Family Matters Service Directory

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| ASPIRING FUTURES CIC i |  |
| ID | 21 |
| ADDRESS | 73 Dudley Road  WolverhamptonWV2 3BY |
| TELEPHONE | 01902 458770 |
| EMAIL | [info@aspiring-futures.co.uk](mailto:info@aspiring-futures.co.uk) |
| WEBSITE | [www.aspiring-futures.co.uk](http://www.aspiring-futures.co.uk) |
| SOCIAL MEDIA |  |
| CONTACT NAME | Wendy Evans |
| OPENING HOURS | Mon-Fri, 9.30am-3.00pm |
| TARGET GROUP(S) | Women and their families (women only) |
| WHERE WILL THIS SERVICE BE AVAILABLE? | Wolverhampton and surrounding area |
| LANGUAGE SPOKEN | * Urdu * Punjabi, * Arabic * Hindi * Kurdish * Gujarati * Chinese * Spanish * Italian * Russian * Latvian * Amharic * Afan Oromo * Mirpuri |
| HOW DO PARTICIPANTS ACCESS THE SERVICE? | Open access service, self-referrals, referrals from other agencies Services can be provided at community based venues |
| BRIEF DESCRIPTION OF SERVICE | Holistic support services for women to improve social connectedness, health and wellbeing and employment services. The service includes counselling listening help, health and wellbeing services, English language skills for speakers of other languages, employment skills support, information, advice and guidance (IAG), functional skills courses (English, maths and IT), beauty and hair accredited courses, holistic beauty therapies, confidence building and encouraging development using creative arts and drama techniques. |
| ADDITIONAL STRANDS | BRIDGES – N/A  CLICK START – N/A  COMMUNITY MATTERS – N/A |

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| --- | --- |
| BARNARDOS i |  |
| ID | 1 |
| ADDRESS | Black Country Families Matters Service  West Midlands House  Gipsy Lane  Willenhall  WV13 2HA |
| TELEPHONE | 01902212196 |
| EMAIL | [BCFamiliesmatter@barnardos.org.uk](mailto:BCFamiliesmatter@barnardos.org.uk) |
| WEBSITE | [www.barnardos.org.uk](http://www.barnardos.org.uk) |
| SOCIAL MEDIA | T: <https://twitter.com/BarnardosBC> |
| CONTACT NAME | Clare Gwynne |
| OPENING HOURS | 9am-5pm Mon-Fri Some evening work |
| TARGET GROUP(S) | Families Lone parents |
| WHERE WILL THIS SERVICE BE AVAILABLE? | Dudley Sandwell Walsall Wolverhampton |
| LANGUAGE SPOKEN | English |
| HOW DO PARTICIPANTS ACCESS THE SERVICE? | Referral - multi-agency - through early help systems, children's centres, health. Services can be provided via home visits and community based venues. |
| BRIEF DESCRIPTION OF SERVICE | Family support service to reduce barriers that prevent families and parents accessing employment, education and training. Using outreach methods and volunteers to build confidence, self-esteem and skills. |
| ADDITIONAL STRANDS | BRIDGES – N/A  CLICK START – N/A  COMMUNITY MATTERS – N/A |

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| --- | --- |
| BLOXWICH COMMUNITY PARTNERSHIP i |  |
| ID |  |
| ADDRESS | Blakenall Centre  Blakenall Row  Blakenall  Walsall  WS3 1LW |
| TELEPHONE | 01922 712069 |
| EMAIL | Sue Phillips - [phillipss@bloxwichcp.co.uk](mailto:phillipss@bloxwichcp.co.uk)  Nicole Mason - [masonn@bloxwichcp.co.uk](mailto:masonn@bloxwichcp.co.uk) |
| WEBSITE |  |
| SOCIAL MEDIA | F: <https://www.facebook.com/familymattersblakenall/> |
| CONTACT NAME | Ann Russell  Nicole Mason |
| OPENING HOURS | Mon-Fri 9am-4pm |
| TARGET GROUP(S) | 16+ unemployed/economically inactive, male and female. |
| WHERE WILL THIS SERVICE BE AVAILABLE? | Delivery based in Blakenall/Bloxwich area of Walsall, but delivery can be Walsall borough wide |
| LANGUAGE SPOKEN | English |
| HOW DO PARTICIPANTS ACCESS THE SERVICE? | Contact via existing services (such as youth clubs, charity shops/tea rooms and other classes) but can be via drop-in, referrals from workers or contact staff directly. Home visits can be provided |
| BRIEF DESCRIPTION OF SERVICE | A motivational course, encouraging all participants to address their barriers to employment and further education, to look at future options and become "job ready" leaving with a CV, experience of applying for jobs and courses and to progress into a training or employment opportunity. |
| ADDITIONAL STRANDS | BRIDGES – N/A  CLICK START – N/A  COMMUNITY MATTERS – N/A |

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| CHANGING LIVES i |  |
| ID | 4 |
| ADDRESS | Graphic House  15-18 New Road  Willenhall  West Midlands  WV13 2BG |
| TELEPHONE | 01902 341822  0191 273 8891 |
| EMAIL | [familymatters@changing-lives.org.uk](mailto:familymatters@changing-lives.org.uk) |
| WEBSITE | [www.changing-lives.org.uk](http://www.changing-lives.org.uk) |
| SOCIAL MEDIA | T: <https://twitter.com/ChangingLives_>  F: <https://www.facebook.com/ChangingLivesCharity> |
| CONTACT NAME | Nicola Salt |
| OPENING HOURS | Mon-Fri 09:00-17:00 Some evening work/outreach work |
| TARGET GROUP(S) | Women |
| WHERE WILL THIS SERVICE BE AVAILABLE? | Walsall Wolverhampton |
| LANGUAGE SPOKEN | English |
| HOW DO PARTICIPANTS ACCESS THE SERVICE? | Referral from partner agencies/self-referral |
| BRIEF DESCRIPTION OF SERVICE | Support for women and their families. Soft skills - to include self-esteem, confidence building, motivation, decision making, problem solving, health emotions, relationships. One-to-one, group work, informal learning, peer support. Harder skills - CV, job applications, interview skills, volunteering opportunities, job search etc. |
| ADDITIONAL STRANDS | BRIDGES – N/A  CLICK START – N/A  COMMUNITY MATTERS – N/A |

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| CITIZENS ADVICE WALSALL i |  |
| ID | 5 |
| ADDRESS | 139-144 Lichfield Street  Walsall  WS1 1SE |
| TELEPHONE | 01922 700645 |
| EMAIL | [bbofamilymatters@cab.walsall.org.uk](mailto:bbofamilymatters@cab.walsall.org.uk) |
| WEBSITE | [www.walsallcab.org.uk](http://www.walsallcab.org.uk) |
| SOCIAL MEDIA | T: <https://twitter.com/bbofm_caw> |
| CONTACT NAME | Alex Banks |
| OPENING HOURS | Family Matters will be dependent upon delivery location. Citizens Advice Walsall details can be found on the website. |
| TARGET GROUP(S) | Families |
| WHERE WILL THIS SERVICE BE AVAILABLE? | Walsall, Wolverhampton, Dudley, Sandwell. |
| LANGUAGE SPOKEN | English |
| HOW DO PARTICIPANTS ACCESS THE SERVICE? | Face to face, telephone, email. Via referral from external agencies. Services are provided at a variety of community based venues |
| BRIEF DESCRIPTION OF SERVICE | Our goal is to help families from Walsall, Wolverhampton, Dudley and Sandwell engage in volunteering, training and employment opportunities. We recognise that each family faces unique challenges and that these barriers are limiting opportunities for personal growth. We will support families with a ranges of issues including: - Welfare reform - CV/interview skills - Debt - Housing - Work experience - I.T. skills - Low confidence - Budgeting - Employment skills Through tailored advice, one-to-one support and guidance we will remove barriers affecting families and build the best opportunity for them to take charge of their lives. |
| ADDITIONAL STRANDS | BRIDGES – N/A  CLICK START – N/A  COMMUNITY MATTERS – N/A |

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| FAMILY ACTION i |  |
| ID | 7 |
| ADDRESS | 24 Angel Gate  City Road  London  EC1V 2PT |
| TELEPHONE | 020 7254 6251 |
| EMAIL | [info@family-action.org.uk](mailto:info@family-action.org.uk) |
| WEBSITE | [www.family-action.org.uk](http://www.family-action.org.uk) |
| SOCIAL MEDIA | T: <https://twitter.com//family_action>  F: [www.facebook.com/familyaction](http://www.facebook.com/familyaction) |
| CONTACT NAME | Louise Hudson |
| OPENING HOURS | 8.00am-5.00pm Monday-Friday |
| TARGET GROUP(S) |  |
| WHERE WILL THIS SERVICE BE AVAILABLE? | Sandwell; outreach services provided. Team is based at:  Burnt Tree Children’s Centre  20-25 Tividale St  Tipton  DY4 7SD |
| LANGUAGE SPOKEN | English (we can provide an interpreter for other languages where possible). |
| HOW DO PARTICIPANTS ACCESS THE SERVICE? | * Directly through contacting the Children's Centres. * We will work with range of partners to take referrals. * Services provided at community venues |
| BRIEF DESCRIPTION OF SERVICE | Employment support for unemployed parents including work clubs, I.T. support, ready for work training, CV writing, job interview techniques, job searching and developing key skills. |
| ADDITIONAL STRANDS | BRIDGES – N/A  CLICK START – N/A  COMMUNITY MATTERS – N/A |

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| GAZEBO THEATRE i |  |
| ID | 8 |
| ADDRESS | Bilston Town Hall  Church Street  Bilston  WV14 0AP |
| TELEPHONE | 01902 497222 |
| EMAIL | [admin@gazebotie.org](mailto:admin@gazebotie.org) |
| WEBSITE | [www.bilstontownhall.co.uk](http://www.bilstontownhall.co.uk) |
| SOCIAL MEDIA | T: <https://twitter.com/gazebotheatre> |
| CONTACT NAME | Rebecca Shepherd |
| OPENING HOURS | 10am-5pm Mon-Fri |
| TARGET GROUP(S) | Families from all different ethnic backgrounds. |
| WHERE WILL THIS SERVICE BE AVAILABLE? | Bilston Wolverhampton Darlaston |
| LANGUAGE SPOKEN | English |
| HOW DO PARTICIPANTS ACCESS THE SERVICE? | * Self-referral * Agency referral * Community engagement officer * Home visits are available |
| BRIEF DESCRIPTION OF SERVICE | Internet café, CV, I.T. skills, hot meals. Mentoring, one-to-one sessions. Creative and holistic arts and crafts from different backgrounds and life skills. |
| ADDITIONAL STRANDS | BRIDGES – N/A  CLICK START – N/A  COMMUNITY MATTERS – N/A |

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| GLOUCESTER STREET COMMUNITY CENTRE LTD i |  |
| ID | 9 |
| ADDRESS | 1-8 Gloucester Street  Wolverhampton  WV6 0PT |
| TELEPHONE | 01902 425461 |
| EMAIL | [admin@gscommunitycentre.org](mailto:admin@gscommunitycentre.org) |
| WEBSITE | [www.gscommunitycentre.org](http://www.gscommunitycentre.org) |
| SOCIAL MEDIA | T: <https://twitter.com/gloucesterstreetcc> |
| CONTACT NAME | Marcia Williams |
| OPENING HOURS | Mon-Tues 10am-4pm Weds - Closed Thurs-Fri 10am-4pm |
| TARGET GROUP(S) | BME (primarily) |
| WHERE WILL THIS SERVICE BE AVAILABLE? | * Gloucester Street * Community Centre * Childcare will be available to other partners and participants on request. |
| LANGUAGE SPOKEN | Language barriers will be addressed using volunteer interpreters. |
| HOW DO PARTICIPANTS ACCESS THE SERVICE? | Drop-in - events, promotion by other partners, internet, local organisations, website and schools. Home visits can be arranged but subject to risk assessment. |
| BRIEF DESCRIPTION OF SERVICE | The project aims to engage with adults within families deemed furthest removed from the job market. We will offer a range of diverse engagement opportunities. The project will feature both formal and non-formal learning opportunities and skills for life workshops, preparing for employment, life coaching/family coaching, Saturday family sessions, Money Management, "Breaking the Cycle", confidence building. The project will be delivered in stages; intensive ongoing support will be given to enable participants. Families to monitor progress and real life changes. |
| ADDITIONAL STRANDS | BRIDGES – YES  CLICK START – N/A  COMMUNITY MATTERS – N/A |

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| GROUNDWORK WEST MIDLANDS i |  |
| ID | 10 |
| ADDRESS | Dolton Way  Tipton  DY4 9AL |
| TELEPHONE | 0121 530 5500 |
| EMAIL | [Karen.Robinson@groundwork.org.uk](mailto:Karen.Robinson@groundwork.org.uk) |
| WEBSITE | [www.groundwork.org.uk/sites/westmidlands](http://www.groundwork.org.uk/sites/westmidlands) |
| SOCIAL MEDIA | T: <https://twitter.com/GWWM>  F: [www.facebook.com/GroundworkWestMids/](http://www.facebook.com/GroundworkWestMids/)  L: [www.linkedin.com/company/520](http://www.linkedin.com/company/520) |
| CONTACT NAME | Karen Robinson |
| OPENING HOURS | 8-5.00pm |
| TARGET GROUP(S) | Families/family members |
| WHERE WILL THIS SERVICE BE AVAILABLE? | * Dudley * Sandwell * Wolverhampton * Walsall (Firm base Tipton) |
| LANGUAGE SPOKEN | English |
| HOW DO PARTICIPANTS ACCESS THE SERVICE? | Participants can access the service by making contact directly with Groundwork West Midlands. We will also be engaging a number of local agencies, groups and partners to raise awareness of the project so that eligible participants may benefit from the services we offer. Home visits are not provided |
| BRIEF DESCRIPTION OF SERVICE | The project will provide support to individuals within families to help them realise their aspirations and move closer towards fulfilling employment. We will take a holistic, whole family approach and provide ongoing support through a dedicated family mentor to address the wide and complex spectrum of barriers to employment they may experience. A significant amount of support will be available directly through Groundwork West Midlands (including workshops, training, work placements, reimbursement of expenses etc.). We will also facilitate strong partnership working; signposting the people we support to other provision as appropriate to ensure maximum benefit to our participants. |
| ADDITIONAL STRANDS | BRIDGES – N/A  CLICK START – N/A  COMMUNITY MATTERS – N/A |

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| LUNCH ON THE RUN i |  |
| ID | 11 |
| ADDRESS | DY1  Stafford Street  Dudley  DY1 1RT |
| TELEPHONE | 01384 217050  07471 910601 |
| EMAIL | [lunchontherun@tiscali.co.uk](mailto:lunchontherun@tiscali.co.uk) |
| WEBSITE | <http://lunchontherun.co.uk/training-for-all/> |
| SOCIAL MEDIA | T: <https://twitter.com/RunLunch>  F: <https://www.facebook.com/lunchontherun/> |
| CONTACT NAME | Sally Bassett |
| OPENING HOURS | Mon-Fri 9am-2.30pm |
| TARGET GROUP(S) | Adults with learning disabilities and autism. |
| WHERE WILL THIS SERVICE BE AVAILABLE? | Dudley  (training is provided at our base in the DY1 community centre on Stafford Street in Dudley) |
| LANGUAGE SPOKEN | English |
| HOW DO PARTICIPANTS ACCESS THE SERVICE? | Direct contact, self-referral or referral from partner |
| BRIEF DESCRIPTION OF SERVICE | Training and work experience in catering, including food hygiene, health and safety and customer service. |
| ADDITIONAL STRANDS | BRIDGES – N/A  CLICK START – N/A  COMMUNITY MATTERS – N/A |

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| MANOR FARM i |  |
| ID | 12 |
| ADDRESS | King George Crescent  Rushall  Walsall  WS4 1EU |
| TELEPHONE | 01922 614316 |
| EMAIL | [info@manorfarmca.com](mailto:info@manorfarmca.com) |
| WEBSITE | [www.manorfarmca.com](http://www.manorfarmca.com) |
| SOCIAL MEDIA | F: [www.facebook.com/manorfarmca/](http://www.facebook.com/manorfarmca/) |
| CONTACT NAME | Sue Evans  Natalia Moran |
| OPENING HOURS | Weekdays 8am-10pm Saturday 9-3pm Sunday 9-1pm |
| TARGET GROUP(S) | Families Lone parents |
| WHERE WILL THIS SERVICE BE AVAILABLE? | Walsall Manor Farm CA Alongside venues across Walsall Home visits are available |
| LANGUAGE SPOKEN | English |
| HOW DO PARTICIPANTS ACCESS THE SERVICE? | Participants can access the service through Family Engagement activities, Family Learning opportunities, referrals and support sessions. |
| BRIEF DESCRIPTION OF SERVICE | Our project activity is called "Working Well" aimed at addressing crucial local issues of social exclusion, unemployment and economic inactivity. Targeting families from the most disadvantaged wards in Walsall we will move towards employment and the increased family stability through family engagement and learning activities progressing to a support service to assist positive steps towards employment. We have identified significant pockets of deprivation and will work intensively with participants. "Working Well" will focus on issues of poverty, lack of childcare, mental health and wellbeing, school or social exclusion, ex-offending, generational unemployment or coping as a lone parent. |
| ADDITIONAL STRANDS | BRIDGES – YES  CLICK START – N/A  COMMUNITY MATTERS – YES |

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| --- | --- |
| PHASE TRUST i |  |
| ID | 13 |
| ADDRESS | Owen House  Little Cornbow  Halesowen  B63 3AJ |
| TELEPHONE | 0121 585 9419 |
| EMAIL | [info@phasetrust.org.uk](mailto:info@phasetrust.org.uk)  [jaynesargeant@phasetrust.org.uk](mailto:jaynesargeant@phasetrust.org.uk) |
| WEBSITE | <http://www.phasetrust.org.uk/about-us/familymatters/> |
| SOCIAL MEDIA |  |
| CONTACT NAME | Jonathan Allen |
| OPENING HOURS | 9:00am-4:00pm |
| TARGET GROUP(S) | Young people aged 15-24 (if LDD) who are NEET or at risk of becoming NEET. |
| WHERE WILL THIS SERVICE BE AVAILABLE? | Across Dudley borough. |
| LANGUAGE SPOKEN | * English * Arabic |
| HOW DO PARTICIPANTS ACCESS THE SERVICE? | Referral form requested from Phase Trust. Anyone can refer. |
| BRIEF DESCRIPTION OF SERVICE | Provide personalised Intentional Development (I.D.) programme 8-10 weeks over 2/3 days per week. Individual life coaching and member one-to-one support. Provide a 3 week transitional programme to support school leavers to support their integration into further education/training. |
| ADDITIONAL STRANDS | BRIDGES – N/A  CLICK START – N/A  COMMUNITY MATTERS – N/A |

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| PRE-SCHOOL LEARNING ALLIANCE i |  |
| ID | 14 |
| ADDRESS | Hatherton Pre-School  Bloxwich Lane  Beechdale  Walsall  WS2 7JT |
| TELEPHONE | 01922 407668 |
| EMAIL | [Kerry.Armitt@pre-school.org.uk](mailto:Kerry.Armitt@pre-school.org.uk) |
| WEBSITE | [www.preschool.org.uk](http://www.preschool.org.uk) |
| SOCIAL MEDIA | T: <https://twitter.com/Pre-schoolLA>  F: [www.facebook.com/PreschoolLearningAlliance](http://www.facebook.com/PreschoolLearningAlliance) |
| CONTACT NAME | Kerry Armitt |
| OPENING HOURS | 9.00am-5.00pm Mon-Fri |
| TARGET GROUP(S) | Families in poverty or disadvantages, with children under 5. Lone parents with SEN children and disabilities. |
| WHERE WILL THIS SERVICE BE AVAILABLE? | Hatherton Pre-School |
| LANGUAGE SPOKEN | * English * Urdi * Pataois |
| HOW DO PARTICIPANTS ACCESS THE SERVICE? | Participants can access the service through Hatherton and Pelsall Pre-School. They can also access service through referrals from external agencies such as: early support, health visitors, job centre plus, children centres, local community organisations such as churches, housing association and local schools. |
| BRIEF DESCRIPTION OF SERVICE | Families will be supported to access training and childcare; they will engage in family learning, accredited training, and employability workshops and workshops to help improve their English and Maths. The opportunities are available to men and women and we are keen to engage more men in the early years training programme and other activities. Volunteering workshops are available as well as Pre-employment workshops will be offered for those seeking to get into employment. This will help to increase confidence and self-esteem. |
| ADDITIONAL STRANDS | BRIDGES – YES  CLICK START – N/A  COMMUNITY MATTERS – N/A |

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| SANDWELL CONSORTIUM CIC i |  |
| ID | 14 |
| ADDRESS | Greets Green Access Centre  Tidasley Street  West Bromwich  B70 9SJ |
| TELEPHONE | 0121 533 2668 |
| EMAIL | rezina@sandwellconsortium.co.uk |
| WEBSITE | [www.sandwellconsortium.co.uk](http://www.sandwellconsortium.co.uk) |
| SOCIAL MEDIA |  |
| CONTACT NAME | Rezina Choudhury |
| OPENING HOURS | Monday-Friday 9am till 5pm with occasional evening/weekend activities. |
| TARGET GROUP(S) | Unemployed, economically inactive, disadvantaged families experiencing complex/multiple barriers which are impacting on entering employment, families living in poverty. |
| WHERE WILL THIS SERVICE BE AVAILABLE? | Predominantly delivered at our member venues located in West Bromwich, Smethwick, Tipton and Friar Park; as well as other outreach venues across the Sandwell Borough |
| LANGUAGE SPOKEN | * English * Bengali * Urdu * Punjabi * Arabic * Mirpuri * Hindu. |
| HOW DO PARTICIPANTS ACCESS THE SERVICE? | Participants may be referred by external agencies either via telephone or email, as well as self-referral. Services delivered at community based venues |
| BRIEF DESCRIPTION OF SERVICE | Sandwell Consortium will deliver holistic "end to end" support to the most disadvantaged families living in the most deprived areas of Sandwell, particularly those with the highest rates of child poverty.  The mix of services provided to the families will be bespoke to their needs based on a process of (continuous) assessment in order to support each family to identify their particular "barriers to employment" and seek to find the right mix of services to address those barriers.  We will use a key worker/caseworker approach to ensure a single-point-of-contact, appropriate levels of supported handholding, reassurance, "confidence boosting" and challenge so the participants stay engaged and progress towards employment. |
| ADDITIONAL STRANDS | BRIDGES – YES  CLICK START – N/A  COMMUNITY MATTERS – N/A |

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| TRIDENT REACH i |  |
| ID | 17 |
| ADDRESS | The Meeting House  Meeting Street  Wednesbury  WS10 7PS |
| TELEPHONE | 0121 226 5800 |
| EMAIL | [Joanne.Randall@tridentreach.org.uk](mailto:Joanne.Randall@tridentreach.org.uk) |
| WEBSITE | [www.tridentreach.org.uk](http://www.tridentreach.org.uk) |
| SOCIAL MEDIA | T: <https://twitter.com/tridentreachF:www.facebook.com/tridentreachI>  I: <http://instagram.com/tridentreach>  L: <https://www.linkedin.com/company/trident-reach-the-people-charity> |
| CONTACT NAME | Joanne Randall |
| OPENING HOURS | 9-6pm office hours, however opening hours depends on participant delivery. |
| TARGET GROUP(S) | We will be targeting our tenants as a first point of call, then moving onto the wider communities. |
| WHERE WILL THIS SERVICE BE AVAILABLE? | Meeting House We will be delivering in Sandwell firstly working in Wednesbury, Smethwick and Tipton. |
| LANGUAGE SPOKEN | English. |
| HOW DO PARTICIPANTS ACCESS THE SERVICE? | Participants will be able to access the service by calling 0121 226 5800 and asking for a member of the BBO team. We will then proceed to set up a time for us to either go out to meet them or for them to come and see us at the Meeting House. Or participants are able to come to visit us at the Meeting House but we advise to call before coming along to see us. |
| BRIEF DESCRIPTION OF SERVICE | Wellbeing and mentoring support, one to one, group and peer support, OCN training such as life skills, DIY skills and employability training, mentoring, work experience and volunteering opportunities. |
| ADDITIONAL STRANDS | BRIDGES – YES  CLICK START – YES  COMMUNITY MATTERS – N/A |

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| YMCA BLACK COUNTRY i |  |
| ID | 19 |
| ADDRESS | 29/31 Temple Street  Wolverhampton  WV2 4AN |
| TELEPHONE | Landline: 01902 371568 Mobile: 07545 433 692 |
| EMAIL | Michaela.Briscoe@ymcabc.org.uk |
| WEBSITE | [www.ymcabc.org.uk](http://www.ymcabc.org.uk) |
| SOCIAL MEDIA | T: [www.twitter.com/@ymca\_bc](http://www.twitter.com/@ymca_bc)  F: [www.facebook.com/YMCABlackCountryGroup](http://www.facebook.com/YMCABlackCountryGroup) |
| CONTACT NAME | Michaela Briscoe |
| OPENING HOURS | 9.30 – 2.30 Monday to Friday |
| TARGET GROUP(S) | Adults 18+, Families (in all it forms), lone parents, unemployed, economical inactive, people with disabilities, black and ethnic minorities, ex-offenders, those with substance missus issues. Health and Wellbeing issues. |
| WHERE WILL THIS SERVICE BE AVAILABLE? | • City Centre  • Peter Ward • Heath Town • Penfield’s • Pendeford |
| LANGUAGE SPOKEN | • English  • Punjabi |
| HOW DO PARTICIPANTS ACCESS THE SERVICE? | * Drop-in sessions held at Temple St (Wednesdays) * Via their local children Centre * Via their local Job Centre * Landline: 01902 371568 Mobile: 07545 433 692 * Mentors will see clients out in the community |
| BRIEF DESCRIPTION OF SERVICE | • 1:2:1 support and/or family group session to identify barriers to training/employment. Individual action plans with SMART goal using the G.R.O.W model.  • Parenting support • Counselling session (individual or groups)  • Relaxation workshops • Confidence building workshops • Level 1 employability skills (5 x 2 hour sessions) • Health and Wellbeing support including health cooking sessions • Skills assessment and skill matching. • Identifying and signposting clients to volunteering and work tasters’ opportunities. • Assessments using Family or Work Outcome Star. • Basic skill training in English, Math and IT. • Benefit counselling including better off calculations. • Job Club every Thursday 1 – 3pm |
| ADDITIONAL STRANDS | BRIDGES – YES  CLICK START – N/A  COMMUNITY MATTERS – N/A |

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| YMCA WALSALL i |  |
| ID | 18 |
| ADDRESS | The Small Street Centre  1A Small Street  Walsall  WS1 3PR |
| TELEPHONE | 01922 700950 |
| EMAIL | [harsha.patel@ymcabc.org.uk](mailto:harsha.patel@ymcabc.org.uk) |
| WEBSITE | [www.ymcabc.org.uk](http://www.ymcabc.org.uk) |
| SOCIAL MEDIA | T: [www.twitter.com/@ymca\_bc](http://www.twitter.com/@ymca_bc)  F: [www.facebook.com/YMCABlackCountryGroup](http://www.facebook.com/YMCABlackCountryGroup) |
| CONTACT NAME | Harsha Patel |
| OPENING HOURS | 9.00 – 5.00 Monday to Wednesday |
| TARGET GROUP(S) | Adults 18+, Families (in all its forms), lone parents, unemployed, economical inactive, people with disabilities, black and ethnic minorities, ex-offenders, those with substance missus issues. Health and Wellbeing issues. |
| WHERE WILL THIS SERVICE BE AVAILABLE? | • Small St Centre  • Caldmore • Palfrey • community venues |
| LANGUAGE SPOKEN | English |
| HOW DO PARTICIPANTS ACCESS THE SERVICE? | * Drop-in sessions held at Small Street Job Club (Wednesdays) * Via their local children Centre * Via their local Job Centre * Landline: 01902 700950 Mobile: 07834176397 * Mentors will see clients out in the community |
| BRIEF DESCRIPTION OF SERVICE | • 1:2:1 support and/or family group session to identify barriers to training/employment. Individual action plans with SMART goal using the G.R.O.W model.  • Parenting support • Counselling session (individual or groups)  • Relaxation workshops • Confidence building workshops • Level 1 employability skills (5 x 2 hour sessions) • Health and Wellbeing support including health cooking sessions • Skills assessment and skill matching. • Identifying and signposting clients to volunteering and work tasters’ opportunities. • Assessments using Family or Work Outcome Star. • Basic skill training in English, Math and IT. • Benefit counselling including better off calculations. • Job Club every Thursday 1 – 3pm |
| ADDITIONAL STRANDS | BRIDGES – YES  CLICK START – N/A  COMMUNITY MATTERS – N/A |

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| YMCA SANDWELL i |  |
| ID | 20 |
| ADDRESS | Western Gateway  38 Carters Green  West Bromwich  B70 9LG |
| TELEPHONE | 0121 5241950 |
| EMAIL | Chantelle.campbell@ymcabc.org.uk |
| WEBSITE | [www.ymcabc.org.uk](http://www.ymcabc.org.uk) |
| SOCIAL MEDIA | T: [www.twitter.com/@ymca\_bc](http://www.twitter.com/@ymca_bc)  F: [www.facebook.com/YMCABlackCountryGroup](http://www.facebook.com/YMCABlackCountryGroup) |
| CONTACT NAME | Chantelle Campbell |
| OPENING HOURS | 9.00 – 3.00 Monday to Thursday |
| TARGET GROUP(S) | Adults 18+, Families (in all it forms), lone parents, unemployed, economical inactive, people with disabilities, black and ethnic minorities, ex-offenders, those with substance missus issues. Health and Wellbeing issues. |
| WHERE WILL THIS SERVICE BE AVAILABLE? | • Western Gateway – West Bromwich  • Guns Village  • Sandwell • community venues |
| LANGUAGE SPOKEN | English |
| HOW DO PARTICIPANTS ACCESS THE SERVICE? | * Drop-in sessions held at Temple St (Wednesdays) * Via their local children Centre * Via their local Job Centre * Landline: 01902 371568 * Mobile: 07545 433 692 * Mentors will see clients out in the community |
| BRIEF DESCRIPTION OF SERVICE | • 1:2:1 support and/or family group session to identify barriers to training/employment.  • Individual action plans with SMART goal using the G.R.O.W model.  • Parenting support • Counselling session (individual or groups)  • Relaxation workshops • Confidence building workshops • Level 1 employability skills (5 x 2 hour sessions) • Health and Wellbeing support including health cooking sessions • Skills assessment and skill matching. • Identifying and signposting clients to volunteering and work tasters’ opportunities. • Assessments using Family or Work Outcome Star. • Basic skill training in English, Math and IT. • Benefit counselling including better off calculations. • Job Club every Thursday 1 – 3pm |
| ADDITIONAL STRANDS | BRIDGES – YES  CLICK START – N/A  COMMUNITY MATTERS – N/A |