIZATIONS**

### **Bristol Crisis Service for Women**

A national Helpline for women

PO Box 654, Bristol BS99 1XH

☎ 0117 925 1119 (Friday and Saturday evenings 9pm-12.30am, Sundays 6pm-9pm)

### **Childline**

Freepost 1111, London, N1 0BR

☎ 0800 1111 Children can write or telephone

West Midlands Counselling Centre, 3<sup>rd</sup> Floor, CIBA Building, 146 Hagley Road, Edgbaston, Birmingham, B16 9NX

☎ 0870 336 2917

Website: [www.childline.org.uk](http://www.childline.org.uk)

### **CSSA (Christian Survivors of Sexual Abuse)**

An organization for Christian adults sexually abused in childhood

C/o 38 Sydenham Villa Road, Cheltenham, GL52 6DZ

### **Church's Child Protection Advisory Service**

Offers advice, training and resources, mainly to independent churches

CCPAS, PO Box 133, Swanley, Kent, BR8 7UQ  
☎ 0845 120 4550 (Helpline)

### **Kidscape**

Resources for parents to keep children safe

☎ 08451 205 204 (Helpline)

2 Grosvenor Gardens, London, SW1W 0DH  
☎ 0207 730 3300

### **NAPAC (The National Association for People Abused in Childhood)**

42 Curtain Road, London, EC2A 3NH  
☎ 0800 085 3330 (National information and helpline)

Website: [www.napac.org.uk](http://www.napac.org.uk)

### **British Association for Counselling and Psychotherapy**

Provides lists of qualified counsellors

BACP House, 37-38 Albert Street, Rugby, Warwickshire, CV21  
2SG  
☎ 0870 443 5252

Website: [www.bacp.co.uk](http://www.bacp.co.uk)

### **Lucy Faithfull Foundation**

Research, training, assessment and treatment of sex offenders

Bordesley Hall, The Holloway, Alvechurch, Birmingham, B48 7QA  
☎ 01527 591922 Fax: 01527 591924

Website: [www.lucyfaithfull.co.uk](http://www.lucyfaithfull.co.uk)

### **Stop it Now UK**

Offers confidential advice and support to people who suspect abuse and to those seeking to stop their own abusive thoughts and behaviour

PO Box 9841, Birmingham, B48 7WB  
☎ 01527 598184

Helpline  
☎ 0808 1000 900

Website: [www.stopitnow.org.uk](http://www.stopitnow.org.uk)

## **NSPCC**

Child Protection Helpline

☎ 0808 800 5000

Textphone Helpline

☎ 0808 056 0566 (English only)

Welsh Helpline

☎ 0808 100 2524 (Mon – Fri, 10 am – 6 pm)

Asian Helpline:

Bengali

☎ 0808 096 7714 (Mon – Fri, 11 am – 7 pm)

Gujurati

☎ 0808 096 7715 (Mon – Fri, 11 am – 7 pm)

Hindi

☎ 0808 096 7716 (Mon – Fri, 11 am – 7 pm)

Punjabi

☎ 0808 096 7717 (Mon – Fri, 11 am – 7 pm)

Urdu

☎ 0808 096 7718 (Mon – Fri, 11 am – 7 pm)

Asian helpline in English

☎ 0808 096 7719 (Mon – Fri, 11 am – 7 pm)

E-mail helpline

help@nspcc.org.uk

Website

www.nspcc.org.uk

## **National Domestic Violence Helpline**

☎ 08457 023 468

## **Refuge's 24 hr National Crisis Line**

☎ 0990 995 443

## **Shelterline**

Emergency access to refuge services

☎ 0808 800 4444

## **The Muslim Women's Helpline**

Provides Muslim girls or women in a crisis with a free confidential listening service, plus practical help and information where required

☎ 0208 904 8193 / 0208 908 6715

## **Men's Advice Line and Enquiries**

Information, support and advice to men experiencing domestic violence

☎ 0208 644 9914

## **Victim Support's Male Helpline**

☎ 0800 328 3623 (12 noon – 2 pm, Mon – Fri)


## **Parentline Plus**

☎ 0808 800 2222


Website: [www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)

## **Respond**

Provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them

 Helpline 0808 808 0700

3rd Floor, 24-32 Stephenson Way, London, NW1 2HD

 0207 383 0700

Website: [www.respond.org.uk](http://www.respond.org.uk)