Family Matters Service Directory

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Family Matters is a project to help people across the Black Country build the skills and confidence to get into work. Family Matters is funded by the European Social Fund and The National Lottery Community Fund which will be delivered through 8 community organisations across the Black Country. Family Matters works with people one-to-one to understand their goals and their challenges, and then offer all the support that’s needed to help them achieve their goals. If you are aged 16 or over, and are out of work, then Family Matters could help you. Family Matters also works with young people aged 15 or over who are not in education, employment or training.

Family Matters can help you with any of the following:

* Family support
* Confidence building
* One-to-one mentoring and support
* Information, advice and guidance
* Help with CVs and application forms
* Job search support
* Training
* Volunteering opportunities

Proof of Right to Work (Passport or Short/ Birth Certificate) and Evidence of Unemployment status (e.g. Proof of Benefit Letter issued within previous 3 months).

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| BARNARDOS i |  |
| ID | 1 |
| ADDRESS | Black Country Families Matters ServiceWest Midlands HouseGipsy LaneWillenhallWV13 2HA |
| TELEPHONE | 01902212196 |
| EMAIL | BCFamiliesmatter@barnardos.org.uk  |
| WEBSITE | [www.barnardos.org.uk](http://www.barnardos.org.uk)  |
| SOCIAL MEDIA | T: <https://twitter.com/BarnardosBC>  |
| CONTACT NAME | Claire Gwynne |
| OPENING HOURS | 9am-5pmMon-FriSome evening work |
| TARGET GROUP(S) | FamiliesLone parents |
| WHERE WILL THIS SERVICE BE AVAILABLE? | DudleySandwellWalsallWolverhampton |
| 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/ACLICK START – N/ACOMMUNITY MATTERS – N/A |

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| --- | --- |
| CITIZENS ADVICE WALSALL i |  |
| ID | 5 |
| ADDRESS | 139-144 Lichfield StreetWalsallWS1 1SE |
| TELEPHONE | 01922 700645 |
| EMAIL | 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 skillsThrough 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/ACLICK START – N/ACOMMUNITY MATTERS – N/A |

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| GROUNDWORK WEST MIDLANDS i |  |
| ID | 10 |
| ADDRESS | Dolton WayTiptonDY4 9AL |
| TELEPHONE | 0121 530 5500 |
| EMAIL | 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/ACLICK START – N/ACOMMUNITY MATTERS – N/A |

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| LUNCH ON THE RUN i |  |
| ID | 11 |
| ADDRESS | DY1Stafford StreetDudleyDY1 1RT |
| TELEPHONE | 01384 217050Sally: 07947493993Team: 07947491433 |
| EMAIL | 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-Fri9am-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/ACLICK START – N/ACOMMUNITY MATTERS – N/A |

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| MANOR FARM i |  |
| ID | 12 |
| ADDRESS | King George CrescentRushallWalsallWS4 1EU |
| TELEPHONE | 01922 614316 |
| EMAIL | 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 EvansNatalia Moran |
| OPENING HOURS | Weekdays 8am-10pmSaturday 9-3pmSunday 9-1pm |
| TARGET GROUP(S) | FamiliesLone parents |
| WHERE WILL THIS SERVICE BE AVAILABLE? | WalsallManor Farm CAAlongside venues across WalsallHome 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 – YESCLICK START – N/ACOMMUNITY MATTERS – YES |

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| PHASE TRUST i |  |
| ID | 13 |
| ADDRESS | Owen HouseLittle CornbowHalesowenB63 3AJ |
| TELEPHONE | 0121 585 9419 |
| EMAIL | info@phasetrust.org.ukjaynesargeant@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/ACLICK START – N/ACOMMUNITY MATTERS – N/A |

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| SANDWELL CONSORTIUM CIC i |  |
| ID | 14 |
| ADDRESS | Greets Green Access CentreTidasley StreetWest BromwichB70 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 – YESCLICK START – N/ACOMMUNITY MATTERS – N/A |

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| YMCA BLACK COUNTRY i |  |
| ID | 18 |
| ADDRESS | 29/31 Temple StreetWolverhamptonWV2 4AN |
| TELEPHONE | Landline: 01902 371568Mobile: 07545 433 692 |
| EMAIL | Tim.downes@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/%40ymca_bc) F: [www.facebook.com/YMCABlackCountryGroup](http://www.facebook.com/YMCABlackCountryGroup)  |
| CONTACT NAME | Tim Downes |
| OPENING HOURS | 9.30 – 2.30Monday 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 – YESCLICK START – N/ACOMMUNITY MATTERS – N/A |

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| YMCA WALSALL i |  |
| ID | 19 |
| ADDRESS | The Small Street Centre1A Small StreetWalsallWS1 3PR |
| TELEPHONE | 01922 700950 |
| EMAIL | 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/%40ymca_bc) F: [www.facebook.com/YMCABlackCountryGroup](http://www.facebook.com/YMCABlackCountryGroup)  |
| CONTACT NAME | Harsha Patel |
| OPENING HOURS | 9.00 – 5.00Monday 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 – YESCLICK START – N/ACOMMUNITY MATTERS – N/A |

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| YMCA SANDWELL i |  |
| ID | 20 |
| ADDRESS | Western Gateway38 Carters GreenWest BromwichB70 9LG |
| TELEPHONE | 0121 5241950 |
| EMAIL | Kiranjit.minhas@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/%40ymca_bc) F: [www.facebook.com/YMCABlackCountryGroup](http://www.facebook.com/YMCABlackCountryGroup)  |
| CONTACT NAME | Kiranjit Minhas |
| OPENING HOURS | 9.00 – 3.00Monday 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 – YESCLICK START – N/ACOMMUNITY MATTERS – N/A |