



SERVICE DELIVERY MATRIX & MEMBER PROFILE

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Service Delivery Matrix



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Day Services	Personal Care/ CQC Registered	Supporting Carers	Culturally Relevant Support	People with Complex Needs	People with Disabilities (pan disabilities)	Learning Disabilities	Mental Health Support	Services for Children & YP	Older People	Dementia Support Services	Self Directed Support Services	Information Advice/ Guidance	Employment & Skills Support	Wider Health & Wellbeing Interventions (public health)	Advocacy Related Support	Befriending	Support via digital platforms
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★ CORE SERVICE DELIVERY

HOME



Since 1997, we have been delivering a range of quality services to support and encourage older people to age well, helping them to stay healthier and continue to live independently for as long as possible, and enjoy a better quality of life.

We know our services work as we use validated tools to monitor improvements in physical and mental health and wellbeing, mobility, strength and balance. Our staff use their community development experience to work with the communities we serve. They are all highly skilled and trained in their field of work and have enhanced DBS clearance.

We see first-hand the strain family carers can be under and recognise that they also need support. Our weekly groups and monthly forums welcome carers too, offering advice, guidance and respite from their caring role as well as opportunities for peer support.

We believe that older people should be regarded as valued and respected members of their community with the right to participate in every aspect of community life. Agewell promotes positive images of older people to:

- ensure they have a direct voice in the development and delivery of quality products and services
- enable them to influence the decisions that affect their lives
- enable them to live with dignity and respect

Our mission is to be “A trusted voice and provider of quality services for older people.”

Contact Details

Agewell CIC
Rounds Green Library, Martley Road
Oldbury
West Midlands, B69 1DZ

Tel: 0121 796 9333
Fax: 0121 217 0025

Email: info@agewelluk.org.uk

Website: www.agewelluk.org.uk



HOME

Our mission is to make a positive difference, adding value to people's lives by offering services to promote wellbeing and independence. We run a range of services which includes:

Day Care Centres - We run four day centres offering personalised support to older adults who have health and mobility support needs including dementia. The service is flexible, offers transport and lunch facilities, reducing isolation and encouraging friendships through a wide range of fun and interactive activities.

Support for Carers - Age concern Birmingham delivers the Birmingham Carers Hub as a partnership offering direct support to carers including statutory carer assessments.

Handyman and Trusted Partner Services - Our in-house Community Handy person can provide a home maintenance and repair service. We also work with a variety of vetted quality tradespeople offering a full range of services.

Advice and Information & Planning for Later Life - We offer a range of advice and information including Wills, Will reviews and LPA and legal support. The offer extends to mobility equipment, bathroom adaptations, insurances, grant assistance and equity release advice.

Community Café & Charity Shop - In the heart of Boldmere, this hub offers healthy food and drinks at a low cost and a place where the local community can meet and take part in a whole range of activities offered through volunteers, various organisations and partnerships.

Registered Home Care and Domestic Service - Personal care services and professional home support. Through this service we offer support to people at End of Life in Sandwell and West Birmingham.

Contact Details

Age Concern Birmingham
76-78 Boldmere Road
Sutton Coldfield
B73 5TJ

Tel: 0121 362 3650

Email: info@ageconcernbirmingham.org.uk

Website: www.ageconcernbirmingham.org.uk



HOME



Ideal for All (IFA) is both a local user led charity for disabled and disadvantaged people and a social enterprise & service provider working in the social and health care sector. IFA delivers a wide range of contracted, grant funded & full cost recovery services and support for disabled and disadvantaged people primarily residing within the Sandwell, Black Country and wider West Midlands.

We provide a range of services; Information advice and Guidance to individuals and professionals, Direct payments support (Social and Health Care budgets) including payroll and managed accounts, employment & skills including welfare & benefits advise, peer support groups to support independent living. We are also proud to have developed three accessible horticultural sites (one fully developed market garden) to support access to green spaces and improved health & wellbeing.

Our Vision - To empower and enable disabled and disadvantaged people and their families, carers, support workers and local communities, regardless of age, or background to fulfil their potential as active citizens and fully participate in society and the neighbourhoods in which they live.

Our Values - We involve and enable users to continually develop our services to meet their changing needs; recognising areas of sustainable development and working hard to utilise these for their benefit. We support and encourage positive involvement and opportunity for:

- Pro-active joint working initiated at community and professional level: combating isolation and supporting diversity through building trusted networks and business.
- Positive environmental impact: working to increase and maintain urban biodiversity long term, utilising innovative ways to reduce our impact on the world we share.
- Economic revitalisation of communities: ensuring funds and income generated is spent locally, using disabled peoples skills, experiences and our own proven track record to lever additional funding and attract business.

Contact Details

Independent Living Centre,
100 Oldbury Rd,
Smethwick
B66 1JE

Tel: 0121 558 5555

Email: contactifa@idealforall.co.uk

Website: www.idealforall.co.uk



HOME



The Kaleidoscope Plus Group (KPG) is a Registered Charity and a Company Limited by guarantee. We were established in 1973 and are one of the leading health and wellbeing charities in the Midlands. The Kaleidoscope Plus Group works to promote and support positive health and wellbeing and we are committed to making sure that the services and facilities we provide are of the highest possible quality and that they continue to develop to meet the needs of the communities we serve.

Our charity offers a wide range of services for those experiencing mental ill health difficulties including community outreach initiatives to provide opportunities to people who want to improve their wellbeing, counselling for young people and adults, corporate mental health training, national telephone support line, national crisis text line, as well as residential care homes and supported houses for the most vulnerable in society.

KPG also provides a range of accredited and bespoke training programmes including Mental Health First Aid.

Contact Details

KPG
321 High Street
West Bromwich
West Midlands
B70 8LU

Tel: 0121 565 5605

Email: info@kaleidoscopeplus.org.uk

Website: www.kaleidoscopeplus.org.uk



HOME



Murray Hall Community Trust is registered charity based in Sandwell operating across the West Midlands since 1994 in response to local needs for equality in health and wellbeing.

Murray Hall's approach flows from a social model of health that recognises the social determinates that impact our health and wellbeing. As a community health organisation we have a diverse portfolio of providing different support from the cradle to the grave, we work with, children, families, young people and adults in an integrated way. We work alongside people in the community to understand the issues that affect their lives and taking an asset-based approach we engage with them and stakeholders valuing their experiences to find creative co-designed solutions.

We have a unique reputation with extensive knowledge and expertise of delivering quality responsive services over many years. This includes children's centres; play schemes; emotional and mental health services for children, young people and adults; people at end of life and bereavement; adults experiencing isolation and loneliness; working with communities to build capacity; and managing different community facilities, all to make a positive impact for the individuals and the communities we work with.

Contact Details

Murray Hall Community Trust
The Bridge, St Marks Road
Tipton
West Midlands
DY4 0SL

Tel: 01902 826513

Email: info@murrayhall.co.uk

Website: www.murrayhall.co.uk



HOME



Options for Life is a non for profit charity which helps people with learning disabilities and / or autism to fulfil their potential and live a full and happy life within their community. We focus on building open relationships based on mutual respect, giving our participants the opportunity to develop preferences and make choices in a safe and welcoming environment.

The charity was founded in 1988 by a group of volunteers in Oldbury, West Midlands. The original vision, which still holds true today, was to establish a project which would enable people with a learning disabilities and / or autism to develop skills and be treated with value and dignity in the community.

Options for Life offers a range of activities and skills sessions from our community hubs also outreach sessions within the community. Our person-centred approach gives you the opportunity to develop preferences, choices and interests. We will support you to increase your self-confidence and self-esteem, develop communication and social skills, extend social networks and increase independence with an outcome led approach.

Contact Details

Options for Life
Oak Green Lodge
Oak Green Way
Oldbury
West Midlands, B68 8LR

Tel: 0121 544 6611

Email: info@optionsforlife.info

Website: www.optionsforlife.info



HOME



Sandwell Advocacy is a registered charity who have been providing independent advocacy throughout Sandwell since 1993. As such we are a well-established community-based organisation with a proven track record of providing high quality advocacy support.

We support vulnerable individuals who feel that their needs, rights and wishes have not been considered when planning and delivering a range of health, education and social care services. We have a team of qualified advocacy practitioners and trained volunteer advocates delivering a range of specialist advocacy projects throughout Sandwell.

We support individuals who feel that they have no meaningful involvement in decisions that are made which directly affect their lives. Advocacy is for people who find it difficult to get their opinions about themselves and their issues listened to. Advocacy is about giving individuals real control over their lives. We adopt an outcome focused approach that works with individuals to ensure they are placed at the heart of the decision-making process.

Contact Details

Sandwell Advocacy
28 Wood Street
Tipton
West Midlands, DY4 9BQ

Tel: 0121 520 8070
Fax: 0121 557 0721

Email: sandwelladvocacy@btconnect.com

Website: www.sandwelladvocacy.org



HOME



Age UK Sandwell is as an independent and sister charity with Age UK Birmingham working with people over the age of 50. We have been undertaking a range of services to support and enable older people across local Sandwell communities for over thirty years.

We provide a vital Information and Advice Service for people over the age of 50 across the borough. This service is provided via one to one holistic telephone and/or drop in sessions by trained specialist support officers who provide advice and support across a broad range of services including:

- Welfare benefits (to improve financial resilience)
- Housing options
- Later life planning (Wills/LPAs)
- Bereavement support (including reviewing welfare benefit entitlements, practical support around finances and referring to bereavement counselling)

Contact Details

Age UK Sandwell
c/o Age UK Birmingham,
The Onneley Centre,
109 Court Oak Road, Harborne,
Birmingham, B17 9AA

General Enquiries: 0121 437 0033
Information & Advice: 0121 437 0479

Email: info@ageuksandwell.org.uk

Website: www.ageuk.org.uk/sandwell/



HOME



Sandwell African Caribbean Mental Health Foundation (SACMHF) is a registered charity delivering a range of culturally sensitive mental health services predominantly but not exclusively for Black African, Caribbean dual heritage, their families, carers and the wider community. Services are currently delivered across the Sandwell region and surrounding areas. SACMHF began delivering services in 1994 within a drop in service which operated for four hours a week. Since then SACMHF has become embedded within the Sandwell community and delivers holistic, recovery focused quality assured services. SACMHF services are characterised by:

- recovery and support planning
- wellbeing monitoring via the use of a wellbeing scale
- a user led social activity service which uses peer support, volunteering and mentoring
- Co-production to plan and develop projects and services

Vision - Our vision is the best quality of life for people who are affected by mental ill health.

Mission - To be a leader in the delivery of holistic, recovery-focused and culturally responsive mental health services.

Contact Details

SACMHF
Kuumba Centre
Boulton Rd
West Bromwich
B70 6NW

Tel: 0121 525 1629

Email: info@sacmhf.co.uk

Website: www.sacmhf.co.uk



HOME



Crossroads Caring for Carers, established in 1987, provides a wide range of community care services across Sandwell, Birmingham, Walsall, Wolverhampton and surrounding areas. We are an affiliated member of the Carers Trust since 2012 and registered with the Care Quality Commission (CQC), rated as a 'Good' provider.

We help informal carers to care for longer by providing practical support, training, respite and palliative care, improving the health and wellbeing of carers and those they care for. We also run the Carers Assistance line which provides for advice, guidance and support for carers in Sandwell.

In addition, we offer personal care to support with daily living needs, enabling people with complex needs to remain in their own home for longer. This can be provided alongside social care services or funded by the person themselves or their family.

Our vision and mission is to support family carers to enable their loved one to remain in their own home for as long as possible. We provide highly trained qualified staff who deliver flexible person-centred care to both the carer and the person they care for.

We also provide services for informal carers of people with memory issues or a dementia diagnosis. In Sandwell, we have the Dementia Care Navigator team who can offer advice and support to carers and the cared for at all stages of the dementia journey and in Birmingham we have Carer Support Groups, giving carers the opportunity to meet others in a similar situation to themselves, get support and share information. In Birmingham, we also provide training to help carers in their caring role.

Contact Details

Crossroads Care
494 Wolverhampton Road
Oldbury, B68 8DG

Tel: 0121 553 6483
Out of Hours Emergency Number:
07968 219 850

Email: info@sandwellcrossroads.org

Website: www.sandwellcrossroads.org



COMMUNITIES
IN SYNC

HOME



Sandwell Multicare has been in operation since June 1986. We are a voluntary sector organisation with charitable status. The Charity is managed by Trustees made up of parents/carers and professionals who have an interest in our work.

We have a team of trained care/support staff who work with service users who live at home with their families. Our work is based around providing an individualised care and support service for people with learning disabilities and complex needs. We aim to ensure that each individual receives a positive experience.

Our services include:

- Our home-based respite/short break service which provides various blocks of care and support to enable parents/carers to take a break.
- Our domiciliary service.
- Holiday care service where staff will live in the family home.
- A holiday bungalow in Skegness.
- A Charity Shop which raises funds for the Charity and also provides support to the local community.

Contact Details

Sandwell Multicare
Brook House
Brook Street Business Centre
Brook Street, Tipton
DY4 9DD

Tel: 0121 520 4548

Email: stellabassford@btconnect.com



HOME



SAFS (formally known as Sandwell Asian Family Support Service) provides a number of health, social care and well-being services to children, young people, adults with disabilities and people with complex health needs and life-limiting conditions. Our services include Domiciliary Care for children and adults, a Lifestyles Service for young adults, support services for Parent and Carers as well as day trips and events for families. SAFS works predominantly within the South Asian Community but also supports other BAME communities, ensuring all cultural, religious and linguistic needs are met. In 2016, we acquired the Windmill Community Centre, the home of many of our services alongside numerous community organisations.

Our services are categorised as:

Domiciliary Care – We support children, young people and adults in their own home by providing help with every-day things such as personal care, dressing and eating.

Lifestyles Drop-in Service – SAFS manage the SAFS Windmill Community Centre where groups and activities take place. We provide one to one support to individuals allowing them to access activities as they choose.

Community Based Service – We support children, young people and adults to access services and activities in the local community.

Personal Assistant (PA) Service – This service supports individuals to access local services and activities.

Parents and Carers Service – We provide support to parents and carers on an individual basis and through group activities.

Short Breaks Offer – We design and hold holiday clubs and activities for children.

Sensory Offer – SAFS has worked hard to identify and design multi-sensory facilities at the SAFS Windmill Community Centre that can be accessed by any of service users. Our sensory offer includes an interactive sensory garden and sensory rooms.

Contact Details

SAFS
Windmill Community Centre
Messenger Road
Smethwick
West Midlands, B66 3DX

Tel: 0121 558 2198

Email: info@safscare.org

Website: www.safscare.org



HOME



St Albans Community Association is a registered charity and was established in 1983 with its key aims to improve the lifestyle and life opportunities for local residents, promote social cohesion, and relieve isolation through providing a range of targeted activities and services to disadvantaged residents in the local area. St Albans is a thriving community centre based in St. Paul's Ward in the heart of Smethwick, West Midlands.

St Albans key services are a very popular daily lunch club, a daily 'out-meals at home' service a pre-school for children aged 2 – 5 years, a befriending programme, an advocacy and support service, a volunteer programme and an integrated older adults programme.

St Albans allows people to be what they want to be, forge relationships and build a stronger resilient community. Our volunteers consist of a diverse range of people who seek to engage and inspire those around them. We consider ourselves as a twenty first century community centre.

Contact Details

St Albans Community Association
St Albans Road
Smethwick
West Midlands
B67 7NL

Tel: 0121 558 0018

Email: info@stalbands-cc.co.uk

Website: www.stalbands-cc.co.uk



HOME



We are a community based charity with our prime beneficiaries being local people from the African Caribbean community in addition to the wider community. Our main area of operation is Sandwell and the surrounding borough of the West Midlands. We have a particular focus on health, social care, education, the relief of poverty and raising cultural awareness in particular related to people of the African Diaspora.

We have a number of areas that we provide services, which include:

- Community outreach and befriending
- Community Meals
- Digital Inclusion
- Community Research
- Day services for older people
- Hospital ward based befriending
- Home care for vulnerable children and adults
- Carers support information services
- Community consultation
- Development of cultural resources
- Cultural celebration such as black history month
- Information advice and guidance
- Training community and work placements

Our Vision - "We seek a world where people of African Caribbean origin are treated with dignity and respect and are treated fairly and equally to people from other parts of the world. "

Our Mission - "Our prime purpose is to improve the life chances, opportunities and experiences of African Caribbean communities and local people"

We Aim - To make a positive impact on the quality of life for local people, by delivering culturally appropriate services that are efficient and effective in meeting the changing needs of our diverse community.

To directly deliver quality services within a range of key areas that improve life opportunities including care of vulnerable people, education, health and wellbeing, training and creating voluntary and paid employment opportunities.

Contact Details

WBACRC
Thomas Street
West Bromwich
West Midlands
B70 6LY

Tel: 0121 525 9177

Email: webenquiries@wbacrc.org.uk

Website: www.wbacrc.org.uk



HOME



YMCA Black Country Group is a local YMCA charity which primarily operates across the Black Country areas of Dudley, Sandwell, Walsall and Wolverhampton, and into the Staffordshire border areas.

We are part of the English Federation of YMCAs and the worldwide YMCA Movement. YMCA is the largest and the oldest charity working with young people in the world. Across England, there are 114 YMCAs and each one is a thriving and active community.

We focus on young people and help them play an active and fulfilling role within their communities. We call this a youth-minded community approach. We provide a wide array of community-based activities and services to help meet local needs wherever we are based.

YMCA Black Country Group Service areas include:

- Accommodation
- Health & Wellbeing
- Training & Education
- Support & Advice

Contact Details

YMCA Black Country Group
38 Carters Green
West Bromwich
West Midlands
B70 9LG

Tel: 0121 524 1950

Email: info@ymcabc.org.uk

Web: : www.ymcabc.org.uk



COMMUNITIES
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HOME