



NHS

**Birmingham and Solihull
Mental Health**
NHS Foundation Trust

9

Partner zone – mental health directory

Incorporating the 'Buzz Guide'



LanguageLine
Solutions®

This directory of services includes organisations from across Birmingham, Solihull and the wider region. They are all connected to mental health although some may not be specific to mental health. They can help you with issues connected with your whole wellbeing and recovery. They may also be useful for your family, friends or carers.

An extended list of resources, groups and organisations is at The Waiting Room project at www.urbrum.org. This list is regularly updated and can be accessed by website, QR code, ipad and smartphone.

There are over 50 local libraries in Birmingham and Solihull. They are a great source of local information, groups, clubs and agencies.

African Caribbean

Organisation	Contact number	Website
Servol Community Trust	0121 454 3081	www.servolct.org.uk
Millennium Centre	0121 455 6382	www.acmccentre.com

Asian

Asian Resource Centre	0121 523 0580	www.asianresource.org.uk
Rethink Asian Language Mental Health Helpline	0300 5000 927	www.rethink.org
Nishkam Centre	0121 515 4229	www.ncauk.org

Chinese

Birmingham Chinese Community Centre	0121 685 8510	www.chinesebirmingham.org.uk
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Irish

Organisation	Contact number	Website
Birmingham Irish Association	0121 604 6111	www.birminghamirish.org.uk

Polish

Polish Centre	0121 643 3577	www.polishmillenniumhouse.org.uk
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Accommodation, homeless advice and guidance

Birmingham City Council Homeless Service	0121 303 7410	www.birmingham.gov.uk
Citizens Advice Bureau	0344 411 1444	www.citizensadvice.org.uk
Birmingham City Mission Resource Centre	0121 766 6603	www.birminghamcitymission.org.uk
Focus Foyer	0121 236 6298	www.midlandheart.org.uk
Foodbanks	0172 258 0171	www.trusselltrust.org
Salvation Army	0121 236 5776	www.salvationarmy.org.uk
Shelter Housing Aid	0344 515 1800	www.shelter.org.uk
St Basils	0300 303 0099	www.stbasils.org.uk
Sifa Fireside	0121 766 1700	www.sifafireside.co.uk
Snow Hill Centre (Midland Heart)	0845 950 7222	www.midlandheart.org.uk
St Anne's Hostel	0121 772 4406	www.stannesbirmingham.org.uk

Advocacy, advice and user groups

Organisation	Contact number	Website
Advocacy Matters	0121 321 2377	www.advocacymatters.co.uk
Birmingham Carers Hub	0333 006 9711	www.birminghamcarershub.org.uk
Building Community Advocacy (forensic)	0121 246 6100	www.bid.org/advocacy
Birmingham City Council (BCC) Neighbourhood Offices and Information Services General Enquiries Number	0121 303 1111	www.birmingham.gov.uk
Birmingham MIND	0121 608 8001	www.birminghammind.org
Freshwinds	0121 415 6670	www.freshwinds.org.uk
Independent Mental Health Advocacy	0247 669 7443	www.independentadvocacy.org
Customer Relations – Mental Health	0800 953 0045	www.bsmhft.nhs.uk
POhWER	0300 456 2370	www.pohwer.net
Rethink	0121 522 7007	www.rethink.org
See Me User Engagement – Group Advocacy, BSMHFT	0800 694 0212	www.bsmhft.nhs.uk
NHS Complaints Advocacy	0121 392 8731 0300 300 5454	www.nhscomplaintsadvocacy.org
BSMHFT Community Engagement	0121 301 1067	www.bsmhft.nhs.uk
SANE helpline	0300 304 7000	www.sane.org.uk
VoiceAbility	0121 392 8731	www.voiceability.org.uk

Advocacy organisations have contracts to cover set geographical or service areas. More details are given on page 16 of this leaflet.

Drugs and alcohol

Organisation	Contact number	Website
Alcoholics Anonymous	0800 917 7650	www.alcoholics-anonymous.org.uk
Aquarius Community Alcohol Teams, Birmingham	0121 622 8181	www.aquarius.org.uk
Birmingham Drugline	0121 632 6363	www.tht.org.uk
FRANK – drugs advice confidentially	0300 123 6600	www.talktofrank.com
Supporting Independence From Alcohol (SIFA) and homeless/advice	0121 766 1700	www.sifafireside.co.uk
Change Grow Live (addictions support) (Reach Out Recovery Birmingham)	0121 227 5890	www.changegrowlive.org

Education, employment and training for people with learning disabilities and those experiencing mental health problems

Advance UK	0333 012 4307	www.advanceuk.org
Birmingham Adult Education	0121 303 4318	www.learnbaes.ac.uk
Birmingham Disability Resource Centre	0303 040 2040	www.disability.co.uk
Birmingham Rathbone	0121 449 1011	www.rathbone.co.uk
BETTER Pathways – Work and Training	0121 773 1455	betterpathways.org.uk
Dyslexia Association Birmingham	0121 633 9553	www.da-bham.org
Fircroft College	0121 472 0116	www.fircroft.ac.uk
Jobcentre Plus	0845 604 3719	www.gov.uk/jobsearch

Organisation	Contact number	Website
Park Lane Garden Centre	0121 359 2020	www.parklanegardencentre.net
People First	0121 678 8857	www.peoplefirstinfo.org.uk
People In Partnership	0121 440 4685	www.peopleinpartnership.org.uk
Work Directions INGEUS	0121 329 7333	www.ingeus.co.uk

Families, friends and carers

Admiral Nurse Help Service (dementia)	0800 888 6678	www.dementiauk.org
Birmingham Adult Social Care Access Point	0121 303 1234	www.mycareinbirmingham.org.uk
Birmingham Carers Hub	0333 006 9711	www.birminghamcarershub.org.uk
Birmingham Community NHS Carers Team	0121 466 4314	www.bhamcommunity.nhs.uk
Birmingham Relate Centre	0300 100 1234	www.relate.org.uk
Carers UK	0808 808 7777	www.carersuk.org
Meriden Family Programme	0121 301 2896	www.meridenfamilyprogramme.com
Rethink	0300 500 0927	www.rethink.org
Home Group (Stonham) Mental Health Carer Support	0300 304 5530	www.homegroup.org.uk/bmhcss
Carers Trust Solihull	0121 788 1143	www.solihullcarers.org
The Carers Trust	0844 800 4361	www.carers.org

Housing support

Accord Housing Association	0300 111 7000	www.accordgroup.org.uk
Advance Housing	0800 032 0894	www.advanceuk.org
Birmingham MIND	0121 608 8001	www.birminghammind.org
Family Housing Association (Optima)	0300 790 6560	www.wmhousing.co.uk
FCH Housing and Care	0300 123 1745	www.fch.org.uk
Midland Heart	0345 602 0540	www.midlandheart.org.uk
Nehemiah Housing Association	0121 358 0966	www.nehemiah-ucha.co.uk
Trident Housing	0800 111 4944	www.trident-ha.org.uk

Learning disability

Birmingham Community Healthcare NHS Trust	0800 917 2855	www.bhamcommunity.nhs.uk
Mencap	0808 808 1111	www.mencap.org.uk
Trident (Reach for the stars group, People First, People in Partnership)	0800 111 4944	www.reachthecharity.org.uk

Legal services

Civil Legal Advice Helpline	0345 345 4 345	www.gov.uk
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Leisure, sports and arts

Organisation	Contact number	Website
Arts All Over The Place	07775 710 699	www.artsallovertheplace.org.uk
Birmingham City Council: Leisure Line, Passport to Leisure, Wellbeing Centres	0121 464 6190	www.birmingham.gov.uk
Birmingham City Council Libraries	0121 464 6190	www.birmingham.gov.uk
Birmingham Museums (BMAG)	0121 348 8000	www.birminghammuseums.org.uk
Birmingham Leisure Trust (Serco)	0121 796 2330	www.birminghamleisure.com
Creative Support	0121 200 3147	www.creativesupport.co.uk
Community Projects Team	0121 464 6190	www.birmingham.gov.uk
Futsal (Football Group)	0121 554 3296	www.futsaluk.net
Kinmos social inclusion friendship group	0121 444 8333	www.kinmos.co.uk
Midland Arts Centre	0121 446 3232	www.macbirmingham.co.uk
Park Lives	0121 303 1111	www.parklives.com
Park Rangers and Country Park Rangers	0121 464 6190	www.birmingham.gov.uk
Quench Arts	07716 362 478	www.quench-arts.co.uk
Southlink Charter Centre Drop In	0121 522 7007	www.harbornebaptistchurch.org
Wellbeing Community Choir	07841 924 289	www.thewellbeingcommunitychoir.org

Organisation	Contact number	Website
Wordsworth Road (Birmingham Community Support)	0121 248 8408	www.rethink.org

Lesbian, gay, bisexual and transgender

Birmingham LGBT Centre	0121 643 0821	www.blgbt.org
Birmingham Gay and Lesbian Against Depression (BGLAD). (C/O Birmingham LGBT)	0121 643 0821	www.blgbt.org
Gay Outdoor Club	0844 870 0462	www.goc.org.uk
Terrence Higgins Trust (HIV)	0808 802 1221	www.tht.org.uk
Lesbian and Gay Switchboard UK	0300 330 0630	www.llgs.org.uk

Older people

Age UK	0800 169 8787	www.ageuk.org.uk
Alzheimer's Society	0300 222 1122	www.alzheimers.org.uk
Broadening Choices for Older People support services	0121 459 7670	www.bcop.org.uk
Fircone Birmingham activities	0121 643 1032	www.firconebirmingham.org.uk

Out of hours numbers

Organisation	Contact number	Website
In an emergency telephone	999	
Birmingham and Solihull Mental Health NHS Foundation Trust	Main switchboard: 0121 301 0000	www.bsmhft.nhs.uk
British Red Cross	0344 871 1111	www.redcross.org.uk
BSMHFT Customer Relations (Mon-Fri, 8am-8pm)	0800 953 0045	www.bsmhft.nhs.uk
NHS 24/7 In a crisis telephone	111	www.nhs.uk
Samaritans	116 123	www.samaritans.org
Saneline	0300 304 7000	www.sane.org.uk

Primary care therapies

Birmingham Healthy Minds	0121 301 2525	www.birminghamhealthyminds.org
Solihull Mind	0121 742 4941	www.solihullmind.org.uk
Carrs Lane Counselling	0121 643 6363	www.carrslanecounselling.co.uk

Sexual health

Umbrella Birmingham Sexual Health	0121 237 5700	www.umbrellahealth.co.uk
Terrence Higgins Trust (HIV)	0808 802 1221	www.tht.org.uk

Solihull services

Organisation	Contact number	Website
Independent Advocacy	02476 697 443	www.independentadvocacy.org
Safeguarding Adults Solihull	0121 704 8007	www.solihull.gov.uk
Safeguarding Children Solihull	0121 788 4333 Out of hours: 0121 605 6060	www.solihullscb.co.uk
Solihull Mind services include: advocacy, benefits, housing, information, computer training, drop-in, art, music and sport, employment advice and information, counselling and support groups, including ones for women only and gay and bisexual men.	0121 742 4941	www.solihullmind.org.uk
Solihull Carers Centre	0121 788 1143	www.solihullcarers.org
Solihull Care Housing Association	0121 745 4281	www.scha.org.uk
Sustain (Solihull services for third sector)	0121 704 7860	www.solihull-sustain.org.uk
Solihull Adult Social Care	0121 704 8007	www.solihull.gov.uk
Solihull Healthwatch	0800 470 1518	www.healthwatchsolihull.org.uk
Solihull Libraries	0121 704 8001	www.solihull.gov.uk

Specialist services and support groups

Organisation	Contact number	Website
Acacia – pre and postnatal depression	0121 301 5990	www.acacia.org.uk
Autism UK	0121 450 7582	www.autismwestmidlands.org.uk
BID services/ Deaf Cultural Centre	0121 246 6100	www.bid.org.uk
BSMHFT Spiritual Care: guidance for those with or without religious belief	0121 301 1276 (direct line)	www.bsmhft.nhs.uk
BVSC Birmingham Centre For Voluntary Action	0121 643 4343	www.bvsc.org
CALM Male Suicide Prevention	0800 585858	www.thecalmzone.net
Cruse Bereavement Care	0208 939 9530	www.cruse.org.uk
Diabetes UK	0345 123 2399	www.diabetes.org.uk
Eating Disorders Helpline Youthline	0808 801 0677 0808 801 0711	www.b-eat.co.uk
Freedom From Torture	0121 314 6825	www.freedomfromtorture.org
Headway West Midlands	0121 457 7541	www.headway-wm.org.uk
MDF The Bipolar Organisation	0333 323 3880	www.bipolaruk.org
Mencap Learning Disabilities Services	0808 808 1111	www.mencap.org.uk
National organisations for phobias, anxiety, neuroses, information and care (No Panic)	0844 967 4848	www.nopanic.org.uk

Organisation	Contact number	Website
Providing support for families of offenders (POPS)	0808 808 2003	www.offendersfamilieshelpline.org
Royal College of Psychiatrists	0207 235 2351	www.rcpsych.ac.uk
The Association for Post Natal Illness	0207 386 0868	www.apni.org
West Midlands OCD	07712 335 476	www.wmocd.org.uk

Useful national and regional numbers and websites

In an emergency	999	
Birmingham Solihull Mental Health Foundation Trust	Main switchboard: 0121 301 0000	www.bsmhft.nhs.uk
Birmingham Voluntary Services Council	0121 643 4343	www.bvsc.org
Carers UK	0207 378 4999	www.carersuk.org
Centre for Mental Health	020 7717 1558	www.centreformentalhealth.org.uk
Choice and Medication side effects advice		www.choiceandmedication.org/bsmhft
Common Unity UrBrum/Waiting Room resource projects	0121 554 9360	www.common-unity.org
Department of Health publication order line	0300 123 1002	www.orderline.dh.gov.uk
Government Services (mental health information)		www.direct.gov.uk
Healthwatch	0800 652 5278	www.healthwatchbirmingham.co.uk

Organisation	Contact number	Website
Mental Health and Learning Disabilities Foundation	0207 803 1100	www.learningdisabilities.org.uk
MIND Infoline	0300 123 3393	www.mind.org.uk
MIND Publications	0844 448 4448	www.mind.org.uk
Network West Midlands public transport	0121 254 7272 National: 0871 200 2233	www.networkwestmidlands.com
NHS Choices	111	www.nhs.uk
Rethink National Advice Service	0300 5000 927	www.rethink.org
Safeguarding Adults Birmingham	0121 303 1234	www.bsab.org
Safeguarding Children Birmingham	0121 464 2612	www.iscbbirmingham.org.uk
West Midlands Fire Service Contact Centre (non-emergency) for safe and well home checks	0845 500 0900	www.wmfs.net
West Midlands Police Contact Centre (non-emergency)	101	www.west-midlands.police.uk

Women

ANAWIM support to women and their children	0121 440 5296	www.anawim.co.uk
Accord domestic violence services	0300 111 7000	www.accordgroup.org.uk
Birmingham Asian Women's Advice and Information Centre	0121 523 0580	www.asianresource.org.uk

Organisation	Contact number	Website
Birmingham Women's Aid	0808 800 0028	www.bswaid.org
Mother and Baby Services (Birmingham and Solihull Mental Health NHS Foundation Trust)	0121 301 0000	www.bsmhft.nhs.uk
Police switchboard (ask for local Domestic Violence Officer)	101	www.west-midlands.police.uk
Rape and Sexual Violence Project Helpline	0121 643 4136	www.rsvporg.co.uk
Stepping Stones Family Project	0775 721 8058	www.sstones.org.uk
Women Acting In Today's Society (WAITS)	0121 440 1443	www.waitsaction.org
Women's Counselling and Psychotherapy Centre	0121 429 1758	www.counselling-direct.co.uk

Young people

Birmingham Careers Service	0121 675 6105	www.birminghamcareersservice.co.uk
Birmingham Space (Barnados)	0121 359 5333	www.barnados.org.uk
Childline	0800 1111	www.childline.org.uk
Child and Adolescent Mental Health Services (CAMHS)	BSMHFT main switchboard: 0121 301 0000	www.bsmhft.nhs.uk

Organisation	Contact number	Website
Forward Thinking Birmingham (0-25 year olds)	0300 300 0099	www.forwardthinkingbirmingham.org.uk
Lifeline Birmingham – Holistic Innovative Approach to Help	0121 433 3244, 0773 445 9908	www.birminghamholistic.co.uk
National Society for the Prevention of Cruelty to Children (NSPCC)	0808 800 5000	www.nspcc.org.uk
PAPYRUS Prevention of Young Suicide	0800 068 41 41	www.papyrus-uk.org
Self-Injury Support	0808 800 8088	www.selfinjurysupport.org.uk
Spurgeons Young Carers	0121 227 7000	www.spurgeonsyc.org
St Basils	0121 772 2483	www.stbasil.org
The Princes Trust	0800 842 842	www.princes-trust.org.uk
Young Minds	0808 802 5544	www.youngminds.org.uk

Positive Mental Health Group

For networking and information with all local mental health groups and agencies join the Positive Mental Health Group – open to all on the last Tuesday of each month from 2.30pm at Birmingham LGBT Centre Cafe, 38-40 Holloway Circus, B1 1EQ.

www.bsmhft.nhs.uk

Advocacy services

Advocacy services are independent of the mental health trust. People with mental health problems can sometimes face crisis or difficult situations. At these times, they may feel that they urgently need to have someone who they can trust to come alongside and support them.

An advocate must be prepared and determined to represent their client's views and wishes.

Don't worry if you are unsure which advocacy service to contact, our Customer Relations Team can help find the correct service for you.

Contact an advocacy service

Some useful contact numbers of advocacy services who assist people with mental health problems:

VoiceAbility

An independent and community mental health advocacy service for Birmingham patients who are subject to the Mental Health Act. They also run NHS complaints advocacy in Birmingham.

Telephone: 0121 392 8731

Website: www.voiceability.org/in_your_area/westmidlands

NHS Complaints Advocacy

Complaints advocacy supports you when you need to make a complaint to any National Health Service function.

Telephone: 0300 330 5454

Website: www.nhscomplaintsadvocacy.org

POhWER

POhWER provide advocacy for deprivation of liberty safeguards and provides Independent Mental Capacity Advocacy. They also provide some community advocacy in Birmingham.

Telephone: 0300 456 2370

Website: www.pohwer.net/birmingham

BCA Advocacy

An independent organisation providing free advocacy services. BCA Advocacy provide advocacy at our forensic sites (Reaside, Tamarind, Ardenleigh and Hillis Lodge).
Telephone: 0121 450 5141 or 0121 246 6100 (switchboard)
Website: www.bcadvocacy.org.uk

Independent Advocacy

Provides a comprehensive range of specialist advocacy and related services in Warwickshire, Coventry, Solihull and surrounding areas.
Telephone: 0247 669 7443
Website: www.independentadvocacy.org

Advocacy Matters

Advocacy Matters is a specialist advocacy service (end of life, stroke, neurological, domestic violence, living with HIV, learning disabilities, autism, dementia, some mental health advocacy and Care Act advocacy). Check website or phone to determine which areas are covered by which contract.
Telephone: 0121 321 2377
Website: www.advocacymatters.co.uk

If you have any difficulties obtaining advocacy please contact our Customer Relations Team on 0800 953 0045 or email bsmhft.customerrelations@nhs.net

If you have any queries regarding this leaflet then please call the service user, carer and public engagement lead at Trust headquarters on 0121 301 1111.

Our Customer Relations Team is available Monday to Friday, 8am to 8pm (excluding bank holidays).

Tel: 0800 953 0045

Email: bsmhft.customerrelations@nhs.net

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SMOKEFREE

We are a smokefree trust

Website: **www.bsmhft.nhs.uk**

Main switchboard: **0121 301 0000**

