

# Redbrook



HYDE HOUSING

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## INTRODUCTION

### WELCOME TO HYDE HOUSING

Hyde Housing welcomes you as a resident. We hope you enjoy your stay with us and will feel you are with an organisation that is willing to take some time and to make some effort on your behalf.

We understand that it can seem a bit daunting when you first come into a new place so we've designed the guide to answer some of the questions you might have, together with some information to help you settle in and inform you what we expect from you what you can expect from us while you're here.

***“We offer homeless people a home and the chance to rebuild their lives in a supportive environment”***

Hyde Housing provides direct access accommodation and client support for the adult's homeless population; we specialise in housing vulnerable adults in Birmingham and the surrounding areas in supervised houses and hostels.

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# OUR VISION

- **Respect and Dignity:** We treat all residents with respect, compassion, and understanding.
- **Empowerment and Independence:** We empower residents to take control of their lives and achieve their full potential.
- **Collaboration and Partnership:** We work in partnership with residents, families, and other agencies to provide holistic support.
- **Inclusion and Diversity:** We embrace diversity and create an inclusive environment for all residents.
- **Accountability and Transparency:** We are committed to providing high-quality services and operating with transparency.

## HEAD OFFICE CONTACT DETAILS



200 HAMSTEAD ROAD, HANDSWORTH, BIRMINGHAM,

B20 2RE

0121 554 8248

Support worker on site:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
/	/	/	/	/		

# OUT OF HOURS DETAILS

Contact number: 07874361397

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## Charter of Rights and Quality Standards

Hyde Housing works alongside the Charter of Rights and Quality standards to provide safe accommodation and individual support.

Tenants have:

- A right to feel safe and protected
- A right to decent living conditions
- A right to clear information on your support entitlement
- A right to security of property
- A right to seek advice or assistance and to challenge when necessary

### Core Principles

- Residents have fundamental, universal rights that should be respected and upheld. This includes access to basic amenities, a right to be treated with dignity and respect, and a right to live free from harassment, neglect, fear, or abuse
- Service provision should be consistent and fair, and within strong principles of anti-discrimination. This applies to both referral and access procedures and to housing management practices
- To live well and progress, residents need to feel safe. Providers must apply their responsibilities around safeguarding and risk management stringently
- Living environments should be secure, safe, well-managed and promote good health and wellbeing.
- Providers should conduct their business and their interactions with residents in a fair, open, and transparent way

- Providers should display a keen willingness to continually adapt and improve their practice; learn constructively from their mistakes, and promote shared learning within the sector
- Exempt accommodation should be a 'stepping stone', for residents to progress with their lives and improve their housing situations
- Residents should be provided with opportunities and support to integrate into both their accommodation and their communities
- Residents should have clear channels of communication with accommodation providers; be included in decisions that affect them and regularly consulted about whether their housing or support is meeting their needs. This includes effective and clear mechanisms for complaints handling.
- Information should be provided to residents as and when needed, including upon request. Information should be clear, accessible, and in a variety of formats to cater for language and literacy needs
- Residents' rights to privacy and confidentiality must always be respected and upheld: including during 'one to one' or support sessions.
- Providers should work in the spirit of partnership, collaborating holistically with a range of agencies to enhance resident experience and ensure safety, wellbeing, and progression

## Policies & Procedures

***“Policies and procedures ensure that a point of view held by Hyde Housing is translated into steps that result in an outcome compatible with that view”***



You are entitled to a free copy of any policy and procedures please ask your support worker if you would like a copy:

#### 1. Equal Opportunity & Diversity Policy

Hyde Housing recognises that people with different backgrounds, skills, attitudes, and experiences bring fresh ideas and perceptions. Our policy seeks to value and harness these differences and to make our services relevant and approachable for everyone. We aim to draw upon the widest possible range of views and experience to meet the changing needs of our users, staff, volunteers, partners, and supporters. Our policy tells you what steps are taken to combat all inequality. The policy states that all people should be treated fairly, equally, and free from discrimination. The policy states that all people should be entitled to inclusion no matter any differences.

#### 1. Complaints Policy and Procedure

Most problems can be sorted out on the spot with our project staff. However, if you are still unhappy our complaints procedure policy outlines the complaints process. This process can be triggered by a phone call to your support worker, or the head office. If you wish to raise a complaint or comment, please complete a complaint form, speak to a member of staff, or go to the office. Complaint forms can be found within this folder or at the main office. You can also contact us directly on the website.

## 1. Safeguarding Adults at Risk

Protecting adults at risk is an important issue for Hyde Housing, we have very clear guidelines about the way we work and provide support. If you feel something is not right, you can raise concerns at any time. Our procedures are open, and we promise to respond quickly and effectively and remain as confidential as possible.

### If someone treats you badly

#### **“This may be abuse”.**

- Abuse is when someone bullies you.
- No one has the right to abuse you.
- Abuse is when someone says things to you that makes you frightened.
- Abuse is when someone does things to you that makes you unhappy.
- Abuse is always wrong; abuse is not your fault.
- Abuse is when someone hurts you or treats you badly.

### There are different types of abuse:

- Financial Abuse
- Physical Abuse
- Discriminatory Abuse
- Sexual Abuse
- Institutional Abuse
- Emotional Abuse

### What should you do?

Tell someone you trust, this could be your support worker or anyone at the head office and do it as soon as you can, we are always here to listen. Anything you say will be treated with confidentiality.

## 1. Drugs and Alcohol Policy & Procedures

Hyde Housing, neither condones nor approves of the possession, use or supply or of illicit drugs. However, the organisation seeks to work with the residents to promote their well-being and reduce harm. To do this, it seeks to offer a service that is accessible to substance users and those with addiction histories and will seek to avoid excluding drug-using residents where possible. While wishing to provide an accessible and inclusive service to people who use drugs, the organisation also recognises that it has other duties and obligations to stay within the law. All substances including alcohol and drugs is not permitted onsite.

## 1. Anti-Social Behaviour Policy & Procedure

Hyde Housing is committed to, tackling anti-social behaviour (ASB), not only in terms of enforcing good behaviour but also through prevention and support. Tenants have obligations to behave in a reasonable manner and to ensure that any visitors do so as well, and are informed of this on sign up and move in.

The following is not an exhaustive list, but examples of ASB can include:

- Noise nuisance including loud music, shouting, slamming doors.
- Behaviour, which is aggressive, threatening or causes intimidation or harassment.
- Criminal activity which affects the community.
- Graffiti.
- Abandoned cars and other vehicle nuisance including motorbikes/ mopeds.
- Acts or threats of violence.
- Hate behaviour (including harassment) - see below.
- ASB because of misuse of drugs or alcohol.
- Hate Crime
- Domestic violence

We aim to create sustainable homes and areas where people feel safe and confident to come forward and report ASB. We will encourage the reporting of ASB in several different ways, including:

- to support staff and management team
- telephone
- email
- text
- our website
- a third party, such as a local Councillor
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There is a responsibility for incidents or complaint forms to be completed according to the event. This can be done by residents and staff members and should then be given to

management so that it can be dealt with appropriately and in a timely manner.

## 1. Confidentiality

Hyde Housing comply with GDPR, data protection and confidentiality guidelines. Staff at Hyde Housing may need to share information with other staff to try to work the best solution to a problem and to get mutual support. Personal information will not be passed to anyone outside the agency without prior agreement. There are some exceptions to this which may include: when someone is at risk to themselves, to or from others, when there is a duty to safeguard, when an incident involves a child, when legal or criminal matters arise.

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## Health & Safety

Residents have a responsibility for their own health & safety, the health and safety of others, to look after their own personal belongings and to keep all common areas free of combustible material.

The misuse of the fire alarm, the emergency exits, and the fire extinguishers will put accommodation at jeopardy.

### FIRE SAFETY

- Make sure you know where your escape route is, you are required to always comply with fire regulations.
- Ensure fire doors are closed and not wedged open.
- Do not tamper with fire doors, locks, and closures.
- Do not tamper with CO2 monitors within the property.
- Do not ignore the fire alarm if it goes off. If it goes off, follow escape plan, and do not re-enter the building unless deemed safe by staff or professionals.
- Be aware when fire alarm tests are carried out.

### ELECTRICAL SAFETY

- Never put bare wires in a socket
- staff may ask to check your electrical items to make sure they are in safe condition.
- Keep electrical items away from bedding or water.
- Portable appliances must never be taken into a bathroom.

### GAS SAFETY

- If you smell gas check the cooker has been turned off properly.
- Do not use electrical switches; or light a cigarette or use a mobile phone.
- Open a window to clear the gas from the building if everything is switched off inform a member of staff or phone the Gas Board Emergency Number – STRAIGHT AWAY

Gas Board – 0800 111 999

Gas Text – 0800 37 17 87



## KITCHEN SAFETY

### *Fire Safety in the Kitchen:*

- Never leaving your cooker unattended
- Keep electrical leads, tea towels, cloths, loose clothing and everything else that may catch fire away from the oven and hob.
- Keep the oven, hob, and grill clean – a build-up of fat and grease can easily catch fire.
- Keep your toaster clean, free of crumbs and away from curtains, kitchen rolls and anything else that could catch fire.
- Never put anything metallic inside the microwave.
- Turn off electrical appliances when not being used.
- Keep electrical leads and appliances away from water.
- Keep handles of pans turned to the back of the hob and away from the gas/electric burner rings.
- Take pans off the heat and turn off the hob and/or grill if you must leave the kitchen while cooking, and make sure the oven, hob and grill is turned off when you have finished cooking.
- Avoid cooking if you are tired, have been drinking alcohol or taking any medication that can make you drowsy.
- If you feel any pf the equipment is faulty, please notify a member of staff.

*Think of other people who need to use the kitchen after you – wipe up your spills and keep the area tidy. Help keep the kitchen a pleasant place for everyone to use.*

### *If your pan catches fire:*

- Don't panic and don't take risks.
- Don't move the pan.
- Never throw water or use a fire extinguisher on a hot fat fire.
- If it's safe to do so – turn off the heat, but never lean over the pan to reach the controls.
- Leave the kitchen, close the door behind you, tell a member of staff, get out and don't go back inside for any reason.
- Call 999

## DISPOSAL OF GLASS AND SHARPS

The disposal of glass is the responsibility of the individual, please place empty glass bottles in the bins provided. Do not let glass or rubbish build up in the kitchen. Do not put sharp items in the kitchen or room bins without wrapping the item in paper/card to prevent accidental injury. Sharps are any item with a point at the edge that could cut or pierce skin, for example: broken glass, broken cutlery, damaged knives, or old razors. Needles and sharps should not be put into general household bins but instead put into the correct sharp's bins. Ask staff for more information.

*Please think of others!*

## EMERGENCY PROCEDURE

Procedures to be carried out in the case of an emergency on site, whether from fire, explosion, or other dangerous incidents, or from an individual accident.

An emergency is any problem which:

- Could lead to death of any person in the property.
- Could put health at risk.
- Could serve serious damage to the property or belongings.

For example

- No lights in the property, power failure
- Gas leak
- Fire alarm system not working
- Burst pipe
- No water

You should report incidents to a member of staff, the main office or out of hours if necessary.

***You should call the emergency services on 999 immediately if the emergency is a:***

***Fire***

***Burglary***

***Violent incident***

***Injury***

[MOVING IN](#)



## Completing Housing Paperwork

When you move in you will be asked to complete your housing application with a member of staff. This will include reading through and signing your accommodation agreement, you will also receive a copy of this to keep. You will also complete other forms such as proof of income and data protection information which will allow us to process your housing benefit claim on your behalf. You will receive a copy of the Charter of rights, standards and expectations. Staff will inform you of your duties and obligations to pay service charge, living in the property and engaging with support. We will also ask for a contact number to contact you on.

### Can you claim housing benefit?

If you are on benefits some or all of your rent will be paid by housing benefit. If you are not working you may still get some housing benefit, our staff will be able to tell you more.

### What is direct payment?

You will be asked to sign for direct payment of your rent this will make paying your rent a lot easier

### What is your contribution of service charge?

£15 per week.

### Why are you required to pay service charge?

This is the part of the rent that covers water rates, gas and electric. This also covers Hyde Housing support to keep communal areas clean and tidy. This is not paid by housing benefit so you will have to pay this yourself from any income you receive. Failure to pay will put your housing in risk.

### How to pay service charge?

You can pay this via cash payments when you have been paid (can be done weekly, fortnightly or monthly). It can also be paid via bank payment or standing order. Staff can help you organise this.

### What if you are working?

If you start working, you may still be entitled to some housing benefit. It is important that you

Speak to Terri Charlton who can help you complete the benefit calculator to work out your entitlement.

## Keys

Once housing paperwork is completed, you will be given a set of keys for the property including front door and your bedroom key.

### What if I lose my key?

If you lose your key, please contact a member of staff or the main office for a replacement. There may be a charge for repeat replacements.

## Attending the property

In most situations a member of staff will be able to show you around the property and to your individual room. Ideally, staff will introduce you to other tenants upon moving in. We know that this may not always be possible straight away, but staff will aim to do this when they next attend.

## Maintenance

Hyde Housing are responsible for carrying out day to day repairs when they are needed.

Hyde Housing (and external agencies such as Birmingham City Council) will also undertake regular inspections to make sure that the building is kept in good standard. We will aim to the best of our ability, to inform tenants when inspections will occur.

To make sure that your property is kept in good condition, the most important person is YOU;

- Take care of your room, building and all the equipment.
- Report any faults straight away don't leave things to get worse.
- As soon as you see something broken or about to break inform a member of staff.

At Hyde Housing, we aim to create a welcoming, safe, and comfortable environment. Please report any concerns or questions to a member of staff. All concerns will be dealt with appropriately and with respect.

### How to report maintenance?

You can directly inform a member of staff when at the property, via telephone or by attending the main office. You can also complete a complaint form or log it online via our website.

## Cleaning

You are responsible for the upkeep and cleanliness of your own room. When you use commercial and shared areas such as bathrooms and kitchen, you should always clean up after yourself and leave the area as you would expect to find it. Remember to wash down the bath/shower after use and wipe down kitchen surfaces and the cooker. Please make sure you always wash up and never leave any dirty or burnt pots. If these things are done straight away your kitchen and bathroom are easier to keep on top of. If someone does not do this, please talk to a member of staff. Hyde Housing will support to provide cleaning products and have staff available to assist with cleaning.

## Rubbish

Your rubbish collection day is:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				/		

This information is also available on the notice board within the property. Rubbish bins should be placed outside the property the night before collection. Always check when your rubbish is collected and where you should put your rubbish. Do not leave black bags outside. Please put them in the bins provided and close the lid, small animals may burst the bag and spread the rubbish about, this will attract mice and rats.

## House rules and Tenant Responsibilities

Please pay attention to the following house rules. Your adherence to them is a condition of your continued residency.

- Show consideration for and be always tolerant of others.
- Act in a proactive honest and straightforward manner
- Staff will not tolerate any form of abuse or anti-social behaviour.
- Do not harass any resident, member of staff or visitor this includes but is not limited to verbal or physical abuse.
- Do not cause damage to the property or of others. This includes vandalism, violence.
- Comply with health and safety and fire regulations.
- Report all maintenance to a member of staff.
- The use of illegal drugs on site is explicitly forbidden.
- Do not act in a manner which will bring harm to another resident, lead to injury or fail to reasonably protect another resident from being harmed.
- All residents are expected to respect each other and staff regardless of race, colour, caste, ethnic or national origin, religion, political affiliation, social class, sex, disability, gender, identity, sexual orientation, cultural background, or age.
- Please do not play loud music between 10:00 PM and 9:00 AM
- Visitors will only be allowed with prior permission of the staff and will be the sole responsibility of the resident. Visitors will not be permitted after 10:00 PM or stay overnight.
- No resident is permitted to enter other resident's rooms without either the occupant being there or prior permission.
- Residents are responsible for their own room key. If they lose the key, then it is a resident's responsibility to inform staff.
- If a resident intends on staying out overnight, or to stop away for a short time, they should inform staff.
- Pets are not allowed at any time.
- Service charge must be paid.

## Support

When moving in, you will be told who your support worker is, contact details, when they will attend the property, and when your individual 1-1 weekly support session is. This information can also be found earlier in this booklet and is shown on the notice board within the property.

### How will I know what support I get?

You will create an individual support plan with your support worker to identify areas you may need support/assistance. This can form the basis of your support sessions as you will

create some goals together you can work towards. The support plan will be reviewed regularly so that you and your support worker can see if your support needs and goals change.

#### What if I'm not onsite when staff come?

Whilst living with Hyde Housing, you have a duty to engage with support. If you are not onsite when staff visit, they will attempt to contact you via telephone.

#### What type of support is offered?

Hyde Housing

Type of support	Our Aim	How we support you
Housing	To providing safe and secure Housing and complying with housing agreement	<ul style="list-style-type: none"> <li>● Managing and completing housing benefit claims</li> <li>● Ensuring and completing repairs</li> <li>● Providing furniture, décor and household items</li> <li>● Support with move on and referrals to further or independent living.</li> </ul>
Benefits & Finances	To ensure financial stability for tenants	<ul style="list-style-type: none"> <li>● Assistance to complete benefit claims, completing paperwork/applications.</li> <li>● Assistant with job searches, attending appointments.</li> <li>● Support with budget plans and money management.</li> </ul>
Training & Employment	To gain skills, education, experience and employment.	<ul style="list-style-type: none"> <li>● Provide awareness and updates of courses, and training opportunities</li> <li>● Support to complete applications</li> <li>● Help to create and update CV, complete job searches and applications.</li> <li>● Improve confidence in interviews and job-related skills.</li> </ul>
Health & Wellbeing	To promote positive health and wellbeing	<ul style="list-style-type: none"> <li>● Provide information on local agencies regarding health and wellness</li> <li>● Assist in complete registrations to local GPs. Regular wellbeing checks and reviewing health and wellbeing in care plans.</li> <li>● Assistance with attending appointments regarding health and wellbeing (GP, dentist, opticians)</li> <li>● In house trained sexual health practitioners.</li> </ul>
Diet and Food	To encourage healthy lifestyle with diet and food	Assessing and supporting cooking and shopping skills.

		<p>Provide information on recipes.</p> <p>Regularly review diet and meal arrangements</p> <p>Liaising with external agencies such as food banks.</p>
Mental Health	To promote positive wellbeing through mental health	<p>In house qualified therapists for emotional and mental health support and cognitive behavioural therapy.</p> <p>Liaising with external professionals and support arranging and attending appointment such as CPN, community care teams, secondary mental health teams, GPS.</p> <p>To promote healthy lifestyle habits which will promote positive wellbeing.</p>
Life Skills	To learn skills towards independence	Support with skills such as: cooking, cleaning, money management, budgeting, organisation, time management, problem solving, healthy relationships.
Social Support	To develop positive relationships	<p>Support and encourage healthy relationships and boundaries.</p> <p>Promote positive community engagement.</p> <p>Providing information and assisting with referrals for further support.</p>

## Involvement

***“You can make a difference by getting involved and influencing how Hyde Housing services are delivered”.***

We aim to ensure that tenant involvement is the heart of everything we do, we want to improve our services and we can only do this by listening to you and acting on your feedback, we have several opportunities for you to give us your feedback and views.



You can get involved by:

- Completing our satisfaction survey
- Standing for election at resident representation
- Attending any residents' meetings
- Getting involved in resident projects and activities.
- Talking to us
- Write to us using our suggestion box which is located at the main office.

## DIRECTIONS TO LOCAL AMENTIES



### Hawkesley Health Centre



375 Shannon Rd, Birmingham B38 9TJ ~ **3 min (0.2 mile)**

- Walk south on Redbrook Covert towards Eckington Walk 210 ft
- Turn left onto Eckington Walk -0.1 mi



- Turn left onto Shannon Rd/ Destination will be on the left

**01214864200**

**999 Emergency UK**

**111 NHS (non-emergency)**

**101 Police (non-emergency)**



## Browns Pharmacy – Hawkesley



16 Hawkesley Square, Birmingham B38 9TU ~4 min



- Head south on Redbrook Covert toward Eckington Walk 210 ft
- Turn left onto Eckington Walk
- Turn left onto Shannon Rd ~105 ft
- Turn right onto Thistle Green ~108 ft
- Turn right onto Hawkesley Square ~115 ft
- Turn left to stay on Hawkesley Square



**01214586172**

<b>116 123 Samaritans (Mental Health)</b>
<b>0300 300 0099 (Crisis Mental Health Team)</b>




## My Dentist



183 Redditch Rd, Birmingham B38 8RH 10 min (0.5 mile)

- Head north on Redbrook Covert toward Tarrington Covert ~39 ft
- Redbrook Covert turns slightly left and becomes Drybrook Cl ~0.1 mile
- Turn left onto Green Ln ~115 ft
- Turn right onto Navigation Rd~449 ft
- Turn left onto Legging R ~187 ft
- Turn right onto Redditch Rd~0.1 mile
- Turn left at Tunnel Rd. ~59 ft
- Turn right onto Redditch Rd/A441

Destination will be on the left



**01214585415**



**The Trussell Trust Food Bank**



24 Pershore Rd S, Cotteridge, Birmingham B30 3EJ 33 min (1.6 miles)

- Walk north on Redbrook Covert towards Tarrington Covert ~39 ft
- Redbrook Covert turns slightly left and becomes Drybrook Cl
- Turn left onto Green Ln ~115 ft
- Turn right onto Navigation Rd ~449 ft
- Turn left onto Legging Rd ~187 ft
- Turn right onto Redditch Rdmi
- Turn left at Tunnel Rd. ~59 ft
- Turn right onto Redditch Rd/A441

**07582143972**



**The Fold Post Office**





### 16 The Fold, Birmingham B38 9BL ~8 min (0.4 mi)

- Walk north on Redbrook Covert towards Tarrington Covert ~39 ft
- Turn right onto Tarrington Covert ~479 ft
- Turn right towards The Mounds ~92 ft
- Turn left onto The Mounds ~184 ft
- Turn right onto Green Ln
- Turn left onto Shannon Rd
- Turn right to stay on Shannon Rd
- Turn left onto Primrose Hill ~26 ft
- Turn right onto Sisefield Rd ~246 ft
- Turn right onto Bentmead Grove ~194 ft
- Turn left onto The Fold
- Destination will be on the right

**Universal Credit full service: 0800 328 5644**

**PIP Claim 0800 917 2222.**



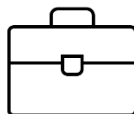
### FROM HOME TO THE OFFICE

**(200 Hamstead Road, B202RE, Handsworth)**

**0121 554 8248**

- Walk about 4 min, 0.2 mi
- Head north on Redbrook Covert toward Tarrington Covert
- Turn right onto Tarrington Covert **45**

- Turn right toward The Mounds
- Turn left onto The Mounds
- Turn right onto Green Ln
- Medway Grove
- **Bus45 Birmingham** 31 min (33 stops) TO Upper Dean Street (Stop MK2)
- From Upper Dean Street **BUS16** 16 min (12 stops) · TO Gibson Rd



### Birmingham South West Jobcentre

- 1300 Bristol Rd S, Birmingham B31 2TQ



08001690190

Walk About 6 min, 0.3 mi

- Head north on Redbrook Covert toward Tarrington Covert
- Redbrook Covert turns slightly left and becomes Drybrook Cl
- Turn left onto Green Ln
- Turn right onto Navigation Rd
- Turn left onto Legging Rd
- Turn left onto Redditch Rd
- Destination will be on the left
- Burford Park Rd
- **Bus 45** Longbridge 13 min (15 stops) .
- Long bridge Lane/Bristol Road South
- Walk About 8 min, 0.4 mi
- Head west on Longbridge Ln toward High St
- Turn right onto Devon Way
- Slight left
- Slight right onto Bristol Rd S/A38
- Destination will be on the right

08001690190

## HELPFUL CONTACTS

<p>Kingstanding Circle</p> <p><b>26 Rough Rd, Kingstanding, Birmingham B44 0UY</b></p> <p><b>01216471385</b></p>	<p><b>Aylesbury Surgery</b></p> <p>Aylesbury House, Warren Farm Rd, Birmingham B44 0DX</p> <p>01213731078</p>	<p><b>MMP</b></p> <p>Medical Centre, 519 Jockey Rd, The Royal Town of Sutton Coldfield, Birmingham, Sutton Coldfield B73 5DF</p> <p>08456750560</p>	<p><b>Summerfield Primary Care Centre</b></p> <p>134 Heath Street</p> <p>Winson Green</p> <p>Birmingham</p> <p>B18 7AL</p> <p><b>0345 245 0769</b></p>	<p>Erdington Medical Centre</p> <p><b>103 Wood End Road</b></p> <p><b>Erdington</b></p> <p><b>Birmingham</b></p> <p><b>B24 8NT</b></p> <p>0121 373 0085</p>
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<p><b>Summerfield Urgent Care Centre</b></p> <p>134 Heath Street Winson Green Birmingham B18 7AL <b>0345 245 0769</b></p>	<p><b>South Birmingham GP Walk in Centre (Selly Oak)</b></p> <p>15 Katie Road Selly Oak Birmingham B29 6JG <b>0121 415 2095</b></p>	<p><b>Erdington Health &amp; Wellbeing Walk in Centre</b></p> <p>1st Floor 196 High Street Erdington Birmingham B23 6SJ <b>0121 686 8010</b></p>
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<p><b>Birmingham Drugline</b></p> <p>Dale House New Meeting Street Birmingham West Midlands B4 7SX <b>0121 632 6363</b></p>	<p><b>Swanswell Drug and Supporting People Services</b></p> <p>Ruskin Chambers 191 Corporation Street Birmingham B4 6RP <b>0121 233 7400</b></p>	<p><b>Aquarius</b></p> <p>236 Bristol Road Birmingham B5 7SL <b>0121 414 0888</b> Affected by drug, alcohol or gambling problem</p>	<p><b>Turning Point Zephyr</b></p> <p>3 Barker Street Lozells B19 1EL <b>0121 523 5109</b> *must be referred by a drug or social worker</p>
<p><b>Birmingham Drug and Alcohol Action Team</b></p> <p>1st Floor Technology Block Gee Business Centre Holborn Hill Aston Birmingham B7 5PA <b>0300 5555 999</b> To contact any of the Birmingham drug and alcohol – <b>0121 465 4930</b></p>	<p>DIP Programme <b>Single Point Contact</b> <b>Mon – Fri</b> 0300 555 9999 <i>Will ask short series of questions to determine appropriate treatment</i> <b>DIP 24/7</b> <b>0800 073 2052</b> <i>Access into treatment is rapid and meets national waiting time limits</i></p>	<p><b>Birmingham Outreach Alcohol Team (BOAT)</b> <i>partnership with:</i> <b>Sifa Fireside</b> 48-52 Allcock Street Birmingham B9 4DY <b>0121 766 1700</b> Drop-in times: Mon-Fri 09:00 – 10:30 Mon-Fri 12:00 – 12:45 Sat-Sun 10:30-11:30 Tea and Coffee</p>	<p><b>Freshwinds BRO-SIS Project</b> Prospect Hall 12 College Walk Selly Oak Birmingham B29 6LE <b>0121 415 6670</b> <i>*Focuses around African Caribbean Background who experience issues with drugs</i></p>

<p><b>Department of Sexual Health</b></p> <p><b>Birmingham Heartlands Hospital</b></p> <p>Hawthorn House</p> <p>Heartlands Hospital</p> <p>Bordesley Green East</p> <p>Birmingham</p> <p>B9 5SS</p> <p><b>0121 424 8984</b></p> <p>Walk-in service every day 09:30-11:30</p>	<p><b>New Attitudes Contraception and Sexual Health</b></p> <p>Erdington Health and Wellbeing Centre</p> <p>2<sup>nd</sup> Floor</p> <p>196 High Street</p> <p>Erdington</p> <p>B23 6SJ</p> <p><b>0121 686 8030</b></p> <p>Drop-in service available</p>	<p><b>The Drake Unit</b></p> <p>Birmingham Chest Clinic</p> <p>Great Charles Street</p> <p>Queensway</p> <p>Birmingham</p> <p>B3 3HX</p> <p><b>0121 424 8984</b></p> <p>Walk-in and appointments available – waiting times depends on the amount of pre-booked appointments</p>
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<p><b>Birmingham Dental Hospital</b></p> <p>St Chads Queensway</p> <p>Birmingham</p> <p>B4 6NN</p> <p><b>0121 466 5000</b></p> <p>Appointments between 9:00am – 5:00pm</p> <p>Emergency care opens at 7:30am and assessments start at 9:00am</p>	<p><b>The dental surgery</b></p> <p><b>643 Kingstanding Rd, Kingstanding, Birmingham B44 9SU</b></p> <p><b>01213543579</b></p>	<p><b>Reece Associates Dental surgery</b></p> <p><b>22A Chester Rd, The Royal Town of Sutton Coldfield, Birmingham, Sutton Coldfield B73 5DA</b></p> <p><b>01213555180</b></p>
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<p><b>Birmingham Settlement's</b></p> <p><b>Money advice Service</b></p> <p>Money Advice Service</p> <p>Units 4-7 Alma House</p> <p>Newtown Shopping Centre</p> <p>Birmingham</p> <p>B19 2AB</p> <p><b>0121 250 3000</b></p> <p>Drop-in every weekday 3:00am-5:00pm</p>	<p><b>Citizens Advice Bureau</b></p> <p>City Centre</p> <p>Ground Floor</p> <p>Gazette Building</p> <p>168 Corporation Street</p> <p>Birmingham</p> <p>B4 6TF</p> <p><b>08444 77 1010</b></p> <p>Info helpline – 9:30-16:30 Mon-Fri or 0300 330 0650 for mobile</p>	<p><b>CASA National</b> (Community Advocacy, Support and Advice)</p> <p>2 High Street</p> <p>Kings Heath</p> <p>Birmingham</p> <p>B14 7SW</p> <p>1 Rake Way</p> <p>Birmingham</p> <p>B15 1EG</p> <p><b>0121 441 4400</b></p>	<p><b>The Crossway</b></p> <p>77-79 Vivian Road</p> <p>Harborne</p> <p>Birmingham</p> <p>B17 0DT</p> <p><b>0121 426 0070</b></p> <p>Open Mon and Thurs evening and Tues morning for appointments</p> <p>For appointments-0121 426 0071 /</p> <p>debtsupport@thecrossway.org.uk</p>
<p align="center"><b>Birmingham City Council Debt Advice Team</b></p> <p align="center"><b>0121 303 2087</b></p>			

<p align="center"><b>Birmingham Adult Education Service</b></p> <ul style="list-style-type: none"> <li>● <i>Over 3,000 part time courses</i> <ul style="list-style-type: none"> <li>● <i>Provide opportunities</i> <ul style="list-style-type: none"> <li>● <i>Skills to get a job</i></li> </ul> </li> </ul> </li> <li>● <i>Explore and develop your creative side</i> <ul style="list-style-type: none"> <li>● <i>Meet new people</i></li> </ul> </li> </ul> <p align="center">Call: <b>0121 303 4318</b> or email: <b>education@birmingham.gov.uk</b></p>
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<b>Handsworth Jobcentre Plus</b> Temple Row House 25-45 Soho Road Handsworth Birmingham B21 9SL <b>0845 604 3719</b>	<b>Selly Oak Jobcentre Plus</b> Harborne Lane Selly Oak Birmingham B29 6SP <b>0845 604 3719</b>	<b>Erdington Jobcentre Plus</b> 37 Sutton New Road Erdington Birmingham B23 6TD <b>0845 604 3719</b>	<b>EESPro DAAT</b> Room 306 The Custard Factory Gibb Street Birmingham B9 4AA 0121 771 0544
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Hyde Housing

<b>Birmingham City Council Enquiries</b>	0121 303 1111
<b>Birmingham Drugline</b>	0121 632 6363
<b>Birmingham &amp; Solihull Mental health 24/7 crisis line</b>	0121 262 3555
	0800 915 9292
<b>Brook Helpline</b>	0808 802 1234
<b>City Hospital Accident &amp; Emergency</b>	0121 554 3801
<b>Crime Stoppers</b>	0800 555 111
<b>Forward Thinking Birmingham Mental Health Crisis (under 25s)</b>	0300 300 0099
<b>Health Exchange (if you have no GP)</b>	0800 158 3535
<b>Healthy Gay Life – Centre for community Health</b>	0121 440 6161
<b>Heartlands A&amp;E</b>	0121 424 3263
<b>Jobcentre/New claims</b>	0800 055 6688
<b>NHS healthcare (medical and dentist)- non urgent</b>	111
<b>Open Door Counselling</b>	0121 454 1102
<b>Police (non-emergency)</b>	0845 113 5000
<b>Sexually Transmitted Infections (Testing)</b>	0845 122 8690
<b>Social Services (Out of hours)</b>	0121 675 4806
<b>The Samaritans</b>	0121 666 6644
<b>Samaritans Free Phone</b>	08457 90 09 90
<b>Travel West Midlands (Ticket Pricing)</b>	0121 254 4801
<b>Travel line information</b>	0871 200 2233
<b>Victim Support</b>	0845 303 0900
<b>West Midlands Police Non-urgent</b>	101

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# CONTACT

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Hyde Housing