Welcome

To Walsall

Directory

A helpful and informative guide for people new to Walsall

ACKNOWLEDGEMENTS AND CREDITS

Welcome to Walsall • Revised 2026 edition

THE STORY OF THIS GUIDE

The original Welcome to Walsall guide was produced by Nash Dom CIC in February 2021 on behalf of Walsall For All's Integrated Communities Programme.

This revised 2026 edition has been reviewed and updated in-house by Walsall For All CIC. Beenish Zubair, Operational Lead, coordinated and supervised the work, providing project direction, guidance and content review. M. Abdullah, Volunteer Community Engagement Assistant, supported research, fact-checking, service and contact updates, and the online Welcome Pack on the webpage.

We thank M. Abdullah for his time and commitment, Nash Dom CIC for developing the original guide, and the local organisations and partners who helped keep this Welcome Pack useful and up to date.

ABOUT Walsall For All CIC

Walsall For All is an independent Community Interest Company connecting residents, community organisations and public sector partners.

We strengthen community voice, influence local decisions and build resilient communities where everyone feels valued and can thrive.

OUR PRIORITIES

- **Community Connections & Resilience**
- **Health & Wellbeing**
- **Skills, Opportunity & Leadership**

Our work includes employability support for young people and a leadership programme within our volunteer programme.

www.walsallforall.co.uk

ABOUT THE ORIGINAL PRODUCER

Nash Dom CIC is a registered Community Interest Company based in Walsall, with a history of providing services across the West Midlands.

Its work includes multilingual advice and outreach, needs assessment and advocacy, community activities and integration support. Nash Dom supports residents with matters including housing, education, health, immigration, benefits, employment and community safety.

NASH DOM COMMUNITY HUB

Sun Street, Walsall, WS1 4AL

Telephone: 07531 090695

Email: info@nashdomcic.org

www.nashdomcic.org

PUBLICATION DETAILS

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ORIGINAL EDITION

Produced by Nash Dom CIC on behalf of Walsall For All's Integrated Communities Programme, February 2021.

REVISED EDITION

Reviewed and updated in-house by Walsall For All CIC, September 2026.

COORDINATION & SUPERVISION

Beenish Zubair, Operational Lead

RESEARCH & CONTENT SUPPORT

M. Abdullah, Volunteer Community Engagement Assistant

Services and contact details can change. Please confirm current provision, opening times and eligibility with the relevant organisation. Send corrections or updates to walsallforall@gmail.com.

Welcome to Walsall

Finding your way. Connecting with support.

HERE TO HELP YOU FIND YOUR WAY

Whether you are new to Walsall, planning to move here, already live here or need support during a difficult time, this Welcome Pack can help you find local services, understand your options and connect with support.

WHAT YOU WILL FIND INSIDE

Everyday essentials
Housing, health and local services.

Learning and work
Education and employment.

Getting around
Transport and travelling locally.

Rights and responsibilities
Practical guidance for life in Walsall.

Community life and connections
Activities, opportunities to meet people and ways to get involved.

STAYING SAFE AND GETTING SUPPORT

Everyone deserves to feel safe at home and in their relationships. If someone is hurting, threatening or controlling you, support is available.
The Staying Safe section explains how to find help with domestic abuse and other safety concerns, for yourself or someone you are worried about.

Go to the Staying Safe section →

HOW TO USE THIS GUIDE

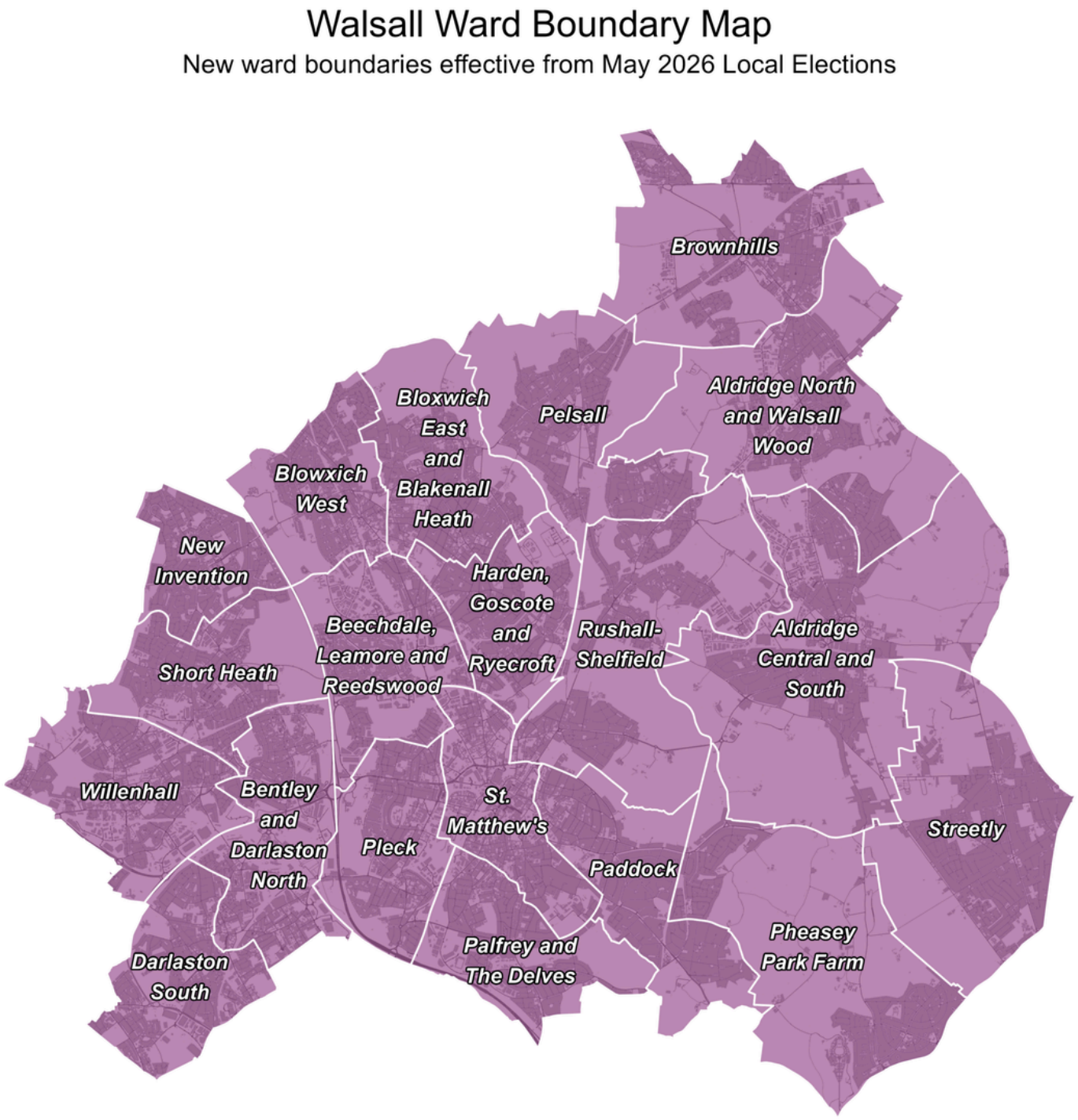
Use the contents page to find what you need. Start with the sections most relevant to you and your family. Contact the organisations listed to learn more about their services or ask for support.

Helping you feel more confident, connected and at home in Walsall.

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THE WALSALL AREA

The map below shows all the districts that make up the borough of Walsall.



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Welcome Pack

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Here you will find a list of the subjects covered in the Welcome To Walsall booklet.

This booklet contains useful information, contact details and numbers of local charities and support groups around the borough of Walsall.

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1 - WALSALL COUNCIL

Walsall Council is the managing authority for the borough of Walsall and can assist you in a number of ways, including the following:

Finding accommodation
Finding employment
Staying fit and healthy
Finding a school for your child
Emptying your bins

Information and contact numbers for Walsall Council can be found at www.go.walsall.gov.uk/contactus

The Walsall Council building is situated in the town centre and the address is:

Walsall Council Civic Centre, Darwall Street, Walsall, WS1 1TP
Tel: 01922 650 000

COUNCIL TAX

If you are 18 or over and own or rent a home, you will usually have to pay council tax. It is your responsibility to make sure you register and pay council tax. You will get 25% off your bill if you count as an adult for council tax and either:

- you live on your own
- no-one else in your home counts as an adult

You will usually get a 50% discount if no-one, living in your home, including you, counts as an adult.

There are a few ways you can pay your council tax:

- set up a direct debit using the council tax online system
- pay online using your online payment system
- pay by phone using the payment line on 0300 555 2852

For more information on council tax bands and charges, discount and reductions, please visit https://go.walsall.gov.uk/council-tax/council-tax-charges or call 0300 555 2851.

BINS AND RECYCLING

You are responsible for ensuring that your household waste is disposed of in a proper manner and most households in Walsall are provided with the following:

- Grey bins for general waste
- Green bins for recycling cardboard, paper, cans, plastic and glass
- Brown bins for garden waste

Under the Environmental Protection Act 1990, it is an offence to drop or leave litter in a public place and not properly dispose of it. Local councils can issue a Fixed Penalty Notice, which is typically between £65 - £100. 'Fly tipping' (dumping larger amounts of waste) is also illegal. Littering damages communities as it reduces living standards, so it is strongly encouraged to avoid at all costs.

Large and bulky items should be taken to one of the two household waste recycling centres in Walsall:

- Fryers Road Household Waste Recycling Centre, Fryers Road, Bloxwich, WS2 7LZ.
- Middlemore Lane Household Waste Recycling Centre , Middlemore Lane, Aldridge.

Check opening hours, accepted items and vehicle restrictions before travelling. Vans and trailers must be booked in advance.
Check recycling centre details on Walsall Council's website

When recycling make sure you dispose of confidential or personal information such as bills or bank statements appropriately. Your rubbish and recycling bins are not secure; be vigilant about identity theft.
To check your bin collection days, request a new or bigger bin and other information about rubbish disposal and recycling visit Walsall Council website on go.walsall.gov.uk/bins or contact **Clean and Green Service:**
Walsall Council Environmental Depot
200 Pelsall Road, Brownhills, Walsall. WS8 7EN
Tel: 01922 653344 or Email: cleanandgreen@walsall.gov.uk

2 - HEALTH AND WELLBEING

REGISTER WITH A GP

A GP is a local family doctor. You need to register with a GP as soon as you can when you arrive in England so you can see the GP when you are sick.

There is no charge to register with a GP in England. Once you are registered, there is also no charge to see your GP.
Go into your local surgery and ask if they are accepting new patients. You will need to complete a form (GMS1) which includes basic information such as:

Name and address
Date of birth
NHS number (if you have one)
Other information, such as the name and address of your previous doctor

Some doctors' surgeries will also ask to see proof of your identity, you may be required to provide at least one of the documents below when registering:

Passport
Birth certificate
Biometric residence permit
Travel document
HC2 certificate
ARC card
Utility bill

To find a list of doctors in your area, visit https://www.nhs.uk/service-search/find-a-gp/.

LOCAL HOSPITAL/ACCIDENT & EMERGENCY SERVICE

Walsall Manor Hospital is the only provider of NHS acute care in the borough, providing accident and emergency as well as inpatient and outpatient services 24 hours a day 7 days a week.
Walsall Manor Hospital houses the full range of district general hospital services under one roof.

URGENT TREATMENT CENTRE

Walsall Urgent Treatment Centre (UTC) is located on the site of the Manor Hospital. This service provides fast, expert care for injuries and illnesses that are not life-threatening but are too urgent to wait for a routine appointment with the GP.

- cuts, burns and bites
- sprains, fractures and sports injuries
- fevers, infections and rashes
- minor illnesses

For directions visit https://www.cqc.org.uk/location/1-9445107143/contact
You can also contact Walsall Urgent Care: 01922656391
Walsall Manor Hospital, Moat Road, Walsall, WS2 9PS
Tel: 01922 721122
Visit: walsallhealthcare.nhs.uk

FIND A PHARMACY IN YOUR AREA

For a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains, as well as dispensing of NHS prescriptions, you can seek advice at your local pharmacy. Many pharmacies are open until late and at weekends. To find your local pharmacy and information about opening hours visit find a pharmacy.

REGISTER WITH A DENTIST

Most dentists provide both NHS and private dental treatment. Make sure you understand whether you are paying for NHS or private treatment, or a mixture of the two, before treatment begins. You are automatically entitled to free NHS prescriptions and NHS dental treatment if you are:

- under 16
- 16, 17 or 18 and in full time education
- in receipt of certain benefits or you are named on the claim as a partner or child.

To find a list of NHS dentists near you go to find a dentist
Enter your postcode and it will show you a list of dentists in your area.

MENTAL HEALTH SERVICES

Mental health services are free on the NHS, but in some cases you will need a referral from your GP to access them. For help or advice from a GP after office hours phone your local surgery. They will have a recorded message telling you what to do.
The Black Country Healthcare NHS Foundation Trust provides a wide range of services including an adult neurodevelopmental service, community recovery teams, eating disorders, employment services, health visiting and community learning disability services.
Find out more at blackcountryhealthcare.nhs.uk

Support is available in Walsall for children and young people experiencing: anxiety, stress, low mood, bullying, trauma, family difficulties, social isolation, and emotional wellbeing concerns. Services like **Childline** and **Kooth** exist for anyone who feels they are struggling. It is crucial to reach out; you are not alone. It is equally important for good communication between parents and children, so that these services can be accessed.

Access to health care services based on your situation:

Service	Asylum Seekers	Refugees	Migrants with Immigration Permission	Visitors/Some Temporary Migrants
GP Registration	Free	Free	Free	Free
NHS 111	Free	Free	Free	Free
Accident & Emergency (A&E)	Free	Free	Free	Free
Urgent Treatment Centres	Free	Free	Free	Usually Free
Mental Health Services	Free	Free	Usually Free	Depends on status
Infectious Disease Treatment	Free	Free	Free	Free
Family Planning Services	Free	Free	Free	Free
Maternity Care	Free	Free	Usually Free	May be chargeable
Hospital Treatment	Usually Free	Free	Usually Free if exempt or covered by Immigration Health Surcharge	May be chargeable
Prescriptions	Charged unless exempt	Charged unless exempt	Charged unless exempt	Charged unless exempt
NHS Dental Treatment	Charged unless exempt	Charged unless exempt	Charged unless exempt	Charged unless exempt
Eye Tests/Optical Services	Free only if eligible for support schemes	Free only if eligible for support schemes	Free only if eligible for support schemes	Usually chargeable

3 - STAYING SAFE

EMERGENCY SERVICES

In an emergency, dial 999 and ask for the Police, Fire or Ambulance services.

Bloxwich Police Station 1 Station Street, Bloxwich, Walsall. WS3 2PD

Open 08:00 to 22:00 daily
Tel: 0345 113 5000
www.west-midlands.police.uk

Walsall Fire Station Blue Lane West, Walsall. WS2 8NU

Open 24 hours
Tel: 0121 380 7551
www.wmfs.net

West Midlands Ambulance Service Ashmore Lake Way Willenhall. WV12 4HH

www.wmas.nhs.uk

REPORT HATE CRIME

If you have been a victim of a crime or affected by a crime committed against someone you know, Victim Support can help you. Contact 0808 168 9111 or visit www.victim-support.org.uk
A hate crime is any criminal offence that is motivated by hostility or prejudice based upon the victim's:

disability
race
religion or belief
sexual orientation
transgender identity

What may be asked:

- Incident details: what, when, where, and perceived motivation
- People involved: victim, suspect(s), and witnesses
- Supporting evidence: digital, physical, or online evidence.

REPORTING ANTISOCIAL BEHAVIOUR

- **Contact the police (non-emergency):** if there is no immediate injury, but you feel threatened call **101** or log the incident here: https://www.westmidlands.police.uk/ro/report/
- **Contact the council:** this behaviour also counts as antisocial behaviour. You can report it to Walsall Community Protection by emailing CommunityProtection@walsall.gov.uk
- **Report anonymously:** you can do this by contacting Crimestoppers online (https://crimestoppers-uk.org/), or call 0800 555 111

Information you are likely required to provide:

- Dates and times, exact location, description of perpetrators, vehicles involved, nature of the behaviour, frequency, previous reports, evidence

True Vision site offers a range of reporting options for those who may not wish to talk directly to the police.
Visit **True Vision** website at www.report-it.org.uk
Use Tell MAMA to report anonymously:
Helpline: 0800 456 1226 or SMS: 0115 707 0007
Victim Support Walsall offers a highly professional support service for victims through their trained staff and volunteers.

If you need immediate assistance in an emergency, please call 999.

SAFE SPACES FOR CHILDREN AND YOUNG PEOPLE

If you feel worried or unsafe while out in Walsall, look for a "This is a Walsall Safe Space" window sticker. Trained staff can offer practical help, including helping you contact a parent or carer or charge your phone.
Safe Spaces include participating libraries, community venues and the Our Place Youth Hub.
Find a Safe Space in Walsall

REPORT MODERN SLAVERY/HUMAN TRAFFICKING

Modern slavery or human trafficking is the movement of a person from one place to another (this could be country to country, town to town, or even as simple as one room in a building to another) and it could involve exploitation, deception, abuse of power or the abuse of a person's vulnerability.

Forced labour is the most common form of slavery in the UK.

If you suspect someone is a victim of modern slavery, you have a few options:

Call the Modern Slavery Helpline on 08000 121 700 or visit www.modernslaveryhelpline.org/report to file a report online.

Contact the Gangmasters and Labour Abuse Authority to report concerns about the mistreatment of workers on 0800 432 0804, or by email on intelligence@glaa.gsi.gov.uk

Contact Crimestoppers to report any crime anonymously on 0800 555 111.

The West Midlands Anti-Slavery Network is a useful information source where you can understand support, and get support on issues regarding modern slavery: https://westmidlandsantislavery.org/

If someone is in immediate danger, always call 999.

DOMESTIC ABUSE: HELP AND SUPPORT

Immediate danger: call 999

If calling from a mobile and you cannot speak, listen to the operator and press 55 when prompted to be connected to police.

You are not alone

Everyone deserves to feel safe at home and in their relationships. Abuse can include physical violence, threats, controlling behaviour, and emotional, sexual or financial abuse.
You do not have to wait for an emergency to seek help. Support services can listen, explain your options and help you plan for your safety.

National support — available 24 hours a day

Refuge's National Domestic Abuse Helpline
For women experiencing domestic abuse.
0808 2000 247 — free and confidential
www.nationaldahelpline.org.uk

Local support — Black Country Women's Aid (BCWA)

Support for people experiencing abuse, including advice for anyone worried about someone else.
Advice and access to services: 0121 553 0090. Monday to Friday, 9am–5pm.
24-hour helpline: 0121 552 6448
For advice or help finding a refuge place, including outside office hours.
Text or WhatsApp
07384 466 181
Monday to Friday, 9am–9pm. Messages received outside these hours are answered during normal working hours.

Support for children and young people: Contact the main advice line to ask about BCWA's services for children and young people affected by abuse.

Walsall services

12–14 Goodall Street, Walsall, WS1 1QL

Email: info@blackcountrywomensaid.co.uk

www.blackcountrywomensaid.co.uk

Contact the service before visiting to discuss the support you need.

Support for men

Respect Men's Advice Line: 0808 801 0327

Monday to Friday, 10am–5pm.

www.mensadviceline.org.uk

Finding information safely

If someone may be monitoring your phone or internet use, use a device you know is safe to seek support.

NHS: recognising domestic abuse and getting help

Citizens Advice: domestic abuse support and options

Need help or support? Click here to find organisations offering advice, services and support in Walsall.

REPORT CHILD ABUSE OR NEGLECT

If you suspect that a child or young person is being, or is at risk of being, significantly harmed as a result of abuse or neglect, you must report this immediately.

During office hours (08:45 to 17:15 on Mondays to Thursdays, 08:45 to 16:45 on Fridays) call the Multi-Agency Safeguarding Hub on 0300 555 2866.

Out-of-office hours (evenings, weekends and bank holidays) call the Emergency Response Team on 0300 555 2922 or go to https://go.walsall.gov.uk/children-and-young-people/concerned-about-a-child-or-young-person

If you suspect child sexual exploitation report it to Street Teams. Call 01922 621208 or https://street-teams.org/street-teams-walsall/

The NSPCC helpline is also available for advice and support for anyone with concerns about a child. Call 0808 800 5000 or email help@nspcc.org.uk

You can also use **Safer Walsall Partnership website** to learn where and how you can report antisocial behaviour, domestic abuse, drugs and alcohol issues, environmental crime, exploitation, hate crime, prevent and safeguarding issues: https://walsallsp.co.uk/

If you believe a child is in immediate danger call the police on 999.

4 - HOUSING AND BENEFITS

HOUSING AND WELFARE ADVICE

Walsall Council housing advisors provide free and confidential advice and assistance on finding accommodation, preventing homelessness, housing and welfare benefits and understanding your legal rights. Call 01922 652250 or visit www.go.walsall.gov.uk/housing You can also claim the Housing Benefit and Council Tax Reduction services online, using the same link. Housing advice for refugees can be found on the Housing Rights website. www.housingrights.org.uk

BENEFITS

There are benefits and allowances managed by the central government:

- Universal Credit
- Tax credits
- Jobseeker's Allowance
- Low income benefits
- Carers and disability benefits
- Child Benefit
- Benefits for families
- Heating and housing benefits
- Death linked benefits

Check the benefits that you are entitled to and learn how to apply on the links: www.gov.uk/browse/benefits or www.citizensadvice.org.uk/benefits If you need support to apply for benefits and allowances, please check the local services section of the Welcome Pack to find the most suitable service provider for you.

Access to services and benefits based on your situation:

Area	Asylum seeker (pending claim)	Refugee (granted status)	NRPF migrant (e.g. work/family visa with condition)	EU/EEA/Swiss Settled Status
GP registration (primary care)	Yes (free)	Yes (free)	Yes (free)	Yes (free)
A&E / emergency treatment	Yes (free)	Yes (free)	Yes (free)	Yes (free)
Hospital treatment (secondary care)	Yes (free while claim pending or exempt group)	Yes (free – ordinarily resident)	Usually No (chargeable unless exempt)	Yes (ordinarily resident)
Asylum support housing/food	Yes (Home Office support, not NHS)	No	No	No
Housing benefit / social housing (public funds)	No	Yes	No	Yes
Universal Credit	No	Yes	No	Yes
Child Benefit	No	Yes	No	Yes
Disability benefits (PIP/Carer's)	No	Yes	No	Yes
Jobseeker's Allowance (legacy)	No	Yes	No	Yes
Tax credits (legacy system)	No	Yes	No	Yes
Pension / bereavement benefits	No	Yes	No	Yes

HOUSING ASSOCIATIONS

Housing associations provide affordable homes to rent and may also offer shared ownership. You can apply directly to a housing association or through Walsall Council's housing register. Eligibility, availability and application arrangements vary between providers.
Some providers also offer support with money and benefits, energy costs, health and wellbeing, employment and domestic abuse. Ask your housing provider what help is available.

Walsall Housing Group (whg)
Address: 100 Hatherton Street, Walsall, WS1 1AB
Telephone: 0300 555 6666
Email: enquiries@whgrp.co.uk
Website: www.whg.uk.com
Visit whg's Rent a home page to check eligibility and apply. If you need help applying online, telephone whg or visit its Hatherton Street reception.

WATMOS Community Homes
Address: 116–120 Lichfield Street, Walsall, WS1 1SZ
Telephone: 01922 471910
Email: info@watmos.org.uk
Website: www.watmos.org.uk
Visit the Find a home page or contact WATMOS for application information. Call ahead to arrange an office appointment.

GreenSquareAccord
Postal address: 2nd Floor, 10 Brindleyplace, Birmingham, B1 2JB
Telephone: 0300 111 7000
Email: info@greensquareaccord.co.uk
Website: www.greensquareaccord.co.uk
Contact GreenSquareAccord for information about its housing and how to apply.

Amplius (formerly Longhurst Group)
Walsall office: 6 Stephenson Square, Bloxwich, Walsall, WS2 7DY
Telephone: 0800 111 4013
Website: www.amplius.co.uk
Contact Amplius for information about available homes and application arrangements.

Other providers and housing applications
Visit Walsall Council's housing associations page for details of other providers and information about joining the council's housing register.

Walsall Energy Action Project - Provide free workshops and 1-2-1 advice sessions for those in need of support with energy bills, reducing carbon footprint and saving energy. Website: weap.walsall.gov.uk. You can contact your local hub for more information.

REPORT A ROGUE LANDLORD
Read your tenancy agreement carefully before signing. Always check whether you are allowed to alter a property. Sub-letting is not normally allowed. You have a right to report unfair treatment by a landlord or risks to yourself in properties. Contact **Housing Standards** on 01922 652171 or visit www.go.walsall.gov.uk/housing

5 - CHILDREN, YOUNG PEOPLE AND FAMILIES

HEALTH VISITORS

Walsall's NHS Health Visiting Service supports families from pregnancy until their child starts full-time school. Get advice on feeding, growth, development, sleep, behaviour and family wellbeing.
Telephone: 01922 603074
Email: bcicb.walsallhcp0-19.spa@nhs.net
Text — ChatHealth: 07520 634909
Website: Walsall Health Visiting Service

CHILDCARE AND FUNDING

Childcare options include nurseries, childminders, playgroups, out-of-school clubs and holiday playschemes.
In England:

- All three- and four-year-olds can receive 15 hours of funded childcare a week for 38 weeks, from the term after their third birthday until they start full-time school.
- Some two-year-olds qualify for 15 hours a week, depending on their circumstances.
- Eligible working parents of children aged nine months to four years can receive 30 hours a week for 38 weeks, including any universal 15-hour entitlement.

Eligibility and application deadlines apply. For help finding childcare and checking funding, contact **Walsall Families Information Service.**
Telephone: 01922 653383
Email: walsallfis@walsall.gov.uk
Find childcare: Childcare in Walsall
Check funding: Childcare Choices

SCHOOL ADMISSIONS AND APPEALS

Most children start Reception in September after their fourth birthday. They must receive full-time education from the school term following their fifth birthday.
Apply online through Walsall Council — School admissions. This page covers primary and secondary applications, deadlines and mid-year admissions for children moving or changing schools.
If your child is refused a place at your preferred school, you can appeal. Follow the instructions and deadline in your decision letter. The admissions webpage also links to appeals guidance.
For help, contact the **Admissions and Education Sufficiency Team**:
Telephone: 01922 652585
Email: SchoolAdmissionsAdvice@walsall.gov.uk
Postal address: 2nd Floor, Civic Centre, Darwall Street, Walsall, WS1 1TP

EDUCATION AND TRAINING AFTER 16

Young people in England can leave school on the last Friday in June if they will be 16 by the end of the summer holidays. Until 18, they must:

- Stay in full-time education;
- Start an apprenticeship; or
- Work or volunteer for at least 20 hours a week alongside part-time education or training.

Read more: GOV.UK — School leaving age.

FAMILY HUBS AND EARLY HELP SERVICES

Walsall Family Hubs offer advice, activities and support from pregnancy through to age 19, and up to 25 for young people with additional needs. They help with parenting, infant feeding, family wellbeing and accessing local services:

- Parenting support
- Infant feeding advice
- Emotional wellbeing support
- SEND guidance
- Youth activities
- Health visitor support
- Early Help services
- Family advice and signposting

Telephone: 01922 654589
Email: walsallfamilyhubs@walsall.gov.uk
Locations and activities: Walsall Family Hubs
If your family needs extra support, speak to a Family Hub or visit:
Walsall Council — Family Help.

SPECIAL EDUCATIONAL NEEDS AND DISABILITIES (SEND)

If you are concerned about your child's learning or development, speak to the Special Educational Needs Coordinator (SENCO) at their nursery or school.

The Walsall SEND Local Offer explains education, health and social care support for children and young people aged 0–25, with or without an Education, Health and Care (EHC) plan.

For free, confidential and impartial advice, contact **Walsall SENDIASS.** Children, young people, parents and carers can contact the service directly.

Telephone: 01922 612008

Email: walsallsendiass@family-action.org.uk

Website: Walsall SENDIASS

Further information: GOV.UK — SEND support

ACTIVITIES AND OTHER SUPPORT

- Holiday Activities and Food programme (HAF) — check eligibility and booking arrangements.
- Safeguarding and child protection.
- Support for children in care and care leavers.
- More services for children and young people.

6 - FINDING A JOB AND IMPROVING YOUR SKILLS

FIND JOB OPPORTUNITIES AND UNDERSTAND YOUR RIGHTS

- Find a job — search and apply for vacancies.
- Find an apprenticeship — find paid work combined with training.
- Access to Work — check help with disability- or health-related support at work.
- Acas — advice about pay, contracts, holidays and workplace problems.

NATIONAL INSURANCE NUMBER

Your National Insurance number helps keep your tax and National Insurance records accurate. It stays the same throughout your life, so check whether you already have one before applying.

You can apply if you live in the UK, have the right to work and are working, looking for work or have a job offer.

You can start work while waiting for your number if you can prove your right to work. A National Insurance number does not itself give you permission to work.
You do not need a number to start a benefit or student-loan application. You will be told how to obtain one if needed.

How to apply

1. Apply through GOV.UK — National Insurance number.
2. Follow the instructions to prove your identity. You may need to upload photographs of yourself and your identity documents.
3. If you cannot upload photographs, you can still apply online. You may be asked to attend an appointment or post copies of documents.
4. Keep your confirmation email and reference number. It can take up to four weeks to receive your number after you have proved your identity.

Application helpline: 0800 141 2079
Already have a number? Find your National Insurance number.

SET UP A BANK ACCOUNT

A bank account helps you receive wages, pay bills and manage your money. You can usually apply online or in a branch; some banks also accept telephone applications.
The bank will explain which identity and address documents it accepts. If you do not have the usual documents, ask about alternatives. If you cannot get a standard current account, ask about a basic bank account.
For free, impartial guidance about banking and managing money, contact **MoneyHelper.**
Telephone: 0800 011 3797
Website: MoneyHelper
Further information: Opening a bank account

FINDING WORK, TRAINING AND CAREER ADVICE

Whether you are looking for your first job, returning to work or learning new skills, these services can help. Contact providers to check eligibility, availability and any course fees.

WALSALL WORKS

Walsall Works supports Walsall residents aged 16 and over with finding jobs, apprenticeships and training. Advisers can help with CVs, applications and interview preparation.

Telephone: 01922 654353

Email: walsallworks@walsall.gov.uk

Website: Walsall Works

EXTRA SUPPORT TO FIND OR STAY IN WORK

Connect to Work: offers free, voluntary support for people with disabilities, long-term health conditions or other barriers to employment. Contact Walsall Works to discuss your needs and eligibility.

Visit: Connect to Work.

SUPPORT FOR YOUNG PEOPLE

The Youth Guarantee Trailblazer: helps young people aged 18–21 progress towards employment, education or training. Ask about current opportunities, including paid work placements, and eligibility.

Email: Youth.Trailblazer@walsall.gov.uk

Website: Youth Guarantee Trailblazer

TRAINING PROVIDERS

WALSALL COLLEGE

Courses for young people and adults, including vocational qualifications, apprenticeships and adult learning. Some courses are funded, depending on eligibility.

Address: Wisemore Campus, Littleton Street West, Walsall, WS2 8ES

Telephone: 01922 657000

Email: enrolment@walsallcollege.ac.uk

Website: Walsall College

NOVA TRAINING

Training and apprenticeship opportunities. Contact your nearest centre to discuss courses and support.

Bloxwich: Bloxwich Fire Station, High Street, Bloxwich, Walsall, WS3 3JT

Telephone: 01922 405100

Willenhall: 3 Lower Lichfield Street, Willenhall, WV13 1PX

Telephone: 01902 366278

Email: info@novatraining.co.uk

Website: Nova Training

PERFORMANCE THROUGH PEOPLE (PTP)

Apprenticeships, training and courses to develop employment skills. Ask about entry requirements and funding.

Address: Essex Terrace, Intown, Walsall, WS1 1SQ

Telephone: 03332 408302

Email: info@ptp-training.co.uk

Website: Performance Through People

LEARN ENGLISH

English for Speakers of Other Languages (ESOL) courses help you improve your speaking, listening, reading and writing for everyday life, work and further study.
Contact **Walsall College** on 01922 657000 to ask about assessments, class locations, availability and funding.
Visit: Walsall College course search and search for “ESOL”.

FREE CAREERS ADVICE

The **National Careers Service** provides free, impartial advice about careers, courses and developing your skills.
Telephone: 0800 100 900
Website: National Careers Service

JOBCENTRE PLUS

Jobcentre Plus supports people with finding work and managing relevant benefit claims. Check your appointment letter or online account for the office you should attend.
Walsall Jobcentre — relocated from Bayard House
2 Crown Wharf Shopping Park, Wolverhampton Street, Walsall, WS2 8LL
Check office details before visiting: Find your nearest Jobcentre Plus.
Benefit enquiries

- **Universal Credit:** use your online account or call 0800 328 5644.
- Help applying for **New Style Jobseeker’s Allowance**: 0800 055 6688.
- Existing Jobseeker’s Allowance or Employment and Support Allowance claims: 0800 169 0310.

Visit: Contact Jobcentre Plus.

7 - YOUR RIGHTS AND RESPONSIBILITIES

REGISTER TO VOTE

You can only vote at elections if you are on the electoral register for the area you wish to vote in. You only need to register once, unless you change your address, name or nationality. If you do change address, name or nationality, you need to register to vote again. To register to vote, you must be:

- British and Irish citizens aged 18 or over living in the UK.
- Qualifying Commonwealth citizens aged 18 or over with permission to enter or remain in the UK.
- Some EU citizens aged 18 or over living in the UK, depending on their nationality and the type of election being held.
- Citizens of countries that have reciprocal voting agreements with the UK may also be eligible for certain elections.

You can view eligibility requirements here:
www.electoralcommission.org.uk/voting-and-elections/who-can-vote-uk-elections

You must be aged 16 or over (or 14 or over in Scotland) to register to vote although you will not be able to vote until you are 18.

You are now able to apply to register online (it should take around 5 minutes) or using a paper form: www.gov.uk/register-to-vote.

You can also ring the **Electoral Registration Office** in Walsall on 01922 652502 and apply over the telephone.

You will be asked for your National Insurance number (but you can still register if you do not have one), your personal details, name, address and date of birth.

After you have registered, your name and address will appear on the electoral register and you will be able to vote in local and general elections or referendums.

TV LICENCE

You need a TV Licence if you:

- Watch or record live TV on any channel or service, including through streaming services.
- Watch or download BBC programmes on BBC iPlayer, including catch-up and on-demand programmes.

These rules apply whether you use a television, computer, phone, tablet or another device.

How much does it cost?

The annual fee is **£180** for a colour licence or **£60.50** for a black-and-white licence.

You do not need a licence if you only watch on-demand programmes on services other than BBC iPlayer and never watch or record live TV.

Discounts and support

You may qualify for a free or discounted licence if you are aged 75 or over and receive Pension Credit, are blind, or live in qualifying residential care.

You can be fined up to **£1,000** for watching or recording live TV without a licence when one is required.

To check the rules, discounts and payment options, or buy a licence:

TV Licensing

GOV.UK — TV Licence

DRIVING IN THE UK:

To drive a motor vehicle in the UK you must:

have a valid licence that covers the category of vehicle you are driving

have insurance that covers you for the vehicle you are driving

have a valid MOT certificate (if your car is older than three years)

make sure the vehicle is taxed

make sure the vehicle is registered

make sure the vehicle is in roadworthy condition

Your vehicle must be registered and taxed with the Driver and Vehicle Licensing Agency (DVLA), access www.gov.uk/vehicle-registration/new-and-used-vehicles to register your vehicle online or to find out how you can do it by post.

You must have UK insurance for a UK-registered vehicle. You can drive in Great Britain for only 12 months if you got your EU licence by exchanging your non-EU licence.

When driving, it is illegal to use your mobile phone or drive under the influence of alcohol or drugs.

It is also illegal to smoke in a car with anyone under 18 years of age. All children under 12 years and under 135cm in height must use a child car seat or booster seat.

Find all details about driving in the UK on the government website https://www.gov.uk/browse/driving/driving-uk-and-abroad

8 - IMMIGRATION, ASYLUM AND MIGRANT SUPPORT

GET REGULATED IMMIGRATION ADVICE

For help with immigration status, asylum or citizenship, contact an adviser registered with the Immigration Advice Authority (IAA) or a suitably regulated immigration solicitor.

Check that the adviser is authorised to handle your type of case and ask about any charges before proceeding.

Find an adviser: GOV.UK — Find an immigration adviser

CLAIMING ASYLUM

If you are in the UK and cannot safely return to your country because you fear persecution, you may be eligible to claim asylum.

Claim when you arrive or as soon as you believe returning would be unsafe. Seek regulated legal advice as early as possible. The Home Office will decide whether it can consider your claim in the UK.

If it can, you will usually have an asylum interview.

How to claim: GOV.UK — Claim asylum

ACCOMMODATION AND FINANCIAL SUPPORT

If you have nowhere to live or cannot afford essential living costs, you may qualify for asylum accommodation and financial support. Information:GOV.UK — Asylum support

For help with asylum support, accommodation problems or understanding correspondence, contact **Migrant Help.**

Telephone: 0808 801 0503 — free

Hours: Monday to Friday, 8am–8pm, with a 24-hour emergency service

Online help: Asylum helplines and contact options

Housing help: Walsall Council — Support if you are at risk of homelessness

LOCAL SUPPORT :

See page 23 for organisations offering advice and support

For decisions about your visa or permission to work, use a regulated immigration adviser.

EXPLOITATION AND MODERN SLAVERY

If someone is forcing you to work, threatening you, withholding your documents or preventing you from leaving, seek specialist help.

A specialist organisation can explain your support options and help you access the National Referral Mechanism, the UK's process for identifying and supporting victims of modern slavery. Ask a regulated immigration adviser about any effect on your immigration status or permission to work.

Information and support: West Midlands Anti-Slavery Network

If you are in immediate danger, call 999.

MENTAL HEALTH AND WELLBEING

Moving country, difficult experiences and uncertainty about your future can affect your wellbeing. Speak to your GP or a trusted support worker if you need help.

Doctors of the World's **"It's Okay Not To Be Okay"** guide offers practical wellbeing advice for people affected by migration and displacement. Some service information is specific to London.

Read the resource: It's Okay Not To Be Okay

APPLYING FOR BRITISH CITIZENSHIP

British citizenship gives you the right to live and work in the UK without immigration restrictions. There are different application routes. Many adults applying through naturalisation need indefinite leave to remain or settled status, alongside other eligibility requirements. Different rules may apply to children, people with British parents and other applicants.

Marriage to a British citizen does not automatically give you citizenship.

Check the requirements for your circumstances before applying or paying fees.

Check eligibility: GOV.UK — British citizenship

PROVING YOUR RIGHT TO WORK — SHARE CODES

A share code allows an employer to check your existing right to work, including any restrictions. If you have an eVisa or another eligible digital status, you can use the government's online service to generate a code.

British or Commonwealth citizens with a digital certificate of entitlement proving their right of abode can also use the service.

A certificate of entitlement issued as a passport sticker cannot be used to generate a share code.

Follow **GOV.UK** guidance about alternative evidence or obtaining a digital certificate.

British and Irish citizens generally prove their right to work using eligible documents, such as a passport.

Get a share code: GOV.UK — Prove your right to work

A share code proves an existing right to work; it does not grant permission to work.

LOCAL ADVICE AND COMMUNITY SUPPORT

Organisation	Contact Details	Services
Walsall Refugee and Migrant Centre (RMC)	41–45 Bridge Street, Walsall, WS1 1JQ Tel: 01922 614221 Email: Walsall@rmcentre.org.uk Website: www.rmcentre.org.uk Website: rmcentre.org.uk/get-help	Free, multilingual advice on asylum and immigration issues, including employment, education, benefits, health, asylum support, citizenship preparation, immigration casework, resettlement schemes, and EU Settlement Scheme
Citizens Advice Sandwell & Walsall	Walsall Hub 1902 Green Ln, Walsall, WS2 8HE Advice line: 0808 278 7812 Email: office@citizensadvicesandwell-walsall.org Website: www.citizensadvicesandwell-walsall.org The Walsall Hub offers appointments. There is no drop-in service at this location.	Free, confidential and impartial advice. Contact the advice line for help with problems involving benefits, debt, housing, employment and other everyday issues.
Nash Dom CIC	Nash Dom Community Hub, Sun Street, Walsall, WS1 4AL Advice line: 07531 090695 Landline: 01922 616 444 Email: info@NashDomCIC.org Website: www.nashdomcic.org	Free, multilingual advice (especially for EU and Russian-speaking communities) on housing, benefits, education, health, employment, immigration, EU Settlement Scheme, rights, hate crime, and documentation.

OTHER SUPPORT ORGANISATIONS

Organisation	Contact Details	Services
Aaina Hub	Address: 10 Bath Rd Walsall WS1 3BS Tel: 01922 644006 Email: info@aainahub.com Website: aainahub.com	Support for women and families, including wellbeing, domestic abuse support, and community services
Reach For My Star	Address: 45 Finery Road, Wednesbury, United Kingdom, WS10 7TF Tel: 07443032026 Email: contact@myreachforastar.co.uk Website: myreachforastar.co.uk	Training, skills development, and employability support
Simple Steps CIC	Email: Info@simple-steps.co.uk Facebook: facebook.com/simplestepstraining	Offer: integration support for refugees, migrants, and new arrivals, skills training and employability workshops, confidence-building and personal development support, community engagement and networking events, leisure and wellbeing programmes promoting physical and mental health

Wellbeing Empowered Solutions CIC Walsall (WES CIC)	Email: info@wescicwalsall.co.uk Website: WES CIC Tel: 07878 755703 Website: wescicwalsall.co.uk	Wellbeing support, community engagement, and empowerment services (mental health and social support)
Migrant Advice Portal	Website: migrantadvice.org	Online hub for accessing asylum, refugee, and migrant services across Birmingham and the West Midlands; supports multiple languages
Afghan Community and Welfare Centre (The Mayfield Centre)	17–19 Wednesbury Road, Walsall, WS1 3RU Tel: 0330 133 3140 Email: info@afghan-cw.org.uk Website: www.afghan-cw.org.uk	Advice and information services, including interpretation and translation for those in need
Migrant Empowerment Group	**Address**: Old Square Walsall WS1 1QA Tel: 01902 901270 Email: info@migrantempowermentgroup.co.uk Website: migrantempowermentgroup.co.uk	Support for migrants including advice, advocacy, and community integration. They provide services like sewing and hairdressing classes. Provide work experience opportunities
EWA CIC	Address: Langley Primary School 93 Titford Road Oldbury B69 4QA Tel: 0121 740 0824 Email: info@ewacic.com Website: ewacic.com	Community support, advice services, and empowerment initiatives
Kaushaliya UK	Address: 54 Cecil Street, Walsall, England, WS4 2BG Email: Info@kaushalyauk.com Website: kaushalyauk.com	Skills training, employment support, and community integration
Plasma of Hope	Address**:** Nash Dom Community Hub, Sun St, Walsall WS1 4AL Tel: 0333 050 2697 Website: plasmaofhope.org	Support for people affected by blood disorders (such as sickle cell), including health guidance, emotional wellbeing and befriending, practical help (e.g. shopping and transport), financial and employment support, and community awareness and blood donation initiatives.
Walsall Black Sisters Collective	Address: Black Women's Centre, 17 Wednesbury Rd, Walsall WS1 3RU Tel: 01922 616996 Email: info@walsallbsc.co.uk Website: walsallbsc.com	Support for Black and minority ethnic women, including advocacy and community support
Romania + Community Centre	Address: Romanian+ Community Centre, Bloxwich, Walsall, WS3 2NN, United Kingdom Website: roplus.co.uk	Support for Romanian and Eastern European communities; advice and integration support

9 - LOCAL ORGANISATIONS AND SERVICES

Local organisations offer practical help, advice and community activities.

Search the Walsall Wellbeing Directory to find support near you.

FOOD BANKS AND COMMUNITY SHOPS

If you are struggling to afford food, local support is available.

Food banks provide emergency food parcels. You may need a referral or voucher—contact the provider to ask how to get help.

Find **food banks** through Walsall Council's food and cost of living support page.

Community shops and pantries offer groceries and everyday essentials at reduced prices. Membership fees or other charges may apply.

Find locations and opening times in Walsall Council's community shops directory.

Check arrangements before travelling and mention any allergies or dietary requirements

DRUG AND ALCOHOL SUPPORT AND RECOVERY

You do not have to face this alone. Difficulties with alcohol or drugs can affect anyone. It is understandable to feel worried or embarrassed about asking for help, but you deserve support and respect.

You do not need to wait for a crisis or know exactly what help you need. Start with a conversation—whether you want to cut down, stop, or are worried about someone else. You can ask how your information will be kept confidential.

Support for young people: If you are under 25, contact The Beacon's young people's service or call 01922 669840.
Outside Walsall: Visit Change Grow Live to find local services.

Emergency help: If someone needs urgent help after taking drugs or drinking alcohol, call 999 and ask for an ambulance.

Organisation	Address / Contact	Services
The Beacon — Change Grow Live	Address: Unit 4, The Quarter, Walsall, WS1 1QU Tel: 01922 669840 Email: thebeacon.walsall@cgl.org.uk Website: The Beacon — Walsall	Free, confidential alcohol and drug support for adults, young people and families. Includes advice, treatment and recovery groups. No GP referral needed. Open Mon–Fri, 9am–5pm; ask about evening appointments.

9 - LOCAL ORGANISATIONS AND SERVICES

Local organisations offer practical help, advice and community activities. Search the Walsall Wellbeing Directory to find support near you.

WALSALL CONNECTED — HELP GETTING ONLINE

Need help accessing council services online? Walsall Connected offers support through participating libraries and community centres. Staff can help you use the council website, find local information and build digital skills, including using email.

Contact your nearest centre to check opening times and whether you need an appointment.

Find your nearest Walsall Connected centre

FOOD BANKS AND AFFORDABLE FOOD

Food banks provide emergency food support. You may need a referral or voucher—contact the provider to ask how to get help. Community pantries offer low-cost groceries and may charge a membership fee.

Find community shops and opening times on Walsall Council's website.

For wider help with food, bills and everyday costs:

Walsall Council — Help with the cost of living

Check opening times before travelling and mention any allergies or dietary requirements.

Organisation	Address / Contact	Services
Ablewell Advice Walsall	The Central Hall, Ablewell Street, Walsall WS1 2EQ Tel: 01922 639700 Website: ablewelladvice.org.uk	Emergency food and advice support. Food bank: Monday, Wednesday and Friday, 10am–2pm; Saturday, 11am–1pm. Advice appointments must be booked.
All Saints Food Bank	All Saints Church Hall, Walsall Road, Darlaston, WS10 9LA. Food-bank information	Emergency food support through Black Country Foodbank. Check current collection times and voucher arrangements before visiting.
New Testament Church of God Foodbank	5 Upper Lichfield Street, Willenhall WV13 1PB Online: www.givefood.org.uk/needs/at country/new-testament-church-of-god	Food Bank opening hours: ank. Contact the service about access and collection times.
The Thomas Project	196H Walsall Wood Road, Aldridge, Walsall WS9 8HB Tel: 01922 452213. Website: www.thethomasproject.co.uk	Food bank and community support. Wednesday, 10am–1pm; Friday, 2pm–5pm.
The Lamp Foodbank	Brownhills Community Centre, Chester Road North, Brownhills WS8 7JW Tel: 01543 452119. Online: brownhillsca.org.uk/food-bank	Emergency food support. Tuesday and Thursday, 11am–1pm. Entrance at the rear of the centre, accessed from Pelsall Road.
Walsall North Foodbank	Pelsall Methodist Church, Chapel Street, Pelsall WS3 4LN Tel: 07852 869895. Website: walsallnorth.foodbank.org.uk	Emergency food parcels with a food-bank voucher. Tuesday, 11am–1pm; Friday, 1pm–3pm.

Humanity First — Walsall Foodbank	20 Bradford Mall, Saddlers Shopping Centre, Walsall, WS1 1YS. Tel: 0300 561 0088. Email: info@uk.humanityfirst.org. Website: Food-bank information Facebook: https://www.facebook.com/walsallfoodbank	Providing emergency food and support to people locked in poverty. Subsidiary of Humanity First UK
Old Hall People's Partnership — The Hub Community Food Shop	Queen Elizabeth Avenue, Bentley, WS2 0LS. OHPP enquiries: 01922 474684. Email: info@ohpp.org.uk. Website: http://ohpp.org.uk/	Affordable food and everyday essentials. Monday and Wednesday, 9am–4pm; Friday, 9am–2pm.
Darlaston All Active — Little Local	Darlaston Town Hall, Victoria Road, Darlaston, WS10 8AA. Tel: 0121 568 6144. Email: info@darlastonallactive.co.uk. Website: http://darlastonallactive.co.uk/	Community shop offering affordable essentials. Tuesday, Wednesday and Thursday, 10am–1pm.

ALCOHOL, DRUGS, GAMBLING AND RECOVERY SUPPORT

The Glebe Centre — YMCA Black Country	Address: Wednesbury Road, Walsall, WS1 3RU. Tel: 01922 625687 Email: theglebecentre@ymcabc.org.uk Website: https://www.ymcabc.org.uk/services/support-and-advice/the-glebe-centre/	Practical support for adults experiencing homelessness, housing difficulties or problems involving alcohol or drugs. Includes meals, showers, clothing, housing and benefits guidance, and help accessing other services.
Alcoholics Anonymous (AA)	Free Helpline: 0800 917 7650 Website: www.alcoholics-anonymous.org.uk	Free peer-support meetings for people who want to stop drinking. Use the website to find local or online meetings.
Narcotics Anonymous (NA)	Helpline: 0300 999 1212. Website: ukna.org	Peer-support meetings for people who want to stop using drugs. Find local and online meetings through the website.
Turning Point	National service with regional support Website: www.turning-point.co.uk	Drug and alcohol treatment, recovery support and health programmes. Use its service finder to check availability and eligibility in your area.
Black Country Healthcare NHS Foundation Trust	Urgent mental health support: call 111, then select option 2. Mental health support Website: www.blackcountryhealthcare.nhs.uk	Help during a mental health crisis, including distress linked to alcohol or drug use. For ongoing, non-urgent support, speak to your GP.
FRANK	24-hour helpline: 0300 123 6600. Text SMS: 82111. Website: talktofrank.com	Confidential drug information, advice and help finding treatment. Telephone interpreters available. Call and text charges may apply.
Aquarius - part of Way through: gambling support	Telephone: 0300 456 4293. Email: gambling@aquarius.org.uk. Website: aquarius.org.uk	Confidential support for people affected by gambling, including family members. Available to Walsall residents.

FAITH AND PLACES OF WORSHIP

Below is a selection of local places of worship and faith organisations, rather than a complete list. Contact each organisation for current worship times, activities, accessibility and visiting arrangements.

Organisation / Place of Worship	Address/Contact	Services
Walsall Community Church	Worship venue: The Goldmine Centre, 14A Lower Hall Lane, Walsall, WS1 1RL. Tel: 01922 629313. Email: info@walsallcommunitychurch.org. Website: www.walsallcommunitychurch.org	Christian worship and church community activities. Contact the church for current meeting times.
St Paul's Church at the Crossing	Darwall Street, Walsall, WS1 1DA. Church enquiries: 01922 620669. Venue enquiries: 07799 082734. Email: thecrossing-stpauls@outlook.com. Website: thecrossingatstpauls.co.uk	Church of England worship, a quiet space for prayer and reflection, café and rooms for hire.
All Saints Church (Moxley)	Black Country New Road, Moxley, Wednesbury, WS10 8RD. Churchwarden: 07477 636555. Church information Facebook: www.facebook.com/AllSaintsMoxley	Regular worship, Place of Welcome
Pleck Methodist Church	Bescot Rd, Pleck, WS2 9AD (local Methodist) Website: go.walsall.gov.uk/pleck-methodist-church	Worship, Places of Welcome
LifeSpring Church Walsall	Manor Farm Community Association, King George Crescent, Rushall, Walsall WS4 1EU. (01902) 313121 Email: walsall@lifespring.global. Website: lifespring.global/church/walsall	Christian worship, children's and youth activities, and community coffee mornings
Aisha Mosque and Islamic Centre of Walsall	4 Rutter St, WS1 4HJ Tel: +44 1922 620982 Website: www.aishamosque.org	Sunni mosque; prayer, classes, community services
Masjid Al-Aqsa Walsall	150 Stafford St, WS2 8EA Website: masjid-alaqsa-walsall.co.uk	Sunni mosque, 5 daily prayers
Masjid-Al-Farouq	4 Milton St, WS1 4JS info@masjidalfarouq.org.uk. Tel: +44 1922 645786 Website: www.masjidalfarouq.org.uk	Mosque, daily salah
Central Mosque Committee and Community Centre	39 Selborne St, WS1 2JN Facebook: facebook.com/walsallcentralmosque	Mosque & community centre

Abu Bakr Trust	156–160 Wednesbury Rd, WS1 4JJ Tel: +44 1922 620618 Website: abubakrtrust.com	Mosque & community
Minhaj-ul-Quran International, UK (Walsall)	49 Woodwards Rd, WS2 9RN Tel: +44 1922 612010 Website: www.minhaj.org	Islamic education & worship
Baitul Muqeet Mosque Walsall, Ahmadiyya Muslim Community	22 Vicarage Pl, WS1 3NA Tel: +44 7877 664105 Facebook: facebook.com/bmwalsall	Ahmadiyya mosque
Darbar Sri Guru Granth Sahib Ji	Rollingmill St, WS2 9EQ Tel: +44 1922 637429 / 07828 474626 Website: www.darbarsrigurugranthsahibji.com	Sikh religious services
Guru Nanak Gurdwara Sahib Walsall	127 W Bromwich St, WS1 4DE Tel: +44 1922 622199 Facebook: facebook.com/GuruNanakGurdwara Email: info@gnst.org.uk.	Sikh worship, langar, Punjabi & community activities
Nanaksar Gurdwara	4 Wellington St, WS2 9QR Tel: +44 1922 641040 Website: gurdwarananaksar.org	Sikh place of worship & community services
Mandir Baba Balak Nath, Walsall (UK)	96A Caldmore Rd, WS1 3PD Tel: 01922 621177 Email:info@mandirbababalaknath.co.uk Website: www.mandirbababalaknath.co.uk	Hindu temple, cultural events
Shree Ram Mandir	Ford St, WS2 9BW Tel: +44 1922 634462 Website: shree-ram-mandir-walsall.org.uk.	Hindu worship
Hindu Forum Walsall	Website: hfwalsall.org.uk	Hindu community network

For more local listings, search the Walsall Wellbeing Directory.

PLACES OF WELCOME

Places of Welcome offer a friendly space to meet people, enjoy free refreshments and have a chat. Everyone is welcome, whatever their background, faith or beliefs.

Find a Place of Welcome near you and check session times before visiting.

DOMESTIC ABUSE: SUPPORT ORGANISATIONS

You are not alone. Abuse is never your fault.

Domestic abuse can include threats, controlling behaviour, physical or sexual violence, emotional abuse, and control over money or technology. It can happen between partners, ex-partners or family members.

You do not have to wait for an emergency to ask for help. You can speak to a specialist service even if you are unsure whether what is happening is abuse.

IMMEDIATE DANGER

Call 999. If you are calling from a mobile and cannot speak, listen to the operator and press 55 when prompted to be connected to the police.

24-HOUR SUPPORT

Refuge's National Domestic Abuse Helpline: 0808 2000 247
Free, confidential support for women experiencing domestic abuse.
www.nationaldahelpline.org.uk

Black Country Women's Aid: 0121 552 6448
24-hour advice and help seeking refuge accommodation.
www.blackcountrywomensaid.co.uk

DIGITAL SAFETY
If someone may be monitoring your phone or internet use, use a device you know is safe to seek support.

ACCESSIBLE SUPPORT
Abuse may also involve someone withholding medication, stopping you from getting care, or controlling equipment you need.

When contacting a support service, explain how you need to communicate. Ask about accessible information, such as large print, audio or Easy Read, an interpreter, or help from an advocate. You can ask to speak privately without your partner, family member or carer present.

SPECIALIST ADVICE AND SUPPORT

Organisation / Service	Address / Contact	Services
Black Country Women's Aid (BCWA)	Advice: 0121 553 0090, Monday-Friday, 9am-5pm. 24-hour helpline: 0121 552 6448. Text/WhatsApp: 07384 466 181, Monday-Friday, 9am-9pm. Email: info@blackcountrywomensaid.co.uk Website: blackcountrywomensaid.co.uk	Domestic abuse advice, safety planning, specialist support and help accessing refuge accommodation. Also supports people affected by sexual violence, stalking and exploitation, and runs the IRIS service in participating GP practices.

Refuge's National Domestic Abuse Helpline	Freephone: 0808 2000 247, 24 hours, free and confidential. Live chat: 10am-10pm, Monday-Friday. Website: nationaldahelpline.org.uk	Confidential support for women experiencing domestic abuse, including advice about safety, housing and refuge. The helpline is free and open 24 hours a day, and the live chat service offers another way to make contact if it is not safe to talk.
Women's Aid	Email: helpline@womensaid.org.uk (replies within 5 working days). Live chat: 10am-4pm, weekdays. Website: womensaid.org.uk	Information about domestic abuse, the Survivors' Handbook, a Survivors' Forum and practical guidance on finding local support. The email support service is answered by a support worker within five working days, and live chat is currently open 10am-4pm on weekdays.
Domestic Abuse Walsall Service (DAWS)	Tel: 01922 746574 (referrals by phone). Walsall Council commissioned service.	Walsall's domestic abuse accommodation service, providing emergency short-term refuge places and dispersed properties for individuals and families escaping abuse. Referrals are taken by phone from any support agency, and self-referrals are accepted.
Victim Support - West Midlands	Supportline: 0808 168 9111, free and available 24/7. Website: victimsupport.org.uk	Confidential emotional and practical support for people affected by crime, whether or not it has been reported to the police. Help can include safety planning, support through the criminal justice process and referral to local services.
Adult Safeguarding Team - Walsall Healthcare NHS Trust	Address: Walsall Manor Hospital, Moat Road, Walsall, WS2 9PS. Tel: 01922 602 318 Email: walsalladult.safeguarding@nhs.net Website: walsallhealthcare.nhs.uk	Specialist safeguarding support and guidance to patients and staff within Walsall Healthcare NHS Trust, in hospital and community settings. The team advises staff on protecting adults at risk and works with partner agencies on safeguarding enquiries.
West Midlands Forced Marriage Unit	Tel: 020 7008 0151, Monday-Friday, 9am-5pm. Email: fmu@fcdo.gov.uk Website: gov.uk/forced-marriage	A joint Home Office and Foreign, Commonwealth & Development Office unit giving advice and support to anyone being forced into marriage, anyone trying to leave a forced marriage, and professionals or friends worried about someone else. Help can include safety planning, advice on legal options and assistance overseas.
Respect - Men's Advice Line	Tel: 0808 801 0327, Monday-Friday, 10am-5pm. Webchat available, Monday-Friday. Website: mensadviceline.org.uk	Confidential advice and support for men experiencing domestic abuse, including trans and non-binary people, and for friends, family and professionals supporting them. Advisers offer emotional support, practical safety advice and signposting to other services.
Changing Lives - Criminal Justice Team	Address: Suite 18-19, Chubb Building, Fryer Street, Wolverhampton, WV1 1HT. Tel: 07812 663504 Contact: Nicola Salt Email: nicola.salt@changing-lives.org.uk Website: changing-lives.org.uk	Specialist support for women in custody or on probation across the West Midlands. The team provides resettlement and rehabilitation support, including help with housing, finances and wellbeing, and takes referrals from criminal justice services.

Citizens Advice Witness Service	Tel: 0300 332 1000, Monday-Friday, 9am-6pm. BSL: 020 3830 2112 Email: RIC@witnessservice.org.uk Website: witnessservice.org.uk	Free, independent support for prosecution and defence witnesses giving evidence in criminal courts, including preparation for court, visits to the court building and information about what to expect. Support is also available for bereaved families and friends.
Roshni Birmingham	Roshni Birmingham: 0800 953 9666 Roshni Walsall: 0800 0471 025 24-hour forced marriage and honour-based abuse helpline: 0800 953 9777 Email: admin@roshnibirmingham.org.uk Website: roshnibirmingham.org.uk	Refuge accommodation for South Asian women, with outreach, floating support, counselling and children's services. The organisation also runs a 24-hour multilingual helpline and specialist support for forced marriage and honour-based abuse.
Safeguarding Adults Hub - Walsall Council	Tel: 0300 555 2922 Email: initialintake@walsall.gov.uk Website: go.walsall.gov.uk/health-and-social-care/safeguarding-adults-walsall	Report concerns about an adult who may be experiencing abuse or neglect. The council can advise on what happens next, and an online safeguarding referral portal is available for residents and for professionals raising a concern.
GreenSquareAccord	Tel: 0300 111 7000 Email: info@greensquareaccord.co.uk Website: greensquareaccord.co.uk	Emergency accommodation and support for people escaping domestic abuse, including women and men with or without children. Contact the service to discuss availability, access and referrals.
IRIS	Tel: 0121 553 0090 or 07990 049 700, Monday-Friday, 9am-5pm. Email: iris.referrals@nhs.net Website: blackcountrywomensaid.co.uk/services/iris	Domestic abuse advice and support through participating GP practices, with training for practice staff and referral to specialist advocacy. Speak privately to your GP or practice nurse, or contact Black Country Women's Aid directly.
National Centre for Domestic Violence (NCDV)	Tel: 0800 970 2070 Email: office@ncdv.org.uk Website: ncdv.org.uk	Free help applying for protective court orders, such as non-molestation and occupation orders, following domestic abuse or threats. Self-referrals are accepted and each person's circumstances are assessed before an application is made.
Changing Lives - Sexual Exploitation and Sex Work Project	Tel: 01902 341822 Address: Unit 24, The Workspace, All Saints Road, Wolverhampton, WV2 1EL. Contact: Sam Lawton, Project Lead Email: sam.lawton@changing-lives.org.uk Website: changing-lives.org.uk	Specialist support for women involved in sex work or sexual exploitation in Wolverhampton and the surrounding area. The project offers outreach, including evening outreach, ISVA support, safety advice and harm reduction.
Pass It On Furniture Project	Tel: 01922 474684 Address: Bentley Community Centre, Wilkes Avenue, Walsall, WS2 0JN. Email: info@ohpp.org.uk Website: ohpp.org.uk	Quality second-hand furniture and household items at affordable prices, helping people furnish a home without taking on debt. Free items are provided in cases of hardship, and support is available for people moving into new accommodation.

Places of Welcome	Contact: Carrie Blount Address: St Mary's House, Lichfield, WS13 7LD. Email: carrie.blount@lichfield.anglican.org	A network of small, friendly groups meeting in churches and community venues where anyone can drop in for free refreshments and conversation. Groups are open to everyone, whatever their background, faith or beliefs, and are a simple way to meet people and reduce isolation.
Positive Outcomes Project (POP)	Tel: 07494 780614 or 07852 559071 Address: 4 Blakenall Heath, Bloxwich, Walsall, WS3 1HL. Email: kumarh@bloxwichcp.co.uk Website: popwalsall.co.uk	Health and wellbeing support for young adults, including one-to-one support, group activities and help with employment, finances and isolation. The project works with people aged 16-25 and accepts self-referrals.
Rethink Mental Illness (All Services)	Black Country 24/7 urgent mental health helpline: 0800 008 6516 Text: 07860 025281 Advice and information line: 0808 801 0525, Monday-Friday, 9.30am-4pm. Address: The Sanctuary, 1 Queens Parade, Bloxwich, Walsall, WS3 2EX. Email: info@rethink.org Website: rethink.org	The Black Country 24/7 urgent mental health helpline offers crisis support at any time by phone or text. Rethink also runs the Sanctuary Hub in Bloxwich, with out-of-hours support, peer groups, workshops and bereavement support after suicide.
The Medaille Trust	Tel: 07951 493566 Contact: Kate Ross Email: k.ross@medaille-trust.org.uk Website: medaille-trust.org.uk	Support for victims of trafficking and modern slavery, including safe accommodation and help to recover. The trust works with partner agencies and takes referrals from professionals as well as direct enquiries.
Plasma of Hope	Tel: 0333 050 2697 Address: The Bloxwich Launchpad, Market Place, Bloxwich, Walsall, WS3 2JF. Email: info@plasmaofhope.org Website: plasmaofhope.org	Practical and emotional support for people living with sickle cell disease and other genetic conditions, including befriending, benefit and housing advice, financial help and support into training or work. The charity also raises awareness and advocates on behalf of the communities it supports.
Street Teams	Tel: 01922 621208 Address: 1 Butts Street, Walsall, WS4 2BJ. Contact: Ruth Rackstraw Email: admin@street-teams.org Website: street-teams.org	Support for children and young people at risk of exploitation, including youth mentoring, outreach and family support. The team also delivers awareness and prevention programmes in schools and in the wider community.
The MindKind Projects	Tel: 01922 632 170 or 07563 102471 Address: 10 Proffitt Street, Walsall, WS2 8AP. Contact: Nike Morris Email: info@themindkindprojects.com Website: themindkindprojects.com	Mental health and wellbeing support through one-to-one sessions, peer groups, coaching and training, including a domestic abuse support service. Bilingual support is available for people from diverse communities.

The Vulnerable Team	Tel: 01922 603074 Address: Brace Street Health Centre, Walsall, WS1 3PS. Contact: Dionne Frazer Email: vulnerableteam.healthvisiting@nhs.net Website: walsallhealthcare.nhs.uk/our-services/health-visiting	Health visiting for vulnerable families in Walsall, including families in temporary accommodation and people who have recently moved to the UK. The team offers child and maternal health support and works with other agencies to coordinate care.
Walsall Black Sisters Collective	Tel: 01922 616996 Address: 17 Wednesbury Road, Walsall, WS1 3RU. Contact: Maureen Lewis Email: info@walsallbsc.co.uk Website: walsallbsc.co.uk	Support for vulnerable women, including advocacy, counselling, befriending and wellbeing activities. The charity also helps with employment and benefits, and runs projects for women and girls across Walsall.
Kaushalya UK	Tel: 07962 636590 or 07808 227 845 Address: Office 5, St Paul's Church, Darwall Street, Walsall, WS1 1DA. Contact: Ritu Sharma Email: info@kaushalyauk.com Website: kaushalyauk.com	Confidential support for women experiencing domestic abuse, honour-based abuse or forced marriage, including emotional support, safety planning, help accessing legal advice and specialist counselling. The organisation also runs wellbeing and personal development projects for women across Walsall.
Nash Dom CIC	Tel: 01922 616444 Address: Sun Street, Walsall, WS1 4AL. Email: info@nashdomcic.org Website: nashdomcic.org Facebook: facebook.com/nashdomcic	Multilingual advice and support, including help with housing and homelessness, benefits, immigration, ESOL and resettlement. The team also offers domestic abuse support and community activities at its Sun Street hub.

CHILDREN, YOUNG PEOPLE AND FAMILIES

These services offer someone to talk to, practical advice and opportunities to meet others. Contact providers to check current sessions and discuss any accessibility or communication needs.
Need somewhere safe while out? Walsall's Safe Spaces offer practical help for children and young people who feel worried or unsafe. Look for the **Safe Space** window sticker.

Organisation / Service	Address / Contact	Services
Childline	Freephone: 0800 1111, 24 hours, free. Website: childline.org.uk	Confidential support for anyone under 19 who is worried about bullying, relationships, abuse or feeling unsafe. Talk to a counsellor free by phone or online, or use the message boards on the website.

Walsall Young Carers	Tel: 01922 650888 Address: My Place, 60 Walstead Road West, Walsall, WS5 4PE. Email: WalsallYoungCarers@walsall.gov.uk	Assessments and support for under-18s who look after a family member, including a weekly group for 9 to 18-year-olds, trips and activities. Workers can also help with school.
Our Place Youth Hub	Address: Saddlers Shopping Centre, Park Street, Walsall, WS1 1YS. Website: go.walsall.gov.uk	A youth-worker-led space for 11 to 19-year-olds in the town centre, with games consoles, a pool table, crafts and free Wi-Fi. Open after school on weekdays, with longer hours in the school holidays.
Walsall FC Foundation - Youth Outreach	Tel: 01922 644742 Email: info@walsallfcfoundation.co.uk Website: walsallfcfoundation.com	Sport, mentoring and personal development for 8 to 18-year-olds across Walsall, run with local partners in the areas that need it most. Sessions are free and referrals are welcome.
POP Walsall - Positive Outcomes Project	Tel: 07494 780614 or 07852 559071 Email: kumarh@bloxwichcp.co.uk Website: popwalsall.co.uk	Health and wellbeing support for 15 to 25-year-olds, including one-to-one mentoring, group sessions and help with work, money and loneliness. Sessions run at hubs across Walsall.
Aspire & Achieve Walsall	Tel: 07353 119636 Email: AspireandAchieve@aainahub.com Website: aainahub.com/aspire-achieve	Careers guidance, mentoring and coaching for 16 to 24-year-olds, particularly young people from Pakistani and Bangladeshi communities. Helps you get into education, training or work.
The Beacon - Walsall (Young People's Support)	Tel: 01922 669840 Email: thebeacon.walsall@cgl.org.uk Website: changegrowlive.org	Free, confidential help for anyone under 25 who wants to cut down or stop using drugs or alcohol. Support is outreach-based, so you can be seen at school, college or in the community.
Youth Connect	Tel: 01922 336993 Address: Pleck Youth Centre, 283 Wednesbury Road, Walsall, WS2 9QJ. Email: info@youthconnect.org.uk	Youth clubs, sports, creative activities, mentoring and outreach for 8 to 19-year-olds. Sessions at Pleck run on Monday and Friday evenings and Saturday afternoons, and age ranges vary by session.
Prevent - Support with Radicalisation Concerns	Support line: 0800 011 3764, 24 hours. Website: actearly.uk	A national programme that works with local partners to stop people being drawn into terrorism. Call the confidential support line if you are worried about someone, or visit the ACT Early website.
Beyond Blue	Tel: 0121 269 5990 or 07813 125443 Email: info@break-thru.co.uk Website: break-thru.co.uk	Counselling and emotional wellbeing support for children, young people and adults, face to face, online, by phone or by text. Ask about availability, cost and access for Walsall residents.
YMCA Small Street Centre	Tel: 01922 700950 Address: 1A Small Street, Walsall, WS1 3PR. Website: ymcabc.org.uk	Practical advice on benefits and employment, help using council services online, and a day nursery on the ground floor. Staff also run social groups and one-to-one support for people who feel isolated.

DISABILITY SUPPORT ORGANIZATIONS AND SERVICES

Organisation	Address/Contact	Services
The Motivation Hub CIC	Manor Farm Community Association, King George Crescent, Rushall, Walsall, WS4 1EU Tel: 07388 553615 Email: suzanne@motivationhub.co.uk Website: themotivationhub.uk	Day activities for adults aged 18+ with learning disabilities and additional needs, including cooking, arts and crafts, sensory activities, exercise and community outings. Supports independence and social connections. Charges apply; self-funded and Direct Payment places accepted.
The Ann Craft Trust (ACT)	Tel: 0115 951 5400 (Mon–Fri, 9am–5pm) Address: Centre for Social Work, Nottingham, NG7 2RD Email: ann-craft-trust@nottingham.ac.uk Web: anncrafttrust.org	• Safeguarding support for disabled children and adults • Training and guidance for organisations • Research and best practice development • Reducing risk of abuse and harm
SignHealth	Tel: 020 3947 2600 Text (various teams available) Address: 7–14 Great Dover Street, London, SE1 4YR Email: da@signhealth.org.uk; info@signhealth.org.uk Web: signhealth.org.uk	• Deaf-led domestic abuse support service • Specialist support for Deaf survivors • IDVA advocacy and safety planning • Support for young people and families • Therapy and emotional support
Walsall Disability Hub - Midland Mencap	Address: 17 Lichfield Street Walsall WS1 1TJ Tel: 01922616798 Email: info@walsalldisabilityhub.org.uk Website: midlandmencap.org.uk/local-services/walsall	Information, advice and signposting for disabled adults and family carers. Services include social and leisure activities, digital support, an internet café and a Changing Places facility.
Walsall Society for the Blind	Address: Hawley House, 11 Hatherton Road, Walsall, WS1 1XS Telephone: 01922 627683 Email: hawleyhouse@wsftb.co.uk Website: www.walsallblind.org	Local information, advice and support for blind and partially sighted people, their families and carers. Services include community support, social activities, wellbeing support, assistive technology advice, equipment loans and the Walsall Talking Newspaper. Support is also available for children and families affected by sight loss.
Kooth	Website: https://www.kooth.com/?	Provide useful online guides for anyone suffering, such as useful habits and managing emotions. Also have an online chat feature and discussion forum where you can receive 1:1 support and share your story.

Rosetinted Financial Services CIC	Website: https://www.rosetintedfinancial.com/contact	Rose Tinted is on a mission to create a safe space for people to talk openly, without judgement, about their financial journey and mindset. They don't only provide free financial training and help, but also community support. Open Mon-Fri (Wednesday by appointment)
Hidden Disabilities Sunflower	Website: https://hdsunflower.com/	Online forum for people to share disabilities and conditions that may not be visible or apparent.
Mosaic: Neuro-inclusive Support CIC	Address: 19 Gomer Street Willenhall WV13 2NS Facebook: https://www.facebook.com/mosaic.neurodiversity/	Weekly drop-in sessions for families, providing mental health and wellbeing support. Relaxed environment, free refreshments, arts and crafts, bingo, etc. Every Saturday from 10:30 am to 12:30pm
Advocacy Matters	Website: https://advocacymatters.org.uk/about-us/contact-us/	Independent advocacy services helping vulnerable adults, people with disabilities, carers, and older people understand their rights and make their voices heard. Referrals online on their website
Healing Minds and Hearts CIC	Tel: 07492 792732 Email: info@healingmindsandheartscic.com Website: https://healingmindsandheartscic.com/	Provide a safe and supportive space where individuals can process grief, release emotional pain, and begin to heal. You are welcome here, exactly as you are. Offer one-to-one sessions, small group workshops, support groups and half and full day retreats.

MEN'S SUPPORT

Organisation	Address/Contact	Services
Men's Advice Line for Men	Tel: 0808 8010 327 Web: mensadviceline.org.uk (webchat available Wed–Fri mornings)	Confidential support for male victims of domestic abuse. Advice to improve safety for men and their children. Telephone and webchat support
James' Place	Address: 34 Harborne Rd, B15 3AA Tel: 0121 269 9400 Email: birmingham@jamesplace.org.uk Website: https://www.jamesplace.org.uk/get-support/contact-our-team-2/	• Offer life-saving treatment to suicidal men through professional therapists. This service is provided for anyone in the West Midlands, who wishes to receive it and is able to attend their centre in Birmingham. You can submit referrals on their website
Ask Marc	Tel: 0121 289 6402 Email: info@askmarc.org.uk Website: askmarc.org.uk	• Support service for men affected by domestic abuse, stalking, rape or sexual abuse. Offer confidential advice and support to help men be safer, make choices and move forwards with their lives

ManKind Initiative for Men	Tel: 01823 334244 (Weekdays 10am–4pm) Web: mankind.org.uk	• National helpline for male victims of domestic abuse • Emotional and practical support • Support for men in all types of relationships (including same-sex)
Reducing the Risk of Domestic Abuse	Web: reducingtherisk.org.uk	• Focus on preventing domestic abuse • Support and resources for professionals and volunteers • Promotes safety for adults and children at risk

LGBTQ+ SUPPORT

Organisation	Address/Contact	Services Provided (Summary)
Galop	Tel: 0300 999 5428 / 0800 999 5428 Email: advice@galop.org.uk Web: galop.org.uk	• National helpline for LGBTQ+ victims of domestic abuse • Confidential phone and webchat support • Support for individuals, families and professionals • Advice on all forms of abuse (emotional, physical, financial, sexual)
LGBT Foundation	Tel: 0345 330 3030 Web: lgbt.foundation	• Advice, support and information for LGBTQ+ individuals • Domestic abuse support (current or past abuse) • Inclusive support for all gender identities and sexual orientations • Guidance, advocacy and wellbeing support

CRAFTING AND ARTS

Organisation	Address / Contact	Services
Urban Hax CIC	The Stables, Victoria Mill, Long Acre Street, Walsall WS2 8HPTel: 01922 628126Website: www.urbanhax.com	Community makerspace offering 3D printing, laser cutting, VR, workshops, mentoring, and collaborative projects. It supports makers, hobbyists, and creative businesses, and will run the new Creative Industries Enterprise Centre at Guildhall with expanded facilities from 2026. (Walsall for All)
Walsall Creative Factory	1 Westbourne Street, Walsall WS4 2JB Tel: 07583 162137 Email: creativefactory@hotmail.co.uk Website: www.creativefactory.org.uk	Community arts organisation delivering arts & heritage projects, inclusive craft workshops (fabric painting, felt work, crochet, mosaics), drop-in groups (e.g., Asian Elders), Geeks Art Club, and collaborations with local groups & events such as MakerFest. (Creative Factory)
One Love Community Music and Arts CIC	Address: 202 Bloxwich High Street WS3 3LA Tel: 07792816488 Email: info@onelovecommunioty.org Facebook: facebook.com/ExpressionsBloxwich	Monday to Friday: variety of activities from arts to singing to pilates for free or £3.50 or under

Aldridge Shed	Address: Unit F Maybrook Industrial Estate Maybrook Road WS8 7DG Tel: 07973657328 or 07729366349 Email: aldridgeshed@gmail.com Facebook: facebook.com/aldridgeshed	Woodwork, craftwork, model making and more. Safe space to chat with tea/coffee. Inclusive to men and women alike
Walsall MakerFest *(annual event)*	Town Centre (Park Street & Town Hall)	Annual festival celebrating creativity and making through maker markets, workshops, art and jewellery creation, storytelling, performances, and street craft activities. It is delivered in partnership with Walsall Council, Urban Hax, and New Art Gallery Walsall. (Walsall Council)
The Guildhall – Creative Industries Enterprise Centre *(opening 2026)*	St Matthew's Quarter, Walsall Website: theguildhallwalsall.co.uk	New creative hub run by Urban Hax with state-of-the-art workshops (woodwork, fashion design, photography, screen & laser cutting, 3D printing), studio spaces, gallery/café, training and business support for creatives and makers. (The Guildhall Walsall)
Walsall Society of Artists	Community art group (local venues) Website: www.walsallsocietyofartists.co.uk	Artist-run organisation offering monthly meet-ups, skill development, exhibitions and workshops for painters, sculptors, digital artists and craft makers, fostering collaboration and public engagement. (Walsall Society of Artists)

10 SOCIAL ACTIVITIES

PLACES OF INTEREST

Walsall Leather Museum - Littleton Street, Walsall, West Midlands, WS2 8EW
A welcoming and friendly attraction housed in a restored Victorian factory building and is rated the No 1 visitor attraction in Walsall by Trip Advisor. Provides leather craft workshops as well as family activity dayus during school holidays. Tel: 01922 652288 Website: www.go.walsall.gov.uk/leathermuseum Email: leathermuseum@walsall.gov.uk

The New Art Gallery Walsall - Gallery Square, Walsall, WS2 8LG Presents, collects and interprets historic, modern and contemporary art in innovative and challenging ways, welcoming visitors from all over the globe as well as their immediate locality. Provides free exhibitions as well as art workshops. Website: www.thenewartgallerywalsall.org.uk

Aldridge Transport Museum - Shenstone Drive, Northgate, Aldridge, Walsall, WS9 8TP
Displays the legacy of road transport in the West Midlands. Website: www.amrtm.org

Locksmith's House - 54 New Rd, Willenhall, WV13 2DA. Recreated with the actual belongings and furniture of the Hodson family of lock-makers. Only open to the public on open days, for special events and for pre-arranged group visits go to www.bclm.co.uk/support/visit-the-locksmiths-house/1407.htm. To book a visit please contact the bookings office at Black Country Living Museum. Tel:0121 520 8054 or email: bookings@bclm.com.

Barr Beacon Local Nature Reserve – Beacon Road (WS9 0QN / WS9 0QR), Streetly, Walsall. One of the highest points in the West Midlands offering panoramic views, walking routes and heritage links. Great for outdoor activities and local history. Online: https://go.walsall.gov.uk/parks-and-green-spaces/visit-our-countryside-and-nature-reserves/barr-beacon-local-nature-reserve

Black Country Living Museum - Discovery Wy, Dudley DY1 4AL. Open-air museum with recreated historic streets, actors in costume and live demonstrations. Popular for families, schools, and tourists. Website: bclm.com

LEISURE

Visit www.go.walsall.gov.uk/walsalllibraries to find your local library and learn how you can join. All Walsall Libraries are members of the **Dementia Action Alliance** and are recognised as dementia-friendly. Alternatively, you can visit the **Lichfield Street Hub**, located at the **Central Library** in Lichfield Street. Walsall. WS1 1TR Tel: 01922 653121 Email: LSHlibrary@walsall.gov.uk
All provide free wifi, study spaces, book clubs, and job support services.
Walsall town provides food stalls and other events throughout the year
Walsall Arboretum is one of the most visited parks in the area. It covers over 79 acres and has over 200 varieties of trees and shrubs. Over a million people visit every year. The park provides weekly park runs on Saturday mornings as well as fairs during the summertime. The car park is located on Broadway North (WS1 2QB). Call 01922 650466 or visit www.go.walsall.gov.uk/parks for a full list of parks in Walsall.

Visit Active Outdoors in Walsall page to find out about events and activities such as sports, walking, volunteering to allotments, music in the parks and green spaces of Walsall. www.go.walsall.gov.uk/parks_and_green_spaces/park_events/active_outdoors_in_walsall For more information contact **Clean and Green**, Walsall Council at 01922 653344 or Email: CleanandGreen@walsall.gov.uk.

There are six Leisure Centres involved in Walsall offering great facilities and diverse sport and wellbeing activities for all ages:

- **Bloxwich Active Living Centre**: 01922 652900
- **Oak Park Active Living Centre**: 01922 652266
- **Darlaston Swimming and Fitness Centre**: 01922 652255
- **Walsall Gala Swimming and Fitness Centre**: 01922 653150
- **Sneyd Water Activity Centre**: 01922 744637
- **Aldridge Airport Outdoor Centre**: 01922 744637

For more information about opening times, activities and direction details visit www.go.walsall.gov.uk/leisure_and_sports.

Gym facilities in Walsall:
PureGym Walsall Crown Wharf – Unit 9–10 Wolverhampton Street, Walsall, WS2 8LL, **NRG Gym Walsall** – 2–4 St Paul's Street, Walsall, WS1 1NN, **Village Gym Walsall** – Tempus Drive, Walsall, WS2 8TJ, **Simply Gym Walsall** – Olron House, Bentley Mill Way, Walsall, WS2 0BX, **World's Gym** – Queen Street, Walsall, WS2 9NU, **Foundry Gym** – 1 Pool Street, Walsall, WS1 2EN, **Apex Power Gym** – 70 Queen Street, Walsall, WS2 9NT, **Platinum Gym & Fitness Centre** – 5 Hall Lane, Walsall Wood, Walsall, WS9 9AS, **WLV Gym** – University of Wolverhampton, Magdalene Road, Walsall, WS1 3TA,

ENTERTAINMENT

The Light Cinema - 62 Wolverhampton Street, Walsall, WS2 8DD
With eight cinema screens and dining options recently renovated, Light Cinema in Walsall is suitable for the whole family. Provides options for specialised screening, including special screenings for families and children with neurodiversity. Now includes restaurants and cafes. Tel: 01922 252750 Website: walsall.thelight.co.uk

Crown Wharf Retail Park - Wolverhampton St, Walsall WS2 8LL provides various services from arcade and bowling at **Tenpin Walsall** to grocery services at **Aldi** and children's entertainment and shopping at **Ninja Warrior** and **SMYTHS Toys Superstore**

Walsall Arena and Arts Centre - Hawbush Road, Leamore, Walsall, WS3 1AG Offers a programme of professional performances from top entertainers, comedians, dancers, bands and shows. There is something for everyone in Walsall. Tel: 0300 555 2898 Website: www.walsallarena.com

Walsall Football Club - The Banks's Stadium. Bescot Crescent, Walsall, WS1 4SA Offers a wide range of facilities and events. Tel: 01922 622791 Email: info@walsallfc.co.uk Website: www.wfcthevenue.co.uk

CONNECTING ACROSS COMMUNITIES

Walsall is a diverse and vibrant borough. It is home to residents from different parts of the world as well as to those living here for many generations. A shared sense of belonging to this place is something that people enjoy having in common. Today, there are more opportunities for Walsall people to socialise together in different ways regardless of their background. Whether you are new to the borough or have lived here all your life you can enjoy a wide network of venues and activities to connect with others, break isolation and form friendships.

A PLACE OF WELCOME

A Place of Welcome is a place where anybody can go, where they know they will be warmly welcomed, receive free refreshments and a guarantee of being made to feel valued and included. Places of Welcome continue to play an important role in Walsall by reducing social isolation and helping residents access support services, with many venues now offering additional guidance and regularly updated information online. There are 19 Places of Welcome across Walsall that are open every week. To find a Place of Welcome in your area visit: www.walsallforall.co.uk/places-of-welcome or www.placesofwelcome.org.uk/locations
The Warm Walsall initiative aims to help those in need and build a strong community: https://www.walsallcommunitynetwork.co.uk/warm-walsall
Walsall for All is the local integration programme offering different projects and activities aimed at creating strong and integrated communities in Walsall. Tel: 01922 655797 Website: www.walsallforall.co.uk

A vast network of Community Associations offer services and activities for local communities. To find a centre near you, visit the Community Development website for more details at www.go.walsall.gov.uk/community_development. or https://go.walsall.gov.uk/wellbeing-directory?f%5B0%5D=service_type%3A355

Ryecroft Community Hub - 28 New Forest Road, Walsall, WS3 1TR Houses several charities, social businesses and user groups that all work hard to provide the local community with services and support. Tel: 07486 622962 or 01922 234080 Website: www.sites.google.com/a/ryecroftnrc.org/hub3/contact-us

Bloxwich Community Partnership - Stan Ball Centre Abbotts Street, Bloxwich, WS3 3AZ, and Palace Play, Shop Eat, Blakenall Centre, Blakenall Row, WS3 1LW. Offers a range of services across two sites. The Stan Ball Hub is for adults while Palace Play, Shop, Eat is the children's and families hub. Includes adult and LD daycare provision as well as coffee mornings and much more. Tel: 01922 403351 Email: stanball@bloxwichcp.co.uk Website:bloxwichcp.co.uk

Brownhills Community Association - Pelsall Road, Brownhills, Walsall, WS8 7JS. Work with partners to support education, recreation and leisure facilities for the general community including live performances, friendship groups, and recreational classes. Tel: 01543452119 Email: info@brownhillsca.org.uk Website: brownhillsca.org.uk

Frank F Harrison Community Association - Beechdale Lifelong Learning Centre, Stephenson Square, WS2 7DY. Offer a wide range of activities, operating at Beechdale Lifelong Community Centre, and The Hive Community Hub in New Invention. Provide leisure courses, youth activities, recycled school uniform and a community library. Tel: 01922746967. Email: ffhca@tiscali.co.uk Website: ffhca.org.uk

Manor Farm Community Association - King George Crescent, Rushall, WS4 1EU. Provide services such as employability support, bereavement support, and sports and leisure. Tel: 01922614316. Email: info@manorfarmca.com. Website: manorfarmca.com

Moxley's People's Centre - 3 Queen Street, Moxley, Walsall, WS10 8TA. Provide services such as beginners baking, library, youth club and a community cafe. Tel: 01902 496378. Email: moxleycentre@gmail.com. Website: moxleypeoplescentre.org.uk

Old Hall People's Partnership - Wing Close, Bentley, Walsall, WS2 0LS. Provide a charity shop, clothes and food bank, cafe and more. Tel: 01922474684. Email: denise.birkett@ohpp.org.uk Website: ohpp.org.uk

Park Hall Community Association - provide a range of leisure and recreational courses for adults in the Walsall borough including yoga, arts and crafts, exercise classes, flower arranging and more. Tel: 01922615236. Email: parkhallcommunity@gmail.com. Website: parkhallca.co.uk

Pelsall Community Association - Station Road, Pelsall, Walsall, WS3 4BQ. Provide services such as live events, karate, community meet-ups, knitting and more. Tel: 01922682156. Email: pelsallca@gmail.com. Website: pelsallcommunityandartscentre.co.uk

Streetly Sports and Community Association - Foley Road East, Streetly, Sutton Coldfield, B74 3HR. Provide multi-sports facilities and community activities for all ages, including table tennis, live entertainment and more. Tel: 01213538630. Email: streetlysportsandcommunity@gmail.com. Website: www.streetlycommunitysports.com

The Collingwood Centre - Collingwood Drive, Great Barr, Birmingham, B43 7NF. Provide regular events all year round including, an autism group, lunch club, salsa, charity and more. Tel: 01213601484. Email: collingwoodcommunitycentre@gmail.com. Website: collingwoodcommunitycentre.co.uk

Willenhall Chart Centre - 19 Gomer Street, Willenhall, Walsall, WV13 2NS. Provide various activities and services such as indoor bowling, youth theatre, peer support, dance, and 'stay & play' for toddlers. Tel: 01902368199. Email: willenhallchart@hotmail.co.uk. Website: willenhallchart.co.uk

Caldmore Community Garden - 12 Carless Street, Walsall, WS1 3RH This is a space for everyone – a place to work, learn and play together. You can attend group activities as well as relax, meet new friends and have fun. Everyone is welcome! Tel: 07871 813252 Email: caldmoregarden@gmail.com. Website: caldmoregarden.co.uk

Making Connections Walsall (MCW) is a friendly service for older people addressing loneliness and social isolation. This service provides older people with an opportunity to explore their social needs and interests, build their social networks and engage in community activities. Please use www.onewalsall.org/making-connections-walsall-2/ or the contacts below to get in touch with them or make a referral: Tel: 0121 380 6690 Email: MCW@walsall.gov.uk

Mosaic Neuro Inclusive Support C.I.C Willenhall - CHART Community Hub, 19 Gomer Street, WV13 2NS. A dedicated platform connecting families to essential support for diagnosed or suspected SEN, hidden disabilities or neurodiversity. Open Saturdays 10:30 - 12:30. Web: www.mosaicneuroinclusivesupportcic.org

Community Matters - The Milestone Pub, 130 Essington Road, New Invention, Willenhall, WV12 5DT. A group of passionately driven individuals whose aspirations are to offer a diverse range of services to support the community. This stems from their lived experiences, combined with specialist qualifications to appropriately provide support to their communities. Open Mondays 12:00 - 14:00. Facebook: www.facebook.com/groups/642874160158477/

Chasetown FC - The Scholars Ground, Church Street, Chasetown, WS7 3QL. Provides a free, warm, and friendly space for the community to socialise, offering free hot drinks, and activities like cards, board games, or reading. Open Fridays 10:00 - 12:00 during term time. Facebook: www.facebook.com/ChasetownFC

VOLUNTEERING IN WALSALL

Volunteering is a great way to support your local community and the causes you care about, to help you to gain skills, enhance your CV and meet new people. There are hundreds of volunteer opportunities in Walsall and the volunteer centre at **One Walsall** will help you connect to those that best suit you: www.onewalsall.org/volunteering.

One Walsall's volunteer centre is open Monday to Friday from 09:00 to 17:00.
you can call the team directly on 01922 619840 or by email on www.volunteering@onewalsall.org.

Midlandmencap offer volunteering regarding sports sessions, social groups and community events. Tel: 012214422944. Email: volunteering@midlandmencap.org.uk. Website: midlandmencap.org.uk

Walsall Against Single Use Plastic - website: https://wasupme.com/

Street Watch - https://www.westmidlands.police.uk/advice/advice-and-information/wsi/watch-schemes-initiatives/street-watch/street-watch/ and West Midlands Police Cadets (for people aged 13-17) - https://www.westmidlands.police.uk/police-forces/west-midlands-police/areas/careers/wmp-jobs/west-midlands-police-cadets/

BUDDY SCHEME

As part of the collaboration with **Walsall for All, Nash Dom CIC** will develop a buddy scheme which aims to support meaningful social mixing in Walsall. A group of volunteers formed of new and established residents will be paired to participate in a series of informal activities taking place in different settings. This initiative aims to break isolation and create an opportunity for people from different backgrounds to meet, socialise, support each other and build confidence.

If you are interested in volunteering for the buddy scheme or simply want to find out more before taking any decision, please contact or visit Nash Dom Community Hub:

Nash Dom Community Hub.
Sun Street, Walsall. WS1 4AL
Tel: 07531 090695
Email: info@NashDomCIC.org

FRIENDLY DROP-INS AND COFFEE MORNINGS

Places you can walk into on your own, without booking, and be sure of a welcome. All of them are free, or the price of a drink.

Let's Chat Hub - Walsall Bus Station, St Paul's Street, Walsall, WS1 1NR. Monday to Friday, 10am to 3pm, free. A community hub in a unit at the bus station: call in for a hot drink and a chat, meet one of the partner organisations, or ask for help with money, housing, health or training. Tel: 01902 951174. Website: www.walsallct.org.uk/walsall-hub

Chatty Cafe tables - The Table, 33 Lower Hall Lane, Walsall, WS1 1RR, Mondays 1.30pm to 3pm; and Bentley Community Centre, Wilkes Avenue, Walsall, WS2 0JN, Tuesdays 11am to 1pm. Look for the Chatty Cafe sign, sit down and talk to whoever is there. Attendance is free and you pay for your own drink. Website: thechattycafescheme.co.uk

The Hive Community Hub - Friendship Group - The Hive Community Hub, 28 The Square, New Invention, Willenhall, WV12 5EA. A group for people who would like company and a reason to leave the house, with activities and refreshments. Ring for the day and time of the next meeting. Tel: 01922 276464. Email: thehive-communityhub@outlook.com

Dementia cafes - Green Square Accord, Community Engagement Centre, Ford Street, Walsall, WS2 9BW. Wednesdays, 2pm to 4pm. A social afternoon for people living with dementia and for the family members and carers who support them, with guest speakers and information. Tel: 01922 638825.

GETTING OUT AND ABOUT

Low-cost ways to be active with other people. You do not need to be fit to start, and most of these end with a drink.

parkrun - Chasewater Country Park, Pool Road, Burntwood, Walsall, WS8 7NL. Saturdays at 9am, free. A timed 5km run, jog or walk around the reservoir, open to every pace, with coffee afterwards. Register once at www.parkrun.org.uk/chasewater. Children aged 4 to 14 can try Bloxwich junior parkrun, King George V Memorial Playing Fields, Stafford Road, Walsall, WS3 3NT, Sundays at 9am: www.parkrun.org.uk/bloxwich-juniors

Walsall Ramblers - Saturday walks of 4 to 6 miles start at 10am, mostly within 10 miles of Walsall; Sunday walks of 7 to 10 miles go further afield. Try a few walks before joining. Membership is £45 a year, with concessions, and car sharing is arranged for most walks. Check the walk is running at www.walsallramblers.org.uk

Walking football - Pallet-Track Bescot Stadium, Walsall, WS1 4SA. Tuesdays 10am to 11am and Fridays 6pm to 7.15pm, £5 a session. A slower version of the game for men and women aged 50 and over, played on a small pitch with no running. Tel: 07789 916259. Email: chris.springthorpe@walsallfcfoundation.co.uk

50+ pickleball - Streetly Sports and Community Association, Foley Road East, Streetly, B74 3HR. A gentle racket game on a badminton-sized court that is easy to learn and easier on the joints than tennis. Ring the centre for the days and times of sessions. Tel: 0121 353 8630.

GROUPS FOR MEN

Groups where men can talk, or just listen, without having to explain themselves.

ANDYSMANCLUB - The Local Hub, 88 Sneyd Lane, Bloxwich, WS3 2NA. Mondays, 7pm to 9pm, free, no booking, for men aged 18 and over. A volunteer-led talking group with tea and biscuits: you can speak or say nothing at all, and nothing is repeated outside the room. The group does not meet on bank holidays. Tel: 01922 354272.

Bloxwich Men's Walking Talking - The Local Hub, 88 Sneyd Lane, Bloxwich, WS3 2NA. Sundays, meet at 11.30am for a walk of 60 to 90 minutes. Free. Easier than a group in a room if you would rather talk side by side than face to face. Tel: 01922 354272.

GROUPS FOR OLDER RESIDENTS

Groups for people who have retired or are spending more time at home. Most ask for a pound or two towards refreshments.

Walsall U3A - Aldridge Community Centre, Middlemore Lane, Aldridge, WS9 8AN. Monthly meeting on the first Thursday, 2pm to 4pm, plus interest groups through the month: photography, bridge, French, crafts, walking and more. Membership is £12 a year and sessions cost 50p to £2. Tel: 01922 454 337. Website: walsallu3a.org.uk

Linking Lives Aldridge - Aldridge Methodist Church, Anchor Road, Aldridge, WS9 8PT. Befriending at home or by phone, plus a Place of Welcome every Monday 10am to 12pm, Cue and Brew on Tuesdays 10.30am to 12pm for snooker, pool and darts, and a two-course Lunch Club on Wednesdays from 11am for £5. Tel: 07307 865973.

St Matthew's OWLS - St Matthew's Close, Walsall, WS1 3DG. Thursdays, 2pm to 4pm, £1. A group for the over-60s with tea, coffee and cake and a rolling programme of games, films, guest speakers and karaoke. Tel: 01922 626039. Email: office@stmatthewswalsall.co.uk

St Martin's Seniors - St Martin's Church, Daffodil Road, Walsall, WS5 3DQ. First Wednesday of the month, 3pm to 5pm. Companionship and entertainment for the over-55s. Tel: Maurice on 01922 621110.

MUSIC AND LEARNING

Concerts, classes and short courses for anyone who wants to learn something new or hear something good.

Senior Citizens Orchestra - Walsall Arena and Arts Centre, Hawbush Road, Leamore, Walsall, WS3 1AG. Concerts every other month, Thursdays at 2pm, £2 to £3, tickets on the door and cash only. Popular classics and show tunes played by a local orchestra, with guest performers. Suitable for all ages. Box office: 0300 555 2898.

Walsall College community courses - Hawbush Campus, Beeches Road, Leamore, WS3 1AG; Pleck Library, Darlaston Road, WS2 9RE; Whitehall Campus, Weston Street, WS1 4EQ; and The Link, 46 Park Street, WS1 1NG. Short courses in sewing, henna art, digital skills, yoga, seated exercise and healthy lifestyles, held in community venues. Free for most adults aged 19 and over with a household income below £36,126, otherwise £6.60 an hour. Email: communitydevelopment@walsallcollege.ac.uk

Times, prices and venues change. Ring the number before you travel, and if a group has stopped, the Wellbeing Directory at go.walsall.gov.uk/wellbeing-directory lists similar activities nearby.

11 TRANSPORT

PUBLIC TRANSPORT

BUSES

National Express West Midlands is the main bus operator within the West Midlands. Further information on all fares, routes, frequencies and travel cards in the West Midlands area can be found on the National Express West Midlands website. www.nxbus.co.uk/west-midlands.

OTHER OPERATORS WITHIN WALSALL ARE:

Diamond Buses - more information on their services can be found on the Diamond Buses Website: www.diamondbuses.com

Arriva Buses - Walsall Bus Station, St Paul's Street, Walsall, WS1 1NR. More information on their services is on the Arriva Buses website: www.arrivabus.co.uk

Buses accept contactless phone payments, meaning cash isn't a requirement if you want to purchase tickets while boarding.

Priority seating is offered for the elderly, pregnant and disabled.

TRAIN

Walsall Train Station - Saddlers Centre, Walsall, West Midlands, WS2 9JS

Walsall is served by a local rail network, with services to Birmingham New Street and Rugeley Trent Valley and other destinations. Tickets can be purchased online or in person from the ticket machine or front desk. Please visit www.westmidlandsrailway.co.uk/travel-information/station-information/wsl for further information. For rail journey planners, please visit www.thetrainline.com.

COACH

You can find out more information about coach services on the **National Express** website: www.nationalexpress.com/en or by telephoning 0871 781 8178. Please note this is a premium telephone number and call charges will apply to calls made to it.

CYCLING

Existing routes, cycle parking, groups and useful information can be seen on the Walsall Cycling website.

To plan your journey by public transport, visit:
www.journeyplanner.networkwestmidlands.com

WALSALL COMMUNITY TRANSPORT

Walsall Community Transport (WCT) provides a range of transport services for community groups, the elderly, and for people with disabilities or other mobility problems. The service includes regular community bus routes for shopping as well as days out to places of interest, all at affordable prices. WCT also offers minibus hire for community groups. For further information or to book a service, please contact WCT at 01922 685555 (ext. 203) or email: enquiries@walsallct.org.uk.

RING AND RIDE

Ring and Ride provides a fully accessible, door-to-door bus service for people who may have limited mobility because of a long-term health condition, disability or other circumstances. Tel: 0121 505 7316 E-mail: walsall@ringandride.org Website: www.ringandride.org

DISCOUNTED TRAVEL

People looking for discounted travel in Walsall can benefit from a range of reduced fare schemes depending on their circumstances. Discounts are available for groups such as students, older adults, and people with disabilities, helping to make travel more affordable. Many bus and train services now offer concessionary passes, railcards, and capped fares, while mobile apps and online booking systems make it easier to find the best prices. These options help residents travel for work, education, and leisure at a lower cost, improving accessibility to transport across the area.

To see if you qualify for free or discount transport services visit:

www.gov.uk/government/publications/support-to-help-with-the-cost-of-transport/support-to-help-with-the-cost-of-transport www.wcld.co.uk/kb5/walsall/asch/home.page

FINES AND PENALTIES

You must buy a ticket for every journey, whether by bus or train. If you do not, you risk being fined several times the price of the original ticket.

- **Buses:** the general penalty is £100 plus the price of the ticket, but if you pay within 21 days the £100 is reduced to £50. Evading payment can lead to prosecution in court, and to a fine of up to £1,000.
- **Trains:** the rules are the same. If you have bought a ticket and miss your train, there is usually leeway to board the next one. You can appeal against penalty fares online: https://appealservice.co.uk/. You can find out more about penalty fares on the West Midlands Railway website: https://www.westmidlandsrailway.co.uk/tickets-discounts/penalty-fares

GENERAL BEHAVIOUR

You must remember to behave considerately when using these services. They are available to the public, so it is everyone's responsibility to keep them pleasant for the children, older people and other vulnerable passengers who use them. If you see anti-social behaviour, report it to West Midlands Transport at https://fixit.tfwm.org.uk/ for buses, or by texting 6106 for trains. Reports go to the British Transport Police.

Need help? Start here.

Walsall has a lot going on, and this guide brings it together in one place: services for health, money, housing and safety, groups to join, places to visit and ways of getting around the borough.

You do not have to work it all out at once. Choose the section that matches what you need today and start with one call or one visit. If you are not sure who to ask, ring the organisation listed and ask them to point you in the right direction.

If you or someone else is in immediate danger, call 999. For non-urgent police matters call 101, and for health advice call 111. The Wellbeing Directory at go.walsall.gov.uk/wellbeing-directory lists hundreds of local services, and it is updated regularly.

Keep this guide somewhere you can find it, share it with someone who might need it, and remember that asking early usually makes things easier.

WALSALL FOR ALL

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