



F.I.R.S.T HANDBOOK

Important Contacts

MY NAME:

MY ALLOCATED RC:

MY CARE CO-ORDINATOR:

MY SOCIAL SUPERVISOR (IF REQUIRED):

ANYONE ELSE INCLUDED IN MY CURRENT CARE
(e.g. OT/ STR Worker/ Substance Use/
Psychology/ Peer Mentor):

Your preferences

At FIRST we celebrate and honour the rich diversity of our community.

We warmly welcome individuals from all identities, backgrounds, and experiences. Your unique needs and preferences are important to us, and we encourage you to share any specific requirements, cultural practices, or accommodations you may need. We are committed to doing our utmost to support you.

If you would like this handbook in another language or format, such as large print, easy read, or audio — please don't hesitate to let us know, we will do our best to provide it.

Additionally, if you have questions or need information that isn't covered in this booklet, please reach out. Our team is eager to help you find the right resources and guidance.

We look forward to working with you!

Table of Contents

INTRODUCTION [PAGE 1](#) |

WHAT IS FIRST? [PAGE 2](#) |

WHO WORKS IN FIRST? [PAGE 3 & 4](#) |

CARE PLANNING – DIALOG+ [PAGE 5](#) |

UNDERSTANDING CTMS (CLINICAL TEAM MEETINGS) [PAGE 6](#) |

CARE COORDINATION & SOCIAL SUPERVISION [PAGE 7](#) |

SUPPORT FOR FAMILY & CARERS [PAGE 8](#) |

CLOZAPINE CLINICS & PHYSICAL HEALTH [PAGE 9](#) |

ON-CALL SUPPORT [PAGE 10](#) |

OPPORTUNITIES (EBE, IPS, COMMUNITY ACTIVITIES) [PAGE 11](#) |

INFORMATION SHARING (ACCURUX, NEWSLETTER) [PAGE 12](#) |

RAISING COMPLAINTS, COMPLIMENTS & FEEDBACK [PAGE 13](#) |

CRISIS & EMERGENCY NUMBERS [PAGE 14](#) |

HELPFUL RESOURCES IN YOUR LOCAL AREA:

BIRMINGHAM:

BLACK COUNTRY:

COVENTRY:

WORCESTERSHIRE:

WARWICKSHIRE:

HEREFORDSHIRE:

Introduction

We hope this handbook includes everything you need to know about transitioning from inpatient care to our community forensic intensive recovery support team (F.I.R.S.T)

This handbook serves as your essential resource for understanding our services and support available to you in the community.



THIS HANDBOOK HAS BEEN CO-DESIGNED WITH THOSE WHO HAVE LIVED EXPERIENCE OF OUR SERVICES.

WHAT IS F.I.R.S.T?

Hi!

We are the Forensic Intensive Recovery Support Team (FIRST) at Birmingham and Solihull Mental Health NHS Foundation Trust (BSMHFT).

We're here to support you during your transition from secure inpatient services back to the community.

Here's how we can help:



- **Safe Transitions:** We work with you to create a personalised care plan that ensures you can move safely from medium or low secure inpatient care to living in the community.



- **Preventing Readmissions:** Our goal is to help you avoid going back into secure inpatient services by providing the support and resources you need.



- **Expert Support:** We offer advice and work closely with other service providers, including healthcare professionals and the criminal justice system, to make sure you receive the best care possible.
-

At FIRST, we believe that everyone deserves a chance to successfully move from secure care to living in the community — without unnecessary delays.

We're here for you every step of the way!

Who works in FIRST?



Consultant psychiatrists are key members of the FIRST multidisciplinary team. Each patient has a named consultant psychiatrist whom they see regularly, along with junior doctors who assist.

They assess mental health, medication needs, and manage risks, acting as Responsible Clinicians who complete important reports for the Mental Health Act. Their goal is to create care plans that meet each patient's needs.



Community Psychiatric Nurses (CPNs) are experienced mental health nurses. They coordinate and manage the care you receive, ensuring it meets your needs.

As part of their role, CPNs may administer medication and monitor how well it works for you, ensuring you have the best possible care alongside your medical team.



Forensic social workers assist in secure settings, as well as the community, especially those on Conditional Discharge due to their mental health. They ensure legal rights and public safety are balanced.

With approved Mental Health Practitioner qualifications, they evaluate needs, make referrals, and ensure you receive necessary support. They actively assist in safeguarding processes and coordinate with Birmingham Adult services when required.



The psychology team assess individuals psychological needs, whether you are transitioning or already in the community.

They create personalised care plans and provide individual therapy (such as, CBT and DBT), as well as, offering group programs to enhance skills like emotion regulation. The team also support other professionals in delivering the best care for you.

Who works in FIRST?



Our Occupational Therapy (OT) team helps you build skills for a better life. They may support you with:

- Social Skills: manage anxiety, improve communication, and boost social confidence.
- Life Skills: Set recovery goals, enhance focus, and provide job training.
- Daily Living: Improve self-care, budgeting, and create daily routines.
- Balanced Lifestyle: Explore hobbies, learn relaxation, and reduce isolation.



The substance use team are there to support individuals dealing with substance use challenges.

The team consists of specialised nurses and substance use practitioners who use an integrated approach based on the Cognitive Behavioural Integrated Treatment (CBIT) model.



Our Support, Time and Recovery (STR) worker are here to help you smoothly transition from the hospital back into your community. They are part of the multidisciplinary team (MDT) team dedicated to supporting your needs and goals.

The team organise various community activities designed to encourage social inclusion, purposeful engagement, and motivate you to participate.



Peer mentors are a valuable team who have lived experience and have overcome challenges, such as mental health issues, substance use, or experiences within the criminal justice system.

They have a sense of understanding and are able to bridge the gap between you and your clinical team. They may share their own experiences to help you navigate your own recovery journeys.

Care Planning

Dialog+

WHAT IS DIALOG+?

Dialog+ is a supportive approach that aims to enhance recovery through better communication between service users and clinicians

Dialog+ is designed to empower you on your path to recovery!

3 STAGES OF DIALOG+



Satisfaction Scale:

- Measures your quality of Life and experiences of your care.
- Includes 11 easy-to-answer questions.
- There are no wrong answers and no long written responses needed.
- The first 8 questions focus on your life.
- The last 3 questions focus on your treatment.
- Each question starts with: "How satisfied are you with your..."

Action Plan:

- We use simple scale ratings to help patients and clinicians identify problems and goals.
 - Your progress is shown in easy-to-read graphs that compare past ratings.
 - You select up to 3 key areas where you want help, starting with what matters most to you.
 - We follow a straightforward 4-step process to discuss concerns and agree on actions to take.
- This plan is designed to help you understand where you need support and evaluate the assistance you're already receiving.



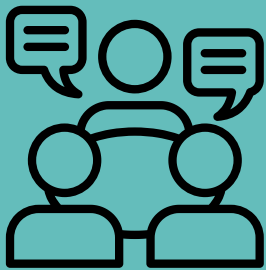
Safety Plan:

- What helps me feel well and healthy?
- What situations make me feel stressed or at risk?
- How can I respond when these triggers happen?
- What changes in my thoughts, feelings, or body might signal I'm not doing well? How does my behaviour change?
- What steps can I take to stay healthy?
- How can my support team assist me?

Understanding CTMs (Clinical Team Meetings)

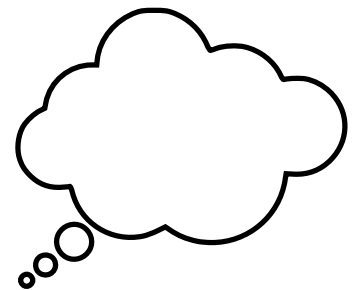
Your care, your voice, your team

When you were in hospital as an inpatient, your care and treatment was regularly reviewed by your clinical team during meetings known as CTM's (Clinical Team Meetings). This same process continues while you're receiving care in the community.



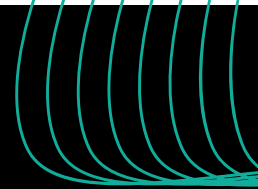
Your clinical team meets once a month to review your care and treatment. These meetings help the team stay updated and make sure your support is tailored to your current needs.

We want you to know that your voice and your views are important and If you feel it would be helpful to know when your next CTM is scheduled, or if there are any key issues you'd like to be raised before your next Care Programme Approach (CPA) review, please speak with your Care Coordinator.



If you have any questions, would like to know more or there is any topic related to your care that you would like more information on please do not hesitate to get in touch. your Care Coordinator and the team are here to help.

Care Coordination



Care coordinators play a vital role in helping you navigate the health and care system. They are here to ensure you connect with the right teams and services when you need them most.

Here's how they can help you:

- **Personal Support:** Care coordinators work with you to understand your individual health needs and help you become more involved in your own care.
- **Team Collaboration:** They will bring together all the professionals working with you, to ensure you receive comprehensive support tailored to your needs.
- **Managing Complex Needs:** If you have long-term health conditions or find yourself needing extra help, care coordinators can work alongside you to keep you well.
- **Preventative Care:** They focus on helping you stay healthy and manage any risks, empowering you to live a positive and fulfilled life in the community.

In short, care coordinators are your advocates in the health system, ensuring you get the best possible care at the right time.

Social Supervision



If you're transitioning back into the community after being discharged from the hospital under Section 37/41 of the Mental Health Act, you'll have a social supervisor to support you. They are there to help you adjust and ensure you're doing well in the community.

What Does a Social Supervisor Do?:

- **Regular Support:** Your social supervisor will visit you regularly, especially at first, typically once a week.
- **Well-being Reports:** They'll write reports about how you're doing and share them with the Ministry of Justice (MoJ). This includes updates on your care, mental health and any risks.
- **Supportive Relationship:** Their role is to support you, not police you. Building a good relationship is important for your recovery.
- **Communication:** They will inform the Ministry of Justice (MoJ) if anything changes regarding your situation.

Overall, your social supervisor's job is to help you feel safe and supported as you make the transition back into the community.

Remember, they're there for you, and establishing a good rapport with them can make a big difference in your recovery journey.

Support for Family & Carers



Families and carers play a vital role in supporting people with mental health difficulties. We know this role can be difficult, demanding, and sometimes lonely. Our Trust actively seeks to engage families and carers in the services that we provide.

Our Mission:

- To work closely with families/carers
- To empower families/carers to become the cornerstone of our service
- To develop in a way that reflects your insights and experiences to promote more responsive services
- We recognise families/carers play a vital role and are often overlooked and undervalued and want to change this
- To seek for your voices to be heard, encouraging and promoting change

Our Offer:

Here at FIRST, we have a range of supportive interventions for Families and Carers. Including but not limited to:

- Carer assessments & sign posting
- Behavioural Family Therapy
- Education and Training workshops
- Peer support groups
- Family and carer events
- Expert by experience opportunities

We are committed to supporting you. Whether that is a listening ear, offering practical support or sign posting. Translation and interpreter services are also available.

Who Are We:

A multi disciplinary team including:

- Community Psychiatric Nurses (CPN)
 - Doctors/ psychiatrists
 - Psychologists/ psychological therapists
- Support Time & Recovery Team (STR)
 - Occupational Therapists (OT)
 - Social Workers (SW)
 - Substance Use Team
 - Administration staff

Our Events:

Your attendance at events is extremely valuable to us. Our events/groups are tailored workshops suggested by you for you.

We hope to bring people together to share experiences and build supportive networks with people who understand.

Phyiscal Health



Why Physical Health Is Important:

Antipsychotic medications are essential for mental wellness but they can affect your physical health. This leaflet helps you understand risks and take control of your well-being.

♥ Cardiac Health & Antipsychotics:

Antipsychotics can increase the risk of:

- Irregular heart rhythms (arrhythmia)
- Weight gain & high cholesterol
- Increased risk of stroke or heart attack



🔍 What you can do:

- Get your heart checked regularly (ECG, blood tests)
- Report chest pain, palpitations, or fainting
- Stay active and eat heart-healthy foods



Blood Pressure & Hypertension

Some antipsychotics can cause high or low blood pressure.



✅ Tips:

- Reduce salt
- Avoid excessive caffeine
- Monitor blood pressure regularly



Diabetes & Blood Sugar

Antipsychotics may increase the risk of type 2 diabetes by affecting how your body uses insulin.



💧 Check your:

- Fasting glucose
- HbA1c levels (ideal: <48 mmol/mol)



Eat balanced meals:

- Whole grains, veggies, fruit and lean proteins
- Limit sugary drinks and snacks
- Plan meals



Stop Smoking – Try Nicotine

Replacement Therapy (NRT):

Smoking affects medication levels and increases cardiovascular risk.



Try:

- Patches, gum, lozenges, sprays
- Safe and effective when used correctly
- Ask your Clinical team about FREE support.



Sexual Health

Antipsychotics may cause:

- Reduced libido
- Erectile dysfunction
- Menstrual irregularities



Talk to your clinician—don't suffer in silence.

- You can be referred to sexual health services for support.

Your mental and physical health go hand in hand.

Taking care of one supports the other.

Talk to your healthcare team today

FIRST Clozapine Clinics

Empowering You in Your Recovery

What Are FIRST Clozapine Clinics?

Our goal is to help you take control of your Clozapine treatment while living in the community. You'll manage your own medication, attend clinic appointments (like seeing your GP), and access clinics close to home.

Where & When Are the Clinics?

Week Location Day Time Address Phone

- Week 1  Zinnia Centre / Monday 9:00–12:00 / 100 Showell Green Ln, Birmingham B11 4HL / 0121 301 5300
- Week 2  Small Heath Centre / Friday 9:00–12:00 / 42 Chapman Rd, Small Heath, Birmingham B10 OPG / 0121 301 7200
- Week 3  Reaside Community Clinic / Monday 9:00–13:00 / Rubery, Birmingham B45 9BE / 0121 301 3077
- Week 4  Orsborn House / Monday 9:00–12:00 / 55 Terrance Rd, Birmingham B19 1BP / 0121 301 1710

What Happens at Your Appointment?

When you arrive, two friendly staff will:

- Take a quick finger-prick blood sample 
- Test your sample on the Yumizen machine
- Ask 5 simple questions about how you've been feeling 

These questions are not a test — just a chance to check in with your wellbeing. Be honest; there's no judgement. We're here to help you stay well.

Understanding Blood Results

Your blood results use a traffic light system:

- Green = You're all good to get your medication
- Amber / ● Red = Your team will guide you on next steps

We'll always explain what your results mean, so just ask!

Who Can Attend?

- You're already on Clozapine
- You're under a FIRST service (Men's, Women's, Host Teams, or St Andrews)
- Your team has completed a referral form for you

Keeping It Consistent

To stay in the clinic:

- You'll get a monthly appointment card
- Please attend regularly to receive your meds
- If you miss appointments often, you may need to pause clinic attendance — but you can re-join later when ready

Want to Join?

Speak to your CPN or keyworker to get started.
We'd love to support you on your journey!

On-Call Support

WHAT IS AVAILABLE?

We offer a 24/7 service to ensure support is always available.

Our core hours are Monday to Friday, 9am to 5pm. Outside of these hours, an on-call service is available for stakeholders, supported accommodation staff, families, and service users. This service is typically used by individuals experiencing crisis, distress or some form of emergency that requires immediate support.

HOW DO I CONTACT ON-CALL?

To access this support, please call 0121 301 3000 and ask for the FIRST on-call CPN. Your call will be triaged by a duty nurse, who will take your details and arrange a call back from the on-call staff.

If you would like more information about the on-call provision, please speak with your care coordinator.



IPS Provision

What is Individual Placement Support? (IPS)

- IPS supports people with severe mental health difficulties into employment.
- It involves intensive, individual support, a rapid job search followed by placement in paid employment, and time-unlimited in-work support for both the employee and the employer.
- IPS aims to make employment a part of the recovery journey for those with mental health difficulties.

FIRST IPS Working with a Vocational Specialist



Experts by Experience

About Our EbEs

We hosted our first cohort of FIRST-specific EbE training on January 16th 2025.

Having FIRST-specific EbEs is extremely important to our team, as we are passionate about placing our service users' voices at the heart of everything we do.

This ensures that we are co-producing and tailoring our services to what truly matters!

What have our EbEs been up to?

We have had some exciting opportunities for our EbEs (Experts by Experience) so far this year.

These opportunities include:

- Serving as script advisors for a theatre production based on Secure Care, which will be staged in Coventry and London by the end of the year.
- Participating in interview panels for new staff within FIRST.
- Speaking at our FIRST winter fayre.
- Attending our FIRST professional/operational meeting.

and much more!



FIRST EBE PROCESS



Community Activities

At FIRST, our team is excited to offer a variety of activities in the community to help support your recovery journey.

We listen to our service users, so if you have ideas or suggestions for activities you'd like to see, please share them with us!

Together, we can create a welcoming space that encourages growth and connection. Your journey matters, and we're here to support you!

(Please note, you will be given a prospectus of the activities available to you)

F.I.R.S.T
WALKING GROUP
CANNON HILL PARK

JOIN US AT CANNON HILL PARK WHERE WE WILL TAKE A WALK AROUND THE WONDERFUL SURROUNDINGS AND GRAB A REFRESHMENT IN THE LOCAL CAFE!
ALL WELCOME!

LAST WEDNESDAY OF EACH MONTH
MAY-SEPTEMBER 2025
1-3PM



Service User
AWAY DAYS
Explore Together, Discover More.

As we enter the summer months of 2025, we will be bringing back our service user away days!

Join us for our monthly away days!
Explore local gems, meet new people and enjoy engaging community activities!

There's something for everyone!

Where have we been?

ARROW VALLEY COUNTRY PARK

BIDFORD-ON-AVON

PLEASE NOTE:
Monthly trips run from May-October
Transport to and from the activity/ destination will be available.

If you are interested in attending the away days, please speak to your team

Community Activities

F.I.R.S.T COMMUNITY FOOTBALL

Every Tuesday
1-3 PM

7-A-SIDE

OPEN TO ALL SERVICE USERS OF BSMHFT
(INCLUDING EX-SERVICE USERS)

STRICTLY OVER 18'S ONLY

FRIENDS, RELATIVES ARE WELCOME, BUT AREN'T ALLOWED TO
PLAY

ADDRESS:

The Doug Ellis Sports Centre,
Wellhead Lane,
Perry Barr,
Birmingham,
B42 2TP

PLEASE NOTE THE KICK OFF TIME IS 1 PM

Indoor & Outdoor pitches are used
(depending on weather)

FOR ENQUIRES CONTACT ROB HIPKISS ON : 07985882916

"It gives people hope seeing others that are now back in the community. Some people that have moved on from here, they come back, and I think that's really good, but for them its good, too, so they have somewhere familiar to come, they aren't just on their own out there".

HOPE • JOY • LOVE

BERNARD'S BREAKFAST CLUB

Jan's Cafe

Sunhaven,
210 High Street,
Shirley,
B90 1JP

EVERY
FRIDAY

10:30 - 12

All welcome bring a friend or
relative!



RECOVERY • POSITIVITY

FAMILY • FRIENDS • SUPPORT • TIME

RESILIENCE • UNDERSTANDING

"I love the breakfast club, it has given me something to look forward to at the end of each week, it allows me to meet like minded people and enjoy some good company and food."

Communication

HOW DO WE KEEP IN TOUCH WITH YOU?



ACCURUX (TEXTING SERVICE)

As a service we use a texting platform called AccuRx, which is designed to improve communication between patients and healthcare professionals.



FRIENDS OF FIRST NEWSLETTER

Within FIRST we have a quarterly newsletter which is shared with you via text and post every three months. This newsletter has been developed to ensure you are informed of the latest news from the FIRST service, any upcoming activities and events. As well as how you can get involved!



INTERPRETING SERVICES

As mentioned at the beginning of this handbook, we aim to meet the needs of our diverse population. If English is not your first or preferred language, we offer interpreting services to help you feel comfortable and ensure you can access the support you are entitled to.

Complaints, Compliments & Feedback

WE VALUE YOUR FEEDBACK AND BELIEVE IT IS ESSENTIAL FOR IMPROVING OUR SERVICE. WE ENCOURAGE AND WELCOME YOU TO SHARE YOUR CONCERNS AND COMPLIMENTS WITH US.

YOUR INPUT HELPS US UNDERSTAND WHAT WE ARE DOING WELL AND WHERE WE CAN MAKE IMPROVEMENTS. YOU CAN RAISE YOUR CONCERNS AND COMPLIMENTS IN THE FOLLOWING WAYS:



Feedback Forms:

From time to time you may be asked to complete feedback forms for certain topics and experiences. Your feedback is crucial in helping us enhance our services and ensure we meet your needs effectively.



Direct Communication:

Please remember that your team is available to assist you with any concerns, questions, or experiences you wish to share, whether they are positive or negative. Feel free to speak with your allocated team or request to speak with a senior team member.



PALS:

The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters.

They provide a point of contact for patients, their families and their carers. <https://www.bsmhft.nhs.uk/service-users-and-carers/customer-relations/pals/>

CRISIS & EMERGENCY

**In case of medical emergency – Call 999 or go to A&E
Urgent help Call 111**

- **Papyrus Suicide prevention helpline:**

HOPELINE247, is a free, confidential, non-judgmental space to talk openly about your thoughts of suicide with our trained advisers. For people under the age of 35. Call 0800 0684141 Open 24/7. Text 88247 or Email pat@papyrus-uk.org

- **National Suicide Prevention Helpline UK:**

Offers supportive listening service to anyone in the UK with thoughts of suicide or self-harm. Call 0800 587 0800 or 0800 689 5652. 6pm-midnight every day.

- **Birmingham Mind Helpline:**

The Birmingham Mind Helpline provides advice, information, and signposting to people with mental health issues. Our call handlers can offer support if you're feeling low, anxious, worried or in crisis. Call 0121 262 3555 9am-11pm every day.
Email help@birminghammind.org

- **Samaritans Emotional support service:**

Freephone: 116 123. Open 24 hours a day, 365 days a year.

- **SHOUT:**

Shout is a free, confidential, 24/7 text support service for anyone in the UK who is struggling to cope. To start a conversation, text the word 'SHOUT' to 85258.

- **SANeline:**

Out-of-hours mental health helpline, 4pm to 7pm. Call 0300 304 7000

- **CALM:**

A suicide prevention charity. Open 5.30pm-midnight, 365 days a year. Call 0800 58 58 58. Webchat: www.thecalmzone.net

Helpful Resources – Birmingham :

Category	Website link	What they offer
Mental health support services	<u>Mental Health & Wellbeing Hubs - Birmingham Mind</u>	Offers 1:1 recovery support planning, recovery focused activities and support to develop peer-led support networks and groups.
	<u>Rethink Advice and Information Service</u>	Our Advice Service gives practical advice to adults living in England – Birmingham, who are affected by mental illness. We advise people with a mental health problem, their friends, families and carers.
	<u>Mental Health & Wellbeing Hubs - Birmingham Mind</u>	Offers 1:1 recovery support planning, recovery focused activities and support to develop peer-led support networks and groups.
	<u>Birmingham Healthy Minds - Birmingham and Solihull Mental Health NHS Foundation Trust</u>	Healthy Minds is an NHS primary care psychological therapies service for people with depression and anxiety symptoms.
	<u>Home Forward Thinking Birmingham</u>	Our new, modern mental health service offers support, care and treatment for all 0-25s through one organisation in Birmingham, making it easier for you to access the right support at the right time.
	<u>We support - Birmingham Solihull Women's Aid</u>	BSWA offer a free, confidential helpline service and operate a free, confidential drop-in service where women can speak to a female support worker face-to-face.
	<u>Birmingham - Black Country Womens Aid</u>	This is a women-only space, designed to provide safety, comfort, and support to women involved with the criminal justice system and people who have been subjected to modern slavery or trafficked.

Helpful Resources – Birmingham :

Category	Website link	What they offer
Physical activity/ healthy lifestyle	<u>Be Active & Passport to Leisure Schemes Birmingham Community Leisure Trust</u>	Offers free and discounted leisure activities across the region - activities include 1 hour of swimming and 1 hour gym sessions at certain times during the day.
	<u>Mental Health & Wellbeing Hubs - Birmingham Mind</u>	Offers 1:1 recovery support planning, recovery focused activities and support to develop peer-led support networks and groups.
	<u>home Cannon Hill parkrun, Birmingham Cannon Hill parkrun, Birmingham</u>	A free, fun, and friendly weekly 5k community event. Walk, jog, run, volunteer or spectate.
	<u>Friends of Cotteridge Park</u>	We're volunteers that look after the park, organise events and activities and bring our community together.
	<u>Sheds - UKMSA Men's Sheds Association</u>	Men's Sheds are a place to pursue practical interests at leisure, to practice skills and enjoy making and mending.
	<u>Martineau Gardens – Connecting Education Wellbeing and the natural environment</u>	Our mission is to inspire people about the natural environment. We also provide volunteering opportunities in the garden and are a venue for educational activities.
	<u>Social running club at Sutton park Birmingham City Council</u>	Improve your fitness, enjoy some great company and spend time in the stunning natural environment of Sutton Park.

Helpful Resources – Birmingham :

Category	Website link	What they offer
Support and wellbeing services	Bahu Trust Birmingham City Council	A free drop-in service which provides free Wi-Fi, free use of computers and devices, refreshments, charging facilities, toilets and a food bank.
	Food Justice Network Map, Birmingham. Hosted by The Active Wellbeing Society – Google My Maps	A website which provides a map of every food bank in your local area.
	Your contact details Foodbank voucher request	A link to request a food bank voucher.
	Drop in - Anawim : Anawim	Anawim offers women a variety of drop-in services. You don't need an appointment or referral, just come along to see us, we can provide food parcels, toiletries, sanitary products and a hot shower if needed.
	Home - Refugee and Migrant Centre	An open-door service which allows people to get support free of charge. Providing professional support with everything from arriving in the UK to integrating and building a life for yourself.
	We support - Birmingham Solihull Women's Aid	BSWA offer a free, confidential helpline service and operate a free, confidential drop-in service where women can speak to a female support worker face-to-face.
	Umbrella Health	Umbrella provides free, confidential sexual health services in Birmingham. Including all types of contraception, STI testing and treatment.

Helpful Resources – Birmingham :

Category	Website link	What they offer
Adult education	Adult education Birmingham City Council	We offer flexible free learning with daytime, evening and weekend courses to fit classes around your other commitments.
	Learn English in Birmingham - Birmingham ESOL Hub -	ESOL online learning helps people with English language needs find a suitable English course in a convenient location in the city.
	Better Pathways - Positive about Mental Health	Providing help and support people with mental health challenges, learning difficulties and learning disabilities through broad-based vocational activities within social enterprises so that they can build the confidence to begin their employment journey.
Drug and alcohol support	Change Grow Live – Birmingham – Central and West Hub FRANK	A free and confidential drug and alcohol service, providing treatment and recovery services to support anyone experiencing difficulties with substance misuse.
	Birmingham Young People's Services Young People's Support	Aquarius strives to help people overcome the harms caused by alcohol, drugs and gambling. Aquarius offer free and confidential services, advice, one-to-one support or group sessions, detox and rehabilitation services
Leisure centres	All leisure centres and facilities - Leisure centres and facilities Birmingham City Council	Offers a range of leisure activities across the region.

Helpful Resources – Birmingham :

Category	Website link	What they offer
Cultural and religious interests	Places of worship Birmingham City Council	This page includes local places of worships and cultural/religious community links.
	Birmingham – Muslim Event	A list of Muslim events taking place in and around Birmingham.
	Landmark June gatherings Birmingham Churches Together	A Christian partnership in Birmingham and Solihull providing a landmark of Christian events.
	Discover Sikh Events & Activities in Birmingham, United Kingdom Eventbrite	A website which provides a list of Sikh events taking place in and around Birmingham.
Parks and recreational activities	Friends of Cotteridge Park	We're volunteers that look after the park, organise events and activities and bring our community together.
	Sutton Parks Events, Activities and Volunteering - sutton.gov.uk	Sutton offers more than 90 parks and green spaces, covering nearly 500 hectares of land. You can volunteer to join a friends group in Sutton to maintain, improve and promote parks and green spaces.
	Parks Birmingham City Council	Find a local park near you and explore Birmingham's woodland.
	Home Arts All Over The 1	Arts All Over the place provides free social creative expression to improve mental health.
	Search for Activities Active Birmingham	A website which provides over 300 free recreational activities in and around Birmingham.

Helpful Resources – Birmingham :

Category	Website link	What they offer
Housing and employment services	Birmingham Jobcentre Plus Offices	Job centre plus offers a range of services to jobseekers and those claiming benefits, including assistance with finding work, advice on training and career development, and support with benefits claims.
	Crisis Skylight Birmingham Homeless Charity Birmingham Crisis UK	Crisis Skylight Centre in Birmingham supports people who are experiencing homelessness or are at risk of homelessness.
	Birmingham Employment and Skills Project (BESP) Birmingham City Council	Birmingham Employment and Skills Project supports 16 to 29 year olds who are currently not in education, employment and training.
	Works4U West Midlands Recruitment Support Back2Work Complete Training	Works4U is an employment support programme for residents in Birmingham designed to provide opportunities to upskill, overcome personal challenges, and move into work.
	Mental Health Housing Support Service - Cranstoun	Our service provides housing-related support for people affected by mental health conditions in Birmingham.
Library services	Book group at the Library of Birmingham Birmingham City Council	Join a friendly group to discuss your current reads and favourite book which takes place every 4 weeks.
	Libraries in Birmingham Birmingham City Council	Simply enter your postcode and find a local library near you.

Helpful Resources – Black Country:

Category	Website link	What they offer
Mental health support services	Sanctuary Hubs across the Black Country	If you feel like you need to access face to face support out of usual mental health service hours then you can visit the Sanctuary Hubs, available within each of the boroughs of the Black Country.
	Home - Black Country Womens Aid	At Black Country Women's Aid , we are committed to promoting a gendered understanding of Violence Against Women and Girls as a crucial part of our work in supporting survivors and preventing abuse.
	Lighthouse Counselling Dudley Hub of Hope	The Lighthouse hub provides a warm space, free drinks & cake. There is also help for those in need with: practical, legal and emotional support, care packages and food vouchers, we can also allow you to shower and provide clothing.
Parks and recreation	Parks in the borough Dudley Council	A website providing a list of beautiful parks within the borough of the Black Country.
	Ramblers Wellbeing Walks Dudley	Ramblers Wellbeing Walks Dudley is a programme of short, friendly walks taking place all across the borough. Our walks are suitable for different fitness levels and no one is left behind. It's a great way to be active, socialise and have fun.
	home Dudley parkrun Dudley parkrun	A free, fun, and friendly weekly 5k community event. Walk, jog, run, volunteer or spectate – it's up to you!
	Growing in the Park - Black Country Mental Health	We use gardening to build and support our mental and physical health. Our projects provide activities, skills training and friendship for people with, or at risk of, isolation and poor mental health.

Helpful Resources – Black Country:

Category	Website link	What they offer
Library services	Dudley Libraries Log In To Our Online Catalogue Better	Find a library local to you within Dudley.
	Catalogue Home	Find a library local to you within Sandwell.
	Find your nearest library City Of Wolverhampton Council	Find a library local to you within Wolverhampton.
	Our libraries Walsall Council	Find a library local to you within Walsall.
Adult Education	Thrive into Work	Thrive into Work offers one-to-one job finding support to people with health challenges to people living in Dudley and Walsall.
	WorkWell	WorkWell is a new initiative set to support thousands of people across the Black Country with health conditions and disabilities to find or retain employment to boost their wellbeing.
	Employment and Recovery Services: Black Country Healthcare NHS Foundation Trust	The Bridge Project is a service for adults 18 years or over, unemployed, and living in the Black Country.

Helpful Resources – Black Country:

Category	Website link	What they offer
Support and Wellbeing services	Talking Therapies Services :: Black Country Healthcare NHS Foundation Trust	Across our four boroughs, we provide psychological therapy services for people experiencing common mental health problems such as low mood, anxiety, stress and depression.
	Dudley - Black Country Womens Aid	We offer a range of services in Dudley supporting people who are being abused, have been abused, or have other specific needs we can help with.
	Walk-in clinics - Umbrella Health	Umbrella provides free, confidential sexual health services across the Black Country. Including all types of contraception, STI testing and treatment.
	Locations - Black Country Foodbank - Give Food	A list of food banks located within the Black Country areas. Helping individuals and families in crisis through 3 days of emergency food supplies.
Drug and alcohol support	Sandwell - Cranstoun	Provides free and confidential advice and support to adults in Sandwell who would like to talk about alcohol or drugs and help people make the changes they need to live safer and healthier lives.
	Help with drugs and alcohol - Walsall - Change Grow Live	We can help you cut down or stop drinking or taking drugs. We can also give you the advice to help you stay safe and healthy through face-to-face recovery and mutual aid groups.
	Wolverhampton Substance Misuse Service	We can support you to overcome the physical or psychological symptoms of addiction through expert, friendly advice and support one-to-one and group sessions.

Helpful Resources – Black Country:

Category	Website link	What they offer
Physical activity/ healthy lifestyle	<u>EIP - Physical Health and Wellbeing :: Black Country Healthcare NHS Foundation Trust</u>	The Early Intervention Service includes a Physical Health and Wellbeing team to support you in all aspects of keeping well and healthy. The team offers groups that you can get involved with to get active and meet others, which is a great way to boost your wellbeing.
	<u>Active Black Country - ActiveBlackCountry.</u>	Active Black Country creates and maximises opportunities for local people to find it easier to be physically active, move more and play sport.
	<u>Health & Wellbeing - YMCA Black Country.</u>	Alongside gym facilities in West Bromwich, YMCA offer a range of activities and projects to enhance the lives of our community.
	<u>Cycling Club - YMCA Black Country.</u>	A weekly cycling club aimed at those living in Sandwell aged 16yrs and above, to encourage movement and confidence on a bicycle.
Leisure centres	<u>Facility Finder - ActiveBlackCountry.</u>	A website that provides the ability to search and find local leisure centres as well as activities where residents can be active.
	<u>ACTIVE4LESS (DUDLEY) Facility Finder - ActiveBlackCountry.</u>	A health and fitness gym located in Dudley.
	<u>24/7 FITNESS (BIRMINGHAM) Facility Finder - ActiveBlackCountry.</u>	A health and fitness gym located in Sandwell.

Helpful Resources – Black Country:

Category	Website link	What they offer
Housing and employment services	Dudley JobCentre Plus	Job centre plus offers a range of services to jobseekers and those claiming benefits, including assistance with finding work, advice on training and career development, and support with benefits claims.
	HiA – Hope into Action: Black Country Areas	Hope into Action has a referral process for supported accommodation. We enable vulnerable people to live as independently as possible in the community.
	Employment & Skills Ideal for All Employment & Skills Ideal for All	A service that provides free weekly job clubs, training courses, volunteering and wellbeing programmes for disadvantaged people to develop their skills, confidence, and CVs.
	Works4U West Midlands Recruitment Support Back2Work Complete Training	An employment support programme for local residents in the West Midlands, designed to provide opportunities to upskill, and overcome personal challenges.
	About us Black Country Housing Group	We support our local communities by offering free services that help individuals with self-achievement and aspiration through our career development, training and employment services.
Cultural and religious interests	The Black Country Cultural Directory Arts Connect	Black Country Cultural Education Directory provides arts, cultural and heritage festivals, libraries, museums, artists and creative practices from across the Black Country.
	Walsall Makes – Creative Black Country	Provide a series of collaborative projects, pop-ups, opportunities, commissions and partnerships with the aim to redefine local places, instilling local pride and creating a sense of cultural confidence.

Helpful Resources – Coventry:

Category	Website link	What they offer
Mental health support services	The Pod – Coventry City Council	The Pod is a service that helps people in their journey towards mental health recovery. In partnership with service users, it runs several different community-based projects.
	Mental health and wellbeing support – Coventry City Council	A list of mental health and wellbeing support available to you in Coventry as well as tips and advice.
	Home - CW Safe Haven	Safe Haven is a place for you if you have feelings of mental health distress. You can call or drop-in to see us and talk.
Parks and recreation	Coventry on the move! – Coventry City Council	Coventry on the Move in Parks is a scheme that aims to encourage more people to get active in their park or green space.
	Parks and open spaces – Coventry City Council	Simply enter your postcode and find your nearest park or open space.
	Bands in the Park – Coventry City Council	Bands in the Park take place from June to September in many of Coventry's beautiful parks. There is something for everyone to enjoy every Sunday afternoon and all for free.
Library services	Join, find, use – Coventry City Council	The library service operates from 17 locations across Coventry.

Helpful Resources – Coventry:

Category	Website link	What they offer
Housing and employment services	<u>Register for support from the Job Shop – Coventry City Council</u>	The Job Shop provide extensive support to help people find work that suits their living arrangements, they can also help explore any barriers that may exist whether that be health or financial barriers.
	<u>Coventry and Warwickshire WorkWell programme – Warwickshire Skills Hub</u>	WorkWell is set to support individuals across Coventry and Warwickshire with mental health or health-related barriers to find or retain employment.
	<u>Coventry JobCentre Plus</u>	Job centre plus offers a range of services to jobseekers and those claiming benefits, including assistance with finding work, advice on training and career development, and support with benefits claims.
	<u>Works4U West Midlands Recruitment Support Back2Work Complete Training</u>	Works4U is an employment support programme for local residents in West Midlands, designed to provide opportunities to upskill, overcome personal challenges, and move into work.
Leisure centres	<u>Xcel Leisure Centre - CVLife</u>	Xcel Leisure Centre is a sports and leisure centre based in Coventry,
	<u>Centre AT7 - CVLife</u>	The centre has an impressive array of facilities designed to cater to the diverse needs of its members.
	<u>Moat House Leisure and Neighbourhood Centre - CVLife</u>	Moat House Leisure & Neighbourhood Centre is a brand-new centre offering a wide range of facilities.

Helpful Resources- Coventry:

Category	Website link	What they offer
Physical activity/ healthy lifestyle	Think Active Home - Think Active	Think Active is the Active Partnership for Coventry, using sport and physical activity to support people who face the greatest inequalities every day.
	The Pod – Coventry City Council	The Pod is a service that helps people in their journey towards mental health recovery. In partnership with service users, it
	Coventry on the move! – Coventry City Council	Maps of easy walks in and around the local area of Coventry
	Events – Coventry City Council	A website providing a list of all the events happening in and around Coventry to keep you occupied.
	Sport – Coventry City Council	Simply enter your postcode and find local sports facilities near you.
Adult Education	Adult education – Coventry City Council	The Adult Education Service offers a wide range of courses for adults in more than 20 locations across the city.
	https://www.st-caths.org.uk	Learn how to cook a meal on a budget using fresh produce, anybody welcome.
	Adult Education Community Learning – Cheylesmore Community Centre	Cheylesmore Community Centre is a space for recreation, social & adult education.

Helpful Resources- Coventry:

Category	Website link	What they offer
Drug and alcohol support	<u>Coventry Drug & Alcohol Service Change Grow Live</u>	We provide free and confidential drug and alcohol services in Coventry. We provide a non-judgemental service, with qualified, experienced staff who offer support in health & wellbeing and substance misuse.
	<u>Alcohol Services at Healthy Lifestyles Coventry Coventry County Council</u>	Whether you're looking to just cut down on your drinking, or to stop drinking completely, we're here to help you and our expert team based in Coventry.
	<u>Positive Choices - Coventry service for young people</u>	If you are experimenting with drinking and drugs or you think you might have a problem, we can help you make changes.
Support and wellbeing services	<u>https://jesuscentre.org.uk/bridge-services-drop</u>	The Bridge Drop in, helping meet your needs, make new friends and move forward with your life. Free food and drink, free shower, free use of phone, free clothing and underwear.
	<u>Coventry Foodbank - Helping Local People in Crisis</u>	Coventry foodbank has 15 foodbank Centres across the city of Coventry.
	<u>Food Banks – Coventry City Council</u>	A list of all the food banks in and around Coventry.
	<u>Sexual Health in Coventry And Warwickshire Sexual Health Hub</u>	Free, confidential STI tests and emergency contraception in Coventry and Warwickshire. All-ages service, online and in clinic.
Cultural and religious interests	<u>Coventry Information Directory Listings in Church/Faith group</u>	A website providing a list of faith groups and activities in your area

Helpful Resources- Worcestershire:

Category	Website link	What they offer
Mental health support services	Mental health support services Worcestershire County Council	The Herefordshire and Worcestershire campaign website has information, support, and resources for anyone struggling with a range of issues.
	Mental Health Support Worcestershire & Redditch SWW MindSouth Warwickshire & Worcestershire Mind	We provide telephone support as well as face-to-face appointments to Worcestershire AND Herefordshire residents who feel they are experiencing ill mental health or a mental health crisis.
Physical activity/ healthy lifestyle	Mental Health Support Worcestershire & Redditch SWW MindSouth Warwickshire & Worcestershire Mind	We provide telephone support as well as face-to-face appointments to Worcestershire AND Herefordshire residents who feel they are experiencing ill mental health or a mental health crisis.
	https://www.worcestershire.gov.uk/council-services/health-and-wellbeing/healthy-adults/healthy-worcestershire	The Healthy Worcestershire Programme offers free community sessions which bring together a range of health improvement services to help build social connections closer to where people are living.
	home Worcester parkrun Worcester parkrun	A free, fun, and friendly weekly 5k community event. Walk, jog, run, volunteer or spectate – it's up to you!
	Worcestershire Health walks Worcestershire County Council	Joining a health walk is a great way to improve your health and make new friends. A health walk is a short, purposeful walk undertaken on a regular basis.

Helpful Resources- Worcestershire:

Category	Website link	What they offer
Support and wellbeing services	Mental Health Support Worcestershire & Redditch SWW MindSouth Warwickshire & Worcestershire Mind	We provide telephone support as well as face-to-face appointments to Worcestershire AND Herefordshire residents who feel they are experiencing ill mental health or a mental health crisis.
	www.hacw.nhs.uk/sh-clinics	We offer both appointments and walk-in sexual health clinics across Worcestershire.
	https://worcester.foodbank.org.uk	Find out how to get emergency food and other support
	Mental Health Support Worcestershire & Redditch SWW MindSouth Warwickshire & Worcestershire Mind	ur charity exists to help support people towards better mental health and wellbeing.
Drugs and alcohol services	Alcohol use Worcestershire County Council	Help an support advice for drugs and alcohol
	Worcestershire - Cranstoun	If you live in Worcestershire, are over 18 and want to change your alcohol and/or drug use Cranstoun, Worcestershire can help.

Helpful Resources- Worcestershire

Category	Website link	What they offer
Adult Education	Adult Learning Worcestershire Worcestershire County Council	We offer a mix of qualification-based and non-accredited skills courses in English, maths, digital skills, plus vocational programmes
Job centre	https://www.jobcentreguide.co.uk/worcester-jobcentre	Find your local job centre office in Worcester and browse local job vacancies.
	Volunteering Worcestershire County Council	Volunteering is a great way to get involved and make a difference in your area.
Leisure centres	Nunnery Wood Sports Complex - Worcestershire - Freedom Leisure Freedom Leisure	If you're looking for the best gyms in Worcester, look no further than Perdiswell Leisure Centre. Our gym is the perfect setting to work on your health and fitness goals, providing all the state of the art equipment you need to stay motivated and energised.
Library services	Worcestershire Libraries Worcestershire County Council	Discover an extensive collection of books and resources and a wealth of services and activities that encourage reading, learning and aspiration, improve skills and confidence and promote wellbeing and independence.
Parks and recreational activities	Country parks, picnic places and nature reserves Worcestershire County Council	Whether you're looking for an exciting day out with the family or a quiet picnic spot, we offer a variety of countryside sites to fit the bill.

Helpful Resources – Warwickshire

Category	Website link	What they offer
Mental health support services	Mental health and wellbeing – Warwickshire County Council	. There are a range of mental health and wellbeing services and support available across Warwickshire that can help you to improve your wellbeing and support you during difficult times.
	Home - Wellbeing for Warwickshire	A single place to go for help with your mental health. Face-to-face or on the phone.
Physical activity/ healthy lifestyle	https://www.warwickshire.gov.uk/keepingactive	Making physical activity and sport more accessible. Find your nearest outdoor gym. Find your nearest leisure centre. A free, fun, and friendly weekly 5k community event. Walk, jog, run, volunteer.
	Be active for your mental health - Every Mind Matters - NHS	One of the best things we can do for our mental health and wellbeing is to be active – it's a natural mood booster. There are lots of free and affordable ways to get moving for all ages and levels of physical ability, including our Couch to 5K and Active 10 apps, so we can all benefit. Find out more about the mental health benefits of physical activity and ways to get moving.
	home Warwick Racecourse parkrun Warwick Racecourse parkrun	A free, fun, and friendly weekly 5k community event. Walk, jog, run, volunteer.
Adult Education	https://www.warwickshire.gov.uk/adultlearning	We offer training, development and adult and community learning opportunities to Warwickshire residents
Job centre	Careers and jobs – Warwickshire County Council	Jobcentre Plus is the government agency to help people into work. It works with a wide range of employers to promote job vacancies.

Helpful Resources- Warwickshire

Category	Website link	What they offer
Leisure centres	https://www.everyoneactive.com/centre/st-nicholas-park-leisure-centre/	St Nicholas Park Leisure Centre, Warwick. Facilities include a gym, swimming pool, fitness classes, Climbing Wall. Join a swim lessons or a gym membership.
	https://www.warwickshire.gov.uk/healthy-lifestyle/find-nearest-leisure-centre	Find your local leisure centre through your local district or borough council: North Warwickshire Borough Council leisure centres; Nuneaton and Bedworth Borough Council leisure centres
Parks and recreation	Warwickshire's country park and greenways – Country parks and greenways	Our Country Parks Service consists of five country parks and three greenways, covering over 1,200 acres of Warwickshire's finest and most varied countryside
Library services	https://www.warwickshire.gov.uk/libraries/	Find your nearest library

Helpful Resources- Herefordshire

Category	Website link	What they offer
Mental health support services	https://www.talkingtherapies.hwhct.nhs.uk/localsupport	The 24 hour Mental Health helpline offers advice, support and if suitable assessment for people experiencing a mental health crisis.
	https://herefordshire-mind.org.uk/	No matter what your mental health problems may be, there's always someone there to support you.
Physical activity/ healthy lifestyle	https://factsandfigures.herefordshire.gov.uk/lifestyles/physical-activity/	
	Be active for your mental health - Every Mind Matters - NHS	Here you will find expert advice, practical tips, and plenty of help and support if you're stressed, anxious, low or struggling to sleep – or get Your Mind Plan and discover what works for you.
	home Westmill parkrun Westmill parkrun	A free, fun, and friendly weekly 5k community event. Walk, jog, run, volunteer or spectate – it's up to
	Physical activity - Understanding Herefordshire	Anyone is welcome to use library facilities, browse the books, and come to library events and
Adult Education	https://www.herefordshire.gov.uk/jobs-skills-opportunities/adult-learning	About adult learning We believe learning opportunities are for everyone, wherever you live and whatever your ability, personal or financial circumstances.
Job centre	https://www.jobcentreguide.co.uk/hereford-jobcentre	Find your local job centre office in Hereford and browse local job vacancies.

Helpful Resources- Herefordshire

Category	Website link	What they offer
Support and wellbeing services	www.hacw.nhs.uk	We deliver mental health and learning disability services across Herefordshire and Worcestershire. We also run community hospitals, community nursing, services for children and families, specialist dental and sexual health services in Worcestershire.
	NHS Hertfordshire and Mid Essex Talking Therapies	The NHS Talking Therapies Service offers free and confidential talking therapy and practical support for Hertfordshire and Mid Essex residents experiencing a wide range of mental health problems such as: worry, low mood, insomnia and stress.
	Mental health and wellbeing Hertfordshire County Council	Whether you are looking for self-help resources to boost your mental health, need a listening ear or emotional support, or you are in crisis and need urgent help, find the service you need.
	Sexual Health Clinics Herefordshire and Worcestershire Health and Care NHS Trust	We offer both appointments and walk-in sexual health clinics across Worcestershire. We also provide a Saturday service for people under-21s.
Housing Services	www.herefordshire.gov.uk/housing-3/housing-herefordshire	Herefordshire Council's Herefordshire Homepoint website is where you can find out about your housing options and where you can apply to join the housing register. If eligible and once active on the housing register, you can bid for properties.
	www.ccp.org.uk/hereford/	The Herefordshire Housing-related support service is for vulnerable adults aged 18+ who are homeless or at risk of homelessness.

Helpful Resources- Herefordshire

Category	Website link	What they offer
Leisure centres	Leisure centres, sports pitches and courts – Herefordshire Council	Public use leisure centres and swimming pools in Herefordshire are run by Halo Leisure
Parks and recreation	https://www.herefordshire.gov.uk/things/parks-play-areas-open-spaces	Herefordshire Council manages a wide range of public open spaces across the county from small village recreation grounds to larger formal parks in Hereford City and the county towns.
Library services	Libraries – Herefordshire Council	
Drugs and alcohol services	Drugs and alcohol Hertfordshire County Council	Find advice and services if you're worried about your substance abuse or someone else's.
	Herefordshire Recovery Service Turning Point	The integrated substance misuse service provides free and confidential support for adults and young people around their use of alcohol and other drugs. We also offer support to families and carers affected by the alcohol or drug use of someone else.

