

# What can we do for you?

Need help? You're in the right place...



We have a range of services available to help you.

**Care**  
We have a wide range of care and support services to choose from. [Visit the Care section](#) for more information, or [search for a service](#).

**Childcare**  
We have two day care nurseries in Wolverhampton offering care and learning for children aged six weeks to four years:

- Bushbury Triangle Neighbourhood Nursery, 72 Stanley Road, Bushbury, WV10 9EL. Tel: 01902 735839
- Oxley Nursery, Ingestre Road, Wolverhampton, WV10 6SN. Tel: 01902 785858

**Money advice**  
Once you've logged in, your [Customer Account page](#) has lots of information about how to handle your finances well,

including tips on budgeting, banking and benefits. Visit our [Useful Links](#) page for a list of websites that can help you with debt, budgeting and financial advice. You can also speak to our money advisors for free, confidential advice and assistance. [Call or email us](#) for details.

#### **Digital inclusion**

What has digital taught us? Shelby the Digital Tortoise is here to answer any questions you may have about anything digital. Maybe you have an IT query, or would like to know more about Twitter? Whatever your question, Shelby can help. [Visit his Facebook page](#) to find out more.

#### **Domestic violence support**

Services range from secure, comfortable refuges (including one of the largest in the country), to short-term floating support for women who have settled into new tenancies in Birmingham and Walsall. Comprehensive, individual support is provided to ensure every woman is aware of the options available to her in order to make informed choices and decisions to enhance her future safety, welfare, stability and that of her children. Refuges and floating support services both offer extensive assistance to rebuild people's lives through methods such as:

- Interpretation and translation
- Welfare benefits
- Parenting skills
- Finance
- Legal matters
- Immigration
- Education and employment
- Health
- Social inclusion
- Emotional support
- Housing and tenancy rights
- Protection from risk
- Children's activities

Please call 0121 358 9052 for more details. The police and social services can also put you in touch with us.

### Home and Garden Services

Our 80-strong in-house maintenance and service team have 25 years' experience of working within the social housing sector providing services for both internal and external customers. The service offers:

- Gardening, landscaping, tree surgery and grounds maintenance
- Communal cleaning
- Gas and electrical installation, repairs and servicing
- Repairs, refurbishment and restoration
- Neighbourhood services, including car parking and security systems.

Please [email the Home and Garden Services](#) team for information.

### Holiday Kitchen

Our award-winning Holiday Kitchen programme provides quality learning, food and play activities for children and their families during school breaks. [Like us on Facebook](#) for up-to-date info.

### 'Our House' customer magazine

Would you like to get involved in producing our customer magazine? We're always on the look-out for customers who would like to contribute. [Contact the editor](#) to find out more.

### Volunteering

We offer a huge range of opportunities to get involved in various areas of work and build your skills, confidence and employability, with roles to suit everyone. We have a dedicated volunteer services manager who offers help and support at all stages of finding and undertaking volunteering work. All of our volunteering roles are advertised on [do-it.org](#). If you'd like to volunteer or to find out more, please email [Tina Dalton, Accord Group Learning & Development Adviser](#) or call 0300 111 7000.

### Young People Services

We have over 30 years experience working with Care Leavers in Birmingham. Through delivering a quality housing related support service (assessed as Level A in terms of quality) the service aims to address the inequalities faced by Care Leavers in Birmingham. Across three projects, we meet the needs of young people living in our supported housing schemes by providing a support service that encompasses the following support:

- Access to medical healthcare
- Access to education, employment and training
- Access to longer term suitable accommodation.

The service takes a person-centred approach to discovering needs and aspirations of the young person and then provides a wraparound support service relying on key workers to identify external services that can enhance the

core housing related support service that is delivered.

### **Working Together**

The Working Together project aims to increase the employability of 2,800 long-term unemployed people in the Black Country over the next three years. The project is based on individual need and puts unemployed people in touch with local training providers, who will help them to develop the skills they need to get back into work. Two 'Community Connectors', who have first-hand experience of being unemployed, work in the community to promote the project. For more information, call Dawn (Community Connector for Tipton and Dudley) on 07977 426586, or call Sarah (Community Connector for Bilston East and Darlaston South) on 07713 313240.

### **Old Tree Nursery**

Old Tree Nursery is our plant and garden nursery in Wolverhampton that is open to the public with a café and crafts retail outlet. It also provides training/employment opportunities and support to people with learning disabilities, mental health needs or those facing disadvantage due to social or personal histories. Old Tree Nursery also offers a gardening and landscaping service.

### **Tenancy support**

We can help you to manage your tenancy and to live independently. The service is provided by two tenancy support officers, who offer support in:

- Settling up a new home, e.g. organising gas, electricity, water, telephone accounts and directing you to services in your local community
- Assisting you with furnishing your home and advice around shopping on a budget
- Accessing other agencies to ensure that you are supported with specialist needs, e.g. substance abuse, mental health or mobility issues
- Any other aspect of your life that may affect your ability to manage your tenancy.

**Call or email us** for information.

### **Community action**

As a 'go to' community rooted organisation we are dedicated to working with our customers and local partners to build capacity in our neighbourhoods and develop grassroots solutions to improve outcomes around education, employment, enterprise, health and wellbeing. Our Neighbourhoods & Communities Team are actively spearheading our community action agenda and have already set up the following civic projects:

- Peppered Garden: Peppered Garden is an existing initiative that seeks to identify and bring unused land back community use such as the planting and growing of vegetables and fruit, horticultural therapies and social integration activities. For example we have recently teamed

up with Kikit (Pathways to Recovery) to create a secure area for vulnerable females to undertake horticultural therapy.

- Balsall Heath and Sparkbrook Timebank: Time banking offers an exciting way for people to come together in their communities to share talents and resources in a mutually beneficial way, without the need for money. You can get involved in your community by exchanging your skills and knowledge and be rewarded for it in time credits. Everyone's time is valued equally. For every hour you give helping someone, you receive one time credit.
- Moseley Help Point: If you need advice on housing, money management, welfare reform or anything else please feel free to pop along to our Help Point Hub which is held at our Moseley office every Tuesday afternoon between 2pm and 4pm. You will have access to a number of professionals who can give you information and guidance covering a wider range of issues in a safe, secure and friendly setting.

For further information about our community action projects please [email Peter Helly](#) or call 0121 442 5030 or 07932391464.

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