



*Digby South  
Residents Association*



# Prevention & Communities

## Partnership Project Offer



The service within this project will be delivered by 5 partners,

- **Small Heath Community Forum** (SHCF, the lead organisation)
- **Ashiana Community Project** (ACP)
- **Muslim Educational Consultative Committee** (MECC)
- **Narthex Sparkhill** (NS)
- **Digby South Residents Association** (DSRA)

The project aims to provide services primarily, but not exclusively, in the post codes of B10, 11 and 12, working within the constituencies, and therefore the Social Work Teams and Neighbourhood Network Scheme activities, of **Hall Green, Hodge Hill, Yardley and Ladywood** (Highgate).

The partners are based within some of the poorest neighbourhoods, the Wards of Sparkbrook & Balsall Heath East (1)\*, Bordesley Green (2)\*, Balsall Heath West (9)\*, Bordesley and Highgate (19), Small Heath (21)\* and parts of Tyseley and Hay Mills (20)\* are all in the most 10% deprived Wards nationally.



While each partner has an identifiable base, some provide outreach activity across East Birmingham at community venues to ensure access and reach is enhanced.

*(\*) identifies the Birmingham Ward ranking of deprivation 2019 IMD*

**Small Heath Community Forum**, Khidmat Centre, 2a Heather Road, Small Heath, Birmingham, B10 9TA  
**Digby South Residents Association** c/o Small Heath Community Forum,  
**Muslim Consultative Education Committee**, 93 Court Road, Balsall Heath, Birmingham B12 9LQ  
**Ashiana Community Project**, 21-25 Grantham Road, Sparkbrook, Birmingham B11 1LU  
**Narthex Sparkhill**, St John's Church, St Johns Rd, Sparkhill, Birmingham B11 4RG

# What we offer

This page provides a basic outline of the services offered by the partners

Further details, contact and introduction (referral) information are on pages 3-6

GENERAL OUTLINE		PARTNERS				
		SHCF	ACP	MECC	Narthex	DSRA
Advice and Guidance	General Advice	✓	✓	✓	✓	
	Debt resolution				✓	
	Welfare benefits	✓	✓	✓	✓	
Translation and interpreting		✓	✓	✓		
Foodbank					✓	
Individual support						✓
Carers Support	Shopping and accompanying to health appointments					✓
	Carers registration, small grant applications for special needs, advice on what support may be available	✓	✓		✓	
Employment support (ESF Funded Stepping Up Project)			✓	✓	✓	
Elders / seniors Meeting / Recreational activity	Luncheon club				✓	
	Exercise classes		✓	✓	✓	
	Health support and information sessions		✓	✓	✓	
	Just meeting	✓	✓	✓	✓	
	Coffee mornings	✓				
Home visiting / telephoning			✓	✓	✓	✓
Volunteering		✓	✓	✓	✓	
Wellbeing	Outdoor Exercise, running		✓			
	Cycling		✓			
	Seated exercise	✓	✓	✓	✓	
	Yoga		✓			
	Meditation		✓			
	Art and craft activity		✓			

## Who covers which area?

As a general rule each organisation does not have a 'catchment area' - the map on the right provides a general rule of thumb as to how people who live in the area access support from the individual providers.

If you have clients who you believe will benefit from our services, just give one of the partners a call



Further information about provision is on page 6 and contact details are on page 7

## Partnership Services

The next three pages provides an outline of services offered by the partners and identifies who to contact if you have an individual who may benefit from the support offered by our services.

We appreciate you are busy but a conversation with the individual identified is recommended prior to sending any individual to a group session.

### **SMALL HEATH COMMUNITY FORUM**

**Advice & Guidance: as part of our advice and guidance service we provide**

Welfare Benefits advice and support

Debt Advice

Housing applications

Employment advice and support

A volunteering programme to support individuals in a variety of ways

Advocacy where appropriate

Signposting/referral to other services

**Our carers support programme provides**

Workshops for carers on a variety of subjects and topics, health related, social or recreational.

Advice and support on healthier lifestyles & well-being

Social events - coffee mornings or afternoon chai

One to one support and group support

Awareness events

For information about these services, or if you want to discuss an individual you can contact

**Robina 0121 773 8619 / 07794 255 135 e mail [robina@shcf.org.uk](mailto:robina@shcf.org.uk)**



### **MECC**

**Welfare Benefits Advice & Guidance,**

Provisions of advice & guidance relating to Council Tax, Housing Benefit and other state benefits e.g. pension, working tax credit and employment related benefit and universal credit.

*We usually provide a drop in service on Tuesday & Thursday between 10.00-12.30  
Because of COVID 19 restrictions we are running an appointment only service*

**To make an appointment please call Mrs Farheen Bi Ahmed,  
0121 440 3500**

**Day care facilities**

Provisions for elderly to socialise, have discussions, watch films documentaries etc. and once a week hot lunch provided to members  
*(This service is suspended during Covid 19 restrictions but feel free to call)*

**Mohammed Khalid [mecctrust@hotmail.com](mailto:mecctrust@hotmail.com) 0121 440 3500**

**Health Information sessions**

Health information provided on various topics, (male/female separate sessions) **Rukia Bashir [Rukia.Bashir@mecctrust.co.uk](mailto:Rukia.Bashir@mecctrust.co.uk) 07458 305 418**

*Wed Morning 10-12*

**Employment & Training Advice,**

Employment, Advice & Guidance, CV, Interview, Multi-lingual Job Search etc. **Fehr Alamin [Fehr.Amin@mecctrust.co.uk](mailto:Fehr.Amin@mecctrust.co.uk) 07458 307 909**

*IAG for unemployed Mon-Fri 10am –3pm (restricted by Covid )*

**We also provide Translation and interpreting**

**Volunteers**

While suspended during Covid we have a number of roles for Volunteers within our Day Care Services; we also provide training related to *Safe Guarding, First Aid and food hygiene*



## **ASHIANA COMMUNITY PROJECT**

### **General enquiries**

If your enquiry is related to a specific activity then please contact the individual identified in sections below; for general enquiries contact **Siraaj Manir**, [info@acpgroup.org.uk](mailto:info@acpgroup.org.uk)

*Covid impact – need to make an appointment*

### **IAG, training, advice and advocacy**

Provision of free and confidential advice service covering a range of welfare, employment and wellbeing issues aimed at improving personal, social, wellbeing and financial circumstances of individuals. We provide support and advice in Punjabi, Mirpuri, Arabic, Bengali, Bangla, Gujarati, Hindi and Urdu. We provide translation and outreach service to cater for a diverse community

We are based in Sparkbrook but we see individuals from a range of areas in Birmingham.

### **Specific enquiries and information**

**IAG and Advice:** Sachyar Mughal [sachyar@acpgroup.org.uk](mailto:sachyar@acpgroup.org.uk)

**Training:** Mohammed Shakeel [shakeel@acpgroup.org.uk](mailto:shakeel@acpgroup.org.uk)

**Drug Support Work:** Tracy Pater [Tracy@acpgroup.org.uk](mailto:Tracy@acpgroup.org.uk),

**Health Activity / Cycling:** Tracy Pater [Tracy@acpgroup.org.uk](mailto:Tracy@acpgroup.org.uk),

### **Women Wellbeing Hub**

The ACP Women Wellbeing Hub is dedicated space for women. Funded by Reaching Communities the project supports women through a well-balanced and all-inclusive wellbeing package tailored to improve their physical fitness, mental and emotional wellbeing.

### **Digital Inclusion activity**

Supporting people to utilise and benefit from technology Enquiries and information and discussion about digital inclusion activity

**Shabana Qureshi** [shabana@acpgroup.org.uk](mailto:shabana@acpgroup.org.uk)

### **ACP Diabetes Programme**

This programme provides healthy nutritional options enabling people to manage their Diabetes - the programme is also beneficial for those at high risk of Diabetes.

**Diabetes Programme, referrals from GP surgeries, enquiries**

**Hamid Lea** [hamid@acpgroup.org.uk](mailto:hamid@acpgroup.org.uk)

### **Volunteering**

ACP Group offers a range of volunteering opportunities - we are always looking for volunteers and, in return, we will offer you an environment that is great to work in and an opportunity to gain some valuable skills such as team work, communication skills, problem solving and event planning, to help build your personal and professional goals.

### **Volunteering Opportunity**

Variety of experiences available including front line support.

**Enquiries and information Sachyar Mughal / Mohammed**

**Shakeel** [sachyar@acpgroup.org.uk](mailto:sachyar@acpgroup.org.uk) / [shakeel@acpgroup.org.uk](mailto:shakeel@acpgroup.org.uk)

**Cultural Programme Enquiries and information**

**Mona Shafique** [mamoona@acpgroup.org.uk](mailto:mamoona@acpgroup.org.uk)



## *WHEN YOU FEEL stress...*



Keep the essential



Get rid of the unessential



Practice saying no



Take a warm bath



Try a new creative activity



Talk to someone



Enjoy some nature



Re-evaluate your why



Take a break

@theself\_carekit

## **Digby South Residents Association**

### **DIGBY SOUTH RESIDENTS ASSOCIATION (DSRA)**

Provides local support to individuals in most need

The home visiting and vulnerable person support activity ensures older individuals can remain in their house, and in their community through receiving appropriate support.

For information about these services or if you want to discuss an individual you can call

**Ken Greaves or Christine Voice  
07488 914 056**

## **NARTHEX**

### **Sparkhill Foodbank**

We know that people can find themselves at crisis point for a number of different reasons.

Our foodbank and satellite centres provide food parcels, including halal food, personal hygiene, toiletries and feminine hygiene products.

Our foodbank works using a voucher referral system

In order to provide the most appropriate help. We work with other local support agencies who issue a foodbank voucher. We also aim to provide long term support, if needed, to help individuals address some of the underlying issues behind the reasons for their crisis and subsequent referrals. *(this latter support has been limited due to the Covid 19 restriction)*

To find out more about the agencies that hold our vouchers and how you can get help, please contact us.

### **General enquiries and information Monday—Friday 9.30—3.30**

0121 708 1398, [foodbank@narthex.org.uk](mailto:foodbank@narthex.org.uk)

David Wiseman [davidw@narthex.org.uk](mailto:davidw@narthex.org.uk)

### **Distribution times**

**Main Foodbank** - Tyseley Units 20-21 Rovex Business Park, Hay Hall Road. **Tuesday 10.00-13.00, Thursday 10.00- 13.00.**

### **Foodbank satellites**

*Balsall Heath Church Centre* **Thursday 11.00 – 13.00**

*Hall Green - Church of the Ascension* **Friday 14.30-17.30**

*Sparkhill - St John's Church* **Wednesday 10.30 – 12.30**

*Stechford - All Saints Foodbank Centre* **Friday 13.00- 15.00**

### **Employment support (ESIF funded stepping up project),**

Appointment only, enquiries and information about details contact Sandra 07467 045 294

### **Support for carers,**

Carers registration, small grant applications for special needs, advice on what support may be available

[nathan@narthex.org.uk](mailto:nathan@narthex.org.uk) 07712 855 694

### **Debt and General Advice (phone only at present due to COVID-19)**

Debt advice, housing & benefits, PIP applications, council tax, utility grants, DROs, Narthex Centre, 4 Children's Centres & 3 local churches.

Enquiries and information Sandra 07467 045294

### **Older peoples support (currently affected by COVID-19)**

Seated exercise for women over 50, Seniors lunch club, Parish nurse (retired from hospital work early to volunteer)

### **Refugee/asylum & abuse victims resource centre,**

*Emergency provision only due to COVID-19*

Baby clothes, small household items; referral only, no drop ins

Enquiries and information 0121 753 1959 **but during**

**Covid please phone 07467 045294**



## **APPLE PIE SMOOTHIE**



## **QUALITY ASSURANCE**

### **All front line staff within the partnership have qualifications appropriate to the services they offer**

Partners are also accredited by the appropriate body to provide specific services: debt advice, careers advice or guidance, or general advice.

### **Staff background**

Advice staff have level 3 or 4 AIG qualifications, senior staff have appropriate management qualifications and extensive experience of managing and developing provision.

Other provision is managed and overseen by staff with relevant qualifications.

Partners who provide support for wellbeing, substance misuse, domestic violence, mental health support, Youth work and group and family treatment have staff with qualifications and substantial experience in social work, social care or health service management.

Staff who provide training have appropriate adult learning qualifications, including ESOL, Health and Social Care, Health Coach.

### **Continuing Professional Development**

Partners have robust staff development programmes which ensure that qualifications, experience and understanding of the service are maintained at the appropriate standards.

## **LINKS TO OTHER COMMUNITY ORGANISATIONS - UTILISING THE TRUST**

Our partners have developed significant links and relationships with organisations and provision, including places of worship, Mosques, Temples, Gurdwaras and Churches, within and beyond our geographic locations. These relationships enhance our access to individuals with needs.

**Accessing people with needs** - Some people may feel comfortable being referred or self-referring themselves for support. Some people have difficulty in discussing their issues with individuals and organisations that are 'strange' to them and require a 'bit' of support. They trust their local groups or people where they undertake religious observance. They may discuss the issue with a friend, religious leader or community activist. Because of our relationships, such individuals will refer people in need to our services, sometime accompanying or introducing them at the first meeting.

Formal and informal referrals take place between partners within this programme, as well as the wider community organisations. This process augments an already robust 'word of mouth' referral and recommendation process.

These relationships and links enhance partners' access to individuals with need, it widens the access of those in need to support services while increasing the awareness of specific issues amongst active citizens in the area.

### **Supporting Community engagement and support**

NartheX run the Sparkhill Foodbank and have a number of satellites throughout the area.

A number of other community organisations have

developed food provision and some of our partners have referred individuals to this support. During the Covid-19 crisis, some of these organisations delivered food to those isolating or shielding. Having this diversity of provision enhanced support to the vulnerable with the most needs. As well as foodbanks, partners have developed, and are developing, service provision in localised community provision and satellite sites. This process acknowledges the 'localised' mindset of some communities. These partnerships have developed access into the diverse communities within the area: Yemeni, Irish, as well as specialist groups dealing with Prisoner Family Issues, Elders Groups, Green and outdoor groups. While maximising access to services for individuals in the community it also develops the skills and understanding within such community groups. This element of the provision is aimed at gradually developing the skills and capacity of organisations as well as improving the quality and range of provision within the area.

### **Wider partnerships and connections**

We have also developed partnerships, on an individual basis, with other city wide or specific organisations: The Active Wellbeing Society (TAWS), BVSC, Citizen Advice or Baby Banks to augment the support offered by the Foodbanks and Clothes banks with which we traditionally work. These relationships expand the nature of the services and support we can offer, as well as providing our partnership with strategic support and advice.

## Prevention and Communities B10, B11, B12 coverage

### QUICK DIRECTORY

#### **SMALL HEATH COMMUNITY FORUM**

General Enquiries	Robina Parvez	0121 773 8619 07794 255 135	robina@shcf.org.uk
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#### **MECC**

General Enquiries			
Welfare Benefits Advice & Guidance	Mrs Farheen Bi Ahmed	0121 440 3500	Farheen.BAhmed@mecctrust.co.uk
Day care facilities	Mohammed Khalid		mecctrust@hotmail.com
Health Information sessions	Rukia Bashir	07458 305 418	Rukia.Bashir@mecctrust.co.uk
Employment & Training Advice,	Fehr Alamin	07458 307 909	Fehr.Alamin@mecctrust.co.uk

#### **ASHIANA COMMUNITY PROJECT**

General Enquiries	Siraj Manir		info@acpgroup.org.uk
IAG and Advice Volunteering Opportunity	Sachyar Mughal		sachyar@acpgroup.org.uk
Training, Employment Volunteering Opportunity	Mohammed Shakeel		shakeel@acpgroup.org.uk
Health Activity / Cycling, Drug Support Work	Tracy Pater	0121 687 6767	Tracy@acpgroup.org.uk
Women Wellbeing Hub Digital Inclusion	Shabana Qureshi		shabana@acpgroup.org.uk
Diabetes Programme	Hamid Lea		hamid@acpgroup.org.uk
Cultural Programme	Mona Shafique		mamoona@acpgroup.org.uk

#### **DIGBY SOUTH RESIDENTS ASSOCIATION**

Locally focused Community Support	Ken Greaves or Christine Voice	07488 914 056
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#### **NARTHEX**

General Enquiries Foodbank and satellites	David Wiseman	0121 708 1398	foodbank@narthex.org.uk davidw@narthex.org.uk
Employment support	Sandra Osbourne	07467 045 294	sandra@narthex.org.uk
Support for carers	Nathan Kelly	07712 855 694	nathan@narthex.org.uk
Debt and General advice		07467 045 294	sandra@narthex.org.uk
Older peoples support			
Refugee/asylum & abuse victims resource centre		0121 753 1959	<i>During Covid please use 07467 045294</i>