

SOLIHULL'S HOMELESSNESS SERVICES DIRECTORY AUTUMN 2009 EDITION

Introduction

This is the third Homelessness Directory that has been compiled by Solihull Council. It forms one of the action points of the Homelessness Strategy for Solihull and was highlighted in the strategy consultation process as a key objective. It aims to achieve greater 'understanding between all relevant statutory and voluntary agencies working with people who are homeless or threatened with homelessness'.

The Directory is primarily aimed at being a resource for organisations operating in Solihull and has three goals:

- To improve the understanding of what all organisations who work with homeless households do within Solihull, in terms of client groups served and referral mechanisms
- To offer a joined up service, where customers are 'signposted' to the most appropriate provider
- To be a reference manual that will be updated every 2 years

When referring people to agencies, please make sure that you call them and speak to the contact before sending or advising of the location of the scheme. Some organisations are small with limited resources and we do not wish for vulnerable people to 'pushed' around Solihull.

As well as local agencies, information on a number of services that can be accessed outside Solihull has also been included. The information contained in this directory is believed to be accurate at the date of printing, but is of course, liable to change. We apologise for any errors or omissions.

Help us keep the directory up to date

In order to ensure the information is as accurate as possible the Council has made a commitment to re-produce the directory every 2 years.

In order to do this we would appreciate that if there are inaccuracies, updates, or you feel your organisation should be included, that you should contact:

Gemma Jones
Housing Strategy
Solihull Council
Church Hill House
PO Box 19
Solihull
West Midlands
B91 9QT

Email: gemmajones@solihull.gov.uk
Telephone: 0121 704 8144

REFERRING PEOPLE TO THE SCH HOUSING OPTIONS TEAM

IF A CLIENT IS IN HOUSING NEED PLEASE CONTACT THE HOUSING OPTIONS TEAM ON **0121 717 1515**. IF THE CALL IS OUTSIDE OF NORMAL OFFICE HOURS PLEASE TELEPHONE **0800 1382935**.

A HOUSING ADVISOR WILL DISCUSS THE OPTIONS THAT ARE AVAILABLE TO RESOLVE THEIR HOUSING DIFFICULTIES. THIS MAY INCLUDE:

- MEDIATION
- REFERRAL TO A HOSTEL/TEMPORARY ACCOMODATION
- SANCTUARY SCHEME
- ACCESS TO PRIVATE RENTED ACCOMMODATION
- MAKING A HOMELESSNESS APPLICATION

In **South Solihull** for face-to-face contact please go to:

Solihull Connect
Ground Floor, Library Square
Touchwood
Solihull
West Midlands
B91 3RG

Chelmsley Wood Area Housing Office

Chelmsley Wood Town Centre
5 Greenwood Way
Solihull
B37 5TL

Solihull's Homelessness Strategy

Under the Homelessness Act 2002 all local authorities are required to produce a Homelessness Strategy. Solihull's 3rd Homelessness Strategy, 2009-11, was published in March 2009 and is available at:

<http://www.solihull.gov.uk/policies/homelessnesstrategy.htm>

If you would like a hard copy, please contact Gemma Jones.

Solihull's Multi Agency Homeless Forum (MAHF)

Solihull's MAHF meets every quarter and is attended by a variety of agencies working with homeless people throughout the borough.

If you are interested in attending future meeting please contact Gemma Jones for forthcoming dates and to be included on the mailing list.

Table of Services

Organisation	Page No.	Accommodation (inc supported)	Support & Advice Services	Health Services	Employment & Education	Helpline	Client Groups
Accommodation - Emergency							
Birmingham City Mission – Pamela House	9	Y	Y	Y	Y		Single homeless women
Birmingham City Mission – Washington Court	9	Y	Y				Single homeless people
Focus Futures – The Snowhill Centre	10	Y	Y				Single homeless men
Focus Futures - Hanwood House	10	Y	Y	Y	Y	Y	Single homeless men
Salvation Army – William Booth Centre	11	Y	Y				Single homeless men
St Anne's Hostel	11	Y	Y			Y	Single homeless men
St Basil's – Edgwood House	12	Y	Y	Y	Y	Y	Young homeless people
St Basil's – Milner Court	12	Y	Y	Y	Y	Y	Young single homeless men
St Basil's – Yardley House	13	Y	Y	Y	Y	Y	Young single homeless women
Waterside House -Princip Street	13	Y	Y				Single homeless men
YMCA - Erdington	14	Y					Single homeless people
HOUSING ASSOCIATIONS (operating in Solihull)	15	Y					
Solihull Community Housing – Chelmsley Wood Area Office	16	Y	Y				Anyone
Solihull Community Housing – Solihull Area Office	16	Y	Y				Anyone

Organisation	Page No.	Accommodation (inc supported)	Support & Advice Services	Health Services	Employment & Education	Helpline	Client Groups
Accommodation - Solihull Hostels/Supported							
Bromford – Galeno Place – Young Families Supported Housing Scheme	17	Y	Y		Y		Young families
Bromford – Geraldine Court - Young Families Supported Housing Scheme	17	Y	Y		Y		Young families
Bromford – Wharf Lane – Learning Disabilities Supported Housing Scheme	18	Y	Y		Y		Learning Disabilities
Fry Housing Trust	19	Y	Y				Offenders/People at risk of offending
Solihull MIND	20	Y	Y		Y		Mental Health
St Basil's – Mildenhall	21	Y	Y		Y		Homeless single young people
Stonham Housing Association – Gilson Way	21	Y	Y				Offenders/Ex-Offenders
Stonham Housing Association – Morris House	22	Y	Y				Young homeless people
Stonham Housing Association – Venture House	22	Y	Y				Young homeless people
Birmingham Women's Aid - Refuge	23	Y	Y				Domestic violence
Floating Support							
Ashram	24		Y				BME communities
BID Services	24		Y				Anyone who is deaf or hard of hearing
Birmingham Women's Aid	25		Y				Domestic violence
Bromford – Generic Floating Support	26		Y	Y	Y		Anyone

Organisation	Page No.	Accommodation (inc supported)	Support & Advice Services	Health Services	Employment & Education	Helpline	Client Groups
Bromford – Pathways Project	26	Y	Y	Y	Y		Young people
Bromford – Young Families Floating Support	27		Y	Y	Y		Young families
Bromford – Young Singles Floating Support	27		Y	Y	Y		Young single people
CARA Irish Housing Association	28		Y	Y	Y		Travellers
Fry Housing Trust	29		Y				Offenders & Ex-offenders
Keyring	30		Y				Disabilities
Support & Advice Services							
Solihull Victim Support	31		Y			Y	Anyone
Relate	31		Y		Y	Y	Anyone
Chelmsley Citizens Advice Bureau	32		Y				Anyone
Shirley Citizens Advice Bureau	33		Y				Anyone
Solihull Citizens Advice Bureau	33		Y				Anyone
SCAH (Solihull Churches Action on Homelessness)	34		Y				Anyone
Furniture Restore	34		Y				Anyone
County Court Welfare Team	35		Y				Anyone attending Birmingham County Court
Aquarius	35		Y				Alcohol, Gambling
CARA (Chelmsley Advice and Resource Agency)	36		Y				Debt
Mencap West Midlands	37	Y	Y			Y	Disabilities
Birmingham Disability Resource Centre	37		Y				Disabilities

Organisation	Page No.	Accommodation (inc supported)	Support & Advice Services	Health Services	Employment & Education	Helpline	Client Groups
DIAL Solihull – (Disability Information & Advice Line)	38		Y			Y	Disabilities
MABL Charitable Trust	38		Y				Domestic violence
Rape + Sexual Violence Project	39		Y			Y	Domestic violence
SIAS	39		Y				Drug misuse
Chelmsley Wood Children's Centre	40		Y	Y	Y		Families
Shelter	40		Y			Y	Homeless people
West Midlands Probation Service	41		Y		Y		Offenders
The Travellers Advice Team	41		Y			Y	Gypsies & Travellers
SUSTAiN	42		Y			Y	Voluntary organisations
Education & Employment							
Solihull College (North & South Campuses)	43		Y		Y		Anyone
Job Centre Plus – Chelmsley Wood	44				Y		Anyone
Job Centre Plus – Solihull	44				Y		Anyone
The Princes Trust	45		Y		Y		Anyone 14-30
Connexions – Chelmsley Wood	45		Y	Y	Y	Y	Young people
Connexions – Kingshurst	46		Y	Y	Y	Y	Young people
Connexions – Shirley	46		Y	Y	Y	Y	Young people
Connexions – Solihull	47		Y	Y	Y	Y	Young people

Organisation	Page No.	Accommodation (inc supported)	Support & Advice Services	Health Services	Employment & Education	Helpline	Client Groups
Health Services							
Terrence Higgins Trust	48		Y	Y		Y	HIV
Swish	48		Y	Y			Male & Female Sex Workers
Brook in Birmingham	49		Y	Y			Young people
NHS Hurst Lane Clinic	49			Y			Young people
NHS Grove Road Clinic	50			Y			Young people
NHS Craig Croft Clinic	51			Y			Young people
NHS Kingshurst Clinic	52			Y			Young people
Helplines							
Shelter Helpline	53		Y			Y	Anyone
National Missing Persons Helpline	53		Y			Y	Anyone
Message Home Helpline	54					Y	Anyone
Runaway Helpline	54					Y	Anyone
The Samaritans	55		Y		Y	Y	Anyone
Legionline	55					Y	Anyone
NHS Direct	56			Y		Y	Anyone
Alcoholics Anonymous	56					Y	Alcohol
Childline	57		Y			Y	Children & young people
National Debt Line	57					Y	Debt

Organisation	Page No.	Accommodation (inc supported)	Support & Advice Services	Health Services	Employment & Education	Helpline	Client Groups
Equality & Human Rights Commission	58		Y		Y	Y	Anyone
Friends, Families and Travellers	58	Y	Y	Y	Y	Y	Gypsies & Travellers
SANELINE	59					Y	Mental Health
Immigration Advisory Service	59					Y	Refugees & Asylum seekers
Sexual Health and National AIDS Helpline	60					Y	Sexual Health
West Midlands Gay and Lesbian Switch Board	60		Y	Y		Y	Sexuality
Women's Aid & Refuge Helpline	61					Y	Women

Services: Accommodation - Emergency

“DIRECT ACCESS hostel for single homeless women. The hostel acts as a safe house, and residents and those offered an interview are asked not to disclose the project's address. Staff provide some support with living skills and finding move-on accommodation.”

Organisation Name	Birmingham City Mission – Pamela House
Contact Name	Any member of staff will help
Contact Address	Confidential address
Contact Number	0121 706 5567
Contact Fax Number	0121 706 5572
Contact Email Address	phoffice@birminghamcitymission.co.uk
Opening Hours: Monday - Sunday	24 hours – Appointment system only
Who is eligible	Any women over the age of 18
Who is NOT eligible	Women with severe behavioural problems
Length of stay	Minimum 4 months, maximum 2 years
Vacancies	Weekly, no waiting list
Facilities	Mostly shared rooms with shared bathrooms. Half board on weekdays and full board at weekends with residents cooking on a rota basis
Referral	Self referral or agency via telephone. Places are offered subject to interview.

Services: Accommodation - Emergency

“DIRECT ACCESS hostel for single homeless people”

Organisation Name	Birmingham City Mission – Washington Court
Contact Name	Any member of staff will help
Contact Address	35- 38 Washington Street Ladywood Birmingham B1 1LB
Contact Number	0121 643 6182
Contact Fax Number	0121 633 8258
Contact Email Address	washsupport@birminghamcitymission.co.uk
Opening Hours: Monday - Sunday	24 hours
Who is eligible	Anybody over the age of 18
Who is NOT eligible	People with mental health problems without support from another agency, or people with a history of violence
Length of stay	Maximum 24 months
Vacancies	Infrequently, no waiting list
Facilities	Shared bathrooms. Half board on weekdays and full board at weekends
Referral	Self referral or agency

Services: Accommodation - Emergency

“DIRECT ACCESS hostel for single homeless men aged over 25 with low support needs.”

Please note that this building will close for refurbishment of the accommodation during 2009 and will not reopen until 2011

Organisation Name	Focus Futures – The Snow Hill Centre
Contact Name	Any member of staff will help
Contact Address	86 Old Snow Hill Birmingham B4 6HE
Contact Number	0121 233 2599
Contact Fax Number	0121 236 5932
Contact Email Address	pamela.farquharson@midlandheart.org.uk
Opening Hours: Monday - Sunday	24 hours
Who is eligible	Single homeless men aged over 25 years with low support needs
Who is NOT eligible	Men with a history of arson, persistent violent offenders and men with high support needs
Length of stay	Maximum 2 years
Vacancies	Daily, no waiting list
Facilities	Shared bathrooms. Breakfast and evening meals provided with additional kitchen facilities
Referral	Self referral or agency

Services: Accommodation - Emergency

“DIRECT ACCESS hostel for single homeless men aged over 25”

Organisation Name	Focus Futures – Hanwood House
Contact Name	The Manager
Contact Address	Leopold Street Highgate Birmingham B12 0UL
Contact Number	0121 753 1386
Contact Fax Number	0121 772 5776
Contact Email Address	
Opening Hours: Monday – Sunday	24 hours
Who is eligible	Single homeless men aged 25 and over
Who is NOT eligible	Arsonists. People already excluded from other Focus projects
Length of stay	Maximum 2 years
Vacancies	Weekly. No waiting list
Facilities	27 half board spaces, plus 12 self catering move-on flats
Referral	Self referral or agency

Services: Accommodation - Emergency

“DIRECT ACCESS hostel of five emergency direct access beds each night, 57 half board hostel beds all en-suite, 10 flats and bed-sits (Assured shorthold tenancies)”

Organisation Name	Salvation Army
Contact Name	Duty Manager
Contact Address	William Booth Centre Shadwell Street, Birmingham. B4 6HA
Contact Number	0121 236 6554
Contact Fax Number	0121 236 7135
Contact Email Address	garry.murphy@salvationarmy.org.uk
Opening Hours: Monday – Sunday	24 hour Access
Who is eligible	Males aged 18-60 with low-medium support needs
Who is NOT eligible	Men with high support needs. No schedule 1 offenders, arsonists or men convicted of excessive violence (GBH, ABH)
Number of places	5 Emergency rooms with en-suite, 59 bedrooms with en-suite, 5 Self-contained Studios & 5 Self-contained Flats for Resettlement
Length of stay	1 night to 2 years
Vacancies	5 emergency beds available every night from 7pm, mainstream hostel 1-3 vacancies per week
Facilities	Hostel is half board. Flats have individual bathrooms and are self-catering. Laundry, pool table, games, access to computers
Referral	By telephone or in person to Duty Manager

Services: Accommodation - Emergency

“DIRECT ACCESS hostel for single homeless men over the age of 25.”

Organisation Name	St Anne's Hostel
Contact Name	Any member of staff will help
Contact Address	112 Moseley Street Birmingham B12 0RY
Contact Number	0121 772 4406
Contact Fax Number	0121 772 4405
Contact Email Address	-
Opening Hours: Monday - Sunday	24 hours
Who is eligible	Single homeless men over the age of 25
Who is NOT eligible	Those placed on “unwelcome list” of people who would present serious problems to other residents or staff.
Length of stay	Minimum 1 night, maximum 6 months
Vacancies	Daily, no waiting list
Facilities	Shared bathrooms with full board catering
Referral	Self referral or agency

Services: Accommodation - Emergency

“DIRECT ACCESS hostel for young homeless people aged 16-25 including couples and single parents”

Organisation Name	St Basil's – Edgwood House
Contact Name	Any member of staff will help
Contact Address	39-45 Stirling Road Edgbaston Birmingham B16 9BB
Contact Number	0121 455 6859
Contact Fax Number	0121 455 6859
Contact Email Address	staff@link.stbasils.org.uk
Opening Hours: Monday - Sunday	24 hours
Who is eligible	Young people aged 16-25 with support needs who are homeless or at risk of homelessness. Can accept a limited number of couples.
Who is NOT eligible	People with convictions for arson or Schedule One offences
Length of stay	No minimum, maximum of 18 months
Vacancies	When available, no waiting list
Facilities	Shared bathrooms. Full board catering
Referral	Self referral or agency

Services: Accommodation - Emergency

“DIRECT ACCESS hostel for young single homeless men aged 16-25 years”

Organisation Name	St Basil's – Milner Court
Contact Name	Any member of staff will help
Contact Address	110 St Andrew's Road Bordesley Green Birmingham B9 4NA
Contact Number	0121 772 3098
Contact Fax Number	0121 773 7356
Contact Email Address	staff@milner.stbasils.org.uk
Opening Hours: Monday - Sunday	24 hours
Who is eligible	Homeless men aged 16-25 years
Who is NOT eligible	Men with convictions for Schedule One offences & arsonists
Length of stay	Minimum 1 night, maximum 1 month
Vacancies	No waiting list. Emergency on the day
Facilities	Ensuite bathrooms – Shared kitchen facilities
Referral	Single access point The Link Information Centre – 0121 233 1508

Services: Accommodation - Emergency

“DIRECT ACCESS hostel for young single homeless women aged 16-25”

Organisation Name	St Basil's – Yardley House
Contact Name	Any member of staff will help
Contact Address	104 Blakesley Road Yardley Birmingham B25 8RN
Contact Number	0121 789 9019
Contact Fax Number	0121 783 9473
Contact Email Address	staff@yardley.stbasils.org.uk
Opening Hours: Monday - Sunday	24 hours
Who is eligible	Young single homeless women aged 16-25. Women with alcohol or drug addictions providing they are working with a drug support scheme.
Who is NOT eligible	Women in the late stages of pregnancy (subject to a risk and needs assessment).
Length of stay	Minimum 1 night, maximum 28 days
Vacancies	When available, no waiting list
Facilities	Shared bathrooms, Shared kitchen, IT suite Self Catering
Referral	Self referral through St Basils Link or an emergency line out of hours on 0800 068 7499

Services: Accommodation - Emergency

“DIRECT ACCCESS hostel for single homeless men aged over 25 with support needs”

Organisation Name	Princip Street Hostel
Contact Name	Any member of staff will help
Contact Address	Waterside House 33-35 Princip Street Birmingham B4 6LE
Contact Number	0121 359 5953
Contact Fax Number	0121 359 5953
Contact Email Address	-
Opening Hours: Monday – Sunday	24 hours, or before 3pm on Fri if without relevant documentation
Who is eligible	Single homeless men aged 25 and over with support needs, including mental health and/or alcohol problems
Who is NOT eligible	Arsonists. “People with a history of physical or verbal abuse towards staff at this or any other hostel”
Length of stay	Minimum 1 week, then ongoing
Vacancies	Weekly. No waiting list
Facilities	90 fully furnished rooms, shared kitchen and bathrooms
Referral	Self referral or agency

Services: Accommodation - Emergency

“DIRECT ACCESS hostel for single homeless people with support needs”

Organisation Name	YMCA - Erdington
Contact Name	Any member of staff will help
Contact Address	300 Reservoir Road Erdington Birmingham B23 6DB
Contact Number	0121 373 1937
Contact Fax Number	0121 382 4746
Contact Email Address	-
Opening Hours: Monday – Friday	9am – 5pm
Who is eligible	Single homeless people with support needs
Who is NOT eligible	People with a history of arson or sex offences
Length of stay	No minimum stay, maximum 2 years
Vacancies	Daily. No waiting list
Facilities	47 rooms with shared bathrooms. Breakfast and evening meals provided
Referral	Self referral or agency

Services: Accommodation - Housing Associations

There are various housing associations operating across Solihull. The below table shows contact details for the associations and the number of properties they have in Solihull. Please contact individual housing associations for information on waiting lists.

HOUSING ASSOCIATION	TELEPHONE NUMBER	POSTAL ADDRESS	Properties in Solihull*
Accord	0300 111 7000	178 Birmingham Road West Bromwich, Birmingham, B70 6QG	36
Ashram	0300 111 7000	Fairgate House 205 Kings Road Tyseley Birmingham B11 2AA	10
Bromford	0845 6050 603	Friars Gate 1011 Stratford Road Solihull B90 4BN	365
Hanover	01480 475 069	Nelson House, Alington Road, Eynesbury St Neots, Cambridgeshire, PE19 2RB	23
Harden	0121 633 2100	28 Pickford Street Birmingham, West Midlands B5 5HQ	46
Housing 21 (only sheltered housing)	0370 192 4000	The Triangle, Baring Road, Beaconsfield, Bucks, HP9 2NA	70
Jephson	01926 339 311	Jephson House Blackdown Leamington Spa CV32 6RE	41
Mercian	0121 322 7373	Gee Business Centre Holborn Hill Birmingham B7 5JR	24
Midland Heart	0345 60 20 540	20 Bath Row Birmingham B15 1LZ	20
Sanctuary	0121 525 3131	164 Birmingham Road West Bromwich B70 6QG	157
Servite	0121 444 6666	41 Poplar Road, Kings Heath, Birmingham B14 7AA	61
Trident	0121 633 4633	239 Holliday Street, Birmingham B1 1SJ	9
Waterloo	0121 355 4501	Waterloo House, 76-78 Boldmere Road Sutton Coldfield, West Midlands B73 5TJ	540

*Figures as at February 2009

Services: Accommodation, Advice Services.

“Solihull MBC has a legal duty to house homeless people who are *homeless*, in *priority need*, *unintentionally homeless* and have a *local connection*. Solihull MBC also has a statutory obligation to offer housing advice and information to those in housing need. In Solihull these service are provided by Solihull Community Housing.”

Organisation Name	Solihull Community Housing – Chelmsley Wood Area Housing Office
Contact Name	Housing Options Team
Contact Address	Chelmsley Wood Area Housing Office, Chelmsley Wood Town Centre, 5 Greenwood Way, Solihull. B37 5TL
Contact Number	Contact Centre number 0121 717 1515 Emergency Line 0800 1382935 (out of office hours only)
Contact Fax Number	-
Contact Email Address	info@solihullcommunityhousing.org.uk
Opening Hours: Monday – Friday Out of Hours Emergency	8.30am-5.20pm 0800 1382935
Referral	By self-referral, telephone or turn up in office hours.

Services: Accommodation, Advice Services.

“Solihull MBC has a legal duty to house homeless people who are *homeless*, in *priority need*, *unintentionally homeless* and have a *local connection*. Solihull MBC also has a statutory obligation to offer housing advice and information to those in housing need. Anyone is eligible to join Solihull’s Housing Register. In Solihull these services are provided by Solihull Community Housing.”

Organisation Name	Solihull Community Housing – Solihull Area Housing Office
Contact Name	Housing Options Team
Contact Address	For face-to-face contact please go to: Solihull Connect Ground Floor, Library Square Touchwood, Solihull, B91 3RG
Contact Number	Contact Centre number 0121 717 1515 Emergency Line 0800 1382935 (out of office hours only)
Contact Fax Number	-
Contact Email Address	info@solihullcommunityhousing.org.uk
Opening Hours: Monday – Friday Out of Hours Emergency	8.30am-5.20pm 0800 1382935
Referral	By self-referral, telephone or turn up in office hours

Services: Accommodation - Supported Housing

“9 self contained units for young homeless families between 16-29 years, with housing related support available on site.”

Organisation Name	Bromford Housing Group – Galeno Place – Young Families Supported Housing Scheme
Contact Name	Helen Key – Senior support worker Helen Spiller – service manager
Contact Address	Galeno Place Flat 16, 5 Triumph Walk Smiths Wood, Birmingham B36 9NE
Contact Number	0121 749 4014
Contact Fax Number	0121 749 4014
Contact Email Address	Helen.key@bromford.co.uk Helen.spiller@bromford.co.uk
Opening Hours: Monday – Friday	9am-5pm
Who is eligible	Young families aged 16-29 with children
Who is NOT eligible	-
Number of places	9
Length of stay	Minimum 6 months, maximum 2 Years
Vacancies	Waiting list, contact Bromford
Facilities	Individual flats
Referral	Self-referral or agency

Services: Accommodation - Supported Housing

“7 self contained units for young homeless families between 16-29 years, with housing related support available on site.”

Organisation Name	Bromford Housing Group - Geraldine Court – Young Families Supported Housing Scheme
Contact Name	Helen Key – Senior support worker Helen Spiller – service manager
Contact Address	Geraldine Court Flat 60, Hadfield Way Chelmsley Wood, Birmingham B37 5LN
Contact Number	0121 770 4172
Contact Fax Number	0121 770 4172
Contact Email Address	Helen.key@bromford.co.uk Helen.spiller@bromford.co.uk
Opening Hours: Monday – Friday	9am-5pm
Who is eligible	Young families aged 16-29 with children
Who is NOT eligible	-
Number of places	7
Length of stay	Minimum 6 months, maximum 2 Years
Vacancies	Waiting list, contact Bromford
Facilities	Individual flats
Referral	Self referral or agency

Services: Accommodation - Supported Housing

“5 flats, self contained with a resource flat attached where support workers are based providing housing related support to adults 18 – 75 with learning disabilities”

Organisation Name	Bromford Housing Group – Wharf Lane Supported Housing Scheme
Contact Name	Helen Key – Senior support worker Helen Spiller – service manager
Contact Address	Flat 75 Wharf Lane Solihull B91 2LF
Contact Number	07739 300523 – Helen Spiller
Contact Fax Number	
Contact Email Address	Helen.key@bromford.co.uk Helen.spiller@bromford.co.uk
Who is eligible	adults 18 – 75 with learning disabilities
Who is NOT eligible	-
Number of places	5
Length of stay	-
Vacancies	Waiting list, contact Bromford
Facilities	Individual flats
Referral	Self referral or agency

Services: Accommodation - Supported Housing

“Shared house, for adults with learning disabilities or autism with support - housing related”

Organisation Name	Bromford Housing Group – Wharf Lane Supported Housing Scheme
Contact Name	Helen Key – Senior support worker Helen Spiller – service manager
Contact Address	House 89 Wharf Lane Solihull B91 2LF
Contact Number	07739 300523 – Helen Spiller
Contact Fax Number	
Contact Email Address	Helen.key@bromford.co.uk Helen.spiller@bromford.co.uk
Who is eligible	adults 18 – 75 with learning disabilities
Who is NOT eligible	-
Number of places	2
Length of stay	-
Vacancies	Waiting list, contact Bromford
Facilities	Shared house, two bedroom
Referral	Self referral or agency

Services: Accommodation – Supported Housing

“To provide temporary accommodation and support structures for homeless ex-offenders and for homeless persons, some of whom maybe at risk of offending.”

Organisation Name	Fry Housing Trust
Contact Name	Any member of staff will help
Contact Address	155 Warwick Road, Olton, Solihull B92 7HN
Contact Number	0121 706 0900
Contact Fax Number	0121 764 5506
Website	www.fryha.org.uk
Contact Email Address	solihull@fryha.org.uk
Opening Hours: Monday - Sunday	24 hours
Who is eligible	Any offender/ex-offender aged 18+ in need of support
Who is NOT eligible	-
Number of places	29
Length of stay	2 years maximum
Vacancies	Often have vacancies and operate a waiting list when full
Facilities	Accommodation has shared and individual bathrooms with shared self-catering catering facilities
Referral	Applicants welcome via any agency or potential service users.

Services: Accommodation, Advice Services

“Our services are for people with mental health problems that are resident in the borough of Solihull. In a few cases our advocates may work with someone who is temporarily homeless or they can continue to use our other services while new accommodation is found.”

Organisation Name	Solihull MIND
Contact Name	Any member of staff will help
Contact Address	14/16 Faulkner Road Solihull B92 8SY
Contact Number	0121 742 4941
Contact Fax Number	0121 742 9817
Website	www.solihullmind.org.uk
Contact Email Address	contact@solihullmind.org.uk
Opening Hours: Monday – Friday	9.30am - 5pm
Who is eligible	Must have a mental health problem, aged 17-65 and live in the borough
Who is NOT eligible	-
Number of places	8 single person flats
Length of stay	Permanent tenancies
Vacancies	Very Infrequently
Facilities	Individual bathroom, individual self-catering facilities
Referral	Self Referral only

Services: Accommodation, Advice Services

“Semi-independent living provision for young people with a Solihull connection who are aged 16-25.”

Organisation Name	St Basils Mildenhall House
Contact Name	Brenda Melhado
Contact Address	58 Lode Lane Solihull B91 2AW
Contact Number	0121 704 2166
Contact Fax Number	0121 704 2166
Website	www.stbasils.org.uk
Contact Email Address	staff@mildenhall-sb.fsnet.co.uk
Opening Hours: Monday – Friday	9.30 – 5.30
Who is eligible	Anybody aged 18-25 with a Solihull connection
Who is NOT eligible	-
Number of places	5
Length of stay	maximum 2 years
Vacancies	Waiting List
Facilities	Residents share two bathrooms and kitchen with self-catering facilities
Referral	Via direct to project

Services: Accommodation – Supported Housing

“6 bed-sit unit providing accommodation as move on from Morris House. Staffed office hours and promotes independence and resettlement.”

Organisation Name	Stonham – Gilson Way
Contact Name	Service Manager
Contact Address	88-90 Gilson Way Kingshurst Birmingham B37 6JZ
Contact Number	0121 770 8340
Contact Fax Number	0121 770 8340
Website	www.homegroup.org.uk
Contact Email Address	-
Opening Hours: Monday – Friday	- 9am - 5pm
Who is eligible	Move on centre from Morris House, for 16-25 year old clients
Who is NOT eligible	High risk offenders
Number of places	6
Length of stay	Maximum 2 years
Vacancies	Approximately 6 months
Facilities	Bedsit accommodation with own cooking facilities and bathroom
Referral	Via Morris House

Services: Accommodation – Supported Housing

“9 bed hostel accommodation for 16-25 year olds. 24 hour staff cover. Promoting independence through a support planning process, with weekly link working sessions.”

Organisation Name	Stonham– Morris House
Contact Name	Service Manager
Contact Address	430-432 Chester Road, Castle Bromwich, Birmingham B36 0LF
Contact Number	0121 770 9360
Contact Fax Number	0121 770 5064
Website	www.homegroup.org.uk
Contact Email Address	-
Opening Hours: Monday – Friday Saturday - Sunday	8.00am – Half past midnight 8.00am – 1am
Who is eligible	16-25 year old single homeless people. People with low-medium support needs
Who is NOT eligible	High risk offenders
Number of places	9
Length of stay	Maximum 2 years
Vacancies	Approximately every quarter, waiting list operates regularly
Facilities	Shared bathroom and shared kitchen (9 to kitchen)
Referral	Self referral or agency

Services: Accommodation – Supported Housing

“Providing accommodation as move on from Morris House. Staffed office hours and promotes independence and resettlement.”.

Organisation Name	Stonham – Venture House
Contact Name	Service Manager
Contact Address	75 – 77 Kingshurst Way Kingshurst Birmingham B37 6EB
Contact Number	0121 788 8785
Website	www.homegroup.org.uk
Contact Email Address	-
Opening Hours: Monday – Sunday	9am - 9pm
Who is eligible	16-25 year old single homeless people with low / medium support needs.
Who is NOT eligible	High risk offenders
Number of places	9
Length of stay	Maximum 2 years
Vacancies	Approximately every quarter, there is a waiting list
Facilities	-
Referral	Via Morris House

Services: Refuge

“Safe, temporary, emergency accommodation for women and children who are at risk for domestic violence.”

Organisation Name	Birmingham & Solihull Women’s Aid
Contact Name	Bec Bayliss
Contact Address	Confidential address Head office: Ryland House 44-48 Bristol Street Birmingham, B5 7AA
Contact Number	0800 0732 606 or 0121 685 8550
Contact Fax Number	-
Website	www.bswaid.org www.freefromfear.org
Contact Email Address	Bec.bayliss@bswaid.org
Opening Hours:	24 hour access
Who is eligible	Women and children at risk from domestic violence
Who is NOT eligible	Boys aged 14+
Number of places	11 units
Length of stay	Up to 12 months
Vacancies	Telephone helpline for current vacancies
Facilities	Children’s workers and family support service. Self contained flats with communal lounge, play facilities and laundry.
Referral	Telephone self referral only, but enquiries from agencies welcome

Services: Floating Support

“A culturally sensitive floating support scheme for service users from BME communities to take on new tenancy or maintain their existing tenancy.”

Organisation Name	Ashram Housing Association
Contact Name	Project Manager
Contact Address	Fairgate House 205 Kings Road Tyseley, Birmingham, B11 2AA
Contact Number	0121 764 3817
Contact Fax Number	0121 764 3844
Website	www.ashramha.org.uk
Contact Email Address	rdvp@ashramha.org.uk
Opening Hours:	Monday – Friday 9.00 am– 5.00 pm With out of office on call for emergency only
Who is eligible	Anyone from BME communities
Who is NOT eligible	-
Number of places	15
Length of stay	Up to 2 years
Vacancies	Please contact the project
Facilities	Outreach work
Referral	Via our office

Services: Floating Support

“Provides housing related support to ensure that people are able to maintain their tenancy and be as independent as possible.”

Organisation Name	BID Services
Contact Name	Terry Yarnall
Contact Address	The Deaf cultural centre Ladywood Road Birmingham, B16 8SZ
Contact Number	0121 246 6100
Contact Fax Number	0121 246 6141 Text No. 0121 246 6101
Website	www.bid.org.uk
Contact Email Address	terry.yarnall@bid.org.uk
Opening Hours:	Mon – Thurs 9am – 5pm Friday 9am – 4.30pm
Who is eligible	Anyone who is deaf, deafened or hard of hearing
Who is NOT eligible	-
Number of places	5
Length of stay	No more than 2 years
Vacancies	-
Facilities	-
Referral	Any referral routes excepted

Services: Floating Support

“A floating support project for women affected by domestic violence. The scheme offers information, advocacy and support on a range of issues including safety planning, housing, welfare benefits and legal issues.”

Organisation Name	Birmingham & Solihull Women’s Aid
Contact Name	Sarah Alexander
Contact Address	Ryland House 44-48 Bristol Street Birmingham, B5 7AA
Contact Number	0121 685 8687
Contact Fax Number	0121 685 8686
Website	www.bswaid.org
Contact Email Address	Sarah.alexander@bswaid.org
Opening Hours: Monday - Friday	10am-5pm
Who is eligible	Women (aged 16 +) affected by domestic violence and living in the Borough of Solihull
Who is NOT eligible	Men affected by domestic violence; women not living in Solihull
Number of places	30
Length of stay	Up to 6 months support
Vacancies	Please contact the project to check on waiting list status
Facilities	-
Referral	Self referral via telephone; referral from other agencies with consent

Services: Floating Support

“Housing related support offered to service users in their own home.”

Organisation Name	Bromford – Generic Floating Support
Contact Name	Helen Key – Senior support worker Helen Spiller – service manager
Contact Address	Galeno Place Flat 16, 5 Triumph Walk Smiths Wood, Birmingham B36 9NE
Contact Number	0121 770 4172
Contact Fax Number	0121 770 4172
Contact Email Address	Helen.key@bromford.co.uk Helen.spiller@bromford.co.uk
Opening Hours: Monday – Friday	9am-5pm
Who is eligible	Anyone who needs support
Who is NOT eligible	-
Number of places	9
Length of stay	Support provided until no longer required
Vacancies	When available, waiting list in operation
Referral	Self referral or agency

Services: Floating Support

“6 units with shared facilities and housing related support provided. 2 units allocated for care leavers.”

Organisation Name	Bromford – Pathways Project
Contact Name	Helen Key – Senior support worker Helen Spiller – service manager
Contact Address	Galeno Place Flat 16, 5 Triumph Walk Smiths Wood, Birmingham B36 9NE
Contact Number	0121 770 4172
Contact Fax Number	0121 770 4172
Contact Email Address	Helen.key@bromford.co.uk Helen.spiller@bromford.co.uk
Opening Hours: Monday – Friday	9am-5pm
Who is eligible	Any single person, including care leavers, aged 16-25
Who is NOT eligible	-
Number of places	6
Length of stay	Support provided until no longer required
Vacancies	When available, waiting list in operation
Facilities	3 flats providing 6 bed spaces
Referral	Self referral or agency

Services: Floating Support

“Housing related support offered to young families between the ages of 16-29 in their own home.”

Organisation Name	Bromford – Young Families Floating Support
Contact Name	Helen Key – Senior support worker Helen Spiller – service manager
Contact Address	Galeno Place Flat 16, 5 Triumph Walk Smiths Wood, Birmingham B36 9NE
Contact Number	0121 770 4172
Contact Fax Number	0121 770 4172
Contact Email Address	Helen.key@bromford.co.uk Helen.spiller@bromford.co.uk
Opening Hours: Monday – Friday	9am-5pm
Who is eligible	Young families aged 16-25 with children
Who is NOT eligible	-
Number of places	6
Length of stay	Support provided until no longer required
Vacancies	When available, waiting list in operation
Referral	Self referral or agency

Services: Floating Support

“Housing related support offered to young people between the ages of 16-25 years in their own home.”

Organisation Name	Bromford – Young Singles Floating Support
Contact Name	Helen Key – Senior support worker Helen Spiller – service manager
Contact Address	Galeno Place Flat 16, 5 Triumph Walk Smiths Wood, Birmingham B36 9NE
Contact Number	0121 770 4172
Contact Fax Number	0121 770 4172
Contact Email Address	Helen.key@bromford.co.uk Helen.spiller@bromford.co.uk
Opening Hours: Monday – Friday	9am-5pm
Who is eligible	Single people aged 16-25 years
Who is NOT eligible	-
Number of places	12
Length of stay	Support provided until no longer required
Vacancies	When available, waiting list in operation
Referral	Self referral or agency

Services: Floating Support

“A service to meet the needs of travellers resident in the Solihull area. Areas covered will be health particularly women, welfare benefits and education.”

Organisation Name	Cara Irish Housing Association
Contact Name	Melissa Roche
Contact Address	Cara House 82 – 84 Moseley Street Digbeth, Birmingham B12 ORP
Contact Number	0121-622-5806
Contact Fax Number	0121-666-7019
Website	www.ccht.org.uk
Contact Email Address	melissaroche@ccht.org.uk
Opening Hours:	9 am - 5 pm
Who is eligible	Members of the travelling community
Who is NOT eligible	People who do not identify themselves as travellers
Number of places	To be agreed
Length of stay	-
Vacancies	-
Facilities	-
Referral	Self referral or agency

Services: Floating Support

“Support ex-offenders residing in Solihull with housing and support needs. This can include moving from temporary accommodation or support with maintaining new or long term accommodation.”

Organisation Name	Fry Housing Trust
Contact Name	Claire Mawby
Contact Address	155 Warwick Road Olton, Solihull B92 7HN
Contact Number	07747 458 803
Contact Fax Number	0121 764 5506
Website	www.fryha.org.uk
Contact Email Address	Claire.mawby@fryha.org.uk
Opening Hours:	Office Hours Flexitime
Who is eligible	Ex-offenders or those at risk of offending 18+
Who is NOT eligible	
Number of places	15
Length of stay	2 Years Maximum
Vacancies	Please contact to check availability
Facilities	N/A
Referral	By application form

Services: Floating Support

“Support ex-offenders with mental health issues who reside in Solihull and have housing and support needs. This can include moving from temporary accommodation or support with maintaining new or long term accommodation.”

Organisation Name	Fry Housing Trust
Contact Name	Claire Mawby
Contact Address	155 Warwick Road Olton, Solihull B92 7HN
Contact Number	07747 458 803
Contact Fax Number	0121 764 5506
Website	www.fryha.org.uk
Contact Email Address	Claire.mawby@fryha.org.uk
Opening Hours:	Office Hours Flexitime
Who is eligible	Ex-offenders or those at risk of offending with mental health issues
Who is NOT eligible	
Number of places	15
Length of stay	2 Years Maximum
Vacancies	Please contact to check availability
Facilities	N/A
Referral	By application form

Services: Floating Support

“Keyring operates a unique system of support to enable people with learning difficulties to connect to their local community and to live independently in their own flats.”

Organisation Name	Keyring
Contact Name	Michelle Lloyd
Contact Address	Carrs Lane Church Centre Carrs Lane Birmingham B4 7SX
Contact Number	0121 643 3206
Contact Fax Number	0121 643 3301
Website	www.keyring.org
Contact Email Address	Michelle.lloyd@keyring.org
Opening Hours: Monday - Friday	Office only -
Who is eligible	People with Learning Disabilities
Who is NOT eligible	-
Number of places	18
Length of stay	Secure Council tenancies
Vacancies	-
Facilities	-
Referral	We accept self referrals as long as they have a diagnosis of a learning disability. They can come through all referral routes.

Services: Support & Advice Services, Helpline

“Emotional support and practical assistance to all victims of crime residing in the borough of Solihull.”

Organisation Name	Solihull Victim Support
Contact Name	Harry Watkins / Sarah Curtis
Contact Address	First Floor, 353 Stratford Road Shirley Solihull B90 3BW
Contact Number	National helpline 0845 3030 900 or Solihull branch 0121 745 7400
Contact Fax Number	0121 745 7100
Website	-
Contact Email Address	solihull@victimsupport.org.uk
Opening Hours: Monday - Friday	9am-4pm
Who is eligible	Any person who has been the direct or indirect victim of crime
Who is NOT eligible	Offenders or perpetrators of crime
Referral	Prefer self-referrals but will talk to any agency

Services: Support & Advice Services

“Relate offers a range of services to help support people who want to improve their relationships. Counselling includes sex therapy, education and training courses and housing mediation.”

Organisation Name	Relate
Contact Name	Any member of staff will help
Contact Address	111 Bishopgate Street Birmingham B15 1ET
Contact Number	0121 643 1638
Contact Fax Number	0121 643 6506
Website	www.relate.org.uk
Contact Email Address	info@relatebirmingham.co.uk
Opening Hours: Monday –Thursday Friday & Saturday	9.30am-9pm 9.30am-1.30pm
Who is eligible	-
Who is NOT eligible	-
Referral	Self referral

Services: Support & Advice Services

“Advice, Information, Advocacy and Representation”

“We help and assist people in the local community without restriction”

Organisation Name	Chelmsley Wood Citizens Advice Bureau
Contact Name	Kerry Turner
Contact Address	176 Bosworth Drive Chelmsley Wood Birmingham B37 5DZ
Contact Number	Advice Line: 0844 826 9716 Public Admin: 0121 779 6707
Contact Fax Number	0121 788 6521
Website	www.chelmsleycab.org.uk
Contact Email Address	-
Opening Hours: Generalist Advice Monday, Tuesday & Friday Wednesday & Thursday Monday (fortnightly evening appts) Telephone Advice Monday & Tuesday Thursday & Friday	9.45am- Time slots issued on a first come first served basis 9.00am- Caseworker appointments only 5pm to 6pm – for employed clients to access our service 10:00am to 1pm 10:00am to 1pm Appts are also available at the local GP practices in North Solihull by telephoning 0121 779 6707
Who is eligible	Anybody in need of advice
Who is NOT eligible	-
Referral	Self referral or agency

Services: Support & Advice Services

“Advice, Information, Advocacy and Representation”

Organisation Name	Shirley Citizens Advice Bureau
Contact Name	Any member of staff will help
Contact Address	274 Stratford Road Shirley Solihull B90 3AD
Contact Number	Advice Line: 0844 826 9716 Admin Office: 0121 744 3238
Contact Fax Number	0121 745 6863
Website	www.citizensadvice.org.uk
Contact Email Address	shirleycab@ukonline.co.uk
Opening Hours: Monday – Tuesday Wednesday Thursday – Friday	10am-4pm appointments only 10am-4pm
Who is eligible	Anybody in need of information or advice
Who is NOT eligible	-
Referral	Self referral or agency

Services: Support & Advice Services

“Advice, information and representation for the general public in person or telephone on social welfare law.”

Organisation Name	Solihull Citizens Advice Bureau
Contact Name	Any member of staff will help
Contact Address	The Prioory Church Hill Road Solihull B91 3LF
Contact Number	Advice Line: 0844 826 9716
Contact Fax Number	0121 705 5192
Website	www.citizensadvice.org.uk
Contact Email Address	kmmarks@solihullcab.org
Opening Hours: Office hours: Monday- Friday Clients: Monday – Tuesday Wednesday Thursday – Friday	9am – 5pm 10am-2pm (drop in service) appointments only 10am-2pm (drop in service)
Who is eligible	Anybody in need of advice
Who is NOT eligible	-
Referral	Through telephone, fax, email or drop-in

Services: Support & Advice Services

“SCAH (Solihull Churches for Action on Homelessness) deals with all requests according to our charitable status. Our remit is to help the homeless. We can help in many ways not only with starter packs and food parcels but also sometimes with rent deposits and other goods needed by the homeless.”

Organisation Name	SCAH (Solihull Churches Action on Homelessness)
Contact Name	Rosemary Owens
Contact Address	N/A
Contact Number	0121 705 1866
Contact Fax Number	-
Website	-
Contact Email Address	roseo@blueyonder.co.uk
Who is eligible	Those in Emergency accommodation or moving from hostels to independent accommodation. Others at the discretion of SCAH
Who is NOT eligible	Priority homeless people
Referral	Clients are referred through agencies only.

Services: Support & Advice Services

“We are a charity that collects donated furniture in Solihull to help people buy furniture at low cost – including free local delivery”

Organisation Name	Furniture Restore
Contact Name	Any member of staff will help
Contact Address	5-7 The Parade Kingshurst Birmingham B37 6BA
Contact Number	0121 788 3333
Contact Fax Number	0121 788 3333
Website	
Contact Email Address	
Opening Hours: Monday - Friday	9am-2pm (Closing at 1pm on Wednesday)
Who is eligible	Anyone in need of furniture for their home
Who is NOT eligible	-
Referral	Self referral or through agency - via form

Services: Support & Advice Services

“Provides advice in connection with mortgage and rent possession proceedings and representation at Birmingham County Court for anybody summoned to attend in these proceedings”

Organisation Name	County Court Welfare Team
Contact Name	Glenda Hudson
Contact Address	Room A134, Birmingham County Court 33 Bull Street Birmingham B4 6DS
Contact Number	0121 681 3125
Contact Fax Number	0121 250 6720
Website	-
Contact Email Address	-
Opening Hours: Monday, Tuesday & Thursday Wednesday & Friday	9.30am-5pm 9.30am-4.30pm
Who is eligible	People summoned to attend the county courts for mortgage and rent possession proceedings that are within Birmingham county court's jurisdiction.
Who is NOT eligible	-
Referral	Anybody summoned to court for mortgage and rent possession proceedings can phone for an appointment.

Services: Support & Advice Services

“Information, advice and counselling for people with alcohol and gambling-related problems, also for partners and relatives.”

Organisation Name	Aquarius
Contact Name	Carla Lyndon (Manager)
Contact Address	21 Homer Road Solihull B91 3QG
Contact Number	0121 711 3732
Contact Fax Number	0121 711 4776
Website	www.aquarius.org.uk
Contact Email Address	Solihull@aquarius.org.uk
Opening Hours: Monday – Wednesday Thursday	9.30am – 4.30pm 9.30am -7.30pm
Who is eligible	Anybody aged 18+. People with alcohol problems must live in Solihull or have a GP in the borough. There are no boundaries for gambling advice.
Who is NOT eligible	Anyone under 18
Referral	Self-referral by telephone. Professional referral via completed referral form which should be faxed to the above number.

Services: Support & Advice Services

“Advice on welfare benefits and debt, as well as help with form filling for residents of the borough.”

Organisation Name	Chelmsley Advice and Resources Agency (CARA)
Contact Name	Pam Jones
Contact Address	Keepers Lodge Chelmsley Road Chelmsley Wood Birmingham B37 7RS
Contact Number	0121 770 3773
Contact Fax Number	-
Website	
Contact Email Address	Cara-klodge@hotmail.co.uk
Opening Hours: Monday – Wednesday Thursday Telephone contact Monday – Friday	9.30am-2pm (last client 1pm) Appts only (form filling & debt) 8.30am – 2pm
Who is eligible	Anybody in need of advice who lives in the borough of Solihull
Who is NOT eligible	-
Referral	Self referral or agency

Services: Support & Advice Services, Helpline

“Advice information and support for children and adults with learning disabilities, their families and carers.”

Organisation Name	Mencap West Midlands
Contact Name	Diane Hayes – Helpline Administrator.
Contact Address	4 Swan Court Yard Coventry Road Birmingham B26 1BU
Contact Number	0808 808 1111
Contact Fax Number	0121 707 3019
Website	www.mencap.org.uk
Contact Email Address	helpline@mencap.org.uk
Opening Hours: Monday – Tuesday & Thursday- Friday Wednesday	9.am- 5pm 9am – 1pm
Who is eligible	Children and adults with learning disabilities, their families and carers
Who is NOT eligible	-
Referral	Anyone can call

Services: Support & Advice Services

“Advice and information for disabled people including housing.”

Organisation Name	Birmingham Disability Resource Centre
Contact Name	Any member of staff will help
Contact Address	Bierton Road Yardley Birmingham B25 8PQ
Contact Number	0121 789 7365
Contact Fax Number	0121 785 0104
Website	www.disability.co.uk
Contact Email Address	bdrc@disability.co.uk
Opening Hours: Monday – Thursday Friday	9am-5pm 9am-4.30pm
Who is eligible	Anybody with a disability plus carers and other people seeking information and advice on disability
Who is NOT eligible	-
Referral	Drop in, by appointment, telephone or write

Services: Support & Advice Services, Helpline

“Anyone can contact us if they need up to date information and advice on all aspects of disability including, benefits, leisure, mobility and transport.”

Organisation Name	DIAL – Solihull (Disability Information and Advice Line)
Contact Name	Debbie Taylor (Manager) Pearl McNally (Assistant Manager)
Contact Address	67 The Parade Kingshurst Birmingham B37 6BB
Contact Number	0121 770 0333
Contact Fax Number	0121 770 6021
Website	www.dialsolihull.org.uk
Contact Email Address	dialassist@aol.com
Opening Hours: Monday - Friday	10am-3pm
Who is eligible	Anybody with a disability, a carer or a related professional
Who is NOT eligible	-
Referral	Self referral, through family social worker or other agency

Services: Support & Advice Services

“The trust is working towards developing support services for people facing domestic abuse in Solihull. Information and related materials can be provided.”

Organisation Name	MABL Charitable Trust
Contact Name	Margaret Lloyd
Contact Address	New House 30 New Road Solihull B91 3DP
Contact Number	0121 709 0292
Contact Fax Number	0121 705 2580
Website	www.Mabltrust.org.uk
Contact Email Address	mabltrust@solihull.gov.uk
Opening Hours: Monday – Wednesday	9am-4pm (Telephone only)
Who is eligible	Adults and children who are affected by domestic abuse who live in the borough of Solihull
Who is NOT eligible	-
Referral	Self-referral by telephone, carers or relatives of those affected by domestic violence or other agencies

Services: Support & Advice Services

“Telephone helpline and free face to face counselling for survivors of rape, sexual violence and child sexual abuse.”

Organisation Name	Rape + Sexual Violence Project
Contact Name	Any member of staff will help
Contact Address	PO Box 9558 Birmingham B4 7QE
Contact Number	0121 233 3818
Contact Fax Number	0121 236 5764
Website	
Contact Email Address	info@rape-sexualviolenceproj.fsnet.co.uk
Opening Hours: Tuesday, Wednesday & Thursday Friday Saturday	10.30am – 1.30pm and 5.30pm - 8.30pm 5pm-8pm 10am – 1pm
Who is eligible	Survivors of rape, sexual violence and child sex abuse
Who is NOT eligible	Perpetrators of Abuse
Referral	Self referral only

Services: Support & Advice Services

“Solihull Integrated Addiction Services (SIAS) is a unique partnership of all the drug services in Solihull. The four providers of Tier 2 and Tier 3 drug services in Solihull (statutory and third sector) provide a fully comprehensive service for both young and adult drug users.”

Organisation Name	Solihull Integrated Addiction Services (SIAS)
Contact Name	Joanne Mackinnon
Contact Address	Middlewood House 15 Larch Croft Chelmsley Wood Birmingham B37 7UR
Contact Number	0121 678 4730
Contact Fax Number	0121 788 4731
Website	www.freedomfromdrugs.org.uk
Contact Email Address	jmackinnon@welcome-solihull.co.uk
Opening Hours: Monday – Friday	11am-4.15pm
Who is eligible	Live in Solihull MBC, be over 18 years of age, have a drug misuse problem or be vulnerable to the misuse of drugs
Who is NOT eligible	-
Number of places	-
Referral	Any of the above methods, either by agency or self-referral

Services: Support & Advice Services, Living Skills

“The centre is open to families in the Chelmsley Wood area with children under five years of age. There are a range of groups and individual services to support families.”

Organisation Name	Chelmsley Wood Children’s Centre
Contact Name	Programme Manager
Contact Address	2 Chelmsley Circle Chelmsley Wood Birmingham B37 5UH
Contact Number	0121 248 7606
Contact Fax Number	0121 788 2826
Website	-
Contact Email Address	wm.sscw@nch.org.uk
Opening Hours: Monday – Thursday Friday	9am-5pm 9am-4.30pm Open 10am-12pm on 1 st Saturday of every month to all families with children aged 0-5years.
Who is eligible	Families living in Chelmsley Wood & Fordbridge area with children under 5. Families with under 5’s from outside the area can access certain facilities.
Who is NOT eligible	-
Referral	Self referral

Services: Support & Advice Services, Helpline

“We provide advice and assistance to homeless and badly housed people”

Organisation Name	Shelter
Contact Name	Khadija Mehrban – Senior Case Worker
Contact Address	Shelter, West Midlands Housing Aid Centre, 2 nd Floor, Ruskin Building 191 Corporation Street Birmingham B4 6RP
Contact Number	0845 515 1800
Contact Fax Number	0844 515 2946
Website	www.shelter.org
Contact Email Address	Birmingham@shelter.org.uk
Opening Hours: Monday – Friday	10am-12pm (drop-in)
Who is eligible	Anybody in need of housing advice
Who is NOT eligible	-
Referral	Anybody can self refer or get housing advice on the above telephone number

Services: Support & Advice Services

“A criminal justice agency which works with offenders from their first appearance in court to beyond completion of their sentence”

Organisation Name	West Midlands Probation Service
Contact Name	Any member of staff will help
Contact Address	Centenary House Mackadown Lane Kitts Green Birmingham B33 0LQ
Contact Number	-
Contact Fax Number	0121 779 6528
Website	www.westmidlands-probation.gov.uk
Contact Email Address	-
Opening Hours:	
Monday – Tuesday	9am-5pm
Wednesday	9am-7pm
Thursday – Friday	9am-5pm
Who is eligible	Offenders
Who is NOT eligible	-
Referral	Self referral, drop-in or call

Services: Support and Advice, Helpline

“Travellers can speak directly to experienced advisers on questions of evictions, planning matters, issues involving official caravan sites and other matters.”

Organisation Name	The Travellers Advice Team
Contact Name	Any member of staff will help
Contact Address	Community Law Partnership, 4 th Floor, Ruskin Chambers, 191 Corporation Street, Birmingham B4 6RP
Contact Number	0845 120 2980/ 24 hour emergency – 07768 316 755
Contact Fax Number	0121 236 5121
Website	-
Contact Email Address	office@communitylawpartnership.co.uk
Opening Hours:	
Monday - Friday	10am - 1pm and 2pm – 5pm
Who is eligible	Gypsies and Travellers throughout England & Wales
Who is NOT eligible	-
Referral	Anyone can call

Services: Support & Advice Services

“SUSTAiN provides help, support, advice and information to local voluntary organisations and community groups. SUSTAiN also has a key role in the development of local services.”

Organisation Name	SUSTAiN
Contact Name	Dave Pinwell – CEO
Contact Address	The Priory Church Hill Road Solihull B91 3LF
Contact Number	0121 711 3148
Contact Fax Number	
Website	www.solihull-sustain.org.uk
Contact Email Address	davep@solihull-sustain.org.uk
Opening Hours: Monday – Friday	9am-5pm
Who is eligible	Voluntary Organisations and Community groups
Who is NOT eligible	-
Referral	Self referral for volunteering opportunities and support services

Services: Education & Employment

“A high quality service for further education, higher education and part-time students of all ages, across a wide range of subject areas.”

Organisation Name	Solihull College, Woodlands Campus
Contact Name	Any member of staff will help
Contact Address	Auckland Drive Smiths Wood Birmingham B36 0NE
Contact Number	0121 678 7000
Contact Fax Number	0121 678 7200
Website	www.solihull.ac.uk
Contact Email Address	enquiries@solihull.ac.uk
Opening Hours: Monday – Thursday Friday Saturday	8am-8pm 8am-5pm 9am-12pm
Who is eligible	Anybody is welcome
Who is NOT eligible	-
Referral	Self-referral or agency

Services: Education & Employment

“A high quality education service for further education, higher education and part-time students of all ages, across a wide range of subject areas.”

Organisation Name	Solihull College, Blossomfield Campus
Contact Name	Any member of staff will help
Contact Address	Blossomfield Road Solihull B91 1SB
Contact Number	0121 678 7000
Contact Fax Number	0121 678 7200
Website	www.solihull.ac.uk
Contact Email Address	enquiries@solihull.ac.uk
Opening Hours: Monday – Thursday Friday Saturday	8am-8pm 8am-5pm 9am-12pm
Who is eligible	Anybody is welcome
Who is NOT eligible	-
Referral	Self-referral or agency

Services: Education & Employment

“Job Centre Plus Brings Benefits and Job Advice under one roof. We aim to help:

- more people into paid work
- employers fill their vacancies
- support people who cannot work.”

Organisation Name	Job Centre Plus – Chelmsley Wood
Contact Name	Any member of staff will help
Contact Address	1 Chelmsley Circle, Chelmsley Wood Birmingham B37 5TH
Contact Number	0121 480 4600
Contact Fax Number	0121 480 4699
Website	www.jobcentreplus.gov.uk
Contact Email Address	-
Opening Hours: Monday – Friday	9am - 5pm
Who is eligible	People who are unemployed or seeking employment
Who is NOT eligible	-
Referral	Telephone for advice or to book an appointment Benefit Processing Centre also available.

Services: Education & Employment

“Job Centre Plus Brings Benefits and Job Advice under one roof. We aim to help:

- more people into paid work
- employers fill their vacancies
- support people who cannot work.”

Organisation Name	Job Centre Plus – Solihull
Contact Name	Any member of staff will help
Contact Address	Park House 74 New Road Solihull B91 3DR
Contact Number	0121 480 4099. To claim for benefits call 0845 602 0265
Contact Fax Number	-
Website	www.jobcentreplus.gov.uk
Contact Email Address	-
Opening Hours: Monday – Tuesday Wednesday Thursday – Friday	9am - 5pm 10am - 5pm 9am – 5pm
Who is eligible	People who are unemployed or seeking employment
Who is NOT eligible	-
Referral	Operate an appointment system. Jobpoints are available at all times

Services: Education & Employment

“The Trust helps 14-30 year olds to overcome barriers and get their lives working. It can provide practical support including training mentoring and funding.”

Organisation Name	The Prince’s Trust
Contact Name	Any member of staff will help
Contact Address	Unit 219-220 The Custard Factory Gibb Street Digbeth Birmingham B9 4AA
Contact Number	0121 689 6898
Contact Fax Number	0121 689 6899
Website	www.Princes-trust.org.uk
Contact Email Address	birmingham@princes-trust.org.uk
Opening Hours: Monday - Friday	9am-5pm
Who is eligible	Anyone aged 14-30
Who is NOT eligible	-
Referral	Either through hostel, agency or self Referral

Services: Education & Employment

“Are you aged 13-19? If so, Connexions can help you with information and advice on learning, careers, health, relationships, money and lots more.”

Organisation Name	Connexions – Solihull (Chelmsley Wood Office)
Contact Name	Any member of staff can help
Contact Address	Chelmsley Wood Connexions Centre 289 Bosworth Drive Chelmsley Wood Birmingham B37 5DP
Contact Number	0121 770 1861
Contact Fax Number	0121 779 7351
Website	www.solihull.gov.uk/connexions
Contact Email Address	N/A
Opening Hours: Monday – Thursday Friday	Drop in Times (no appointment necessary) are available at the connexions centre: 11am-4pm 12 noon -4pm
Who is eligible	Any young person aged 13-19, this is extended to 25 if they have a learning difficulty or disability
Who is NOT eligible	N/A
Referral	Self or agency referral

Services: Education & Employment

“Are you aged 13-19? If so, Connexions can help you with information and advice on learning, careers, health, relationships, money and lots more.”

Organisation Name	Connexions – Solihull (Kingshurst)
Contact Name	Any member of staff can help
Contact Address	The B@se Kingshurst Youth & Community Centre 5 Marston Drive Kingshurst Solihull B37 6BD
Contact Number	0121 717 5809
Contact Fax Number	0121 717 5810
Website	www.solihull.gov.uk/connexions
Contact Email Address	N/A
Opening Hours: Mondays & Wednesdays Job Club: Thursday Sexual Health Drop in: Fridays	General Drop in Times (no appointment necessary) are available at the Youth & Community Centre on: 1pm -5pm 5pm -7pm 1pm – 5pm
Who is eligible	Any young person aged 13-19, this is extended to 25 if they have a learning difficulty or disability
Who is NOT eligible	N/A
Referral	Self referral or agency

Services: Education & Employment

“Are you aged 13-19? If so, Connexions can help you with information and advice on learning, careers, health, relationships, money and lots more.”

Organisation Name	Connexions – Solihull (Shirley Office)
Contact Name	Any member of staff can help
Contact Address	Shirley Connexions Centre 331-333 Stratford Road Shirley Solihull B90 3BL
Contact Number	0121 251 1800
Contact Fax Number	0121 251 1801
Website	www.solihull.gov.uk/connexions
Contact Email Address	N/A
Opening Hours: Monday to Thursday	Drop in Times (no appointment necessary) are available at the connexions centre: 1pm – 4pm
Who is eligible	Any young person aged 13-19, this is extended to 25 if they have a learning difficulty or disability
Who is NOT eligible	-
Referral	Self or agency referral

Services: Education & Employment

“Are you aged 13-19? If so, Connexions can help you with information and advice on learning, careers, health, relationships, money and lots more.”

Organisation Name	Connexions – Solihull (Solihull Library)
Contact Name	Any member of staff can help
Contact Address	Solihull Central Library Connexions Centre 1 st Floor, Solihull Central Library Homer Road Solihull B91 3RG
Contact Number	0121 704 6711
Contact Fax Number	0121 704 6716
Website	www.solihull.gov.uk/connexions
Contact Email Address	N/A
Opening Hours:	Drop in Times (no appointment necessary) are available at the connexions centre:
Monday & Tuesday	9am-5.30pm
Wednesday	10am – 5.30pm
Thursday	9am -7pm
Friday	9am – 4.30pm
Saturday	9am- 5pm for information only
Who is eligible	Any young person aged 13-19, this is extended to 25 if they have a learning difficulty or disability
Who is NOT eligible	-
Referral	Self referral or agency

Services: Health Services, Helpline

“Terrence Higgins Trust can help if you’re living with HIV or think you might be at risk”

Organisation Name	Terrence Higgins Trust
Contact Name	Kate Soames
Contact Address	10 Manor Road, Coventry. CV1 2LH
Contact Number	02476 229292
Contact Fax Number	02476 634248
Website	www.tht.org.uk
Contact Email Address	Info.coventry@tht.org.uk
Opening Hours: Monday - Friday	9.30am-5.30pm
Who is eligible	Anybody in need of assistance
Who is NOT eligible	-
Referral	Self referral or via agency

Services: Health Services

“Swish, part of the Terrence Higgins Trust, is a confidential service for women, men and transgender who are street, sauna and indoor based sex workers in and around Coventry. Swish provides HIV Hepatitis, sexual health and safer sex information, direct services, advocacy and supports targeted outreach.”

Organisation Name	Swish (part of Terrence Higgins Trust)
Contact Name	Lorraine Galatowicz
Contact Address	10 Manor Road, Coventry. CV1 2LH
Contact Number	02476 229292
Contact Fax Number	02476 634248
Website	www.tht.org.uk
Contact Email Address	swish@coventry.tht.org.uk
Opening Hours: Monday – Friday	9.00am-5.00pm (Various evening Outreach sessions per week)
Who is eligible	aged 18+
Who is NOT eligible	-
Referral	Self referral or agency

Services: Health Services

“Brook provides free, confidential sex advice, contraception and counselling for young people under 25, under 16’s are welcome.”

Organisation Name	Brook in Birmingham
Contact Name	Any member of staff will help
Contact Address	59-65 John Bright Street, Birmingham B1 1BL
Contact Number	0121 643 5341
Contact Fax Number	0121 248 2552
Website	www.brook.org.uk
Contact Email Address	info@brookinbirmingham.org.uk
Opening Hours:	
Monday	10am-7pm
Tuesday - Friday	11am-7pm
Saturday	10am-5pm
Who is eligible	Anybody under the age of 25 in need of advice
Who is NOT eligible	-
Referral	Self referral or agency

Services: Health Services

CASH (Contraception and Sexual Health) clinics are free and confidential where young people can get free sexual health advice, contraception, emergency contraception, pregnancy testing and counselling. To make an appointment at your local CASH clinic, call 0121 705 8737.

Organisation Name	Hurst Lane Clinic CASH (Contraception and sexual health)
Contact Name	Any member of staff will help
Contact Address	Hurst Lane North, Castle Bromwich. B36 OEY
Contact Number	0121 747 2977
Contact Fax Number	-
Website	www.j4usolihull.co.uk
Contact Email Address	
Opening Hours:	General
Monday	4pm-6pm
Who is eligible	Anybody in need of advice who is under the age of 25 [#]
Who is NOT eligible	Termination of pregnancy cannot be done unless they have a Solihull GP, if no GP please contact 0121 705 0953 for advice.
Referral	Clinics are generally drop-in centre for those aged under 25. Over 25s should be referred by a GP [#] .

[#] Homeless people aged 25+ should be referred by their GP, however if they do not have a GP can just attend a clinic and state they are homeless.

Services: Health Services

Just4You drop-in clinics are a free and friendly 'walk in and wait' service for young men and young women under 25.

Help and support in confidence, plus condoms, contraception, emergency contraception, chlamydia testing, pregnancy testing and advice.

CASH (Contraception and Sexual Health) clinics are free and confidential where young people can get free sexual health advice, contraception, emergency contraception, pregnancy testing and counselling. To make an appointment at your local CASH clinic, call 0121 705 8737.

Organisation Name	Grove Rd Clinic Just4You & CASH (Contraception and sexual health)	
Contact Name	Any member of staff will help	
Contact Address	51 Grove Rd, Solihull. B91 2AQ	
Contact Number	0121 705 8737	
Contact Fax Number	0121 705 2200	
Website	www.j4usolihull.co.uk	
Contact Email Address	-	
Opening Hours:	CASH	Just 4 You*
Monday	9.30am-11.30am	3.30pm-6pm
Wednesday	9.30am-11.30pm	2.30pm-5pm
Wednesday	6.30pm- 8.30pm	-
Thursday	9.30am-11.30am	-
Saturday	-	11am- 1pm
Who is eligible	Anybody in need of advice who is under the age of 25 [#]	
Who is NOT eligible	Termination of pregnancy cannot be done unless they have a Solihull GP, if no GP please contact 0121 705 0953 for advice.	
Referral	Clinics are generally drop-in centre for those aged under 25. Over 25s should be referred by a GP [#] .	

* 'Just 4 You' is a free and confidential service to anyone aged 25 years or under.

[#] Homeless people aged 25+ should be referred by their GP, however if they do not have a GP can just attend a clinic and state they are homeless.

Services: Health Services

Just4You drop-in clinics are a free and friendly 'walk in and wait' service for young men and young women under 25.

Help and support in confidence, plus condoms, contraception, emergency contraception, chlamydia testing, pregnancy testing and advice.

CASH (Contraception and Sexual Health) clinics are free and confidential where young people can get free sexual health advice, contraception, emergency contraception, pregnancy testing and counselling. To make an appointment at your local CASH clinic, call 0121 705 8737.

Organisation Name	Craig Croft Clinic Just4You & CASH (Contraception and sexual health)	
Contact Name	Any member of staff will help	
Contact Address	Craig Croft, Chelmsley Wood. B37 7TR	
Contact Number	0121 770 3228	
Contact Fax Number		
Website	www.j4usolihull.co.uk	
Contact Email Address	-	
Opening Hours:	CASH	Just 4 You*
Tuesday	6.30pm-7.30pm	-
Thursday	1.30pm- 3pm	4pm-6pm
Who is eligible	Anybody in need of advice who is under the age of 25 [#]	
Who is NOT eligible	Termination of pregnancy cannot be done unless they have a Solihull GP, if no GP please contact 0121 705 0953 for advice.	
Referral	Clinics are generally drop-in centre for those aged under 25. Over 25s should be referred by a GP [#]	

* 'Just 4 You' is a free and confidential service to anyone aged 25 years or under.

[#] Homeless people aged 25+ should be referred by their GP, however if they do not have a GP can just attend a clinic and state they are homeless.

Services: Health Services

Just4You drop-in clinics are a free and friendly 'walk in and wait' service for young men and young women under 25.

Help and support in confidence, plus condoms, contraception, emergency contraception, chlamydia testing, pregnancy testing and advice.

CASH (Contraception and Sexual Health) clinics are free and confidential where young people can get free sexual health advice, contraception, emergency contraception, pregnancy testing and counselling. To make an appointment at your local CASH clinic, call 0121 705 8737.

Organisation Name	Kingshurst Clinic Just4You & CASH (Contraception and sexual health)	
Contact Name	Any member of staff will help	
Contact Address	Marston Drive, Kingshurst. B37 6BD	
Contact Number	0121 770 3446	
Contact Fax Number	0121 705 2200	
Website	www.j4usolihull.co.uk	
Contact Email Address	-	
Opening Hours:	CASH	Just 4 You*
Tuesday	9.30am-11.30am	-
Wednesday	-	4pm-6pm
Who is eligible	Anybody in need of advice who is under the age of 25 [#]	
Who is NOT eligible	Termination of pregnancy cannot be done unless they have a Solihull GP, if no GP please contact 0121 705 0953 for advice.	
Referral	Clinics are generally drop-in centre for those aged under 25. Over 25s should be referred by a GP [#] .	

* 'Just 4 You' is a free and confidential service to anyone aged 25 years or under.

[#] Homeless people aged 25+ should be referred by their GP, however if they do not have a GP can just attend a clinic and state they are homeless.

Services: Helpline

“Telephone advice and information for anybody who is homeless or requires housing advice.”

Organisation Name	Shelter’s Free National Housing Advice Helpline
Contact Name	Any member of staff will help
Contact Address	PO Box 1477, Sheffield S1 4YQ
Contact Number	Freephone 0808 800 4444
Contact Fax Number	0114 252 7916
Website	www.shelter.org.uk
Contact Email Address	-
Opening Hours: Monday – Friday Saturday – Sunday	8am-8pm 8am-5pm
Who is eligible	Anybody in need of housing advice
Who is NOT eligible	-
Referral	Any body can call helpline

Services: Helpline

“Offers help in tracing missing people”

Organisation Name	Missing People
Contact Name	Christal-Dionne Reeves
Contact Address	284 Upper Richmond Road West London SW14 7JE
Contact Number	Freephone 0500 700 700
Contact Fax Number	020 8878 7752
Website	www.missingpeople.org.uk
Contact Email Address	enquiries@missingpeople.org.uk
Opening Hours: Monday – Sunday	24 Hours
Who is eligible	Anybody with a missing family member
Who is NOT eligible	-
Referral	Anybody can call the helpline, or write

Services: Helpline

“Message home offers help, advice and support. It is a confidential service that can provide a vital link to those left behind. Message Home can pass a message, on your behalf, to your family, carer or partner.”

Organisation Name	Message Home Helpline
Contact Name	Any member of staff will help
Contact Address	284 Upper Richmond Road West London SW14 7JE
Contact Number	0800 700740
Contact Fax Number	020 8878 7752
Website	www.missingpeople.org.uk/messagehome
Contact Email Address	messagehome@missingpeople.org
Opening Hours: Monday - Sunday	24 Hours
Who is eligible	Anybody 18+ who would like to send a message home
Who is NOT eligible	-
Referral	Anyone who wishes to send a message home can call

Services: Helpline

“A national free confidential service for children and young people who have run away from home or care, or have been forced to leave home.”

Organisation Name	Runaway Helpline
Contact Name	Any member of staff will help
Contact Address	284 Upper Richmond Road West London SW14 7JE
Contact Number	0808 800 7070
Contact Text	80234
Contact Fax Number	020 8878 7752
Website	www.missingpeople.org.uk/runaways
Contact Email Address	runaway@missingpeople.org.uk
Opening Hours: Monday – Sunday	24 hours, 365 days a year
Who is eligible	Children and young people who have, or are considering, running away from home
Who is NOT eligible	-
Referral	Anyone can call

Services: Helpline

“Offers 24 hour confidential and emotional support without prejudice to anyone who is going through any type of crisis or experiencing feelings of distress or despair, including those which may lead to suicide.”

Organisation Name	The Samaritans
Contact Name	Any member of staff will help
Contact Address	Solihull Branch - Station Approach, Solihull B91 1LE
Contact Number	08457 90 90 90
Contact Fax Number	-
Website	www.samaritans.org
Contact Email Address	jo@samaritans.org
Opening Hours: Monday - Sunday	24 hours a day, 7 days a week
Who is eligible	Anyone
Who is NOT eligible	-
Referral	Self referral

Services: Helpline

“Offers advice and support in a wide range of areas, including housing, war pensions, resettlement training and employment.”

Organisation Name	Legionline
Contact Name	Any member of staff will help
Contact Address	Legionline The Royal British Legion 199 Borough High Street London SE1 1AA
Contact Number	0845 725 725
Contact Fax Number	
Website	www.britishlegion.org.uk
Contact Email Address	info@britishlegion.org.uk
Opening Hours: Monday – Friday	10am-4pm (except public holidays)
Who is eligible	Anybody can contact on behalf of serving or ex-service personnel
Who is NOT eligible	
Referral	Self referral

Services: Helpline

“Offers advice regarding health services, health problems and other health related issues”

Organisation Name	NHS Direct
Contact Name	Any member of staff will help
Contact Address	-
Contact Number	0845 4647
Contact Fax Number	-
Website	www.nhsdirect.nhs.uk
Contact Email Address	-
Opening Hours: Monday - Sunday	24hrs, 7 days a week
Who is eligible	-
Who is NOT eligible	-
Referral	Anyone can call

Services: Helpline

“Helps people to stop drinking through fellowship by sharing experiences and giving mutual support.”

Organisation Name	Alcoholics Anonymous
Contact Name	Any member of staff will help
Contact Address	PO Box 119, Birmingham B1 1AA
Contact Number	National Helpline 0845 769 7555 Local Helpline 0121 212 0111
Contact Fax Number	-
Website	http://www.aa-qb.org.uk/midlands/
Contact Email Address	-
Opening Hours:	Meetings take place at various times and locations
Who is eligible	Anybody who wishes to stop drinking
Who is NOT eligible	-
Referral	Anybody who wishes to stop drinking can attend meetings

Services: Helpline

“A 24 hour free helpline which provides help and support to children and young people on any subject, or go online to use the 1-2-1 chat service, agony aunt pages – Ask Sam – or online forum”

Organisation Name	Childline
Contact Name	Any member of staff will help
Contact Address	-
Contact Number	0800 1111
Contact Fax Number	-
Website	www.childline.org.uk
Contact Email Address	-
Opening Hours: Monday - Sunday	24 hours a day, 7 days a week
Who is eligible	Children or young people - ages 0 – 19 years
Who is NOT eligible	Aged over 19 years
Referral	Self referral

Services: Helpline

“Anybody in need of debt advice from credit cards debts to bailiffs, also includes advice on housing and homelessness”

Organisation Name	National Debtline
Contact Name	Any member of staff will help
Contact Address	Tricorn House, 51-53 Hagley Road, Edgbaston, Birmingham B16 8TP
Contact Number	0808 808 4000
Contact Fax Number	0121 410 6230
Website	www.nationaldebtline.co.uk
Contact Email Address	Via website www.nationaldebtline.co.uk
Opening Hours: Monday – Friday Saturday	9am - 9pm 9.30am -1pm 24 hour Voicemail
Who is eligible	Anybody with debt related problems
Referral	Anybody can call the number

Services: Helpline

“information and guidance on discrimination and human rights issues”

Organisation Name	Equality and Human Rights Commission Helpline
Contact Name	Any member of staff will help
Contact Address	Freepost RRL-LGHUX-CTR Arndale House Arndale Centre Manchester M4 3EQ
Contact Number	0845 604 6610
Contact Fax Number	0845 604 6620
Website	www.equalityhumanrights.com
Contact Email Address	Via website www.equalityhumanrights.com
Opening Hours: Monday - Friday	9am – 5pm Wednesday 9am – 8pm
Who is eligible	-
Who is NOT eligible	-
Referral	Self referral

Services: Helpline

“Provide advice and information for people in the travelling community.”

Organisation Name	Friends, Families and Travellers
Contact Name	Any member of staff will help
Contact Address	FFT Advice and Information Unit, Community Base, 113 Queens Road, Brighton BN1 3XG
Contact Number	01273 234 777
Contact Fax Number	01273 234 778
Website	www.gypsy-travellers.org
Contact Email Address	fft@gypsy-travellers.org
Opening Hours: Monday-Friday	10am-4pm. Closed Wednesdays
Who is eligible	Advice and information for people from the Travelling community from benefits to housing and homelessness
Referral	Anybody can call

Services: Helpline

“National telephone helpline offering practical information, crisis care and emotional support to anyone affected by mental health problems.”

Organisation Name	SANELINE
Contact Name	Any member of staff will help
Contact Address	1 st Floor Cityside House, 40 Adler Street, London, E1 1EE
Contact Number	0845 767 8000
Contact Fax Number	020 7375 2162 (office only)
Website	www.sane.org.uk
Contact Email Address	info@sane.org.uk
Opening Hours:	Every day – 365 days 6pm – 11pm
Who is eligible	Anyone with mental health issues. Includes service users, family members, carers and health professionals
Who is NOT eligible	-
Referral	Anyone can call

Services: Helpline

“Advice and representation for people experiencing difficulties or problems with UK immigration, nationality and asylum Law.”

Organisation Name	Immigration Advisory Service
Contact Name	Any member of staff will help
Contact Address	3 rd Floor King Edward House, 135a New Street, Birmingham B2 4QJ
Contact Number	0121 616 3540. New clients 0121 616 3587 (10am-2pm)
Contact Fax Number	0121 616 2444
Website	www.iasuk.org
Contact Email Address	-
Opening Hours: Monday to Friday	9am-4.30pm, drop-in reg.8.30-9am
Who is eligible	Anyone experiencing difficulties or problems with UK immigration, nationality and asylum law.
Who is NOT eligible	-
Referral	Anybody can call

Services: Helpline

“A 24-hour, free and confidential national telephone service with advice about HIV/AIDS, sexual health, STD's, local services, clinics and support services.”

Organisation Name	Sexual Health Line
Contact Name	-
Contact Address	Freepost PO Box 4000 Glasgow G3 8XX
Contact Number	Freephone - 0800 567 123
Contact Fax Number	0141 568 4001
Website	www.condomessentialwear.co.uk
Contact Email Address	-
Opening Hours: Monday - Sunday	24 hours a day, 7 days a week
Who is eligible	-
Who is NOT eligible	-
Referral	Anyone can call

Services: Helpline

“Helpline offering support and information on local events for Lesbians gay men and bisexuals”

Organisation Name	West Midlands Lesbian and Gay Switchboard
Contact Name	Any member of staff will help
Contact Address	PO Box 3626, Birmingham B5 4LG
Contact Number	0845 257 8255
Contact Fax Number	-
Website	www.switchboardwm.org.uk
Contact Email Address	switchboardwm@hotmail.co.uk
Opening Hours: Monday - Sunday	7pm-10pm
Who is eligible	Lesbians, gay men and bisexuals
Who is NOT eligible	-
Referral	Self referral, just call

Services: Helpline

“24 hour national helpline for women who are experiencing domestic violence.”

Organisation Name	Women's Aid & Refuge Helpline (Partnership)
Contact Name	Any member of staff will help
Contact Address	-
Contact Number	Freephone – 0808 2000 247
Contact Fax Number	-
Website	www.womensaid.org.uk
Contact Email Address	helpline@womensaid.org.uk
Opening Hours: Monday - Friday	24 hours – 365 days a year
Who is eligible	Women
Who is NOT eligible	Men
Referral	Self referral or friends and family of those who may be in danger