



Directory of Financial Help & Community Support




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GENERAL ADVICE AND SUPPORT

	<p>The Community Advice Hubs in Chelmsley Wood Library and The Core in Solihull town center are available every week day to provide support and advice; especially for debt and benefits.</p>	<p>Tel: 0121 705 3588</p> <p>Opening times: (The core) Mon 10am – 4pm Tue 10am – 2pm Wed 10am – 2pm Thurs 10am – 4pm Fri 10am – 4pm</p> <p>(Chelmsley wood library) Mon 10am – 2pm Tue 10am – 4pm Wed 10am – 2pm Thurs 10am – 2pm Fri 10am – 4pm</p>
	<p>Offers a place to walk in (E.g: The Core in Solihull and The Bluebell Centre in Chelmsley Wood) to access and get help using council services. See website for further details.</p>	<p>Tel: 0121 704 8001 (see website if you want a telephone number for a specific service such as benefits and grants)</p> <p>Website: https://www.solihull.gov.uk/connect</p>

EMERGENCY AND OUT OF HOURS



<p>Emergency Duty Team</p>	<p>If a child or adult is at risk of abuse, harm or danger to themselves or others, then call the emergency duty team. If it is seriously urgent then contact the police on 999.</p>	<p>Tel: 0121 605 6060</p>
	<p>If you are a tenant of Solihull Council Housing and are at risk of becoming homeless or require emergency repairs then call the number provided here.</p>	<p>Tel: 0121 717 1515</p>


MONEY, BENEFITS AND DEBT

<p>Solihull Money Advice Team</p>	<p>The Money Advice Team help Solihull Community Housing tenants and leaseholders by providing advice on money, debt, rent arrears and all types of benefits.</p>	<p>Tel: 0121 7171515</p> <p>Website: https://www.solihullcommunityhousing.org.uk/tenants/money-advice/</p>
	<p>National Debtline is a national telephone helpline for people with a range of debt problems in England, Wales and Scotland. The service is free, impartial and confidential.</p>	<p>Tel: 0808 808 4000</p> <p>Opening Hours: <u>Mon-Fri</u> 9am – 8pm <u>Sat</u> 9:30am – 1pm</p>
	<p>Step Change debt charity offers free debt advice, debt management plans, affordable debt repayment plans, Debt relief orders and advice regarding equity release.</p>	<p>Tel: 0800 138 1111</p> <p>Opening Hours <u>Mon-Fri</u> 8am - 8pm <u>Sat</u> 8am - 4pm</p>
	<p>The Citizens Advice service helps people to resolve their problems relating to debt, benefits, housing, employment, relationships, legal and more. They can also help to claim Universal Credit.</p>	<p>Tel: 03003309019 (Mon-Fri 10:00-14:30)</p> <p>Address: 176 Bosworth Drive Chelmsley Wood SOLIHULL West Midlands B37 5DZ</p>


GRANTS AND FINANCIAL SUPPORT

<p>Discretionary Crisis Fund</p>	<p>The fund is a final safety net if you are experiencing a crisis and cannot resolve your financial difficulties any other way. The fund provides essential items for people in urgent need. It does not provide cash.</p>	<p>Tel: 0121 704 6202</p> <p>For fuel or food parcels call: 0121 704 8284</p> <p>Website: https://www.solihull.gov.uk/Resident/Benefits/welfare-reforms/financialsupport</p>
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<p>Discretionary Housing Payments</p>	<p>This payment is only awarded in exceptional circumstances and is designed to help Solihull residents if their Housing Benefit / Universal Credit (Housing Costs element) does not cover their rent, or if they need help with a one-off cost such as:</p> <ul style="list-style-type: none"> - Outstanding rent - Moving costs - Finding a deposit 	<p>Tel: 0121 704 6202</p> <p>Website: https://www.solihull.gov.uk/Resident/Benefits/welfare reforms/financialsupport</p>
	<p>Helps you find all the benefits you are entitled to.</p>	<p>Website: https://www.entitledto.co.uk/</p>
	<p>Turn2Us is a charitable service which helps people access advice on money, benefits, grants and other help. Their website includes a benefits calculator and a grant search database.</p>	<p>Website: https://www.turn2us.org.uk/</p>
<p>Department for Work and Pensions (DWP)</p>	<p>Universal Credit Advance - If you don't have enough to live on while you wait for your first payment you may be able to get an advance of your first Universal Credit payment. Apply by contacting your job center plus work coach or using the Universal Credit helpline.</p> <p>Budgeting Advance – If you are already receiving Universal Credit, or other eligible benefits, you may be able to get a Budgeting Advance to help pay for emergency household costs, for example, buying a new cooker or for help getting a job or staying in work. Apply by contacting your job center plus work coach.</p>	<p>Tel: <u>Universal Credit helpline</u> 0800 328 5644</p>



	<p>Advance credit union offers a way to put some money away for the future and a cost-effective way to borrow ethically and responsibly. They offer loans, savings accounts and budget plans for bills, debt and Christmas savings.</p>	<p>Tel: 0121 350 8883</p> <p>Email info@advancecu.org.uk</p> <p>Website www.advancecu.org.uk</p>
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SOCIAL HOUSING ASSOCIATIONS



<p>Bromford.</p>	<p>The Bromford Group offer money advice to support their tenants with their financial affairs. The service covers the whole range of DWP benefits and other floating support.</p>	<p>Tel: 0330 1234 034</p> <p>Website www.bromford.co.uk/</p>
	<p>Money Advice and Care Support for Tenants: Supports tenants in need of financial advice or those in need of accommodation with extra care.</p> <p>Homelessness Support for Young People (16-25): If you are homeless or at risk of homelessness and you are aged between 16-25 years old then Midland Heart can provide advice and floating support to help.</p> <p>Domestic Abuse Support: Midland Heart will assist and support any person suffering from or threatened with domestic abuse and violence and take any appropriate action.</p>	<p>Tel: <u>Emergency Contact:</u> 0345 60 20 540</p> <p><u>Homelessness support:</u> 0300 30 30 099 (Mon-Fri 9am-5pm)</p> <p>Email: contact@midlandheart.org.uk</p> <p>Website: www.midlandheart.org.uk</p>

 <p>waterloo housing</p>	<p>Offers tenants budgeting advice and rent support, as well as offering support with anti-social behaviour, domestic violence, abuse and hate crimes.</p>	<p>Tel: <u>Contact Centre:</u> 0333 200 7304</p> <p>Website: https://www.waterloo.org.uk/</p>
 <p>CITIZEN</p>	<p>Citizen offers tenants budgeting advice and support with managing debt, as well as offering support with anti-social behaviour, mental health, family matters, relationships, workplace issues and more.</p>	<p>Tel: 0300 790 6555</p> <p>Website: https://www.citizenhousing.org.uk/</p> <p>Or Your personal online account</p>

HOMELESSNESS SUPPORT


<p>Solihull Homeless Prevention Team (Solihull Council Housing)</p>	<p>If you are homeless or at risk of homelessness they can assess your situation, provide accommodation and offer helpful advice.</p>	<p>Tel: <u>Contact Centre</u> 0121 717 1515 (select option 2)</p>
<p>St Basils (for ages 16-25)</p>	<p>If you are aged 16-25 and are homeless or at risk of homelessness, St Basils can help you to find and keep a home, as well as develop your confidence, skills and opportunities.</p>	<p>Tel: 0121 772 2483</p> <p>Text: NEED ST BASILS to 62277 (you will get a call back from St Basils)</p>
 <p>Street Link</p>	<p>If you or someone else is homeless, or threatened with homelessness, contact the homeless prevention team. The team will attempt to help by providing advice, solutions, and possibly referring individuals to find them temporary accommodation.</p>	<p>Tel: 0300 500 0914</p> <p>Website: https://www.streetlink.org.uk/#</p>
 <p>fry housing trust</p>	<p>Offers housing-based services to vulnerable adults with an offending history. The trust offers support with housing, health, work/training, volunteering, and prevention from reoffending.</p>	<p>Tel: 0121 559 6406</p> <p>Mon to Fri 9am - 4.30pm</p>

HOUSEHOLD BILLS

<p>Winter Warmth Helpline</p>	<p>If you are a resident experiencing fuel poverty, or are at risk of a deterioration to your health due to heating issues, this service can help to find a tradesperson for emergency repairs, heaters, clothing, blankets, emergency food supplies and, in exceptional circumstances, funds for heating costs, breakdown or top up of a pre-paid meter.</p>	<p>Tel: 0121 704 8080</p>
	<p>People unable to meet the cost of water charges and who live in the Severn Trent Area can apply for help. In some cases the trust can also help towards other essential household bills or costs that you cannot manage.</p>	<p>Tel: 0121 355 7766</p> <p>Email: contact@sttf.org.uk</p> <p>Website: http://www.sttf.org.uk/</p>
	<p>Both customers and non-customers of British Gas who are experiencing fuel poverty may apply for a grant on the trust website. To be eligible you must receive money advice before applying, have a net annual income below £13,269 and demonstrate exceptional/multiple vulnerabilities within the household.</p>	<p>Website: https://britishgasenergytrust.org.uk/</p>
<p>Energy and Water Trust Funds</p>	<p>Many energy and water companies have independent trust funds (e.g: Severn Trent Trust Fund) who will offer grants and financial support to customers, and sometimes non-customers too, who are seriously struggling to pay energy or water bills. Try searching for a trust fund associated with your energy or water provider or look at one of the websites provided here.</p>	<p>Websites:</p> <p><u>EON Energy Fund</u> https://www.eonenergyfund.com /</p> <p><u>Npower Energy Fund</u> https://www.npower.com/help-and-support/extra-support/npower-energy-fund/</p>

FOOD BANKS



	<p>Helping Hands Christian Renewal Centre offers food parcels and toiletries to people in a crisis. Please note this service is accessed through referral only, please contact the centre for more information using the number provided.</p>	<p>Tel: 0121 711 7300</p> <p>Email: hello@renewalcc.com</p> <p>Website: https://renewalcc.com/helpinghands/</p>
	<p>Around Again Social Supermarket offers an affordable weekly shop for those seriously struggling to afford food. Please note this service is accessed by being referred by partner organisations such as Job Centre Plus, APM, Citizens Advice Solihull, SIAS and Solo. (Please find a copy of the referral form at the end of this directory)</p>	<p>Address: Junction 100 Chapelhouse Road, Chelmsley Wood, Solihull, B37 5HA</p> <p>Opening times: Thurs 11:00 – 15:00</p>
	<p>Kingfisher Food Bank helps by providing food parcels to people who have fallen into a crisis situation. Please note this service is accessed through referral only, please contact the food bank for more information using the number provided.</p>	<p>Tel: 07902030134</p> <p>Website: www.kingfisherfoodbank.weebly.com</p>
	<p>Birmingham City Mission offer food parcels from their resource centre Tuesday to Thursday between 10am and 4pm.</p>	<p>Tel: <u>Resource Centre</u> 0121 766 6603</p> <p>Address: The Clock Tower, 2 Langdon Street, Birmingham, B9 4BP</p>

	<p>Provides food to anybody who needs it. Please note this service is accessed through referral only, please contact the food bank for more information using the number provided.</p>	<p>Tel: 01217130080</p> <p>Address: Green Lane Masjid & Community Centre, 20 Green Lane, Small Heath, Birmingham, B9 5DB</p>
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RECYCLED FURNITURE

	<p>Online network where people post unwanted items for anyone to contact them and arrange to pick the items up.</p>	<p>Website: https://www.ilovefreegle.org/</p>
	<p>Online network where people post unwanted items for anyone to contact them and arrange to pick the items up</p>	<p>Website: https://www.freecycle.org/</p>
	<p>Birmingham City Mission provides 'Starter packs' for the homeless and residents moving into their own accommodation. These can include beds, wardrobes, drawers, settees, kitchen utensils and duvets.</p>	<p>Tel: <u>Resource Centre</u> 0121 766 6603</p> <p>Address: The Clock Tower, 2 Langdon Street, Birmingham, B9 4BP</p>
	<p>CT Furniture's Birmingham store displays their stock of recycled, second hand furniture and appliances; including sofas, bed, wardrobes, dining tables, white goods, electrical items and office equipment. They have 3 removal vehicles that can deliver your purchases to your door.</p>	<p>Tel: 0121 773 2858</p> <p>Address: Unit 3a Garrison Freight Terminal Garrison Street Bordesley Birmingham B9 4BN</p> <p>Opening Hours: <u>Mon-Fri</u> 8:30am – 4:30pm <u>Sat</u> 9am – 3pm</p>

EMPLOYMENT


<p>Solihull Employment Team</p>	<p>Pre-employment advice – support includes help with CV preparation, application forms and interview tips.</p>	<p>Tel: 0121 704 8076</p> <p>Email: employmentteam@solihull.gov.uk</p>
 <p>(Chelmsley Wood)</p>	<p>Advice and support for benefit claimants seeking work.</p>	<p>Tel: 0800 169 0190</p> <p>Address: 1 Chelmsley Wood Circle Chelmsley Wood Birmingham West Midlands B37 5TH</p>
	<p>Support for any unemployed people living in Solihull to access employment, volunteering and training opportunities. They particularly support young people who have never been employed before, and those with learning disabilities or on a mental health recovery pathway.</p>	<p>Tel: 0121 448 0720</p> <p>Email: enquiries@colebridge.org</p> <p>Address: Junction 100 Chapelhouse Road Fordbridge Solihull B37 5HA</p>





TRANSPORT



	<p>Workwise travel support offers eligible jobseekers and apprentices 50% off selected Network West Midlands and National Express bus travel passes for up to 3 months. To be eligible you either have to be starting a new job, or be increasing your hours to 16 or more per week if already employed. Apply online.</p>	<p>Tel: 0345 303 6760 and then press option 1</p> <p>Website: https://www.networkwestmidlands.com/offers/jobseekers/</p>
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	<p>By booking in advance, the patient transport service can provide transport to and from hospital appointments for people with mobility problems:</p> <p>Info Required:</p> <ul style="list-style-type: none"> - NHS number - GP's Name and phone number or post code - Patients name address and phone number - Details of the mobility of the patient - Hospital they are attending and department 	<p>Tel: 0800 035 6511</p>
	<p>Ring and Ride is the door-to-door service for anyone who lives in the urban areas of the West Midlands and finds it difficult or impossible to use normal public transport. Passengers can use the service for catching up with friends, popping out for a bit of shopping, a night at the theatre or for healthcare appointments. Ring and Ride cannot take passengers to a hospital appointment, although they can take passengers to visit someone in hospital.</p>	<p>Tel: <u>Next day bookings</u> 0333 006 6004</p> <p><u>same day bookings and cancellations</u> 0330 053 8133</p> <p>Website: https://ringandride.org/booking/bookonline.html</p>

MENTAL HEALTH, ADDICTION AND DRUG/ALCOHOL SUPPORT

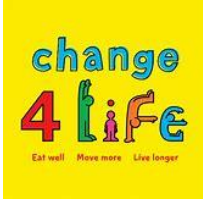
	<p>Wide range of inpatient, community and specialist mental health services. These services include: rehabilitation, home treatment, community mental health services, assertive outreach, early intervention, inpatient services, day services and mental health wellbeing services.</p>	<p>Tel: 0121 301 0000</p> <p>Email: bsmhft.customerrelations@nhs.net</p>
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	<p>Person-centred support for people seeking abstinent recovery from drugs and/or alcohol. From detoxing, to supported housing and help to prevent relapsing. This is a service for those who are committed and motivated towards making enduring lifestyle changes and who feel that they are ready to move forward with their lives.</p>	<p>Tel: 0121 796 1001</p> <p>Address: Changes UK Recovery Central 9 Allcock Street, Digbeth Birmingham B9 4DY</p> <p>Website: https://changesuk.org/</p>
	<p>Solihull First Advocacy provide support concerning mental health by enabling people to be heard, by representing their interests, enabling them to exercise their rights and maximise their choices.</p>	<p>Tel: <u>Solihull First Advocacy</u> 0121 296 4277</p> <p>Website: https://solihulladvocacy.org.uk/solihull-first-advocacy</p>
	<p>Offers help with all sorts of relationships relating to family life and parenting, separation and divorce, help for children, young people and young adults.</p>	<p>Tel: 0121 643 1638</p> <p>Address: Solihull Relate The Core, Lower Ground Floor, Theatre Square Solihull West Midlands B91 3RG</p>
	<p>The British Psychological Society is a registered charity, which acts as the representative body for psychology and psychologists in the UK. You can use their site to find psychologists of varying experience and qualifications.</p>	<p>Website: https://www.bps.org.uk/public/find-psychologist</p>


	<p>SIAS is a partnership of organisations that work together to offer easy access to appropriate support and treatment for individuals whose drug, alcohol use, or gambling has become problematic. We also offer support to their families and friends.</p>	<p>Tel: 0121 301 4141</p> <p>Email: enquiries@sias-solihull.org.uk</p>
	<p>Support for people who are suffering from a mental health problem. Access to therapies and general advice on a range of mental health issues.</p>	<p>Tel: 0300 123 3393</p> <p>Text: 86463</p> <p>Email: info@mind.org.uk</p>

HEALTH

	<p>The Solihull Active team aims to help everyone get 'more active, more often'. By supporting people of all ages to take part in sport and physical activity across the Solihull borough, and lead a more active lifestyle.</p>	<p>Tel: 0121 704 8207</p> <p>Email: solihullactive@solihull.gov.uk</p> <p>Website: https://www.solihullactive.co.uk/</p>
	<p>Gateway's Solihull Lifestyle service can help you to eat more healthily, manage your weight, reduce stress, be more active, stop or reduce your smoking or tell you about activities in your area.</p>	<p>Tel: 0800 599 9880</p> <p>Website: https://gatewayfs.org/our-work/health-and-wellbeing-services/solihull-lifestyle-service/</p>
	<p>An online resource for advice, tips and tools to help you make the best choices about your health and wellbeing.</p>	<p>Website: https://www.nhs.uk/live-well/</p>

	<p>Change 4 Life offers advice for families about healthy eating and keeping active.</p>	<p>Tel: 0300 123 4567</p> <p>Website: https://www.nhs.uk/change4life/about-change4life</p>
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SAFEGUARDING AND REPORTING ABUSE

<p>Children's Social Service Team</p>	<p>For information on how to report a concern about a child or young person please use the following link:</p> <p>https://www.solihull.gov.uk/Resident/socialservicesandhealth/childrenfamilies/safeguardingchildren/safeguardingchildrenyoungpeople</p>	<p>Tel: <u>Social Work Service</u></p> <p>0121 788 4300 In office hours</p> <p>0121 605 6060 Out of office hours</p> <p>Email: childrensservices@solihull.gov.uk</p>
<p>Adult's Social Service Team</p>	<p>For information on how to report a concern about an adult or older person please use the following link:</p> <p>https://www.solihull.gov.uk/Resident/socialservicesandhealth/adultsolderadults/Protectingvulnerableadults/safeguardingvulnerableadults</p>	<p>Tel: <u>Social Work Service</u></p> <p>0121 704 8007 In office hours</p> <p>0121 605 6060 Out of office hours</p> <p>Email: childrensservices@solihull.gov.uk</p>
	<p>Women's aid helps women and children fleeing domestic violence and abuse by offering temporary accommodation, housing advice, support and counselling.</p>	<p>Tel: <u>Birmingham and Solihull Helpline:</u> 0808 800 0028</p> <p>Text: 18001 0808 800 0028</p>

FAMILY SUPPORT



<p>Family Information Service</p>	<p>Large range of help and support for families:</p> <ul style="list-style-type: none"> - Ofsted registered childcare - Early Education funded places for 2, 3 and 4yr olds - Activities for children - Free school meals eligibility - Local offer for children with additional needs and disabilities - Online directory on childcare, activities and support services 	<p>Tel: 0800 389 8667</p> <p>Email: familyinfo@solihull.gov.uk</p> <p>Website www.solihull.gov.uk/familyinfo</p>
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SUPPORT FOR OLDER PEOPLE

	<p>Age UK national advice line is open 8am – 7pm and can provide access to advice on a range of topics from health to housing, care, money, wellbeing and lifestyle. In addition, Age UK Solihull offers a befriending service to help overcome loneliness and a Home Help service to support you with day-to-day domestic tasks.</p>	<p>Tel: <u>Age UK Solihull</u> 0121 704 7840</p> <p><u>Age UK national advice line:</u> 0800 678 1602</p> <p>Email: info@ageuksolihull.org.uk</p>
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COMMUNITY SUPPORT

	<p>A business start-up support programme in Solihull providing help and advice to those in the borough. They also provide support for locating and growing a business or social enterprise.</p>	<p>Tel: 0121 704 6151</p> <p><u>Start-up support</u> 0121 704 6363</p> <p>Email: business@solihull.gov.uk</p> <p><u>Start-up support</u> enterprise@solihull.gov.uk</p> <p>Website: https://www.solihullforsuccess.com/</p>
	<p>Love Solihull is an environmental initiative coordinated by Solihull Council that supports members of the local community in making a real difference through litter picking, community groups and encouraging the support of green spaces.</p>	<p>Tel: 0121 704 8000</p> <p>E-mail: lovesolihull@solihull.gov.uk</p> <p>Website: https://www.lovesolihull.org/parks</p>
	<p>A Community Interest Company aiming to inspire and support people of all ages and abilities to understand where their food comes from and what healthy living is. Assisting in the development of life skills that promote a sustainable future whilst encouraging citizenship and fostering a positive relationship with our planet.</p>	<p>Tel: 0121 630 2190</p> <p>Email: info@gro-organic.co.uk</p> <p>Website: http://gro-organic.co.uk</p>

<p>Local Libraries</p>	<p>Solihull Libraries have something to offer everyone. Pop into your local library and join for free or join online at the website provided here. Available resources for hire include Books, DVDS, CDs, audio books and e-books. There is also free internet access (for a limited time) and events for all ages.</p>	<p>Website:</p> <p>www.solihull.gov.uk/libraries.</p>
	<p>Further education courses for ages 16 +</p>	<p>Tel:</p> <p>0121 678 7000</p> <p>Website:</p> <p>http://www.solihull.ac.uk/contact.php?id=contact</p>
	<p>Solihull Life Opportunities (SOLO) enables children, young people and adults with learning disabilities to enjoy social and leisure activities</p>	<p>Tel:</p> <p>0121 779 3865</p> <p>Email:</p> <p>info@solihullsolo.org</p> <p>Address:</p> <p>38 Walnut Close Chelmsley Wood Birmingham B37 7PU</p> <p>Website:</p> <p>http://solihullsolo.org</p>

