



Support Services Directory

We know how overwhelming it can be, trying to find support for you, your young person(s) and family.

Our A-Z Support Service Directory contains lots of helpful organisations to help with queries around specific health conditions, rights, welfare, accessible groups/activities and so much more.

Organisations	Description	Weblink
A		
Action for Children:	Action for Children protect and support children and young people. They do this by providing practical and emotional care and support, making sure their voices are heard.	https://www.actionforchildren.org.uk/
Alumnia	Alumnia offers online self-harm support for young people aged between 10 - 17 years.	https://www.selfharm.co.uk/
Anna Freud	Anna Freud work in collaboration with children and young people, their families and communities and mental health professionals to transform children and families' mental health. Online you will find a vast variety of mental health resources.	https://www.annafreud.org/
Anxiety UK	Anxiety UK delivers a wide range of services including: Therapy services, Helpline & text support service, Courses & groups, Anxiety research fund, Webinars and podcasts and Anxious Times magazine	https://www.anxietyuk.org.uk/
Autism West Midlands	Autism West Midlands works to enrich the lives of autistic people living in the West Midlands. They provide community support services, residential support, training and an information help line. The helpline can be accessed by telephoning 0121 450 7575, or emailing Autism West Midlands at info@autismwestmidlands.org.uk	https://www.autismwestmidlands.org.uk/
B		
Barnardo's	Barnardo's offers support and guidance to children, young people, parents and carers.	https://www.barnardos.org.uk/
Base 25	Base 25 supports children and young people from the Wolverhampton and surrounding areas, providing information and support on mental health and wellbeing.	https://base25.org/
BEAT	BEAT is a UK charity offering support, advice and guidance for Eating Disorders.	https://www.beateatingdisorder.org.uk/



Be Head Strong	Be Head Strong is a mental wellbeing project for young people. Visit the website to find lots of helpful mental health information, developed by young people and in collaboration with Alumnia.	https://www.beheadstrong.uk/
Brook	Brook are a UK organisation operating a number of sexual health and wellbeing services across the UK. Brook is committed to supporting everyone with their sexual health. Some of their services are specifically for young people but they also have services for all ages too.	https://www.brook.org.uk/
C		
Campaign Against Living Miserably (C.A.L.M)	C.A.L.M campaigns for suicide prevention, for better mental health and positive mental wellbeing. You can access advice and guidance on the C.A.L.M website, or reach out to their helpline by telephoning 0800 58 58 58 (5pm - midnight), or by using the webchat function from their website.	https://www.thecalmzone.net/
Care For The Family	Care for the family is a UK organisation aiming to offer support and advice to families across a range of different topics.	https://www.careforthefamily.org.uk/
Carers Trust	The Carers Trust is the UK's largest carers network. Partnerships within Carers Trust aim to promote the wellbeing of unpaid carers across the UK.	https://carers.org/
CEOP	The Child Exploitation and Online Protection Agency provides a range of information about keeping young people safe from sexual exploitation and harm. You can make a report by following the instructions on the CEOP Reporting Webpage - Report to CEOP	https://www.ceop.police.uk/safety-centre/
Cerebra	Cerebra offers advice and support for children, young people and families on a range of topics including: education, legal/social and financial matters, physical wellbeing and emotional and mental health. Cerebra can also be contacted by telephoning 01267 244 200	https://cerebra.org.uk/
ChildLine	ChildLine provides support by telephone, online chat and email. ChildLine can provide a BSL interpreter if you are deaf or hearing-impaired. Tel: 0800 11 11	https://www.childline.org.uk/
Children's Safeguarding Team - Dudley	Dudley Safeguarding Children Team provides helpful information and advice online for safeguarding children and young people. Safeguarding concerns can be reported during office hours Monday to Friday 9am to 5pm, by calling children's services on 0300 555 0050. Select option 3. For out of office	https://dudleysafeguarding.org.uk/children/



	hours, contact the Emergency Duty Team on 0300 555 8574. In an emergency call 999	
Children's Safeguarding Team - Sandwell	Are you concerned about a vulnerable child in Sandwell? If you are in any doubt, don't delay – call 0121 569 3100 or in an emergency dial 999	https://www.sandwellcsp.org.uk/
Children's Safeguarding Team - Walsall:	he Walsall Family Safeguarding Team can be contacted during office hours (Monday – Thursday, 8.45am – 5.15pm Friday, 8.45am – 4.45pm) by calling the Multi-Agency Safeguarding Hub on 0300 555 2866, or out of office hours (evenings, weekends and bank holidays) by calling the Emergency Response Team on 0300 555 2922	https://go.walsall.gov.uk/children-and-young-people/walsall-family-safeguarding-
Children's Safeguarding Team - Wolverhampton	Wolverhampton Safeguarding Together offers safeguarding advice and guidance for children, young people, parents, carers and professionals. You can also contact the team to report a safeguarding concern by telephoning 01902 555392 (8.30am - 4.30pm Monday to Friday), or by contacting the out of hours report line on 01902 552999	https://www.wolverhamptonsafeguarding.org.uk/safeguarding-children-and-young-people
Children's Society Young Carers	The Children's Society campaigns alongside young people so they can overcome the toughest challenges of modern life and face their futures with hope and confidence. They fighting so young people can get mental health advice when they need it. So that families are properly protected through the cost of living crisis, and so that child refugees arriving in the UK alone have a trusted adult looking out for them	https://www.childrensociety.org.uk/what-we-do/our-campaigns
Connexions (Wolverhampton)	Connexions is an Information, Advice and Guidance Service for Young People aged between 13 years to 19 years (or up to 25 years where young person has an EHCP)	https://win.wolverhampton.gov.uk/kb5/wolverhampton/directory/service.page?id=kcTvb8XMiso
Cranstoun Here 4 YOUTH	Here4YOUTH provides a safe space for children & young people to talk about and receive support for alcohol and other drugs and connect to health & wellbeing interventions.	https://cranstoun.org/help-and-advice/young-people/here4youth-dudley/
Cruise Bereavement	Cruise Bereavement helps people through one of the most painful times in life – with bereavement support, information and campaigning.	https://www.cruse.org.uk/
D		
Decca	The DECCA (Drug Education, Counselling and Confidential Advice) Team are Sandwell's young people's alcohol, drug and tobacco service. The team work with any young person that lives in the Sandwell area	https://www.ourguideto.co.uk/



	aged 18 or under and also works any agency that work with them.	
Dudley Centre for Equality and Diversity	CFED (Dudley Centre for Equality and Diversity) offers support to service users in the community with any issues that they can help with through providing information and signposting to the correct organisations and projects.	https://www.cfed.org.uk/
E		
Early Help Service - Wolverhampton	Early help is a way of getting extra support when your family needs it, but getting it as soon as difficulties start, rather than waiting until things get worse. It's for children and young people of any age. Early Help provides families with support from relevant organisations, who will work together to make sure the correct level of help is made available for the difficulties being faced.	https://www.wolverhampton safeguarding.org.uk/safeguarding-children-and-young-people/i-work-with-children-young-people-families/early-help
Engage Youth Empowerment Services	Engage Youth Empowerment Services (EYES) is a collaborative grassroots organisation with charity status, based in Wolverhampton. EYES deliver bespoke prevention and intervention projects and services for young people who are vulnerable, at risk or caught up in the criminal justice system.	https://www.eyes2success.co.uk/
Every Mind Matters (NHS)	The NHS Every Mind Matters website offers helpful tips for managing sleep and anxiety, you can also access the free 'Mind Plan' quiz and self-help CBT (Cognitive Behavioural Therapy) tips.	https://www.nhs.uk/every-mind-matters/
F		
Family Hubs - Wolverhampton	Local Family Hubs provide information and advice for families. Family Hubs are located across the City of Wolverhampton in WV3, WV11, WV8, WV1, WV2, WV10, and WV13	https://www.wolverhampton.gov.uk/health-and-social-care/children-social-care/family-hubs
Frank	Frank offers a 24/7 telephone helpline, text message and email service to offer support and guidance to anyone requiring free drug/addiction advice.	https://www.talktofrank.com/
Forced Marriage Helpline	The Forced Marriage Unit (FMU) is a joint Foreign, Commonwealth and Development Office (FCDO) and Home Office unit which leads on the government's forced marriage policy, outreach and casework. It operates both inside the UK (where support is provided to any individual) and overseas (where consular assistance is provided to British nationals, including dual nationals). The FMU operates a public helpline to provide advice and support to: victims and potential victims	https://www.gov.uk/guidance/forced-marriage



	of forced marriage and also professionals dealing with cases	
G		
Gallop	Gallop provides helplines and other support for LGBT+ adults and young people who have experienced hate crime, sexual violence or domestic abuse. Gallop has a variety of helplines you can contact: 0207 704 2040 (LGBT+ hate crime helpline), 0800 999 5428 (LGBT+ domestic abuse helpline), 0800 130 3335 (Conversion therapy helpline)	https://www.galop.org.uk/
Gingerbread	Gingerbread offers advice and support services to help single parents access the help they need. Gingerbread offers online forums, local and digital parent support groups, information online, webchat and a telephone support line.	https://www.gingerbread.org.uk/
H		
Happier Minds	Dudley's Happier Minds offers a directory of support and advice available locally and nationally for children, young people, families and professionals.	https://happierminds.org.uk/
The Haven (Wolverhampton)	The Haven supports women and children who are vulnerable to domestic violence, abuse, and homelessness by providing safe, emergency accommodation and community-based support services.	https://www.havenrefuge.org.uk/
Home start	Home-Start is a local community network of trained volunteers and expert support helping families with young children through their challenging times.	https://www.home-start.org.uk/
Hope Again	Hope Again is the youth website of Cruse Bereavement Support. It is a safe place where you can learn from other young people, how to cope with grief, and feel less alone. Hope Again offers information about services, a listening ear from other young people and advice for any young person dealing with the loss of a loved one.	https://www.hopeagain.org.uk/
I		
IPSEA	IPSEA is the leading charity in the field of SEND law in England, providing free and independent legal advice, and supporting families of children and young people with SEND.	https://www.ipsea.org.uk/
J		
Just Youth	ust Youth is the go to place for children and young people in Sandwell to find something to do, someone to talk to and somewhere to go. Designed with and for young people,	https://www.justyouth.org.uk/



	providing advice, guidance and sign posting on a wide range of topics, and much more.	
K		
Karma Nirvana	Karma Nirvana works to end Honour Based Abuse in the UK. The charity runs the national Honour Based Abuse Helpline, offering training to professionals, gathering data to inform policies and services, and also campaigns for change.	https://karmanirvana.org.uk/
Kidscape	Kidscape is a bullying prevention charity, supporting children, young people and families across England and Wales. Kidscape offers direct work with families, in school and in the community.	https://www.kidscape.org.uk/
Kooth	Kooth is an online platform to help young people with their mental health and wellbeing. Young people can anonymously talk to other young people their own age on moderated discussion forums, and chat to mental health professionals via messaging. Kooth is an accredited digital health service, providing free services through the NHS.	https://www.kooth.com/
L		
Law Stuff	Lawstuff (run by Coram Children's Legal Centre) provides free legal information to children and young people both over the phone and online. You can contact Lawstuff by telephoning the Family Line: 0300 330 5480 (10am - 4pm Monday to Friday).	https://lawstuff.org.uk/
The Local Offer- Wolverhampton	Wolverhampton's Local Offer is the essential guide for children and young people with Special Educational Needs (aged 0-25 years) living in Wolverhampton.	https://www.localofferwolves.co.uk/
M		
Mental Health Medication Information	Young Minds offers information on mental health medication	https://www.youngminds.org.uk/young-person/medications/
Mermaids	Mermaids supports trans, non-binary and gender-diverse children, young people and their families via raising awareness, tackling stigma, offering training to professionals on LGBTQ+, and providing a national helpline. You can contact the Mermaids Helpline by telephoning 08088010400	https://mermaidsuk.org.uk/
Mind	Mind is a UK charity, offering support, advice and guidance to anyone with a mental health struggle. You can find lots of helpful resources on Mind's website, and you can also contact the Mind Helpline by telephoning 0300 123 3393	https://www.mind.org.uk/



The Mix	The Mix offers one to one confidential support 24 hours 7 days a week for people young people under the age of 25 years. You can contact The Mix by texting THEMIX to 85258.	https://www.themix.org.uk/
Muslims Youth Helpline	Muslims Youth Helpline is a free, confidential helpline run by experienced call handlers aged 30 years and below. This helpline allows anyone within the Muslim Youth community to discuss any issues on a one to one basis, without judgement. You can contact the Muslims Youth Helpline by telephoning 0808 808 2008. The helpline is open from 4:00 PM – 10:00 PM, 365 days a year.	https://myh.org.uk/
N		
National Bullying Helpline	he National Bullying Helpline is an organisation that provides support and advice to victims of bullying. . You can contact them by telephoning 0300 323 0169 or 0845 225 578712 (9am to 5pm Monday to Friday, and 10am to 12pm on Saturday)	https://www.nationalbullyinghelpline.co.uk/
National Domestic Abuse Helpline	Anyone can contact the National Domestic Abuse Helpline to seek support. The freephone, 24-hour National Domestic Abuse Helpline can be contacted by telephoning 0808 2000 247	https://www.nationaldahelpline.org.uk/
NSPCC	National Helpline to report child abuse. Contact the NSPCC Helpline 0808 800 5000 (10am - 6pm Monday to Friday), you can also contact the NSPCC via email by emailing help@NSPCC.org.uk	https://www.nspcc.org.uk/?source=ppc-brand&gl=1*dv1smk*_up*MQ..&gclid=2c6b9ecef1501bc79de2f8a1bea8cd95&gclidsrc=3p.ds
NHS Black Country 0-18 Years Website	Supporting families and reducing pressure on services The NHS Black Country 0-18 years website is a powerful resource designed to help parents and carers manage common childhood illnesses – from coughs and colds to rashes and asthma – with confidence and clarity. Using a simple traffic light system, the site guides families on: When it's safe to manage at home When to monitor and seek advice When to act quickly and get urgent help. This evidence-based tool empowers families to make informed decisions, reduces unnecessary GP and A&E visits, and supports better outcomes across our communities.	https://www.blackcountry0-18.nhs.uk
O		
OCD Youth	OCD Youth - OCD Action is a youth forum dedicated to children and young people with Obsessive Compulsive Disorder.	https://ocdaction.org.uk/ocd-youth/
The Ollie Foundation	The Ollie Foundation is a charity aiming to raise awareness of suicide prevention for	https://theolliefoundation.org/



	children and young people. The charity campaigns and offers training to reduce the stigma and increase understanding of the mental health challenges for children and young people. You can contact the Ollie Foundation by telephoning the service information line on 07715 311 891	
P		
Papyrus (Hope line UK)	Papyrus offers a confidential support service if you are struggling with suicidal thoughts, and information about how to make a safety plan. Papyrus (Hope line UK) is available 24/7. Tel: 0800 068 4141 / 07860039967	https://www.papyrus-uk.org/
Place 2 Be	Place2Be is a children and young people's mental health charity with almost 30 years' experience working with pupils, families and staff in UK schools. You can contact Place2Be by telephoning 020 7923 5500	https://www.place2be.org.uk/
Pohwer	POhWER delivers information, advice, support and advocacy services throughout England. They aim to support people who face difficult issues and want to make their voice heard. All POhWER's services are free, independent and confidential. You can contact Pohwer by telephoning 0300 456 2370	https://www.pohwer.net/
The Proud Trust	The Proud Trust offers one to one support for LGBTQ Youth community. You can find lots of helpful resources on the Proud Trust Website, you can also contact the Proud Trust by telephoning 01616603347	https://www.theproudtrust.org/
R		
Relate	Relate offers various counselling services including relationship counselling, family counselling, mediation, children's counselling and young people's counselling. You can contact Relate by telephoning 0121 643 1638	https://www.relate.org.uk/
Rethink	Rethink are the leading expert charity for people with serious conditions like schizophrenia and bipolar disorder. The charity offers practical help guided by what works. You can contact the Rethink Advice Line by telephoning 0808 801 0525	https://www.rethink.org/
Refuge	Refuge is the UK's largest Domestic Abuse organisation for women and children. You can contact Refuge any time of the day, or night by calling their 24/7 helpline on 0808 2000 247	https://refuge.org.uk/
Rights 4 Children	Rights 4 Children compiles information on laws affecting children and young people - to ensure families are empowered to know the rights of their children/young people. You	https://rights4children.org.uk/



	can visit the Rights4Children website to find lots of helpful resources.	
S		
Sandwell Advocacy	Sandwell Advocacy aims to help people within Sandwell have their voice heard. The Advocacy also works with Young Carers to ensure they are empowered to have greater control over their everyday lives. You can contact Sandwell Advocacy by telephoning 0121 520 8070	https://sandwelladvocacy.org/advocacy/
Samaritans	he Samaritans listening service is a confidential service, available 24/7. Tel: 116123 or email: jo@samaritans.org	https://www.samaritans.org/
School Nurses - Wolverhampton	School Nurses offer a service to pupils who attend the 109 schools in Wolverhampton that are State Funded, Academies, Free Schools, Special Schools and other educational establishments including Pupil Referral Units, Re-Entry sites, Educated at Home and the Youth Offending Team (YOT). You can contact the Wolverhampton School Nursing Team by telephoning 01902 441057	https://win.wolverhampton.gov.uk/kb5/wolverhampton/director_y/service.page?id=i0bMaOjKTQ8
SHOUT	Text SHOUT to 85258. Shout provides free, 24/7 text support for young people across the UK experiencing a mental health crisis. All texts are answered by trained volunteers, with support from experienced clinical supervisors.	
Spurgeons	Spurgeons deliver a wide range of services to help signpost, advise and assist families facing overwhelming challenges. Spurgeons offer support for Young Carers and support via hubs for Early Years.	https://spurgeons.org/
STEM4	Stem4 is the UK's leading digital mental health charity for children and young people. We offer a suite of 5 evidence-based mental health apps that support various mental health conditions as well as digitally delivered mental health literacy programmes in schools. You can find lots of helpful resources on the Stem4 website.	https://stem4.org.uk/
Stonewall	Stonewall stands for equality and the rights of all LGBTQ+ persons. You can contact Stonewall by emailing Info@stonewall.org.uk	https://www.stonewall.org.uk/
Stop Hate UK	Stop Hate UK is a leading national organisation working to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. You can contact Stop Hate UK by visiting: https://www.stophateuk.org/	https://www.stophateuk.org/



Switchboard	Switchboard is the national LGBTQIA+ support line. For anyone, anywhere in the country, at any point in their journey. You can contact Switchboard by telephoning 0800 0119 100 (10am - 10pm every day).	https://switchboard.lgbt/
T		
Talk Grief	Talk Grief is powered by Winston's Wish, the UK's first childhood bereavement charity that helps children and young people (up to 25) find their feet after their worlds are turned upside down by grief. You can contact Talk Grief by telephoning 08088 020 021 between 8am-8pm, weekdays.	https://www.talkgrief.org/
Taraki	Taraki raises awareness of mental health and mental health support available for the Punjabi community. Taraki is not a clinical service, but focuses on raising awareness, increasing education and offering peer support for mental health. You can contact Taraki by emailing info@taraki.co.uk	https://www.taraki.co.uk/about
Teen Sleep Hub	Teen Sleep Hub offers young people and their families lots of helpful online resources to promote guidance on good sleep. You can also contact the National Sleep Helpline Tel: 03303 530 541. The helpline is open between 7pm and 9pm Monday, Tuesday and Thursday and then 9am until 11am on Mondays and Wednesdays.	https://teensleephub.org.uk/
V		
Victim Support	Victim Support is an independent charity dedicated to supporting victims of crime and traumatic incidents in England and Wales. You can contact Victim Support by telephoning 08 08 16 89 111, or by using the web chat online.	https://www.victimsupport.org.uk/
Voice Ability	Voice Ability is one of the UK's largest charities advocating for children and young people. You can contact Voice Ability by telephoning 0300 303 1660 or emailing helpline@voiceability.org (Monday - Friday, 9am - 5pm)	https://www.voiceability.org/
W		
The What? Centre	The What? Centre provides holistic mental health and well-being support to all young people in the Borough between 9 to 25 years old. The What? Centre can be contacted on 01384 379992 (Stourbridge) or 01384 885488 (Dudley)	https://www.thewhatcentre.co.uk/
Women's Aid	An independent charity helping survivors of domestic and sexual abuse. For urgent (out	https://blackcountrywomensaid.co.uk/



	of hours) support, telephone 0121 552 6448, between Monday-Friday 9am -5pm telephone 0121 553 0090	
Y		
YMCA	The YMCA is a charity working with young people and their families to support with housing, employment, health/social care and childcare.	https://www.ymcabc.org.uk/
Young Minds	Young Minds offers support and guidance for parents/carers and children/young people - to ensure systems meet the needs of children and young people. Parents/carers, young people and professionals can access resources online, or support is available via the Parents Helpline Tel: 0808 802 5544 (Monday - Friday 9:30am - 4:00pm).	https://www.youngminds.org.uk/