Aspect Housing & Support Ltd

Aspect Housing

OUR RESIDENTS

NEWSLETTER

NOVEMBER 2026



Hello Residents.

We hope you are well and welcome to our November newsletter created especially for you.

Please refer to your accommodation noticeboard for further information on local community services, wellbeing support, leisure activities, employability training, move-on support, and job opportunities.

Need help with anything in this newsletter?

Speak to your Housing Support Worker. They can help you find local services, make referrals, access websites, complete applications and identify activities close to where you live.



INHOUSE

INFORMATION FOR OUR RESIDENTS



Aspect Housing

WHAT'S ON OCTOBER TO NOVEMBER 2026

BIRMINGHAM SEA PROVIDERS CAN SIGNPOST RESIDENTS TO A RANGE OF ACTIVITIES AND EVENTS HAPPENING ACROSS THE CITY.
Please share with your residents – everyone is welcome.

SUPPORTING OUR RESIDENTS AND COMMUNITIES

EVENTS & ACTIVITIES

1



Talent Finders Day – West Midlands Job Fair

Meet employers. Explore opportunities. Find your future.

Teamworks, 202 Fazely Street, Birmingham B5 5SE

TUESDAY 13 OCTOBER 2026
10:30 AM – 1:00 PM

2



Cranstoun Housing – World Homeless & Mental Health Awareness Day Event

Information, advice and support on housing, mental health and well-being, plus digital skills, lived experience stories and more.

Central Library of Birmingham, Centenary Square

FRIDAY 9 OCTOBER 2026
11:00 AM – 3:00 PM

3



Women's Health Event

Wellbeing, confidence and support for women looking to move forward.

Cambridge Road Methodist Church

TUESDAY 3 NOVEMBER 2026
10:00 AM – 1:30 PM

4



The Muath Trust Community Marketplace Event

Cost-of-living support, advice and community services in one place.

Muath Trust, Sparkbrook

WEDNESDAY 11 NOVEMBER 2026
10:30 AM – 1:00 PM

5



International Men's Day Multiagency Event

Advice, support and activities for men, including health, employment, well-being and community services.

Brandwood Centre, 157 Allens Croft Road, Kings Heath

WEDNESDAY 4 NOVEMBER 2026
10:00 AM – 2:00 PM

GET INVOLVED. MAKE A DIFFERENCE.

SUPPORT YOUR RESIDENTS.

Help residents take part, build skills, feel connected and access the support they need.



- FURTHER INFORMATION ABOUT EVENTS WILL BE SHARED WITH SEA PROVIDERS WHEN APPROPRIATE.

WORKING TOGETHER TO SUPPORT RESIDENTS AND STRENGTHEN COMMUNITIES.

THANK YOU

Thank you to the agencies, community groups and organisations involved in supporting and organising the listed activities and events. Please note that all activities and events are subject to change.

PLEASE SHARE THESE OPPORTUNITIES WITH YOUR RESIDENTS.
Let's work together to help residents access support, build confidence and achieve their goals.

SHARED SPACES WORK BEST WITH RESPECT

Kind behaviour helps everyone feel safe at home

Shared kitchens, lounges, hallways and bathrooms work best when everyone is respectful and considerate.

- Keep noise to a reasonable level
- Clean up after yourself
- Respect privacy and boundaries
- Use shared areas fairly
- Help create a calm and welcoming home



Respect in shared spaces matters

Aspect Housing

PEOPLE • HOMES • BRIGHTER FUTURES

Need support?
Speak to your support worker or housing staff.

Stronger communities happier homes

In an emergency call **999.**

For non-emergency police matters call **101.**

Safer together

Aspect Housing



Before You Sign a Waiver

Make sure you understand what you are agreeing to.

What is a waiver?

- A waiver means you are choosing not to receive an item or service that Aspect Housing would normally provide
- This might include a mattress, bedside table, wardrobe, kettle, microwave or another item or service

Before you sign

- Read the form carefully
- Ask questions if you are unsure
- Take your time and do not feel rushed

Remember

- Only sign if you understand and agree
- Ask for support if you need help understanding the form
- Speak to your support worker before signing if you are not sure

Important

- Do not sign anything you do not understand.
- Ask for help first if you are unsure.

If you are unsure, do not sign until you have spoken to your support worker.

Office telephone:
0121 792 5342

MONEY MANAGEMENT

Aspect Housing

Simple steps to stay on track

- Know what money is coming in.
- Keep rent and service charges as priority payments.
- Budget for food, travel, phone and utilities.
- Do not ignore letters, arrears or debt worries.
- Use a simple budget to see what comes in and goes out.
- Get a better-off-in-work calculation before starting or increasing hours.
- Tell staff if someone is taking or controlling your money.



Need support? Speak to your support worker for help with budgeting, benefits and money actions.

FIRE SAFETY WARNING



Do not use candles or incense sticks in your room



Why?

- They can easily cause a fire.
- They create smoke and can trigger fire alarms.
- They put you, other residents and staff at risk.
- They can damage your room and the property.





Please use safer alternatives such as battery candles or air fresheners.





If you have any questions, please speak to your support worker. Thank you for helping to keep everyone safe.

Aspect Housing

2 QUICK CONTACT LIST

Useful services and support in Birmingham

Service	Contact details
Jobcentre Plus / UC Work Coach	UC journal / local JCP
Birmingham City Council Benefits and Support	Online / council contact
Shelter housing advice	0808 800 4444
Birmingham City Council Housing Options	0121 303 1111
Citizens Advice Birmingham	0808 278 7990
Transport for West Midlands Workwise	0345 303 6760
National Careers Service	0800 100 900
ACAS	0300 123 1100
HMRC National Minimum Wage complaints	Online
Housing provider / support team	Use internal contact

Keep these numbers and websites handy.
We are here to help.

Contact details correct at September 2026.
Services and opening hours may change.

Aspect Housing

Your home. Your future. Your choice.

Aspect Housing

Aspect Housing's Anti-Bullying Week Awareness 2026

Safe Homes, Respectful Communities

Break the Silence on Bullying

16–20 November 2026

Linked to National Anti-Bullying Week in November

Stronger People Stronger Communities

Respect Belonging Safer Homes Brighter Birmingham



People Homes Communities Brighter Together

Bullying, intimidation, harassment and anti-social behaviour should never be ignored.

- Speak up if you feel unsafe
- Treat everyone with respect
- Report bullying, harassment or ASB
- Help keep supported accommodation safe

A kinder Birmingham for everyone

For residents and supported exempt accommodation providers across Birmingham

SAFE HOMES • RESPECTFUL PEOPLE • STRONGER COMMUNITIES

COST OF LIVING
SUPPORT & ADVICE



BIRMINGHAM CITY COUNCIL'S COST-OF-LIVING SUPPORT SERVICES



Below is the Birmingham City Council's telephone number if any of our residents, or tenants, are worried about the rising cost of energy bills, food, and transport. Also, if they need help accessing grants, debt advice, support getting all the money you're entitled to, or simply want to know more about any Birmingham Council's cost-of-living support measures.

Please call 0121 303 1116.

Monday to Friday from 9am to 5pm.

HelpinBrum

Find Help In Brum
Are you concerned about the rise in cost of living?

Find some helpful contact details for advice and support.

Birmingham City Council and partners are working to support and offer guidance to our residents during the cost of living crisis in the UK.

We want to support as many of our residents as possible across key areas which are outlined in this leaflet.

Benefits and Money Advice:

During the cost of living crisis, it is also important to ensure you have access to the right benefits and money advice for you. There are several information portals below which can help.

To find out what benefits you are entitled to, it is best to use the Benefits Calculator provided by the Government. Find out more by using this link **www.gov.uk/check-benefits-financial-support**

Birmingham City Council has also developed several support factsheets which provide useful information on a range of debt related issues. You can view and download Information on **www.birmingham.gov.uk/debtadviceteam**

If you are struggling with debt and need advice and support you can also visit **www.birmingham.gov.uk/helpinbrum** which can help direct you to the right information.

There are also other services who offer free and confidential advice:

- The Project - Benefit, debt and housing advice
  0121 453 0606 | **www.theprojectbirmingham.org**
- Citizens Advice Birmingham - Advice on benefits, debt, housing and more
  Freephone 0808 278 7990 (Mon – Fri 9.30 am – 4.30pm) | **www.bcabs.org.uk**
- Disability Resource Centre - Advice and advocacy services for disabled people
  03030 402 040 | **www.disability.co.uk**

Warm Welcome:

We are working with the local community and a partnership of voluntary and community sector organisations to expand a network of warm spaces. These spaces will be available for people to use and visit during the winter period and beyond.

There are several existing Warm Welcome Spaces within local communities across the city. Warm Welcome Spaces are:

- inclusive and non-judgmental
- heated and free to access

The services at each space will vary but may include:

- information on further support and available guidance
- opportunities to participate in activities and learn new things
- free internet access, computers and charging points
- a friendly environment to connect with others within the community

You can find details of our current Birmingham Warm Welcome Spaces at **www.birmingham.gov.uk/warmwelcome**

Keeping checking back online as more spaces will be launched weekly.

Energy Efficiency:

As energy costs rise we are committed to reducing energy bills and helping everyone to keep warm as we head into the winter months.

There are several schemes already available for residents, with full information and guidance available at **www.birmingham.gov.uk/energyhelp**

There has been a significant rise in energy scams linked to the cost of living crisis.

There is some helpful support on the Birmingham City Council website to avoid these scams.

www.birmingham.gov.uk/energyscam

Food Support:

The cost of living crisis has made it much more difficult for many people to afford food. If this is something you are experiencing, there are several information points below which can help.

Foodbanks:
We know that accessing a foodbank or other projects for the first time can be dauting. However, the volunteers do their utmost to make visitors feel welcome.

With one visitor saying *"It was just a small personal touch that made you feel welcome and on the occasions where I was on a tiny budget, it also felt like somebody did care that times were tough."*

To find a foodbank or other food support please visit
https://www.birmingham.gov.uk/foodhelp

Healthy Start card
If you are 10 weeks pregnant or more, have a child under four years old, or you or your family get certain benefits, you may be able to qualify for a Healthy Start card.

The card has money on it to be used in shops to buy: plain liquid cow's milk; fresh, frozen, and tinned fruit and vegetables; fresh, dried, and tinned pulses; and infant formula milk based on cow's milk. You can also get free vitamins.

To find out more and way to apply visit
www.birmingham.gov.uk/healthystart

Free School Meals
You can also check if your child can get free school meals, visit **www.birmingham.gov.uk/school-meals** to see if you are eligible. (This will also automatically register you for the Holidays, Activities and Food Programme.)

More Information Available

Even more information is available on the Birmingham City Council website **www.birmingham.gov.uk/helpinbrum** which can guide you to various organisations depending on the help you may require. Alternatively, phone 0121 303 9944 and one of our customer service team will be able to help you.

Other Support Available

There is also a lot of support at a local and national level. Here are some key contacts if you need information or guidance:

Age UK Birmingham
Information, advice and helpline services for older people (50+), their families and carers
0121 437 0479 | **www.ageuk.org.uk/birmingham**

Birmingham Mind
Providing advice, information and signposting for people affected by mental health issues
0121 262 3555 | **www.birminghammind.org**

Moneyhelper
Advice to help improve your finances
0800 138 7777 | **www.moneyhelper.org.uk**

Stop Loan Sharks
Investigates and prosecutes illegal money lenders and provides support for borrowers
0300 555 2222 | **www.stoploansharks.co.uk**

Turn2Us
Information and financial support
0808 802 2000 | **www.turn2us.org.uk**

Birmingham and Solihull Women's Aid
Support for women and children affected by domestic violence and abuse
0800 800 0028 | **www.bswaid.org**

Shelter
Housing advice 0808 800 4444 | **www.england.shelter.org.uk**

The Active Wellbeing Society
Listen and Connect support people to feel heard, connect with others, be active, live well and access information
0121 728 7030 | **www.theaws.co.uk/listen-connect**

The Refugee and Migrant Centre
Advice on immigration, housing & destitution, welfare & health, employment & education, resettlement and citizenship
0121 374 0140 | **www.rmcentre.org.uk**

Spitfire Services
Advice on money, benefit, housing and employment issues
0121 747 5932 | **www.spitfireservices.org.uk**

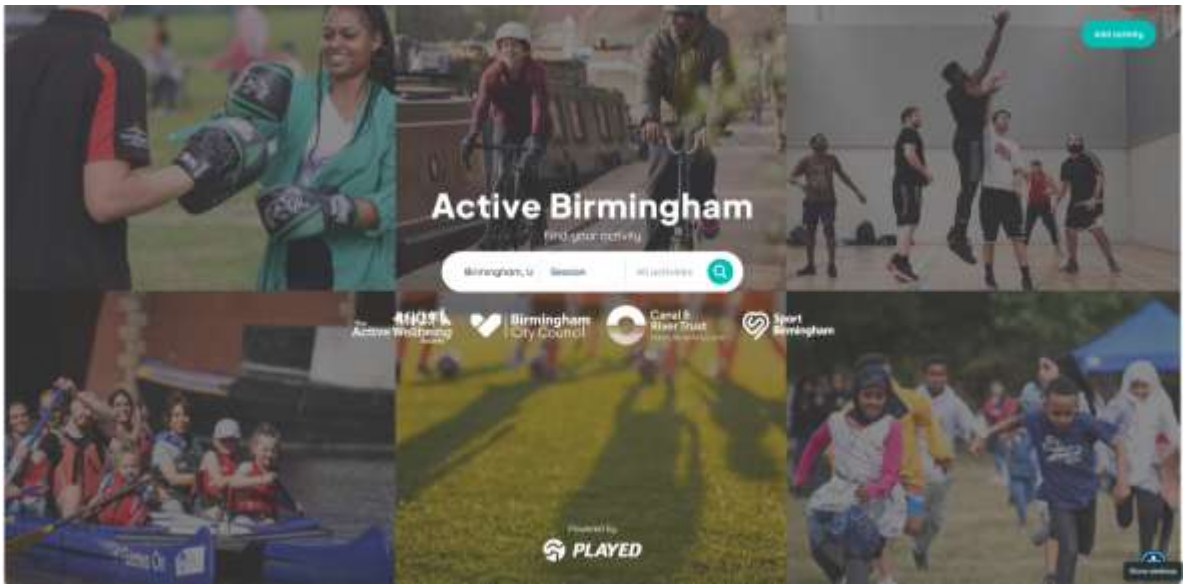
BIRMINGHAM WARM 'WELCOME SPACES' SCHEME

Our residents and tenants can still use the following website that features a directory of venues/places that they can visit during this year's winter period. **A number of Birmingham City Council's leisure centres still might be offering free access to their swimming pools or gyms for one hour** at certain weekdays and times.

https://www.birmingham.gov.uk/directory/73/warm_welcome_spaces_in_birmingham

DIRECTORY OF ACTIVE SPORT IN BIRMINGHAM

A great useful Birmingham website highlighting the locations of sport or activity you might be interest in participating in.



https://activebirmingham.co.uk/

MORE COST-OF-LIVING FINANCIAL ADVICE



DISCOUNTS AND OFFERS

The following website highlights various discounts and offers from groceries, retail stores, and entertainment venues which individuals and families can access.



https://helpforhouseholds.campaign.gov.uk/discounts-and-offers/

CHECK YOUR BENEFITS AND FINANCIAL SUPPORT

The following government website can help you to review your benefits and the financial support you can get, especially to help you during the current cost-of-living situation.

Your support worker can help you with this activity.



https://www.gov.uk/check-benefits-financial-support



SPEAK TO YOUR SUPPORT WORKER

They can help you access these websites, check your eligibility and find other sources of support.

Feeling the squeeze?

Struggling to stay on top of bills, facing a job loss, need to manage irregular earnings or work out your budget?

MoneyHelper offers a range of free, expert tools and guidance so you can find your way forward. Whatever your situation, they're here to help.

MoneyHelper.org.uk/way-forward

Scan the QR code for help



Find your way forward with MoneyHelper

H G ernment

SUGGESTED CONSUMER TIPS – FOR BLACK FRIDAY 2026

(The following is taken from the MoneySavingExpert website)

https://www.moneysavingexpert.com/deals/black-friday-and-cyber-monday-alert-service/

Black Friday is no longer just a day and deals are expected to start in the weeks leading up to the day itself **(27th November 2026)**, and last until **Cyber Monday 30th November 2026.**



Warning – Black Friday and Cyber Monday can be addictive.

Before spending, ask yourself: Do I need it? Can I afford it?

If the answer is no to any of those, **DON'T** buy it.

Remember, it's not a saving if you weren't going to buy it anyway.

SHOP SMART TIPS

- **Don't get caught up in the promotional hype.**
- If you have your eye on something, do your research and check prices.
- **Check every item** on your list during the sale period to make sure you've found the best deal.
- Use free tools such as Google Shopping, Price Spy, PriceRunner, and the Amazon price-tracking tool CamelCamelCamel to help you see whether the 'discounts' are really cheaper.



Shop smart. Protect your budget.

HELP WITH NHS COSTS THIS WINTER



As winter approaches, it's a good time to remind our residents who are **Universal Credit claimants** that they may be entitled to help with their NHS health costs through the **NHS Low Income Scheme.**

WHAT SUPPORT COULD YOU GET?

If you receive Universal Credit, you might qualify for help with your health costs, including:

- **NHS prescriptions**
- **Dental treatment**
- **Eye tests**
- **Help with travel costs to hospital appointments**

The amount of support you can get depends on your individual circumstances and any savings you have.

CHECK IF YOU'RE ELIGIBLE

Before making any claims, please use the NHS eligibility checker to confirm if you are entitled to help. It will tell you what support you can access and help you avoid penalty charge notices.

https://www.nhsbsa.nhs.uk/check-if-youre-eligible-help

GOOD TO KNOW

Getting the right support can help reduce your health costs and make winter a little easier.

Talk Money Week

2 – 6 NOVEMBER 2026

It All Counts

Small conversations can make a big difference

What is Talk Money Week?

Talk Money Week is a national campaign encouraging everyone to have conversations about their finances. This year it runs from **2 – 6 November 2026**, with the theme **It All Counts**, focusing on realistic, manageable actions.



Why is talking money important?

Many people across the UK are feeling under pressure when it comes to their finances, often for reasons beyond their control. Research shows that people who talk about money:

- **make better and less risky financial decisions**
- **have stronger personal relationships**
- **help their children form good money habits for life**
- **feel less stressed or anxious and more in control.**

Even small actions can make a difference

Whether it's checking how much you've got in your pension, comparing energy prices, trying to save a little each month, or talking about spending – **It All Counts.**

- Save a little
- Check your bills
- Plan for the future
- Make informed decisions

Who takes part?

Talk Money Week is for any organisation that wants to help people talk openly about money, including:

- local government and housing
- community organisations
- health or social care
- organisations that work with children or families
- financial services and many more.

2 – 6 NOV 2026

Find out more

To find out more about Talk Money Week, visit:

maps.org.uk/en/our-work/talk-money-week

Speak to your Support Worker

They can help you find local advice, support services and information to help you with your finances.

Aspect Housing

PERSONAL MONEY MANAGEMENT ADVICE



To help residents manage money, especially with seasonal spending such as Christmas and winter costs coming up, budget re-promoting the monthly budget sheet.

Budgeting tips for tenants

Budgeting can help you organise your money and reduce financial stress.

A brighter tomorrow

1 Plan at the start of the month



Write down your income and list your monthly expenses in the budget cost column. Try not to overspend, and leave a little room for unexpected costs.

2 Check what you actually spent



At the end of the month, write your real spending in the actual cost column. This helps you see where your money went.

3 Ask yourself



- Did I need this or just want it?
- Was there a cheaper option?
- Could it wait until next month?

Make better choices for a brighter tomorrow



Budgeting is a learning process.

You may not get it right the first time, so do not feel guilty. With practice, it becomes easier to manage your money and say no to unnecessary spending.





Please speak to your housing support workers if you need financial assistance.

Small steps can make a big difference.

Aspect Housing

Personal Money Management Advice

With seasonal commercial pressures in late **2026** and **early 2027**, including Christmas and winter spending, planding ahead can help protect your budget.



Monthly Budget Sheet

Monthly Income		
Wages		
Benefits		
Other Income		
Total Monthly Income		

Monthly Expenses	Budget Cost	Actual Cost	Difference
Rent			
Service Charge			
Utilities			
Vehicle Expenses			
Fuel			
Travel / Transport			
Insurance			
Phone			
Internet			
Loans			
Entertainment			
Food			
Pets			
Personal Care			
Subscriptions			
Other Expenses			
Subtotal			

Total Budgeted Cost	
Total Actual Cost	
Total Difference	

Tips for Budgeting

1 Plan at the start of the month

- Write down your income.
- Allocate money to your monthly expenses in the 'Budget Cost' column.
- Include some money for unexpected costs.

2 Check at the end of the month

- Write down what you actually spent in the 'Actual Cost' column.
- See if you overspent or underspent.
- Adjust your budget for next month.

3 Ask yourself

- Did I need this or just want it?
- Was there a cheaper alternative?
- Could this wait until next month?

Remember

- Budgeting is a learning process.
- You won't get it right every time.
- It gets easier with practice.

Need help?

Please speak to your housing support worker for help with budgeting or money worries.

Small steps today can make a big difference tomorrow.

ANIMAL JOKES TO MAKE YOU SMILE!













EMPLOYABILITY SUPPORT ACTIVITIES, AND WELFARE BENEFIT INFORMATION



(PLEASE CONTACT YOUR JCP WORK COACH IF YOU ARE INTERESTED IN ATTENDING ANY OF THE MENTIONED CAREER & JOB FAIRS OR EMPLOYABILITY SUPPORT EVENTS)

GOV.UK
Find a job

Department for Work & Pensions

Find a job?

More like...



FOUND A JOB

gov.uk/find-a-job

HOUSING BENEFIT & PAID EMPLOYMENT

Important changes from 5 OCTOBER 2026



If you live in supported or temporary accommodation and receive Housing Benefit, new rules from **5 October 2026** mean more of your earnings can be ignored when your Housing Benefit is worked out. This means **you may be able to keep more of your income** before Housing Benefit is reduced.

This applies to:

- Employed work (including part-time)
- Self-employed work
- No minimum hours requirement
- Applies to working-age Housing Benefit claimants in supported and temporary accommodation

NEW WEEKLY EARNED INCOME DISREGARDS (2026–27)

Single claimant or lone parent under 25	Single claimant or lone parent aged 25 or over	Couple, both under 18	Couple, at least one aged 18–24 (both under 25)	Couple, at least one aged 25 or over
£61.41 per week	**£77.73** per week	**£97.33** per week	**£61.53** per week	**£119.70** per week

What this means for you

- You may be able to keep more of your earnings.
- Working can help you be better off.
- Your Housing Benefit may be higher than before.
- It can support your move towards greater independence.

You must still

- Report any changes in your earnings or job in the usual way.
- Tell us about changes to your household, accommodation or circumstances.
- Your exact Housing Benefit will depend on your individual situation.
- Housing Benefit is still means-tested and may be reduced as your income increases.

SPEAK TO YOUR SUPPORT WORKER

for more information and to find out how these changes may affect you.



Find a Job

GOV.UK

With an account you can:

⇒ Create **email alerts** to receive the most recent jobs.

⇒ **Save your favourite** jobs so you can apply for them later.

⇒ Keep track of your job search activity.

⇒ **Upload more than 5 CV's**, cover letters, and apply for jobs.

Registering and logging into your account

6. Access www.gov.uk/find-a-job
7. Select the Register option which will launch registration page.
8. It will ask for your email address and a password which you will be using to log in to your Find a job account.
9. Accept the terms and conditions.
10. Select the create account button at the end to complete action.

Apply for jobs

You can search for jobs without an account, but to apply you need to create an account or sign in.

Create account >

Already have an account? Sign in



If you already have an account with Find a Job

4. Access www.gov.uk/find-a-job
5. Select the login option to launch the log in page.
6. Enter your Email ID and Password and press Submit to log in to your account.

BIRMINGHAM JOBS FAIR

REAL PEOPLE REAL OPPORTUNITIES

Looking for work? Come along and meet employers face-to-face



Friday 6 November 2026
10:00am – 1:00pm

St Andrew's @ Knighthead Park
Cattell Road, Birmingham, B9 4RL



- **Free entry**
- **Ticket required in advance**
- **Meet employers from different sectors**
- **Explore local job opportunities**
- **Bring your CV and ID**
- **Mini interviews may be available**

Please note: You must have the permanent right to work in the UK.
No sponsorship opportunities available.

Register for your free ticket in advance
Search online: **Birmingham Jobs Fair 6 November 2026**

If you would like support with preparing for the event, please speak to your support worker.

SAME COMMUNITY BRIGHTER FUTURES

BENEFIT CALCULATORS

Check what financial support you could be entitled to

By accessing the UK government website below, you can use an independent, free and anonymous benefits calculator to check what you could be entitled to.



This can give you an estimate of:

- the benefits you could get
- how much your benefit payments could be
- how your benefits will be affected if you start work or increase your hours
- how your benefits will be affected if your circumstances change – for example, if you have a child or move in with your partner

Independent calculators include:

- Entitledto
- Turn2us
- Policy in Practice Better Off Calculator



You may need information about:

- savings
- income
- existing benefits and pensions
- outgoings such as rent, mortgage or childcare
- your Council Tax bill

Visit: www.gov.uk/benefits-calculators

If you need help, please speak to your support worker.

USEFUL DWP JOB SEARCHING QR CODES

UNOFFICIAL DOCUMENT

GOV.UK	https://www.gov.uk/apply-apprenticeship	
GetMyFirstJob Where it all starts.	https://www.getmyfirstjob.co.uk/	
UCAS	https://www.ucas.com/apprenticeships/how-find-apprenticeship	
FIND APPRENTICESHIPS	https://www.findapprenticeships.co.uk/	
National Careers Service Helping you take the next step	https://nationalcareers.service.gov.uk/explore-your-education-and-training-choices/apprenticeship	
jobsite.co.uk	https://www.jobsite.co.uk/jobs/apprenticeship/in-birmingham	
Totaljobs	https://www.totaljobs.com/jobs/apprenticeship/in-birmingham	
CV Library	https://www.cv-library.co.uk/apprenticeship-jobs-in-birmingham?q=apprenticeship	

Birmingham's Frankfurt Christmas Market is Hiring!



£13.45 per hour

Full-time and part-time roles available

Join the team behind one of Birmingham's best-loved festive events.
Previous experience is a bonus, but not essential – full training will be provided.
A range of roles and hours are available.

- **Bar Staff**
- **Catering Assistants** (Food Stall Assistants)
- **Kitchen Assistants**
- **Kitchen Porters**
- **Glasswashers**

Whether you enjoy working with customers or prefer a behind-the-scenes role, there is a position to suit you.

Interviews start from late September and continue through October.

Interested? Apply online today

thebfcm.co.uk/form-view/9

Questions? Email: staff@thebfcm.co.uk | **Training provided**

GOOD NEWS STORIES OF OUR TENANCY ENGAGEMENT ACTIVITIES & ACHIEVEMENTS WITH RESIDENTS





SHARING SURPLUS FOOD

TO SUPPORT OUR RESIDENTS

Reducing food waste
Supporting our community

Friday
2 October
10:00am – 10:30am

Birmingham Central Mosque car park

Our support workers visited a local surplus-food initiative to collect fresh fruit and vegetables for our residents.

A selection of the available produce was distributed directly to residents, providing additional practical support during continuing cost-of-living pressures.







Working together for stronger communities

With rising living costs and many residents managing on limited incomes, initiatives such as this help reduce household food costs and support more independent, healthier lives.

Many thanks to the organisers and everyone involved for making this initiative possible and for their continued support of our local community.

KEY OUTCOMES SUPPORTED

Improved wellbeing
Access to fresh food supports better physical wellbeing.

Financial inclusion and budgeting
Helps residents manage limited household budgets.

Access to local community provision
Connects residents with useful community resources.

Community integration
Strengthens links with local initiatives.

Partnership working
Shows how community and faith-based organisations contribute to positive resident outcomes.

Tenancy engagement and meaningful support
Practical assistance linked to residents' day-to-day needs.

Independence and awareness
Helps residents learn about local services they can access.

Evidence of social value
Improves wellbeing, reduces financial pressures and builds stronger community connections.

Local partnerships make a real difference!

SUPPORTING SAFER, HEALTHIER AND STRONGER COMMUNITIES

Aspect Housing

GOOD NEWS STORY

Support Today Brighter Tomorrows

DETERMINED TO PROGRESS

Overcoming barriers • Staying motivated • Moving closer to work

Aisha wanted to progress into security work and obtain the training needed to secure her licence.

She faced several barriers when trying to access suitable courses. Some courses were too far away, others were on unsuitable dates, and some had long waiting lists, which delayed her progress.

Her Support Worker **Jimza Fatima** discussed alternative options with her and encouraged her to consider other ways of accessing the required training sooner.

Rather than remaining on a lengthy waiting list, Aisha arranged to borrow money from a friend so she could enrol on a private two-week security course. She has now started the course and is moving closer to gaining her licence and progressing into employment.

Aisha feels pleased to have found another route forward and remains motivated and positive about completing her training and moving into work.



KEY OUTCOMES

- **Training underway**
- **Problem-solving**
- **Confidence increased**
- **Progress towards employment**

With encouragement and practical support, residents can find positive routes towards training, independence and employment.

A fictional name has been used to protect confidentiality.

Aspect Housing

PEOPLE • HOMES • BRIGHTER FUTURES

GOOD NEWS STORY

Support Today Brighter Tomorrows

CLOSER TO EMPLOYMENT

Removing barriers • Building confidence • Moving forward

Yusuf had already completed security training and wanted to move into employment in the security industry. However, he could not afford the **£204 fee** for his SIA licence, which prevented him from progressing.

His Support Worker **Mustapha** helped him explore financial support and supported him to explain his circumstances through his Universal Credit journal, including the training he had completed and how a licence would improve his employment prospects.

The application was successful and funding was awarded to cover the full **£204 SIA licence** cost.

With this barrier removed, Yusuf can now obtain his physical licence and begin applying for security roles. He feels more confident, relieved and motivated about moving towards employment and financial independence.



KEY OUTCOMES

- **Barrier removed**
- **Employability improved**
- **Confidence increased**
- **Progress towards independence**

Practical support can help residents overcome barriers and take positive steps towards employment.

A fictional name has been used to protect confidentiality.

Aspect Housing

PEOPLE • HOMES • BRIGHTER FUTURES

GOOD NEWS STORY

Support Today Brighter Tomorrows

STEP INTO EMPLOYMENT

Building skills • Growing confidence • Brighter futures

Adam moved into supported accommodation and wanted to become more financially independent. He was interested in administrative work and needed support with finding suitable vacancies and making applications.

Over around two months, his Support Worker **Sima** supported him with job searching, identifying suitable roles, discussing opportunities and helping him stay motivated. He was also encouraged to engage with Jobcentre support.

Adam has now successfully secured a 16-hour-per-week administrative job.

This outcome has improved his confidence, independence and financial resilience while giving him valuable work experience for the future.



"I'm really happy to have secured the job and I appreciate the support I received. I feel more confident and positive about my future."

– Adam

KEY OUTCOMES

- **Employment secured**
- **Increased independence**
- **Financial resilience**
- **Improved confidence**

Positive progress through practical support, encouragement and partnership working.

A fictional name has been used to protect confidentiality.

Aspect Housing

CHANGE AHEAD

Resident Receives SIM Card Support



Support provided through Change Ahead

A resident supported by Aspect Housing recently received a SIM card through Change Ahead, helping them stay connected to important services and everyday communication.

The support was facilitated with assistance from Aspect Housing support worker Ruhela. Access to mobile data and calls can play an important role in helping residents stay in touch with support networks, attend appointments, manage benefits, explore opportunities and maintain day-to-day contact.

Aspect Housing values partnership working with organisations such as Change Ahead, whose support can make a practical difference to residents as they move forward in their lives.

- Stay in touch with support networks
- Attend appointments
- Manage benefits
- Explore opportunities
- Maintain day-to-day contact

With thanks to Change Ahead
for their support in helping our residents stay connected.

Aspect Housing

NETWORKFOUR
Caring for the vulnerable

Resident Receives Preloved Shoes Support

Support provided through Networkfour



A resident supported by Aspect Housing recently received a pair of preloved shoes through Networkfour, helping to provide practical everyday support.

The support was facilitated with assistance from Aspect Housing support worker Ruhela. Access to suitable footwear can help residents with comfort, confidence, daily living and engagement with appointments and opportunities.

The item was arranged by Cheryl Stylianou at Networkfour Charity, whose support is appreciated. Aspect Housing values partnership working with organisations such as Networkfour, whose practical support can make a positive difference to residents as they move forward in their lives.

- Practical everyday support
- Improved comfort
- Support confidence
- Encourage engagement
- Promote wellbeing

With thanks to Networkfour for their support

Including support arranged by Cheryl Stylianou at Networkfour Charity.

Aspect Housing

Residents Enjoy Bowling Recreation Activity



Recreation activity delivered with 9 residents

Aspect Housing recently arranged a bowling recreation activity involving 9 residents. For a number of the residents, this was their first time taking part in bowling. The activity gave residents an opportunity to enjoy a positive shared experience, spend time away from their accommodation and build confidence through participation.





The session also supported wellbeing by encouraging social inclusion, reducing isolation, promoting light physical activity and helping to strengthen companionship among residents currently living in the Birmingham area. Recreational activities such as this can play an important role in supporting recovery, routine, independence and positive engagement. Aspect Housing is hoping to arrange similar activities and events in the future.

- Build confidence
- Reduce isolation
- Encourage social inclusion
- Promote wellbeing
- Support independence

Supporting resident wellbeing through positive activities

Good News Story One

Three Positive Outcomes

Resident names have been changed to protect identity.



Support Worker: Salma

Supporting people to build brighter futures

1 Daniel



- Daniel had previously registered with Birmingham social housing, but his application had been declined.
- With support, the application was reactivated and progressed to Band B.
- He was very grateful and pleased with the outcome.

Outcome:
Housing application reactivated and improved to Band B.

2 Yusuf



- Yusuf had a deadline to apply for indefinite leave to remain and needed help with his passport.
- Support was provided so he could progress the application in time.
- He was very happy to receive the help.

Outcome:
Supported to progress immigration paperwork before the deadline.

3 Michael



- Michael was spending a lot of money on takeaways and did not know how to use the cooker.
- Support was provided to help him learn basic cooking and use the cooker safely.
- He now prepares homemade meals instead of relying on takeaways.

Outcome:
Improved cooking skills and better money management.

Why this matters

These examples show how practical day-to-day support can help residents improve housing access, manage important paperwork, build life skills and move towards greater independence.

Aspect Housing & Support Ltd

Good News Story Two

Support with a Housing Banding Review

Resident name has been changed to protect identity.



Supporting people to build brighter futures

Support Worker: Fathema Begum

1 Background



- Omar wanted to improve his Birmingham City Council Home Choices housing priority from Band C to Band B.
- He needed support to complete the application paperwork and gather medical evidence for a banding review.

Goal: Move from Band C to Band B.

2 Support provided



- Fathema Begum liaised with the council regarding Omar's housing application, completed the relevant documentation, including a move-on referral form, and submitted additional paperwork through work email.
- She also communicated with council contact Justine Miller to help progress the case.
- To strengthen the application, she contacted Fernley Medical Practice to request his medical history and supporting medical records.
- She coordinated the paperwork, submitted the evidence, and gave Omar copies for his own records.

3 Outcome status



- The application and supporting documents were completed and submitted.
- Medical evidence was gathered to support the request to move from Band C to Band B.
- The council's final decision is still awaited.

Why this matters

This story shows the importance of advocacy, clear communication and partnership working to help residents navigate housing systems and take practical steps towards more suitable accommodation.

Aspect Housing & Support Ltd

Good News Story Three

Moving Towards Independent Living

Resident name has been changed to protect identity.

Support: Aspect Housing support team

Supporting people to build brighter futures

1 Background



- Leon entered supported accommodation while experiencing homelessness and financial difficulties.
- He was also expecting a baby and needed to work towards a more stable financial and living situation for his growing family.

Focus:
A more stable financial and living situation for his growing family.

2 Support and progress



- During his time in supported accommodation, Leon was encouraged to focus on his personal goals, improve his circumstances and work towards independent living.
- He showed determination, kept focused on his future and successfully secured full-time employment.
- This gave him a regular income and helped him prepare for the responsibilities ahead.

Focus:
Building skills, securing employment and preparing for independent living.

3 Positive outcome



- After securing full-time employment, Leon was able to move on from supported accommodation and progress to independent living.
- This was an important milestone in his journey from homelessness and financial uncertainty to greater independence, stability and responsibility for his future.

Outcome:
Moved to independent living, with greater stability and responsibility for his future.

Why this matters

This story shows how employment, encouragement and stable support can help residents overcome barriers, prepare for family life and move forward into independent accommodation.

Aspect Housing & Support Ltd

Good News Story Four

Progression to Independent Living

Resident name has been changed to protect identity.



Support: Aspect Housing support team

Supporting people to build brighter futures

1 Background



- Amir was living in supported accommodation while facing challenges connected to his asylum-seeker circumstances, accommodation needs and financial difficulties.
- Achieving financial stability and securing suitable long-term accommodation were important goals for him.

Goal:
Achieve financial stability and secure suitable long-term accommodation.

2 Support and progress



- During his time in supported accommodation, Amir worked towards a more independent future.
- He secured part-time employment, began saving money and improved his financial management.
- He saved enough money to buy a car, which improved his access to work and other opportunities.
- He also pursued more permanent housing and successfully secured a council flat.

Progress:
Gained employment, saved money, bought a car and secured a council flat.

3 Key achievements



- Moved on from supported accommodation into his own council flat.
- Progressed from part-time work into full-time delivery employment.
- Improved his financial circumstances and independence.
- Purchased his own car.
- Built a more stable future.

Outcome:
Now living independently with secure housing, full-time employment and greater financial stability.

Why this matters

This story shows how determination, financial progress and practical support can help residents overcome barriers, secure employment, access suitable housing and move towards independent living.

Aspect Housing & Support Ltd



WELLBEING AND COMMUNITY SUPPORT SERVICES/PROVISION



MENTAL HEALTH SERVICES

Birmingham City Council

Here is a list of services you are able to access if you need support with your mental health and wellbeing.

Birmingham Healthy Minds Talking Therapies
Call: 0121 3012525
Text: 'BHM' to 60777
Self-refer on Birmingham & Solihull Mental NHS Foundation Health Trust:
https://www.bsmhft.nhs.uk/our-services/birmingham-healthy-minds/

Community Mental Health & Wellbeing Service
Access the Birmingham and Solihull Mental Health NHS Foundation Trust:
https://www.bsmhft.nhs.uk/our-services/birmingham-and-solihull-community-mental-health-and-wellbeing-service/

Mental Health Support For Children & Young People (Aged 0-25)
Visit Forward Thinking Birmingham: https://forwardthinkingbirmingham.nhs.uk/

FURTHER SUPPORT

Crisis Team (Children & Young People 24/7)
Call: Forward Thinking Birmingham 03003000099 & select **Option 1**

111 Crisis Support (24/7)
Call: 111 & select 'Mental Health' **Option 2**

Samaritans (24 hr)
Call: 116123
Drop in: 13 Bow St., B1 1DW (2:30-9pm)

Shout (24 hr)
Text: 'SHOUT' to 85258

Birmingham Mind (9am - 11pm)
Call: 0121 2623555

SANEline
Call: 03003047000

Talking Space
Call: 01212623555
Email: help@birminghammind.org

Connect to Support
An online information and advice guide, community directory and marketplace for citizens of Birmingham, visit:
https://birmingham.connecttosupport.org

The Waiting Room
A one stop directory for health and wellbeing services across Birmingham and Solihull, visit:
https://the-waitingroom.org/

IF YOU'RE IN CRISIS

If you have harmed yourself, or are having thoughts of ending your life and don't feel you can keep yourself safe, please seek help immediately by calling 999 or going to Accident & Emergency.

The Community Development Workers Team
Connecting Communities

Women's Health	Fatema Hickson **fatemahickson@birminghammind.org** 07801 130 657
Supporting Families	Zahida Khan **zahidakhan@birminghammind.org** 07801 130 558
Men's Health	Owen Harris **owenharris@birminghammind.org** 07801 130 656
Newly Arrived Communities	Ibrar Uddin **ibraruddin@birminghammind.org** 07801 130 526
Criminal Justice	Stephen Lewis **stephenlewis@birminghammind.org** 07801 130 658
African Caribean Communties	Uroy Kelly **uroykelly@birminghammind.org** 07801 130 660
LGBTQIA+	William Houseago **williamhouseago@birminghammind.org** 07734 961 483

The Community Development Workers Team work on their bespoke workstreams (see above). They collaborate with local communities and partners on innovative projects aimed at enhancing mental health in Birmingham and Solihull. We are committed to being creative and insightful in our efforts to empower communities, ensuring they have a voice and a deeper understanding of their rights and wellbeing.

Community Development Worker Service

mind Birmingham

Registered Charity no. 1003906 & Registered Company no. 02024372

Mental Health & Wellbeing Hubs

Mental Health and Crisis Helplines



If you or someone else has seriously harmed themselves or are going to act on suicidal thoughts, please seek emergency support as soon as possible. **Call 999 or go to your nearest A&E**

Helplines that you can reach out to for support:

Samaritans	**Call**: 116 123 (24/7)
NHS 111	**Call**: 111 (24/7)
Birmingham & Solihull Mental Health Helpline	**Call**: 0121 262 3555 / 0800 915 9292 (9am-11pm)
Papyrus HOPELINE247 (for people under 35)	**Call**: 0800 068 4141 **Text**: 88247 (24/7)
SANEline	**Call**: 0300 304 7000 (4pm-10pm)
Switchboard LGBTQIA+ Support Line	**Call**: 0300 330 0630 (10am-10pm)
Birmingham & Solihull Mental Health Foundation Trust 24/7 Text helpline	**Text**: SPACE to 85258 (24/7)
No Panic	**Call**: 0844 967 4848 (10am-10pm)
National Suicide Prevention Helpline	**Call**: 0800 689 5656 (6pm-12am)

Birmingham Connect to Support

Home to the Community Asset Directory

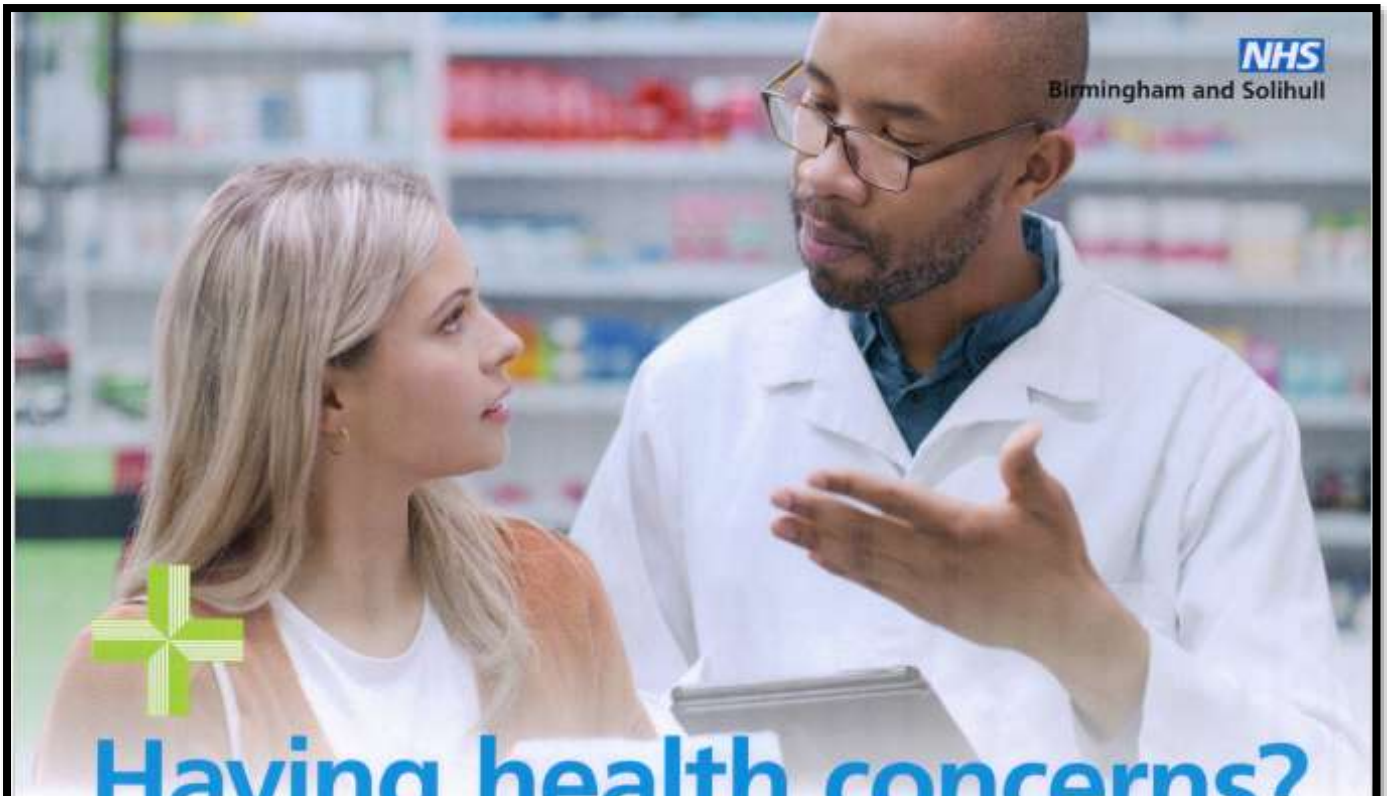
Enter a search term | Enter Postcode | 1 mile

Discover hundreds of groups and activities designed to support adults and help them stay independent in their community.

Birmingham City Council



NHS
Birmingham and Solihull



Having health concerns? Think 'Pharmacy First'...

It's a free and confidential way to get qualified help

Most community pharmacies across Birmingham and Solihull can provide advice and treatment for these seven common conditions – and it can be much quicker than seeing your GP!

Visit birminghamsolihull.icb.nhs.uk/pharmacy or scan the QR code to see what your local community pharmacy can offer.

Help us help you

1. **Sinusitis**
   Adults & children from age 12
2. **Sore throat**
   Adults & children from age 5
3. **Earache**
   Children & young adults, ages 1-17
4. **Infected insect bites**
   Adults & children from age 1
5. **Impetigo**
   Adults & children from age 1
6. **Urinary tract infection**
   Women aged 16-64
7. **Shingles**
   Adults from age 18

Birmingham and Solihull Integrated Care System
Caring about healthier lives

**Patients already exempt from prescription charges, i.e. children, will still get their treatment for free, for the above listed conditions. Otherwise usual prescription charges will apply.*

everymind at work

You're not alone this Christmas

NATIONAL DEBTLINE
0808 808 4000
www.nationaldebtline.org

No Panic
0300 7729844
www.nopanic.org.uk

shout 85258
Text 85258
www.giveashout.org

Cruse Bereavement Care
0808 808 1677
www.cruse.org.uk

CAMPAIGN AGAINST LIVING MISERABLY
0800 58 58 58
www.thecalmzone.net

mind for better mental health
0300 123 3393
www.mind.org.uk

SAMARITANS
116 123
www.samaritans.org.uk

Don't suffer in silence.

For more support organisations, you can find the Everymind Mental Health Support Directory on www.everymindatwork.com.



BETTER PATHWAYS

Positive about mental health



Are you looking to improve your mental, physical, and social health and wellbeing?

If so, then the Better Pathways 'Better Health 4 Life' programme offers free, personalised mental health support alongside regular and varied physical activities tailored to you.

Our holistic programme promotes a healthier lifestyle while helping you to maintain positive mental health and reducing isolation.

Our 8-Week Programme

- Delivered through one-to-one support sessions and/or in group workshops
- Explores how to maintain good physical and mental health, incorporating low-intensity exercises, other activities and healthy eating tips
- Offers a range of mental health topics and resources to support ongoing learning, personal growth, and social well-being activities tailored to your unique plan.

You will have access to one-to-one mentoring with a qualified Personal Wellbeing Champion, and 30-minute check-in session after each workshop.

BETTER PATHWAYS

Positive about mental health

in partnership with

SPORT 4 LIFE UK

Funded by

Birmingham City Council

Activities

Physical Activities may include:

- Resistance band stretches
- Seated cycling/exercise
- Keep Fit Sessions
- Running
- Dance
- Boxing
- Football

Social Activities may include:

- Mindfulness Walks
- Arts and Crafts
- Coffee mornings
- Hobby related groups
- Peer Support Groups
- Volunteering
- Digital Skills groups
- Social games



In addition, we can run workshops covering men's and women's mental health, and design and deliver other activities to meet identified needs.

Eligibility

This programme is for Birmingham residents, aged 18+ who:

- need help to improve their mental health and wellbeing
- have learning difficulties, learning disabilities, other neurodiverse conditions, or long-term health conditions
- are caring for people with the above conditions

Benefits

- Opportunities to be with like-minded peers
- Reduced social isolation
- Access to volunteering and employment opportunities
- Opportunities to be more involved in your local community

FREE 1-year bus pass for unlimited travel across the West Midlands, anytime, on any bus!

To sign up visit betterpathways.org.uk/pandc-registration/

0121 773 1455 betterhealth@betterpathways.org.uk

Or contact our team members:
Renika Nakra - Clinical Lead
RenikaN@betterpathways.org.uk | 0121 296 5951

Simran Matharu - Personal Wellbeing Champion
SimranM@betterpathways.org.uk | 0121 296 5644

BETTER PATHWAYS
Positive about mental health

in partnership with SPORT 4 LIFE UK

Funded by Birmingham City Council

Sikh Helpline
03000 3000 63
07999 0043 63

Support for a brighter tomorrow

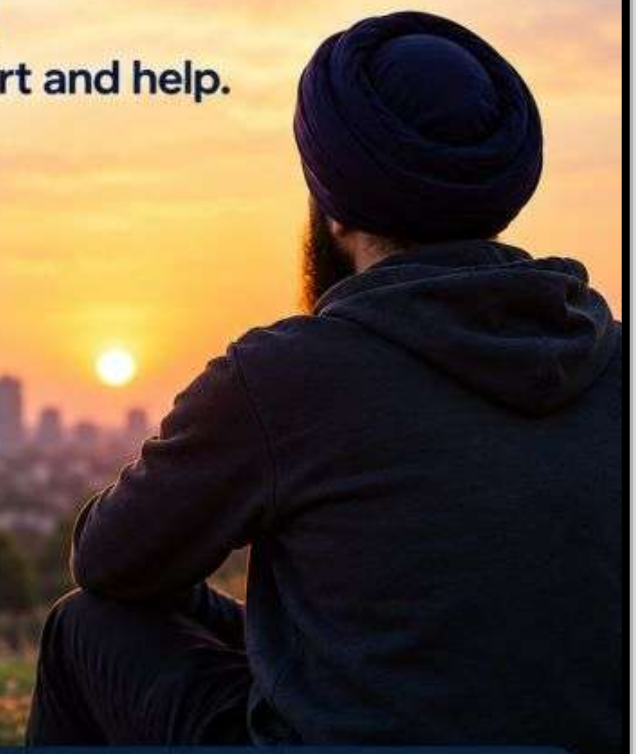
YOU DON'T HAVE TO FACE IT ALONE

Sikh Helpline is here to listen, support and help.

Whether you're experiencing:

- Mental health struggles
- Domestic abuse
- Bullying
- Family or relationship difficulties
- Addiction or substance misuse
- Loneliness or isolation
- Or you simply need someone to talk to

We're here for you.



03000 3000 63
07999 0043 63

sikhhelpline.com

Confidential | Non-judgmental | Supportive

Supporting everyone, regardless of faith or background.

INFORMATION ON FUTURE WELLBEING THEMED AWARENESS CAMPAIGNS, INCLUDING RELIGIOUS CELEBRATIONS

FUTURE SOCIAL & WELLBEING THEMED AWARENESS DAYS/CAMPAIGNS

INTERNATIONAL STRESS AWARENESS WEEK

(2nd to 6th November 2026)

https://isma.org.uk/

MANKIND'S MALE VICTIMS OF DOMESTIC ABUSE

(4th November 2026)

https://mankind.org.uk/news-and-campaigns/male-victims-day/

REMEMBRANCE SUNDAY

(8th November 2026)

ARMISTICE Day

(11th November 2026)

https://www.britishlegion.org.uk/get-involved/remembrance/remembrance-events/remembrance-sunday

INTER FAITH WEEK

(8th TO 15th November 2026)

https://www.interfaithweek.org/



Are you a man suffering from domestic abuse?

You are not alone

One in every six men will be a victim of domestic abuse in their lifetime



Please call the ManKind Initiative's helpline and speak to our dedicated team who can provide support and information

National Helpline for Men 01823 334244
Weekdays 10.00am – 4pm

ManKind Initiative

www.mankind.org.uk

Charity Number 1089547



MEN ARE VICTIMS OF DOMESTIC ABUSE

ManKind Initiative

Domestic abuse includes:

- Physical abuse
- Psychological abuse
- Being isolated from family and friends
- Being humiliated
- Being monitored
- Being controlled
- Living in fear
- Sexual abuse
- Economic abuse
- Harassment
- Online abuse
- Having no access to money

If you are a man suffering from domestic abuse, there is help.

Find your local support service by visiting

www.mankind.org.uk

#MenYouAreNotAlone

Published by the ManKind Initiative (Charity No. 1089547): www.mankind.org.uk

SUPPORTING MALE VICTIMS OF DOMESTIC ABUSE DAY 2024

#MenYouAreNotAlone

OTHER MALE DOMESTIC ABUSE RELATED SUPPORT SERVICES







Aspect Housing

PEOPLE • HOMES • BRIGHTER FUTURES

INTERNATIONAL STRESS AWARENESS WEEK 2026

Support Today Brighter Tomorrows

Supporting residents' mental health and wellbeing

Understanding stress, recognising common pressures, and finding simple ways to cope.

Residents in temporary supported accommodation often face unique challenges that can affect both their mental and physical health. Supporting residents to manage stress is important for their overall wellbeing.



Some common stressors may include:

- **Uncertainty about the future** – temporary housing can create anxiety about long-term stability.
- **Financial struggles** – limited funds or benefits issues can cause constant worry.
- **Social isolation** – being away from familiar places and support systems can lead to loneliness.
- **Mental health difficulties** – existing mental health issues can be worsened by stress.
- **Limited personal space** – crowded or shared living can make it hard to find privacy or peace.
- **Past trauma** – experiences such as domestic abuse, homelessness or other trauma can increase emotional stress.

Simple ways to help manage stress

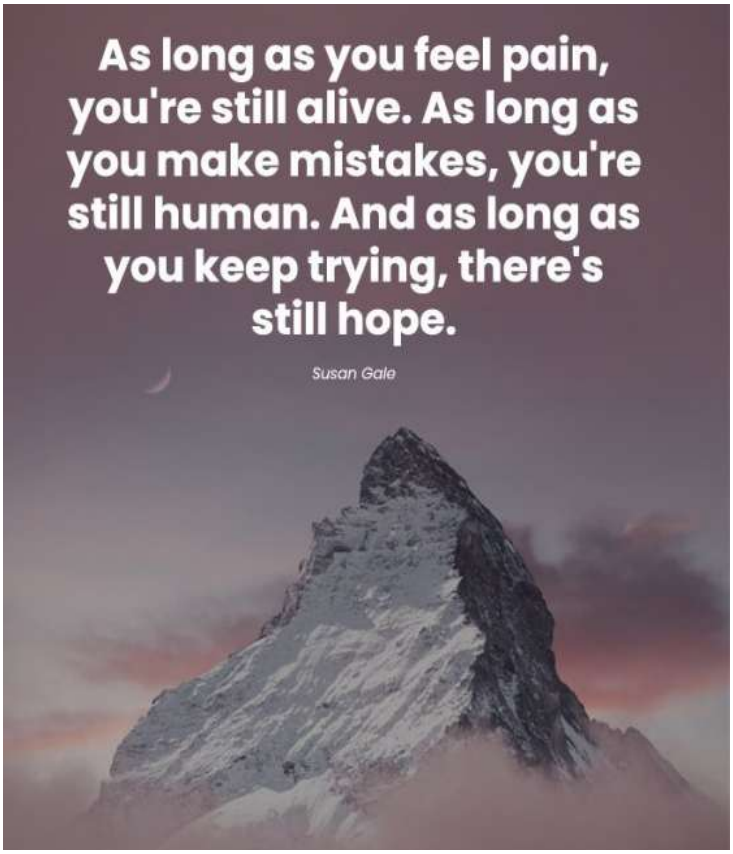
- Go for a walk or do light exercise
- Try deep breathing
- Enjoy arts and crafts
- Write it out in a journal
- Listen to calming music
- Talk it out with someone supportive
- Spend time in nature
- Share a laugh
- Take a warm bath or shower
- Stay hydrated and eat well
- Make a to-do list
- Set boundaries and focus on self-care

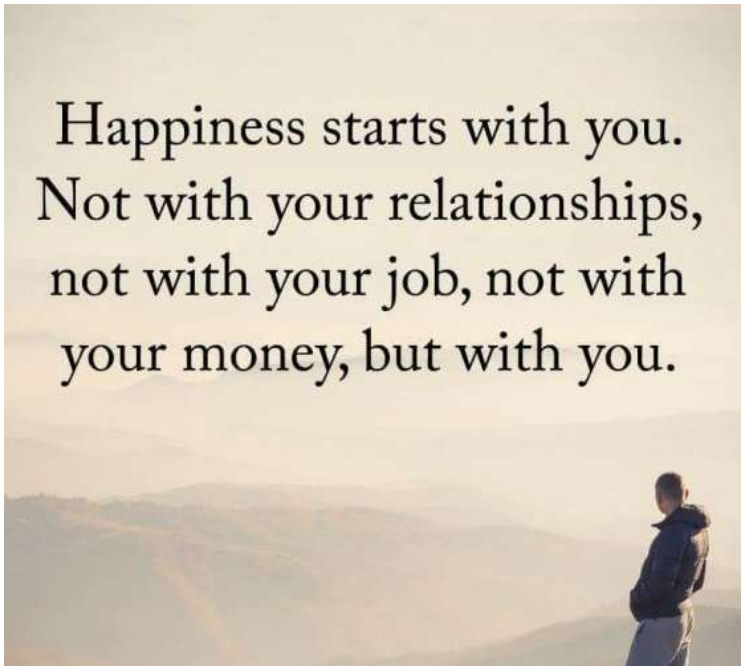
"These activities can be simple yet effective ways to help someone feel less stressed and more relaxed."

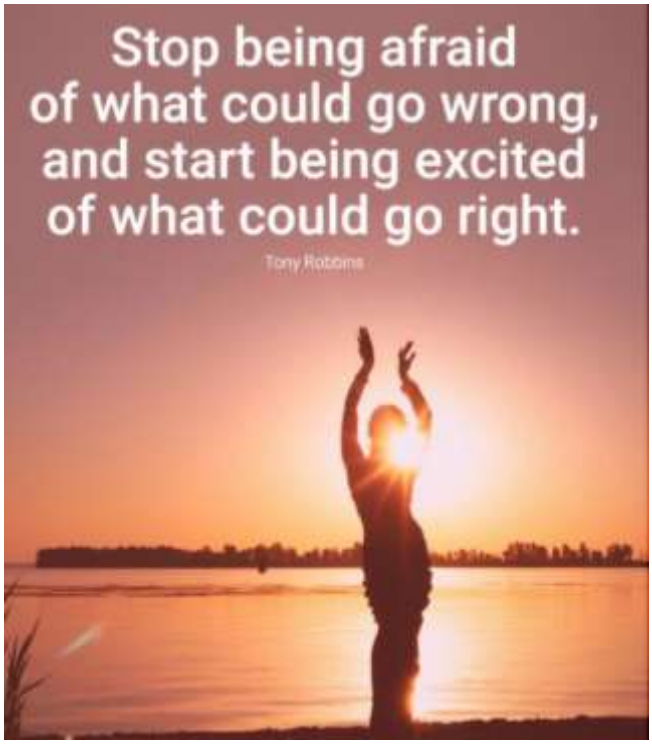
PLEASE SPEAK TO YOUR HOUSING SUPPORT WORKER IF YOU NEED ANY ASSISTANCE IN ACCESSING HELP TO DEAL WITH YOUR STRESS LEVELS.

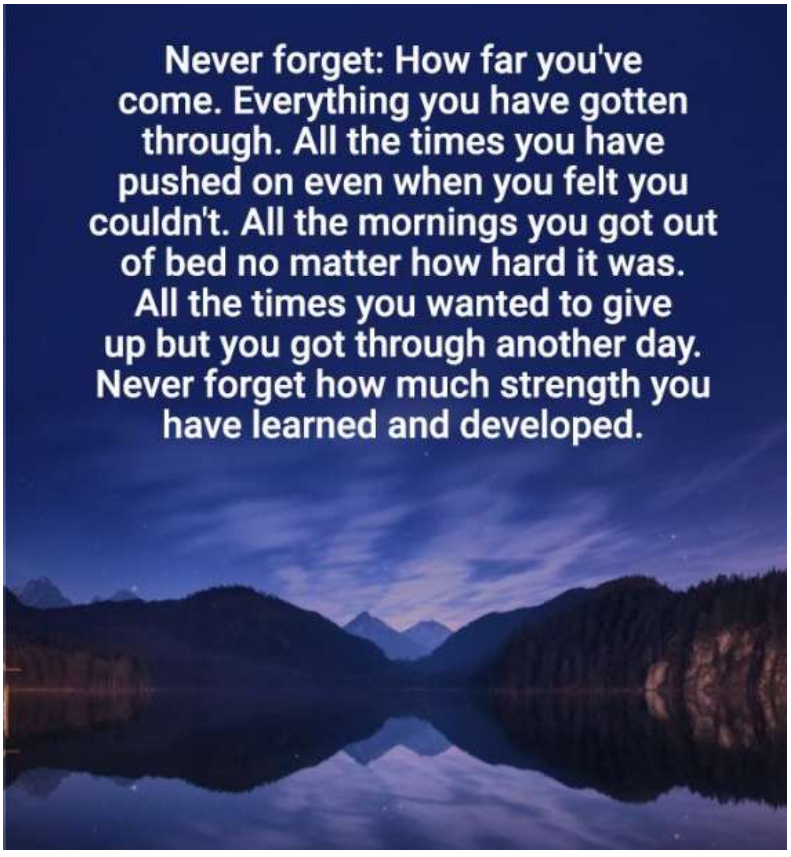
Small steps can make a big difference to wellbeing.

PERSONAL INSPIRATION AND ENCOURAGEMENT QUOTES











PERSONAL SAFETY AND CRIME PREVENTION INFORMATION



PERSONAL SAFETY/CRIME PREVENTION TIPS

Due to the darker nights of the forthcoming winter season and known increase of personal criminal attacks and home robberys, our residents and tenants might find the following personal safety tips and crime prevention advice useful.



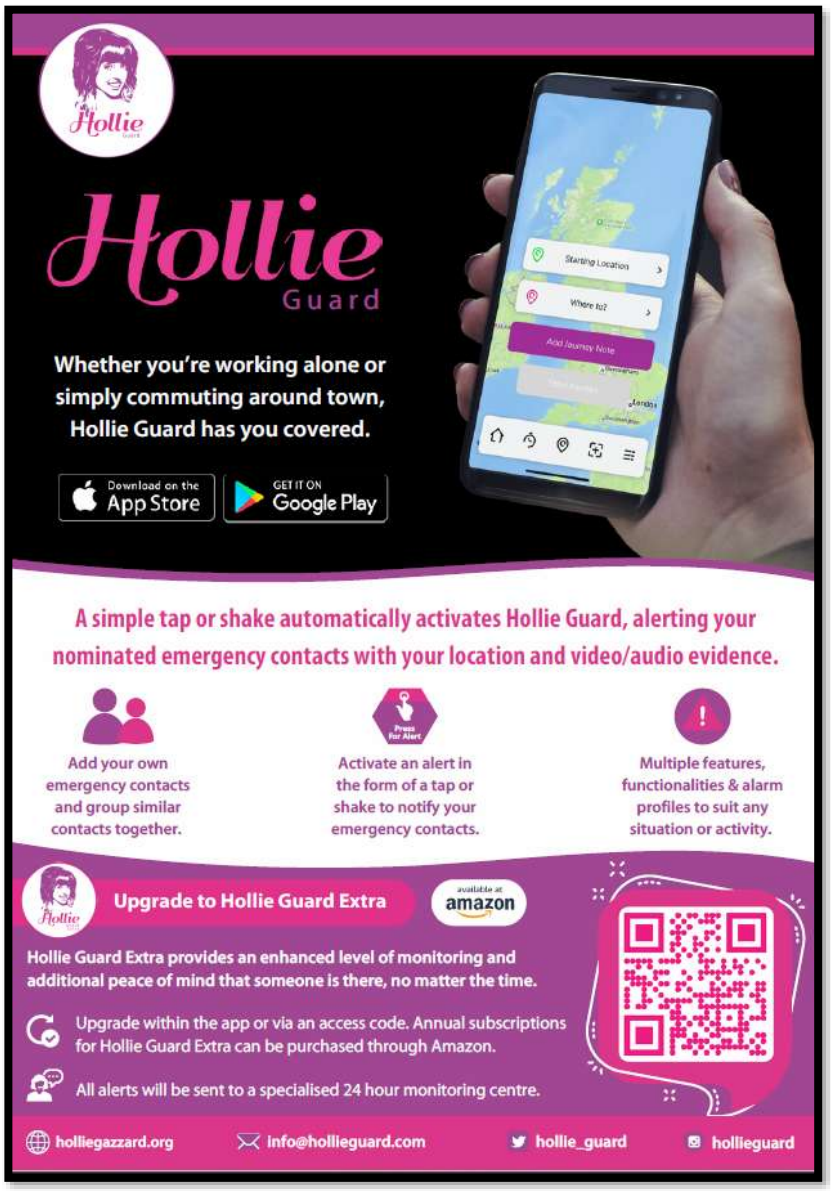


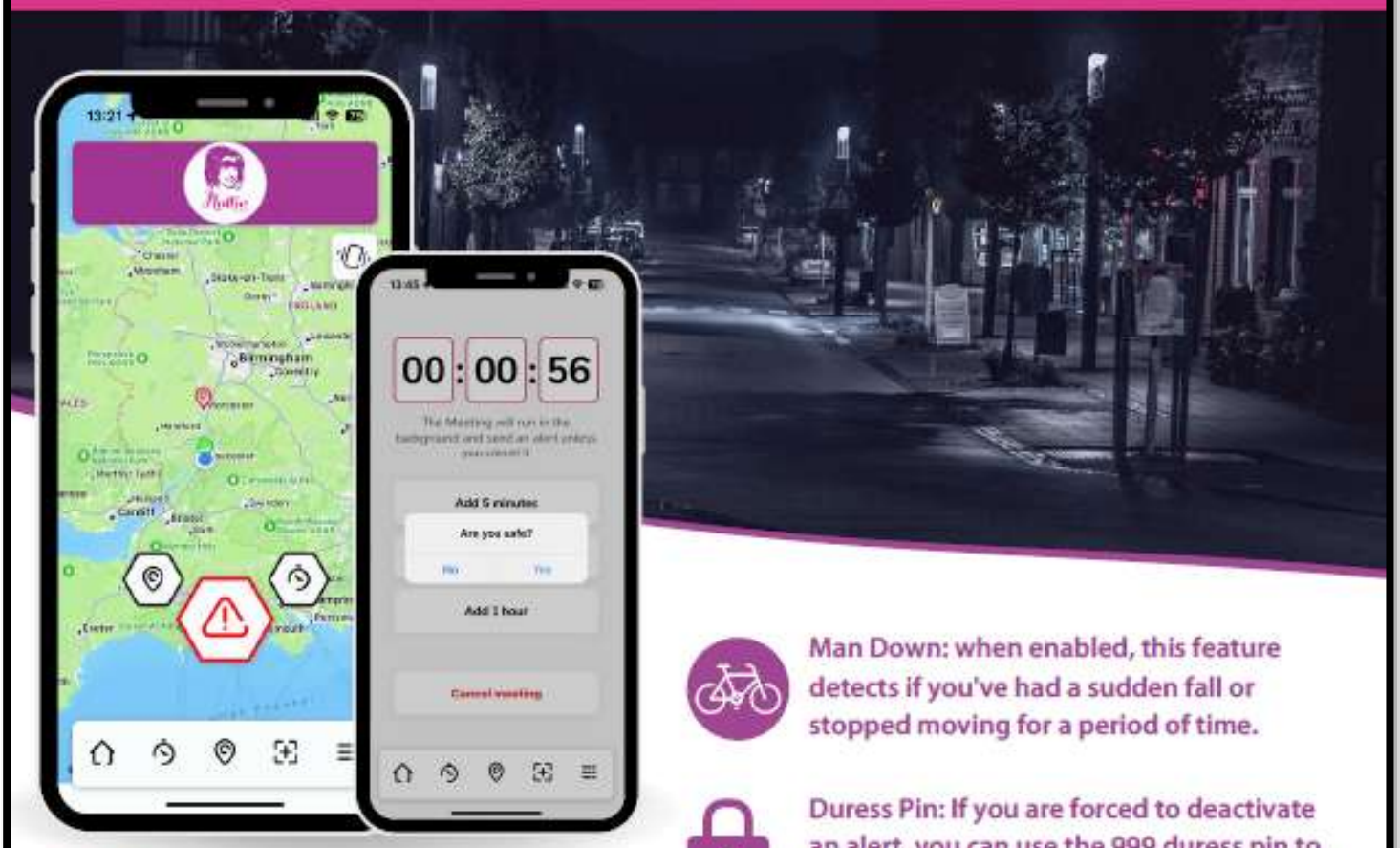


PERSONAL SAFETY SUPPORT INITIATIVE- HOLLIE GUARD APP

The **Hollie Gassard Trust** have two versions of their excellent personal safety mobile application which you can download and use, if you feel that you need additional support and personal reassurance when you are travelling alone. The free **HOLLIE GUARD** smartphone app has been developed and evaluated over a number of years, making it easy to use whenever you need it.

The second version of the app called **HOLLIE GUARD EXTRA** has a £7.99 monthly subscription fee, where you have access to a 24/7 police-approved professional alert monitoring and response team, who will contact you and take any further action if you need them to.





App Features

Journey Feature: This allows you to track a journey, ensuring you are safe wherever you travel.

Meeting Feature: This feature is useful for meeting new people, allowing you to set an alert timer.

Man Down: when enabled, this feature detects if you've had a sudden fall or stopped moving for a period of time.

Duress Pin: If you are forced to deactivate an alert, you can use the 999 duress pin to escalate the alert.

Reports: Allows you to record an incident with photo evidence which is instantly time-stamped, date-stamped & geo-tagged.

Hollie Guard Extra provides police-approved 24/7 monitoring. Upgrade within the app, upon registration or purchase on Amazon.

In partnership with: PanicGuard

Accreditation: Secured by Design

Endorsed by: OPCC Office of the Police & Crime Commissioner

About Us

Hollie Guard was developed by the Hollie Gazzard Trust to help people stay safe. The app was created in honour of Hollie. It is the definitive safety app fully endorsed by many police forces across the country.

Powered by PanicGuard | panicguard.com

www.holliegazzard.org | Charity No. 1156804

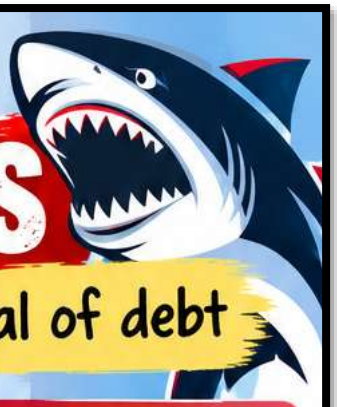
Hollie Guard Extra provides an enhanced level of monitoring.

Hollie Guard Business is a package ideal for keeping your employees safe.

Visit www.hollieguard.co.uk for Hollie Guard Business.

Aspect Housing

BE AWARE OF LOAN SHARKS



Need money? Think before you borrow!

Don't get caught in a spiral of debt

WHAT IS A LOAN SHARK?

A money lender has to be authorised by the Financial Conduct Authority (FCA) to lend money legally.

Money lenders who aren't authorised by the FCA are breaking the law. They are known as loan sharks.



Loan sharks often work from home, charge extremely high rates of interest and don't give you much paperwork to confirm the arrangements. They usually have lots of customers and lend money like a business, but their lending is illegal.

HOW LOAN SHARKS COLLECT MONEY

Loan sharks often take other illegal action to collect the money they've lent you, such as:

- Threatening violence
- Taking away your credit cards or valuables
- In extreme cases, forcing non-payers into prostitution and drug dealing.



Even if you do borrow, it will come at an extremely high price.

WHAT TO DO IF YOU OWE MONEY TO A LOAN SHARK

In England, if you think a money lender is operating without being FCA authorised, you can speak in confidence to the Illegal Money Lending Hotline.

Call (free and confidential)
0300 555 2222

Email
reportaloanshark@stoploansharks.gov.uk

Text
'loan shark' and your message to **60003**

THE RISKS

There are many risks attached to borrowing from a loan shark:

You pay far more in interest than you would through any legal borrowing. One woman who borrowed £500 ended up repaying **£88,000!**

You might be harassed or threatened if you get behind with your repayments – there **have been reports of people being** intimidated or attacked.

You might be pressured into borrowing more money to repay one loan with another loan and end up in a spiral of debt that you can never repay.

IF YOU'RE THREATENED

If someone who has lent you money threatens you or is violent, **contact the police straight away.**

Do this even if it's an informal loan from someone you know, such as a friend or family member.

POLICE

999

REMEMBER

- Only borrow from authorised lenders (check the FCA).
- Be wary of cash loans with no paperwork.
- If it sounds too good to be true, it probably is.
- Talk to your housing support worker if you're worried about money or feel pressured to borrow.
- There is support available – you are not alone.

Your safety, wellbeing and financial security matter.

Speak to your Housing Support Worker if you need advice, support or help with money worries.

Stay safe | Get support | Know your rights | Make informed choices | Build a more secure future

CRIME PREVENTION- HOME BURGLARY AWARENESS RESOURCE VIA WEST MIDLANDS POLICE

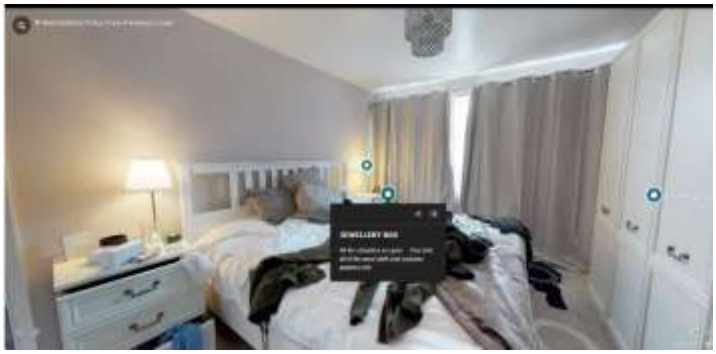
West Midlands police have got an excellent online **crime reduction-home burglary** interactive website which you might find useful as part of your 'moving-on' preparational activities.

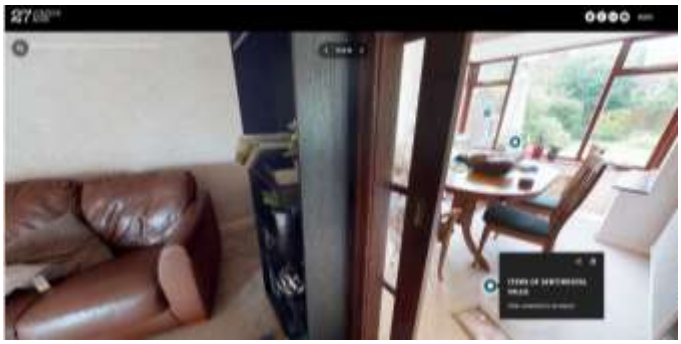
The following are screenshot images from the crime prevention site which can be access by the following website:-

https://www.west-midlands.police.uk/27stationroad/











Birmingham City Council

WHAT IS HATE CRIME?

Hate crimes are acts of violence or hostility, or any crimes directed at someone because of who they are, or who someone thinks they are.

You may be a victim of a hate crime if you believe you have been targeted because of:

- Race (including ethnicity & country of origin)
- Religion (including belief or lack of)
- Sexual orientation
- Disability (including mental health & learning disabilities) or
- Gender identity
- Any other perceived difference

These aspects of a person's identity are known as protected characteristics, **www.gov.uk/discrimination-your-rights**

Hate crimes can include:



Verbal Abuse | Intimidation | Threats | Harassment | Bullying | Assault | Damage to Property

The person committing the hate crime may be someone you don't know – but it could also be a friend, relative or carer, or an acquaintance who is looking to exploit their relationship with you for financial or criminal gain.

How to report hate crime:

West Midlands Police

Please **call 101** non-emergency number
Please **call 999** if it is an emergency
or via Live chat by visiting **www.west-midlands.police.uk**

Birmingham Community Safety Partnership

Please visit for more information on Hate crime
www.birmingham-community-safety-partnership.co.uk

BIRMINGHAM COMMUNITY SAFETY PARTNERSHIP
WORKING TOGETHER FOR A SAFER CITY

RESET RESHAPE RESTART

GUIDE ON HOW TO IDENTIFY ONLINE SCAMS

The internet is a wonderful space for exploring and discovering new information, but there are some things that you need to be aware of to stay safe online. Unfortunately, scams play a big part in the digital world, so learning how to spot them and stay safe online is key. It'll stop you getting ripped off and make sure your internet experience is an enjoyable one

BT has a wealth of information to help you feel safer online. Read their guide on identifying online scams here:
https://tinyurl.com/Bt-online-scams





FUTURE COMMUNITY PROVISION AND ENTERTAINMENT EVENTS



BIRMINGHAM'S FRANKFURT CHRISTMAS MARKET



The Frankfurt Christmas market returns to the Birmingham city centre from 5th November to 24th December 2026.

Monday to Thursday: 11am – 9pm
Friday: 11am – 9.30pm
Saturdays: 10am – 9.30pm
Sundays: 10am – 9pm



For further information, please visit the following website:

https://thebfcm.co.uk/events/

FORTHCOMING PUBLIC CHRISTMAS FAMILY ACTIVITIES AND EVENTS IN BIRMINGHAM



The following website is where you can access information of the various Birmingham based festive events and attractions, that individuals and families can enjoy during this year's Christmas seasonal period.

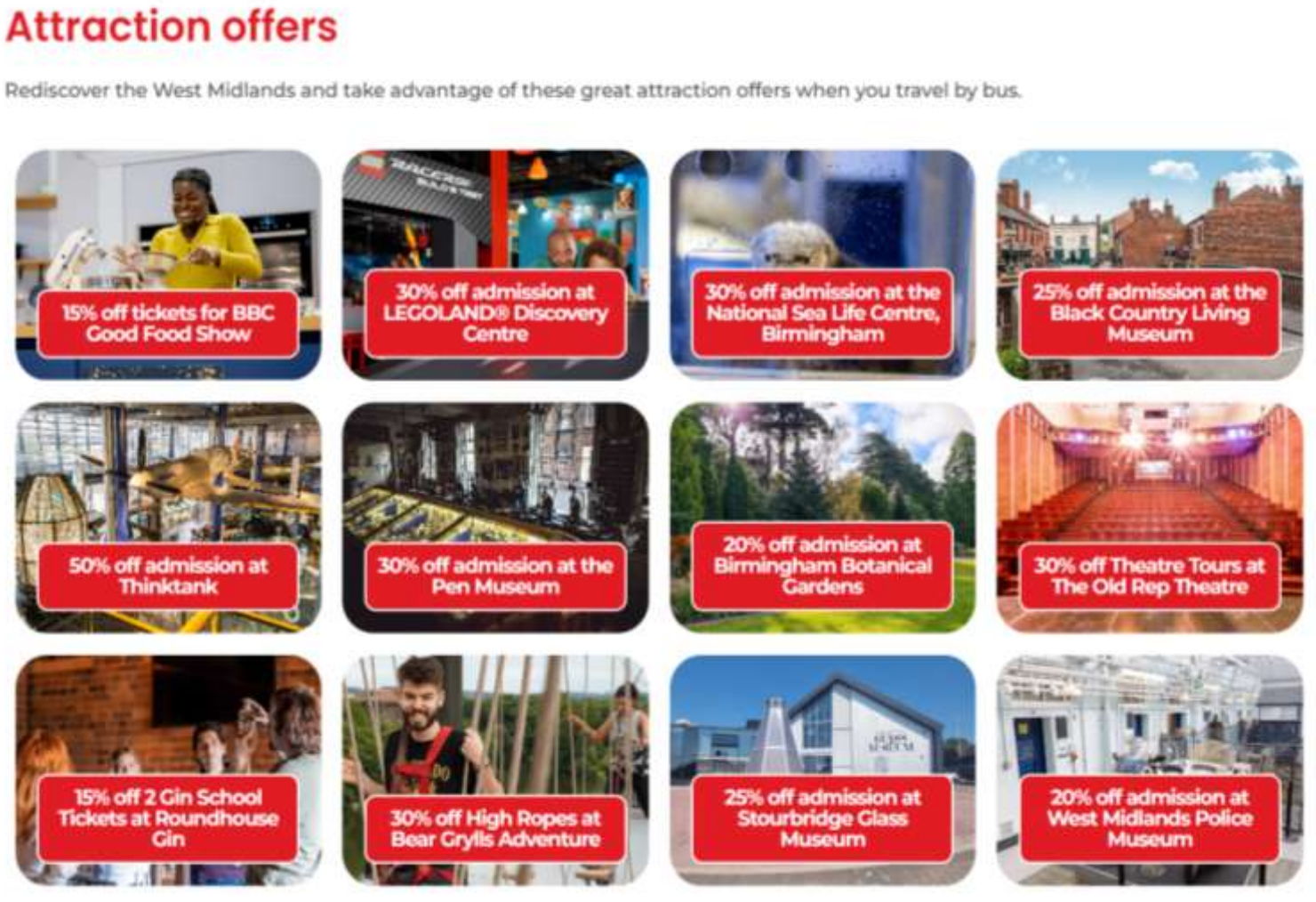
https://visitbirmingham.com/christmas/



WEST MIDLANDS TRAVEL 'VISIT LOCAL ATTRACTION' OFFERS

For our residents and tenants who uses WMT, the following attraction offers might be of interest to you, especially for our family residents.

To find out more about the mentioned offers, you need to visit the following website:
https://nxbus.co.uk/west-midlands/offers
and complete the online forms to obtain your discount vouchers.



A COUPLE OF MORE JOKES TO MAKE YOU SMILE!









