



Building Better Opportunities Community Matters

Directory of Services

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www.heartofenglandcf.co.uk
@HoECF

Contents.

Heart of England CF	2
Access to Business	3
Accord Age Matters	4
Bilston Resource Centre	5
Black Country Housing Group	6
Dudley Caribbean and Friends Association	7
Ideal for All	8
Just Straight Talk	9
Manor Farm Community Association	10
Refugee and Migrant Centre	11
Sweda	12
TLC College	13
Walsall College	14
Walsall Housing Group	15
WELL Associates	16
Zebra Access	17

HoECF Community Matters,
Pure Offices,
Suite 20,
Broadwell Road,
Oldbury, B69 4BY.



0121 314 1543
www.heartofenglandcf.co.uk/communitymatters
T: @HoECF F: @HoECF

Community Matters is a £5million Building Better Opportunities employability project funded by the Big Lottery Fund and the European Social Fund.

Community Matters aims to support at least 2,800 people across the Black Country to move into education, training, employment or job search. Community Matters is designed to help people who are furthest from the labour market and who face some of the toughest challenges.

Led by Heart of England Community Foundation, the project brings together delivery partners across the Black Country Local Enterprise Partnership area. Community Matters supports individuals aged 16+ in targeted areas in the Black Country recognised as the most deprived 20 per cent.

Community Matters is one of four BBO projects across the Black Country. The other projects in the BBO Black Country programme are:

- Bridges, led by Steps to Work
- Family Matters, led by Black Country Together
- Click Start, led by Walsall Housing Group

This Directory of Services has been developed for organisations that are working with individuals who may benefit from Community Matters. You can make a referral (including a self-referral) by directly contacting any delivery partner organisation listed in this directory.

Community Matters is available to individuals who are legally entitled to work in the UK. They must be unemployed or economically inactive to access support.

Access to Business,
The Curve,
81 Tempest Street,
Wolverhampton,
WV2 1AA.



01902 572397 - 01902 572398

www.access2business.co.uk

T: @Access2Business F: @Access2Business

Access to Business offer a variety of outreach activities and workshops for people with barriers to work, these activities include:

- IAG assessments
- Confidence Building
- Debt, Housing & Financial Advice
- Literacy, Numeracy, and Financial skills training
- Health & Wellbeing
- Self-employment information
- Mentoring
- Accredited Training: Level 2 award in Food Safety, Level 2 Health and Safety in the workplace, Level 2 Emergency First Aid at Work, and Entry level 3 Award in basic IT
- Job search / Interview skills
- Volunteering/Work Placements
- HMRC advice

Service availability: Wolverhampton, Walsall, Sandwell, and Dudley.

How to access the service?

Access to Business are happy to see participants at our centre or arrange a visit with the participant at a chosen venue. All participants will be offered an IAG session with a qualified advisor. Services will be explained in detail and they will discuss the best way to help and support the participant. This can be arranged via telephone or email.

Main Contact: Simon Moore - simon@access2business.co.uk

Opening Hours: Monday – Friday 9.00am – 4.30pm

Languages Available: English and Russian

Accord Age Matters

The Innovation Works at Rubery Owen
Booth Street
Wednesbury
WS10 8JB.



01922 638825
www.accordagematters.co.uk
T: @AccordAgeMatt F: @AccordAgeMatters

Age Matters works with individuals 50+. Work and Enterprise Advisers (WEA) assess individuals to identify goals, transferable skills, skills gaps, and barriers to employment. The support provided includes, advice and information on a range of support available including;

- 1-1 Support
- Peer Mentoring
- Confidence Building including group activities
- Soft skills
- IT training
- Personal Development Programme
- CV Writing
- Job search / Interview skills
- Volunteering/Work Placements

Service availability: Wolverhampton, Walsall, and Dudley.

Accord Age Matters are happy to meet participants in venue's most convenient to them.

Main Contact: Asima Hussain - asima.hussain@accordgroup.org.uk

Opening Hours: Monday – Thursday: 9.00am – 5.00pm
Friday: 9.00am – 4.30pm

Languages Available: English

Also delivering on the Bridges project.

Bilston Resource Centre

St Michaels Misson,
Wolverhampton Street,
Bilston,
WV14 0LT.

01902 353705
www.bilstonresourcecentre.com
F: @BilstonResourceCentre



Localised community centre-based support for unemployed people:

- CV Writing
- IAG
- Employability & Interview Skills
- ESOL courses
- Literacy, Numeracy, and basic computer skills
- ITQ
- Volunteering opportunities
- OCR qualifications up to level 2
- Job search facilities
- Mentoring

Service availability: Wolverhampton.

How to access the service?

Participants need to register at Bilston Resource Centre. Registration will take approximately 45 minutes. Please call in advance to book an appointment.

Main Contact: Robert Devney - brcinfo@btconnect.com

Opening Hours: Monday – Thursday: 9.30am – 4.00pm
Friday: 9.30am – 12.00pm

Languages Available: English, Punjabi, Hindi, Urdu, Swahili and Russian

Black Country Housing Group

134 High Street,
Blackheath,
B65 0EE.

0121 289 3897 - 0121 561 7923

www.bchg.co.uk

T: @BCHousingGroup F: @BCHGLtd



A programme of community engagement, move on and job outcome support:

- Adult & Family Learning
- Community Activities
- Debt, Housing & Financial Advice
- Employability & Interview Skills
- Personal Development Planning
- Volunteering/Work Placements
- Work / Job Club
- Business Units and office space hire
- Conference and training room facilities

Service availability: Blackheath, Dudley, Netherton, Darlaston, Oldbury, West Bromwich, Wednesbury, Cradley Heath, Tipton, and Smethwick.

How to access the service?

Drop in facility at a number of community venues, for days and times contact Bobbie Wearing.

Main Contact: Bobbie Wearing: bobbie.wearing@bchg.co.uk

Opening Hours: Varies depending on local venue.

Languages Available: English

Dudley Caribbean and Friends Association

3rd Floor Trident House,
14 Wolverhampton Street,
Dudley,
DY1 1DB.



Impact Training
Dudley Caribbean and Friends Association

01384 237041 - 01384 868085
www.impacttraining-dcfa.org.uk/
T: @DCFA_Impact F: @Impact-Training

Programme of activity for lone parents to address employment barriers:

- Confidence Building
- CV Writing
- Debt, Housing & Financial Advice
- Employability & Interview Skills
- Job search
- Literacy, Numeracy, and Financial skills training
- Interviews and work experience opportunities

Service availability: Sandwell and Dudley.

How to access the service?

Please call to arrange an initial meeting on 01384 237041.

Main Contact: Tony Spencer - tony.spencer@impacttraining-dcfa.org.uk

Opening Hours: Monday – Friday: 10.00am – 2pm term time only

Languages Available: English

Also delivering on the Bridges project.

Ideal for All

Independent Living Centre,
100 Oldbury Road.
Smethwick,
B66 1JE.

0121 558 5555

www.idealforall.co.uk

T: @IdealforAll F: @IdealforAll



The service is targeted to support and empower individuals who can use horticulture and outdoor creative activities to engage and break barriers to employment:

- Holistic person-centred approach
- 1-1 Support
- Confidence and motivation building
- Creation of an electronic version of CV
- Universal job match
- Set up email accounts
- Work/ Job club
- Effective job search
- Employability & Interview techniques
- Horticultural engagement
- Manual Handling training
- Outdoor creative activities
- Soft skills
- Meaningful volunteering/work Placements

Service availability: Walsall, Sandwell, and Dudley.

How to access the service?

Ideal for All are happy to see participants at our centre or alternatively please use the contact details to arrange a one to one appointment.

Main Contact: Louise Walker - info@idealforall.co.uk

Opening Hours: Monday – Thursday: 9.00am – 5.30pm
Friday: 9.00am – 5.00pm

Languages Available: English, British Sign Language, Urdu, Punjabi, and Gujarati

Just Straight Talk

The Hub,
30 Ebenezer Street,
Coseley,
WV14 9LJ.

01902 256744

www.juststraighttalk.org

T: @JustStraightTalk F: @JustStraightTalk



Just Straight Talk delivers and support on the following activities Supporting, mentoring, advocating, empowering, inspiring, encouraging and supporting with all aspects including:

- Seeking options for a better future, including referral and assistance to specialist support i.e. drugs/alcohol and mental health services
- Confidence building, increasing social skills, increasing motivation, introduction to leisure, hobbies and interests around daytime, evenings and weekends
- Supporting to raise self-esteem, drawing on strengths, identifying skills and utilising local options to continue development and growth
- Referral to short courses (Hooks) for example “get cooking” programmes, intro to IT, Gardening etc to slowly introduce ways of regular routine and positive steps
- Completing all kinds of complex forms for housing, benefits, legal, finances etc
- Transporting and supporting to meetings, appointments, interviews etc
- Locating emergency accommodation (hostels)
- Helping to generate opportunities and move towards employment, training and education
- A range of pre-employment interventions tailored with you in mind to eliminate your barriers and help you to succeed
- Movement and support into training, education and employment

Service availability: Dudley and Sandwell

How to access the service?

Call or email using the contact details.

Main Contact: Kate Beale - kate@juststraighttalk.org

Opening Hours: Monday – Friday: 9.00am – 5.00pm

Languages Available: English

Manor Farm Community Association

Manor Farm Community Centre,
King George Crescent,
Walsall,
WS4 1EU.



01922 614316

www.manorfarmca.com

F: @Manor-Farm-Community-Association

Package of person-centred support and challenges including volunteering:

- 1-1 Support
- Adult & Family Learning
- Confidence Building
- CV Writing
- Debt, Housing & Financial Advice
- Employability & Interview Skills
- Group Support
- Health & Wellbeing
- IAG assessments
- Job search
- Literacy, Numeracy, and Financial skills training
- Soft skills
- Volunteering/Work Placements
- Work / Job Club

Service availability: Walsall.

How to access the service?

Contact via email, phone, or website. Alternatively, you attend a drop-in session.

Main Contact: Susan Evans: susanbraidley@gmail.com

Opening Hours: Monday – Friday: 8.00am – 10.00pm

Saturday: 9.00am – 3.00pm

Sunday: 9.00am – 1.00pm

Languages Available: English

Also delivering on the Bridges and Family Matters projects.

Refugee and Migrant Centre

First Floor,
Roma Plava,
9 Waterloo Road,
Wolverhampton,
WV1 4NB.



01902 311554

www.rmcentre.org.uk

T: @RMCentre F: @RMCWolverhampton

Specialist refugee and migrant community support:

- 1-1 Support with translation if required
- Employment skills support
- ESOL
- Group and 1-1 support for IT skills
- HMRC advice
- Personal Development Planning
- Welfare, Debt, Housing & Financial Advice

Service availability: Wolverhampton, Walsall, Sandwell, and Dudley.

How to access the service?

Contact the team using the details above

Main Contact: Steven Bayliss - steven@rmcentre.org.uk

Opening Hours: Monday – Friday: 9.00am – 5.00pm

Languages Available: Most languages, the most common being: English, Arabic, Dari, Farsi, French, Hindi, Kurdish, Pasto, Polish, Romanian, Russian, Tigre, Tigrinya, Turkish and Urdu.

Also delivering on the Bridges project.

The Business Centre,
Church Street,
West Bromwich,
B70 8RP.



0121 525 2558

www.sweda.org.uk

T: @SwedaTweets F: @SwedaPage

SWEDA provides a programme of Community Engagement activities for people wishing to improve their confidence, develop new skills, need help to move towards or to find employment:

- 1-1 Support- Coaching and Mentoring
- Group Sessions
- Information, Advice and Guidance (IAG)
- Confidence Building and Soft Skills
- Personal Development Planning
- Employment Support and Training
Including: CV Writing; Assistance with filling in Jobs Application Forms; Job Search / Job Club; Interview and Presentation Skills; In – Work Benefits Advice.
- Self-Employment Advice Guidance & Training
- IT Training
- Range of Accredited and Unaccredited Courses
- Welfare Benefits Advice – Debt, Housing, Budgeting
- Volunteering/Work Placements Opportunities

Service availability: Sandwell, Walsall, Dudley and Wolverhampton

How to access the service?

To access the services please use the contact details above or come over to our centre and we will explain in detail about our services and the best way we can support the participant

Main Contact: Hayley Champion - hayley@sweda.org.uk

Opening Hours: Monday – Friday: 9.00am – 4.30pm

Languages Available: English, Punjabi, Hindi, Urdu & Gujarati

Dunstall Heights,
1 Dunstall Road,
Wolverhampton,
WV6 0LZ.

01902 714433
www.tlccollege.org.uk
T: @TLCCollege F: @TLCCollege



Services provided:

- IAG (Information Advice and Guidance) appointments. All development issues will be discussed, and an action plan agreed
- Follow up reviews and mentoring
- ESOL support
- Language at work (12-week programme)
- Basic IT
- Interview skills
- Confidence Building
- Volunteering
- Job search – Group or 1 to 1
- Nursery available

Service availability: Wolverhampton.

How to access the service?

Call the number or e-mail: enquiries@tlccollege.org.uk

Main Contact: Kalpna Joshi - kjoshi@tlccollege.org.uk

Opening Hours: Monday – Friday: 9.00am – 3.00pm

Monday – Friday: 3.00pm – 5.00pm by appointment only

Languages Available: English, Punjabi, Hindi, and Urdu.

Moxley People Centre,
Queen Street,
Walsall,
WS10 8TA.



07825 912559

www.walsallcollege.ac.uk

T: @Walsall_College F: @WalsallCollege

Working with a mentor to focus on key employability issues:

- Personal Development – confidence building, self-esteem, personal responsibility, motivation
- Accredited Courses
- CV Writing
- Employability & Interview Skills
- Literacy, Numeracy, and Financial skills training
- Volunteering/Work Placements
- Mentoring and training

Service availability: Walsall, Wednesbury, Moxley, Darlaston & West Bromwich.

How to access the service?

Please use the contact details.

Main Contact: Natalie Barker - nbarker@walsallcollege.ac.uk

Opening Hours: Monday – Friday: 9.00am – 4.30pm

Languages Available: English & Punjabi

Also delivering on the Bridges and Click Start projects.

Hollemeadow Avenue,
Walsall,
WS3 1JD.

0300 555 6666

www.whg.uk.com

T: @WalsallWHG F: @YourWHG



A programme of community engagement activities:

- Community Activities
- Confidence Building
- Improving Health & Well being
- CV Writing
- Employability & Interview Skills
- Group Support
- Job search
- Literacy, Numeracy, and Financial skills training
- Mentoring
- Soft skills
- Volunteering/Work Placements
- Work / Job Club
- 1-1 support

Service availability: Walsall.

How to access the service?

Please use the contact details.

Main Contact: Connie Jennings - connie.jennings@whgrp.co.uk - 07921 934922

Opening Hours: Monday – Friday: 9.00am – 4.30pm

Languages Available: English

Also delivering Click Start project.

51-53 Queen Street,
Wolverhampton.

0121 752 0964 - 07538 871253

www.welltraining.co.uk

T: @WellAssociates F: @Well-Training



Programme of activity specifically linked to employment opportunities within the leisure and tourism industry:

- 1-1 Support
- Confidence Building
- CV Writing
- Employability & Interview Skills
- IAG assessments
- Job search
- Mentoring
- Personal Development Planning
- Communication and Customer Service
- Support to find volunteering and work placements
- Level 1 Course in Travel and Tourism
- Accredited qualification

Service availability: Wolverhampton, Walsall, Sandwell, and Dudley.

How to access the service?

For further information please use the contact details.

Main Contact: Amy Rowsell - amy@welltraining.co.uk

Opening Hours: Monday – Friday: 9.00am – 5.00pm

Languages Available: English, French, German, Spanish, Punjabi

Zebra Access

Creative Industries Centre,
Wolverhampton Science Park,
Glaisher Drive,
Wolverhampton,
WV10 9TG.



01902 421919

www.zebra-access.com

T: @ZebraAccess F: @ZebraAccess

Three weekly drop-in sessions, one to one appointments and customised workshops where deaf people can access: -

- 1-1 Support
- Confidence Building
- CV Writing
- Employability & Interview Skills
- IAG assessments
- Job search
- Mentoring
- Personal Development Planning
- Soft skills
- Volunteering/Work Placements
- English Support

Service availability: Wolverhampton, Walsall, Sandwell, and Dudley.

How to access the service?

FaceTime 07521 698268 and email.

Main Contact: Chris Beech - chris@zebra-access.com

Opening Hours: Monday and Friday: 10.00am – 5.00pm

Languages Available: British Sign Language, Signed Support English, International Sign Language.



Heart of England Community Foundation

c/o PSA Group, Torrington Avenue, Tile Hill Coventry, West Midlands, CV4 9AP

t: +44 (0) 24 7688 3297

e: info@heartofenglandcf.co.uk

w: www.heartofenglandcf.co.uk

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