

Your directory for safeguarding and wellbeing services in the West Midlands and nationally



WM SOCIAL CARE
• International Recruitment •

directors of
adass
adult social services
West Midlands

Connecting You to Support Services for Safer Communities



This resource provides information about a range of services – from preventing ill health, abuse, and crime to organisations that help people whose behaviour may be causing harm to others.

This guide will help anyone who needs to find support for others (or themselves) particularly if they have been affected by any type of crime.

The agencies listed provide anything from information to direct help and support. Within this directory we include two key lists of organisations:

1. Organisations to contact if you are concerned about yourself or an individual
2. Organisations to contact if you need to report or are concerned about an employer

SAFEGUARDING IS EVERYONE'S BUSINESS

How many of you reading this have picked up the phone to your local council, made your referral and breathed a sigh of relief that it's nothing to do with you anymore?

It is time to think again!

We all have a responsibility – moral if nothing else – to do our best to support people to keep themselves safe. Wouldn't you want someone to look out for you?

It's time to look at safeguarding in its broadest sense.

What does that mean? It means safeguarding is not just about adults with care and support needs or children. It extends to staff, colleagues, friends and family.

With so much pressure in the workplace, it's very tempting to focus only on what is required. However, applying the "ME test" can help: Is this response good enough if it were happening to me?

If you are concerned about someone (or yourself) and unsure where to turn, there are many organisations that can offer support and guidance. Here are some key contacts that may be useful when helping people seek support.

CLICK BELOW TO EXPLORE SUPPORT SERVICES BY TOPIC

ADULT ABUSE	3
ANTI-SOCIAL BEHAVIOUR	4
BEING A CARER	5
BENEFITS & DEBT	6
CONCERNS ABOUT SOMEONE WORKING IN A POSITION OF TRUST	7
REPORTING CONCERNS ABOUT AN EMPLOYER	7
CHILD ABUSE	8
DOMESTIC ABUSE	9
HARASSMENT	10
HATE INCIDENTS	11
HOUSING & HOMELESSNESS	12
LOCAL AUTHORITIES (WEST MIDLANDS)	13
MENTAL HEALTH	14
PHYSICAL HEALTH	15
REPORT A CRIME	16
SCAMS	17
SEXUAL CONTENT / ABUSE	18
SUPPORTING MY CHILD	19
TERRORIST ACTIVITY	20

Adult abuse

Anti-Social Behaviour

Being a carer

Benefits & Debt

Concerns about an employer/
someone in a position of trust

Child abuse

Domestic abuse

Harassment

Hate incidents

Housing & Homelessness

Local Authorities
(West Midlands)

Mental health

Physical health

Report a crime

Scams

Sexual content/abuse

Supporting my child

Terrorist activity

ADULT ABUSE

ORGANISATION

CONTACT INFORMATION

DESCRIPTION

	Hourglass	 0808 808 8141  Hourglass	Information and support for older people who are being abused.
	Report Fraud	 0300 123 2040  Report a scam to Report Fraud	Information about scams, fraud and provides a place to report this crime.
	Rights of Women	 Rights of Women	Legal advice and support specifically for women facing harassment.
	Local council services/local authorities	 Find the relevant Local Authority here: www.gov.uk/find-local-council	When you visit the relevant local authority website search for safeguarding concerns. Information, advice and support for children and their families
	Unseen	 08000 121 700  Modern Slavery Helpline	Provides safehouses and support in the community for survivors of trafficking and modern slavery.

Adult abuse

Anti-Social Behaviour

Being a carer

Benefits & Debt

Concerns about an employer/
someone in a position of trust

Child abuse

Domestic abuse

Harassment

Hate incidents

Housing & Homelessness

Local Authorities
(West Midlands)

Mental health

Physical health

Report a crime

Scams

Sexual content/abuse

Supporting my child

Terrorist activity

ANTI-SOCIAL BEHAVIOUR

ORGANISATION	CONTACT INFORMATION		DESCRIPTION
	AB Help	 www.asbhelp.co.uk	ASB Help aims to provide information and advice to interested parties and members of the public involved with and suffering from anti-social behaviour.
	Local Authority	 www.gov.uk/how-report-antisocial-behaviour/report-council	How to report anti-social behaviour to your council/local authority
	Crimestoppers	 www.crimestoppers-uk.org/keeping-safe/community-family/antisocial-behaviour	Crimestoppers take information about anti-social behaviour if it is serious, criminal or causing a risk to a person.

Adult abuse

Anti-Social Behaviour

Being a carer

Benefits & Debt

Concerns about an employer/
someone in a position of trust

Child abuse

Domestic abuse

Harassment

Hate incidents

Housing & Homelessness

Local Authorities
(West Midlands)

Mental health

Physical health

Report a crime

Scams

Sexual content/abuse

Supporting my child

Terrorist activity

BEING A CARER

ORGANISATION

CONTACT INFORMATION

DESCRIPTION



Carers UK

 [Carers UK](#)

Provides general information, advice and support about being a carer and signposts to local services.

**The
Children's
Society**

The Children's Society

 Advice and support for young carers -
[The Children's Society](#)

Provides general information, advice and support about being a carer and signposts to local services.

Adult abuse

Anti-Social Behaviour

Being a carer

Benefits & DebtConcerns about an employer/
someone in a position of trust

Child abuse

Domestic abuse

Harassment

Hate incidents

Housing & Homelessness

Local Authorities
(West Midlands)

Mental health

Physical health

Report a crime

Scams

Sexual content/abuse

Supporting my child

Terrorist activity

BENEFITS & DEBT

	Debt Advice	 0800 043 40 50  www.debtadvicefoundation.org	A registered national debt advice and education charity in England and Wales who are focussed on the prevention and cure of unmanageable debt.
	Citizens Advice	 0800 144 8848  Benefits - Citizens Advice	They provide practical advice and their national charity and network of local charities offer confidential advice online, over the phone, and in person, for free.
	GOV.UK	 Benefits - GOV.UK	Provide information about who is entitled to what benefit, appeals, tax credits and Universal Credit
	Turn2us	 Tackling Financial Insecurity Together Turn2us	A national charity providing practical help to people who are struggling financially.
	Scope UK	 Home Disability charity Scope UK	A charity that campaigns to transform attitudes to disability, tackle injustice and inspire action. They create opportunities and provide information and support that empowers.

Adult abuse

Anti-Social Behaviour

Being a carer

Benefits & Debt

**Concerns about an employer/
someone in a position of trust**

Child abuse

Domestic abuse

Harassment

Hate incidents

Housing & Homelessness

Local Authorities
(West Midlands)

Mental health

Physical health

Report a crime

Scams

Sexual content/abuse

Supporting my child

Terrorist activity

CONCERNS ABOUT SOMEONE WORKING IN A POSITION OF TRUST

If the person you're concerned about is working with adults with care and support needs please follow [the West Midlands Adult Position of Trust Framework](#)

If the person you're concerned about is working with children, please contact your council's Local Authority Designated Officer. You can find more information here: [Working together to safeguard children 2023: statutory guidance](#)

REPORTING CONCERNS ABOUT AN EMPLOYER

If you have concerns and feel comfortable doing so, speaking to your employer first can sometimes be a helpful step. They may be able to offer direct support, guidance, or adjustments to help you. However, if you need additional help, the following resources are available to support you.

ORGANISATION	CONTACT INFORMATION	DESCRIPTION
 acas working for everyone	The Advisory, Conciliation and Arbitration Service (Acas) ☎ 0300 123 1100 🌐 Completing the online form to complain about pay and work rights	ACAS provides advice on the legal minimum wage, working hours and employment agencies. Any health or social care worker who thinks that they might be being underpaid or their employer has unsafe working practices can report concerns in confidence.
 Care Quality Commission	Care Quality Commission ☎ 03000 616161 🌐 enquiries@cqc.org.uk 🌐 Report a concern if you are a member of staff - Care Quality Commission	If you are employed by a care or nursing home or domiciliary care company, you can seek support. The Care Quality Commission's quick guide to whistleblowing or guidance for workers also gives helpful advice on speaking out about poor care and what protection health care personnel will have from the law.
 GOV.UK	The Employment Agency Standards Inspectorate (EAS) 🌐 Complete the online form to complain about pay and work rights.	Anyone can report concerns about the conduct of a recruitment organisation, agency or collaboration based in Great Britain, including if they are charging work-finding fees or they, or someone they know, have not been paid for all hours worked.
 Fair Work Agency	Fair Work Agency ☎ 0345 161 6000 🌐 licensing@fairworkagency.gov.uk 🌐 https://www.gov.uk/government/organisations/fair-work-agency	Are you or someone you know being controlled, threatened or manipulated at work? If so, you can report serious abuse or exploitation at work to the Fair Work Agency.
 GOV.UK	GOV.UK 🌐 Report an immigration or border crime - GOV.UK.	You can report any abuse of the immigration system anonymously. Please ensure you provide as much detail as possible. The form allows attachments to be uploaded if needed.
 WM SOCIAL CARE International Recruitment	International Recruitment – Legal Support 🌐 www.wmca.care/p2c/legal	If you don't know what to do about your concerns and you are an international care worker, living in the West Midlands, you can get free 30 minutes legal support.

Adult abuse

Anti-Social Behaviour

Being a carer

Benefits & Debt

Concerns about an employer/
someone in a position of trust

Child abuse

Domestic abuse

Harassment

Hate incidents

Housing & Homelessness

Local Authorities
(West Midlands)

Mental health

Physical health

Report a crime

Scams

Sexual content/abuse

Supporting my child

Terrorist activity

CHILD ABUSE

ORGANISATION	CONTACT INFORMATION		DESCRIPTION
 A National Crime Agency command	Child Exploitation and Online Protection Command	☎ 0800 1111 🌐 Report to CEOP	Reporting child exploitation and online abuse.
 GOV.UK	Local council services/ local authorities	🌐 Find the relevant Local Authority HERE	When you visit the relevant local authority website search for safeguarding concerns. Information, advice and support for children and their families
 NSPCC	NSPCC	☎ 0808 8005000k 🌐 Comprehensive child safety guide - NSPCC	Support for children affected by abuse including sexual abuse.
 POLICE.UK	Police UK	🌐 Child abuse linked to faith or belief - Police.uk	Information about abuse linked to faith or belief.
 THE MIX	The Mix	☎ 0808 801 0327 🌐 The Mix - Essential support for under 25s	Offers free information and support for under 25s in the UK.

Adult abuse

Anti-Social Behaviour

Being a carer

Benefits & Debt

Concerns about an employer/
someone in a position of trust

Child abuse

Domestic abuse

Harassment

Hate incidents

Housing & Homelessness

Local Authorities
(West Midlands)

Mental health

Physical health

Report a crime

Scams

Sexual content/abuse

Supporting my child

Terrorist activity

DOMESTIC ABUSE

ORGANISATION	CONTACT INFORMATION		DESCRIPTION
 KARMA NIRVANA	Karma Nirvana	☎ 0800 5999 247 🌐 Karma Nirvana	Working to end honour-based violence and providing supporting to victims.
	Lesbian, Gay, Bisexual Transgender+ Helpline	☎ 0800 999 5428 🌐 Galop - the LGBT+ anti-abuse charity	Helpline support for LGBT+ individuals facing domestic abuse.
	Mankind	☎ 0808 800 1170 🌐 ManKind Initiative	Supporting Male Victims of Domestic Abuse.
	NHS Domestic Violence	🌐 NHS	Information and advice on domestic violence.
	Police UK	☎ 101 🌐 What is stalking and harassment? - Police.uk	Information about harassment and where to report it.
	Refuge	☎ 0808 2000247 🌐 Refuge	Offers support for women and children against domestic violence.
	Respect Men's Advice Line	☎ 0808 8010327 🌐 Men's Advice	A Helpline for men and anyone who identifies as trans, who is a victim of domestic abuse
	Rights of Women	🌐 Rights of Women	Legal advice and support specifically for women facing harassment.
	The Mix	☎ 0808 801 0327 🌐 The Mix - Essential support for under 25s	Offers free information and support for under 25s in the UK.
	Victim Support	☎ 0808 1689111 🌐 Victim Support	Provides support and information to victims of any crime, including violent crimes.
	Women's Aid	🌐 Women's Aid	Offers support for women and children against domestic violence.

Adult abuse

Anti-Social Behaviour

Being a carer

Benefits & Debt

Concerns about an employer/
someone in a position of trust

Child abuse

Domestic abuse

Harassment

Hate incidents

Housing & Homelessness

Local Authorities
(West Midlands)

Mental health

Physical health

Report a crime

Scams

Sexual content/abuse

Supporting my child

Terrorist activity

HARASSMENT

ORGANISATION

CONTACT INFORMATION

DESCRIPTION

	Citizens Advice	 Citizens Advice	Provides guidance on dealing with harassment and information about your legal rights.
	National Bullying Helpline	 0300 3230169  National Bullying Helpline	Offers advice and support for those who are experiencing bullying or harassment.
	Police UK	 101  What is stalking and harassment? - Police.uk	Information about harassment and where to report it.
	Rights of Women	 Rights of Women	Legal advice and support specifically for women facing harassment.
	SupportLine	 01708 765200  SupportLine - Confidential Emotional Support for Children, Young Adults and Adults	Provides information about what harassment is and provides support to people who are being harassed.
	The Mix	 0808 801 0327  The Mix - Essential support for under 25s	Offers free information and support for under 25s in the UK.

Adult abuse

Anti-Social Behaviour

Being a carer

Benefits & Debt

Concerns about an employer/
someone in a position of trust

Child abuse

Domestic abuse

Harassment

Hate incidents

Housing & Homelessness

Local Authorities
(West Midlands)

Mental health

Physical health

Report a crime

Scams

Sexual content/abuse

Supporting my child

Terrorist activity

HATE INCIDENTS

ORGANISATION

CONTACT INFORMATION

DESCRIPTION

	Act Early	 0800 011 3764  ACT Early Prevent radicalisation	For information about how to recognise concerns about terrorism and report a concern.
	Community Security Trust	 0800 0323263  CST Emergency	Helps those who are victims of antisemitic hate crimes.
	Crimestoppers	 0800 555 111  Independent UK charity taking crime information anonymously Crimestoppers	Anonymous reporting of crime.
POLICE.UK	Local police force	 101 to report a crime  999 in life threatening situations	Report a crime
POLICE.UK	Police UK	 What is hate crime? - Police.uk	Information about what is hate crime
	Rights of Women	 Rights of Women	Legal advice and support specifically for women facing harassment.
	Stop Hate UK	 Stop Hate UK	Provides independent and confidential support to those affected by hate crimes.
	Tell MAMA	 0800 4561226  Tell MAMA	Support for victims of Islamophobia.
	True Vision	 Stop Homophobic, Transphobic, Racial, Religious & Disability Hate Crime - True Vision	Information about hate crime and reporting hate incidents and crimes.

Adult abuse

Anti-Social Behaviour

Being a carer

Benefits & Debt

Concerns about an employer/
someone in a position of trust

Child abuse

Domestic abuse

Harassment

Hate incidents

Housing & Homelessness

Local Authorities
(West Midlands)

Mental health

Physical health

Report a crime

Scams

Sexual content/abuse

Supporting my child

Terrorist activity

HOUSING & HOMELESSNESS

ORGANISATION	CONTACT INFORMATION	DESCRIPTION
 Age UK	☎ 0800 678 1602 🌐 Age UK The UK's leading charity helping every older person who needs us	They provide a range of services to older people including guides about housing options and information about social housing.
 Citizens Advice	☎ 0800 144 8848 🌐 Housing - Citizens Advice	They provide practical advice and their national charity and network of local charities offer confidential advice online, over the phone, and in person, for free.
 Refuge For women and children. Against domestic violence.	☎ 0808 2000 247 🌐 Refuge, the largest UK domestic abuse organisation for women	Supporting those who have experienced abuse. They mainly support women and children, but their community services also extend to men.
 Respect Men's advice line	☎ 0808 801 0327 🌐 Domestic Abuse Helpline for Men Men's Advice Line UK	Supporting men who experience domestic abuse and their families.
 Shelter	☎ 0808 800 4444 🌐 Home - Shelter England	They defend the right to a safe home. They aim to end the devastating impact the housing emergency has on people and our communities.

Adult abuse

Anti-Social Behaviour

Being a carer

Benefits & Debt

Concerns about an employer/
someone in a position of trust

Child abuse

Domestic abuse

Harassment

Hate incidents

Housing & Homelessness

Local Authorities
(West Midlands)

Mental health

Physical health

Report a crime

Scams

Sexual content/abuse

Supporting my child

Terrorist activity

LOCAL AUTHORITIES (WEST MIDLANDS)

ORGANISATION

CONTACT INFORMATION

	Birmingham City Council	 www.birmingham.gov.uk
	Coventry City Council	 www.coventry.gov.uk/
	Dudley Metropolitan Borough Council	 www.dudley.gov.uk/
	Herefordshire Council	 www.herefordshire.gov.uk/
	Sandwell Metropolitan Borough Council	 www.sandwell.gov.uk
	Shropshire Council	 www.shropshire.gov.uk
	Solihull Council	 www.solihull.gov.uk
	Staffordshire County Council	 www.staffordshire.gov.uk
	City of Stoke-on-Trent	 www.stoke.gov.uk/
	Telford & Wrekin Co-operative Council	 www.telford.gov.uk
	Walsall Council	 go.walsall.gov.uk
	Warwickshire County Council	 www.warwickshire.gov.uk/
	City of Wolverhampton Council	 www.wolverhampton.gov.uk/
	Worcestershire City Council	 www.worcestershire.gov.uk

Adult abuse

Anti-Social Behaviour

Being a carer

Benefits & Debt

Concerns about an employer/
someone in a position of trust

Child abuse

Domestic abuse

Harassment

Hate incidents

Housing & Homelessness

Local Authorities
(West Midlands)

Mental health

Physical health

Report a crime

Scams

Sexual content/abuse

Supporting my child

Terrorist activity

MENTAL HEALTH

ORGANISATION

CONTACT INFORMATION

DESCRIPTION

	CALM	 0800 585858  Suicide Prevention Charity Campaign Against Living Miserably (CALM)	Offers a helpline and webchat for those in the UK who are struggling with suicidal thoughts.
	General Practitioner/ Doctor/ Medical Centre	 GP services - NHS	Provides information about your nearest doctor's surgery and how to register with them. Doctors provide range of services to support your physical and mental health.
	Harmless	 Harmless	Specialises in support for individuals who self-harm, providing resources and help.
	Mind	 Mind	Offers information and support for those dealing with mental health issues, including self-harm.
	Maximus	 www.atw.maximusuk.co.uk	The Access to Work Mental Health Support Service provides confidential mental health support.
	NHS Every Mind Matters	 Top tips to improve mental wellbeing - Every Mind Matters - NHS	Online support to help improve your life.
	NHS Urgent Mental Health Support	 111  NHS Helplines	Immediate mental health support and advice from the NHS, available 24/7.
	PAPYRUS Prevention of Young Suicide	 0800 0684141 Text: 88247  PAPYRUS	Confidential support specifically for young people contemplating suicide.
	Samaritans	 Text: SHOUT to 85258 Telephone: 116 123  Samaritans Every life lost to suicide is a tragedy Here to listen	A 24/7 helpline providing emotional support for anyone in distress, including self-harm.
	The Mix	 0808 801 0327  The Mix - Essential support for under 25s	Offers free information and support for under 25s in the UK.

Adult abuse

Anti-Social Behaviour

Being a carer

Benefits & Debt

Concerns about an employer/
someone in a position of trust

Child abuse

Domestic abuse

Harassment

Hate incidents

Housing & Homelessness

Local Authorities
(West Midlands)

Mental health

Physical health

Report a crime

Scams

Sexual content/abuse

Supporting my child

Terrorist activity

PHYSICAL HEALTH

ORGANISATION

CONTACT INFORMATION

DESCRIPTION



**General Practitioner/
Doctor/ Medical Centre**

 [GP services - NHS](#)

Provides information about your nearest doctor's surgery and how to register with them. Doctors provide a range of services to support your physical and mental health



NHS

 111
 [Get help for your symptoms - NHS 111](#)

Advice about where to get help for my symptoms



Pharmacy/chemist

 [Find Pharmacy Services - NHS](#)

Provides advice and treatment for minor illness and injury



The Mix

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 [The Mix - Essential support for under 25s](#)

Offers free information and support for under 25s in the UK.

Adult abuse

Anti-Social Behaviour

Being a carer

Benefits & Debt

Concerns about an employer/
someone in a position of trust

Child abuse

Domestic abuse

Harassment

Hate incidents

Housing & Homelessness

Local Authorities
(West Midlands)

Mental health

Physical health

Report a crime

Scams

Sexual content/abuse

Supporting my child

Terrorist activity

REPORT A CRIME

ORGANISATION

CONTACT INFORMATION

DESCRIPTION



CrimeStoppers.
0800 555111
100% anonymous. Always.

Crimestoppers

0800 555 111



Independent UK charity taking crime
information anonymously | Crimestoppers

Anonymous reporting of crime

POLICE.UK**Local police force**

101 to report a crime



999 in life threatening situations

Adult abuse

Anti-Social Behaviour

Being a carer

Benefits & Debt

Concerns about an employer/
someone in a position of trust

Child abuse

Domestic abuse

Harassment

Hate incidents

Housing & Homelessness

Local Authorities
(West Midlands)

Mental health

Physical health

Report a crime

Scams

Sexual content/abuse

Supporting my child

Terrorist activity

SCAMS

ORGANISATION

CONTACT INFORMATION

DESCRIPTION

	Action Fraud	 Recruitment And Job Scams - Action Fraud Claims Advice	Action Fraud is the national reporting centre for fraud and cybercrime.
	Chartered Trading Standards Institute	 Find your local Trading Standards office - GOV.UK	How to find your local Trading Standards office and how to complain about illegal sales activity
	Which!	 Understanding and avoiding scams	Provides information about understanding and avoiding scams.
	Take Five	 Online scams Take Five to Stop Fraud	Take Five is a national campaign that offers straight-forward and impartial advice to help everyone protect themselves from financial fraud.

Adult abuse

Anti-Social Behaviour

Being a carer

Benefits & Debt

Concerns about an employer/
someone in a position of trust

Child abuse

Domestic abuse

Harassment

Hate incidents

Housing & Homelessness

Local Authorities
(West Midlands)

Mental health

Physical health

Report a crime

Scams

Sexual content/abuse

Supporting my child

Terrorist activity

SEXUAL CONTENT / ABUSE

ORGANISATION		CONTACT INFORMATION	DESCRIPTION
	Child exploitation and online protection	 Report to CEOP	Reporting child exploitation and online abuse .
	Childline	 0800 1111  Childline	A confidential service for children and young people up to the age of 19.
	NHS - Help after rape and assault	 NHS	Provides information and resources for those seeking help after rape and sexual assault.
	NSPCC	 0808 8005000  Comprehensive child safety guide NSPCC	Support for children affected by abuse including sexual abuse .
	Rape Crisis England & Wales	 0808 5002222  Rape Crisis	Provides specialist services for women and girls who have experienced sexual violence.
	Rights of Women	 Rights of Women	Legal advice and support specifically for women facing harassment.
	StopSO	 StopSO UK » Tackling Sexual Abuse	Specialist Treatment Organisation for Perpetrators and Survivors of Sexual Offending. They work with those at risk of turning thought into action.
	The Mix	 0808 801 0327  The Mix - Essential support for under 25s	Offers free information and support for under 25s in the UK.

Adult abuse

Anti-Social Behaviour

Being a carer

Benefits & Debt

Concerns about an employer/
someone in a position of trust

Child abuse

Domestic abuse

Harassment

Hate incidents

Housing & Homelessness

Local Authorities
(West Midlands)

Mental health

Physical health

Report a crime

Scams

Sexual content/abuse

Supporting my child

Terrorist activity

SUPPORTING MY CHILD

ORGANISATION

CONTACT INFORMATION

DESCRIPTION

**Action for Children**[Support when you feel like you
can't cope as a parent](#)

Provides answers to parenting questions in advice articles and ability to talk to a parenting coach about anything that's worrying you.

**The Mix**

0808 801 0327

[The Mix - Essential support for under 25s](#)

Offers free information and support for under 25s in the UK.

Adult abuse

Anti-Social Behaviour

Being a carer

Benefits & Debt

Concerns about an employer/
someone in a position of trust

Child abuse

Domestic abuse

Harassment

Hate incidents

Housing & Homelessness

Local Authorities
(West Midlands)

Mental health

Physical health

Report a crime

Scams

Sexual content/abuse

Supporting my child

Terrorist activity

TERRORIST ACTIVITY

ORGANISATION

ACT | ACTION
COUNTERS
TERRORISM

Act Early

CONTACT INFORMATION



0800 011 3764

[ACT Early | Prevent radicalisation](#)

DESCRIPTION

For information about how to recognise concerns about terrorism and report a concern

Safeguarding is everyone's responsibility.
By taking action, no matter how small, you can
make a real difference in someone's life.

This directory was produced as part of the West
Midlands International Recruitment Programme
2024/25 but can be applied more widely. For
more information about the International
Recruitment Programme, please visit:

www.irwestmids.co.uk

