



Tipton Community Guide

Guide Contents

This document is designed to provide useful information to support people and contains information both specific to Tipton and Sandwell and broadly covers the following areas:

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Please note: These are a list of resources and are in no way indicating endorsement of any services. Information is correct at point of printing in August 2025.

If you are having a medical emergency or you are in a life-threatening situation, please call 999 or attend your local A+E department.

For help in a mental health crisis, contact the NHS 111 service – please call 111 and select option 2. If you would prefer to text this service, you can contact 07860 025 281.

Tipton Community Facilities & Activities (community centres, sports clubs, libraries etc.)

Tipton Community Centres

Please contact the community centres below to find out about all the services being delivered, as new services arise and can change frequently.

Community Centre & Address	Summary of Services	Contact Details	Opening Times
Princes End Ward			
Life in Community CIC - Brook Street Community Centre – 1 Brook Street, Tipton, DY4 9DD	Life in Community is a community development organisation, and our mission as local residents is to empower other local people to become more actively involved in improving their health, well-being and life chances by supporting them to overcome the issues created by generational cycles of poverty. We offer a range of different services, with a focus on supporting individuals who are experiencing low-level mental to moderate mental health problems.	07752 659257 <u>Admin@lifeincommunity.org.uk</u> <u>https://www.facebook.com/LifeInComTipton</u> <u>https://twitter.com/LifeInComTipton</u> <u>https://www.instagram.com/lifeincomtipton/</u> Referrals can be made via the website for the specific services we offer - <u>https://lifeincommunity.org.uk/</u>	Monday 11am - 3pm Tuesday 1pm - 4pm Wednesday 9.30am – 12.30pm Friday 10.30am – 3.30pm
Murray Hall Community Trust – The Bridge, St Marks Road, Tipton, DY4 0SL	Murray Hall Community Trust is an established charity providing support across Sandwell and the Black Country. They provide a range of innovative services	01902 826513 <u>info@murrayhall.co.uk</u> <u>www.murrayhall.co.uk</u>	Monday to Thursday 9am – 5pm Friday 9am – 4.30pm

	for children, families, young people and adults, from early years to end of life care.		
Tipton Green Ward			
Brook Street Community Centre – 1 Brook Street, Tipton, DY4 9DD	Brook Street Community Centre serves the community as a centre delivering a range of activities from youth provision, wellbeing sessions, physical exercise to social gatherings, coffee sessions and a donation point (clothing and household items in good condition). The centre is also available to hire for meetings and activities.	0121 557 0371 <u>Tiptoncommunityhub@hotmail.com</u> <u>https://www.facebook.com/brookstreetcommunitycentre</u>	Opening times vary depending upon user group activities and private functions. Please call the centre prior to attending.
St Pauls Community Centre - Brick Kiln Street, Tipton, DY4 9BP.	The centre has a wide variety of activities available for all the community. The Centre also has an excellent function room with kitchen facilities available for parties and other events. St Pauls also has an outstanding community cafe so why not drop in for lunch or a cup of tea. Additional services include a Gym, Bingo, Carers	<u>stpaulscommunityassociation@hotmail.co.uk</u> 0121 557 4858	Monday 8am – 5pm Tuesday 8.30am – 4.30pm Wednesday 8am – 10pm Thursday 9am – 5pm Friday 9am – 1.30pm

	groups, dance classes, Karate, social groups for older people, photography group, religious groups and a Citizens Advice service.		
Tipton Muslim Community Centre – Wellington Road, Tipton, DY4 8RS	The centre is a thriving community hub providing a variety of services including employment support, welfare advice, health and recreational activities, training, youth activities, adult education classes and much more.	0121 557 6766 / 0121 557 0395 info@bwa-org.co.uk https://www.facebook.com/bwalimited/?locale=en_GB http://www.bwa-org.co.uk/	Monday – Friday 9am – 5pm
Unity Brew Community Café – 15 Unity Walk, Tipton, DY4 8QL	Unity Brew serves as a central hub for the local community. A relaxed, informal space where individuals from all backgrounds can connect, share experiences, and take part in community life. The café will host events, workshops, and sessions supporting Groundwork West Midlands projects, while also being available for local charities to deliver their own services or partner with us	https://www.groundwork.org.uk/westmidlands/news-blog/unity-brew-community-cafe/ Unity Brew Community Café Facebook Groundwork West Midlands Facebook	Monday – Friday 8am – 2.30pm

	to support residents.		
Great Bridge Ward			
Jubilee Park Community Centre – Powis Avenue, Tipton, DY4 0RJ	The centre is a thriving community hub and a place of welcome providing a variety of services including employment support, welfare advice, health activities, training and much more.	0121 520 0234 https://www.facebook.com/jubileeparkcentre/?locale=en http://www.bwa-org.co.uk/	Monday – Friday 9am – 3pm
Great Bridge Community Forum - Farley Park Lodge, Whitehall Road, West Bromwich, B70 0HF	The centre hosts a range of activities for children and adults and is a Place of Welcome venue. The centre also hosts school holidays clubs throughout the year.	0121 532 4023 gbcf@btconnect.com www.greatbridgecommunityforum.co.uk https://www.facebook.com/farleyparklodge/?locale=en	Monday – Thursday 9am – 3pm Fridays, evenings and weekends when required.

Tipton Sports Clubs/Leisure Centres

Please contact the sports clubs/leisure centres below to find out about all the services being delivered, as new services arise and can change frequently.

Sports Club/Leisure Centre & Address	Summary of Services	Contact Details	Opening Times
Princes End Ward			
Tipton Sports Academy, Wednesbury Oak Road, Tipton, DY4 0BS	Gym, Dance/Fitness Studio, Fitness Class Programme, Indoor padel tennis courts, Outdoor Tennis Courts, 2 Skor Floodlit Football Pitches, 8 lane accredited Athletics Track, Badminton, Roller Disco, Squash Court and 2, 11-a-side grass football pitches.	0300 012 0121 (select option 3 and option 2) TiptonSAinfo@slt-leisure.co.uk	Monday – Friday 9am – 10pm Saturday and Sunday 9am – 8pm

		https://www.sl-t-leisure.co.uk/our-centres/tipton-sports-academy/	
William Perry Amateur Boxing Club, High Street, Princes End, DY4 9JE	Amateur Boxing Club for both male and females. Sessions for beginners and boxers take place throughout the week.	https://www.facebook.com/people/William-Perry-ABC/100087241218778/	Beginners' classes from ages 5+ take place on Monday and Wednesdays 5pm – 6pm. Boxer's classes are Mondays, Wednesdays and Thursdays from 6pm – 7.15pm. Closed on bank holidays.
Tipton Town Football Club, Based at Tipton Sports Academy, Wednesbury Oak Road, Tipton, DY4 OBS	The football club has several teams, both females and males and different age groups.	https://tiptontown.com/	https://tiptontown.com/
Tipton Harriers (Athletics, Road & Cross-Country Club) Based at Tipton Sports Academy, Wednesbury Oak Road, Tipton, DY4 OBS	The club deliver a range of athletics activities. For children aged 7+ there are fitness sessions, running, jumping and relay activities. For older ages, there are activities including long jump, high jump, shot put, discus, javelin, pole vault, sprints, middle distance running, training to run distances including 5k, 10k, half marathon and full marathons.	membership@tiptonharriers.co.uk https://www.tiptonharriers.co.uk/index.php https://www.facebook.com/tiptonharriers/?locale=en_GB	The club is open on Tuesdays and Thursdays 6pm – 8pm (and older groups may train on a Sunday). If you are interested in becoming a member, please contact the club via: membership@tiptonharriers.co.uk

Tipton Taekwondo TAGB Club Based at Tipton Sports Academy, Wednesbury Oak Road, Tipton, DY4 0BS	Taekwondo classes for kids, teenagers and adults.	0300 012 0121 (select option 3 and option 2)	Monday 7pm – 8pm Saturday 9am – 10.30am
Street Dance - Based at Tipton Sports Academy, Wednesbury Oak Road, Tipton, DY4 0BS	Dance classes for children and young people.	www.facebook.com/E.Wdanceschool/	Tuesday 4.15pm – 8.45pm Thursday 5pm – 5.45pm
Tipton Green Ward			
Tipton Leisure Centre, Alexandra Road, Tipton, DY4 8TA	Gym, Dance/Fitness Studio, Changing Village, SLT Swimming Lessons	0300 012 0121 (select option 3 and option 1) TiptonLeisureInfo@slt-leisure.co.uk https://www.slt-leisure.co.uk/our-centres/tipton-leisure-centre/	Monday to Friday 7am – 9.30pm (last entry to gym 9pm) Saturday and Sunday 8am – 3.30pm (last entry to gym 3pm)
Satori – Mixed Martial Arts, Brook Street Community Centre – 1 Brook Street, Tipton, DY4 9DD	Mixed Martial Arts for all ages (4 years +)	https://www.satorifmauk.co.uk/ https://www.facebook.com/satorifmapage/?locale=en_GB	Every Wednesday 6pm – 7pm
Time Step Dance (Various locations)	We are a small charity dance school based in Tipton we provide dance and performing arts activities for children and young people. We also run holiday clubs.	timestepdance@outlook.com	Activities are delivered across the week at various times and

		www.timestepdance.org https://www.facebook.com/timestepcic 0121 820 6782 contact@theelitechurch.org	locations, please contact Time Step Dance to find out specific details.
Afrofeet (Zumba) Fitness Dance Sessions - The Elite Church, 88 Owen Street. Tipton, DY4 8ET	Looking for a fun and energetic way to boost your confidence and improve your health and wellbeing? Join us at The Elite Church for our Afrofeet Afrobeats Fitness Dance Class! This free class is open to all ages and abilities and provides a safe, warm, and non-judgmental environment to socialize and get moving. Come experience the joy of dance while breaking a sweat in this exciting class.		Please visit the webpage for more information and to book https://www.theelitechurch.org/service-page/afrofeet-zumba-fitness-dance-sessions?referral=service_list_widget https://www.facebook.com/TheEliteChurch/ https://www.instagram.com/theelitechurch/

- Visit the website to find out more about leisure centres in Sandwell - <https://www.sandwell.gov.uk/leisurecentres>

Free Swimming in Sandwell

If you live in Sandwell and are aged 18 and under or 60 plus you can register online to access FREE swimming at your local pool. Those aged 18 and under can swim for FREE during school holidays (ID will be required for proof of age). Those aged 60 plus can swim for FREE every day until 1pm. FREE swimming is subject to availability during busy periods and does not include: swimming lessons, instructed or targeted sessions. Sandwell Leisure Trust's under 8s swimming policy also applies.

- For further information and to register, please visit <https://www.slt-leisure.co.uk/free-swimming-in-sandwell/> or call 0300 012 0121.

Walking Groups

Regular walking groups take place across Tipton which are fun, friendly and sociable.

Tipton Green Ward	
St Pauls Community Centre, Brick Kiln Street, Tipton, DY4 9BP.	Every Monday and Wednesday at 10.30am.
Great Bridge Ward	
Sheepwash Local Nature Reserve, Tipton (meeting point is at Great Bridge Library, Sheepwash Lane, Tipton, DY4 7JF).	Every Friday at 10.30am

- To view all Sandwell Stride Wellbeing Walks across Sandwell, please visit <https://www.ramblers.org.uk/go-walking/wellbeing-walks-groups/ramblers-wellbeing-walks-sandwell> or call the Healthy Sandwell team via 0800 011 4656 or 0121 569 5100

Parks and Nature Reserve

Sandwell has a variety of parks and green spaces:

Princes End Ward
Laybourne Park, Richards Road, Princes End, DY4 9LT
Tipton Green Ward
Victoria Park, Victoria Road, Tipton, DY4 8SW
The Railer and The Cracker (2 Green spaces) – Regent Street, Tipton (with various entrance/exit points along the green spaces).
Great Bridge Ward
Jubilee Park, Powis Avenue, Tipton, DY4 0RL
Sheepwash Nature Reserve, Sheetwash Lane, Tipton, DY4 7JJ

- Visit the website to find out more about parks in Sandwell - <https://www.sandwell.gov.uk/parks>

Libraries

All libraries offer books to borrow, computers to use (including printing), free wi-fi access and a range of daily activities for you join in with.

Address	Contact Details	Opening Times
Princes End Ward		
Glebefields Library – St Marks Road, Tipton, DY4 0SZ	0121 569 4928 glebefields_library@sandwell.gov.uk	Monday 9am – 5.30pm, Tuesday 9am – 5pm, Wednesday 9am – 5pm, Thursday 9am – 5pm, Friday 9am – 5pm, Saturday 10am – 2pm, Sunday Closed

Tipton Green Ward		
Tipton Library – Victoria Road, Tipton, DY4 8SR	0121 569 4944 <u>tipton_library@sandwell.gov.uk</u>	Monday 9.30am – 6pm, Tuesday 9.30am – 1pm, Wednesday 9.30am – 5pm, Thursday Closed, Friday 9.30am – 5pm, Saturday 10am – 1pm, Sunday Closed
Great Bridge Ward		
Great Bridge Library – Sheepwash Lane, Great Bridge, Tipton, DY4 7JF	0121 569 4930 <u>greatbridge_library@sandwell.gov.uk</u>	Monday 9.30am – 5.30pm, Tuesday Closed, Wednesday 9.30am – 5pm, Thursday Closed, Friday 9.30am – 5pm, Saturday 10am – 1pm, Sunday Closed

Mobile and Home Library Service

The home library service is a free service for Sandwell residents who can't get out to the library because:

- Disability, illness or frailty
- Requires short term library provision due to illness or injury
- Difficulty carrying resources
- Is a full time carer

For more information, please visit:

- **<https://www.sandwell.gov.uk/libraries/join-library/3>**
- **Phone: 0121 569 4900**
- **Email: specialneeds_library@sandwell.gov.uk**

Information on all library locations and services - <https://www.sandwell.gov.uk/libraries> and <https://prism.librarymanagementcloud.co.uk/sandwell/>

Visit Sandwell

Visit Sandwell is a website which contains information on activities and attractions to visit in Sandwell.

- **<https://www.visitsandwell.com/>**

Social Groups

Address	Summary	Contact Details and Times
Princes End Ward		
Glebefields Library, St Mark's Road, Tipton, DY4 0SZ	Knit and natter group, which meets at Glebefields library. Flower arranging activities at Glebefields Library.	If you would like to attend either group then please contact Glebefields Library on 0121 569 4928
St Johns the Evangelist CE Church, 53 Upper Church Lane, Tipton, DY4 9ND	The church hosts a coffee morning and bingo, with free tea, coffee and biscuits. This takes place on the first Tuesday of every month, from 11am – 1pm.	For more information please visit: https://www.achurchnearyou.com/church/4547/ https://www.facebook.com/stjohnschurchtipton/?locale=en_GB
Tipton Agewell Group, Glebefields Library, St Marks Road, Tipton, DY4 0SZ	The Tipton Agewell Group meets at the same time and location as the Tipton Diabetes Group and is for people who wish to make new friends, learn new hobbies and reduce social isolation. We are a friendly group, and no one will be turned away. The group is free to join, and refreshments are available, with the group meeting once a month.	If you would like to join this group then please contact Glebefields Library on 0121 569 4928
Tipton Diabetes Community Group, Glebefields Library, St Marks Road, Tipton, DY4 0SZ	The Tipton Diabetes Community Group meets at the same time and location as the Tipton Agewell Group. The group is free to join, and refreshments are available, with the group meeting once a month. The diabetes group is for local people living with diabetes.	If you would like to join this group then please contact Glebefields Library on 0121 569 4928
Tipton Green Ward		
Sons of Rest Building, Victoria Park, Victoria Road, Tipton, DY4 8SW (next to Tipton Library)	Social group where women play bingo. Coffee mornings. Social group where men play snooker.	The Sons of Rest building is located within Victoria Park, Victoria Road, Tipton, DY4 8SW (next to Tipton Library). To find out the date's activities take place, please visit/contact Tipton library for more information. Tipton library: Victoria Road, Tipton, DY4 8SR / 0121 569 4944.

Tipton Civic Society, Tipton Green Methodist Church, 167 Park Lane West, Tipton, DY4 8LD	The Tipton Civic Society was set up to promote interest in the history, heritage and identity of the Black Country town of Tipton. The Society produces a quarterly newsletter and holds monthly talks and slide shows with a local flavour, together with other varied social events. Membership is open to all. The society meets on the 4th Tuesday of the month, every month from 7.pm – 9.30pm.	https://www.tiptoncivicsociety.co/ https://www.tiptoncivicsociety.co/p/contact-us.html
Grace Community Church, Newhall Street, Tipton, DY4 9HL	Daybreak is a break from your daily routine and is for anyone who is retired. Daybreak gives you a chance to enjoy talking with others over some light refreshments and a varied programme of enjoyable activities. Everyone is welcome.	Every 2nd and last Friday in the month (in term time). For more information, please visit/contact: https://www.gracecommunitychurch.co.uk/retirees https://www.facebook.com/gracecommunitychurchtipton gcctipton@gmail.com
Tipton Green Methodist Church, 167 Park Lane West, Tipton, DY4 8LD	Lunch club on the first Wednesday of every month, from 12.30pm – 2pm. £3 per person www.blackcountrymethodistcircuit.org.uk/tipton-green	blackcountryad@gmail.com 07552 704684 www.blackcountrymethodistcircuit.org.uk/contact
Tipton Christian Church, Waterloo Street, Tipton, DY4 8NR	Come and join us at Chatterbox every Tuesday from 10.00 am until 12.00 pm. Great place for a natter and a catch up with a brew and toast. This is open to all our community throughout the year.	0121 530 0200 admin@tiptonchristianchurch.org.uk
Great Bridge Ward		
Toll End Methodist Church, 46 Bourne Avenue, Tipton, DY4 0LW	Coffee morning every Wednesday 10.30am – 12pm Afternoon social club every Thursday 2pm – 3.30pm with activities such as bingo and organised trips/holidays. Please contact the church to enquire about being part of this club. www.blackcountrymethodistcircuit.org.uk/toll-end	blackcountryad@gmail.com 07552 704684 www.blackcountrymethodistcircuit.org.uk/contact

Tipton Places of Welcome

Tipton has four places of welcome currently, with each venue offering your neighbourhood a place where everyone can go for a friendly conversation and free refreshments.

Address	Contact Details	Opening Times
Tipton Green Ward		
St Matthews Church Hall, 106 Dudley Road, Tipton, DY4 8DJ	admin@stmattstipton.com https://www.facebook.com/stmatthewstipton/?locale=en_GB	Thursdays 10am – 12pm
Great Bridge Ward		
Great Bridge Community Forum - Farley Park Lodge, Whitehall Road, West Bromwich, B70 0HF	0121 532 4023 gbcf@btconnect.com www.greatbridgecommunityforum.co.uk https://www.facebook.com/farleyparklodge/?locale=en_GB	Tuesdays 12pm – 2pm
New Road Methodist Church, Mount Street, Tipton, DY4 7DE	www.blackcountrymethodistcircuit.org.uk/new-road blackcountryad@gmail.com 07552 704684 www.blackcountrymethodistcircuit.org.uk/contact	Thursday 2pm – 3.30pm.
Jubilee Park Community Centre – Powis Avenue, Tipton, DY4 0RJ	0121 520 0234 https://www.facebook.com/jubileeparkcentre/?locale=en http://www.bwa-org.co.uk/	Fridays 11am – 12pm

- Please visit www.lichfield.anglican.org/about-us/strengthening-communities/places-of-welcome/powsandwell/ to see a list of all places of welcome across Sandwell.

Welcoming Spaces in Sandwell

We know residents are worried about the high cost of living and would like to be able to drop into community buildings that can provide places to sit, chat and join in the free activities.

- With our partners in the voluntary sector, we are offering a network of **Welcoming Spaces**. For more information please visit <https://www.sandwell.gov.uk/supporting-sandwell/warm-spaces-1/2> and to find your nearest welcome space, please visit



<https://www.sandwell.gov.uk/supporting-sandwell/warm-spaces-1> and
<https://route2wellbeing.info/browse?source=bar&phrase=%23welcomingspaces>

Sandwell Safe Spaces Scheme

The Sandwell Safe Spaces Scheme provides a safe place indoors for anyone who may feel vulnerable, distressed or worried while navigating high streets and town centres.

Safe Spaces are buildings such as shops, libraries and other organisations where you can go if you feel unsafe outside while you call and wait for a family member or friend, for example, to collect you or for the police to arrive.

- **To find out more about Safe Spaces, where they can be found, how you can identify a safe space and where you can get further help, please visit www.sandwell.gov.uk/community-safety/sandwell-safe-spaces-scheme**

Health and Wellbeing Support

Healthy Sandwell – Supporting Your Health and Wellbeing

Healthy Sandwell is your local Public Health frontline team, offering motivational support and guidance to help you make positive lifestyle changes. Acting as a single point of contact to support individuals with a wide range of health and social prescribing needs. Whether you're looking to make lifestyle change or need help navigating available services, they are here to guide you every step of the way. After your initial contact, the team will follow up with you at 12 weeks to see how you're doing, offer continued support, and help you reconnect with services if needed. They can link you to trusted services such as:

- **Stop smoking support**
- **Alcohol reduction services**
- **Weight management programs**

Get in touch via:

- **Call us on Phone: 0800 011 4656 or 0121 569 5100**
- **Text: GETHEALTHY to 87007**
- **Email us at LS@nhs.net**
- **Fill out our online referral form <https://www.healthysandwell.co.uk/contact-us/>**
- **Follow us on Facebook**
https://www.facebook.com/HealthySandwell/?locale=en_GB

Health Professionals can refer via:

- **GP referral form (embedded in primary care systems)**
- **NRS MECC referral system (via Sandwell & West Birmingham Hospital)**
- **Secure email: LS@nhs.net or online referral form**
<https://www.healthysandwell.co.uk/contact-us/>

Floating Support Service

Sandwell's Floating Support Service provide help and support to adults in Sandwell who are finding it difficult to stay safe and healthy. They may be at risk of homelessness or finding it difficult to stay out of hospital or they may be at risk of harm. The service is able to offer support designed to help people develop the skills they need to run a home, stay safe, be healthy and keep a job.

The service offers support for:

- **Health (alcohol/drug issues, learning disability, physical health, mental health)**
- **Finance (budgeting, benefits, debt)**

- **Safety (to be independent, at risk of harm, abuse)**
- **Housing (landlord problems, homelessness, need to move)**

Everyone is different and has different needs. We can provide support that is different for each person as it is designed to specifically meet individual needs. There is no direct cost to the individual for this service. The service offered is for a short period of time, is confidential and without judgement. If you or someone you know think the Floating Support Service can help, you can request a referral form via:

- **floating_support@sandwell.gov.uk**
- **Visit <https://www.sandwell.gov.uk/carers/floating-support-service> to find out more information about the service as an individual, professional or practitioner.**

Sandwell Healthy Homes

The Healthy Homes Project officer can provide a range of support to vulnerable residents, regardless of whether they are a homeowner, a council tenant, live in social housing or private rented accommodation. Here are some examples:

- A resident wanting to downsize, not being able to deal with bills getting repairs done.
- Look at how the client can be more energy efficient in their home - small changes that make a difference.
- Getting aids and adaptations for the client - making life easier and safer: - whether it is CoPD, respiratory problems, broken hip, arthritis etc.
- Using the Handy Persons Scheme – 3 hours per year.
- Information on travel options for residents – Ring and Ride, taxis, Blue Badge.
- Useful information about other services – Welfare Rights, waste collection, NHS.
- Getting support in the home from carers - daily, weekly – to provide personal care, housework etc.
- Help for hoarders or recluses – when the client needs extra care and guidance to find their way without feeling pressurised.
- Help and guidance when residents have returned from hospital – changes that need to be made such as beds to be moved, furniture removed etc.

For more information or to access the service, get in touch:

- **floating_support@sandwell.gov.uk or contact Cathy Leyser, Healthy Homes Project Officer - Cathy_Leyser@sandwell.gov.uk**
- **<https://www.sandwell.gov.uk/housing/sandwell-healthy-homes/1>**

Hoarding Support

Hoarding support can be provided by a range of organisations when clients need extra care and guidance to find their way without feeling pressurised.

- **For more information and support contact Cathy Leyser, Healthy Homes Project Officer - Cathy_Leyser@sandwell.gov.uk**

Hoarding Support Group – Your Space Your Way

- **The Kaleidoscope Group host a hoarding support group for people with hoarding behaviour to meet with each other to share experiences and learn how to manage their situation. Please call 0121 565 5605 to book your place.**

Sandwell Community Offer

The Sandwell Community Offer is a partnership of local organisations who deliver wellbeing support services to residents across Sandwell. The service is free to access, and referrals are open to everybody aged 18 years and over and includes people with disabilities and long-term conditions, mental health, learning disability and dementia, as well as carers. Community Navigators will spend time with you to find out what your needs are and help you to -

- **Get access specialist and mainstream support services**
- **Provide you with personalised advice, information and guidance**
- **Manage your finances and maximise your income**
- **Access your local community and play an active role in it**
- **Connect to others and build your local network**
- **Build your confidence to help you manage your own needs**

The partnership consists of several organisations who are locally based and experienced in supporting people in Sandwell –

- **Tipton – Murray Hall Community Trust**
- **0121 612 2934 / murrayhall.communityoffer@nhs.net or you can contact the Single Point of Access via 0121 726 3983 or ifa1996.community_offer@nhs.net**

Cranstoun (Alcohol and Drugs Support – Adults)

- **Cranstoun Sandwell provide free and confidential advice and support to adults in Sandwell who would like to talk about alcohol or drugs.**
- **For more information please visit <https://cranstoun.org/help-and-advice/alcohol-other-drugs/sandwell/> where you can also access the self-referral and professional referral process.**

DECCA (Drug Education, Counselling and Confidential Advice – Young People)

The DECCA (Drug Education, Counselling and Confidential Advice) Team are Sandwell's young people's alcohol, drug and tobacco service. The team works with any young person that lives in the Sandwell area aged 18 or under and works with any agency that work with young people. DECCA cover everything from education in mainstream schools, to education in the community all the way to working with someone who is experiencing issues with drugs such as alcohol, cannabis, tobacco, volatile substances and Class A drugs. To contact the team please:

- Telephone: 0121 569 2201
- Mobile: 0750 078 5889
- Text: 0778 147 2746
- Decca_Team@sandwellchildrenstrust.org
- <https://www.ourguideto.co.uk/>

Intergrupa Midlands – Polish Alcoholics Anonymous Support

Polish speaking Alcoholic Anonymous Helpline:

- 0121 286 7606 (6pm – 9pm daily)
- www.intergrupamidlands.co.uk
- pomoc@intergrupamidlands.co.uk

Sandwell Age UK

Age UK Sandwell and its partners ensure there are activities across Sandwell for the over 50's, to get you moving and keep you exercising to keep you healthy.

- For the latest information please visit: <https://www.ageuk.org.uk/sandwell/>
- To find out about activities and events taking place at Age UK Sandwell, please visit <https://www.ageuk.org.uk/sandwell/activities-and-events/>

For information, advice and activity enquiries you can call or email (Monday to Friday 9.30 – 4.30) via:

- 0121 437 0033
- Info@ageuksandwell.org.uk
- activities@ageuksandwell.org.uk

Information & Advice home visits can also be arranged (limited number of appointments available to housebound Sandwell residents only). Appointments need to be booked in advance, between Monday and Thursday 9.30am – 1pm.

Age UK

Age UK is the country's leading charity dedicated to helping everyone make the most of later life. They provide companionship, advice and support for older people who need it most.

- Further information about Age UK and all its services can be accessed via <https://www.ageuk.org.uk/>

Age UK Advice Line

Age UK's Advice Line is a free, confidential national telephone service for older people, as well as their families, friends, carers and professionals.

- Age UK Advice Line - 0800 678 1602 (Lines are open 8am-7pm, 365 days a year)
- <https://www.ageuk.org.uk/services/age-uk-advice-line/>

Silverline

This is a free helpline run by Age UK, providing a confidential telephone service for older people. They provide friendship, conversation and support 24 hours a day, 7 days a week. The service is available for anyone aged 55 or over and provides an opportunity to exchange a friendly word, access support or enjoy a long enriching conversation.

- For more information, please visit <https://www.thesilverline.org.uk/>
- Call free on 0800 470 8090

Sandwell Community Dementia Service

The service provides advice, information and support to people worried about their memory and those with a dementia diagnosis in Sandwell. The service is free to access for people living in Sandwell who are registered with a Sandwell GP practice and are at any stage of memory loss and/or other cognitive symptoms, diagnosed with dementia or a carer/family member of someone living with dementia.

- 01902 826 655
- Bcicb.dementiasupport@nhs.net
- Main office: Murray Hall Community Trust, The Bridge, St Marks Road, Tipton, DY4 0SL Monday-Thursday (8am -5pm) Fridays (8am-4.30pm)
- Outside of these hours please contact the Alzheimer's Society Dementia Connect Support Line on 0333 150 3456

Tipton Agewell Group

The Tipton Agewell Group meets at the same time and location as the Tipton Diabetes Group and is for people who wish to make new friends, learn new hobbies and reduce social isolation. We are a friendly group, and no one will be turned away. The group is free to join, and refreshments are available, with the group meeting once a month at Glebefields Library, St Marks Road, Tipton, DY4 0SZ.

- If you would like to join this group then please contact Glebefields Library on 0121 569 4928

Tipton Diabetes Community Group

The Tipton Diabetes Community Group meets at the same time and location as the Tipton Agewell Group. The group is free to join, and refreshments are available, with the group meeting once a month at Glebefields Library, St Marks Road, Tipton, DY4 0SZ. The diabetes group is for local people living with diabetes.

- If you would like to join this group then please contact Glebefields Library on 0121 569 4928

Different Strokes Support Group

We help younger stroke survivors and their families to reclaim their lives through active peer support. This is a free group that meets on the last Wednesday of the month between 12pm and 2pm (the group does not meet in December). Further information is available via:

- **0121 612 2934**
- **www.murrayhall.co.uk/different-strokes-support-group**
- **The Bridge, St Marks Road, Tipton, DY4 0SL**

Let's Talk Hope (Cancer Support)

Let's Talk Hope provides support to people who have had cancer or survived cancer, as well as their families and friends in a relaxed and friendly atmosphere. Support is delivered by the purposely trained team.

- **The 2nd Saturday of every month**
- **Dorothy Parkes Centre, Church Road, Smethwick, B67 6EH**
- **0121 525 3909**
- **Letstalkhope@yca-sandwell.org.uk**
- **Facebook – Let's Talk Hope in Sandwell Cancer Support Group**

Route2wellbeing

- **The Route2wellbeing website provides a range of health and wellbeing services near to you - <https://route2wellbeing.info/>**

Mental health and wellbeing support services

Sandwell All Age Emotional Wellbeing and Mental Health Directory

- Please see link below to a resource for anyone living in Sandwell, containing a range of local and national services www.healthysandwell.co.uk/mental-health-services-directory/

Adult Social Care

Sandwell Enquiry, the councils contact centre for adult social care services, is open from 9am – 5.30pm, Monday to Thursday and 9am – 5pm on Fridays.

- <https://www.sandwell.gov.uk/adult-social-care/contact-adult-social-care>
- sandwell_enquiry@sandwell.gov.uk
- If you have an emergency service outside our normal office hours, contact our Emergency Duty Team by calling 0121 569 2355.

Who is our service for?

- You find it hard to manage day-to-day activities at home or to get out and about, and need advice, information, support, equipment or practical help - this could be because of disability, sight or hearing loss, mental or physical ill-health or frailty due to older age
- You are looking after an older relative or an adult with a disability or mental health problem and need some support, so you can continue doing so
- You are a friend, relative or neighbour who is concerned about someone who needs help at home or is at risk of harm.

We cannot give you details about people who use our services unless they have given their consent. However, we will act on information you give us and do all we can to help.

Help in crisis

If you need to talk to someone urgently about your mental health, or you're concerned about a family member, **call NHS 111 and select option 2** to be placed in direct contact with a mental health professional in your area. The number is free to call from a landline or mobile, even if you have no credit left.

If you need help for a mental health crisis or emergency, you should get immediate expert advice and assessment. NHS 111 is here to help with the introduction of a mental health option for urgent mental health support.

- **To access the service call 111 and select option 2.**

Black Country 24/7 NHS Mental Health Support

Our new mental health support phone line is operating 24 hours a day, seven days a week and is available to Black Country residents of all ages.

If you are experiencing increased distress or anxiety during these uncertain times, please don't suffer in silence, pick up the phone and speak to one of our specialist mental health professionals who will be able to support you.

- **Contact our 24-7 mental health support line which is available for Black Country residents of all ages - please call 0800 008 6516 or text message 07860 025 281.**
- **Further information can be found at <https://www.blackcountryhealthcare.nhs.uk/contact-us/help-crisis>**

Sanctuary Hub

At the Kaleidoscope Sanctuary Hub you will be able to speak to a friendly support worker, who will give you a safe space to talk. We will listen, support, offer advice and empower your recovery journey. This service offers face to face appointments, along with telephone, text and email support.

Our service runs from Hope Place which is situated on the High Street in West Bromwich and is designed to support you personally or if you are concerned about a family member or friend.

Sandwell Sanctuary Hub: Hope Place, 321 High Street, West Bromwich, B70 8LU	Monday – Friday 6pm – 11pm Saturday and Sunday – 12pm – 11pm
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How can Kaleidoscope Sanctuary Hub help?

- Give the space and time to talk in a non-judgemental environment.
- Work with you to reduce any immediate pressures.
- Provide advice and signposting to specialist services, catering for individual needs.
- Support you to manage your mental health and discuss coping strategies.
- Let you know about tools and techniques that may reduce the intensity of your feelings – we can even demonstrate some to you.

Please note that this service is only available to people living in Sandwell. Details of Sanctuary Hubs in Dudley, Walsall and Wolverhampton can be accessed via

<https://www.blackcountryhealthcare.nhs.uk/contact-us/help-crisis>

Who is eligible?

- People over the age of 18
- Those who have a home to return to following attending
- People who have the capacity to make an informed decision regarding support

- People willing to work with our staff
- Those identified as having primary mental health needs.

Unfortunately, we are unable to support individuals who are intoxicated or have any immediate physical health needs.

How can the service be accessed?

There are two ways to contact us:

- Either direct to hope place on 0121 289 6111 (our preferred choice) or callers can contact the Rethink 24/7 helpline on 0800 008 6516 and they will then be directed to us if appropriate after initial screening.
- Alternatively, the team can be contacted via e mail at hub@kaleidoscopeplus.org.uk
- If you contact us outside of these hours your query will be responded to the next working day. Although our hub is open until 11pm, we take our last call at 10.30pm, therefore we encourage you to contact us as soon as possible.

Samaritans

Samaritans offer confidential, emotional support 24/7, 365 days a year.

- Call - 116 123
- Email - jo@samaritans.org
- Additional information - www.samaritans.org

PAPYRUS Prevention of Young Suicide

PAPYRUS Prevention of Young Suicide is the UK charity dedicated to the prevention of suicide and the promotion of positive mental health and emotional wellbeing in young people.

If you are having thoughts of suicide or are concerned for a young person who might be you can contact HOPELINE247 for confidential support and practical advice.

- Call – 0800 068 4141
- Text – 07860039967
- Email pat@papyrus-uk.org

Tough Enough to Care

At Tough Enough to Care we aim our focus towards male dominated spaces, to promote conversations around mental health and to remove the toxic stigma surrounding mental health within these spaces.



We provide a one stop shop for mental health support. In the first instance, to provide somewhere for those seeking help, support or just someone different to talk to. We also want to offer guidance for others that have been affected because of mental health issues. Amongst our support offerings we have are weekly peer support groups providing non-judgemental environments for people to attend and support one another. We also run a free to use text support service, deliver free mental health training to non-profits, community groups and grass roots sports clubs. We believe that money should never be a barrier to accessing support or enhancing your knowledge around mental health, which is why all our services are completely free of charge to the end service user.

- **Text 'TOUGH' to 85258 for free, 24/7 confidential support**
- **<https://toughenoughtocare.help/>**
- **Support groups available - <https://toughenoughtocare.help/support-groups/>**

Marie Curie

Marie Curie works hard to support dying people and their families. Their free information and support services give guidance and support to families.

Call the Marie Curie Support Line for practical or clinical information and emotional support if you're living with or caring for someone who has a terminal illness, whatever your situation. You don't need to have used Marie Curie services or be directly involved in a loved-one's care to call the support line. We're here to help family and friends, and you can find support on a wide range of issues. No one is turned away, so please do not hesitate to call if you need any kind of support. If you feel you would benefit from speaking to one of our Information and Support Nurses, please do call our support line and we can arrange a call back for you.

We also have Energy Support Officers who can provide dedicated information, support and practical guidance on the cost of energy bills for people affected by terminal illness. This includes information on benefits, supplier-specific support, grants and energy efficiency updates.

- **Support Line: 0800 090 2309**
- **<https://www.mariecurie.org.uk/help>**

Cruse Bereavement Care

We help people through one of the most painful times in life – with bereavement support, information and signposting.

- **For more information, please visit www.cruse.org.uk**
- **Helpline number is 0808 808 1677**
- **Local support: Telephone: 0121 558 1798 / sandwell@cruse.org.uk**
- **Smethwick Council House, High Street, Smethwick, B66 3NT**

National Bereavement Service

The service provides practical and emotional assistance after a death. If you or a loved one is experiencing loss, you can access free support today.

- For more information, please visit <https://thenbs.org/>
- 0800 0246 121 (Mon - Fri 9am – 6pm, Sat 10am – 2pm, Sunday – closed)

Bennetts Funerals – GriefChat

The GriefChat service allows any bereaved person to talk instantly with a professional bereavement counsellor.

- Monday - Friday 9am -9pm
- For more information, please visit <https://www.bennettsfunerals.co.uk/bereavement-support/>

Black Country Support After Suicide - Rethink Mental Health

Rethink Mental Health provides a range of support to those affected by bereavement by suicide.

- For more information please visit www.rethink.org/help-in-your-area/services/community-support/black-country-support-after-suicide/
- Support line: 0800 008 6516
- blackcountysupportaftersuicide@rethink.org

Dorothy Parkes Centre – Loss Matters (8-week support programme)

Loss Matters is a free support programme for members of our local community who have had experience of grief, bereavement, and loss. The programme compounds taught elements with creative activities, scenarios, & space for the participants to share their stories.

- For more information, please visit <https://www.dorothyparkes.org/news/loss-matters>
- 0121 558 2998
- Admin@dorothyparkes.org

Edwards Trust

Counselling support for bereaved parents, children (over 10 years old) and young people in the West Midlands.

- For more information, please visit www.edwardstrust.org.uk

- **0121 454 1705**
- admin@edwardstrust.org.uk

Grief Encounter

Grief Encounter helps bereaved children, young people and their families find hope and healing through a range of services and resources.

- For more information, please visit <https://www.griefencounter.org.uk/>
- Support line: 0808 802 0111 (Weekdays 9:30am-3pm)
- bereavementsupport@griefencounter.org.uk

Kaleidoscope Plus Group (KPG) – Bereavement support/Suicide bereavement support

KPG provide a bereavement support group (monthly meetings on Tuesdays 11am – 12.30pm) as well as a bereaved by suicide group (first Tuesday of every month 6.30pm – 8pm)

- For more information, please visit <https://www.kaleidoscopeplus.org.uk/>
- Contact number to book a place: 0121 565 5605
- Venue: Hope Place, 321 High Street, West Bromwich, B70 8LU

Murray Hall Community Trust

Murray Hall Community Trust provide a free bereavement support group.

- For more information, please visit www.murrayhall.co.uk/post/new-bereavement-support-group and <https://www.murrayhall.co.uk/>
- Contact number: 0121 612 2939
- Bereavement Support Group – drop-in sessions, monthly on the 3rd Friday of each month from 10am – 11am
- Murray Hall Community Trust, The Bridge Community Centre, St Marks Road, Tipton DY4 0SL

National Bereavement Service

Grief support and practical & legal administration support after someone has died. Services are completely free of charge.

- For more information, please visit <https://thenbs.org/confirmation-page>
- Helpline: 0800 0246 121
- Monday to Friday 09:00 - 18:00, Saturday 10:00 - 14:00, Sunday – CLOSED.
- Email: info@thenbs.org
- Live Chat via the website

SANDS

Sands is here to save babies' lives and support anyone affected by pregnancy loss or the death of a baby. SANDS Bereavement Support Services offer safe spaces for you to grieve and find support, whether you are a parent, sibling, grandparent, NHS professional or friend. SANDS team includes Bereavement Support Services Officers, counsellors and other qualified staff. **All of SANDS resources are available in different languages.*

- For more information, please visit <https://www.sands.org.uk/support-you/how-we-offer-support>
- Free Helpline: 0808 164 3332
- Email: helpline@sands.org.uk
- Grief chat via website: www.sands.org.uk

SOBS (Survivors of Bereavement by Suicide) – Suicide bereavement support

UK-based organisation offering peer-led support to adults impacted by suicide loss.

- For more information, please visit <https://uksobs.org/>
- National Support line: 0300 111 5065 (open every day 9am – 7pm)
- Local support: Phone: 07376 303 438 / birmingham@uksobs.org
- email.support@uksobs.org
- Online Community Forum – an online community that offers peer-to-peer support for survivors of bereavement by suicide – <https://uksobs.com/forum/>
- The Birmingham group also run a virtual Punjabi speaking women's group

Sue Ryder at Dorothy Parkes Centre – The Grief Kind Space

Grief Kind Spaces are informal community drop-ins, providing an opportunity for people who have been bereaved to share their feelings and experiences with each other.

- For more information please visit www.dorothyparkes.org/grief-kind-space and www.sueryder.org/grief-support/about-bereavement-and-grief/grief-kind/grief-kind-spaces/volunteering/
- Face to face Grief support – drop-in sessions every Monday between 10am - 12pm, Dorothy Parkes Centre, Church Road, Smethwick, B67 6EH.

Sue Ryder Online Bereavement Counselling Service

Free-to-access, professional video counselling to people living in the UK and over the age of 18. The bereavement counselling service offers up to six free sessions with a professional counsellor over video (Zoom)

- For more information please visit www.sueryder.org/grief-support/online-bereavement-support/online-bereavement-counselling/

Winston's Wish

Winston's Wish is a child bereavement charity which offers specialist practical support and guidance to bereaved children, their families and professionals.

- For more information, please visit <https://winstonswish.org/supporting-you/grief-support-young-people/>

Talk Grief

Talk Grief is a dedicated online space for grieving teenagers and young adults (13 to 25 years), powered by the childhood bereavement charity Winston's Wish.

- For more information, please visit <https://www.talkgrief.org/>

There's no waiting list or appointments, you can speak with someone right away. You can even chat anonymously.

- Live Support line: 08088 020 021
- Chat: Monday to Friday from 8am-8pm
- ask@winstonswish.org
- Text: If it's urgent, text WW to 85258 to speak with someone from our trusted partner, Shout.

Blue Cross

Blue Cross provide support to cope with the loss of a pet, either through death, enforced separation or theft.

- For more information, please visit www.bluecross.org.uk/pet-loss-support
- 0800 096 6606 (Monday – Sunday: 8.30am – 8.30pm)
- plsmail@bluecross.org.uk



Sandwell Advocacy

Sandwell Advocacy provides independent advocacy throughout Sandwell, promoting rights, voice and empowerment. For further information please visit:

- **<https://sandwelladvocacy.org/>**
- **28 Wood Street, Tipton, West Midlands, DY4 9BQ**
- **0121 520 8070**
- **sandwelladvocacy@btconnect.com**

Family and Carer Services

Choices

The Choices Team helps families have fun and make happy memories together. Families with children aged 5 to 12 can join in free activities that support healthy eating, feeling good, and staying active. There's lots to try, like arts and crafts, gardening, games, horse riding, rock climbing and more.

All activities are free and take place throughout the year. There's something for everyone to enjoy!

- Take a look what's on and get booked in! <https://bookwhen.com/choices>
- If you need more information, please contact the team at choices_sandwell@sandwell.gov.uk

Sandwell Children's Trust

Information on services available via Sandwell Children's Trust can be accessed via <https://www.sandwellchildrenstrust.org/about-us/what-we-do/> and a list of useful contacts is available via <https://www.sandwellchildrenstrust.org/contact-us/>

Sandwell Family Hubs

Sandwell Family Hubs (previously known as Children's Centres) have grown to include more support and services. Our mission is to help all families in Sandwell thrive. Family Hubs will offer the right help, in the right place, at the right time by offering services and support for all families with children aged 0-19 (or 25 with SEND) and extra support is available for families during pregnancy and in your baby's first years.

- Tipton Family Hub – 24 Ridgeway Road, Tipton, DY4 0TB
- Opening hours: Monday – Thursday 9am – 5.30am, Friday 9am – 5pm, Saturday and Sunday Closed.
- 0121 522 5150
- <https://www.facebook.com/people/Rowley-Tipton-Family-Hubs/100083359631085/>
- For more information, please visit <https://www.sandwellfamilyhubs.com/>

Family Information Service

The Family Information Service Hub is a directory which includes childcare, services, activities and information to support families. Information advice and guidance for childcare providers and early years practitioners is also included. For further information please visit:

- <https://www.sandwell.gov.uk/childcare-early-years/family-information-service> and <https://fis.sandwell.gov.uk/kb5/sandwell/directory/home.page>
- Activity finder
<https://fis.sandwell.gov.uk/kb5/sandwell/directory/family.page?familychannel=8>

Childcare Brokerage Service

The brokerage service provides additional support to access childcare and local services. The service can offer families:

- Support, advice and guidance
- Take you through all the information available
- Help you think about widening your choice and location of childcare
- Tell you about your childcare costs and free childcare available
- Speak to childcare providers on your behalf and introduce you to them
- **Please visit**
<https://fis.sandwell.gov.uk/kb5/sandwell/directory/advice.page?id=XSVSAaJAZo4>
for more information and you can contact the service to request help from a childcare broker.

Sandwell Young Carers

Sandwell Young Carers provides guidance and support to children and young people (aged 5-18) whose health, education and social lives have been affected as a result of caring for a dependent family member.

- **The Old Vicarage, 44 Bratt Street, West Bromwich, B70 8SB (Monday – Friday 10am – 6pm and Fortnightly on Saturdays).**
- **Telephone Number - 0121 525 7667**
- **Support Number – 0121 525 8002**
- **contact@sandwellyc.org.uk**
- **Facebook: Sandwell Young Carers**
- **X: SandwellYC**
- **Instagram: SandwellYoungCarers**
- **YouTube: Sandwell Young Carers**
- **Further information can be accessed via <https://www.sandwellyc.com/>**

Care Leavers

- **To find out information regarding care leavers and support that can be accessed, please visit <https://www.sandwellchildrenstrust.org/care-leavers/>**

Children and Young People's Provision

Youth Service

The Youth Service aims to provide opportunities to create personal learning and development opportunities for all young people in Sandwell, by working in partnership with local people and other agencies to positively address the impact of poverty and social exclusion. This will be done by empowering individuals and communities to increasingly manage and direct the issues that affect their lives. The youth service provides a service to all young people in Sandwell aged between 11 and 19 years old (or up to 25 years old for people with additional needs) The service has:

- **Centre based (youth clubs)**
- **Detached teams (street-based)**
- **Youth bus (operating across Sandwell)**
- **Services for specific groups**

For more information please visit:

- **X: SandwellYouth**
- **Facebook: Just Youth Sandwell**
- **<https://www.justyouth.org.uk/>**
- **youngpeople_services@sandwell.gov.uk**
- **0121 569 2899**

SHAPE Youth Forum

SHAPE Youth Forum is a borough-wide forum that young people aged 11 - 21 years who live, work or are educated in Sandwell can join. It allows young people to have their voices and opinions heard on various different topics that affect young people in Sandwell. The forum meets bi-weekly at Oldbury Council House. If you have a keen interest in shaping the services available to young people in your local community and would like to have your voice heard locally and nationally, then joining SHAPE Youth Forum is a great opportunity for you to represent your community!

- **For more information, and to apply to be part of the forum, please visit:**
www.justyouth.org.uk/shape-youth-forum
- **Instagram: @shape_sandwell**
- **Facebook: Just Youth Sandwell**
- **X: SHAPESandwell**

Community Youth Clubs

Address	Summary	Contact Details	Times
Princes End Ward			
St Johns Youth Club and T-Gen, St Johns Church, Upper Church Lane, Tipton, DY4 9ND.	St Johns Youth Club and T-Gen provides local young people with a safe space to meet and socialise.	https://www.facebook.com/groups/38529838514/	Wednesday 6.30pm – 8pm
Tipton Green Ward			
Positive Steps Youth Club - Boys Youth Club, Tipton Muslim Community Centre, Wellington Road, Tipton, DY4 8RS	Boys' youth provision for 10-18 year olds.	0121 557 6766 info@bwa-org.co.uk http://www.bwa-org.co.uk/	Monday and Wednesday 6pm – 8.30pm-
Positive Steps Youth Club – Girls Youth Club, Tipton Muslim Community Centre, Wellington Road, Tipton, DY4 8RS	Girls' youth provision for 10-18 year olds.	0121 557 6766 info@bwa-org.co.uk http://www.bwa-org.co.uk/ https://www.instagram.com/tmcc_girls_group/	Tuesday and Thursday 5pm – 7pm
Youths Hangout - The Elite Church, 88 Owen Street. Tipton, DY4 8ET	Join our Youth Hangout, a vibrant space for young people aged 12 and above to meet, socialise and play games. Strengthen your sense of community and faith while having fun with friends and making new connections!	0121 820 6782 contact@theelitechurch.org	Please visit the webpage below to see dates https://www.theelitechurch.org/ https://www.facebook.com/TheEliteChurch/ https://www.instagram.com/theelitechurch/

The Basement – Creative Studio

A creative compact studio designed for musicians, podcasters, videographers and photographers to bring their visions to life. Free sessions are available for anybody up to the age of 16, with private session bookings available also.

- **The Elite Church, 88 Owen Street, Tipton, DY4 8ET**
- **0121 820 6782**
- **contact@theelitechurch.org**
- **Please visit the webpage for more information:**
<https://www.theelitechurch.org/thebasement>

- <https://www.facebook.com/TheEliteChurch/>
- <https://www.instagram.com/theelitechurch/>

Brigade – Uniformed Youth Organisation

Brigade is a uniformed youth organisation for boys & girls aged 5-18 years. Each group has a programme tailored to its age group.

- **For more information please visit**
<https://www.gracecommunitychurch.co.uk/5s18s> and
<https://www.facebook.com/gracecommunitychurchtipton> or email
gcctipton@gmail.com
- **Please contact the club to find out more about the programme and if spaces are available to join.**

Grace Community Church, Newhall Street, Tipton, DY4 9HL	Anchors: 5-8 year olds (every Monday during term time 6pm – 7.15pm) We enjoy games, Bible stories, crafts, musical activities and some special events across the year. Juniors: 8-11 year olds (every Monday during term time 6pm – 7.30pm) We enjoy games, our 'bible blitz', craft activities, quizzes/puzzles and a variety of badge work activities. We take part in Battalion activities such as Connect 4, 5-a-side football, swimming gala, Bible Quiz, Fun Day and Sports Day. We also share an annual weekend away each Summer with Company Section members. Company Section: 11–18-year-olds (every Monday during term time 7.45pm – 9.45pm) We enjoy games, Bible Blitz, creative activities, quizzes/puzzles and a wide variety of other activities. We take part in Battalion competitions such as general knowledge quiz, pool, ten-pin bowling, 5-a-side football, swimming gala, Bible Quiz, table-tennis, rifle shooting and cricket. We share an annual weekend away each Summer with members of Juniors.
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Choices

The Choices Team helps families have fun and make happy memories together. Families with children aged 5 to 12 can join in free activities that support healthy eating, feeling good, and staying active. There's lots to try, like arts and crafts, gardening, games, horse riding, rock climbing and more.

All activities are free and take place throughout the year. There's something for everyone to enjoy!

- Take a look what's on and get booked in! <https://bookwhen.com/choices>
- If you need more information, please contact the team at choices_sandwell@sandwell.gov.uk

Holiday Activities and Food (HAF) Programme

Sandwell holiday activities invite all children and young people that live or go to school in the borough to join in activities during Easter, summer and winter holidays. You can get involved in enriching activities, create the best experiences and grow in confidence. We welcome you and your family to come and have fun, make new friends, try new things, learn new skills and make happy memories!

- Activities are open to children aged 4-16 years and if a child receives benefit related free school meals or has an Education, Help and Care Plan (EHCP), are Looked After or have No Recourse to Public Funding they will be issued a HAF code through E-vouchers issued through schools, allowing them to book onto sessions for free.
- If a child doesn't meet the eligibility criteria but are looking for activities, they can search our website for activities that provide universal or paid places or visit our Go Play Partners who provide free activities for 6-12 years old right across Sandwell. <https://goplaysandwell.co.uk/>
- The public website is live and full of activities! <https://holidayactivities.sandwell.gov.uk/>
- We are also active on social media channels @SandwellHAF on Facebook and X.
- We really want you to be informed and aware of this exciting offer for children across Sandwell. For further information regarding the HAF programme, please contact the team at haf_sandwell@sandwell.gov.uk

Go Play Sandwell

The Go Play programme delivers free exciting, fun and adventurous play activities for children across Sandwell.

- To view the calendar of events, please visit <https://goplaysandwell.co.uk/calendar/>
- <https://www.facebook.com/GoPlaySandwell/>

Play and Stay sessions

Please contact the organisations below to find out about all the sessions as some may be operating during school term-time only.

Princes End Ward		
Tipton Family Hub, 24 Ridgeway Road, Tipton, DY4 0TB	Monday – Thursday 9am – 5.30am, Friday 9am – 5pm, Saturday and Sunday closed. The family hub delivers a range of sessions for babies and toddlers. Contact the hub to find out more.	0121 522 5150 https://www.facebook.com/people/Rowley-Tipton-Family-Hubs/100083359631085/ https://www.sandwellfamilyhubs.com/
Life Tots Family Playgroup, Brook Street Community Centre – 1 Brook Street, Tipton, DY4 9DD	A parent and toddler session for parents with children aged between 0-5. Wednesday 10.45am – 12.15pm £2 per family	07752659257 admin@lifeincommunity.org.uk www.lifeincommunity.org.uk LifeinComTipton – Facebook, X and Instagram
Tipton Green Ward		
Brook Street Community Centre, 1 Brook Street, Tipton, DY4 9DD	Please contact the centre to find out when sessions take place.	0121 557 0371
Grace Community Church, Newhall Street, Tipton, DY4 9HL	We provide a safe, friendly environment with plenty of toys and resources to enjoy, where moms and nans, dads and carers, can play with their preschool children. A Play & Stay group can be a support to you as a parent, grandparent or carer too!	Every Tuesday (in term time) 10am – 11.30am £1 per family per week (plus 50p per adult for tea and toast) the first visit is FREE, so why not come along with the children and join in the fun? For more information, please visit/contact: https://www.gracecommunitychurch.co.uk/playandstay https://www.facebook.com/gracecommunitychurchtipton gcctipton@gmail.com

Mini Matts – St Matthew’s Church Hall, Dudley Road, Tipton, DY4 8DJ	Mini Matts is a Stay and Play group for parents, babies, toddlers and their carers, where active play is encouraged using a variety of different equipment encouraging social interaction for both children and adults.	Every Monday 9.30am – 11.30am (term time) <u>kids@stmattstipton.com</u> <u>https://www.facebook.com/stmattstiptonkids</u>
Great Bridge Ward		
Jubilee Park Community Centre, Powis Avenue, Tipton, DY4 0RJ	For children up to the age of 3 ½ years. Sessions are 50p each to cover refreshment costs.	Wednesdays 9.30am – 11.30am 0121 520 0234

Migrants, refugees and asylum seekers support

Settling in Sandwell

Information around support available for migrants, refugees and asylum seekers in Sandwell.

- <https://www.sandwell.gov.uk/settlinginsandwell>

Local Authority Asylum Support Service

The council works with asylum seekers who have been granted leave to remain by the Home Office and have been notified that their National Asylum Seeker support is ending.

We support individuals to access healthcare, education, housing and any other support required to help them settle in Sandwell.

- Who can receive support?

People making the transition from asylum seeker to resident, at the point when they have received the Home Office decision, and they have been notified that their National Asylum Seeker support is ending, and they will need to move out of the temporary accommodation provided for asylum seekers.

Referral Process

- <https://www.sandwell.gov.uk/consumer-advice/local-authority-asylum-support-service>
- To make a referral please email housing_choice@sandwell.gov.uk with the person/family's name, address and contact number. Arrangements will be made for a home visit or at the nearest council office.
- If you are concerned about an asylum seeker who is rough sleeping please email rough_sleepers@sandwell.gov.uk

Brushstrokes

Brushstrokes provides help for asylum seekers, refugees and migrants across Sandwell and West Birmingham.

- 0121 565 2234
- info@brushstrokessandwell.org.uk
- 253 High Street, Smethwick, B66 3NJ (Monday to Friday 9am – 3pm)
- <https://www.brushstrokessandwell.org.uk/>

No Recourse to Public Funds Network

A national network safeguarding the welfare of destitute families, adults and care leavers who are unable to access benefits due to their immigration status.

- 
- www.nrpfnetwork.org.uk
 - www.nrpfnetwork.org.uk/information-and-resources/rights-and-entitlements

Migrant Help

Migrant Help provide independent advice and guidance to assist people seeking asylum in the UK.

- **Free asylum helpline (open 24/7/365): 0808 8010 503**
- **Webchat: www.timeforstorm.com/CustomChat/MigrantHelp/1/**
- **www.migranthelpuk.org/news/changes-to-contact-methods**
- **www.migranthelpuk.org**

Disability Services

Sandwell Visually Impaired (SVI)

SVI is managed and run by blind and visually impaired (VI) people. We give information and support to anyone in Sandwell with an interest in visual impairment. Our services enable VI people to be as independent as possible and help overcome the challenges of sight loss. We make sure that the needs and concerns of VI people in Sandwell are embedded in local service planning and delivery.

- **0121 525 4810**
- **info@sandwellvisuallyimpaired.org.uk**
- **<https://sandwellvisuallyimpaired.org.uk/contact/>**

Sandwell Deaf Community Association (SDCA)

SDCA delivers specialist services to deaf and hard of hearing people. They aim to actively encourage, empower and enrich the lives of deaf and hard of hearing people in Sandwell by providing accessible community-based services.

- **0121 553 0201 (Monday to Friday)**
- **07855 913 225 (7 days, 24 hours for all services)**
- **info@sdca.co.uk**
- **https://www.facebook.com/deaf.sandwell/?locale=en_GB**

Ideal for All

Ideal for All is a user-led charity and social enterprise working to make life better for disabled, elderly and vulnerable people and their carers.

The Tipton office and outreach team provide accredited information, advice and guidance, welfare benefit and cost of living support in addition to employment support, CV writing, interview skills and digital support. Work experience and volunteering opportunities are also available.

- **Eligibility for most core advice and employment services is Sandwell residents aged 16+.**
- **Drop-in sessions at Burberry Court Office, Shakespeare Road, Tipton, DY4 0SG on Wednesdays 10am – 3pm and Thursdays 2pm – 5pm.**
- **Main address – The Independent Living Centre, 100 Oldbury Road, Smethwick, B66 1JE**
- **<https://www.idealforall.co.uk/>**
- **0121 558 5555 (9am – 5pm, Monday to Friday)**
- **info@idealforall.co.uk**
- **<https://www.facebook.com/idealforall>**
- **<https://x.com/idealforall>**

- <https://www.instagram.com/ideal.for.all/>
- <https://www.youtube.com/@idealforall5112>

Sandwell Parents for Disabled Children (SPDC)

SPDC seeks to ensure that all disabled children, young people and their families shall have access to a range of positive play and leisure opportunities enabling them to be safe, healthy and happy.

- **0121 565 2410**
- **More information on disability services can be accessed via www.sandwell.gov.uk/informationpoint/directory/3/information-point/category/5**

Jigsaw

Jigsaw increases community inclusion by offering social opportunities for people with a learning disability living in Sandwell and Dudley.

- <https://www.jigsawevents.org/>
- **07543 194887**

Domestic Abuse and Sexual Violence

Black Country Women's Aid

Black Country Women's Aid delivers a range of services including domestic abuse refuge and community support; rape, sexual violence and childhood sexual abuse support; forced marriage and honour-based violence support; children and young people's services; therapeutic services; and support for female offenders and women with complex needs.

- **Need Immediate Help? - If you have experienced abuse yourself, or if you are worried about someone else and need advice, please contact us. Don't suffer in silence.**
- **24-hour helpline - If you need advice or are seeking a refuge place outside of office hours, call 0121 552 6448. If you are in immediate danger, please call the police on 999.**
- **All services – Please call for advice or access any of our support services. This line is staffed from 9am – 5pm Monday to Friday: 0121 553 0090**
- **Text/WhatsApp – This line operates between 9am – 9pm weekdays. Any texts/WhatsApp messages received outside of these times will be responded to in normal working hours – 07384 466 181**

Domestic Abuse

- **Further information and support can be accessed via <https://www.sandwell.gov.uk/domesticabuse>**

Ask Marc

Help and support for men affected by domestic abuse, stalking and rape and sexual advice. Ask Marc offers independent, confidential advice and support to help men be safer, make choice and move forward with their lives.

- **0121 289 6402**
- **info@askmarc.org.uk**
- **<https://askmarc.org.uk/>**

Modern Slavery

- **Find information relating to modern slavery, how to report modern slavery and help and support available on <https://www.sandwell.gov.uk/ModernSlavery>**

Sikh Women's Aid

Sikh Women's Aid is a community-based organisation set up by women from the Sikh community from across the West Midlands. If you are a victim or survivor of domestic abuse, honour-based violence, forced marriage, rape or sexual assault seeking support in your own home or a safe place in the community we are here to help.

- **<https://www.sikhwomensaid.org.uk/>**
- **Email Info@sikhwomensaid.org.uk or call 0333 122**

Employment and Education Support

Whether you are unemployed or in work and looking for a better job there are lots of places where you can get some extra support and advice.

- https://www.sandwell.gov.uk/info/200371/cost_of_living_help/4311/employment_support
- You can arrange to meet with an Employment and Skills advisor, with some venues operating on an appointment-only basis. To make an appointment please contact the named advisor or email enquiries_recruitment@sandwell.gov.uk

Address	Times and Contact Details
Great Bridge Ward	
Great Bridge Library, Sheepwash Lane, Tipton, DY4 7JF	Every other Monday (January 2025 starting dates are Monday 13 th and 27 th , then every other Monday) 9.30 – 11.30am. Please email Enquiries Recruitment@sandwell.gov.uk for an appointment (Appointment only)
Jubilee Park Community Centre, Powis Avenue, Tipton, DY4 0RJ	Tuesdays 9am - 3pm. Please email Enquiries Recruitment@sandwell.gov.uk for an appointment (Appointment only)
Tipton Green Ward	
Tipton Muslim Community Centre, Wellington Road, Tipton, DY4 8RS	Wednesdays 9am – 12.30pm. Walk-ins welcome or please contact Kam Kaur - kam1_kaur@sandwell.gov.uk for an appointment

- Please visit https://www.sandwell.gov.uk/info/200233/jobs/3945/employment_events for a full list of Sandwell locations.

Specialist Employment Team

This service supports unemployed Sandwell residents aged 16 and over who have a disability or mental health condition and want support to find paid employment.

- [Enquiries Recruitment@sandwell.gov.uk](mailto:Enquiries_Recruitment@sandwell.gov.uk)
- Search “Sandwell Jobs” on Facebook and send a message
- 0121 569 5981 or 0121 569 5563
- Hateley Heath Family Education Training Centre, Huntingdon Road, West Bromwich, B71 2RP



Sandwell Adult and Family Learning (SAFL) Service

The service provides a rich and varied range of learning activities at over thirty venues in six different towns. For further information please visit <https://www.learnsafl.ac.uk/>

- **Tipton is one of three main site locations in Sandwell – Alexandra Road, Tipton, DY4 7NR**
- **0121 557 0837**
- **Contact_SAFL@sandwell.gov.uk**

Volunteering Opportunities

If you're looking to learn something new, get involved within the community, meet new people, make new friends, gain experience, get active, share your skills, develop new ones, give yourself a challenge, help others, or just have some fun – then volunteering is for you.

- **To search for opportunities to volunteer in Sandwell, please visit <https://www.letsgosandwell.info/>**

Financial advice and help

Money Hub

Debt and budgeting support for local people experiencing financial difficulties. Self and professional referrals are accepted.

- **Monday 11am – 2pm**
- **Brook Street Community Centre – 1 Brook Street, Tipton, DY4 9DD**
- **07752 659257**
- **admin@lifeincommunity.org.uk**
- **www.lifeincommunity.org.uk**
- **LifeinComTipton on Facebook, X and Instagram**

Cost of Living Programme

Do you need some additional support to help you to cope with the cost-of-living crisis? Free and confidential service is available, covering:

- **Benefits and debt advice**
- **Energy advice**
- **Help with budgeting**
- **Employment support**
- **Help to get online**

All in a single service, provided by trained and experienced advice workers from Sandwell Consortium and Citizens Advice Sandwell & Walsall. We want to help you to have a real change in your financial circumstances through an increase in your household income and a reduction in your household expenditure.

- **The service is being delivered in a range of community settings around Sandwell. Please visit <https://sandwellconsortium.co.uk/service/colt/> for a list of all community settings.**

Citizens Advice Sandwell & Walsall

At Citizens Advice Sandwell & Walsall we offer free, confidential, independent and impartial advice to anyone who needs our support. We believe individuals should be able to get help in the way that works for them and meets their needs. The Citizens Advice service offers information and advice through face-to-face, phone and online services. It can be about your health, your money, your house, your family, your rights, immigration or anything in between.

Speak to an adviser:

St Paul's Community Centre, Brick Kiln Street, Tipton, DY4 9BP.	Monday and Wednesdays 9am – 3.30pm.
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- Advice Line – 0808 278 7812
- Debt Line – 0121 726 6745
- Help to Claim – 0800 144 8444 (Universal Credit)
- swan@citizensadvisesandwell-walsall.org
- <https://citizensadvicesandwell-walsall.org/>

CASSIE - Mobile Advice Unit

The CASSIE (Citizens Advice Supporting Social Inclusion and Equality) service aims to support those isolated or unable to travel to alternative services. Our mobile advice units transform into fully accessible mobile offices, allowing Citizens Advice workers to meet people at community locations across the six towns of Sandwell.

- You can view the timetable by visiting <https://citizensadvicesandwell-walsall.org/get-help/mobile-advice-unit/>

Supporting Sandwell Information Hub

Please visit the below website to access the information hub which provides support and guidance on a range of financial topics.

- www.sandwell.gov.uk/supporting-sandwell

Cost of living help

Please visit the below website to access links to useful information, advice and support from the council and other organisations, focusing on the cost-of-living support.

- <https://www.sandwell.gov.uk/supportingsandwell>

Resilient Residents

Lots of advice and contacts for a whole range of needs, covering cost of living help, benefits advice, employment support, help getting online, make the most of your money, learn English, help with food, help in an emergency, health and wellbeing services, help with debt, wellbeing and going green.

- <https://www.sandwell.gov.uk/resilientresidents>

Budgeting and Money Management

- For practical advice and tips on how to make the most of your budget please visit <https://www.sandwell.gov.uk/moneysaving>

Energy Support

Please visit the below website to access links to useful information, advice and support from the council and other organisations, focusing on energy support.

- <https://www.sandwell.gov.uk/energy>

Act On Energy

A wide range of services are available from free, impartial energy advice to help with applying for grants and funding for energy efficiency measures.

- www.actonenergy.org.uk
- Free advice line – 0800 988 2881

Local Energy Advice Programme (LEAP)

The programme can help you to save money and to keep your home warm and cosy. If you are struggling to pay your energy bills or it has been too cold in your home this winter, you may be able to get assistance from LEAP. They offer a free home visit by an energy advisor who can:

- Install free simple energy saving measures such as LED light bulbs and draught-proofing
- Check if you're on the best energy tariff
- Arrange a free money advice consultation
- Help you find funding for further energy saving home improvements

The eligibility requirements of LEAP are designed to target households that are:

- Already in fuel poverty, or
- At risk of falling into fuel poverty

For more information, please visit

- <https://applyforleap.org.uk/>
- <https://applyforleap.org.uk/eligibility/>
- To find out more about LEAP and see what they can offer, call 0800 060 7567 or support@applyforleap.org.uk

South Staffordshire Water Charitable Trust

The trust helps people experiencing debt with their water supplier. Information on eligibility criteria and how to apply for support is available via https://www.sswct.org/how_to_apply.asp

- 0300 3300033 - Monday – Friday 9am – 5pm
- SSWCharitableTrust@south-staffs-water.co.uk
- <https://www.sswct.org/>

Stop Loan Sharks

Stop Loan Sharks investigates and prosecutes illegal money lenders and provides support for borrowers in the UK. If you have borrowed from a loan shark or are worried about someone else, we're here to help and keep you safe. Specially trained staff provide emotional and practical support that is tailored to your needs.

- Call 24/7 on 0300 555 2222

- www.stoploansharks.co.uk

Help with Debt

If you have money worries, advice is available whether your debt is big or small. This page also contains information regarding Rent and Council Tax Arrears and the support available.

- <https://www.sandwell.gov.uk/helpwithdebt>

Rent Arrears

What to do if you owe money to the council. If you fall behind with your rent, please don't ignore the reminders.

- **Rent Arrears – Do get in touch with the rents team on 0121 737 5148 to let us know that you are finding it hard to pay.**

Council Tax

- For more information on Council Tax, please visit <https://www.sandwell.gov.uk/council-tax>
- You can contact the Council Tax team via <https://www.sandwell.gov.uk/council-tax/contact-us-council-tax> and <https://www.sandwell.gov.uk/council-tax/ways-contact-council-tax-team>

Welfare Rights

The Welfare Rights Team - Our aim is to improve income for Sandwell citizens and in doing so this provides a better quality of life. We give free independent and impartial advice and support on all welfare benefits. We can help with:

- giving general guidance and support.
 - completion of all welfare benefit forms.
 - offer representation at appeal tribunals.
 - giving advice and support for people who have overpayments of benefits.
 - benefits payments when they cease or are reduced.
 - offering appointments to discuss any help with benefits issues.
 - offering home visits (where appropriate).
- **Further information regarding welfare benefits and support available can be accessed via <https://www.sandwell.gov.uk/welfarerights>**

Turn2us

Turn2us is a national charity providing practical help to people who are struggling financially.

- <https://www.turn2us.org.uk/>

School Uniform Vouchers

- Please visit the below link which details help with buying school uniform. The page sets out the eligibility criteria to access vouchers and additional information.
- <https://www.sandwell.gov.uk/schools-education/help-buying-school-uniform#:~:text=Eligibility%20criteria,of%20your%20child's%20school%20uniform.>

School Uniform and Winter Coat Banks

- School uniform and winter coat banks are sometimes hosted in community venues in Tipton.
- To find out if a school uniform or winter coat bank is taking place or to be kept updated on future dates/plans, please email lrandeep_mann@sandwell.gov.uk or contact your school.

Aquarius – Gambling Support Service

Aquarius support people aged 16 years and over affected by gambling, either their own or the gambling of a family member, partner or friend through 1:1 and group support sessions.

- You can self-refer or be referred by a professional. Call 0300 456 4293 or gambling@aquarius.org.uk
- www.aquarius.org.uk/our-services/adult-services/gambling/#toggle-id-3-closed

Food Banks/Pantry and help with food

Princes End Ward	
<u>Murray Hall Food Pantry</u> – The Bridge, St Marks Road, Tipton, DY4 0SL. Open every Tuesday 11am – 3pm and Wednesday 9.30am – 3pm.	Your Murray Hall Local Food Pantry at the Bridge helps you stretch your budget by making sure you have affordable food each week. You can become a member if you*: • Live within a 3-mile radius of The Bridge Community Hub, St Marks Road, Tipton, DY4 0SL. • Live in Tipton and you are a Community Offer service user. You can apply to become a member on-line or by contacting a Murray Hall staff member. There is a small weekly membership fee, for which you can choose a weekly shop of fresh, chilled, frozen and family favourites to stock up your fridge and cupboard. <i>*Please note you will be required to provide proof of your Tipton address.</i> To sign up, please visit www.yourlocalpantry.co.uk/murrayhallpantrytipton/ For further information please contact us on 0121 612 2934.
Tipton Green Ward	
The Well Food Bank – St Pauls Community Centre - Brick Kiln Street, Tipton, DY4 9BP. Open on Monday, Tuesday, Friday 11am – 1pm (closed on bank holidays).	You must have a voucher or a code to access the food bank. The project/community group/agency that you work with may be able to support you (local schools, family hubs, GPs etc may be voucher holders). For more information on how to get help and where to get a voucher, please visit https://www.blackcountryfoodbank.org.uk/need-help/how-to-get-help/ and please see https://www.blackcountryfoodbank.org.uk/locations/ for your nearest food bank.

- To view all food bank locations and for further information please visit <https://www.blackcountryfoodbank.org.uk/about/>

How do I become a Food Bank Voucher Holder?

- If your organisation/school is interested in becoming a voucher holder, please email admin@blackcountryfoodbank.org.uk



Help with food

- For information and support for food, including topics such as free school meals, food pantries/banks, food saving tips, please visit <https://www.sandwell.gov.uk/helpwithfood>

Midland Langar Seva Society (MLSS)

MLSS is a multicultural organisation to help those in need around the UK regardless of race, religion and background. MLSS distributes food across the UK and provides several other services. For more information, please contact MLSS via:

- **01922 861165**
- admin@mlss.org.uk
- <https://midlandlangarseva.org/>

Housing and Homelessness support

Tipton Local Centre (Neighbourhood Office)

Supporting people who require advice and guidance on housing issues, support and advice for tenants and residents, resolving neighbourhood disputes, estate management and housing management.

- High Street, Tipton, Princes End, DY4 9JB
- Monday to Friday 10am – 2pm
- <https://www.sandwell.gov.uk/informationpoint/directory-record/2656/tipton-local-centre>
- Tipton_Local@sandwell.gov.uk

Sandwell Tenant Handbook

The Tenant Handbook provides useful information about your home and your rights, as well as the information about the services available to you.

- www.sandwell.gov.uk/tenanthandbook/

Housing Benefit

- Support and guidance for any housing benefit related matters can be accessed via <https://www.sandwell.gov.uk/housing-benefit>

Housing Support

- To more information and to report a housing repair, please visit <https://www.sandwell.gov.uk/tenanthandbook/tenant-handbook/report-repair>
- For information on emergency repairs please visit <https://www.sandwell.gov.uk/tenanthandbook/tenant-handbook/emergency-housing-repairs>
- For any other housing enquiry including rents, getting on the housing register and bidding for properties, please visit <https://www.sandwell.gov.uk/contact/contact-us-housing>

Homeless or at risk of losing your home

If you are homeless and:

- You have nowhere to stay tonight
- You are in imminent danger

Please contact the Housing Solutions Team via <https://www.sandwell.gov.uk/find-home/homeless-risk-losing-home>

- If you find yourself with nowhere to stay outside office hours or over the weekend, please contact Housing Solutions out of hours 01323 690856. We can only give

advice in emergencies on this line - if you have somewhere safe to stay, even if this is temporary, please contact during office hours (Monday to Friday 8am - 5.30pm) via <https://www.sandwell.gov.uk/find-home/homeless-risk-losing-home>

For more information, please visit:

- [www.sandwell.gov.uk/find-home/homeless-risk-losing-home#:~:text=If%20you%20are%20homeless%20in%20an%20emergency&text=Please%20call%20the%20Housing%20Solutions,\(24%20hour%20callback%20service\)](https://www.sandwell.gov.uk/find-home/homeless-risk-losing-home#:~:text=If%20you%20are%20homeless%20in%20an%20emergency&text=Please%20call%20the%20Housing%20Solutions,(24%20hour%20callback%20service))

Shelter – Housing Advice and Support

Shelter provides advice and support if you have a housing problem. Housing advice covers areas including homelessness, tenancy deposits, council housing, repairs, private renting, benefits, debts and money, eviction and mortgage repossession. For further information and contact details please visit:

- www.england.shelter.org.uk/what_we_do

Housing Associations

Black Country Housing Group

- <https://www.bchg.co.uk/contact-us/>

Green Square Accord

- 0300 111 7000
- info@geensquareaccord.co.uk
- <https://www.greensquareaccord.co.uk/contact/>

Trident Group

- 0121 633 4633
- <https://tridentgroup.org.uk/contact/>

Sanctuary

- 0800 131 3348
- <https://www.sanctuary.co.uk/contact-us#talk>

Useful Contacts

Sandwell Council

To contact the council and stay updated please visit:

- <https://www.sandwell.gov.uk/contactus>
- https://www.facebook.com/sandwellcouncil/?locale=en_GB
- https://twitter.com/sandwellcouncil?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor
- <https://www.instagram.com/sandwellcouncil/?hl=en-gb>

Contact us by phone

- A list of useful council contact numbers
<https://www.sandwell.gov.uk/contact/contact-us-phone>

Housing Benefit

- Support and guidance for any housing benefit related matters can be accessed via
<https://www.sandwell.gov.uk/housing-benefit>

Emergency Contact Numbers

- A list of contact numbers that can be called in an emergency outside of normal opening hours. <https://www.sandwell.gov.uk/emergency>

Early Years and Childcare

Support and guidance covering information about childcare providers in Sandwell, free childcare, school holidays, family information service, careers in childcare and children's centres.

- <https://www.sandwell.gov.uk/childcare>

Consumer Advice

Support and guidance covering areas such as trading standards and scam awareness matters.

- <https://www.sandwell.gov.uk/consumer-advice>

Crime Prevention and Emergencies

Support and guidance covering community safety and emergency matters such as reporting anti-social behaviour, hate crime, modern slavery and motorbike nuisance.

- <https://www.sandwell.gov.uk/community-safety>

Families in Sandwell

Support and guidance covering parents and carers, youth, what's on in Sandwell, special education needs, fostering and adoption, children's social care, professionals, schools and term dates and general help required.

- <https://fis.sandwell.gov.uk/kb5/sandwell/directory/home.page>

Jobs

Support and guidance covering job vacancies, apprenticeships, work experience, volunteering and additional information.

- <https://www.sandwell.gov.uk/jobs>

MySandwell

You can use your MySandwell account to view your Sandwell council tax, benefits and business rates or housing balances, make payments, request services, report problems and track any enquiries you put in to the council.

- For further information and to create an account please visit <https://my.sandwell.gov.uk/>

Latest News

- Stay up to date on latest news across Sandwell - <https://www.sandwell.gov.uk/news>

Resilient Communities

Information relating to Sandwell's Voluntary and Community Sector and wider support and opportunities available for the sector.

- <https://www.sandwell.gov.uk/ResilientCommunities>

Sandwell Council – Sign up for email updates

Get news, events and information about everything from roadworks to bin collections with our new email updates.

- Please visit the <https://www.sandwell.gov.uk/emailupdates> where you can sign up and select the topics you wish to be kept updated on.

Schools

- You can find school contact details and links to useful information via <https://www.sandwell.gov.uk/schools>

Local Councillors

Local councillors are elected by the local community to represent its views.

Details for Tipton Councillors can be accessed online via:

Tipton Green Councillors	https://sandwell.moderngov.co.uk/mgFindMember.aspx?XXR=0&AC=WARD&WID=13180&sPC=Enter%20postcode
Princes End Councillors	https://sandwell.moderngov.co.uk/mgFindMember.aspx?XXR=0&AC=WARD&WID=13173&sPC=Enter%20postcode
Great Bridge Councillors	https://sandwell.moderngov.co.uk/mgFindMember.aspx?XXR=0&AC=WARD&WID=13166&sPC=Enter%20postcode

Thank you to all the services that have contributed to creating this document.

This document will be reviewed and updated periodically. If there is any information from your organisation that has changed since publication, or you would like your organisation information to be added to future versions, please email irandeep_mann@sandwell.gov.uk or publichealth_businesssupport@sandwell.gov.uk