Aspect Housing & Support Ltd

Aspect Housing

# RESIDENTS NEWSLETTER

# MARCH 2026



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**Hello Residents.**

**Hope you are well, and welcome to our first 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.**

**If you would like help with anything mentioned in this newsletter, please speak to your Housing Support Worker, especially if you can't access the internet.**






# KEEPING EVERYONE SAFE: VISITS FROM CHILDREN OF RESIDENTS

**Aspect Housing** understands that some residents are parents who do not currently live with their children. We also recognise how important it is for parents to maintain positive contact with their children where this is safe and appropriate.

However, **children must not be brought onto Aspect Housing accommodation sites** (including rooms, shared areas, entrances, gardens, or other communal spaces). This is because our accommodation is shared supported housing for adults, and some residents may be vulnerable due to their personal circumstances, health, or support needs. Having children on site can increase safeguarding risks and may affect the safety, privacy, and wellbeing of other residents.

**This applies to all children (including babies), even if the visit is supervised.**

## What you should do instead

This does not prevent contact; it is about making safe and appropriate arrangements, and staff can help to identify suitable venues. Aspect Housing can help you arrange a suitable off-site venue where you can meet your child/children safely and appropriately. Please speak to your Housing Support Worker, who can:

- help you plan contact arrangements.
- support you to identify safe community locations.

- assist with practical steps (times, travel planning, and relevant signposting)

## Availability of warm, welcoming community venues (Birmingham Warm Spaces)

You may also wish to consider using **Birmingham Warm Spaces** community venues as a safe and appropriate option for spending time with children off-site.

Warm Spaces can provide welcoming indoor locations in the community (often with seating, warmth, and a friendly environment). Your Housing Support Worker can help you identify the nearest venues and explain how to access them.

## "Thank you for helping keep your accommodation safe."

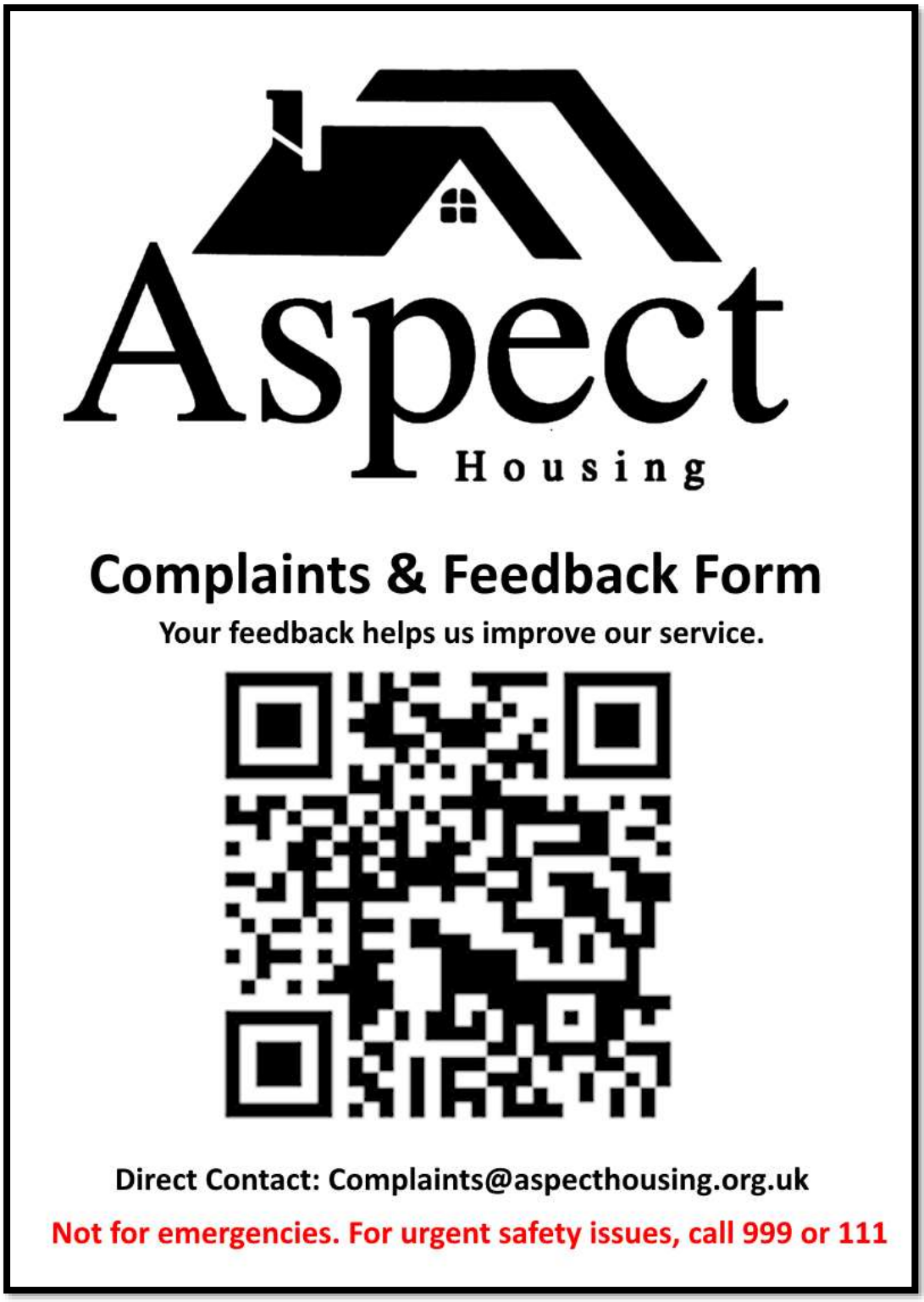
These arrangements are in place to protect all residents, staff, visitors—and most importantly—children. If you have any questions, or you're unsure what is allowed, please speak to your Housing Support Worker for advice and support.

**This website lists all Warm Welcome Spaces in Birmingham: -**

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

# RESIDENT'S COMPLAINT AND FEEDBACK ACTIVITY.

The following poster is now displayed at all our properties for residents' attention. If you have any concerns about your tenancy or engagement activities, please initially speak to your allocated Housing Support Worker. **Please be reassured that any complaints raised by residents will not affect their support or tenancy.**



**Please refer to your Welcome Pack and User Handbook for general information about your stay at Aspect Housing, including key contacts, house rules, repairs, and support.**







## SUPPORT WE PROVIDE

Your Support Worker will help you to (in line with your support plan):

- Access benefits and housing options
- Support you with mental/physical health
- Support you with alcohol/drug misuse
- Food Parcels (Greggs, Pret) Mon-Fri
- Settle into your community
- Explore training, education, or work
- Plan your next steps via your Support Plan to help you move on and live independently

## YOUR RIGHTS

- To confidentiality and privacy as per ELA
- To clear, respectful, and fair treatment
- To information about your support and records
- To appeal or complain about decisions
- To take part in decisions affecting you. (Please see support agreement)

## CONFIDENTIALITY

Your information is private and only shared with your permission unless we believe there is a safeguarding concern.

## YOUR RESPONSIBILITIES

- Engage with support and attend sessions
- Treat staff and others respectfully
- Keep your room clean and safe
- Avoid disruptive behaviour or damage
- Follow your Licence Agreement

## UNACCEPTABLE BEHAVIOUR

- Harassment, violence, or discrimination
- Nuisance behaviour or excessive noise
- Property damage or abuse of staff/ residents

## IF RULES ARE BROKEN

1. Verbal warning
2. Written warning
3. Final warning
4. Eviction notice (7-28 days)

**Immediate eviction may apply for serious incidents.**

## HOUSE RULES - THE LICENSEE AGREES TO:

- Pay the service charge weekly and in advance
- Use the property as your main home - no business or illegal activity
- Ensure visitors do not:
  - Cause nuisance to others
  - Harass anyone based on race, religion, sex, etc.
  - Disturb or harm others
  - Play loud music or media
  - No pets allowed
  - Keep the property clean and in good condition
- Pay for any damage (except fair wear and tear)
- Do not alter or remove fixtures or furniture
- Report repairs promptly
- Cooperate with your Support Plan
- Allow access: inspections/repairs
- Do not take in lodgers or allow others to stay
- Follow rules from the Referral Team/support worker

## FIRE EVACUATION PROCEDURE - FOR ALL RESIDENTS

1. Evacuate immediately when the alarm sounds using the nearest exit (or fire drill details on notice board):
   - Front Door
   - Rear Garden/Patio Door (via Kitchen/Dining Area)
2. Call 999 or 101 for the Fire Service
3. Assemble:
   - On the street outside the front, or
   - At the back of the garden (if safer)
4. Do not re-enter the building until emergency services say it is safe.

## FIRE ALARM GUIDANCE

- Treat all alarms as real unless during a known test
- If you discover a fire, sound the alarm and call 999
- If you triggered the alarm (e.g. burnt toast), check the sensor's red light
- Leave with any guests, close (but don't lock) the door
- Use fire extinguishers only if it helps you exit safely
- Don't silence/reset the alarm unless you are sure it's safe
- Report all alarms to the Manager

**Tampering with the fire alarm is a criminal offence**

## REPAIRS & MAINTENANCE

- Emergency (e.g. gas leak, loss of power) – Within 24 hours
- Urgent (e.g. broken toilet): Within 24 hrs.
- Routine (e.g. minor repairs) – Within 20 working days. Repairs may be re-categorised after inspection.

**Contact for Repairs**
Office
**0121 792 5342**
Emergency (Out of hours)
**07852 825175**

Emergency Repairs include:

- Gas/water leaks
- Electrical hazards
- Major damage
- Security risks (e.g. broken windows)
- Loss of water, gas, or electricity

Tenant Responsibilities:

- Carry out basic household maintenance
- Avoid causing unnecessary damage
- Cooperate with visiting contractors

## LEAVING THE SERVICE

- You may leave with 7 days notice
- If asked to leave, you can appeal within:
  - 1 hour (immediate eviction)
  - 24-48 hours (7-28 day notice)

  Please refer to the ELA

## GETTING INVOLVED

You can:

- Become a Service User Representative
- Give feedback in meetings or surveys

## COMPLAINTS & APPEALS

If unhappy with our service:

1. Speak to a support Worker.
2. Escalate to the Support Manager
3. Contact Aspect Housing: 0121 7925342

## CHARTER OF RIGHTS

- Decent living conditions
- Safety and security
- Access to clear information and support
- The right to be heard and seek help

**Thank you for being part of Aspect Housing Ltd. Speak to your Support Worker if you need support or clarification.**

# For the Attention of Our New Residents

Aspect Housing

## On DAY 3, we will contact you for a quick Wellbeing Check

- Make sure you are settling in ok
- Check you feel safe
- Check you have what you need (Keys, Heating, Hot Water)
- See if you need any initial support

**Your allocated housing worker should see you within 24 hours!**
If not, let us know.

If we can't reach you, we may Call again or Send a Text.

**If you have any worries, please tell a member of staff.**

# TENANCY & SUPPORT ENGAGEMENT WITH YOUR SUPPORT WORKER (IMPORTANT)

As part of living in one of our accommodation properties, you are expected to engage with your allocated Housing Support Worker. This helps us to understand what you need, keep you safe, and evidence the support you are receiving.

You will be asked to:

- **Agree** your support needs and create a **Support Plan**.
- **Set** your personal goals (your "next steps");
- **Attend** regular support sessions and review meetings to update your goals and Support Plans); and
- **Engage** with any external support, health, or wellbeing services you have agreed to, where this supports your plan.

## Supporting your homelessness recovery

We know recovery from homelessness looks different for everyone. Your support sessions are a space to help you build stability and confidence—such as maintaining your tenancy, improving health and wellbeing, rebuilding routines, reconnecting with positive networks, and planning for **move-on** when you are ready.

We will work with you at your pace and focus on realistic steps that support long-term housing stability.

## If you're finding engagement difficult

Please tell us. We can look at what's getting in the way and adapt support where possible (for example: appointment times, location, communication needs, and reasonable adjustments).

## If you miss sessions

We will contact you, offer another appointment, and work with you to understand the reasons and agree next steps.

## Need help or want to speak to someone?

Please contact your Housing Support Worker or speak to a member of staff.






# COMING SOON!

CHANGE AHEAD

Aspect Housing & Support Ltd

Aspect Housing

## FREE VODAFONE SIM CARDS AVAILABLE

**For Aspect Housing Residents**

**(Limited Availability – First Come, First Served)**

**Resulting from their collaboration with Vodafone, Change Ahead CIC has a limited number of Vodafone SIM cards available for people experiencing digital exclusion.**

**Each SIM card includes:**

- ✅ **6 months of FREE data**
- ✅ **FREE calls**
- ✅ **FREE texts**

**Who may benefit?**

**These SIM cards are for residents who may need extra support, especially if you:**

- **Do not have reliable phone access**
- **Need to stay in contact with services or appointments**
- **Are seeking work or stability**
- **Are isolated or at risk**

**Important**

- **No cost to residents**
- **Limited number available**
- **Allocated on a first-come, first-served basis**
- **Residents could save approximately £200 over six months**

**How to ask for one**

**Please speak to your Housing Support Worker to complete the necessary paperwork including a single budget sheet to be consider receiving a SIM.**

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**Provided by**

**Change Ahead CIC in collaboration with Vodafone in partnership with Aspect Housing Ltd**





# COST OF LIVING SUPPORT & ADVICE

# Worrying about money?

## Support is available in Birmingham



## Three steps to find options and places to get help

## Step 1: What's the problem?

### I suddenly have no money

- Lost job or reduced hours
- Money stopped
- Lost money
- Unexpected expense
- Disaster (e.g. flood or fire)
- Relationship breakdown
- Sanctioned (see option: 5)

**See options** 1 2 6

### My money doesn't stretch far enough

- Deciding between food, fuel, and mobile credit
- Low income
- Zero hours contract
- Statutory Sick Pay too low
- Facing redundancy
- Not sure if eligible for support
- Change of circumstance

**See options** 1 2

### I have debt

- Rent or Council Tax
- Gas and electricity
- Payday loans
- Owe friends or family
- Benefit repayments

**See option** 3

### I am waiting on a benefit payment or advance

- New claim for benefit
- Payment delayed
- Waiting for decision

**See options** 1 4

## Step 2: What are some options?

### 1 Council Support Schemes

People on low incomes may be eligible for **Housing Benefit**, **Council Tax Support** and **Discretionary Housing Payment** from the council. This will depend on your current circumstances. You may also be eligible for a **Council Tax Discretionary Hardship Payment**, **Crisis Grant** or **Community Support Grant** Payment.

Find out more at: www.birmingham.gov.uk/benefits

### 2 Maximise Your Income

Anyone who is struggling financially can get a benefit check and speak to an advisor for free and confidential advice. A benefit check can ensure that you are receiving all the money you're entitled to, especially if your circumstances have changed recently. Speaking to an advisor could also help you find manage things like your gas and electricity bills and make sure you're not missing out on things like school clothing grants or free school meals.

### 3 Debt Advice

Debt can happen to anyone. Free advice and support can help you find ways to manage your debts and reduce how much you pay each month.

### 4 Benefit Advance

If you have made a new claim for benefit and are in financial hardship while you wait for your first payment, you may be able to get an advance to afford things like rent or food. It's important to get advice before taking out an advance. Benefit advances must be paid back, and the money will be taken from your future benefit payments (a loan).

### 5 Hardship Payment

If you have been sanctioned, you may be able to request a hardship payment from the Jobcentre. Hardship payments are not always paid immediately, and they're not available to everyone. Hardship payments of Universal Credit need to be paid back (a loan), but hardship payments of Jobseekers Allowance or Employment Support Allowance do not (not a loan).

### 6 Challenge a Decision

You can challenge a benefit decision if your benefit has been stopped / sanctioned / reduced / refused or you have been overpaid. Most benefit decisions need to be challenged within one month.

## Step 3: Where can I get help? Each of these services offer free and confidential advice

#### BIRMINGHAM CITY COUNCIL

Neighbourhood Advice Service
**Advice on benefits, debt, housing and other money-related issues**
0121 216 3030

**Help with options:** 1 2 3 6

#### BIRMINGHAM SETTLEMENT

**(West Birmingham) Advice service on benefits, debt and managing your money**
0121 250 0765
money.advice@bsettlement.org.uk
www.birminghamsettlement.org.uk

**Help with options:** 1 2 3 4 5 6

#### CITIZENS ADVICE BIRMINGHAM

**Advice on benefits, debt, housing and more**
General enquiries: 0808 278 7990
Debt: 0300 330 2130
enquiries@bcabs.cabnet.org.uk
www.bcabs.org.uk

**Help with options:** 1 2 3 4 5 6

#### SPITFIRE SERVICES

**Advice on money, benefit, housing and employment issues**
0121 747 5932 | info@castlevale.org.uk
www.spitfireservices.org.uk

**Help with options:** 1 2 3 4 5 6

#### THE PROJECT

**Benefit, debt and housing advice**
0121 453 0606
www.theprojectbirmingham.org

**Help with options:** 1 2 3 4 5 6

#### CENTRAL ENGLAND LAW CENTRE

**Advice and representation to challenge a benefit decision, housing entitlement, and access to services incl. social care support**
0121 227 6540
enquiries@centralenglandlc.org.uk
www.centralenglandlc.org.uk

**Help with options:** 6

#### DISABILITY RESOURCE CENTRE

**Advice and advocacy services for disabled people**
03030 402 040 | drc@disability.co.uk
www.disability.co.uk

**Help with options:** 1 2 3 6

#### CHRISTIANS AGAINST POVERTY

**Free, nationwide debt counselling service for people in financial difficulty**
0800 328 0006
www.capuk.org

**Help with options:** 3

#### WARMER HOMES WEST MIDLANDS

**Personalised energy advice service to households struggling to heat their home**
0808 196 8298 (option 1)
www.warmerhomesWM.org.uk

**Help with options:** 1 2 4 6

### Other Support

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

Local Energy Advice Partnership (LEAP)
**Energy and money saving service**
0800 060 7567 | support@applyforleap.org.uk
www.applyforleap.org.uk

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

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

Aquarius
**Gambling support through 1:1 and group support sessions**
0300 456 4293 | gambling@aquarius.org.uk
www.aquarius.org.uk/gamblingservices

# Other Support

### 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 | england.shelter.org.uk

### MoneyHelper
**Advice to help improve your finances**
0800 138 7777
07701 342 744 (WhatsApp)
www.moneyhelper.org.uk

### StepChange
**Debt charity offering debt advice and money management**
0800 138 1111 | www.stepchange.org

### Turn2Us
**Information and financial support**
0808 802 2000 | www.turn2us.org.uk
benefits-calculator-2.turn2us.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 | listenandconnect@theaws.org
www.theaws.co.uk/listen-connect

### Healthy Start Vouchers
**To help buy fruit, vegetables and milk if you're on a low income and pregnant or have a child under 4.**
0300 330 7010 | www.healthystart.nhs.uk
healthy.start@nhsbsa.nhs.uk

# For Migrants, Asylum Seekers and Refugees

### Central England Law Centre
**Accredited immigration and asylum advice. Legal advice to access services and financial support**
0121 227 6540
enquiries@centralenglandlc.org.uk
www.centralenglandlc.org.uk

### ASIRT
**Advice on immigration and support options for people facing destitution because of the precarity of their immigration status**
0121 213 5893 | www.asirt.org.uk

### Migrant Help
**Asylum helpline available 24/7/365 and accessible to all asylum seekers in the UK**
Asylum helpline: 0808 8010 503
ASCorrespondence@migranthelpuk.org
www.migranthelpuk.org (Webchat available)

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

# About this leaflet

This leaflet is based on learning from Scotland's A Menu for Change project and has been developed with support from the organisations below. You can access the 'Worrying About Money?' leaflets online at www.foodaidnetwork.org.uk/cash-first-leaflets. The information on this leaflet was last updated on 24/08/23

**Feedback?** What did you find useful about this guide? www.bit.ly/moneyadvicefeedback

**Digital Version**

**www.worryingaboutmoney.co.uk/birmingham**

# ONLINE FOOD DISCOUNT SUPERMARKET

Approved Food is an online supermarket which sells high-quality products either short dated or past their 'best before' date, which have been discontinued or had their packaging redesigned, at reduced prices.

To help customers fight the effects of rising food prices, Approved Food stocks family favourites – from Cadbury, Coca-Cola, and Haribo to Belvita, Pringles and Tilda – **at up to 70% off.**

Customers can also shop household items and beauty products through the Approved Food website, such as kitchen roll, laundry detergent, pet food, and even high-end cosmetics and toiletries like Olaplex.

**Our residents might find this online discount supermarket helpful to assist with their financial difficulties caused by current cost-of-living situation.**

**Please visit the following website for further information: -**

**https://store.approvedfood.co.uk/page?name=about_us**

# UK DISCOUNTED COMMUNITY FOOD PROVISION




**To assist with the financial difficulties caused by the current 'Cost-Of-Living' situation, for a small weekly subscription of either £4 or £5, people can purchase a weekly food shop including fresh fruit and vegetables to stock up their cupboards and fridges.**

**Please visit the following website to find out the location of your local Pantry.**

**https://www.yourlocalpantry.co.uk/pantry-listings/**

# CITYWIDE Support

**From Birmingham with Love**
**Plus other FREE & CONFIDENTIAL Support**

## Mental health support:

11-25 years online support www.Kooth.com
Pause 0-25 years 0207 841 4470 | Askbeam@childrensociety.org.uk
Adults can get support from www.mind.org.uk | 0121 262 3555.
For urgent help - www.forwardthinkingbirmingham.nhs.uk or 0300 300 0099.

## Food and energy support:

There are food banks across Birmingham that are here to help you. More information can be found at - www.findfoodbanksbrum.org.uk/
LEAP Energy Advice Service Freephone 0800 060 7567 www.applyforleap.org.uk
Groundwork West Midlands Green Doctor 0121 530 5516.

## Financial help:

Local Welfare Provision – www.birmingham.gov.uk/lwp.
Citizens Advice Bureau 0800 144 8848 | www.citizensadvice.org.uk/
Turn2Us for grants, advice and benefit checks – www.turn2us.org.uk/

## Problems with drugs or alcohol:

Change Grow Live support adults 0121 227 5890 or visit www.changegrowlive.org/
Download 'Staying Free' for free on your device using the code **"birmingham11"**
Under 18s Aquarius Support 0121 622 7780 or youngpeople@aquarius.org.uk
BAME Specialist Support from Kikit 07392729046 or info@kikitproject.org

## Domestic abuse:

For women and children affected by domestic abuse www.bswaid.org/
or 0808 800 0028.
For Men, please go to www.mensadviceline.org.uk or 0808 801 0327.

## Early help for families:

If anyone in your family needs more help, please complete a Family Connect form with as much information as possible, call 07570 953519 or contact your voluntary sector Locality Leads (information on www.birmingham.gov.uk/).

## Bereavement and wellbeing support:

Contact Cruse 0121 687 8010 or go to www.cruse.org.uk/get-support/.

**Routes 2 Wellbeing can connect you to lots of good health and wellbeing activities, care and support locally** www.r2wbirmingham.info/home

Contact us or find more details online www.hallgreencommunities.org.uk
hallgreen.families@greensquareaccord.co.uk | 07570 953519 | @hallgreenfam

bvsc Birmingham Children's Partnership Green Square Accord Hall Green Families Birmingham City Council




# food justice network.

Birmingham, UK.

**Scan this QR code to see the Food Justice Network Map**

The map will show you details of food support and food based activities nearby to you.

Or you can type this into your browser to open the FJN Map on a webpage: https://tinyurl.com/foodjusticemap

See the FJN LinkTree which hosts the map and links to other support by visiting: https://linktr.ee/foodjusticenetwork

Each location shown on the FJN Map is an independent provider, requirements and access information may differ for each location. Please contact the location directly with any queries

Find FREE activities at: www.theaws.co.uk/our-activities

Search 'The Active Wellbeing Society' on social media

To add/edit your food provision on the map, or for further information, please contact: foodjusticenetwork@theaws.org

fjn. food justice network.

The Active Wellbeing Society

# AN ONLINE INFORMATION AND ADVICE MARKETPLACE FOR CITIZENS OF BIRMINGHAM

There is an excellent online **Birmingham Community Directory** that lists various help groups, organisations and activities that will support you to lead a happy, healthy life in your own home and community.

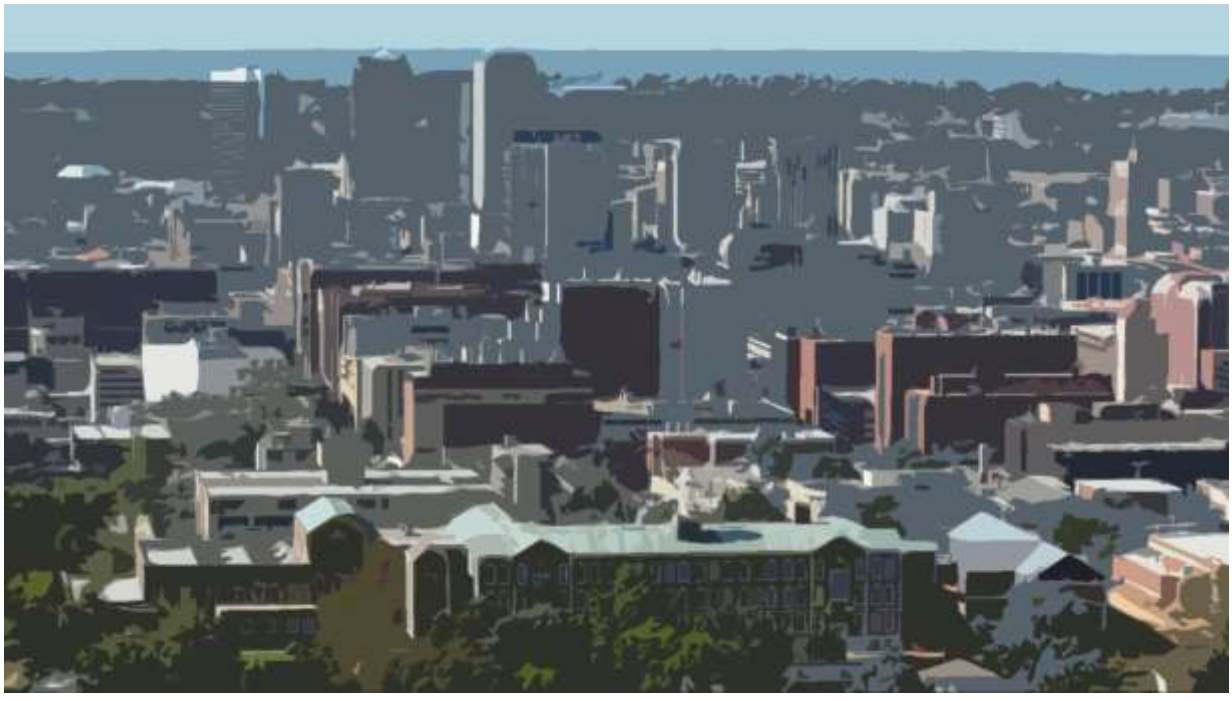
The Directory is managed by your local Neighbourhood Networks Scheme on behalf of the Council's Adult Social Care.

They can be accessed for free or at low cost.

Please visit the following website to access the directory.

**https://birmingham.connecttosupport.org/**

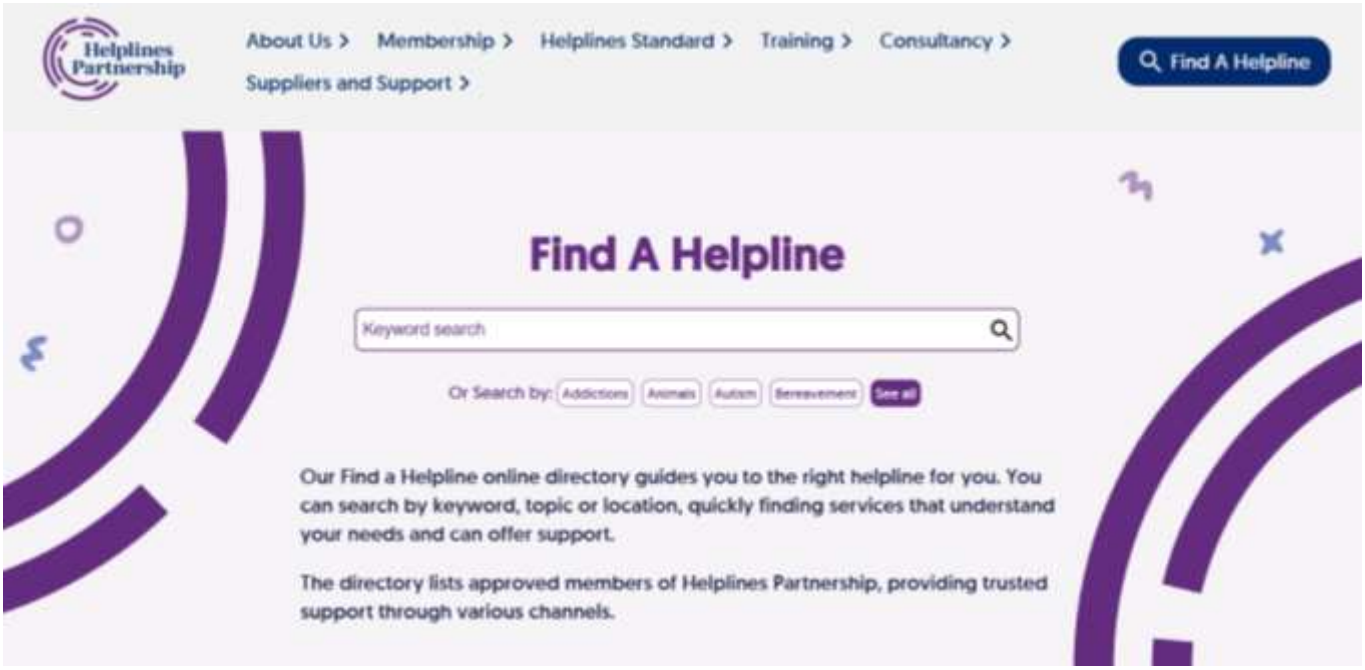
Community Directory
Find things to do in your local area



# AVAILABLE ONLINE HELPLINES DIRECTORY

This is a comprehensive and valuable online directory containing a wide range of helpline telephone numbers covering various support services across the UK.
It includes contact details for mental health support, housing assistance, domestic abuse helplines, financial advice, and other essential services.

Whether someone needs urgent help or ongoing support, this directory provides quick and easy access to the right organisations that can offer guidance and assistance.




**https://www.helplines.org/helplines/**



# Share a meal with your community

The Active Wellbeing Society

Birmingham City Council

**Date: Monday, 26th January 2026**
**23rd February & 23rd March 2026**
**12.00 pm - 1.30 pm**
**Monthly sessions**

Nechells POD
Bringing The Community Together

Where?
Nechells POD,
28 Oliver Street,
Birmingham, B7 4NX
Tel: 0121 681 - 2173

**Lunch served from 12.00**

**All Welcome!**

- There is no charge for the meal
- Can you volunteer to help with some preparation, clean or lay a table?



# Free Money Advice

**We provide free advice for debts and benefits including:**

- Welfare benefit entitlement
- Universal Credit and Council Tax
- Debt Advice, budgeting and money entitlement
- Utilities advice - gas, electric and water

**Contact Us**

Contact one of our expert Money Advisers by phone or email:

**money.advice@bsettlement.org.uk**

**0121 250 0765**

**Address**

Birmingham Settlement Money Advice Centre
Unit 2, First Floor,
Alma House,
Newtown Shopping Centre,
Birmingham.
B19 2AB.

birmingham settlement
developing communities, changing lives




advice quality standard

Charity no: 517303
www.birminghamsettlement.org.uk


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- Universal Credit and Council Tax
- Debt Advice, budgeting and money entitlement
- Utilities advice - gas, electric and water

**Contact Us**

Contact one of our expert Money Advisers by phone or email:

**money.advice@bsettlement.org.uk**

**0121 250 0765**

**Address**

Birmingham Settlement Money Advice Centre
Unit 2, First Floor,
Alma House,
Newtown Shopping Centre,
Birmingham.
B19 2AB.

birmingham settlement
developing communities, changing lives






advice quality standard

Charity no: 517303
www.birminghamsettlement.org.uk


Welfare Benefits Support
Local information, advice & guidance.
b:can
MENTAL HEALTH ADVICE
Contact your local B:CAN Advisor today for free friendly advice & support.
DELIVERED BY
THE PROJECT
preventing homelessness and improving lives
info@theprojectbirmingham.org
0121 453 0606
www.theprojectbirmingham.org

# MONDAY
## Life Cafe







| Prayer | Community | Tea & Coffee |
|---|---|---|

MONDAYS | 12 - 3PM
BIRMINGHAM CITY CHURCH
B1 3QQ




**Emergency food bags available at Small Heath Baptist Church for anyone in need.**

**Drop in on a Wednesday or Sunday morning or call 07536 976370 or 0121 766 7803.**



# USEFUL INFORMATION ON BIRMINGHAM'S GENERAL SERVICES AND COMMUNITY PROVISION

## Birmingham leisure and recreation

**Please use the following websites for up-to-date information on leisure and recreation services in Birmingham:**

- **https://www.birmingham.gov.uk/info/20177/sport_and_leisure**
- **https://www.birmingham.gov.uk/directory/17/leisure_centres_and_facilities**
- **https://www.birmingham.gov.uk/directory/59/community_centres_in_birmingham**

## Community support services (including food banks and emergency support)

**Please use the following websites for up-to-date information on Birmingham-based community support services, including food bank locations, advice services, and emergency community resources:**

- **Food banks directory: https://www.findfoodbanksbrum.org.uk/about-us/directory/**

- **Birmingham Community Groups and Services Directory**
  **Tel: 0121 220 2787**
- **WMCA Birmingham Community Support Hub: https://beta.wmca.org.uk/the-mayor/community-support-hub/birmingham/**

## NHS and health and wellbeing services

**Please use the following websites for information on local NHS services, including GP surgeries, dentists, pharmacies, mental health services, and health and wellbeing support:**

- **NHS: https://www.nhs.uk/**
- **Birmingham & Solihull GP Directory**
  **Tel: 0121 203 3300**
- **Community Mental Health Teams (BSMHFT): https://www.bsmhft.nhs.uk/our-services/adult-services/adult-community-services/community-mental-health-teams/**



## Public transport and journey planning

**Please use the following website for West Midlands public transport information and journey planning:**

- **http://journeyplanner.networkwestmidlands.com/**

## General community information and wellbeing services

**You may also find the following useful for a wide range of community provision, including ethnic and minority support services, local activities, and health and wellbeing services:**

- **The Active Wellbeing Society**
  **Tel: 0121 728 7030**
- **https://route2wellbeing.info/**
- **https://birmingham.connecttosupport.org/**
- **https://www.birmingham.gov.uk/directories**










# WALK-IN

## FOOD BANK OPEN
## MONDAY 12-2PM
## WEDNESDAY 12-2PM
## SATURDAY 12-3PM

**DUJ ADVICE CENTRE**

**Address**
**861 Stratford Road**
**Birmingham**
**B28 8BH**

**0121 792 5442**
**07847661022**

**www.daaruljannah.co.uk**

**info@daaruljannah.co.uk**

MECC
TRUST

## Working Together to Make Healthier, Safer and Fairer Communities

## WE HELP WITH BENEFIT, PENSION, HOUSING, EMPLOYMENT AND ENERGY BILLS

Information Advice & Guidance Centre

Services are free and available to everyone but you will need to make an appointment

Please call: **0121 440 3500** or Email: **info@mecctrust.com**

**YOU CAN VISIT US AT:**

93 Court Road Balsall Heath, Birmingham, B12 9LQ

Open Monday to Thursday Between: 10am and 2pm
Friday 10am and 1pm

**Welfare & Benefits, Housing, Council Tax, State Pension Claims, Energy Bills Advice, Debt Advice, Job Search, Employment & Training, CV Writing, Energy Saving Information, Green Home Grants, Social Prescribing Physical & Mental Health Awareness**



Working in Partnership:

bvsc · acocks green · NHS · Utility Hubb · DWP Department for Work and Pensions · bcan · Birmingham City Council

Muslim Educational Consultative Committee, Registered Company No. 0374786, Charity No. 1083457

# "Coffee & Chat"

## (A weekly drop-in for men)

## Every Tuesday afternoon from 2pm – 4pm

**Balsall Heath Church Centre**
**Annex** *(at top end of carpark)*
**100 Mary Street**
**Balsall Heath**
**Birmingham**
**B12 9JU**









**Come join us for Food & Drink, Games & Friendly Conversation!**











## ALL MEN WELCOME

KARIS NEIGHBOUR SCHEME

MEN'S SPACE

Body Mind Spirit Partnership

THRIVE TOGETHER BIRMINGHAM

**Contact David for more information 07873 328 928**

# ANIMAL RELATED JOKES TO MAKE YOU SMILE!







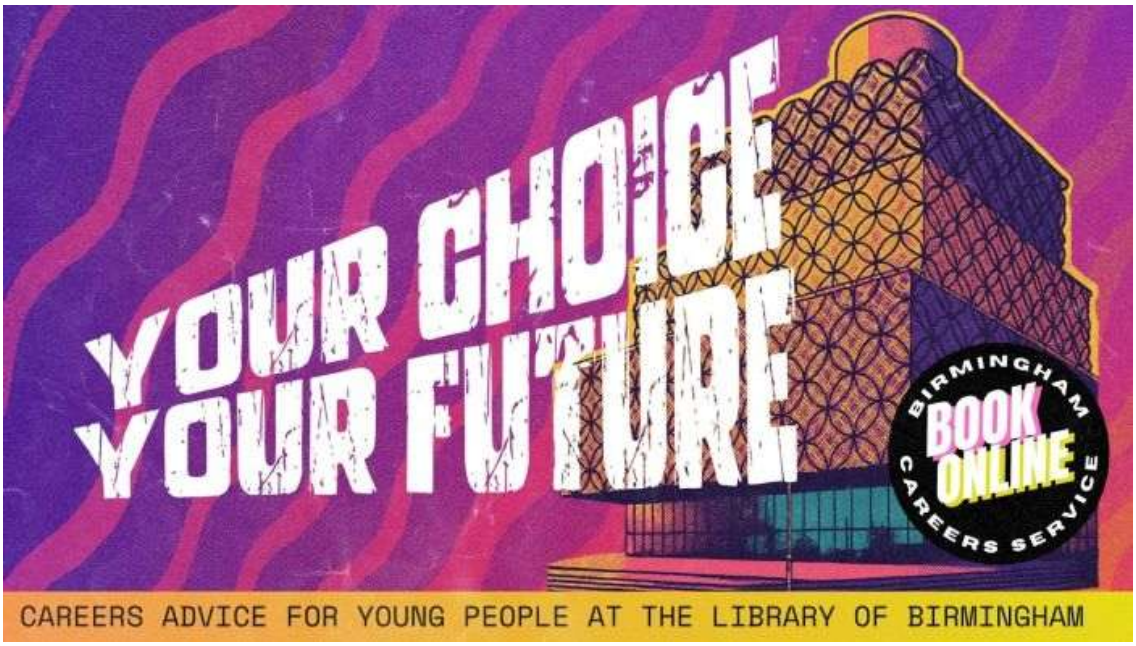





# EMPLOYABILITY AND CAREER GUIDANCE SUPPORT


Get on board and apply today!
/birminghamairport
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/birminghamairport
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Birmingham Airport
Proud of every journey

# BIRMINGHAM CAREERS SERVICE (PART OF BIRMINGHAM COUNCIL CAREERS ADVICE FOR YOUNG PEOPLE)




Do you need support with your career goals and finding the right pathway? or Study Programmes?

If you are aged 16-19 (up to 25 for those with additional needs), live in Birmingham and you are not in Education, Employment or Training, our Birmingham Careers Service Advisers can help you. Our website offers lots of careers information and help with your available options. You can also book a free appointment to speak with a Careers Adviser at the Library of Birmingham.

**https://www.birminghamcareersservice.co.uk/visitus/**

BIRMINGHAM
CAREERS SERVICE
guiding young people


Supporting Well-being for Disabilities, Mental Health & Neurodiversity
LIFE SKILL
TAKING REFERRALS
JOB SEARCH
FIND JOB
HELP
SUPPORT
ADVICE
GUIDANCE
Hall Green
Neighbourhood
Network Scheme
Practical Workshops & Tailored Support
DUJ ADVICE CENTRE
WE can help you:
Empowerment & Independence
Employment and Volunteering Support
Access YOUR Rights to Benefits & Services
Develop basic money management skills
Practical Workshops & Tailored support
Learn & Improve Life skills
Open
Mon-Thurs
10.00 AM - 14.00 PM
Saturday- 11AM-3PM
Address
861 Stratford Road
Birmingham B28 8BH
0121 792 5442
07847661022
www.daaruljannah.co.uk
info@daaruljannah.co.uk


Welcome
Opportunities Fair!
JOB
VOLUNTEER here
Monday 16th March
10am - 3pm
St Martin
in the Bull Ring
VOLUNTEER here
Drop-in for a chat
and discover opportunities in
housing, training,
employment and wellbeing
JOB
FREE refreshments all day
including lunch at 1pm
Organised by members of the Birmingham Christian Homeless Forum
and funded by the Birmingham Municipal Charity.
For more information contact Neil: neil@streetbanquet.org.uk
BIRMINGHAM MUNICIPAL CHARITY

# MORE ANIMAL RELATED JOKES TO MAKE YOU SMILE!











# DWP EMPLOYABILITY 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)***

# INFORMATION ON ADDITIONAL WELLBEING RELATED SUPPORT AVAILABLE FROM SELLY OAK JCP

This is a valuable service that Selly Oak JCP is currently delivering for their customers who have a health condition or disability, and are receiving  ESA or JSA.
Might be of interest to our residents who are claimants at the mentioned job centre.



## USEFUL DWP ENQUIRY TELEPHONE NUMBERS

| | |
|---|---|
| **Tax Credits Enquires/Applications** | 0345 300 3900 |
| **National Insurance Number Applications** | 0800 141 2075 |
| **Council Customer Service Centre** | 0121 216 3030 |
| **Carer's Allowance Enquiries** | 0800 731 0297 |
| **Child Benefit Enquires** | 0300 200 3100 |
| **Pension Service – New Claims** | 0800 731 7898 |
| **Pension Service- Change of Circumstances** | 0800 731 0469 |
| **HMRC** | 0300 200 3300 |
| **Attendance Allowance Helpline** | 0800 731 0122 |
| **Citizens Advice** | 0344 477 1010 |
| **Social Fund Enquires** | 0800 169 1040 |
| **Bereavement Services** | 0800 151 2012 |
| **Disability Living Allowance Helpline** | 0800 121 4433 |
| **PIP New Claims** | 0800 917 2222 |
| **PIP Enquiries** | 0800 121 4433 |

Help for individuals experiencing short-term crisis can be accessed via the follow website regarding the Local Welfare Provision **(LWP)** scheme.

**www.birmingham.gov.uk/LWP**

The **Local Welfare Provision** **(LWP)** scheme helps people who are in a short-term crisis and need help immediately to get essential things. It is grant based, which means people who receive money from it will not have to pay anything back.




# 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.

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






# GOOD NEWS STORY- RESIDENT'S PROGRESSION TO EMPLOYMENT




***(Resident's name has been changed to protect confidentiality)***

A resident referred to here as "Sana" aged 30 years old came to us  experiencing domestic abuse and a period of housing instability.

After she was offered safe, supported accommodation, Sana was allocated a Housing Support Worker, Idnan, who worked with her to help her settle, rebuild confidence, and prepare for independent living.

Through regular keywork sessions and practical support, Sana said her mental wellbeing and self-confidence improved. She was also supported to reconnect with her community and start looking at employment—something she had found difficult due to trauma and anxiety.

As a result of her engagement with support, Sana has secured a job at a local McDonald's and is due to start in this year. She is also being supported to find private rented accommodation as part of her planned move-on from Supported Exempt Accommodation.

Sana commented:
*"He has been incredibly supportive and helpful. I was in a relationship where I suffered domestic violence, and he helped me overcome my fear of going out and socialising, which has helped my mental health. Now I've found work and he is supporting me to find private accommodation."*

She also said:
*"Thank you for giving me a support worker who always found solutions. Thank you to Aspect Housing for giving me accommodation and help when I needed it most."*

**CONGRATULATIONS SANA!** — you have shown real courage and determination in moving forward after an exceedingly difficult time. Taking steps to rebuild your confidence, focus on your wellbeing, and secure employment is a huge achievement. You should be proud of the progress you have made, and we wish you every success as you start your new job and move towards your own independent home.



# GOOD NEWS STORY- ASPECT HOUSING'S UPDATES ON REFERRALS FROM RECENT BIRMINGHAM CHRISTMAS SHELTER EVENT.

In **early February 2026**, Aspect Housing spoke with the **Birmingham Christmas Shelter** team to follow up on the referrals and contacts made during the festive period of December **2025**, when we supported the scheme and its engagement with people affected by homelessness.

One positive outcome is that **one woman has since moved into safe accommodation in a women-only property in Aston**.

**Another positive outcome** is that the follow-up has helped other people get **clear next steps** and the **right advice**, including:

- one person who is waiting for an immigration decision before looking for accommodation.
- another person being advised on what documents they need (such as the right status and a National Insurance number) before support can be progressed.

Where people have not yet replied or missed appointments, support remains available if they choose to re-engage, and we continue to signpost people to suitable services where needed.

This shows Aspect Housing's approach: we do not just attend events—we **follow things up**, track outcomes, and keep working with partners to help people affected by homelessness to move forward.

We look forward to supporting this year's Birmingham Christmas Shelter in December.

Birmingham Christmas Shelter

# REGULAR GREGGS DONATIONS TO RESIDENTS

**ASPECT HOUSING LTD** has been donating **Greggs** food regularly for over a year as a small charity activity for residents. It's become a steady, practical add-on alongside the housing support and tenancy engagement work taking place across our services.

Each time, the donation is normally around 20 trays of **Greggs** items — typically including sandwiches/baguettes, savoury bakes (e.g., sausage rolls), pastries and cakes. These are easy for residents to access and use straight away, and they can be particularly helpful for people who are settling in, rebuilding routines, or having a difficult week.

Alongside this ongoing support, additional food donations have also been arranged at key times of the year — including Christmas and other seasonal periods — to help ensure our residents have something extra in place when services are reduced and routines can be more challenging.

This isn't intended to draw attention to residents' personal finances or benefit status. It is simply a charitable gesture introduced by our Director- Suftar Zaman, and coordinated by our Referrals officer, who hasn't sought any recognition for it — but we wanted to acknowledge the practical support it provides for our residents.






# OTHER GOOD NEWS STORIES OF RESIDENTS' PROGRESSION AND HOMELESSNESS RECOVERY




Ruhela supported **resident Carl aged 34** since May 2025 during a very difficult moment and helped him move from crisis to safety and stability.

When Ruhela first arrived for a visit, Carl opened the door and Ruhela noticed a belt hanging behind it. When asked about it, Carl broke down in tears and explained that while he had been in hospital for treatment on his foot, his girlfriend had taken all of his money. Carl said he did not have a bank account, which made it harder for him to protect his finances or access his payments safely.

Ruhela immediately focused on reducing risk and supporting Carl to regain control. Ruhela tried to help Carl open a bank account, but when that could not be completed, Ruhela suggested going out for a walk to help Carl feel less overwhelmed and to take practical steps straight away.

They went to the Jobcentre together, where Ruhela explained the situation.

The Jobcentre agreed that Carl could collect his money directly each month, which relieved a major source of stress. Carl was visibly happier and thanked Ruhela for helping him sort it out.

To further support Carl's wellbeing on the day, Ruhela took him for a hot drink and food and also bought snacks, so he had something later.

During their time together, Carl shared photos of his twin grandchildren and talked about what they mean to him. Ruhela encouraged Carl to hold onto those positive connections and reminded him that he has something important to look forward to.

After returning Carl safely home, Ruhela arranged a food parcel and continued daily welfare calls to check in, reduce isolation, and make sure Carl stayed safe and supported. This work helped Carl feel listened to, reduced immediate risk, restored his access to income, and strengthened hope and motivation for the future.






Awais has been supporting **resident Esam aged 29** for the past six months and has helped him make real progress towards his goals of working and studying at university. When Esam first engaged with support, he was determined to improve his future but faced significant barriers, including limited English, stress, anxiety, wider mental health challenges, and difficulties navigating services because of the language barrier. These issues were impacting his confidence and making it hard for him to take the next steps independently.

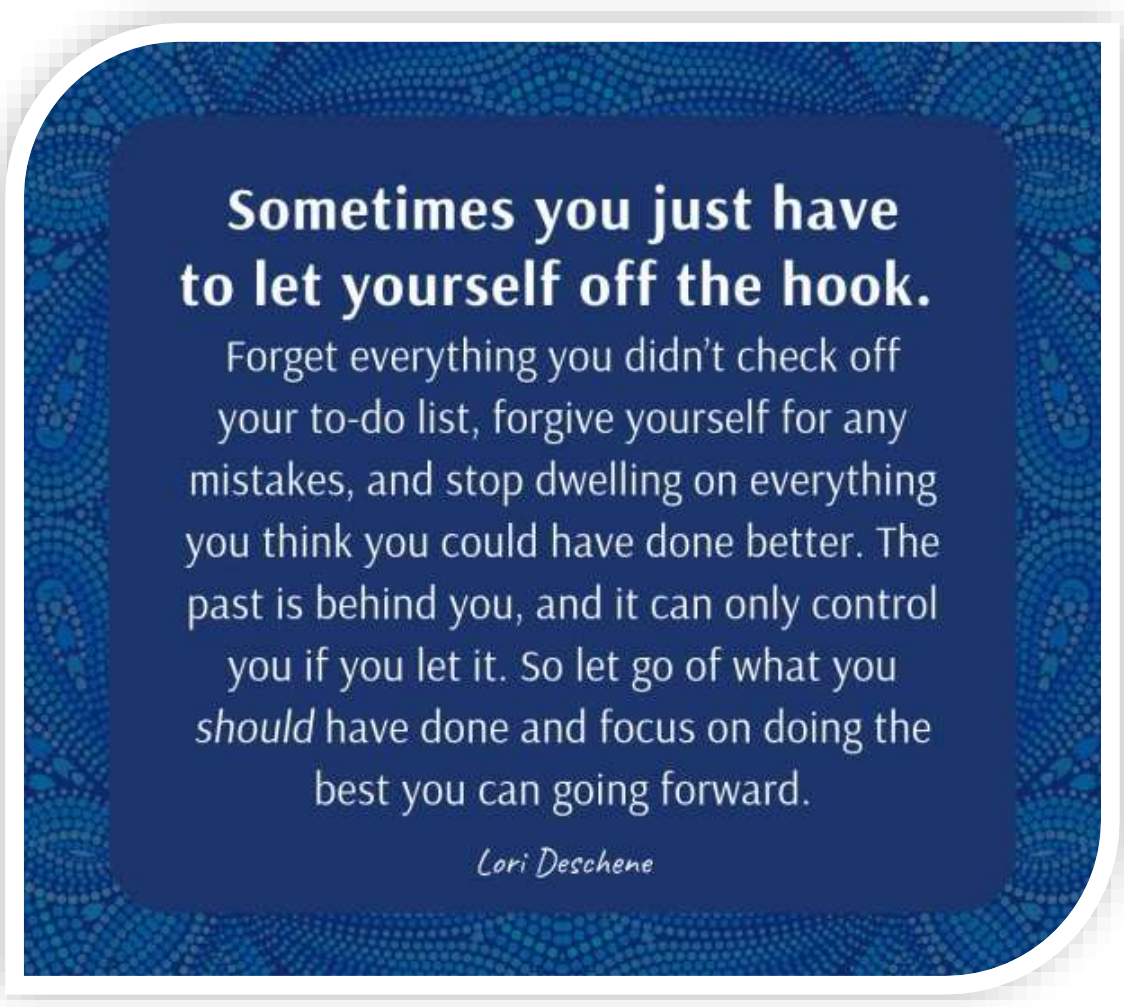
Awais focused on practical, step-by-step support to reduce pressure and build Esam's independence. One of Esam's main goals was applying to university, so Awais worked alongside him to understand and use the UCAS system. This included explaining key terms, helping him search for suitable courses, supporting him to complete sections of the application, and making sure Esam understood what information was needed and by when. This reduced Esam's anxiety and helped him feel more in control of the process.

Alongside education support, Awais also helped Esam to create a clear budget plan. They went through Esam's income and essential outgoings together and set out a manageable plan to help him stay on track financially.

This helped reduce stress, improved stability, and gave Esam a routine approach to managing money.

As Esam's situation developed, Awais also supported him with a move to a closer property, helping to reduce day-to-day pressure and make it easier for Esam to access opportunities and continue working towards his education goals.

Esam is now feeling more settled and better placed to continue progressing with his plans, with improved confidence, clearer direction, and a stronger sense of independence.






Jabir has been supporting **resident Mark aged 32** for the last 10 months to improve his employability opportunities and help him move closer to work. When support began, Mark wanted to progress but needed guidance to identify suitable training and build his confidence to take the next step. He lacked direction on what course would fit his interests and needed consistent encouragement to believe he could achieve it.

Jabir worked with Mark to explore realistic career options and focus on a pathway that matched his goals. After discussing different training routes, Jabir supported Mark to enrol on a railway maintenance engineering course. Throughout the course, Jabir continued to motivate and encourage Mark, helping him stay focused, manage doubts, and maintain commitment during challenging parts of the learning.

As a result of Mark's hard work and the ongoing support provided, Mark successfully passed the course and has now moved into shift work. This has been a major milestone for him, improving his confidence, increasing his independence, and giving him a stronger sense of routine and purpose. Mark is now more motivated about his future and feels proud of what he has achieved.




Jabir has been supporting **resident Hanzala aged 31** for the past 10 months to help him achieve his goal of gaining a driving licence, improving both his independence and his job prospects. When support began, Hanzala was motivated to progress but needed guidance to understand the process and build confidence for both the theory and practical tests.

Jabir provided structured support throughout, helping Hanzala prepare for the theory test by going through key topics, practising questions, and developing revision routines that suited his learning style. As Hanzala moved closer to the practical test, Jabir continued to encourage him to stay focused, manage nerves, and keep a positive mindset, especially when the process felt challenging.

With consistent support and determination, Hanzala successfully passed both the theory and practical tests and has now obtained his driving licence. This has been a significant achievement for him, increasing his confidence, widening employment opportunities, and giving him greater freedom to travel independently and plan for a more stable future.




Jabir has been supporting **resident Zahir aged 27** to achieve an important goal of gaining his driving licence to improve his independence and future job opportunities. At the start, Zahir was motivated but felt overwhelmed by the process, especially preparing for the theory test and building confidence for the practical test.

Jabir provided step-by-step guidance throughout. He supported Zahir to understand how the licensing process works, helped him create a structured revision routine, and practised theory questions with him to strengthen his knowledge and confidence. Jabir also encouraged Zahir to stay consistent, manage nerves, and keep a positive mindset, particularly when Zahir felt stressed or doubted himself. As Zahir progressed, Jabir continued regular check-ins to keep him motivated and focused on the end goal.

With the right support and Zahir's determination, he successfully passed both the theory and practical tests and has now obtained his driving licence. This has been a major achievement for Zahir, boosting his confidence, increasing his independence, and opening up wider employment options and opportunities for the future.




Jabir supported **resident Andy aged 28** to improve his railway employment opportunities by helping him access training and build a clear route into work. When support began, Andy was motivated to enter the railway sector but needed guidance to develop the right skills and confidence to progress.

Jabir worked with Andy to identify a suitable pathway and supported him to enrol on a railway maintenance course. Throughout the course, Jabir provided consistent encouragement and helped Andy stay focused on attendance, completing the work, and maintaining motivation when he felt challenged.

This support helped Andy grow in confidence and feel more capable of achieving his goals.

Andy successfully passed the railway maintenance course and is now actively looking for a sponsor/employer who can provide shift work opportunities in the railway sector. With Jabir's ongoing guidance, Andy is better prepared to approach employers, apply for roles, and take the next step into sustainable employment.

This progress has significantly improved Andy's confidence, independence, and future prospects.




Khawas has been supporting **resident Andrew aged 33** for the past four months and has helped him make meaningful progress towards stability, healthier routines, and improved independence. When support began, Andrew was struggling with anxiety and drug use, and this was affecting his day-to-day wellbeing. He was living in an unclean environment, missing important appointments, finding it hard to manage his behaviour, and experiencing difficulties with budgeting and managing money.

Khawas focused on building trust and providing practical, consistent support. A key priority was helping Andrew re-engage with health services, so Khawas supported him to connect with his GP and access a specialist mental health agency. Khawas also contacted Birmingham CGL to support Andrew around substance misuse and help him access the right interventions.

This helped Andrew feel less alone with his anxiety and ensured he had professional support in place for both his mental health and drug-related needs.

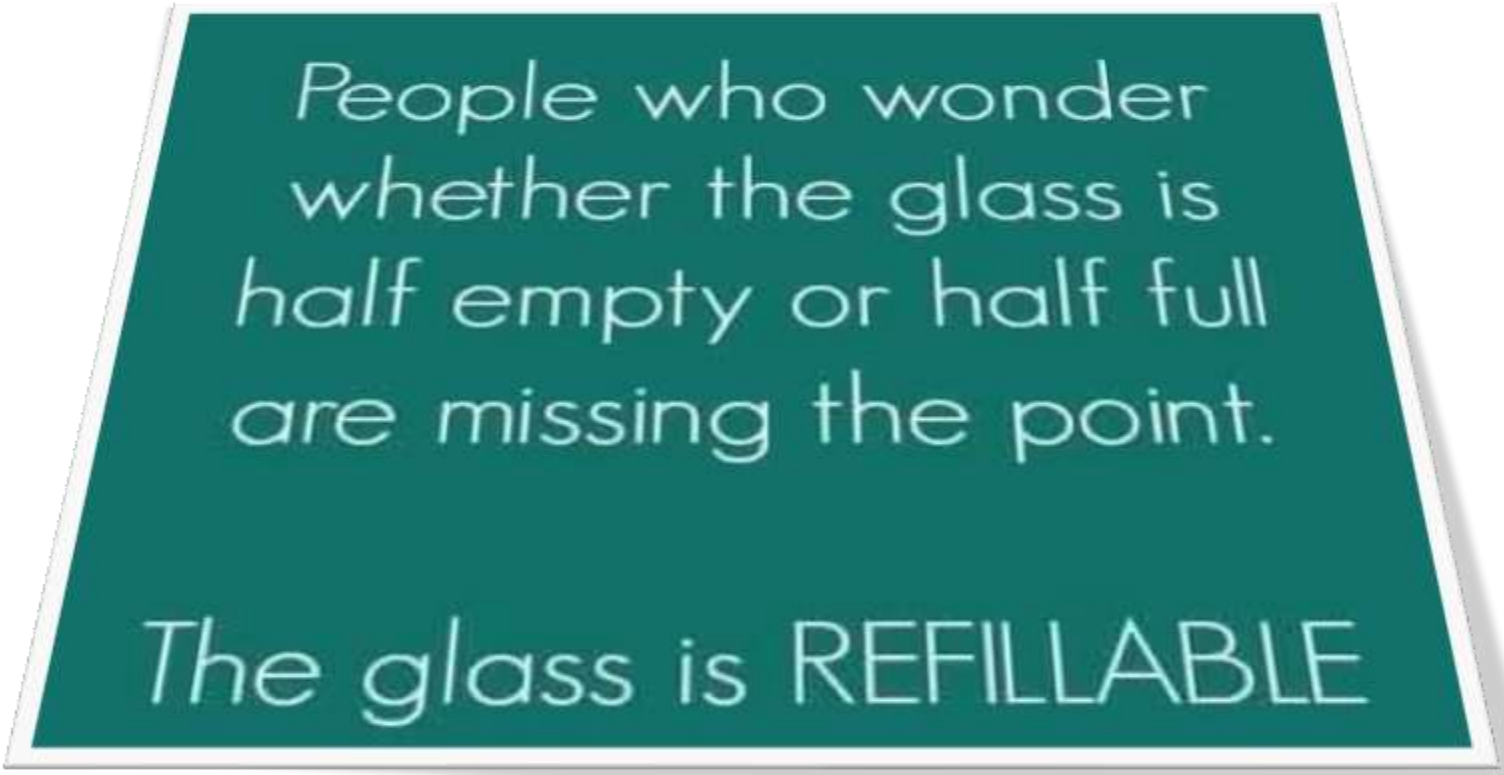
To improve Andrew's stability and reduce financial pressure, Khawas introduced a clear budgeting plan, helping Andrew

understand his income and outgoings, prioritise essentials, and reduce impulsive spending.

Khawas also contacted Kings Heath Jobcentre to help Andrew improve engagement with benefits-related appointments and reduce the risk of missed commitments impacting his income.

Alongside this, Khawas introduced practical coping techniques to help Andrew manage anxiety and behaviour, including strategies to handle triggers, reduce escalation, and build calmer daily routines.

As a result of this structured and person-centred support, Andrew has become more engaged with services, is better informed about his spending, and has started using healthier coping strategies. He is now in a stronger position to attend appointments, improve his living environment, and continue progressing towards a safer, more stable, and more independent future.





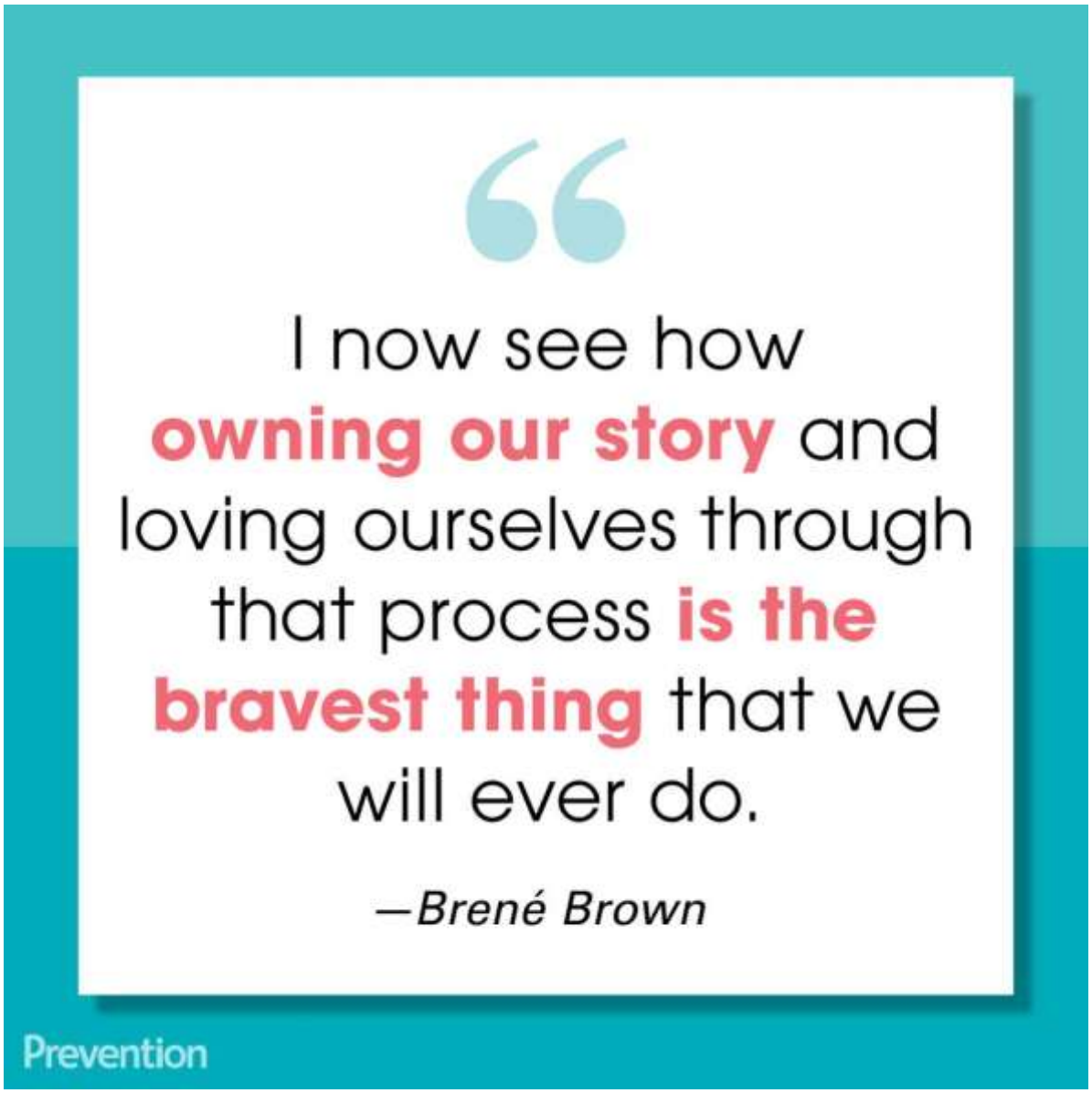

Khawas has been supporting **resident Yasin aged 31** for the past four months and has helped him make positive progress in engagement, confidence, and moving forward with employment goals. When support first started, Yasin was not communicating with his support worker, had left his family, and did not want to open up about what he was going through. He was withdrawn and found it difficult to trust professionals, which created barriers to accessing the help available to him.

Khawas focused on building trust at Yasin's pace through consistent one-to-one sessions, offering a calm and non-judgemental space where Yasin could feel safe. Over time, this approach helped Yasin begin to engage more, attend sessions, and gradually communicate his goals. As Yasin became more comfortable, Khawas introduced practical support focused on rebuilding independence and improving future prospects.

Khawas supported Yasin to register with Indeed and worked with him to update his CV, making sure it reflected his strengths and was suitable for job applications.

This helped Yasin feel more organised and confident about taking steps towards employment, while also giving him a clear and achievable focus.

Yasin is now attending his sessions with Khawas, feeling much better in himself, and actively applying for jobs. This progress shows a significant improvement in Yasin's engagement and wellbeing, with increased motivation, confidence, and a more hopeful direction for the future.






Salma has been supporting **resident Ian aged 32** for the past 11 months to improve his health by addressing his smoking habits, particularly as Ian has COPD and regularly experiences chest infections. When support began, Ian understood the impact smoking was having on his breathing and recovery, but it was difficult for him to make lasting changes, and he could feel discouraged when his symptoms worsened.

Salma provided consistent, person-centred encouragement and focused on small, realistic steps. She spoke with Ian about how smoking affects COPD and recurrent chest infections, helped him identify triggers, and supported him to stay motivated without judgement. Salma also encouraged Ian to prioritise his health appointments, helped him keep track of dates and times, and motivated him to attend regularly so his COPD could be monitored and managed properly.

With Salma's ongoing support, Ian has now stopped smoking. This is a significant achievement that has strengthened his confidence and given him a sense of control over his health. Ian is continuing to engage with his appointments and is taking positive steps to protect his respiratory health and overall wellbeing.




Farrah has been supporting **resident Daniel aged 34** for the last 5 months to address his drug addiction and begin making safer, more positive choices. When support started, Daniel's substance use was having a significant impact on his wellbeing and day-to-day stability, and he found it difficult to engage consistently with support and appointments.

Farrah focused on building trust and offering non-judgemental, person-centred support, giving Daniel the space to talk openly about his challenges and what he wanted to change. Farrah helped Daniel understand the benefits of specialist support and encouraged him to take small, achievable steps towards recovery, recognising progress and keeping him motivated during difficult periods.

Farrah supported Daniel to engage with Birmingham CGL, helping him access the right substance misuse service and begin receiving professional support. Farrah has also supported Daniel to attend his appointments regularly, providing reminders and encouragement to help him stay consistent and committed.

This support has led to clear improvements in Daniel's day-to-day life. Daniel is now engaging with CGL, attending appointments more consistently with Farrah's support, and has also made positive changes within his accommodation, including keeping his bedroom noticeably tidier and more organised.




Elvis has been supporting **resident Andrew aged 35** for the past 9 months to help him reduce harm, improve his wellbeing, and create a safer and more stable living environment. When support began, Andrew's alcohol use was high, and this was linked to episodes of violent behaviour. He was also struggling to maintain his personal hygiene, and his room was frequently very messy, which was impacting his health, mood, and overall tenancy sustainment.

Elvis focused on building trust and working with Andrew in a calm, consistent, and non-judgemental way. Recognising that Andrew needed specialist help, Elvis supported him to engage with Birmingham CGL for alcohol support, encouraging him to attend and remain involved with the service. Alongside this, Elvis worked with Andrew to have open conversations about personal hygiene and the importance of maintaining a clean and safe living space, approaching this sensitively to avoid Andrew feeling criticised or overwhelmed.

Elvis provided practical support to help Andrew take manageable steps, including establishing basic routines and motivating him to keep on top of cleaning and self-care. Over time, Andrew has responded positively to the support. He has reduced his alcohol intake, and there has been a clear improvement in his daily living environment.

Andrew's room is now cleaner and more organised, and he is maintaining cleaner clothes, showing improved motivation, self-respect, and stability.

This progress has had a positive impact on Andrew's wellbeing and independence, and Elvis' continued support and encouragement has helped Andrew move forward towards a safer, healthier lifestyle.






Salma supported resident **Charlotte aged 32** through a very difficult period linked to domestic abuse while she was living in the same property as her partner. At the time, Charlotte was not being fully truthful about what was happening, but Salma remained concerned about her safety and wellbeing and recognised that Charlotte was not able to speak openly while her partner was present.

To reduce immediate risk and create a safe space, Salma took Charlotte to the office so she could be away from her partner and talk privately without fear or pressure. Salma followed safeguarding procedures and worked with relevant colleagues and services to ensure Charlotte's situation was addressed appropriately. As a result of the actions taken, Charlotte's partner was evicted from the property, significantly improving Charlotte's safety and stability.

Charlotte's experiences of domestic abuse had also led to increased alcohol use as a way of coping. Salma provided ongoing emotional and practical support, including taking Charlotte for regular walks to reduce isolation, support her mental wellbeing, and give her space to talk in a calmer environment. Salma also encouraged Charlotte to access specialist support and supported her to sign up with Birmingham CGL.

With Salma's consistent support and Charlotte's determination, Charlotte has now stopped drinking alcohol. This is a significant achievement and a major step forward in her recovery. Charlotte is now safer, more stable, and engaging with the right support, with improved wellbeing and confidence to move forward.

Well done to all residents mentioned for the clear progression you've achieved over recent weeks and months.

Your progress reflects real commitment—engaging with support, attending appointments, making positive lifestyle changes, improving day-to-day routines, and taking steps toward greater stability and independence. These outcomes matter, and you demonstrate resilience and focus in the face of challenges.

A sincere thank you is also extended to our Housing Support Workers. The progress described is a strong example of consistent, person-centred support: regular check-ins, practical guidance, effective signposting to specialist services, and steady encouragement to help residents stay safe, well, and move forward.

Keep going—every positive step counts, and these achievements should and are being recognised.

# MORE ANIMAL RELATED JOKES TO MAKE YOU SMILE!

















Steps to

# INDEPENDENCE

# ‘MOVING-ON’ THEMED SUPPORT SERVICES FOR OUR RESIDENTS LIVING IN TEMPORARY SUPPORTED ACCOMMODATION.

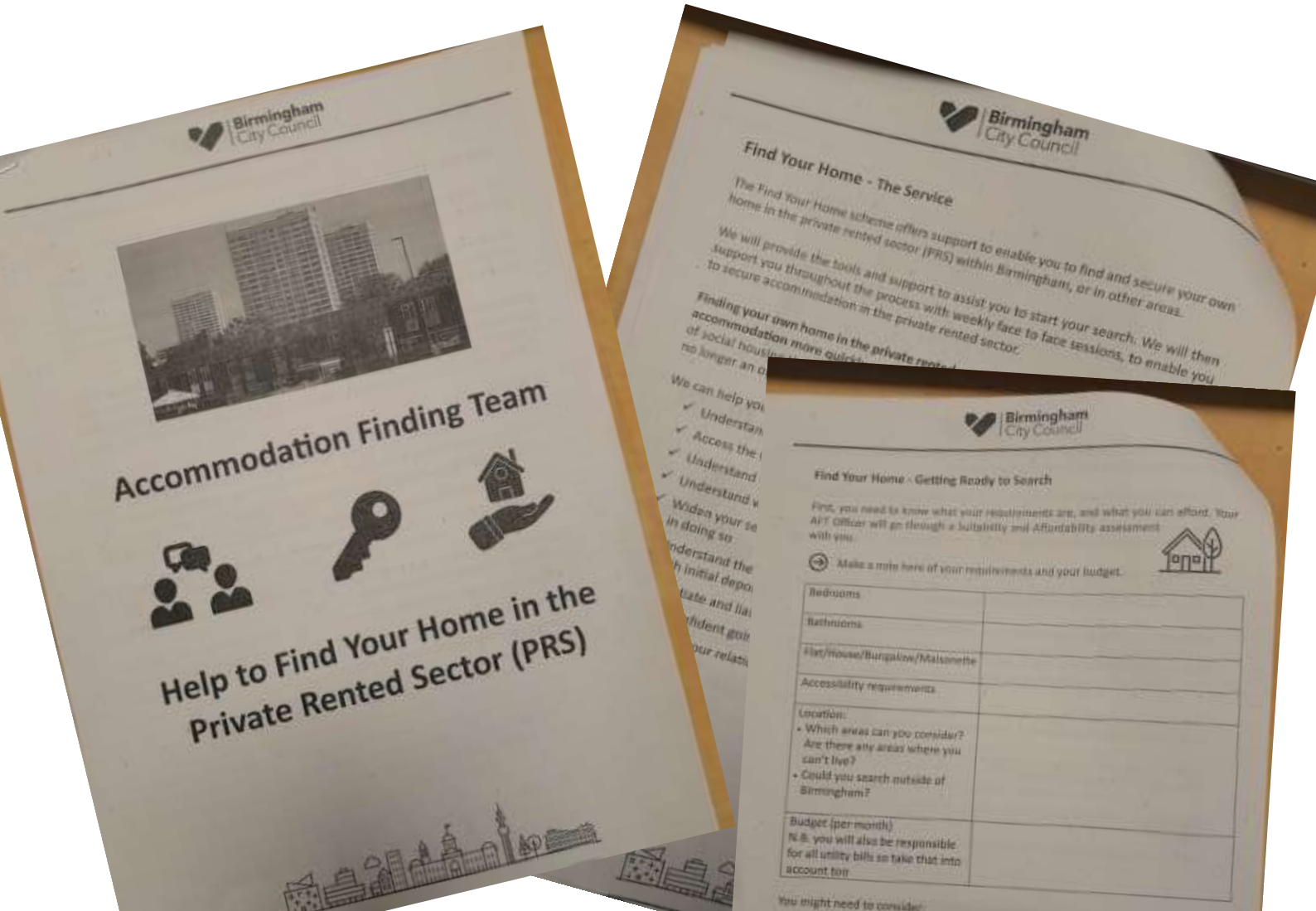




# BIRMINGHAM CITY COUNCIL'S ACCOMMODATION FINDING TEAM.

As part of your **move-on** planning and longer-term housing search, you may wish to consider Birmingham City Council's **Find Your Home Scheme**. This service can support you to find and secure your own home in the **private rented sector** in Birmingham, or in other areas. The team can provide tools, guidance, and practical advice to help you start your search, improve your readiness for renting, and address any housing-related questions or issues.

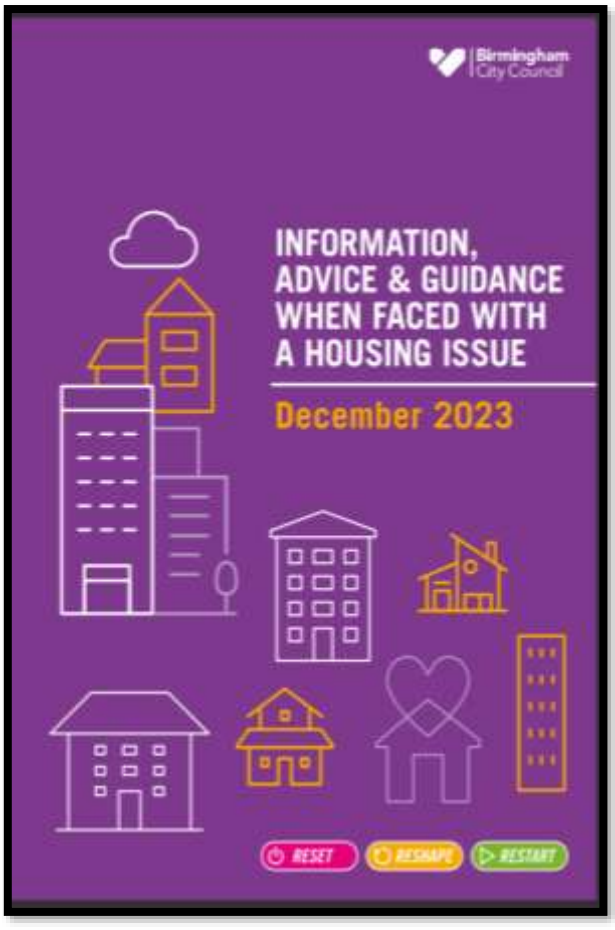
For further information, please email **aft@birmingham.gov.uk** or call **0121 675 4885**.



Birmingham City Council has two helpful information booklets to support individuals and families with longer-term council housing applications.

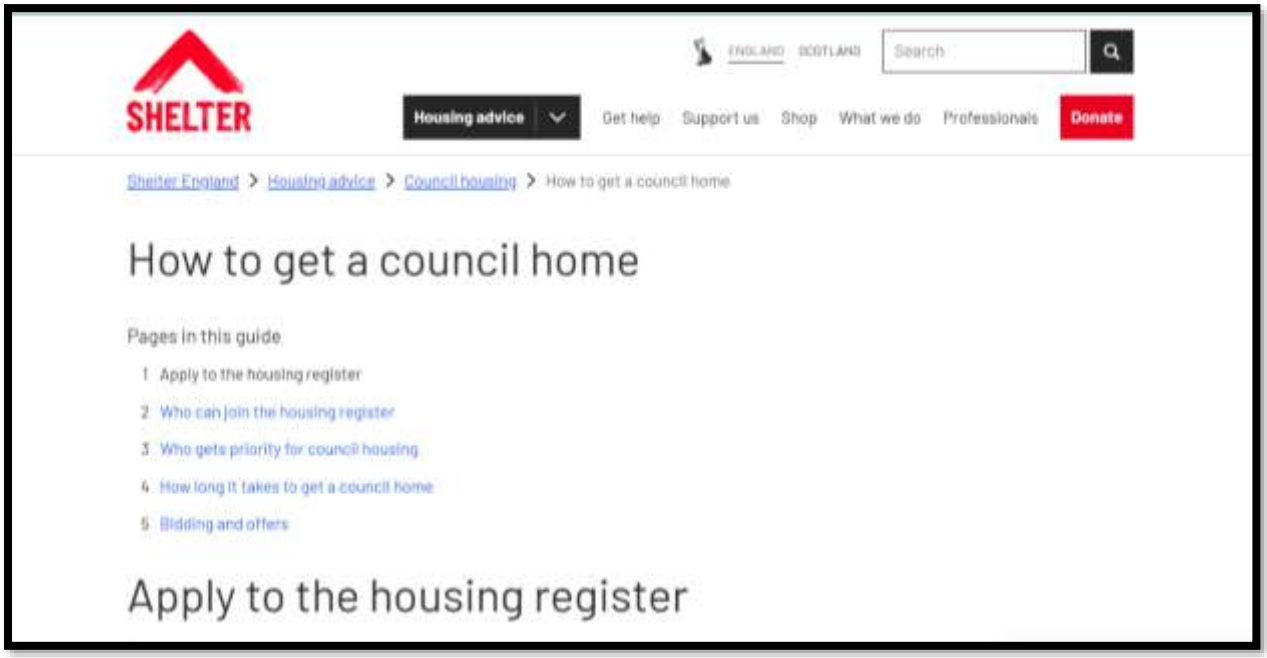
- The pink-covered booklet is for general housing applications.
- The purple-covered booklet is for people who have requested a housing needs assessment or who have a live homelessness application.

Your Housing Support Workers have copies of these booklets and can help you use them as part of your move-on planning and council housing search. The booklets also include useful advice on common housing issues.






# SHELTER'S WEBSITE TO ASSIST WITH YOUR COUNCIL HOME APPLICATION ACTIVITIES




## Need Help Applying for Council Housing?

If you are looking to apply for council housing, Shelter England provides step-by-step guidance on the process. Their website explains how to:

- Join your local council's housing register.
- Understand eligibility criteria.
- Bid for vacant properties
- Explore alternative housing options if waiting times are long.

## For more information and assistance, visit the following Shelter England's website:-

https://england.shelter.org.uk/housing_advice/council_housing_association/how_to_apply_for_council_housing?utm_source=social&utm_medium=social&utm_campaign=DAT




# WELLBEING AND COMMUNITY SUPPORT SERVICES/PROVISION






**The *Muslim Community Helpline* has been in operation since March 2007 and aims to provide a listening and emotional support service for members of the community in the United Kingdom. Prior to its launch, members of the group worked for 19 years founding and running the *Muslim Women's Helpline*. Referral and signposting to statutory bodies where appropriate. Confidential and anonymous.**

***Emotional Support and Listening service for everyone:***

| | |
|---|---|
| **Marital difficulties** | **Relationship problems** |
| **Abuse** | **Mental Health** |
| **Inter-generational issues** | **Domestic Violence** |
| **Social isolation** | **Well-being** |
| **Forced Marriage** | **Miscellaneous** |

**The service operates Monday to Friday 10 am to 1 pm (core). There is usually an extended service on Fridays.**

MUSLIM COMMUNITY HELPLINE
*https://muslimcommunityhelpline.org.uk/*
*(Check out our resources!)*
Helplines: 0208904 8193/ 0208908 6715
(National call rate)
Mon-Fri 10 am to 1 pm (core hours)
(Wednesday and Friday – extended hours)

# Having A Difficult Day?

mind Birmingham

**Get the support you need**

Across Birmingham and Solihull







**MENTAL HEALTH & EMOTIONAL SUPPORT**

## HELPLINE

**0121 262 3555**

Freephone 0800 915 9292

**9:00am - 11:00pm**

**Everyday**

**LiveChat at birminghammind.org**

**10:00am - 9:00pm**

**Email**

**help@birminghammind.org**

Scan me

NHS

Member

Registered Charity No 1003906

Company Limited by Guarantee No 0202437

# Are You Ok?

## Bengali

মেন্টাল হেলথ অ্যান্ড ইমোশনাল সাপোর্ট হেল্পলাইন

0121 262 3555 নম্বরে কল করুন

প্রতিদিন সকাল 9 টা থেকে রাত 11 টা পর্যন্ত পাওয়া যায়

কথ্য অনুবাদ পরিষেবা পাওয়া যায়

## Devanagiri – Hindi

मानसिक स्वास्थ्य और भावनात्मक सहायता हेल्पलाइन

0121 262 3555 पर कॉल करें

हर दिन सुबह 9 बजे से रात 11 बजे तक उपलब्ध

मौखिक अनुवाद सेवा उपलब्ध है

## Kurdish Kurmanji

Xeta Alîkariya Derûnduristî û Piştgiriya Sozdarî

Telefon bike ser 0121 262 3555

Her roj di navbera saet 9ê sibê û 11ê şevê de heye

Xizmeta wergêrê bi devkî heye

## Polish

Infolinia ds. zdrowia psychicznego i wsparcia emocjonalnego

Zadzwoń pod numer 0121 262 3555

Otwarta codziennie między 9:00 a 23:00

Dostępna usługa tłumaczenia ustnego

## Romanian

Linia de asistență și sprijin pentru persoane
cu probleme de sănătate mintală și emoțională
Telefonați la 0121 262 3555
Deschisă zilnic între orele 9:00 și 23:00
Serviciu de traducere orală disponibil

## Somali

Khadka Caawinta Caafimaadka Maskaxda iyo Dareenka

Ka wac lambarkan 0121 262 3555

Waxaa la heli karaa maalin kasta inta u dhaxaysa

9 subaxnimo – 11 haweennimo

Adeegyada turjumaada ayaa la heli karaa

## Tigriniya

ናይ ኣእምሮ ጥዕናን ስምዒታዊ ደገፍን መስመር ሓገዝ

ብ 0121 262 3555 ደውሉ

መዓልታዊ ካብ ሰዓት 9 ንግሆ – 11 ድሕሪ ቀትሪ ይርከብ

ናይ ምዝራብ ትርጉም ኣገልግሎት ኣሎ።

## Arabic

خط المساعدة لدعم الصحة النفسية

رقم الاتصال: 0121 262 3555

متاح كل يوم من 09 ص - 11 م

متاح خدمة الترجمة الشفوية

## Farsi

خط کمک سلامت روان و حمایت عاطفی

تماس بگیرید 0121 262 3555

هر روز از ساعت 9 صبح تا 11 شب در دسترس است

خدمات ترجمه شفاهی موجود است

## Kurdish Sorani

هێڵی یارمەتی دەروونەدروستی و پشتگیری سۆزداری

پەیوەندی بکە بە 0121 262 3555

هەموو ڕۆژێک لە کاتژمێر 9ی بەیانییەوە تا 11ی شەو بەردەستە

خزمەتی وەرگێڕانی زارەکی دابین دەکرێت

## Pashto

**د رواني روغتيا او احساساتي ملاتړ ټيليفوني ليکه**

**په 0121 262 3555 شمېره زنګ ووهئ**

**چې هره ورځ د سهار له 9 بجو د شپې تر 11 بجو فعاله ده، زنګ ووهئ.**

**د شفاهي ژباړې خدمتونه هم موجوده دي**

## Chinese

心理健康与情感支持热线

拨打 0121 262 3555

服务时间：每日上午 9 点至夜间 11 点

提供口语翻译服务

## Urdu

ذہنی صحت اور جذباتی معاونت کی ہیلپ لائن

0121 262 3555 پر کال کریں

روزانہ صبح 9 بجے – رات 11 بجے تک دستیاب ہے

زبانی ترجمے کی سروس دستیاب ہے

## Ukranian

Гаряча лінія з питань ментального здоров'я та емоційної підтримки

Зателефонуйте за номером 0121 262 3555

Доступно щодня з 9:00 до 23:00

Доступні послуги усного перекладу

# It's okay...

*... not to feel okay. If you're worried, anxious, or just a little down, you can talk to us.*



Call our helpline, open 24/7:
0121 262 3555



Talk to us online via Live Chat (10am-9pm):
birminghammind.org



Email us anytime on:
help@birminghammind.org

*Get in touch today*

**- We're here to help you -**

NHS

LivingWell UK

mind
for better mental health
Birmingham

Birmingham City Council

# Quit SMOKING
# Start Saving



## We're here to help you

**WITH THE RIGHT SUPPORT, QUITTING CAN BE EASIER THAN YOU THINK..**

## Get free support from DUJ Advice Centre stop smoking service

We provide both group and one-to-one sessions to support you in quitting, along with free nicotine replacement therapy and other treatment options.

Birmingham City Council

DUJ ADVICE CENTRE

**Contact for more information**

DUJ Advice Centre
861 Stratford Road
Birmingham, B28 8BH
Whatsapp: 07847661022
Email: Info@daarulJannah.co.uk
www.daaruljannah.co.uk

"Kinmos works with people with lived experience of mental health to be the best person they can

KINMOS



# Our Aim

Based in Kings Heath and Moseley, Birmingham since 1979 Kinmos is a charity committed to the social inclusion of those with a lived experience of mental health. Our aim is to support our members in the community, enabling them to self-manage their lives.

Many of our members can feel cut off from society, which can lead to increased depression and anxiety. Kinmos is a stepping stone enabling our members to integrate into the community, and offers a hand of friendship, social connection and support. We do this by offering a range of services in the community, including:

- **Community Based Activities**
- **Signposting**
- **Members Events & Forums**
- **Group Outings**

**For more information about Kinmos and for our monthly activities timetable please contact us on 0121 444 8333 or e-mail: info@kinmos.com**

**@KinmosCharity**

# Our approaches

**We deliver a range of interventions that are tailored to the needs of the client.**

- NHS Talking Therapies
- Cognitive behavioural therapy (CBT)
- Group therapy
- Culturally sensitive support
- Community wellbeing
- Employment support
- Walking therapies
- Personal training and therapy
- Young people's services
- Counselling for depression
- Long Term Health (LTHC) condition
- Couples counselling for depression
- Healing Circles
- Listening service

All our interventions are available online, in person or by telephone.

# Improving your quality of life







**Call us...**

**0121 663 1217**

**or Visit our chat box**

**livingwellconsortium.com**

## Call us on 0121 663 1217 or contact our providers directly.

**Cognitive Wellness CIC**
Mental health and wellbeing support
info@cognitivewellnesscic.com 0121 663 6590

**Citizen Coaching and Counselling**
Counselling and anger management services
hello@citizencoaching.com 0121 314 7075

**Disability Resource Centre**
Health and wellbeing for disabled people
iapt@disability.co.uk 0303 040 2040

**Health Exchange**
Mental health and wellbeing support
mhadminandtriage@healthexchange.org.uk
0121 663 1559

**MyTime**
Mental Health and Domestic Abuse Services
mytimeinfo@richmondfellowship.org.uk
0121 766 6699

**Newman Health & Wellbeing**
Counselling services
counselling@newman.ac.uk 0121 387 4580

**Our Roots CIC**
Strengthening the roots to wellbeing
info@ourrootscic.com 0121 439 9045

**Pattigift Therapy**
Raising the bar of culturally competent therapy
admin@pattigifttherapy.com 0121 236 3551

**St Martin's Counselling & Psychotherapy**
Counselling services
counselling@smchh.co.uk 0121 600 6025

**Women's Consortium**
Strengthening valuable lives
therapy@womensconsortium.org.uk

**Spring to Life CIC**
Growing Well-being
info@springlife.org.uk 07856 277 028

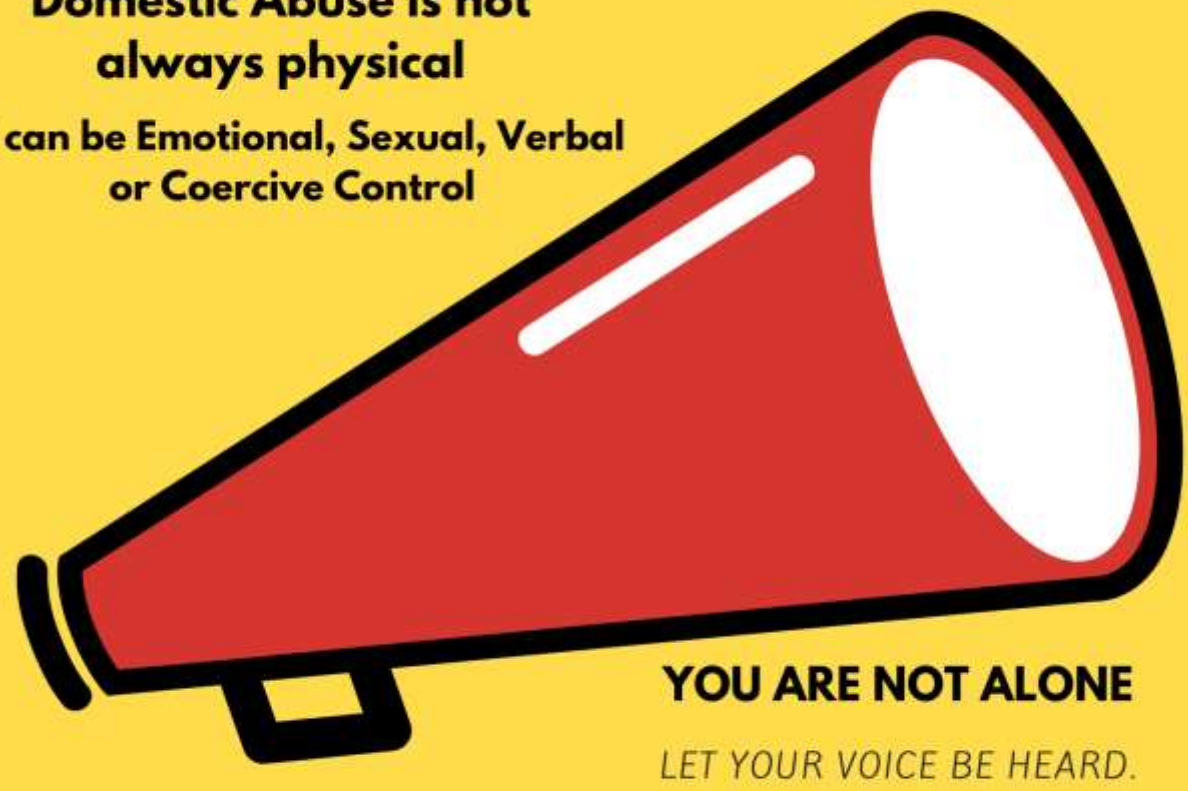
## 0121 663 1217 info@livingwellconsortium.com
## www.livingwellconsortium.com

Living Well Consortium is the trading subsidiary of Living Well UK, part of the Living Well Group.

# BREAK THE SILENCE

**Domestic Abuse is not always physical**

**It can be Emotional, Sexual, Verbal or Coercive Control**



**YOU ARE NOT ALONE**

*LET YOUR VOICE BE HEARD.*

**WE ARE HERE TO LISTEN & HELP**

**The Family Wellbeing Centre**
**21-25 Grantham Road**
**Birmingham**
**B11 1LU**

**SERVICE AVAILABLE FOR MALE & FEMALE VICTIMS*

*CALL: 07579764469/ 01216876767 EXT 218*
*EMAIL: ALKUMA@ACPGROUP.ORG.UK*

**Company limited by guarantee No. 3251512**
**Reg Charity No. 1060789**

# FREE ESSENTIAL DIGITAL SKILLS COURSES

## CLASS ROOM BASED WITH TUTOR

**JOIN OUR FREE BASIC DIGITAL SKILLS COURSE – REGISTER ON 10TH MARCH 2025**

**DATE: 10TH MARCH 2025**

**TIME: 10 AM – 1 PM**

**LOCATION: 25 GRANTHAM RD, SPARKBROOK, BIRMINGHAM B11 1LU**

- **WANT TO IMPROVE YOUR DIGITAL SKILLS?**
- **NEED HELP USING A COMPUTER, EMAIL, OR THE INTERNET?**
- **JOIN OUR FREE COURSE AND BOOST YOUR CONFIDENCE!**
- **LAPTOPS WILL BE PROVIDED TO USE ONSITE**

## HOW TO REGISTER:

**VISIT: WWW.ACPGROUP.ORG.UK**

**EMAIL: M.IMRAN@ACPGROUP.ORG.UK**



Free!

ARTS IN THE YARD

# HISTORIC YARDLEY
# ARTS CAFE



Residents are invited to join Arts In The Yard for a free arts activity and refreshments. All materials provided, everyone welcome!

## WEDNESDAYS 12.30PM - 2.30PM

28TH JANUARY
25TH FEBRUARY
25TH MARCH

EMAIL:
hello@artsintheyard.org

BLAKESLEY HALL MUSEUM
Blakesley Road
Yardley
B25 8RN

Birmingham City Council

Funded by UK Government

POWERED BY LEVELLING UP

West Midlands Combined Authority

COMMUNITY FUND

welcome change

# MINDFUL MONDAY

9:30am - 12:30pm



Come along to unwind, connect with your community, and enjoy a cuppa (or two!) with some delicious cake

It's the perfect chance to slow down, share good conversation, and take a little time for you

Start your mindfulness journey today and boost your wellbeing!

**Please call 0121 785 2218 for more information**

Glebe Farm Community Hub, Glebe Farm Road, B33 9NA

Mental Health & Wellbeing Hubs

Creative Support
Yardley Hub
195-197 Church Road
Birmingham
B25 8UR
0121 389 0213

# Open Afternoon

*For new and existing service users, likeminded organisations and professionals*



**Wednesday**
**12.30pm - 2.00pm**

**4th February**
**4th March**
**1st April**



- Find out what support we offer / refer yourself
- Get to know our staff and volunteers
- Share your feedback about the service
- Have a cuppa in a safe space

**www.birminghammentalhealth.org.uk**

mind Birmingham

Our service is free of charge for adults over the age of 18 experiencing long term mental health difficulties

Creative Support WE CARE


SANE
Need to talk about your mental health?
SANE
0300 304 7000
Open 4-10pm, every day
SAMARITANS
116 123
Open all day every day
mind
0300 102 1234
Open 9am-6pm, weekdays
NHS
111, press option 2
Open all day, every day
For anyone under 35:
PAPYRUS
PREVENTION OF YOUNG SUICIDE
0800 068 4141
Open all day, every day
Share this for anyone who might need it.

Quinton Methodist Church

# Warm Welcome Thursday

## 10:30am to 2pm:

## 12th February

## 12th March

## 9th April

Drop in for tea and coffee,a chat and fun activities.

Household Support Fund - during the morning - information about possible help that may be available to help with household costs.

Come along and keep warm, have a drink and a chat

Bring your own lunch if you wish.



Look forward to seeing you!


Warm Welcome Space
Highfield Hall Community Centre
TEA COFFEE SOUP
SANDWICH TOAST
Every Monday 1:00 till 4:00
GAIN
"COME FOR HOT DRINK AND FREE ADVICE"
GAIN is a service dedicated to adults aged 25+ with no dependant children, providing advice and support to improve overall health and wellbeing
Come and have a light refreshments
Personalised Service | Health & Wellbeing
Financial Inclusion & Money Management
Social, Community & Family Engagement
Digital | Housing Issues
0121 439 2690
citizens advice Mid Mercia
Birmingham ageUK
Birmingham City Council
Highfield Hall

FLIP DA SCRIPT CIC

# ADVICE HUB

**Weekly Drop-in Centre Offering Free, Independent, and Impartial Advice And Guidance**

- HOUSING SUPPORT
- WELLFARE SUPPORT
- FORM FILLING
- EMPLOYMENT SUPPORT

**Wednesday 11am - 2pm**
**93 Alcester Road, Birmingham, B13 8DD**

MOSELEY HIVE

no appointment needed
just pop in!
07398797099

www.flipdascript.co.uk

FLIP DA SCRIPT
OWN YOUR STORY

# IMMIGRATION ADVICE SERVICE!

**Monthly Workshops**
**10:30am-2:00pm**

**TO BOOK**

01216876767
07579764469
alkuma@acpgroup.org.uk

Ashiana Community Project
21-25 Grantham Road
Birmingham
B11 1LU

ACP is working in Partnership with Sterling Immigration Ltd to answer all your immigration needs.

STERLING IMMIGRATION LTD.

## SERVICES

- Spouse/Partner/Child visa Family Reunion
- Student/Graduate Visas
- Skilled Worker (Work/Business visas)
- Sponsor License
- Leave to Remain (Domestic Violence Concession)
- Bail/Deportation
- EEA Nationals and family members
- British Citizenship/Registration
- Visit Visas (tourist/family/marriage/ business visit)
- Asylum/Refugees
- Appeals

**Bringing you a Free and Confidential Service!**

**Free 30 min slots**

**Bilingual staff available**

# Community Network Support Team
## Overview

**Community Network Support Officers (CNSO's) focus on...**

- **Building links** within communities to **connect people together**
- **Linking citizens** to networks of support within their **local area**
- Offering information on **community activities**
- A **city-wide service,** which covers the **whole of Birmingham**

**The CNST is a citywide service, covering all of Birmingham**




**Email us at**
CNSOTeam@birmingham.gov.uk
or
**View our Drop in centres at**

Birmingham Connect to Support

The **Community Directory** includes over **1700 groups, organizations, and locations for free or low-cost support.** Scan the QR code for more information.

Birmingham City Council
Adult Social Care

# Free, specialist legal advice and representation Birmingham

Central England Law Centre



**Central England Law Centre provides free specialist legal advice in seven areas of social welfare law to those most in need and uses legal processes to fight inequality**

- Asylum & immigration law
- Child & family law
- Housing law
- Employment & discrimination law
- Health & social care law
- Public law
- Welfare rights law

**Our mission is to embed rights in our communities to reduce inequalities, challenge unfair systems and advance social justice through specialist legal advice and education**

## Central England Law Centre:

- Advocates for people
- Challenges unfair decisions
- Takes cases to the highest court
- Partners with other support services



*I was in a terrible state financially, had fallen behind on my rent, and felt like I had no one to turn to. Somebody suggested Central England Law Centre and I contacted them. I worked with different people and with their assistance was able to fix my problems. If I hadn't who knows where I would be now?*

Housing client supported by the Law Centre to stay in her home

centralenglandlc.org.uk/birmingham | 0121 227 6540

Birmingham ageUK
Let's change how we age

# Wellbeing Activities - Timetable

## Monday

Outdoors

10:30am - 11:30am
**Walk & Talk**
Sheldon Country Park

Telephone group

14:00 - 15:00pm
**Gardening chat**

## Tuesday

Indoor Activity

11am - 12pm
**Pilates**
Oscott Community Centre

Outdoors

14:00 - 15:00pm
**Walk & Talk**
Lightwoods Park

## Wednesday

Indoor Activity

11am - 12pm
**Sit, Move & Be Fit**
Kenrick Centre, Harborne

Telephone group

14:00 - 16:00pm
**Bereavement support**

## Thursday

Indoor Activity

11am - 12:30pm
**Friendship group**
Erdington Library

Indoor Activity

11am - 12:30pm
**Sit, Move & Be Fit (Adapted)**
Yardley Hub

Outdoors

11am - 12pm
**Walk & Talk (Adapted)**
Kings Heath Park

Telephone group

14:00 - 15:00pm
**Quiz**

## Friday

Indoor Activity

11am - 12pm
**Walking Netball**
Old Oscott Community Centre

Indoor Activity

11am - 12:30pm
**Friendship group**
Kings Heath Library

Indoor Activity

11am - 13:00pm
**Friendship group**
Bartley Green Library

## Sunday

Telephone group

11:30am - 12:30pm
**Sunday Chat**



**To book for any of our activities contact**
**0121 437 0033**
**email for information:**
**wellbeing@ageukbirmingham.org.uk**


FREE
FUNCTIONAL SKILLS
ENGLISH
COURSE
IMPROVE YOUR
ENGLISH
COMMUNICATION
READING AND
WRITING SKILLS
ACCREDITED
QUALIFICATION
LEVEL 1 & 2
BOOK YOUR SLOT
email
m.imran@acpgroup.org.uk




# FAMILY SUPPORT SERVICES AND RESOURCES

**“Even though Aspect Housing does not accommodate families, we recognise that some of our residents are parents who are not living with their children and might find the following information of interest.”**

# HEY, FAMILIES OF BIRMINGHAM!

## WANT TO LIVE A HEALTHIER LIFESTYLE?



JOIN OUR FREE, FUN, FAMILY-FOCUSED COURSES
TO HELP YOU AND YOUR CHILDREN MAKE
HEALTHY HABITS FOR LIFE!



Bf BeeZee Families

beezee bodies | Birmingham City Council



small changes make a
BIG difference

SCAN ME WITH YOUR PHONE CAMERA!

SIGN UP FOR YOUR FAMILY'S FREE PLACE AT
WWW.BEEZEEBODIES.COM/FAMILIES



FOUR OPTIONS TO CHOOSE FROM...




**BeeZee Academy**
Get free access to our online library to learn about healthy habits and routines in your own time.




**BeeZee Live**
Weekly webinars led by our family health experts to help your family be healthier.




**BeeZee Families**
The whole family can join in with our groups in Birmingham! Includes cooking lessons & physical activity.




**BeeZee Lite**
A one hour chat with a family health expert to talk about ways your family can be healthier.

BY THE WAY... ALL OUR SERVICES ARE FREE

*To be eligible for this awesome free service, your family must live/go to school/be registered with a GP in Birmingham and include one child age 3-13 who is above their ideal healthy weight.

beezee bodies 03308 186308 www.beezeebodies.com/families

Birmingham City Council

# BRING IT ON BRUM! PROGRAMME UPDATE- BIRMINGHAM SCHOOL HOLIDAYS INVITIATIVE

The following is information of when the next series of children holiday clubs will be delivered by the Programme this year, starting in the Easter school holiday of April 2026. We will feature any future updates regarding the Programme's activities and free meals when known, for the attention of our relevant residents who have children.




Join hundreds of families across the city and subscribe to the **Bring it on Brum! Digital Newsletter**.
Be the first to receive updates on the Bring it on Brum! Programme, and other free opportunities available across the city.
**https://www.bringitonbrum.co.uk/contact-us/**

Hall Green Families

# WE ARE HERE TO HELP FAMILIES



Hall Green Families supports children, young people and families across Hall Green, Balsall Heath, Springfield, Sparkbrook, Sparkhill, Moseley and Kings Heath.

**Our support is free and confidential.**

We can work with education, health and community partners to support the whole family.

Ask your school, health visitor, children's centre, GP, community or faith centre to complete a Family Connect Form.

Scan with your Smart Phone

Phone/ Text/ WhatsApp us on **0757 0953 519**
Email: **hallgreen.families@greensquareaccord.co.uk**
Website: **hallgreencommunities.org.uk/familysupport**
Follow us on **@HallGreenFamilies**

GreenSquareAccord's Hall Green Families team, as part of the Birmingham Children's Partnership.
For more information please search '**Birmingham Children's Partnership**' at www.birmingham.gov.uk

Green Square Accord

Birmingham Children's Partnership

bvsc

# WE CAN SUPPORT YOU WITH...

Hall Green Families

- Food & Energy
- Youth Support
- Domestic Abuse
- Emergency Funding
- Money & debt advice
- Data & IT
- Under 5's Support
- Uniforms & Clothes
- Parenting
- Special Needs
- Bereavement
- Housing
- Sexual Health
- Mental Health
- Play

Phone/ Text/ WhatsApp us on **0757 0953 519**

**Email:hallgreen.families@greensquareaccord.co.uk**

**Website: hallgreencommunities.org.uk/familysupport**

Follow us on **@HallGreenFamilies**

Sparkbrook

# Children's Zone



@SparkbrookCZ

## Supporting children and families to live happy, healthy lives in Birmingham.

This service is available to all patients under the age of 16 registered with one of these GPs: Balsall Heath Health Centre, Fernley Medical Centre, The Hill General Practice, Highgate Medical Centre, The Brook Surgery, St George's Surgery and Springfield Medical Practice.

Our specialist team can help with all children's health needs.

We also offer families support with parenting, wellbeing, food, money, housing advice, safety and abuse. Interpreting services are available.

**Appointments are available:**

**Mondays** at
**Balsall Heath Health Centre**
43 Edward Rd, B12 9LP

**Thursdays** at
**Sparkbrook Community and Health Centre**
34 Grantham Road, B11 1LU

**Our partners**

Birmingham and Solihull Integrated Care System
Caring about healthier lives

NHS Birmingham Women's and Children's NHS Foundation Trust

SDS South DOC Services

Hall Green Families

Green Square Accord

Birmingham Children's Partnership

**To book an appointment or find out more information, please ask your GP practice.**

# Legal Advice Clinic

## Family matters

Ashiana Community Project is working collaboratively with Greens Solicitors to bring you FREE & CONFIDENTIAL advice clinics once a month!

Book your 20 min slot now!

acp

GREENS SOLICITORS LTD

### TOPICS INCLUDE:-

- Family Law
- Child Contact & Residence
- Care matters/ Social Services involvement
- Divorce & Finances
- Domestic Abuse

**BILINGUAL STAFF AVAILABLE ON REQUEST**

MONTHLY SESSIONS!

Ashiana Community Project
21-25 Grantham Road
B11 1LU

Call Alkuma to book
07579764469




# PERSONAL SAFETY AND CRIME PREVENTION INFORMATION



# REGISTRATION OF PERSONAL BELONGINGS – CRIMINAL THEFT PREVENTION




## Keep this card in a safe place

**Thieves and pickpockets want your phone – don't make it easy for them to take it.**

YOUR PHONE

*Think how you'd feel if you lost your contact numbers, photos, videos and music...*

### Stay Safe:

- **Be discreet** on the street – keep your phone and other valuables out of sight
- **Stay alert** – don't let headphones block out traffic, strangers or potential trouble
- **Listen** to your instincts – know your route, avoid dark places and if you don't feel safe, move to a busier area
- **Never** let a stranger use your phone. If it is an emergency, dial 999 on their behalf
- **Note down** the unique IMEI number below - you will need this number to report a stolen phone. Key *#06# into your mobile and it will display this number IMEI no.

  .....
- **Mark** your postcode and door number in UV pen on your phone
- **Register** for free at www.immobilise.com to help get a lost or stolen phone back
- **Trace** lost or stolen phones by activating the tracker app or downloading a reputable one from your app store
- **Block your phone** – call your network provider or 08701 123 123

**Report crime or suspicious behaviour to police on 101. In an emergency dial 999***

*If you falsely report your phone as stolen you could be prosecuted.

west midlands police and crime commissioner

Working in partnership, making communities safer
www.west-midlands.police.uk


MICK AND PAULA LOST THEIR MOBILE AND ALL THEIR TREASURED MEMORIES...
ALL THE PHOTOS AND VIDEOS ON MY PHONE HAVE GONE FOREVER!
I WISH I HAD REGISTERED THE PHONE LIKE PAULA SAID.
REGISTER YOUR PROPERTY SO YOU'RE MORE LIKELY TO GET IT BACK
VISIT WWW.REGISTERMYTHINGS.CO.UK
VISIT WWW.REGISTERMYTHINGS.CO.UK
AND CLICK ON 'IMMOBILISE' FOR MORE INFORMATION


IF YOU'VE EVER LOST YOUR MOBILE PHONE OR A VALUED PERSONAL ITEM, THEN YOU KNOW HOW INCONVENIENT AND SOMETIMES DISTRESSING THIS CAN BE.
IT'S EVEN WORSE IF YOU HAVE EVER BEEN A VICTIM OF THEFT.
That is why West Midlands Police are encouraging members of the public to register their phones, MP3 players, sat nav units and laptops on the UK's largest, free database 'Immobilise'. If a lost or stolen item, particularly a mobile phone, is retrieved by police, they check the Immobilise database for registration details and get the items back to the registered owner.
West Midlands Police are committed to returning any retrieved property. That is why we are asking you to register your things so you're more likely to get them back.
REGISTER ALL YOUR ITEMS INCLUDING:
MP3 PLAYERS
LAPTOPS
CAMERAS
TELEVISIONS
CONSOLES
MOBILES
VISIT WWW.REGISTERMYTHINGS.CO.UK
AND CLICK ON 'IMMOBILISE' FOR MORE INFORMATION

# Spot the Scam

Birmingham City Council

**FREE**

**Limited spaces**

Spot the scam interactive session
Tues 3rd March, 11.30 am-1 pm
AT: St Thomas Church Hall, Garrets Green Lane, Garrets Green B26 2SA

**phishing examples**

Real examples of phishing emails and text messages.

Fake website

How to check web addresses and spot fake websites.

**social media scams**

Discussing social media scams and fake adverts

Join us to learn how to protect yourself online!

Digital NNS

**To book your spot, please email us at ynnsgrants@disability.co.uk**

YNNS



# Get Safe Online

Get Safe Online is the UK's leading source of information and advice on online safety and security, for the public and small businesses. It is a not-for-profit, public/private sector partnership backed by law enforcement agencies and leading organisations in internet security, banking and retail.




For more information and expert, easy-to-follow, impartial advice on safeguarding yourself, your family, finances, devices and workplace, visit **www.getsafeonline.org**

If you think you have been a victim of fraud, report it to **Report Fraud** at **reportfraud.police.uk** or by calling **0300 123 2040**. If you are in Scotland, contact **Police Scotland** on **101**.

GET SAFE ONLINE

www.getsafeonline.org

OFFICIAL PARTNERS

airbnb · BARCLAYS · barclaycard · UK International Development · ARMY BE THE BEST · LLOYDS · HALIFAX · BANK OF SCOTLAND · viagogo · Llywodraeth Cymru Welsh Government · Report Fraud · NPCC · NATIONAL TRADING STANDARDS Protecting Consumers Safeguarding Businesses · Renfrewshire Council · cifas · neighbourhood ALERT · METROPOLITAN POLICE · Ofcom · VICTIM SUPPORT

# SUPPORTED EXEMPT ACCOMMODATION'S TOPIC FOR MARCH.

## Anti-Social Behaviour, Community Living & Responsibilities: *The following is summarised from the Aspect Housing resident handbook.*




Living in our shared accommodation works best when everyone feels safe, respected, and able to rest. This month's theme focuses on preventing anti-social behaviour (ASB) and creating a calmer, safer place to live.

### What is Anti-Social Behaviour (ASB)?

ASB is behaviour that causes harassment, alarm, or distress to others, or repeatedly disrupts the community. It can affect other residents, neighbours, staff, and visitors.

### Examples of ASB include:

- Loud music/TV, shouting, or noise late at night
- Aggressive behaviour, threats, intimidation, or arguments
- Visitors causing disruption or staying when not permitted.
- Damage to property (inside or outside).
- Drug-related activity, dealing, or unsafe behaviour.
- Harassment, discrimination, or bullying.
- Blocking entrances, stairwells, corridors, or fire exits.



**Why does it matter:** ASB can put tenancies at risk, increase stress for everyone, and may lead to warnings, restrictions, legal action, or eviction.

## Preventing ASB: small actions that make a big difference

### *Keep noise respectful.

- Use headphones where possible.
- Keep calls and TV/music low, especially in the evenings.
- Avoid slamming doors.

### *Be mindful with guests.

- Follow the house rules on visitors.
- You are responsible for your guests' behaviour.
- Do not bring anyone into the building who may cause risk or disruption.

### *Communicate early.

- Raise issues early with your Housing Support Worker instead of letting them build up.
- Avoid responding with anger—this can escalate quickly.

### *Respect shared spaces.

- Shared areas are for everyone—keep them tidy and safe.
- Do not leave belongings in corridors (this is a fire risk)



## Living well in shared accommodation

Shared living means everyone needs to play their part.

### *Good shared-living habits

- Clean up after yourself (wipe surfaces, wash up, dispose of rubbish)
- Label your food if house rules require it.
- Do not take other people's belongings or food.
- Be considerate with bathroom time, especially mornings and evenings.
- Report repairs and hazards (leaks, broken locks, lights out)

### *Respect and inclusion

Everyone comes from different backgrounds, beliefs, needs, and experiences. Bullying, discrimination, and disrespectful language are not acceptable.




## If there's a problem: what to do

***If it's not urgent:** speak to your Housing Support Worker and report the issue calmly with clear details (what happened, where, when).

***If you feel unsafe or it's serious:** move to a safer place, contact staff immediately, and call **999** if there is immediate danger or a crime in progress.

***If it's a neighbour dispute:** avoid confrontation and let staff help mediate where appropriate.




## Top 10 reminders for a safe and respectful home

1. Keep noise down late evenings/nights and early mornings.
2. Don't let unknown people into the building (no "tailgating")
3. Keep doors locked and never prop fire doors open.
4. Corridors and stairwells must stay clear (fire safety)
5. Visitors must follow house rules—you are responsible for them.
6. No overnight visitors unless house rules allow it.
7. Clean up after yourself in kitchens and bathrooms.
8. Don't take other residents' food or belongings.
9. Report repairs, hazards, pests, and lost keys/fobs straight away.
10. If you're struggling (including with substance issues), tell staff early—support is available.

## CUCKOOING: WHAT IS IT AND HOW TO STAY SAFE

Cuckooing is when someone (often linked to criminal activity) takes over a person's home and uses it to commit crime—for example dealing drugs, storing weapons, or hiding stolen goods. It often targets people who may be isolated or vulnerable, including people living in supported housing.



## How can cuckooing happen?

People involved may:

- Befriend you or build trust quickly (gifts, attention, “helping out”)
- Ask to “stay one night” or “just for a bit” and then refuse to leave.
- Offer money, drugs, alcohol, or “protection” in exchange for access to your room/flat.
- Pressure, threaten, or intimidate you (including threats to you or your family)
- Bring other people to the property, causing noise, damage, ASB, or complaints.

## Warning signs

You might notice:

- New people coming and going at unusual times.
- You feel unable to say no or frightened in your property.
- Someone controlling who you see, where you go, or your phone.
- Unexplained items in your room/flat (bags, “packages”, weapons, drugs)
- Pressure to lend money, share bank details, or hand over your keys.

## Why it's serious

Cuckooing is exploitation. You are not to blame if someone targets you. However, it can put you and others at risk and may lead to safeguarding concerns, police involvement, and tenancy risk if serious ASB/criminal activity is linked to the address.

## How to protect yourself

- Do not let anyone into the building you don't know or who isn't visiting for a legitimate reason.
- Do not share keys, door codes, or fobs with anyone.
- Be cautious if someone you've just met asks to stay over, store items, or use your address.
- Trust your instincts—if something feels wrong, get help early.

## What to do if you're worried

- Speak to your Housing Support Worker or Aspect Housing staff immediately—even if you are unsure.
- If you feel in danger, call **999.**
- If it's not an emergency, call **101** or report online via your local police website.

**Remember:** You deserve to feel safe where you live. If anyone is pressuring you, using your room, or making you feel unsafe, tell staff as soon as possible—we will take it seriously and support you.

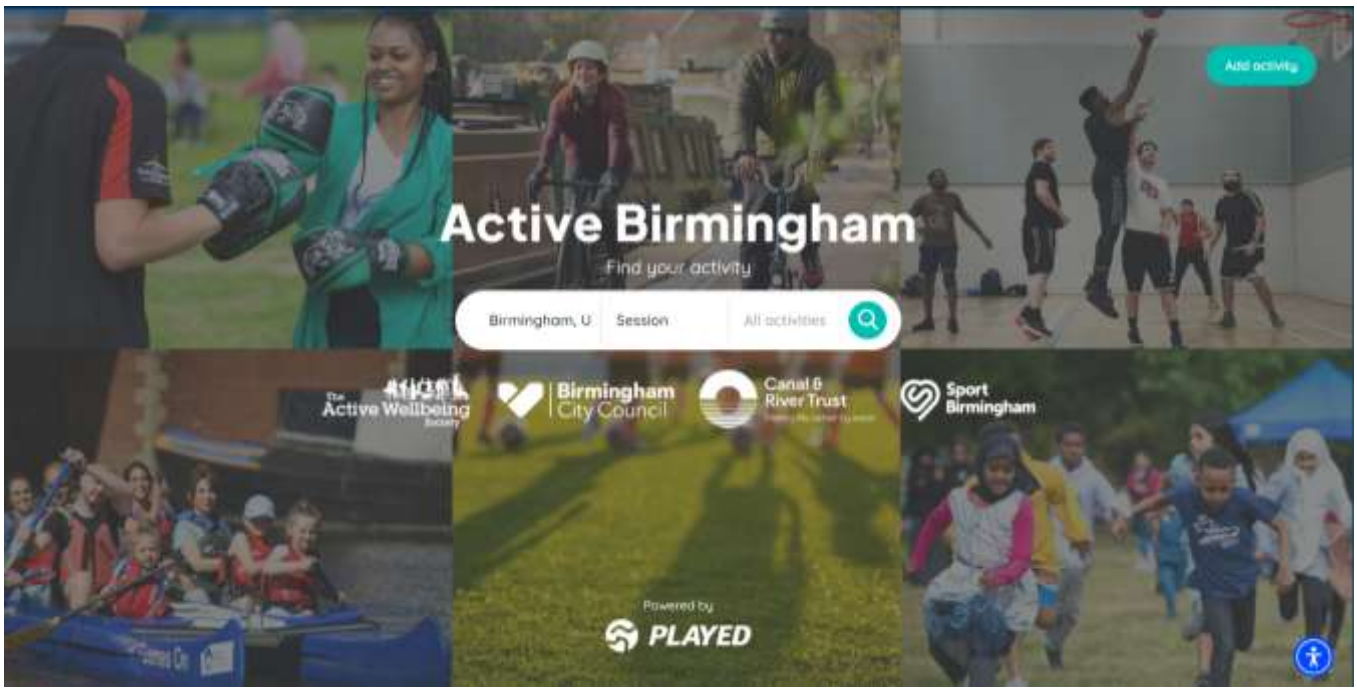




# INFORMATION ON FUTURE RECREATIONAL AND LEISURE ACTIVITIES, INCLUDING RELIGIOUS CELEBRATIONS



# LOCAL SPORTS AND PHYSICAL ACTIVITY OPPORTUNITIES IN BIRMINGHAM




You can find out about activities in your local area by visiting the **Active Birmingham**'s website. A number of the listed activities are free.

## https://activebirmingham.co.uk/



# RAMADAN 2026



As in previous years, Muslim staff members and residents are now observing the holy month of **Ramadan**, which began on the evening of **Wednesday 18th February 2026** (or **Thursday 19th February 2026**), depending on the sighting of the crescent moon.

**Key expected dates (subject to moon sighting)**

- **First fast:** Took place on **Thursday 19th February 2026** (for many regions)
- **Laylat al-Qadr (27th night):** Expected on the **evening of Monday 16th March 2026**
- **End of Ramadan:** Expected to be around **Thursday 19th March 2026**
- **Eid al-Fitr:** Most likely **Friday 20th March 2026** (may vary by one day)

## Fasting in the UK during Ramadan 2026

Muslims in the UK have been fasting for approximately **14 hours per day**. The exact times of **Suhoor** (pre-dawn meal) and **Iftar** (meal at sunset) will vary by location.

During daylight hours, Muslims abstain from food, drink, and other physical needs. However, exemptions may apply, including for:

- people who are unwell or whose health may be affected by fasting.
- pregnant or breastfeeding women
- people with diabetes or other medical conditions
- the elderly and young children

We will be carrying out wellbeing checks with our Muslim residents during Ramadan.



# EID AL FITR 2026

Following the completion of Ramadan, **Eid al-Fitr** is expected to begin on the **evening of 19th or 20th March 2026**, depending on the sighting of the Shawwal moon.

Eid al-Fitr, meaning *"Festival of Breaking the Fast"*, is a time of joy, reflection, and community.

## Traditions include:




- special prayers in mosques
- spending time with family and friends
- giving charity (**Zakat al-Fitr**)
- exchanging gifts



# Ramadan

## Timetable 2026/1447

## BIRMINGHAM

| DATE | RAMADAN | FAJR | SUNRISE | DHUHR | ASR | MAGHRIB | ISHA |
|---|---|---|---|---|---|---|---|
| Weds 18th February | 1ST RAMADAN* | 5:41 | 7:18 | 12:26 | 14:59 | 17:29 | 18:51 |
| Thurs 19th February | 2 | 5:39 | 7:16 | 12:26 | 14:58 | 17:31 | 18:53 |
| Fri 20th February | 3 | 5:37 | 7:14 | 12:26 | 14:57 | 17:33 | 18:54 |
| Sat 21st February | 4 | 5:35 | 7:12 | 12:26 | 14:56 | 17:35 | 18:56 |
| Sun 22nd February | 5 | 5:33 | 7:09 | 12:26 | 14:55 | 17:37 | 18:58 |
| Mon 23rd February | 6 | 5:31 | 7:07 | 12:26 | 14:53 | 17:39 | 18:59 |
| Tues 24th February | 7 | 5:29 | 7:05 | 12:26 | 15:02 | 17:40 | 19:01 |
| Weds 25th February | 8 | 5:27 | 7:03 | 12:26 | 15:04 | 17:42 | 19:02 |
| Thurs 26th February | 9 | 5:25 | 7:01 | 12:25 | 15:05 | 17:44 | 19:04 |
| Fri 27th February | 10 | 5:23 | 6:59 | 12:25 | 15:06 | 17:46 | 19:06 |
| Sat 28th February | 11 | 5:21 | 6:56 | 12:25 | 15:08 | 17:48 | 19:07 |
| Sun 1st March | 12 | 5:19 | 6:54 | 12:25 | 15:09 | 17:50 | 19:09 |
| Mon 2nd March | 13 | 5:17 | 6:52 | 12:25 | 15:10 | 17:51 | 19:10 |
| Tues 3rd March | 14 | 5:14 | 6:50 | 12:24 | 15:11 | 17:53 | 19:12 |
| Weds 4th March | 15 | 5:12 | 6:48 | 12:24 | 15:13 | 17:55 | 19:14 |
| Thurs 5th March | 16 | 5:10 | 6:45 | 12:24 | 15:14 | 17:57 | 19:15 |
| Fri 6th March | 17 | 5:08 | 6:43 | 12:24 | 15:15 | 17:59 | 19:17 |
| Sat 7th March | 18 | 5:06 | 6:41 | 12:24 | 15:16 | 18:01 | 19:18 |
| Sun 8th March | 19 | 5:03 | 6:38 | 12:23 | 15:18 | 18:02 | 19:20 |
| Mon 9th March | 20 | 5:01 | 6:36 | 12:23 | 15:19 | 18:04 | 19:21 |
| Tues 10th March | 21 | 4:59 | 6:34 | 12:23 | 15:20 | 18:06 | 19:23 |
| Weds 11th March | 22 | 4:57 | 6:31 | 12:23 | 15:21 | 18:08 | 19:24 |
| Thurs 12th March | 23 | 4:55 | 6:29 | 12:22 | 15:23 | 18:10 | 19:26 |
| Fri 13th March | 24 | 4:52 | 6:27 | 12:22 | 15:24 | 18:11 | 19:28 |
| Sat 14th March | 25 | 4:50 | 6:24 | 12:22 | 15:25 | 18:13 | 19:29 |
| Sun 15th March | 26 | 4:48 | 6:22 | 12:21 | 15:26 | 18:15 | 19:31 |
| Mon 16th March | 27 | 4:46 | 6:20 | 12:21 | 15:27 | 18:17 | 19:32 |
| Tues 17th March | 28 | 4:43 | 6:17 | 12:21 | 15:28 | 18:18 | 19:34 |
| Weds 18th March | 29 | 4:41 | 6:15 | 12:21 | 15:29 | 18:20 | 19:35 |
| Thurs 19th March | 30 | 4:39 | 6:13 | 12:20 | 15:30 | 18:22 | 19:37 |
| Fri 20th March | EID UL-FITR* | 4:37 | 6:10 | 12:20 | 15:32 | 18:24 | 19:38 |

*Please note:* *The beginning and end of Ramadan will be confirmed upon the sighting of the new moon. The prayer times listed are start times however Jamaat times may be different.*

"There are three whose du'as are not rejected: *a just ruler, the fasting person when he breaks his fast* and *the prayer of the oppressed person.*"

[HADITH | TIRMIDHI]

**Du'a for breaking fast:**

ذَهَبَ الظَّمَأُ
وَابْتَلَّتِ الْعُرُوقُ
وَثَبَتَ الأَجْرُ إِنْ شَاءَ اللهُ

**Transliteration:**
*Dhahabadh-dhama',*
*wabtillatil 'urooq,*
*wa thabatal ajru*
*inshaa'Allah.*

**Translation:**
*The thirst is gone,*
*the veins are moistened,*
*and the reward is certain*
*if Allah wills.*

Your
**Zakat**
**&**
**Sadaqah**
is sacred

Donate now

SALAM ISLAM

# 10 TIPS FOR A HEALTHIER RAMADAN

Never skip pre-dawn meal (*Suhoor*)



Avoid overeating during Iftar (dinner)



Limit fat, sugar and salt intake



Eat slowly during *Iftar*, to avoid overeating and indigestion



Break your fast with few dates







Keep a regular sleep schedule



Have less caffeine-based drinks such as tea, coffee and cola



Have plenty of water and hydrating foods (between Iftar and Suhoor)

choose the right foods to sustain you through the fasting hours, like the foods rich in Carbohydrates and fiber



Take a short walk after *Iftar*



# FUTURE RAMADAN EVENT IN SMALL HEATH, BIRMINGHAM




**From 4th to 8th March 2026, from 5.30pm to 11.30pm**

Please visit on the following website to find out more about this exciting event and activities, hosted by Birmingham Football Club

**https://www.soulcityarts.com/ramadanstreets/**

# FUTURE SOCIAL AWARENESS DAYS/CAMPAIGNS

***International Women's Day.**
**(March 2026)**
https://www.internationalwomensday.com/

***'No Smoking' Health Education Awareness Day.**
**(March 2026)**
https://www.niquitin.co.uk/national-no-smoking-day/

***Stress Awareness Month.**
**(April 2026)**
https://www.stress.org.uk/

***National Walking Month.**
**(May 2026)**
https://www.livingstreets.org.uk/get-involved/national-walking-month/

***Crime Prevention & Neighbourhood Watch Week.**
**(June 2026)**
https://www.ourwatch.org.uk/nwweek



# INTERNATIONAL WOMEN'S DAY 2026

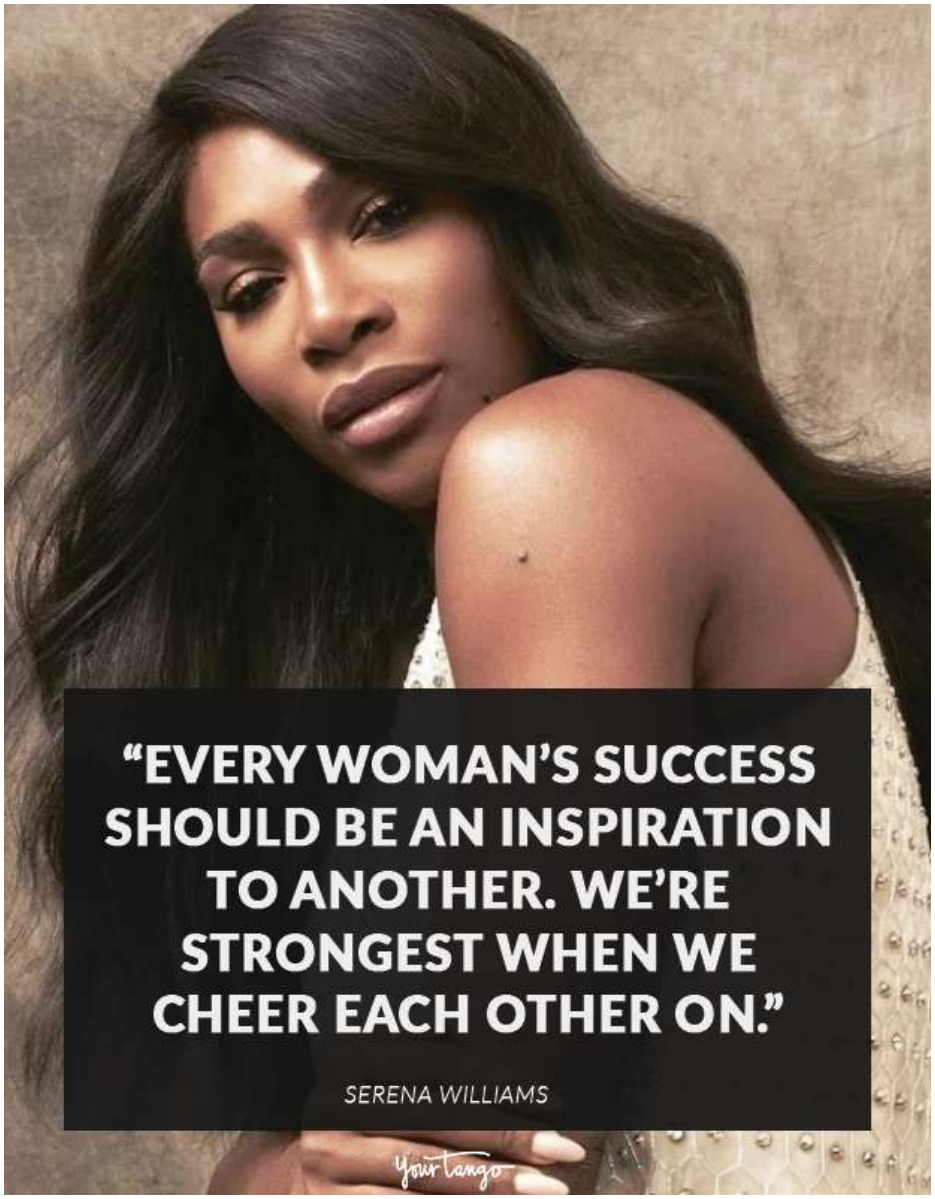



International Women's Day (IWD) is an important opportunity to **empower, educate, and inspire women**—particularly those living in **Supported Exempt Accommodation (SEA)** due to difficult personal circumstances, including domestic abuse.

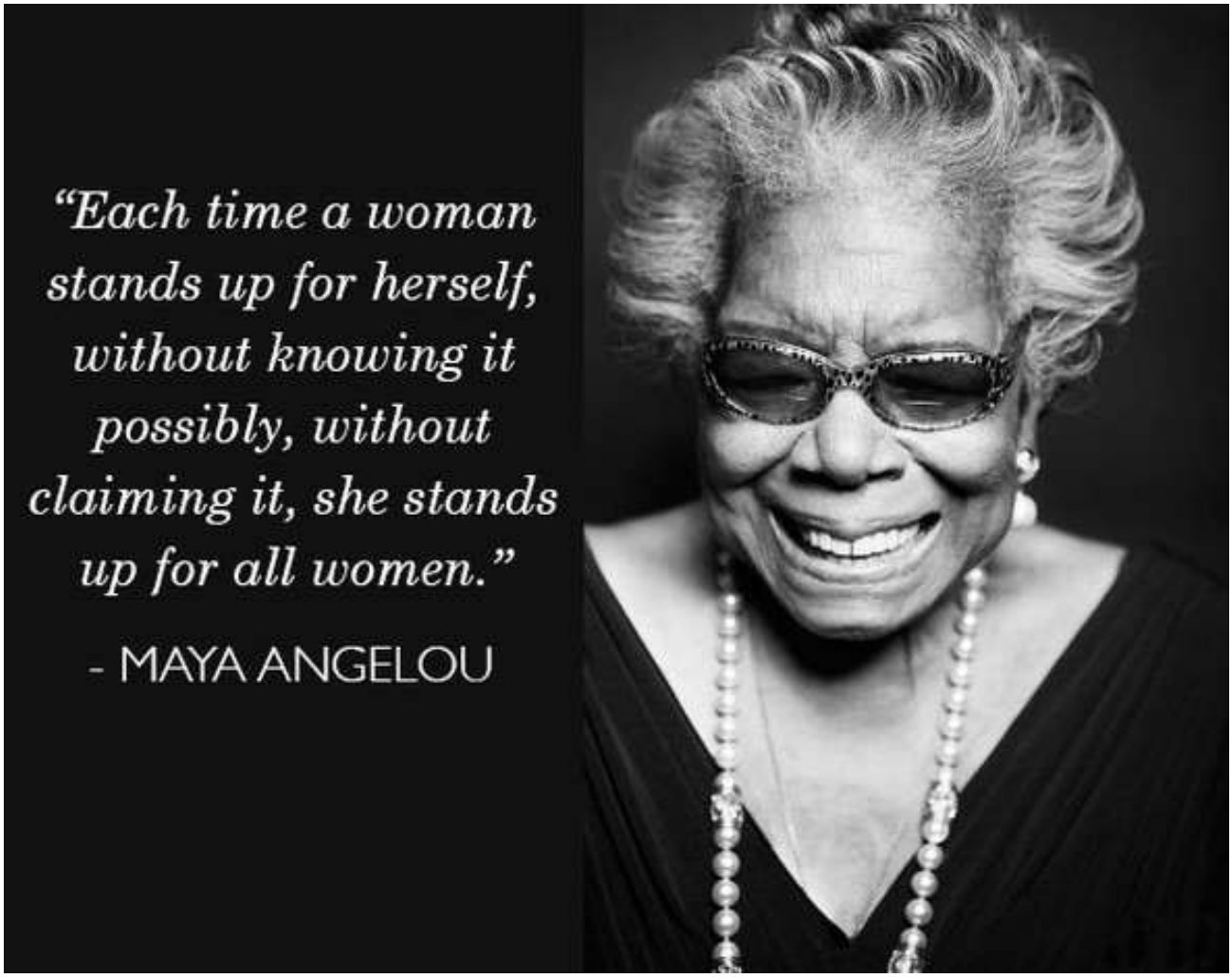
A few of our female residents have experienced significant hardship, including domestic abuse, homelessness, financial pressures, and mental health challenges. These experiences have led them to seek safety and stability in temporary supported accommodation.

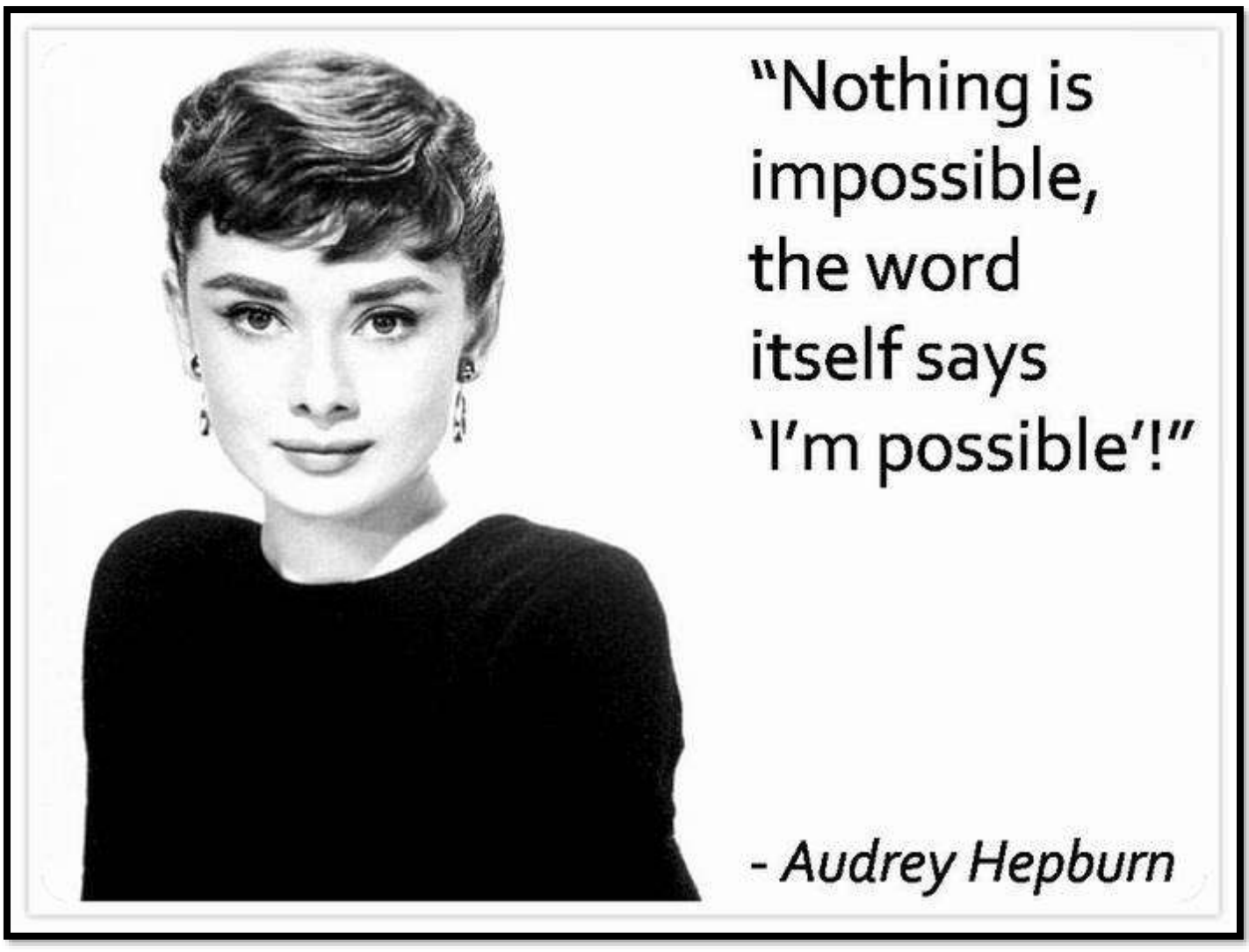
Recognising IWD is important because it acknowledges residents' resilience, raises awareness of gender-based challenges, and helps connect women to vital support services.

By promoting IWD, we can celebrate achievements, encourage confidence and independence, and strengthen a sense of community where women feel valued and supported. It also provides an opportunity to highlight available resources—such as counselling, employability programmes, and legal advice—so that anyone who needs support knows where to turn.

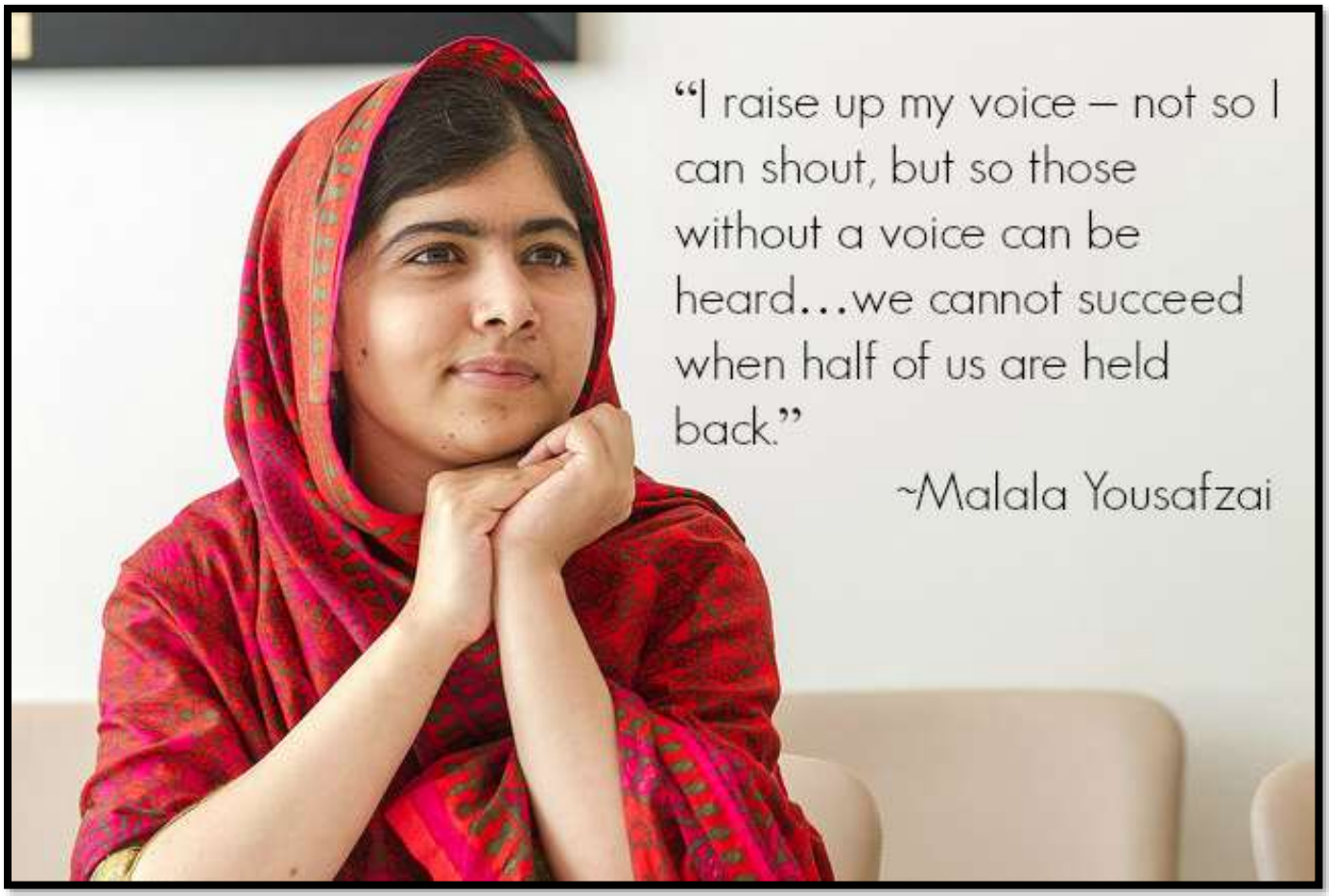

"EVERY WOMAN'S SUCCESS SHOULD BE AN INSPIRATION TO ANOTHER. WE'RE STRONGEST WHEN WE CHEER EACH OTHER ON."
SERENA WILLIAMS
Your Tango


"You must never
be fearful about
what you are
doing when it is
right."
Rosa Parks


"Each time a woman stands up for herself, without knowing it possibly, without claiming it, she stands up for all women."
- MAYA ANGELOU


"Nothing is impossible, the word itself says 'I'm possible'!"
- Audrey Hepburn


If you want something said, ask a man. If you want something done, ask a woman.
MARGARET THATCHER


"I raise up my voice – not so I can shout, but so those without a voice can be heard...we cannot succeed when half of us are held back."
~Malala Yousafzai

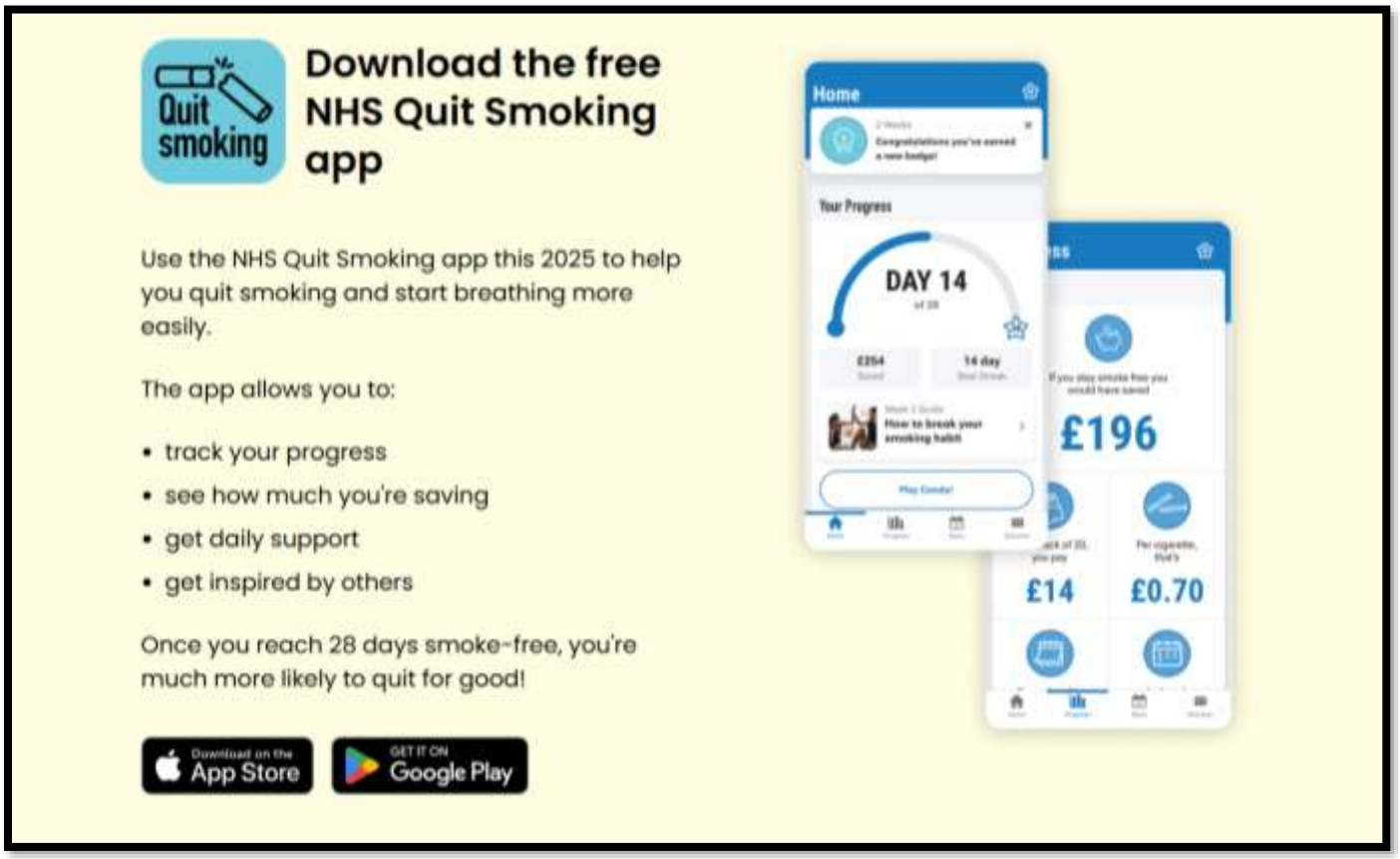
# NO SMOKING HEALTH EDUCATION AWARENESS DAY

***(taken from https://www.nhs.uk/better-health/quit-smoking/)***

If any of our residents are thinking about quitting smoking, now is the perfect time to take that step. The moment you stop, your body begins to heal, bringing immediate and long-term health benefits.

It's never too late to quit, and with the right support, it's much easier than you think. Why not start by downloading the free **NHS Quit Smoking app**? It can help you track your progress, stay motivated, and access useful tips to make quitting easier.

You don't have to just think about a life without smoking—you can live it! Support is available to help you every step of the way.



# MORE ANIMAL RELATED JOKES TO MAKE YOU SMILE!











