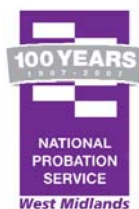




supporting**people**

supporting independence

Directory of Services 2007



The Supporting People mission

To work in partnership with local government, probation, health, voluntary sector organisations, housing associations, support agencies and service users to help vulnerable people to live more independently and maintain their tenancies.

To give people the choice to receive support in their own home or to move into supported accommodation.

To ensure the services provided are of high quality, are cost effective and meet the needs of service users.

Welcome

Welcome to the first Directory of Supporting People Services in Sandwell. I sincerely hope that it will be of great use to people who need a service for themselves and also for the many people, health and care staff, carers or volunteers who recognise that someone they know can carry on living independently if they have support to manage their own home.

This directory is especially important because the Supporting People programme is relatively new and publicising the programme improves understanding and helps to ensure that those people in need of support receive it.

In these pages you will find details of a very wide range of support – for young people living alone for the first time and looking for their next steps to greater independence, for older people who need a little extra support to manage alone, be secure and stay healthy, and for many others.

For a few months or sometimes for much longer, many of us will need the services, advice and encouragement that enable us to live independently in our own homes, to manage unexpected difficulties, take up a new activity or make new friends. To find out more, please look through these pages – and don't be afraid to call the telephone numbers detailed for more information.



Councillor Iris Boucher,
Cabinet Member for Adult Services and Health



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who are deaf or who have a
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Introduction

What is Supporting People?

Supporting People is a working partnership of local government, service users and support agencies, which offers vulnerable people the opportunity to improve their quality of life.

The Supporting People programme funds services which are designed to enable greater independence and aims to improve the quality of support to vulnerable people by:

- Focusing the provision on local need
- Improving the range and quality of services
- Integrating housing-related support services with local strategies
- Monitoring the quality and effectiveness of services

Legislation was implemented nationwide in April 2003 and the programme delivers high quality and strategically planned housing-related

services that are cost effective, reliable, and complement existing care services. The planning and development of services is needs-led.

What is the definition of a vulnerable adult?

The Department of Health's definition of a vulnerable adult is a person:

'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'.

What is the situation in Sandwell?

- In 2003 Sandwell successfully bid for a significant amount of money to fund services for the people of Sandwell
- Sandwell currently has a resident population of 283,000

- The Supporting People team provides support for 5,419 vulnerable adults in Sandwell (1.9% of the population)
- 79.6% of the population are white, 13.9% of the population are Asian or Asian British and 2.1% of the population is of mixed race, 3.8% of the population is Black British and 0.6% are from other ethnic groups

Who is the Supporting People programme aimed at?

At the moment in Sandwell we have provision for the following groups:

- People with mental health problems
- People with learning disabilities
- Frail elderly people
- Older people with support needs
- Young families
- Young people at risk
- People with alcohol problems
- Homeless families
- Single homeless people
- Women at risk of domestic violence

- Offenders or people at risk of offending
- Hearing impaired and deaf people
- People with HIV and AIDS

We are currently assessing if there are other groups in the borough which need provision, such as Travellers and more services for Black and Minority Ethnic Communities (BME).

What type of support does Supporting People offer?

■ Floating support

Floating support is a service offered to clients in their own home. The main aim of the service is to help and support the client to maintain their tenancy. The service is called 'Floating Support' because once the client has established themselves in the community, and is confident and able to live independently or with less support, the service moves on to another client.

Some clients will always need some level of support. If the client decides to move home the support can move with them.

■ **Warden / visiting support**

Sheltered housing with a warden means support is available to deal with emergencies that may arise. Wardens also help new residents settle in, have regular contact with each resident, encourage social activities, report and monitor repairs and maintenance work.

■ **Alarm services**

People using alarm services live independently in their own homes but emergency help can be called upon if needed. Residents can access this help by activating an alarm, which is usually worn around the neck or alarm buttons placed around the home. Emergency help is available 24 hours a day, 7 days a week.

■ **24 hour supported accommodation**

In this type of accommodation a member of the organisation providing the support service is available 24 hours a day, 7 days a week. They may even live in the property, usually in a large shared house, or in separate accommodation within the project. There are often communal living areas such as living rooms and kitchens.

■ **Supported accommodation with visiting support**

In this type of accommodation residents are visited on a regular basis by staff who offer support and advice but this support is not available 24 hours a day, 7 days a week.

■ **Refuge**

A refuge is where people can go for protection or shelter. This type of service is usually available for women at risk of domestic violence or homeless people.

■ **Home improvement agency**

Home improvement agencies are dedicated to improving the quality of life of older people by providing advice and assistance with adaptations, improvements and repairs to their properties that will enable them to remain active, safe and independent in their own homes. The agency often helps people make minor adaptations to their homes, for example installing grab rails. However, when larger grants are given the home improvement agency will help the person co-ordinate the work.

Who is this directory aimed at?

This directory lists all the supported housing providers that are currently funded by Supporting People in Sandwell. You will find it useful if:-

- You are in need of supported housing
- You know somebody who needs supported housing
- You work with vulnerable people and you need further information about provision in the area

Will I have to pay to use a Supporting People service?

- You will not have to pay for services offering short-term support (less than two years)
- There is a charge for services offering long-term support (more than two years) but if you receive Housing Benefit or Council Tax benefit you will not have to pay for this.
- If you are on a low income you may be able to have the support at a reduced price. To find out more about this read 'A guide to

fairer charging for housing related support'.
To receive a copy of this leaflet, telephone or
write to the Supporting People team.

**I think I'm eligible for a
Supporting People service.
What should I do now?**

There are various ways of being referred to a
Supporting People service. If you want to
find out more contact the service that you
are interested in direct or call the Supporting
People team.

The Sandwell Supporting People Team



Welcome to the Sandwell Supporting People Team who are part of the Business and Performance Division of Adult Services and Health within Sandwell Council.

The job of the team is to look after the support services provided by the organisations listed in this directory. Their job includes developing new

services, making payments on behalf of service users, and ensuring that the services meet high standards of support and are valued by the people who use them. The team will also respond promptly to any complaint about these services.

The team includes Review Officers who visit services, an Accountant who manages finance, Information Officers who publicise the team and deal with enquiries and a Welfare Rights Officer to help people get the benefits they need.

Sandwell Supporting People Team

1st Floor, Kingston House, 438 High Street,
West Bromwich B70 9LD

Tel: 0121 569 5267/5231

www.supportingpeople.sandwell.gov.uk

Key to symbols



Accessible Entrance



Ramped Access



Accessible Lift



Accessible Toilet



Facilities for visually impaired



Assistance dogs welcome



Sign language interpretation



Assistive listening systems



Braille available



Loop system





Support for Young People

(includes Young Families)

Support for Young People (includes Young Families)

Support is provided in a variety of ways for Young People who may be homeless or need to leave home for the first time. Most schemes that provide accommodation can be applied to directly. Every effort is made to help people with particular problems and this may include finding the best place in Sandwell to help them.

‘Foyers’ offer structured programmes of education and training as well as independent living skills. A number of schemes are able to help Young People move from a scheme with others to their own property, and continue to offer support if needed. There are also services for Young Parents.

Accord Housing

Category: Young People

Service Name: Chapter House

Service Type: Accommodation Based

Address: Phoenix Street, West Bromwich
West Midlands B70 0AJ

Telephone No: 0121 500 6490

Email: chapterh@accordha.org.uk

Website: www.accordha.org.uk

Service: Supported accommodation for young single homeless people, ex-offenders and those deemed at risk of offending, aged 18-30. Maximum stay up to two years, with the emphasis on resettling service users back into the community. Also provides one emergency bed available through the single referral panel.



Black Country Housing & Community

Category: Young People

Service Name: Young Persons Support

Service Type: Accommodation Based

Address: 81-83 High Street, Black Heath
West Midlands B65 0EH

Telephone No: 0121 559 0829

Email: manager@highstreet8183.wanadoo.co.uk

Website: www.bcha.co.uk

Service: Accommodation-based service for young single homeless people between the ages of 16 and 25, who require support to live independently. Provides 24 hour cover with sleep-in night staff.



Bromford Housing Group

Category: Young Families

Service Name: Floating Support

Service Type: Floating Support

Address: 15 Hobart Road, Princes End
Tipton, West Midlands DY4 9JZ

Telephone No: 0121 522 2734

Email: suki.kaur@bromford.co.uk
anna.gillespie@bromford.co.uk

Website: www.bromford.co.uk

Service: Floating support scheme for young people aged 16-29 who are either 6 months pregnant or more, or have children no older than school age.

Bromford Housing Group

Category: Young People

Service Name: Hobart Road Young Families
Supported Accommodation

Service Type: Accommodation Based

Address: 15 Hobart Road, Princes End
Tipton, West Midlands DY4 9JZ

Telephone No: 0121 522 2734

Email: suki.kaur@bromford.co.uk
anna.gillespie@bromford.co.uk

Website: www.bromford.co.uk

Service: Nine units of supported
accommodation where the majority
of service users are from Sandwell.

Focus Housing Association

Category: Young People

Service Name: Gilbert Road

Service Type: Accommodation Based

Address: Gilbert Road, Cape Hill, Smethwick
West Midlands B66 4PZ

Telephone No: 0121 555 6500

Email: toni.ebanks@midlandheart.org.uk

Website: www.midlandheart.org.uk
(follow links for care and support)

Service: Accommodation-based services with
care and support.



Focus Housing Association

Category: Young People

Service Name: Grange Road

Service Type: Accommodation Based

Address: Grange Road, Carters Green
West Bromwich, West Midlands
B70 8AD

Telephone No: 0121 558 5739

Email: toni.ebanks@midlandheart.org.uk

Website: www.midlandheart.org.uk
(follow links for care and support)

Service: Accommodation-based services with
care and support.



Focus Housing Association

Category: Young People

Service Name: Murdock Road

Service Type: Accommodation Based

Address: 1-3 Murdock Road, Smethwick
West Midlands B66 2LS

Telephone No: 0121 555 8444

Email: toni.ebanks@midlandheart.org.uk

Website: www.midlandheart.org.uk
(follow links for care and support)

Service: Accommodation-based service with support.



Focus Housing Association

Category: Young People

Service Name: Rolfe House

Service Type: Accommodation Based

Address: 69 Rolfe Street, Smethwick
West Midlands B66 2AR

Telephone No: 0121 558 5739

Email: toni.ebanks@midlandheart.org.uk

Website: www.midlandheart.org.uk
(follow links for care and support)

Service: A foyer service.



Jephson Floating Support

Category: Young People

Service Name: Jephson Floating Support

Service Type: Floating Support

Address: Jephson Housing Association Group
1st Floor Trafalgar House
King Street, Dudley, West Midlands
DY2 8PS

Telephone No: 01384 231 237

Email: black.country@jephson.org.uk

Website: www.jephson.org.uk

Service: Floating support service for young single people aged 18-25, taking on a first tenancy, or needing support to maintain a tenancy. Secondary client group aged 26-29, who have struggled to sustain a tenancy.

SHARP

Category: Young People

Service Name: Gap Project

Service Type: Accommodation Based

Address: Gap Project, Selby House
24 Wallace Close, Oldbury
West Midlands B69 1HW

Telephone No: 0121 544 0542

Email: mike@sharpuk.org.uk

Website:

Service: For young single people and teenage parents aged 16-21. Provides 24 hour cover with sleep-in arrangements.



Trident Housing Association

Category: Young People

Service Name: Burberry Court

Service Type: Accommodation Based

Address: Sandwell Area Office,
Shakespeare Road, Tipton
West Midlands DY4 0SG

Telephone No: 0121 633 4633

Email: joannes@trident-ha.org.uk

Website: www.trident-ha.org.uk

Service: 12 self-contained flats in mixed usage scheme. Appointment based support focused on promoting independence and tenancy sustainment. Staff and service users regularly review areas identified in the support plan.



Trident Housing Association

- Category: Young People
- Service Name: Meeting House Foyer Project
- Service Type: Accommodation Based
- Address: The Meeting House, Meeting Street
Wednesbury, West Midlands
WS10 7PS
- Telephone No: 0121 633 2184
- Email: dominicb@trident-ha.org.uk
- Website: www.trident-ha.org.uk
- Service: For young people in need of support
to enhance life skills, with
opportunities for work and education.



Trident Single Homeless

Category: Young People

Service Name: Riddins Mound Foyer Project

Service Type: Accommodation Based

Address: Addenbrooke Court, 55 Training
Enterprise Centre, Applewood Grove
Cradley, West Midlands B64 6EW

Telephone No: 0121 633 4633

Email: dominicb@trident-ha.org.uk

Website: www.trident-ha.org.uk

Service: Service for 48 young people in need of housing support. The service is individually tailored to balance life and skills, empowering young people to access work and education and eventually, move to more permanent accommodation.



YMCA Foyer Project

Category: Young People

Service Name: Foyer Project

Service Type: Accommodation Based

Address: 38 Carters Green, West Bromwich
West Midlands B70 9LG

Telephone No: 0121 524 1950

Email: housing@wbymca.org.uk

Website: www.wbymca.org.uk

Service: Housing for clients aged between 16-24, who have the drive to access our educational accredited programme, and to genuinely promote change within their lives.





Support for people with Mental Health problems

Support for people with Mental Health problems

People with mental health problems are individuals who may be differently affected, will have different needs, and are likely to experience periods of illness and recovery. These services provide both short and long-term support, both in schemes and clusters and to people living in their own homes across Sandwell.

There is also support available specifically for people who are Asian or African Caribbean. Support workers work closely with the Community Mental Health Teams to help provide a service that meets health needs as well as helping people to live independently.

BCMH Trust

Category: Mental Health

Service Name: Beeches Road

Service Type: Accommodation Based

Address: Beeches Road, West Bromwich
West Midlands B70 6QE

Telephone No: 0121 612 6611

Email: ionie.stewart@smhsct.nhs.uk

Website:

Service: Accommodation-based support service, for people with mental health problems.

FCH Sandwell Mental Health Support Services

Category: Mental Health

Service Name: FCH Housing & Care

Service Type: Floating Support

Address: FCH Housing & Care
50 Newhall Hill, Birmingham
West Midlands B1 3NJ

Telephone No: 0121 233 8634

Email: daveh@fch.org.uk

Website:

Service: Provides floating support to people with mental health problems within Sandwell.

Focus Housing Association

Category: Mental Health

Service Name: Rooth Street

Service Type: Accomodation Based

Address: Rooth Street, Wednesbury
West Midlands WS10 9QP

Telephone No: 0121 502 5653

Email:

Website: www.midlandheart.org.uk
(follow links for care and support)

Service: Self-contained accommodation with support.

Journey Care Services

Category: Mental Health

Service Name: Hamblett's Road

Service Type: Accommodation Based

Address: Hamblett's Road, West Bromwich
West Midlands B70 9NY

Telephone No: 0121 525 8163

Email: journeycareservices@btinternet.com

Website:

Service: Offering short/long stay accommodation and support to those recovering from mental illness and integrating them back into the community.

P3

Category: Mental Health

Service Name: Sandwell Women's Support

Service Type: Accommodation Based

Address: 65 Old Meeting Street,
West Bromwich, West Midlands

Telephone No: 0121 525 6880

Email: phoenix.lodge@p3charity.org

Website: www.p3charity.com

Service: A 10-bed women only supported housing service, providing 24 hour support to enable women with mental health problems develop skills in employment, budgeting, health, training/education and resettlement.

Phoenix House Mental Health Service

Category: Mental Health

Service Name: Phoenix House

Service Type: Accommodation Based

Address: Phoenix House, 16 Trotters Lane
Hill Top, West Midlands B71 2QF

Telephone No: 0121 525 5777

Email: phoenixhouse11@hotmail.com

Website:

Service: Supported accommodation for people with mental health issues. Provides 24 hour support, 7 days a week, including bank and public holidays. Males and females welcome, aged 19 and over.

Rethink

Category: Mental Health

Service Name: Sketchley Close Project

Service Type: Accommodation Based

Address: Sketchley Close, Regent Street
Smethwick, West Midlands B66 3BN

Telephone No: 0121 555 7501

Email: ann.gooden@rethink.org

Website: www.rethink.org

Service: BME specific supported
accommodation for single people
with mental health problems.



Sandwell Mind

- Category: Mental Health
- Service Name: Supported Flats
- Service Type: Accommodation Based
- Address: Sandwell Mind, 3rd Floor, Bradfield House, Popes Lane, Oldbury
West Midlands B69 4PA
- Telephone No: 0121 543 3930
- Email: joe.martin@sandwellmind.org.uk
- Website: www.sandwellmind.org.uk
- Service: Visiting support offered to tenants in 27 flats dispersed across Sandwell. Includes assistance to furnish, decorate and maintain the property. Tenants have all experienced problems with their mental health.

Sandwell Mind

Category: Mental Health

Service Name: Nicholl Street Flats

Service Type: Accommodation Based

Address: Nicholl Street, West Bromwich
West Midlands B70 6HW

Telephone No: 0121 543 3930

Email: joe.martin@sandwellmind.org.uk

Website: www.sandwellmind.org.uk

Service: Four self-contained flats offering long term support to people with mental health problems.

Sandwell Mind

Category: Mental Health

Service Name: The Willows

Service Type: Accommodation Based

Address: Bridge Street, Carters Green
West Bromwich, West Midlands

Telephone No: 0121 543 3930

Email: joe.martin@sandwellmind.org.uk

Website: www.sandwellmind.org.uk

Service: A six bed group home for people with mental health problems. Visiting support from staff 7 days a week, including on call.

Sandwell Mind On Hand

Category: Mental Health

Service Name: On Hand Service

Service Type: Floating Support

Address: Sandwell Mind, 3rd Floor Bradfield House, Popes Lane, Oldbury
West Midlands B69 4PA

Telephone No: 0121 543 3930

Email: joe.martin@sandwellmind.org.uk

Website: www.sandwellmind.org.uk

Service: A visiting service, supporting people with mental health problems to maintain their own accommodation and their place in the community.

Sandwell Mind Short Term

Category: Mental Health

Service Name: GHARANA

Service Type: Accommodation Based

Address: South Road, Smethwick
West Midlands

Telephone No: 0121 565 2901

Email: gharana@sandwellmind.org.uk

Website: www.sandwellmind.org.uk

Service: 13 self-contained flats offering short term (up to two years) support to Asian people with mental health problems. Staff support available 7 days a week.

Sandwell Mind Short Term

Category: Mental Health

Service Name: St Paul's

Service Type: Accommodation Based

Address: Sandwell Mind, 3rd Floor, Bradfield House, Popes Lane, Oldbury
West Midlands B69 4PA

Telephone No: 0121 543 3930

Email: joe.martin@sandwellmind.org.uk

Website: www.sandwellmind.org.uk

Service: Two self-contained flats offering short term support (up to two years) to people with mental health problems.

Trident Housing Association

Category: Mental Health

Service Name: Brasshouse Lane

Service Type: Accommodation Based

Address: Flat 70 Brasshouse Lane, Smethwick
West Midlands B66 1BA

Telephone No: 0121 555 6834

Email: joannes@trident-ha.org.uk

Website: www.trident-ha.org.uk

Service: 12 self-contained flats for people experiencing mental health problems. Support is person-centred and focuses on recovery. Staff and service users work in partnership to achieve personal goals.



Trident Housing Association

Category: Mental Health

Service Name: Crosswells Road

Service Type: Accommodation Based

Address: 50 Crosswells Road, Langley
West Midlands B68 8HG

Telephone No: 0121 633 4633

Email: joannes@trident-ha.org.uk

Website: www.trident-ha.org.uk

Service: Eight self-contained flats for people experiencing enduring mental health problems. Service user involvement is valued and facilitated. Individually-tailored support plans focus on recovering and promoting independence.



Trident Housing Association

- Category: Mental Health
- Service Name: William Perry Court
- Service Type: Accommodation Based
- Address: William Perry Court, Chapel Street
Tipton, West Midlands DY4 8JB
- Telephone No: 0121 633 4633
- Email: mariec@trident-ha.org.uk
- Website: www.trident-ha.org.uk
- Service: A spacious, shared house for eight people experiencing enduring mental health problems. Intensive support is offered to develop life skills and social skills and promote recovery in a positive environment.



Whitehall Lodge

Category: Mental Health

Service Name: Whitehall Lodge

Service Type: Accommodation Based

Address: Whitehall Lodge, 64 Whitehall Road
West Bromwich, West Midlands
B70 0HE

Telephone No: 0121 532 6194

Email: p.gunpath@btopenworld.com

Website:

Service: Younger adults, single males and females recovering from mental health problems who are moving from institutional care towards independent living in the community. Assists service users to develop their skills and potential in order to become more independent, living in the community.







Support for people with Learning Disabilities

Support for people with Learning Disabilities

In this section you will find a wide range of services. Some of these can visit people where they already live and some can help people who are parents.

Many people with a learning disability now move into ordinary houses or flats, sometimes sharing with one or more friends. The support provided will be tailored to their needs and may vary from a few hours a week to a 7-day support service for independent living.

Personal care may be provided as well as the support. All ages above 16 are catered for. In many cases referral is through a social worker. The schemes listed here will be happy to advise.

Adult Provider Services

Category: Learning Disability

Service Name: Community Support

Service Type: Floating Support

Address: Warstone Resource Centre
Salters Lane, West Bromwich
West Midlands B70 4BQ

Telephone No: 0121 569 5382

Email:

Website: www.sandwell.gov.uk

Service: Floating support service in Sandwell
for people with learning disabilities.

Autism West Midlands

- Category: Learning Disability
- Service Name: St Paul's Supported Living Scheme
- Service Type: Floating Support
- Address: 227 St Paul's Road, Smethwick
West Midlands B66 1HE
- Telephone No: 0121 555 7863
- Email: martinwoolfe@autismwestmidlands.org.uk
- Website: www.autismwestmidlands.org.uk
- Service: Enables eight individuals with autistic spectrum disorders to live as independently in the community as possible, through supporting these individuals in their own flats and tenancies.



Dimensions

Category: Learning Disability

Service Name: New Dimensions Floating Support

Service Type: Floating Support

Address: Dimensions Sandwell Office
103 Burnham Road, Great Barr
Birmingham, West Midlands
B44 8NX

Telephone No: 0121 366 6651

Email: martin.andrews@dimensions-uk.org

Website:

Service: A floating support service available to people in the Sandwell area with learning disabilities. Referrals accepted through Sandwell MBC Adult Services and Health.

Edgeview Homes

Category: Learning Disability

Service Name: Vicarage Road Apartments

Service Type: Accommodation Based

Address: 102-104 Vicarage Road Apartments
Oldbury, West Midlands B68 8HU

Telephone No: 0121 544 7002

Email: janeheslop@edgeviewhomes.co.uk

Website:

Service: This is an accommodation-based service for people with learning disabilities.



Lonsdale Midlands

Category: Learning Disability

Service Name: Lonsdale Floating Support

Service Type: Floating Support

Address: Lonsdale Midlands Ltd, Court House
335-337 High Street,
West Bromwich, West Midlands
B70 8LU

Telephone No: 0121 500 5262

Email: enquiries@caretech-uk.com

Website:

Service: Provides floating support service
across Sandwell for people with
learning disabilities.

Mencap

Category: Learning Disability

Service Name: Sandwell Supported Living

Service Type: Floating Support

Address: 650 South Road, Smethwick
West Midlands B67 7BP

Telephone No: 0121 558 7600

Email: haden.bodin@mencap.org.uk

Website:

Service: Provides floating support service across Sandwell for people with learning disabilities.

Options For Life

Category: Learning Disability

Service Name: Options For Life

Service Type: Floating Support

Address: Oak Green Lodge, Oak Green Way
Oldbury, West Midlands B68 8LR

Telephone No: 0121 544 6611

Email: admin@optionsforlife.info

Website: www.optionsforlife.info

Service: Supports people with a learning disability, so that they can successfully maintain their own tenancy.

Pioneer Care Ltd

Category: Learning Disability

Service Name: Pioneer Care

Service Type: Floating Support

Address: 10 Poplar Avenue, West Bromwich
West Midlands B70 6HP

Telephone No: 0121 505 7799

Email: pioneercareltd@aol.com

Website:

Service: Support is given to enable people to remain in the community and live a lifestyle meeting standards within the 'Valuing People' criteria.

Sandwell Community Caring Trust

Category: Learning Disability

Service Name: Various services across Sandwell

Service Type: Accommodation Based

Address: 9th Floor West Plaza,
144 High Street, West Bromwich
West Midlands B70 6JJ

Telephone No: 0121 553 2722

Email: enquiries@sandwellcct.org.uk

Website: www.sandwellcct.org.uk

Service: Provides accommodation-based support across Sandwell for people with learning disabilities.



Trident Housing Association

- Category: Learning Disability
- Service Name: Charlotte Gardens
- Service Type: Accommodation Based
- Address: Flat 4 Charlotte Gardens
Price Street, Smethwick
West Midlands B66 3QR
- Telephone No: 0121 555 7468
- Email: violam@trident-ha.org.uk
- Website: www.trident-ha.org.uk
- Service: Supported housing flats for people who have a learning disability.
A positive environment that has a person-centred approach to involvement, support planning and facilitates independence and choice.





Support for Older People

Support for Older People

In this section you will find a range of services. Some of these can visit people where they live now, but many offer Sheltered Accommodation.

An application to live in the scheme may be made to the organisation listed here or through Choice-Based Lettings run by Sandwell Homes. Support is offered to help you manage finances, stay healthy and other needs.

Often people are good neighbours and may organise social activities. If you also have a care need this can be arranged separately and the scheme will help if you have any problems getting your care.

Accord Housing

- Category: Older People
- Service Name: Exon Court
- Service Type: Sheltered Accommodation
- Address: Exon Court, Robert Road
Tipton, West Midlands DY4 9BD
- Telephone No: 0121 522 3085
- Email: smexon@accordha.org.uk
- Website: www.accordha.org.uk
- Service: A sheltered residential scheme for people aged 60 and over. The scheme provides 26 one-bedroom flats, four two-bedroom flats and eight bungalows.



Accord Housing

Category: Older People

Service Name: Millennium Forge

Service Type: Sheltered Accommodation

Address: Millennium Forge, Coyne Close
Tipton, West Midlands DY4 8EL

Telephone No: 0121 557 5473

Email:

Website: www.accordha.org.uk

Service: Extra care scheme for frail elderly.



Akrill Homes Trust

Category: Older People

Service Name: Akrill Homes

Service Type: Sheltered Accommodation

Address: 51 Pear Tree Road, Great Barr
Birmingham, West Midlands
B43 6HT

Telephone No: 0121 358 1727

Email: rosawilding@aol.com

Website:

Service: An accommodation-based service for people with support needs aged 60 and over, living in Sandwell.

Anchor Trust

Category: Older People

Service Name: Aaron Manby Court

Service Type: Sheltered Accommodation

Address: 75 High Street, Princes End, Tipton
West Midlands DY4 0JS

Telephone No: 01274 381600

Email: sue.odonoghue@anchor.org.uk

Website: www.anchor.org.uk

Service: Supported accommodation for older people without children who benefit from a secure environment and social inclusion through interaction with their peers.



Anchor Trust

- Category: Older People
- Service Name: St Paul's Court
- Service Type: Sheltered Accommodation
- Address: St Paul's Court, Long Lane
Rowley Regis, Warley
West Midlands B65 0JF
- Telephone No: 01274 381600
- Email: sue.odonoghue@anchor.org.uk
- Website: www.anchor.org.uk
- Service: Retirement flats with a resident scheme manager and 24/7 alarm system service. For single people and couples without children who benefit from a secure environment and social inclusion through interaction with their peers.



ASRA Midlands Housing

Category: Older People

Service Name: ASRA House

Service Type: Sheltered Accommodation

Address: Oxford Road, Smethwick
West Midlands B66 2HF

Telephone No: 0116 253 6646

Email: imtiaz.vohra@asra-midlands.org.uk

Website: www.asra-midlands.org.uk

Service: Supported housing for Asian people
with some outreach.



ASRA Midlands Housing

Category: Older People

Service Name: Mother Theresa House

Service Type: Sheltered Accommodation

Address: Baker Street, West Bromwich
West Midlands B70 91G

Telephone No: 0116 253 6646

Email: imtiaz.vohra@asra-midlands.org.uk

Website: www.asra-midlands.org.uk

Service: Supported housing for Asian people
with some outreach.



Beth Johnson Housing

Category: Older People

Service Name: Oakeswell

Service Type: Sheltered Accommodation

Address: 164 Birmingham Road,
West Bromwich, West Midlands
B70 6QG

Telephone No: 0121 525 3131

Email:

Website: www.bethjohnson.org

Service: A sheltered scheme of 46 flats which caters for older people with a resident scheme manager who aims to provide a 'Home for Life'.



Beth Johnson Housing

Category: Older People

Service Name: Waltham House

Service Type: Sheltered Accommodation

Address: 164 Birmingham Road,
West Bromwich, West Midlands
B70 6QG

Telephone No: 0121 525 3131

Email:

Website: www.bethjohnson.org

Service: A sheltered scheme of 31
apartments for older people aged
over 60, with a resident scheme
manager on site to provide a 'Home
for Life'.



Beth Johnson Housing

Category: Older People

Service Name: Silvester Court

Service Type: Sheltered Accommodation

Address: 164 Birmingham Road,
West Bromwich, West Midlands
B70 6QG

Telephone No: 0121 525 3131

Email:

Website: www.bethjohnson.org

Service: An Almshouse scheme of 12 apartments in a listed building which caters for older people. First floor flats are let to persons aged 50 and over who have greater mobility. The scheme enjoys the benefit of Waltham House communal room and facilities. Ground floor flats are for people aged 60 and over.

Black Country Housing & Community

Category: Older People

Service Name: Apsley House

Service Type: Sheltered Accommodation

Address: Apsley House, Wellington Street
Old Hill, West Midlands B64 5NF

Telephone No: 0121 561 1969

Email: housing@bcha.co.uk

Website: www.bcha.co.uk

Service: Accommodation-based service for older people.



Black Country Housing & Community

Category: Older People

Service Name: Braeburn House

Service Type: Sheltered Accommodation

Address: Braeburn House, Plane Tree Road
Yew Tree, Great Barr
Birmingham, West Midlands
WS5 4EP

Telephone No: 0121 561 1969

Email: housing@bcha.co.uk

Website: www.bcha.co.uk

Service: A sheltered housing scheme for older people with support needs.



Black Country Housing & Community

Category: Older People

Service Name: Vantage Point

Service Type: Sheltered Accommodation

Address: 44 Vantage Point, Blacksmith Way
Off Lyttleton Street, West Midlands
B70 7SX

Telephone No: 0121 561 1969

Email: housing@bcha.co.uk

Website: www.bcha.co.uk

Service: Sheltered housing scheme for older people with support needs.



Dorcas Housing

Category: Older People

Service Name: BME Floating Support

Service Type: Floating Support

Address: 4th Floor, Court House
335–337 High Street
West Bromwich, West Midlands
B70 8LU

Telephone No: 0121 553 7737

Email: info@dorcashousing.co.uk

Website: www.dorcashousing.co.uk

Service: Provides a culturally sensitive floating support service to African Caribbean elderly clients to enable them to maintain their tenancy and to live independently.



Focus Housing Association

Category: Older People

Service Name: Aviary Court

Service Type: Sheltered Accommodation

Address: Wiltshire Way, West Bromwich
West Midlands B66 3NT

Telephone No: 0121 588 8444

Email:

Website: www.midlandheart.org.uk
(follow links for care and support)

Service: Very sheltered housing.



Focus Housing Association

Category: Older People

Service Name: Penmakers Court

Service Type: Sheltered Accommodation

Address: Millpool Way, Bearwood, Smethwick,
West Midlands B66 4HW

Telephone No: 0121 555 4190

Email:

Website: www.midlandheart.org.uk
(follow links for care and support)

Service: Very sheltered housing.



Hanover Housing Association

- Category: Older People
- Service Name: Hanover Older Persons
- Service Type: Sheltered Accommodation
- Address: Monmouth Drive, Hateley Heath
West Bromwich, West Midlands
B71 2SS
- Telephone No: 01480 475069
- Email: zillah.evans@hanover.org.uk
- Website: www.hanover.org.uk
- Service: 27 bungalows for people aged 60
and over, all connected to an
emergency call centre, with a
part-time estate manager on-site.



Harborne Parish Lands Charity

Category: Older People

Service Name: Firs Close

Service Type: Sheltered Accommodation

Address: 1 Watery Lane, Smethwick
West Midlands B67 6DQ

Telephone No: 0121 426 1600

Email: theclark@hplc.fednet.org.uk

Website:

Service: Sheltered housing in one bedroom flats with a scheme manager for elderly people. A few flats are suitable for younger people with mobility difficulties.



Harborne Parish Lands Charity

Category: Older People

Service Name: Harborne Cottages

Service Type: Sheltered Accommodation

Address: Harborne Cottages, Cooper Lane
Smethwick, West Midlands
B67 7DL

Telephone No: 0121 426 1600

Email: theclark@hplc.fednet.org.uk

Website:

Service: Sheltered housing in one bedroom flats with a scheme manager for elderly people. A few flats are suitable for younger people with mobility difficulties.



Harborne Parish Lands Charity

Category: Older People

Service Name: Larksfield

Service Type: Sheltered Accommodation

Address: Windmill Lane, Smethwick
West Midlands B66 3ET

Telephone No: 0121 426 1600

Email: theclark@hplc.fednet.org.uk

Website:

Service: Sheltered housing in one bedroom flats with a scheme manager for elderly people. A few flats are suitable for younger people with mobility difficulties.



Housing 21

Category: Older People

Service Name: Grove Court

Service Type: Sheltered Accommodation

Address: Grove Court, Old Walsall Road
Hamstead, Birmingham
West Midlands B42 1NT

Telephone No: 01889 583822

Email: wasonb@housing21.co.uk

Website:

Service: Provides affordable sheltered housing for people aged 60 and over (55 years if registered disabled).



Jephson

- Category: Older People
- Service Name: Brailsford Drive
- Service Type: Sheltered Accommodation
- Address: Brailsford Drive, High Street
Smethwick, West Midlands B66 3NH
- Telephone No: 01384 231 237
- Email: black.country@jephson.org.uk
- Website: www.jephson.org.uk
- Service: One bedroom self-contained flats for the elderly, with on-site support from a warden during office hours and an emergency alarm service for outside office hours. Other facilities include a lounge and kitchen for social use by residents.

Jephson

Category: Older People

Service Name: Church Square

Service Type: Sheltered Accommodation

Address: Lady Brades & De-Somerley House
Oldbury, West Midlands B69 4DX

Telephone No: 01384 231 237

Email: black.country@jephson.org.uk

Website: www.jephson.org.uk

Service: One bedroom self-contained flats for the elderly, with visiting support from a warden and an emergency alarm service.

Jephson

Category: Older People

Service Name: St David's Court

Service Type: Sheltered Accommodation

Address: St David's Court, Birmingham Street
Oldbury, West Midlands B69 4DU

Telephone No: 01384 231 237

Email: black.country@jephson.org.uk

Website: www.jephson.org.uk

Service: One bedroom self-contained flats for the elderly, with on-site support from a warden during office hours and an emergency alarm service outside office hours. Other facilities include a laundry, lounge and kitchen for social use by residents.



Nehemiah Housing

Category: Older People

Service Name: Charles Pearson Court

Service Type: Sheltered Accommodation

Address: Charles Pearson Court, Mill Drive
Smethwick, West Midlands
B66 3HW

Telephone No: 0121 358 0966

Email: jenny@nehemiah.co.uk

Website:

Service: 40 unit sheltered scheme, provides independent self-contained apartments, with security and support. On-site staff, 7 days a week, emergency alarm, communal facilities and social activities.



Nehemiah Housing

Category: Older People

Service Name: Legge Street

Service Type: Supported Housing

Address: Legge Street, West Bromwich
West Midlands B70 6AG

Telephone No: 0121 358 0966

Email: jenny@nehemiah.co.uk

Website:

Service: Two bedroom flats with door entry and emergency alarm system for people aged 50 and over. Fortnightly visiting service.



Nehemiah Housing

Category: Older People

Service Name: McKen Court

Service Type: Supported Housing

Address: McKen Court, Morris Street
West Bromwich, West Midlands
B70 7SY

Telephone No: 0121 358 0966

Email: jenny@nehemiah.co.uk

Website:

Service: One and two bedroom flats with door entry and emergency alarm system for people aged 50 and over. Fortnightly visiting service.



Sandwell Homes

- Category: Older People
- Service Name: Warden Services/Community Alarms
- Service Type: Sheltered Accommodation
- Address: Greenford House, Maria Street
West Bromwich
West Midlands B70 6DX
- Telephone No: 0121 525 4290
- Email: bev_abberley@sandwellhomes.org.uk
- Website: www.sandwellhomes.org.uk
- Service: Warden service available to residents living in sheltered and supported housing. Community alarms for anyone feeling vulnerable and living in Sandwell.

Servite Houses

Category: Older People

Service Name: Elizabeth Prout Gardens

Service Type: Sheltered Accommodation

Address: Elizabeth Prout Gardens, High Street,
Rowley Regis, West Midlands
B65 0EJ

Telephone No: 0121 559 5575

Email:

Website: www.servitehouses.org.uk

Service: Sheltered housing for elderly people
with support needs.



Servite Houses

Category: Older People

Service Name: George Simmons House

Service Type: Sheltered Accommodation

Address: George Simmons House
97a Bleakhouse Road, Oldbury
West Midlands B68 0TQ

Telephone No: 0121 421 7041

Email:

Website: www.servitehouses.org.uk

Service: Sheltered housing for elderly people
with support needs.



Tipton Homecare

Category: Older People

Service Name: Tipton Homecare

Service Type: Floating Support

Address: Tipton Homecare Ltd, Owen House
17 Unity Walk, Tipton
West Midlands DY4 8QL

Telephone No: 0121 557 3649

Email: tiptonhomecare@btconnect.com

Website:

Service: Provides affordable, receivable and flexible home care services to individuals in their own homes/communities in order to improve and maintain maximum independence.

West Midlands Homebased Care

- Category: Older People
- Service Name: West Midlands Homebased Care
- Service Type: Floating Support
- Address: West Midlands Homebased Care Ltd
337-339 Soho Road, Handsworth
Birmingham, West Midlands
B21 9SD
- Telephone No: 0121 523 2333
- Email: jackie.crump@wmhbc.co.uk
- Website: www.wmhbc.co.uk
- Service: Provides affordable, receivable and flexible homecare services to individuals in their own homes/ communities in order to improve and maintain maximum independence. Available in Oldbury, Smethwick and West Bromwich.



Alarm Only Services

5 Alarm Only Services

Alarm services are divided between some that are attached to a property and others that can be provided to people wherever they live. There are pull-cords located in the property and also pendants that can be worn by the person.

A person can press the alarm when in difficulty and speak to a call centre who will find out what the problem is and get assistance. This may be help from a relative or other person who has a key, or from emergency services. In addition, Sandwell Homes provide staff who may come to the property and offer further help.

There is likely to be a small charge for installing the alarm and, depending on circumstances, a small weekly charge (less than £5) for the service.

Accord Alarms

Category: Alarm Only

Service Name: Accord Alarms

Service Type: Community Alarms

Address: Accord Housing Association
37 King Street, Darlaston
West Midlands WS10 8DD

Telephone No: 0121 568 3100

Email: info@accordha.org.uk

Website: www.accordha.org.uk

Service: Properties which provide an alarm call service to deal with emergencies.

BCHA Alarms

Category: Alarm Only

Service Name: BCHA Alarms

Service Type: Community Alarms

Address: Black Country Housing Association
134 High Street, Blackheath
West Midlands B65 0EE

Telephone No: 0121 561 1969

Email: housing@bcha.co.uk

Website: www.bcha.co.uk

Service: Properties which provide an alarm call service to deal with emergencies.

Hamac Housing Association (part of Focus Futures)

Category: Alarm Only

Service Name: Jack David House

Service Type: Accommodation Based

Address: Beddoe Close, Great Bridge
West Midlands DY4 7HZ

Telephone No: 0121 557 6166

Email: beverley.anderson@focus.co.uk

Website: www.midlandheart.co.uk

Service: This is an on-call community alarm system for residents of Jack David House.



Sandwell Homes

- Category: Older People
- Service Name: Community Alarms/ Warden Services
- Service Type: Floating Support
- Address: Greenford House, Maria Street
West Bromwich
West Midlands B70 6DX
- Telephone No: 0121 525 4290
- Email: bev_abberley@sandwellhomes.org.uk
- Website: www.sandwellhomes.org.uk
- Service: Community alarms for anyone feeling vulnerable and living in Sandwell.
Warden service available to residents living in sheltered and supported housing.



Other Support

6 Other Support

This section covers a number of services for different client groups. Due to the historical development of Supporting People there are not enough of these to have a section each. Sandwell Council is keeping the need for more services under constant review.

All services provide people with the kind of support they need to live independently and improve their lives. These services all visit people in their own homes, except for services for women at risk from domestic violence which can also provide emergency accommodation, as well as services for Asian or African Caribbean women.

This section includes services for: people at risk of homelessness, ex-offenders, people with HIV and AIDS, people who are deaf or hearing-impaired, people with alcohol problems, and women at risk from domestic violence.

Adullam Specialist Services

Category: Ex-offender

Service Name: Housing Services

Service Type: Floating Support

Address: 9-11 Park Avenue, Hockley,
Birmingham, West Midlands
B18 5ND

Telephone No: 0121 551 5030

Email: abrewster@adullam.org.uk

Website: www.adullam.org.uk

Service: Floating support for ex-offenders and
those at risk of offending.

Aquarius Action Projects

Category: Alcohol Misusers

Service Name: Link Project

Service Type: Floating Support

Address: Asden House, 1-5 Victoria Street
West Bromwich, West Midlands
B70 8ET

Telephone No: 0121 525 9292

Email: aquarius.6@zoom.co.uk

Website: www.aquarius.org.uk

Service: Help for adults who are at risk of
losing their tenancies due to their use
of alcohol.



Black Country Tenancy Support Services

Category: Generic

Service Name: Black Country Housing Association

Service Type: Floating Support

Address: 134 High Street, Rowley Regis
West Midlands B65 0EE

Telephone No: 0121 561 1969

Email:

Website: www.bcha.co.uk

Service: Floating support service set up for BCHA tenants but available across tenure. Many of its users have mental health problems.

Black Country Care & Repair Services

Category: Home Improvement Agency (HIA)

Service Name: Black Country Housing Association

Service Type: Floating Support

Address: 134 High Street, Rowley Regis
West Midlands B65 0EE

Telephone No: 0121 561 1969

Email:

Website: www.bcha.co.uk

Service: The main aim of the HIA is to help older people in Sandwell to maintain their independence by providing support and technical advice with housing repairs, adaptations and improvements to their homes. Manages the 'Houseproud' scheme in Sandwell.

Breathe Again Ltd

Category: Domestic Violence

Service Name: BREATHE Domestic Violence Project

Service Type: Accommodation Based

Address: Birmingham and Sandwell

Telephone No: 0121 616 5060

Email:

Website:

Service: Support for African Caribbean women and children affected by domestic violence. This may include emotional support or help in finding or financing a home.



Nacro Community Enterprises Ltd

Category: Ex-offender

Service Name: Nacro High Risk Offenders

Service Type: Floating Support

Address: Challenge House
148-150 High Street, Aston
Birmingham, Wst Midlands B6 4US

Telephone No: 0121 359 8070

Email:

Website: www.nacro.org.uk

Service: Floating support service for
ex-offenders.

RNID

Category: Deaf and Hearing Impaired

Service Name: Sandwell Floating Support

Service Type: Floating Support

Address: 29-31 Lysways Street, Flat 3
Caldmore, Walsall
West Midlands WS1 3AG

Telephone No: 01922 723 860

Email: roger.thompson@rnid.org.uk

Website: www.rnid.org.uk

Service: Provides housing related support to deaf/deaf-blind people with additional needs such as mental health or learning disabilities.



Sandwell Homes

Category: Generic

Service Name: Tenancy Support Service

Service Type: Floating Support

Address: Main Office – Community Care Unit
Church House, 5-14 South Road
Smethwick, West Midlands B67 7BN

Telephone No: 0121 569 5238

Email:

Website: www.sandwellhomes.org.uk

Service: Floating support is provided to vulnerable people (all client groups aged 16 and over) who need support with resettlement or in maintaining their tenancy or to maintain independence.

Sandwell Women's Aid

Category: Asian Women at risk of Domestic Violence

Service Name: Humdard Resettlement

Service Type: Floating Support

Address: Across Sandwell and Dudley

Telephone No: 0121 522 9975

Email: info@womensaid.org.uk

Website: www.womensaid.org.uk

Service: Provision of resettlement and tenancy support to Asian women re-establishing security and independence after experiencing domestic violence.

Sandwell Women's Aid

Category: Asian Women at risk of Domestic Violence

Service Name: Humdard Refuge

Service Type: Accommodation Based

Address: Confidential Location

Telephone No: 0121 522 9975

Email: info@womensaid.org.uk

Website: www.womensaid.org.uk

Service: Provision of safe, emergency accommodation for Asian women aged 18 or over, with or without children, leaving domestic violence relationships.



Sandwell Women's Aid

Category: Women at risk of Domestic Violence

Service Name: Women's Refuge

Service Type: Refuge/ Temporary Accommodation

Address: Confidential Location

Telephone No: 0121 522 9975

Email: info@womensaid.org.uk

Website: www.womensaid.org.uk

Service: Provision of safe, emergency accommodation for women aged 18 or over, with or without children leaving domestic violence relationships.



SHARP

Category: Single Homeless

Service Name: SHARP Generic Floating Support Service

Service Type: Floating Support

Address: Sharp House, 57 Edgbaston Road
Smethwick, West Midlands B66 4LG

Telephone No: 0121 558 2104

Email: sharp.housing@tiscali.co.uk

Website: www.sharphostel.co.uk

Service: Provides floating support to people with complex needs aged 18 and over.

SHARP

Category: Single Homeless

Service Name: SHARP House

Service Type: Accommodation Based

Address: Sharp House, 57 Edgbaston Road
Smethwick, West Midlands B66 4LG

Telephone No: 0121 558 2104

Email: sharp.housing@tiscali.co.uk

Website: www.sharphostel.co.uk

Service: Direct access supported housing.
Can be on an emergency basis and a
short term service.



Summit House Support

Category: HIV & AIDS

Service Name: Summit House Support

Service Type: Floating Support

Address: Holloway House, Martin Hill Street
Dudley, West Midlands DY2 8RT

Telephone No: 01384 243 220

Email: enquiry@summithousesupport.co.uk

Website: www.summithousesupport.co.uk

Service: Support for people affected by, or
infected by HIV/AIDS.



West Bromwich YMCA

- Category: Single Homeless
- Service Name: YMCA Homeless Project
- Service Type: Accommodation Based
- Address: 38 Carters Green, West Bromwich
West Midlands B70 9LG
- Telephone No: 0121 524 1950
- Email: housing@wbymca.org.uk
- Website: www.wbymca.org.uk
- Service: Housing for clients aged 16-49, who genuinely want to promote change in their lives by undertaking life skills and resettlement programmes. The opportunity is also available for those who want to access accredited learning.







Useful Contacts

Useful Contacts

This section contains contact details for other organisations who may be of use and have links with Supporting People.

Supporting People works in partnership with Adult Services, Health, Probation and Housing to assist people with a wide range of services.

Age Concern Sandwell

Works with, and for, all older people in Sandwell,
providing a range of services to meet their needs.

Address: 15- 17 Bull Street, West Bromwich
West Midlands B70 6EU

Telephone No: 0121 500 1860

Email: info@ageconcernsandwell.org.uk

Agewell

Address: 15-17 Bull Street, West Bromwich
West Midlands B70 6EU

Telephone No: 0121 525 7605

Email: agewell@agewellinsandwell.org.uk

Websitel: www.agewellinsandwell.org.uk

Benefits Service

Telephone No: 0845 351 0020 – Housing and
Council Tax Benefit Enquiries

0845 351 0015 – Council Tax
Enquiries

0845 355 3500 – To make
a Council Tax Payment

Email: contact@sandwell.gov.uk

Or visit us at our Enquiry Counter:-

Revenues and Benefits Service
Lodge Road, West Bromwich
West Midlands B70 8PG

Carers Advice & Resource Establishment (CARES)

Works with, helps and supports unpaid, family carers
and the people they look after throughout Sandwell.

Address: Edward Cheshire House
2 Bearwood Road, Smethwick
West Midlands B66 4HH

Telephone No: 0121 558 7003

Email: cares.sandwell@btinternet.com

Citizens Advice Bureaux (CAB)

Free, independent, impartial and confidential advice and assistance on a wide range of matters including debt, benefit, housing, legal, immigration and so on.

Oldbury CAB

Address: Old Municipal Building
Halesowen Street, Oldbury
West Midlands B69 3DB

Telephone No: 0121 552 2022
Out of hours: 01384 636988

Opening Hours: Monday and Tuesday
10.00am – 3.00pm,
Thursday 10.00am – 1.00pm,
Wednesday and Friday closed

Cradley Heath CAB

Address: Cradley Heath Community Centre
Reddal Hill Road, Cradley Heath
West Midlands B64 4JG

Telephone No: 01384 636988

Opening Hours: Monday and Tuesday
10.00am – 4.00pm,
Thursday 10.00am – 1.00pm,
Friday 10.00am – 1.00pm

Tipton CAB

Address: Neptune Health Park
Sedgley Road West, Tipton
West Midlands DY4 8LX

Telephone No: 0121 612 1841

Opening Hours: Tuesday, Wednesday and Friday
10.00am – 2.00pm,
Thursday 10.00am – 1.00pm

West Bromwich CAB

Address: 22 Lombard Street
West Bromwich
West Midlands B70 8RT

Telephone No: 0121 569 2998

Opening Hours: Monday, Tuesday and Thursday
10.00am – 2.15pm,
Friday 10.00am – 12.30pm

Smethwick CAB

Address: 370 – 371 High Street, Smethwick
Warley, West Midlands B66 3PJ

Telephone No: 0121 558 8500

Opening Hours: Monday 9.30am – 2.00pm,
Wednesday 1.00pm – 3.30pm,
Thursday 10.00am – 1.30pm,
Friday 9.30am – 1.00pm

Crimestoppers

A free and anonymous phone line for callers to provide information to the Police. A cash reward may be available if information leads to an arrest and charge.

Telephone No: Freephone: 0800 555 111

Lines are open 24 hours

Housing Advice

Advice is offered to homeless people and customers on private tenancy issues.

Address: Sandwell Council House
Freeth Street, Oldbury
West Midlands B69 3DE

Telephone No: 0121 569 5227/ 5236 / 5152
Minicom: 0121 569 4241

Email: housing@sandwell.gov.uk

Opening Hours: Monday, Tuesday and Wednesday
9.00am – 5.00pm,
Thursday 9.00am – 1.00pm,
Friday 9.00am – 4.30pm

Houseproud

Free, no obligation advice on raising finance to improve your home and access to reputable builders supervised by the Black Country Housing Care and Repair service.

Address: Private Sector Housing
Council House, High Street
Smethwick, West Midlands B66 3NT

Telephone No: 0121 569 5232

Email: housing_strategy@sandwell.gov.uk

NHS Direct

Telephone No: 0845 46 47

Website: www.nhsdirect.nhs.uk

One Stop Shop

For face to face customer enquiries about council services. Located on the Ground Floor of Sandwell Council House in Oldbury.

Address: Sandwell Council House
Freeth Street, Oldbury
West Midlands B69 3DE

Telephone No: 0845 358 2200

Email: contact@sandwell.gov.uk

Opening Hours: Monday, Tuesday, Wednesday and
Thursday 8.00am – 5.30pm,
Friday 8.00am – 5.00pm

Patient Advice & Liaison Services (PALS)

Telephone No: 0121 507 5836
or 0121 607 3369

Probation Service

Address: Unity House, 14-16 New Street
West Bromwich, West Midlands
B70 7PN

Telephone No: 0121 533 4500

Sandwell and West Birmingham Hospitals NHS Trust

Address: City Hospital, Dudley Road
Birmingham, West Midlands

Telephone No: 0121 554 3801

Website: www.swbhn.nhs.uk

Sandwell Homes Property Shops

For all lettings-based enquiries.

Wednesbury Property Shop

Address: 93/94 Walsall Street, Wednesbury
West Midlands WS10 9BY

Telephone No: 0121 505 4774

Opening Hours: Monday 9.00 – 4.00pm,
Wednesday 9.00am – 4.00pm,
Thursday 9.00am – 4.00pm,
Friday 9.00am – 4.00pm

West Bromwich Property Shop

Address: Unit 32, 105 Kings Square
West Bromwich, West Midlands
B70 7NN

Telephone No: 0121 525 3700

Opening Hours: Monday 9.00 – 4.00pm,
Wednesday 9.00am – 4.00pm,
Thursday 9.00am – 4.00pm,
Friday 9.00am – 4.00pm

Blackheath Property Shop

Address: Payne Street, Blackheath
West Midlands B65 0DH

Telephone No: 0121 559 4776

Opening Hours: Monday 9.00 – 4.00pm,
Wednesday 9.00am – 4.00pm,
Thursday 9.00am – 4.00pm,
Friday 9.00am – 4.00pm

Sandwell People First

Advocacy and support for people with a learning disability.

Address: Brook Street Business Centre,
Brook Street, Tipton
West Midlands DY4 9DD

Telephone No: 0121 520 0813

Sandwell Primary Care Trust

Address: Kingston House, 438 High Street
West Bromwich, West Midlands
B70 9LD

Telephone No: 0845 155 0500

Service User Reference Group (SURG)

For people who use or have used mental health services.

Address: 2nd Floor, Kingston House
438 High Street, West Bromwich
B70 9LD

Telephone No: 0121 500 1600

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Every effort has been made to ensure that the information contained in this directory is correct at the time of printing (February 2007).



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