

Supporting Families

Mental Health and Well Being

Wolverhampton Mental Health & Complex Needs Service
Mental Health Services
Wolverhampton
01902 425087

The Mental Health Social Work Intake Team
Mental Health Services
Wolverhampton
Open now · 01902 553319

Samaritans of Wolverhampton
Charity
Wolverhampton
11:30AM · 0330 094 5717

Wolverhampton Healthy Minds
Wolverhampton Healthy Minds is a psychological therapies service for people who are experiencing common mental health problems such as depression, anxiety and stress
<https://www.wolverhamptonhealthyminds.nhs.uk/about-us/about-our-service>

Steps To Health
Clinic
Wolverhampton
Open · Closes 5PM · 01902 443640

Include Me TOO
Charity
Wolverhampton
Open · Closes 5PM · 01902 399888

Support Line

Support Line provides a confidential telephone helpline offering emotional support to any individual on any issue. The Helpline is primarily a preventative service and aims to support people before they reach the point of crisis. It is particularly aimed at those who are socially isolated, vulnerable, at risk groups and victims of any form of abuse. SupportLine is a member of the Helplines Association. SupportLine also provides support by email and post.

Helpline: [01708 765200](tel:01708765200)

Email: info@supportline.org.uk

SANEline is a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers. We are open every day of the year from 4.30pm to 10.30pm

0300 304 7000.

Websites for Well Being

<https://www.mind.org.uk/information-support/tips-for-everyday-living/wellbeing/wellbeing/>

<https://www.nidirect.gov.uk/conditions/anxiety-adults>

<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/>

Bereavement

Cruse Bereavement Care

Counsellor
Wolverhampton
01902 420055

<https://www.royalwolverhampton.nhs.uk/patients-and-visitors/bereavement-hub/>

Cruse

Tel: 01902 420055

Email: dudleywolves@cruse.org.uk

Internet: www.cruse.org.uk

Bereavement Advice Centre

Tel: 0800 8081677

Internet: www.bereavementadvice.org

Domestic Violence

The Haven Refuge in Wolverhampton www.havenrefuge.org.uk

08000 194 400. The Haven **Wolverhampton** offers a 24 hour **domestic abuse helpline** for vulnerable women & children in need of advice or **support**.

<https://blackcountrywomensaid.co.uk/locations/wolverhampton/>

<https://www.nationaldahelpline.org.uk/> 0808 2000 247

Citizens Advice- Wolverhampton

Citizens Advice Wolverhampton is now operating most services online and via telephone. **For general non urgent advice enquiries phone**

Adviceline: 0344 411 1444

For DEBT

Text: 07850 209529 with your name and we will call you back.

Or **Email: debtadvice@wolverhamptoncitizensadvice.com**

For urgent CRISIS

Text : 07525 844112 and we will call you back.
Or email: enquiries@wolverhamptoncitizensadvice.com
For updates on coronavirus please go to <https://www.gov.uk/>

Benefits, Citizens Advice

It's important to make sure that you get all the help that you're entitled to. These pages give you information on benefits and tax credits if you are working or unemployed, sick or disabled, a parent, a young person, an older person or a veteran. There is also information about council tax and housing costs, national insurance, payment of benefits and problems with benefits.

The City of Wolverhampton Council
<https://www.wolverhampton.gov.uk/benefits/housing-benefit-and-council-tax-support/make-claim-housing-benefit-andor-council-tax-support>

Food Parcels

Good Shepherd Ministry

· Charity
65 Waterloo Rd
Closed · Opens 12PM · 01902 399955

Wolverhampton Foodbank

Charity
Unit 16, Wulfrun Trading Estate, Stafford Rd
01902 256523

SSAFA

Non-profit organisation
Wolverhampton
01902 864030

Community Shelter Project

Charity
Open · Closes 5PM · 07590 220100

The Well - Foodbank

Foodbank
Tipton
Open · Closes 2PM

Stratton Street Methodist Church Park Village

Church
Wolverhampton
01902 453234

Housing Queries and Support

Neighbourhood Support Service.

Housing Offices
174 Chervil Rise
01902 554701

Isabella's Homes

Housing Offices
60 Cadman Cres
Open · Closes 10PM · 01902 687286

Wolverhampton Homes.

· Housing Offices
Upper Vauxhall
Open now · 01902 556789
<https://www.wolverhamptonhomes.org.uk/tenants/money-and-benefits>

Housing 21

Housing association
Howard Court, Brooklands Parade
Open · Closes 5PM · 0370 192 4931

New Park Village Tenant Management Co-operative

Housing association
Ellerton House, Ellerton Walk
Open now · 01902 552670

For information on free school meals go to:

<http://win.wolverhampton.gov.uk/kb5/wolverhampton/directory/advice.page?id=flzDal25Wd4>

Tenancy Support and Advice

A tenancy is an agreement between parties that lets you live in a property as long as you pay rent and follow the rules. It also sets out the legal terms and conditions of your tenancy. It can be written down or oral (i.e a spoken agreement).

Different types of tenancy give you very different rights:

Most people who rent from a private landlord have an assured shorthold tenancy

Some have an assured tenancy or a regulated tenancy - these tenancies have stronger tenants' rights

If you share accommodation with your landlord, you're probably a lodger

The type of tenancy you have mainly depends on:

- the date you moved in
- who you live with
- who your landlord is
- the type of housing you live in

You can usually the type of tenancy you have by looking at your tenancy agreement.

For more information see:

<https://www.citizensadvice.org.uk/housing/renting-a-home/tenancy-agreements/>

Council's generally offer secure tenancies to tenants of their properties. This follows a period where a tenancy is offered on an introductory basis to ensure the tenants is able to keep to the conditions of their tenancy agreement before becoming a secure tenant.

A secure tenancy offers a number of rights for example the Right to buy, the Right to make improvements, Right to take in lodgers and the Right to repair. More information can be found on [Wolverhampton Homes](#) website.

Immigration and Refugee support

<https://rmcentre.org.uk/contact/>

THE REFUGEE & MIGRANT CENTRE ... Assisting **refugees** and migrants through crisis and disadvantage, by removing ... **Wolverhampton** 01902 311554.