



Wolverhampton Information and Advice Directory

Benefits, debt, housing, employment
and more...

Issue 5: September 2023



wolverhampton.gov.uk

CITY OF
WOLVERHAMPTON
COUNCIL

Introduction

This Directory has been produced by the City of Wolverhampton Council's Welfare Rights Service. The aim is to provide advisers with easily accessible details on the network of groups and organisations in Wolverhampton that provide information, advice and/or support particularly in the following areas:

It is recognised that some of the groups and organisations contained within the Directory will provide other services outside of those

- ♦ welfare benefits
- ♦ debt
- ♦ housing
- ♦ employment

highlighted above. Where this is the case details of the other services provided are also included.

The groups and organisations listed in this directory are all based or work within Wolverhampton. We would like to thank all contributors for their input.

If you would like details of your group or organisation to be included in the Directory, please contact the Welfare Rights Service by emailing wrs@wolverhampton.gov.uk. Please also get in touch if you notice any errors or outdated information contained in the Directory.

The Directory is intended for use by advisers, local groups and organisations who wish to find out about the support services that are available within Wolverhampton for individuals needing help with welfare benefits, debt, housing, employment and other issues.

Local groups and organisations are listed alphabetically. If you know the name of the local group or organisation you are looking for, you can simply scroll down (or in the case of a printed paper copy browse) to find it or you can 'click' on the name of the local group or organisation in the alphabetical list to go straight to the entry.

If you are looking for a service by type (e.g. benefits advice or debt advice), you can go to the Service Type Index where organisations are listed according to the type of advice and information service they provide. You can then 'click' on the name of the local group or

organisation name you require under the appropriate service type and you will be taken to the relevant entry.

If you are using a paper copy of the Directory, you may use the index pages to find which local groups/organisations provide the type of service you require.

Please note that some local groups and organisations are listed under more than one heading because they provide services in more than one area.

The geographical location of local groups and organisations listed in the Directory can be found by 'clicking' on the 'view location here' message next to the address. This will take you to a *Google Map* pin-pointing the groups or organisation's location.

You can also use the entry to go directly to the local groups/organisation's web page or email address by 'clicking' on the web/email address.

By using the Directory, you assume full responsibility for use of the information provided. City of Wolverhampton Council is not responsible or liable for any claim, loss, damage or inconvenience caused as a result of reliance on such information.

Welfare Rights Service

The Welfare Rights Service Specialist Support Team (SST) provides a range of services aimed at informing local groups and organisations about welfare law and supporting them in the provision of information and advice. The SST provides a variety of training courses on benefits and places on these courses are mostly free to those from local groups and organisations.

The Welfare Rights Service also provides benefits information on the Council's website on the Benefits, Universal Credit and Welfare Reform pages at:

www.wolverhampton.gov.uk/welfarereform

If you volunteer for a local group or organisation, you may contact the SST directly for information and advice on individual cases in which you are involved by email at WRS@wolverhampton.gov.uk or by phone on 01902 555351.

If you are emailing outside the City of Wolverhampton Council's email system regarding a particular person, we ask that you do not include any full name details (initials will suffice) or any specific, personal information.

This is because the security of the email cannot be guaranteed. The SST may also be able to arrange tribunal representation through its Law Student Representation Project in appeal cases involving the Personal Independence Payment, the Work Capability Assessment and benefit sanctions. Similarly, in some situations (e.g. an important test case scenario or a case involving a very vulnerable person with complex benefit issues) the SST may take a direct case referral.

Universal Credit Supplement

Universal Credit has now been rolled out in Wolverhampton albeit that 'managed migration' is yet to be implemented. This has increased the need for specialist help and surrounding Universal Credit entitlement, including practical help and guidance to navigate the digital claims process and budgeting support. People will also need information and advice on the 'claimant commitment' expectations and sanctions that may be imposed when they break their claimant commitment. Therefore, it was decided to produce a Universal Credit supplement to the main Directory, outlining the support that local groups and organisations can offer in these areas. See Directory: Universal Credit Supplement.

Information Content

The intention has always been to provide accurate and up to date information in the Directory based on any updated information provided by groups and organisations. However, we cannot guarantee the accuracy of information. This is because, as you would expect with the passage of time, information about some local groups and organisations inevitably will change. Further, please note that by inclusion within this Directory, the City of Wolverhampton Council provides no expressed or implied endorsement of any particular, local group or organisation or the facilities or services it may provide.

Alphabetical Index of Local Groups and Organisations

- ♦ Access to Business
- ♦ Adventist Food Bank
- ♦ African Caribbean Community Initiative
- ♦ Age UK Wolverhampton
- ♦ All Saints Action Network
- ♦ Alzheimer's Society
- ♦ Ashmore Park Bank
- ♦ Aspiring Futures CIC

- ♦ Baby Bank Wednesfield
- ♦ Base 25
- ♦ Beacon
- ♦ Bilston People's Centre
- ♦ Bilston Resource Centre
- ♦ Black Country Click Start

- ♦ Carer Support Team
- ♦ Changing Lives
- ♦ Christian Life Centre – Oasis Warm Hub
- ♦ Citizens Advice Wolverhampton
- ♦ Community Centres & Hubs
- ♦ Community Support
- ♦ Connexions Wolverhampton
- ♦ Creative Support

- ♦ Elias Mattu Foundation (EMF)
- ♦ Every Family Counts
- ♦ Everyone Prosper SDB Food Bank
- ♦ Excel Church Food Bank

- ♦ Gloucester Street Community Centre
- ♦ Good Shepherd Ministry

- ♦ The Haven Wolverhampton
- ♦ Healthwatch Wolverhampton
- ♦ Hope Community Project – Breaking Bread Food Pantry

- ♦ Include Me TOO

- ♦ Jericho House
- ♦ Jobchange
- ♦ Jubilee Community Support Centre
- ♦ Just Straight Talk

- ♦ Low Hill Community Hub

- ♦ Macmillan Support and Information Centre
- ♦ Money Smart Team, Wolverhampton Homes

- ♦ Mount Zion 7th Day COG Family Ministry Foodbank

- ♦ New Testament Church of God, Harvest Community Food Bank

- ♦ Oasis Food Bank
- ♦ Omega Care for Life

- ♦ P3
- ♦ Pension Wise
- ♦ Recovery Near You
- ♦ Refugee and Migrant Centre
- ♦ Relate Wolverhampton

- ♦ The Royal British Legion

- ♦ Secret Angels Food Bank
- ♦ Service User Involvement Team (SUIT)
- ♦ Sewa Centre Ltd
- ♦ Sickle Cell and Thalassaemia Support Project
- ♦ St George's HUB
- ♦ Stratton Street Community Centre

- ♦ Tabernacle Baptist Church
- ♦ Tettenhall Wood Community Association
- ♦ The Love Soup Kitchen
- ♦ TLC College
- ♦ The Well

- ♦ University of Wolverhampton Legal Advice Centre

- ♦ Wolverhampton City Credit Union
- ♦ Wolverhampton Domestic Violence Forum
- ♦ Wolverhampton Gateway Club
- ♦ Wolverhampton Health Advocacy Complaints Service
- ♦ Wolverhampton Healthy Minds
- ♦ Wolverhampton Legal Companions
- ♦ Wolverhampton Manna Soup Kitchen
- ♦ Wolverhampton Muslim Forum
- ♦ Wolverhampton Voluntary & Community Action
- ♦ Wolverhampton Volunteers
- ♦ Wolverhampton Young Carers

- ♦ YMCA Black Country Group

Service Type Index (by type of Information/Advice service provided)

Addiction

- ◆ Recovery Near You
- ◆ Service User Involvement Team (SUIT)

Advocacy

- ◆ The Haven Wolverhampton
- ◆ Include Me TOO
- ◆ Jubilee Community Support Centre
- ◆ Just Straight Talk
- ◆ St George's HUB
- ◆ Wolverhampton Health Advocacy Complaints Service
- ◆ Wolverhampton Legal Companions

Appeals

- ◆ African Caribbean Community Initiative
- ◆ Age UK Wolverhampton
- ◆ Just Straight Talk
- ◆ Refugee and Migrant Centre
- ◆ The Royal British Legion

Benefits – General

- ◆ Access to Business
- ◆ African Caribbean Community Initiative
- ◆ Age UK Wolverhampton
- ◆ Bilston People's Centre
- ◆ Bilston Resource Centre
- ◆ Black Country Click Start
- ◆ Citizens Advice Wolverhampton
- ◆ Macmillan Support & Information Centre
- ◆ Money Smart Team, Wolverhampton Homes
- ◆ P3
- ◆ Refugee and Migrant Centre
- ◆ The Royal British Legion
- ◆ Sewa Centre Ltd
- ◆ Sickle Cell and Thalassaemia Support Project
- ◆ St George's HUB
- ◆ YMCA Black Country Group

Budgeting

- ◆ Access to Business
- ◆ Bilston People's Centre

- ◆ Citizens Advice Wolverhampton
- ◆ Money Smart Team, Wolverhampton Homes
- ◆ Wolverhampton City Credit Union

Carers

- ◆ Alzheimer's Society
- ◆ Carer Support Team
- ◆ Omega Care for Life
- ◆ Wolverhampton Young Carers

Community Centres & Hubs

- ◆ All Saints Action Network
- ◆ All Saints Community Centre
- ◆ Aspiring Futures CIC
- ◆ The Hub at Ashmore Park
- ◆ Bilston Community Centre
- ◆ Bilston People's Centre
- ◆ Bilston Town Hall
- ◆ The Bob Jones Community Hub
- ◆ Bradmore Community Centre
- ◆ Dunstall Hill Community Centre
- ◆ Eastfield Community Centre
- ◆ Gloucester Street Community Centre
- ◆ Jubilee Community Support Centre
- ◆ Long Knowle Community Hub
- ◆ Low Hill Community Hub
- ◆ Lower Bradley Community Centre
- ◆ Lunt Community Centre
- ◆ Pendeford Community Hub
- ◆ Portobello Community Centre
- ◆ St Chad's Youth & Community Centre
- ◆ Stratton Street Community Centre
- ◆ Tettenhall Wood Institute
- ◆ Wednesfield Community Centre & Library Hub

Consumer matters

- ◆ Age UK Wolverhampton
- ◆ Citizens Advice Wolverhampton
- ◆ University of Wolverhampton Legal Advice Centre

Counselling

- ◆ African Caribbean Community Initiative
- ◆ Aspiring Futures CIC
- ◆ Base 25
- ◆ Gloucester Street Community Centre

- ◆ Jubilee Community Support Centre
- ◆ Relate Wolverhampton
- ◆ Sickle Cell and Thalassaemia Support Project

Debt

- ◆ Bilston Resource Centre
- ◆ Black Country Click Start
- ◆ Citizens Advice Wolverhampton
- ◆ P3
- ◆ The Royal British Legion
- ◆ Sewa Centre Ltd
- ◆ YMCA Black Country Group

Drop-in general advice

- ◆ Access to Business
- ◆ Base 25
- ◆ Citizens Advice Wolverhampton
- ◆ Good Shepherd Ministry
- ◆ Refugee and Migrant Centre
- ◆ Tabernacle Baptist Church
- ◆ Tettenhall Wood Community Association
- ◆ Wolverhampton Volunteers

Employment

- ◆ Access to Business
- ◆ Aspiring Futures CIC
- ◆ Changing Lives
- ◆ Connexions Wolverhampton
- ◆ Jobchange
- ◆ Just Straight Talk
- ◆ P3
- ◆ Refugee and Migrant Centre
- ◆ St George's HUB
- ◆ TLC College
- ◆ Wolverhampton Voluntary & Community Action
- ◆ YMCA Black Country Group

Employment Rights and Law

- ◆ Bilston Resource Centre
- ◆ Citizens Advice Wolverhampton
- ◆ University of Wolverhampton Legal Advice Centre

Food Bank

- ◆ Adventist Food Bank
- ◆ Ashmore Park Pantry

- ◆ Baby Bank Wednesfield
- ◆ Christian Life Centre – Oasis Warm Hub
- ◆ Elias Mattu Foundation (EMF)
- ◆ Every Family Counts
- ◆ Everyone Prosper SDB Food Bank
- ◆ Excel Church Food Bank
- ◆ Good Shepherd Ministry
- ◆ Hope Community Project – Breaking Bread Food Pantry
- ◆ Mount Zion 7th Day COG Family Ministry Foodbank
- ◆ New Testament Church of God, Harvest Community Food Bank
- ◆ Oasis Food Bank
- ◆ Secret Angels Food Bank
- ◆ The Love Soup Kitchen
- ◆ The Well
- ◆ Wolverhampton Muslim Forum

Form Filling

- ◆ African Caribbean Community Initiative
- ◆ Age UK Wolverhampton
- ◆ Beacon
- ◆ Bilston People's Centre
- ◆ Citizens Advice Wolverhampton
- ◆ Refugee and Migrant Centre
- ◆ Sewa Centre Ltd
- ◆ Sickle Cell and Thalassaemia Support Project
- ◆ St George's HUB

Health & Well-being

- ◆ African Caribbean Community Initiative
- ◆ Aspiring Futures CIC
- ◆ Changing Lives
- ◆ Creative Support
- ◆ Healthwatch Wolverhampton
- ◆ Macmillan Support & Information Centre
- ◆ Wolverhampton Healthy Minds

Housing

- ◆ African Caribbean Community Initiative
- ◆ Age UK Wolverhampton
- ◆ Beacon
- ◆ Bilston Resource Centre
- ◆ Citizens Advice Wolverhampton
- ◆ Good Shepherd Ministry
- ◆ Jericho House
- ◆ Money Smart Team, Wolverhampton Homes

- ♦ P3
- ♦ Refugee and Migrant Centre
- ♦ The Royal British Legion
- ♦ Sewa Centre Ltd
- ♦ St George's HUB
- ♦ University of Wolverhampton Legal Advice Centre
- ♦ YMCA Black Country Group

Immigration

- ♦ Refugee and Migrant Centre
- ♦ Sewa Centre Ltd

Job Seeking & Job Search

- ♦ Access to Business
- ♦ Aspiring Futures CIC
- ♦ Bilston People's Centre
- ♦ Bilston Resource Centre
- ♦ Black Country Click Start
- ♦ Gloucester Street Community Centre
- ♦ Jericho House
- ♦ Jobchange
- ♦ Just Straight Talk
- ♦ Low Hill Community Hub
- ♦ TLC College

Pensions

- ♦ Citizens Advice Wolverhampton
- ♦ Pension Wise

Social Care

- ♦ Age UK Wolverhampton
- ♦ Alzheimer's Society
- ♦ Healthwatch Wolverhampton
- ♦ Jubilee Community Support Centre

Soup Kitchens

- ♦ Good Shepherd Ministry
- ♦ Jubilee Community Support Centre
- ♦ Wolverhampton Manna Soup Kitchen

Support

- ♦ Access to Business
- ♦ African Caribbean Community Initiative
- ♦ Age UK Wolverhampton
- ♦ Aspiring Futures CIC

- ♦ Carer Support Team
- ♦ Changing Lives
- ♦ Community Support Service
- ♦ Connexions Wolverhampton
- ♦ Creative Support
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- ♦ The Haven Wolverhampton
- ♦ Include Me TOO
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- ♦ Wolverhampton Health Advocacy Complaints Service
- ♦ Wolverhampton Voluntary & Community Action
- ♦ Wolverhampton Volunteers
- ♦ Wolverhampton Young Carers
- ♦ YMCA Black Country Group

Tax

- ♦ Age UK Wolverhampton
- ♦ Citizens Advice Wolverhampton

Training

- ♦ Access to Business
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- ♦ Beacon
- ♦ Bilston Resource Centre
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- ♦ Jubilee Community Support Centre
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- ♦ Service User Involvement Team (SUIT)

- ◆ Sickle Cell and Thalassaemia Support Project
- ◆ Stratton Street Community Centre
- ◆ TLC College
- ◆ Wolverhampton Domestic Violence Forum
- ◆ YMCA Black Country Group

Volunteering

- ◆ Access to Business
- ◆ African Caribbean Community Initiative
- ◆ All Saints Action Network
- ◆ Aspiring Futures CIC
- ◆ Bilston People's Centre
- ◆ Citizens Advice Wolverhampton
- ◆ Gloucester Street Community Centre
- ◆ Good Shepherd Ministry
- ◆ Omega Care for Life
- ◆ Service User Involvement Team (SUIT)
- ◆ Tabernacle Baptist Church
- ◆ TLC College
- ◆ Wolverhampton Voluntary & Community Action
- ◆ Wolverhampton Volunteers

Welfare Assistance (Local Welfare Assistance)

- ◆ Wolverhampton City Credit Union

Access to Business

The Curve
81 Tempest Street
Wolverhampton
WV2 1AA [view location here](#)

Telephone: 01902 572397
Email: josie@access2business.co.uk
Website: www.access2business.co.uk
www.a2bos.co.uk

Services provided: General benefits advice, budgeting, employment, drop-in general advice, job seeking & job search support, training, volunteering

- ◆ Support into self-employment
- ◆ Help for job seekers to find employment
- ◆ Volunteering and Work Placement opportunities
- ◆ Training courses in Health & Safety, Food Safety and Emergency First Aid
- ◆ BOS Business Office Solutions CIC which provides training, volunteering opportunities, back-office services and employment services for local employers.

Benefits advice provided: Universal Credit workshops and signposting to other agencies for specialist benefits' advice and support. Online courses are available to access employment/self-employment.

Adventist Food Bank

215 Great Brickkiln Street
Wolverhampton
WV3 0PN [view location here](#)

Telephone: 07826 240716
Email: joandorsetamore@gmail.com
Website: adventistchurch.org.uk

Services provided: Food Bank

- ◆ Food bank
- ◆ Referrals from agencies only (email referrals are not accepted)
- ◆ Phone between 9.00 am and 3.00 pm, Monday, Tuesday and Wednesday
- ◆ Deliveries are made on the same day as referral between 1.00 pm and 8.00 pm but while high demand, some may take up to 24 hours from referral
- ◆ Limit of 3 parcels in a 6-month period for a single person, couple or family.

Benefits advice provided: Signposting to other agencies

African Caribbean Community Initiative (ACCI)

217 Waterloo Terrace
Newhampton Road East
Wolverhampton
WV1 4BA [view location here](#)

Telephone: 01902 571230
Email: support@acci.org.uk
Website: www.acci.org.uk

Opening times: Monday to Thursday 9.00 a.m. – 5.00 p.m., Friday 9.00 a.m. – 4.30 p.m.

Services provided: Appeals, Benefits – General, Counselling, Form Filling, Health & Wellbeing, Housing, Support, Volunteering.

- ◆ Support services for Afro Caribbean people, but not exclusively, who are affected by mental ill health
- ◆ Community based Resource Centre offering daily activities, skills and learning programmes
- ◆ Specialist Outreach service
- ◆ Housing advice and information
- ◆ Service user-led Hearing Voices Group meetings
- ◆ Carers Support Group
- ◆ Counselling and Therapeutic Service

◆ Volunteering

Benefits advice provided: From form filling to appeal representation. Support with housing/housing benefit applications. Signposting to Citizens Advice and Refugee & Migrant Centre.

Age UK Wolverhampton

The Workspace
All Saints Road
Wolverhampton
WV2 1EL [View location here](#)

Telephone: 01902 572060
Email: mail@ageukwolverhampton.co.uk
Website: www.ageuk.org.uk/wolverhampton

Services provided: Information and Advice, Groups/Clubs/Classes and Support

- ◆ Information and advice on several areas (including consumer matters, social care, housing and Wills)
- ◆ Tax advice (referral service)
- ◆ Handyperson Service (including gardening and light DIY jobs around the home)
- ◆ Groups and clubs (Friendship, Knit & Natter)
- ◆ Telephone Support Service (Short Term on leaving hospital/A&E – referral from Health Professionals only)
- ◆ Comfort Dolls/Craft Group
- ◆ Daytime Discos for 50+ (various locations around Wolverhampton)
- ◆ Tai Chi Classes

Please note: There is no longer any drop-in service available - all contact via telephone, email, website.

Telephone lines open 9.30 a.m. – 2.30 p.m. Monday – Thursday.

Benefits advice provided: Completion of benefit forms including PIP, DLA, AA and ESA. Benefit checks. Advice about benefit appeals – signposting to other organisations for representation and support.

All Saints Action Network

The Workspace
All Saints Road
Wolverhampton
WV2 1EL [View location here](#)

Telephone: 01902 877530
Email: info@asan.org.uk
Website: www.asan.org.uk

Services provided: Community Centre, Volunteering

- ◆ Social enterprise whose vision is to improve the quality of life for all people who live and work in the All Saints area
- ◆ Recycling service
- ◆ Tool Library
- ◆ Community Hub
- ◆ Day Nursery
- ◆ Volunteer Opportunities
- ◆ Office space for small businesses
- ◆ Wood Depot providing retail and bespoke wood products, wood re-cycling and DIY items
- ◆ 4G sports pitches
- ◆ Catering and on-site café
- ◆ Conference and event spaces

Benefits advice provided: Signposting to Citizens Advice

Alzheimer's Society

Nearest office is:
6th Floor
Tricorn House
51-53 Hagley Road
Birmingham
B16 8TP [View location here](#)

Telephone: 0333 150 3456
Email: dementia.connect@alzheimers.org.uk
Website: www.alzheimers.org.uk
Facebook: [Facebook.com/alzheimerssocietyuk](https://www.facebook.com/alzheimerssocietyuk)
Twitter: [Twitter.com/alzheimerssoc](https://twitter.com/alzheimerssoc)

Services provided: Carers, Social Care

- ◆ Leading support and research charity for people worried about their memory, people with dementia, carers and family members
- ◆ Provide information and support to people with any form of dementia and their carers
- ◆ Carer Information and Support programme
- ◆ Dementia Advisers
- ◆ Dementia Cafés
- ◆ Can connect people to local support services to get the support they need.

Benefits advice provided: Signposting to other organisations

Ashmore Park Food Bank

St Alban's Church
Griffiths Drive
Ashmore Park
Wolverhampton
WV11 2LF [view location here](#)

Telephone: 01902 723317 (c/o St Albans Church)
Email: ashmoreparkpantry@gmail.com
Website: Facebook - [@StAlbansAP](https://www.facebook.com/StAlbansAP)

Services provided: Food Bank

- ◆ Food bank
- ◆ Open Tuesday 9.00 – 11.00 a.m. and Friday 4.00 – 6.00 p.m.
- ◆ Focus on Ashmore Park and WV11 postcode area.
- ◆ Anyone short of food can go in person to collect what they need, or a collection can be made on behalf of someone else in need.

Benefits advice provided: Either signpost or make referrals to other organisations.

Aspiring Futures CIC

The Saplings (by Windsor Nursery School)
Parkfield Road
Wolverhampton.
WV4 6EL [view location here](#)

Telephone: 01902 458770 / 07557 667609
Email: info@aspiring-futures.co.uk
Website: www.aspiring-futures.co.uk

Services provided: Community Centre, Counselling, Employment, Health & Wellbeing, Job Seeking & Job Search, Support, Training, Volunteering.

- ◆ Health & Well-Being holistic services to support women to 'aspire for better'
- ◆ Counselling
- ◆ Women's Support Groups
- ◆ Health and Fitness – Self-care, ZUMBA, yoga, healthy cooking
- ◆ Training & Volunteering – IAG, NCFE courses, CV writing, Work Club, ESOL, Basic Computer Skills, Hair and Beauty, Arts & Crafts

Benefits advice provided: Either signpost or make referrals to other organisations.

Baby Bank Wednesfield

Wednesfield Seventh Day Adventist Church
Lichfield Road
Wednesfield
WV11 1TP [view location here](#)

Telephone: Call or Message 07424 668772
Email: wednesfieldbabybank@gmail.com

- ◆ By referral only from a health care professional or social/community group or agency
- ◆ Open to take enquiries Monday – Thursday 10.00 a.m. – 4.00 p.m.
- ◆ Opens Thursdays 4.00 – 6.00 p.m. for appointments
- ◆ Clothing and baby items for ages 0-2 years.

Base 25

29-31 Temple Street
Wolverhampton
WV2 4AN [View location here](#)

Telephone: 01902 572040
Email: Harbinder.hare@base25.org
Website: www.base25.org
Instagram: base25_

Base 25 are also on Facebook
Opening hours: Monday to Friday 9.00 a.m. – 5.00 p.m.

Services provided: Counselling, drop-in general advice.

- ◆ A range of one-to-one and group work programmes for young people aged 3-18 years
- ◆ A range of Adult Services targeted for 18 years and above.
- ◆ Targeted work with under 11s
- ◆ A range of services for schools
- ◆ Counselling service (including Crisis Counselling)
- ◆ Adult emotional wellbeing service – Sanctuary Café (adults 18+) – opening hours:
Monday – Friday 6.00 – 11.00 p.m.
Saturday and Sunday – 12.00 – 11.00 p.m.

Benefits advice provided: Support for young people to register for Universal Credit online. Advice and guidance in partnership with Wolverhampton Citizens Advice. Signposting young people to Citizens Advice Wolverhampton.

Beacon

Wolverhampton Road East
Sedgley
WV4 6AZ [view location here](#)

Telephone: 01902 880111
Email: enquiries@beaconvision.org
Website: www.beaconvision.org

Services provided: Form filling, Housing, Training

- ◆ Facilities and support to help people with sight loss become more independent through person centred social activity programmes, sports and physical wellbeing programmes, mental well-being programmes and living with sight loss programmes
- ◆ Sight loss assessment and low vision aids
- ◆ Befriending
- ◆ Talking News
- ◆ Information, advice and guidance
- ◆ Employment Projects support people with sight loss or those with a disability find employment by developing skills and building confidence.
- ◆ Independent Living scheme and Community Care.

Benefits advice provided: Weekly advice surgery with representative from Citizens Advice but also signposting to Citizens Advice. Beacon4Work service can provide help with form filling for in work benefits.

Bilston People's Centre

Excel Church
Wolverhampton Street
Bilston
WV14 0LT [view location here](#)

Telephone: 01902 402273
Email: trisha@bilstonpeoplescentre.org.uk
Website: www.bilstonpeoplescentre.org.uk

Services provided: Benefits – General, Budgeting, Community Centre, Form Filling, Job Search, Volunteering.

- ◆ Clubs and activities for all age groups from toddlers to senior citizens
- ◆ Community Centre that provides advice about benefits and welfare issues, budgeting support, help and support with job search, volunteering opportunities and room hire.

Benefits advice provided: General benefits advice, help with form-filling and telephone calls. Support.

Bilston Resource Centre

St Michael's Mission
Wolverhampton Street
Bilston
WV14 0LT [view location here](#)

Telephone: 01902 353705
Email: brcinfo@btconnect.com
Website: www.bilstonresourcecentre.com

Services provided: Benefits - General, Debt, Employment Rights & Law, Housing, Job Search, Training

- ◆ Advice surgeries in Benefits, Debt, Housing & Employment Law
- ◆ One-to-one support with online job search
- ◆ Compiling CVs tailored specifically for the individual
- ◆ Employability/Confidence building workshops
- ◆ Accredited training courses in IT, English and Maths, ESOL, bookkeeping, accounts and payroll
- ◆ A partner of the Wolverhampton Learning Platform CIC (WLP)

Benefits advice provided: Advice surgeries once a week. Referral and signposting to other organisations.

Black Country Click Start

Wellington House
Wellington Road
Bilston
WV14 6AA [view location here](#)

Telephone: 07876 034551 or 07876 034560
Email: click.start@greensquareaccord.co.uk
Website: <https://greensquareaccord.co.uk>

Services provided: Benefits – General, Debt, Job Seeking & Job Search, Training

- ◆ Digital and financial inclusion project funded by the Building Better Opportunities Fund
- ◆ Focus on those who are most vulnerable to debt or lack the confidence and skills to get online
- ◆ Digital Hubs across the Black Country, helping people to use computers and mobile devices as well as create an email account, apply for jobs and volunteering opportunities, stay safe online and use social media safely, manage money online and use online banking.

Benefits advice provided: Computer access for making online claims. Support and assistance with claiming benefits. Signposting to other organisations for further advice or appeals.

Carer Support Team

Wolverhampton Central Library
Snow Hill
Wolverhampton
WV1 3AX [view location here](#)

Telephone: 01902 553409
Email: carer.support@wolverhampton.gov.uk
Website: www.wolverhampton.gov.uk/Carers

Services provided: Carers, Support

- ♦ Range of support for carers of adults with an illness or disability and living in Wolverhampton
- ♦ Practical information, advice and guidance
- ♦ Carer's Assessment
- ♦ Emotional support
- ♦ Signposting to appropriate sources of support
- ♦ Emergency card for carers
- ♦ Ad hoc Carer training, eg First Aid training and IT sessions
- ♦

Benefits advice provided: Benefits support and advice as part of the Carer's Assessment from form-filling to representation at benefit appeals.

Changing Lives

Graphic House
15-18 New Road
Willenhall
WV13 2BG [view location here](#)

Telephone: 01902 341822
Email: office.support@changing-lives.org.uk
Website: www.changing-lives.org.uk

Services provided: Employment, Health & Wellbeing, Support

- ♦ Support services to help women and girls with a wide range of needs
- ♦ Support for women involved in the Criminal Justice System – both pre-release and post-release (by referral only)
- ♦ Employment support packages for women and families
- ♦ Programmes and support packages for women who are being - or are at risk of being - sexually exploited and involved in sex work or 'survival sex'.

Benefits advice provided: Signposting to other organisations

Christian Life Centre – Oasis Warm Hub

The Apostolic Church
Christian Life Centre
Sedgley Street
Blakenhall
WV2 3AJ [View location here](#)

Telephone: 01902 428345
Email: admin@clcwolverhampton.org

- ♦ Open Thursdays 12.00 noon – 4.30 p.m. (tea, coffee, cakes, biscuits throughout the day and soup and bread roll during lunch time). The last hour, after school activities for children will be provided with parents supervising.

**New venues to be confirmed soon.
Currently providing assistance remotely
via telephone only.**

Telephone: 0800 144 8848 (Advice Line)
0800 144 8444 (Help to Claim)
Textphone: 18001 0800 144 8884

Website: www.citizensadvisedudleyandwolverhampton.org/
Email: EmailAdviceCADudleyandWolverhampton@dudleycabx.org

Services provided: Benefits – General, Budgeting, Consumer matters, Debt, Employment Rights & Law, Form Filling, Housing, Pensions, Tax, Volunteering

- ◆ Debt, budgeting and money advice
- ◆ Help with rights at work
- ◆ Housing advice
- ◆ Advice on consumer issues
- ◆ Welfare benefits, pensions and tax advice
- ◆ Help to Claim – Eligibility for Universal Credit to first payment

Benefits advice provided: Advice line for advice on all social security benefits, tax credits, pensions, local welfare assistance, housing benefit and council tax reduction including form filling. Referral to Welfare Rights Service for tribunal representation.

Community Centres & Hubs A - Lov

All Saints Community Centre
All Saints Road
WV2 1EL [view location here](#)
Tel: 01902 877530 (see separate entry)

The Hub at Ashmore Park
Griffiths Drive
Ashmore Park. WV11 2LH [view location here](#)
Tel: 01902 552490

Bilston Community Centre
Prouds Lane
Bilston. WV14 6PW [view location here](#)
Tel: 01902 552264

Bilston Town Hall
Church Street
Bilston
WV14 0AT [view location here](#)
Tel: 01902 552035

The Bob Jones Community Hub (formerly
Blakenhall Community & Healthy Living Centre)
Bromley Street
Blakenhall. WV2 3AS [view location here](#)
Tel: 01902 555460

Bradmore Community Centre
Birches Barn Road
Bradmore
WV3 7BW [view location here](#)
Tel: 01902 552279

Dunstall Hill Community Centre
Dunstall Avenue
Whitmore Reans
WV6 0NH [view location here](#)
Tel: 01902 552209

Eastfield Community Centre
Colliery Road
Eastfield
WV1 2QY [view location here](#)
Tel: 01902 552295

Long Knowle Community Hub
Wood End Road
Wednesfield
WV11 1YG [view location here](#)
Tel: 01902 552442

Community Centres & Hubs Low - W

Lower Bradley Community Centre
Wallace Road
Bradley
Bilston. WV14 8BW [view location here](#)
Tel: 01902 552212

Low Hill Community Hub
Kempthorne Avenue
Low Hill
WV10 9JJ [view location here](#)
Tel: 01902 552312/07930 878975 (see
separate entry)

Lunt Community Centre
Lunt Road
Bilston. WV14 7HF [view location here](#)
Tel: 01902 552324

Pendeford Community Hub
Whitburn Close
Pendeford
WV9 5NJ [view location here](#)
Tel: 01902 552451

Portobello Community Centre
Hill Road
Portobello
WV13 3TT [view location here](#)
Tel: 01902 552318

St Chad's Community Centre
Owen Road
Pennfields
WV3 0HX [view location here](#)
Tel: 01902 552221

Tettenhall Wood Institute
The Institute, Wood Road
Tettenhall Wood
WV6 8NF [view location here](#)
Tel: 01902 557971 (see separate entry)

Wednesfield Community Centre
Well Lane
Wednesfield. WV11 1XT [view location here](#)
Tel: 01902 552218

For details about all Community Centres:
Web: [Community Centres, City of
Wolverhampton Council](#)

Community Support Service

Central Library
Snow Hill
Wolverhampton
WV1 3AX [view location here](#)

Telephone: 01902 553445
Email: community.support@wolverhampton.gov.uk
Website: www.wolverhampton.gov.uk/CommunitySupportService

Services provided: Support

- ◆ Confidential advice and information
- ◆ Aims to enable residents over the age of 18 and living in Wolverhampton to continue to live independently
- ◆ Advice and information tailored to customer needs
- ◆ Signpost to appropriate organisations and sources of support.

Benefits advice provided: Signposting to other organisations.

Connexions Wolverhampton

Civic Centre
St Peter's Square
Wolverhampton
WV1 1SH [view location here](#)

Telephone: 01902 554499
Email: connexions@wolverhampton.gov.uk
Website: [Connexions Workbox \(wolvesworkbox.com\)](http://Connexions Workbox (wolvesworkbox.com))

Services provided: Education, Employment and Training Transition Support

- ◆ Careers guidance and support for young people with EHCP's aged 13-19 in education
- ◆ The Careers Co-Ordinator or SENCO can arrange appointments for young people who have an EHCP with a Connexions Careers Advisor
- ◆ Careers advice, information and practical support to get young people living in Wolverhampton who are NOT in Education Employment or Training (NEET) aged 16-19 (upto 25 with an EHCP)
- ◆ For those who are NEET, an appointment can be arranged with a Connexions Careers Adviser at the Civic Centre on Tuesday mornings between 10.30 a.m. and 12.30 p.m. or at The Way in Wolverhampton on Wednesday afternoons between 1.30 – 3.30 p.m.

Benefits advice provided: Signposting to other organisations.

Creative Support

Unit 5, The Boot Factory
22 Cleveland Road
Wolverhampton. WV2 1BH [View location here](#)

Telephone: 01902 458797
Email: admin.wolverhampton@creativesupport.org.uk
Website: www.creativesupport.co.uk

Services provided: Health and Wellbeing, Support

- ◆ Support for adults with learning disabilities in their homes and within the community
- ◆ Supported Living at Woodhayes Place – for adults with mental health diagnosis
- ◆ Supported Living at Lord Street – 24 hour support for adults with learning disabilities, physical disabilities and sensory needs
- ◆ Supported Living at Firsbrook House – 24 hour provision with adults with a mental health diagnosis
- ◆ Supported living within the community – support provided to adults with a diagnosed learning disability or mental health diagnosis, living within their own homes, private, rented or social housing in partnership with housing providers.

Benefits advice provided: signposting to other organisations.

Elias Mattu Foundation

8 Owen Road
Pennfields
Wolverhampton
WV3 0HP - [view location here](#)

Telephone: 07904 310530 – Asha Mattu
07427 173171 – Manj Sidhu
Email: enquiries@eliasmattufoundation.com

Services provided: Food Bank

- ◆ Referrals are taken by professionals and self-referral depending on circumstances
- ◆ Delivery in Wolverhampton City on Saturdays between 10.00 a.m. – 4.00 p.m.
- ◆ WV3 0, WV8, WV9, WV10, WV11, WV12, WV13 and WV14 postcodes are on collection only on Saturday between 11.00 a.m – 12.00 noon.

Benefits advice provided: Signposted to other organisations.

Every Family Counts

Low Hill Nursery School
Jenks Road
Low Hill
Wolverhampton
WV10 9JN

Telephone: 01902 558124

Services provided: Food Bank

- ◆ Open for referrals to anyone on Wednesdays between 9.00 a.m. – 11.00 noon.
- ◆ Deliveries will be completed either Wednesdays or Thursdays between 1.00 – 4.00 p.m.
- ◆ Deliveries only in the WV postcode – collection also available.
- ◆ Referrals are taken from other agencies on behalf of other people or families.
- ◆ Limited to 2 parcels in a 5-week period.

Benefits advice provided: Signposted to other organisations.

Everyone Prosper SDB Food Bank

Telephone: 07417 591746
Email: everyoneprosperfdb@gmail.com

Services provided: Food Bank

- ◆ Delivery of food parcels to service users currently on books from the pandemic
- ◆ Collection 7 days per week, 6.00 – 8.00 p.m. from the Whitmore Reans area.

Benefits advice provided: Signposted to other organisations.

Excel Church Food Bank

Excel Church
Wolverhampton Street
Bilston
WV14 0LT [view location here](#)

Email: foodbank@excelchurch.org.uk

Services provided: Food Bank

- ◆ Excel Church Foodbank will re-open from Monday 20th June 2022 and operate on a referral only basis.
- ◆ Referrals are accepted from agencies, organisations and professionals.
- ◆ Self-referrals are not accepted.
- ◆ To make a referral, the form can be completed and submitted online using the following link: <https://www.excelchurch.org.uk/refer>
- ◆ A referral is valid for one parcel/one week of food support. Should the person you are referring need more than one parcel/one week of food support, then a separate referral will need to be made.
- ◆ Sufficient non-perishable food and fresh produce will be provided for the size of the household.
- ◆ The foodbank will operate as an emergency service for people in crisis and as such, will only offer 3 food parcels in a 6-month period.
- ◆ Food parcels are limited to people living in the Bilston (WV14) and Ettingshall (WV2) areas of the city.
- ◆ The foodbank is open once a week, on Mondays from 12.00 noon – 2.00 p.m. and food parcels need to be collected during this time. Deliveries are unavailable at present.
- ◆ Referrals can be made at any time up until 10.00 a.m. on a Monday.

Benefits advice provided: Help with benefits provided by Bilston People's Centre. Click [here](#) for link to separate Directory entry.

Gloucester Street Church and Community Centre

1-8 Gloucester Street
Wolverhampton
WV6 0PT [view location here](#)

Telephone: 01902 425461
Email: admin@gsccommunitycentre.org
Website: <https://www.facebook.com/pg/GloucesterStCC>

Services provided: Community Centre, Counselling, Job Seeking & Job Search, Training, Volunteering

- ◆ Employment advice and support
- ◆ Childcare services including Breakfast Club and After School Club
- ◆ Clubs and activities for a range of ages
- ◆ Training & Development and Accredited Learning
- ◆ BBO Bridges & Family Matters projects
- ◆ Counselling
- ◆ Volunteering Opportunities

Benefits advice provided: Signposting to other organisations.

Good Shepherd Ministry

65 Waterloo Road
Wolverhampton
WV1 4QU [view location here](#)

Telephone: 01902 399955
Email: office@gsmwolverhampton.org.uk
Website: www.gsmwolverhampton.org.uk

Services provided: Drop-in General Advice, Food Provision (i.e. Family Food Pantry or Meals), Housing, Support, Volunteering

- ◆ Intensive support for rough sleepers and people with complex needs including one to one sessions and a meaningful activities programme
- ◆ Able to signpost service users to access accommodation
- ◆ Advice and guidance drop-in
- ◆ Service user volunteer programme
- ◆ Family Food Pantry is accessible on Tuesdays, 9.00 a.m. – 1.00 p.m. Referral from recognised organisations e.g. Social Services, Citizens Advice, is required.
- ◆ Individual take-outs and Dining Service available Monday, Wednesday and Friday, 12.00 noon - 2.00 pm

Benefits advice provided: Basic advice, assistance and referrals for all Good Shepherd customers with benefit queries. Enhanced benefits support for rough sleepers and people with complex needs.

The Haven Wolverhampton

18 Waterloo Road
PO Box 105
Wolverhampton
WV1 4BL

Telephone: 01902 904677
Email: info@havenrefuge.org.uk
Website: www.havenrefuge.org.uk

Services provided: Advocacy, Support

- ◆ 24 Hour domestic violence helpline: 08000 194 400
- ◆ Refuge accommodation and support to move on
- ◆ Community Advocacy Support Team service which offers support including help to devise safety plans, progress housing applications, access various community support services and take cases through the criminal justice system
- ◆ Specialist support for women with additional support needs

Benefits advice provided: Information and support on welfare benefits to service users, including how to access grants and loans.

Healthwatch Wolverhampton

Regent House
Bath Avenue
Wolverhampton
WV1 4EG [view location here](#)

Telephone: 01902 240230
Email: info@healthwatchwolverhampton.co.uk
Website: www.healthwatchwolverhampton.co.uk
SMS for Deaf Users: 07506 754791

Services provided: Health & Wellbeing, Social Care

- ◆ Independent consumer champion for health and social care at local and national level
- ◆ Information about choices people have about where they might get help in relation to their health, social care and wellbeing needs
- ◆ Referral to advocacy services that can provide support with making a complaint
- ◆ Signposting to sources of information on NHS and social care services in Wolverhampton.

Benefits advice provided: Signposting to other organisations providing benefits advice.

Hope Community Project (Wolverhampton) – Breaking Bread Food Pantry

40 Ling House
Long Ley
Wolverhampton
WV10 0HH [view location here](#)

Telephone: 01902 556645
Email: enquiries@hope-cp.org.uk
Website: www.hopecommunityproject.org.uk
Twitter: Hope_Nicolas

- ◆ Every Wednesday to everyone between 1.00 – 2.30 p.m. at The Hope Centre. Clients contribute as much as they can afford for fresh produce including meat, fruit and vegetables and dairy produce.
- ◆ Distribution of emergency food parcels for those in need Monday – Thursday between 12.00 noon – 2.00 p.m. Referrals can be made for emergency food parcels via email by 11.00 a.m. on the day the parcel is required. Client's name and address and the reason for the referral is also required.
- ◆ Will accept walk-ins for emergency food parcels.

Include Me TOO

Newhampton Arts Centre
Dunkley Street
Whitmore Reans
Wolverhampton
WV1 4AN [view location here](#)

Telephone: 01902 399888
Email: im2@includemetoo.org.uk
Website: www.includemetoo.org.uk

Services provided: Advocacy, Support, Training

- ♦ Training for parents/carers and organisations regarding disability, inclusion and participation
- ♦ Timeout - short breaks, fun activities, trips for disabled children, young people and their families
- ♦ Reaching Out - outreach service providing advocacy, access to support, resources, equipment and grants for families
- ♦ Parent 2 Parent - parents trained as peer supporters offering support to parent/carers with similar experiences
- ♦ Family Support Networks - sharing solutions, meeting new families, reducing isolation

Benefits advice provided: Signposting to other organisations.

Jericho House

Address cannot be disclosed.

Telephone: 01902 421732
Email: wolverhampton@jerichosociety.org.uk
Website: www.jerichosociety.org.uk

Opening hours are 24/7

Services provided: Housing, Job search, Support

- ♦ Hostel accommodation for homeless women and dependent children
- ♦ Information on options available
- ♦ Practical and emotional support and guidance to suit the needs of the individual
- ♦ Referrals taken from agencies or directly from clients
- ♦ Support with job searches and phone calls

Benefits advice provided: Filling in forms and advice on accessing other agencies when necessary for service users.

Jobchange

10 Red Lion Street
Wolverhampton
WV1 4HL [view location here](#)

Telephone: 01902 714224 or 0800 122 3510
Email: info@jobchange2007.com
Website: www.jobchange2007.com

Services provided: Employment, Job Seeking & Job Search, Training

- ♦ CVs, cover letters and interview technique sessions
- ♦ Specialist careers advice on getting into work or changing career
- ♦ Recruitment Drives to meet employers face to face
- ♦ Help with filling in application forms
- ♦ Universal Jobmatch support
- ♦ Guidance and support for Lone Parents
- ♦ Funding to cover the cost of a DBS check
- ♦ Various accredited training courses including CSCS Card Course, Food Safety and Care Course

Benefits advice provided: General advice and assistance given but signposting to other organisations for specialised advice.

Jubilee Community Support Centre

121 Merridale Street
Graiseley
Wolverhampton
WV3 0RA [view location here](#)

Telephone: 01902 423043
Email: info@jccuk.org
Website: www.jcscuk.org

Services provided: Advocacy, Community Centre, Counselling, Social Care, Soup Kitchen, Training

- ◆ Befriending Home Care Support Service to maximise independence and support a fuller life for BME people
- ◆ Counselling, advocacy and mentoring service for families?
- ◆ Enhance personal development programme offering opportunities to develop confidence and skills
- ◆ Youth enterprise project that provides peer on peer support and encourages the transferring of skills to each other
- ◆ Compassion Soup Kitchen every Friday
- ◆ Place of Welcome every Tuesday 5.30 pm – 7.30 pm
- ◆ Summersmash (6 weeks holiday)

Benefits advice provided: Signposting to other organisations.

Just Straight Talk

The Hub, 30 Ebenezer Street
Coseley
Bilston
WV14 9LJ [view location here](#)

Telephone: 01902 256744
Email: info@juststraighttalk.org
Website: www.juststraighttalk.org

Opening Hours: Monday – Friday, 9.00 a.m. – 5.00 p.m.

Services include: Advocacy, Appeals, Employment, Job Seeking & Job Search

- ◆ Advice and help to unemployed and economically inactive people who are looking for employment, training opportunities and education
- ◆ Building Better Opportunities - working with people experiencing social exclusion and unemployed or economically inactive residents with support to address barriers and move closer to and into employment
- ◆ Help to complete complex application forms
- ◆ Advocacy - acting on behalf of individuals in a range of complex situations such as benefit assessments, appeals and with debt agencies, social services, housing, doctors' appointments
- ◆ for individuals and act on their behalf and assist them in a range of complex situations such as benefit assessments, appeals, with debt agencies, social services, housing, doctor's appointments

Benefits advice provided: Signposting to other organisations.

Low Hill Community Hub

Kempthorne Avenue
Wolverhampton
WV10 9JJ [view location here](#)

Telephone: 01902 552312
Email: lowhill37@gmail.com
Website: www.lowhillhub.com

Services provided: Community Centre, Job seeking & Job search, Training

- ◆ Wolverhampton City Credit Union (Tuesday daytime) plus Credit Union collection point on Wednesdays and Thursdays
- ◆ Employability Courses (Job Club)
- ◆ Wide range of events, classes and activities for all ages.

Benefits advice provided: Signposting to other organisations. Invite agencies, eg Citizens Advice, Job Centre to attend employability programmes to discuss benefits.

Macmillan Support and Information Centre

Location C1, Zone C
New Cross Hospital
Wolverhampton
WV10 0QP [view location here](#)

Telephone: 01902 695234
Email: rwh-tr.macmillanwolverhampton@nhs.net
Website: www.cancercarewolverhampton.nhs.uk

Opening hours – 9.00 a.m. – 4.00 p.m.

Services provided: Benefits – General, Health & Wellbeing

- ◆ Support and information to anyone who has concerns about cancer; patients, relatives, friends and carers
- ◆ Financial & benefits support
- ◆ Information on health promotion, prevention and detection of cancer
- ◆ Information about travel insurance
- ◆ Information on general aspects of living with cancer
- ◆ Signposting to other services
- ◆ Information on specific types of cancer

Benefits advice provided: Help with filling out forms and referrals to the Macmillan Welfare Rights Service based at New Cross Hospital.

Money Smart Team, Wolverhampton Homes

Wolverhampton Homes
Market Street
Wolverhampton
WV1 3AG

Telephone: 01902 556789
Email: moneysmart@wolverhampton.gov.uk
Website: www.wolverhamptonhomes.org.uk

Contact can be made via email or Homes direct on 01102 556789.

Services provided: Benefits – General, Budgeting, Housing

(for Wolverhampton Homes)

- ◆ Budgeting advice and the costs of running your home
- ◆ Advice and support to people in rent arrears
- ◆ Advice on Basic Bank Accounts and Credit Union savings accounts
- ◆ Advice on dealing with loan sharks and signposting to low-cost loans
- ◆ Help with getting the best deals from energy suppliers and accessing low cost, recycled furniture

Benefits advice provided: For Wolverhampton Homes tenants and housing applicants - direct benefits advice (including Universal Credit claim support) or signposting to relevant organisations.

Mount Zion 7th Day COG Family Ministry Food Bank

141 Caledonia Road
Wolverhampton
WV2 1JA [view location here](#)

Telephone: 07427 584219 – Hazel

Services provided: Food Bank

- ♦ Open Wednesday between 2.00 – 4.00 p.m.
- ♦ Referrals are accepted and also members of the public can collect. All are welcome and only contact details are required.
- ♦ Deliveries are on arrangement from official referrals only.

Benefits advice provided: Signposting to other organisations.

New Testament Church of God, Harvest Community Food Bank

New Trust Centre
1 Wolverhampton Road
(on the corner of Woden Road &
Wolverhampton Road)
Heath Town
Wolverhampton. WV10 0PD [view location here](#)

Telephone: 01902 453190 / 07722 709671
Email: info@ntcgharvesttemple.org.uk
Website: www.ntcgharvesttemple.org.uk

Services provided: Food Bank

- ♦ Harvest Community Food Bank open Fridays between 3.30 pm and 4.30 pm
- ♦ No referral necessary but proof of address is required

Benefits advice provided: Signposting to other organisations.

Oasis Food Bank

78a Walsall Street
Wolverhampton
WV1 3LP [view location here](#)

Telephone: 01902 450888 / 07555 644851
Email: info@comtranes.org
Website: www.comtranes.org

- ♦ Food Bank is open from 4.30 – 5.30 p.m. every Saturday - collection only.

Omega Care for Life

London House
Town Walls
Shrewsbury SY1 1TX [view location here](#)
Services provided: Carers, Support, Volunteering

Telephone: 01743 245 088
Email: info@omega.uk.net
Website: www.omega.uk.net

- ♦ Support to unpaid care-givers, particularly those looking after people with life-limiting or long-term health conditions
- ♦ Support to former carers and the bereaved
- ♦ Outreach activity to identify those in need of support
- ♦ Collates and share information and resources
- ♦ Runs regular support group meetings in Wolverhampton
- ♦ Chatterbox – a free telephone befriending service
- ♦ Letter from Louise – a free letter correspondence befriending service
- ♦ Offers bereavement support, volunteering opportunities and help getting back to work

Benefits advice provided: Signposting to other organisations.

P3

43 School Street
Wolverhampton
WV1 4LR [view location here](#)

Telephone: 0118 304 2077
24-hour support for anyone at risk of homelessness
or who are rough sleeping on Freephone number:
0800 107 6753

Email: westmids@p3charity.org

Website: www.p3charity.org

Generic and preventative floating support service: WolvesFS@p3charity.org

Services provided: Benefits – General, Debt, Employment, Housing, Support, Training

- ◆ Advice and support for people who are at risk of homelessness or currently homeless
- ◆ Outreach support to rough sleepers
- ◆ Housing advice
- ◆ Debt advice
- ◆ Direct access accommodation and Pathway service for homeless adults
- ◆ Access to computers
- ◆ Information and support to access employment, education and training

Benefits advice provided: Support for benefit claims. Signposting to other organisations for further advice or appeals.

Pension Wise

Citizens Advice Dudley and Wolverhampton

Telephone: 01902 932170

Email: referral.support@dudleycabx.org

Website: <https://www.moneyhelper.org.uk/en>

Website link to book an appointment:

<https://www.moneyhelper.org.uk/en/pensions-and-retirement/pension-wise/book-a-free-pension-wise-appointment>

Services provided: Pensions

- ◆ A free and impartial government service for people with defined contribution pensions
- ◆ For people aged 50 or over to help them understand their defined pension contribution options
- ◆ Face to face appointments, group discussions or home visits in extreme circumstances
- ◆ Guidance on how to shop around, what to look out for with taxes and fees and how to avoid pension scams
- ◆ Tailored to the individual to take into account personal circumstances and plans for retirement

Benefits advice provided: Signposting to other organisations.

Recovery Near You (Wolverhampton Substance Misuse Service)

5-9 Pitt Street
Wolverhampton
WV3 0NF [view location here](#)

Telephone: 0300 200 2400 (adults)

0300 123 3360 (young people)

Email: bsmhft.recoverynearyou@nhs.net

Website: www.recoverynearyou.org.uk

Services provided: Addiction, Support

- ◆ Free, confidential service for anyone concerned about their own drinking or drug use or someone else's
- ◆ One-to-one and group sessions
- ◆ Vaccinations and testing for blood-borne viruses
- ◆ A needle exchange scheme
- ◆ Help with reducing drinking or drug use or stopping completely
- ◆ Support for families or friends
- ◆ Signposting to other agencies including housing, education and employment support services
- ◆ Work with local employers and professionals

Benefits advice provided: Signposting to other organisations.

Refugee and Migrant Centre

1st Floor, Roma Parva
9 Waterloo Road
Wolverhampton
WV1 4NB [view location here](#)

Telephone: 01902 311554
Email: info@rmcentre.org.uk
Website: www.rmcentre.org.uk

Services provided: Appeals, Benefits (General), Drop-in, Employment, Form Filling, Housing, Immigration

- ◆ Face to face specialist intervention to meet the holistic needs of asylum seekers, refugees, EU migrants and migrants from more established minority ethnic groups
- ◆ Free confidential immigration advice under OISC level 1, 2 and 3
- ◆ Personalised Advice and Guidance on Education, Health, Welfare, Housing, Homelessness and Destitution, Resettlement and Employment
- ◆ Windrush compensation claims and related enquiries.
- ◆ GP registration and other health related registration support.
- ◆ Drop-in surgery every Mon, Tue, Thurs, Fri 8.45 a.m. to give ticket to clients based on a first come, first serviced basis. Clients strongly advised to attend at 8.45 a.m.

Benefits advice provided: Advice and support on enquiries related to benefits, tax, housing benefit and council tax. Support to set up bank accounts for benefit payments. Support ranges from help with applications to appeals, depending on the benefit concerned.

Relate Wolverhampton

346 Newhampton Road East
Wolverhampton
WV1 4AD [View location here](#)

Telephone: 01902 428447
Email: admin@relate-wolverhampton.org.uk
Website: www.relate.org.uk

Services provided: Counselling, training

- ◆ Relationship counselling
- ◆ Family counselling
- ◆ Sex therapy
- ◆ Young People's counselling
- ◆ Training for individuals, organisations, schools and businesses

Benefits advice provided: Signposting to other organisations.

The Royal British Legion

The Royal British Legion Pop-In Centre
87 New Street
Birmingham
B2 4BA [view location here](#)

Telephone: 0808 802 8080
(8.00 a.m. – 8.00 p.m. every day)
Website: www.britishlegion.org.uk
Veterans Gateway:
Telephone: 0808 802 1212 (24-hour service)
Website: www.veteransgateway.org.uk

Services provided: Appeals, Benefits – General, Debt, Housing, Support, Training

- ♦ Care and support to all members of the armed forces community, including veterans, those still serving, reservists, carers and any dependants
- ♦ Pop-in centre open Monday to Friday 10am-4pm
- ♦ Advice and support on various topics including benefits, debt, money, independent living, aids and adaptations
- ♦ Care homes and dementia support
- ♦ Employment support and training grants
- ♦ Welfare breaks for individuals

Benefits advice provided: Advice and assistance with benefit claims, help with appeals and representation at tribunals for service users.

Secret Angels Food Bank

Park Village Education Centre
Cannock Road
Wolverhampton
WV10 9QE [view location here](#)

Telephone: 07913 136307
Email: info@secretangels.org.uk

- ♦ Runs every Tuesday between 10.30 a.m. – 12.30 p.m. – collection only
- ♦ Bring your own bags
- ♦ Referrals from agencies welcome and self-referrals. Details required – client's name and address and the reason for the referral.

Service User Involvement Team (SUIT) (MBE)

c/o WVSC
16 Temple Street
Wolverhampton
WV2 4AN [view location here](#)

Telephone: 01902 328983
Email: mjohnson@wolverhamptonvsc.org.uk
Website: www.facebook.com/SUITWolves

Services provided: Addiction, Support, Training, Volunteering

- ♦ Support individuals affected by drug/alcohol addiction in rebuilding their lives
- ♦ Advice, guidance and support on several issues including housing and debt
- ♦ Access to education, training, employment and volunteering opportunities
- ♦ Activities including sport, art and gardening
- ♦ Host several forums for service users and in partnership with other drug/alcohol addiction services in Wolverhampton

Benefits advice provided: Direct advice and signposting to other organisations.

Sewa Centre Limited

48-50 Vicarage Road
All Saints
Wolverhampton
WV2 1DS [view location here](#)

Telephone: 01902 219391
Email: sewa.centre@yahoo.com
Website: www.facebook.com/sewacentre1/

Opening hours: Monday – Friday 10.00 a.m. – 2.30 p.m. Saturday and evening appointments are available upon request.

Services provided: Benefits– General, Debt, Form-filling, Housing, Immigration, Domestic Violence, Money Claims, Lasting Power of Attorney, Wills and Probate

- ◆ Information, advice and guidance mainly, but not exclusively, to members of Asian and BME communities where English may not be the first language
- ◆ Immigration, housing and debt advice
- ◆ Asian Women’s Healthy Living Group
- ◆ Volunteering opportunities
- ◆ Interpretation and translation services available

Benefits advice provided: Face to face advice, help with form filling and making claims for benefits. Signposting to other organisations.

Sickle Cell and Thalassaemia Support Project

Paycare House
George Street
Wolverhampton
WV2 4DX [view location here](#)

Telephone: 01902 444076 or 01902 444077
Email: info@sctsp.org.uk
Website: www.sctsp.org.uk

Services provided: Benefits– General, Counselling, Form-filling, Support, Training

- ◆ Promote public and professional awareness of Sickle Cell, Thalassaemia and related blood disorders
- ◆ Provide education and training programmes for carers, community groups and relevant professionals
- ◆ Offer counselling and advice to people living with Sickle Cell and Thalassaemia and their families or carers
- ◆ Provide outreach support to service users in their home and support through the discharge process from a stay in hospital.

Benefits advice provided: Some advice on welfare benefits and help with completion of claim forms for service users. Signposting to relevant organisations where necessary.

St Georges HUB (Services for Marginalised Men)

St Mark’s Road
Chapel Ash
Wolverhampton
WV3 0QH [view location here](#)

Telephone: 01902 421904
Email: info@st-georges-house.org.uk
Website: www.st-georges-house.org.uk

Services provided: Benefits – General, Budgeting, Employment, Form-filling, Housing

- ◆ Advice, guidance and support to vulnerable and marginalised men
- ◆ Advice and workshops on housing and homelessness, benefits, employment and finance
- ◆ Support with tenancy sustainment
- ◆ Activities for men to learn practical life-skills including literacy, budgeting, basic social skills and computer skills
- ◆ Support for male victims of domestic abuse and their families

- ◆ A daily breakfast service to identify rough sleepers and vulnerable men, and to engage them with appropriate services and provide a healthy nutritious breakfast.

Benefits advice provided: Help with making online benefit claims and the completion of benefit claim forms.

Stratton Street Methodist Church Community Centre

Nine Elms Lane
Park Village
Wolverhampton

WV10 9AJ [view location here](#)

Services provided: Community Centre, Support, Training

Telephone: 01902 453234

Email: strattonstreetcc@gmail.com

Website: www.ssmccc.co.uk

- ◆ Stay and Play Monday, Wednesday and Friday, 12.00 midday – 3.00 p.m. - £1.50 per child
- ◆ Youth, Dance and Football Clubs
- ◆ Breakfast and lunch clubs
- ◆ Senior Asian ladies friendship group - Tuesday 12.30 – 3.00 p.m.
- ◆ Community Shop open Tuesday, Wednesday and Friday – 10.30 a.m. – 2.00 p.m. Great savings on shopping bills!
- ◆ Food-share project – Food bank Monday 12.30 – 2.30 p.m. – referral required
- ◆ Fun packed school holiday activity programs for children with meal included
- ◆ Social activities, seasonal events and trips throughout the year
- ◆ Access to internet
- ◆ Warm space during Autumn/Winter
- ◆ Church service and Sunday School – Sunday 11.00 a.m. – 12.00 midday
- ◆ Venue/meeting room hire available.

Benefits advice provided: Signposting to other organisations.

Tabernacle Baptist Church

Tabernacle Baptist Church
Dunstable Road
Whitmore Reans

Wolverhampton. WV6 0NJ [view location here](#)

Telephone: 01902 428962

Email: hello@tab.church

Website: www.tab.church

Services provided: Drop-in general advice, Support, Volunteering

- ◆ Offers volunteering opportunities

Benefits advice provided: Signposting to specialist organisations.

Tettenhall Wood Community Association

The Institute
Wood Road
Tettenhall Wood
Wolverhampton

WV6 8NF [view location here](#)

Telephone: 01902 557971

Email: institutedettenhall@gmail.com

Website: www.tettenhallwoodinstitute.org

Services provided: Community Centre, Drop-in

- ◆ The Computer Hub – free drop-in computer club aimed at senior citizens to help with using any IT equipment including mobile phones, laptop computers and tablets

- ◆ Community centre hire
- ◆ Regular meetings of various groups, societies and adult education classes

Benefits advice provided: Signposting to other organisations.

The Love Soup Kitchen

78a Walsall Street
Wolverhampton
WV1 3LP [view location here](#)

Telephone: 01902 450888 / 07555 644851
Email: info@comtranes.org
Website: www.comtranes.org

- ◆ Provides a soup kitchen that runs every Saturday from 4.30 – 5.30 p.m. People attending the soup kitchen can receive a hot meal to take away.
- ◆ People can contact the soup kitchen by calling, texting or by using WhatsApp.

TLC College

Dunstall Heights
Dunstall Road
Wolverhampton
WV6 0LZ [view location here](#)

Telephone: 01902 714433
Email: enquiries@tlccollege.org.uk
Website: www.tlccollege.org.uk

Services provided: Employment, Job seeking & Job search, Training, Volunteering

- ◆ Advice and guidance for progression with learning and employment
- ◆ Support for unemployed people (CVs, applications, Jobsearch, interview techniques, volunteering, etc)
- ◆ Basic to advanced computer courses
- ◆ English for speakers of other languages
- ◆ Early Years Learning and Youth Activities
- ◆ Interpreting and translation
- ◆ Room hire and catering facilities
- ◆ Community Projects (Community Cohesion, Refugee Support, Arabic School and many more)

Benefits advice provided: Some direct advice given with signposting to specialist organisations where appropriate. Guidance and support given when accessing Universal Credit log.

University of Wolverhampton Legal Advice Centre

The George
University City Campus
Stafford Street
Wolverhampton
WV1 1LZ

Website: www.wlv.ac.uk/legaladvice

Legal advice is not given over the phone or by email. Please see Legal Advice Centre website for opening hours. People who require legal advice and assistance are encouraged to complete the online enquiry form, which can be accessed via the webpage. Whilst service users can drop into The George, enquiries can only be taken during the Legal Advice Centre opening hours and no advice will be offered on the spot and an appointment will still need to be made. There is no facility for enquiries to be made via telephone.

Services provided: Consumer Matters, Employment Rights and Law, Housing

- ◆ Free general legal advice provided to members of the public in relation to a variety of legal issues, including:
 - ◆ Employment law
 - ◆ Probate and wills
 - ◆ Housing and property law (excluding eviction)
 - ◆ Consumer law matters
 - ◆ Business law
 - ◆ Family Law Clinics details of which are posted on the webpage
 - ◆ Windrush Compensation Scheme Drop-in sessions – details of which are posted on the webpage

Benefits advice provided: Signposting to other organisations and referrals to the Welfare Rights Service.

The Well (the home of Wolverhampton Food Bank)

Unit 16
 Wulfrun Trading Estate
 Stafford Road
 Wolverhampton
 WV10 6HH [view location here](#)

Telephone: 01902 256523
 Email: info@thewellwolverhampton.co.uk
 Website: www.thewellwolverhampton.co.uk

Opening hours are Tuesday to Friday 8.30 am – 3.30 pm

Services provided: Food bank, Support

- ◆ Crisis support, providing practical help via food bank
- ◆ Open Tuesday to Friday 9.30 – 11.30 am for referrals and parcels delivered the next day (8.00 am – 3.00 pm for donation drop-offs)
- ◆ Referrals accepted by phone from a wide range of statutory & voluntary support services
- ◆ Food parcels are delivered between 9.00 a.m. – 1.00 p.m. – no collections
- ◆ As well as food parcels, provide toiletries/kitchen supplies when requested/available and baby items (nappies, food, etc)
- ◆ Support other projects by sharing food items received in bulk with soup kitchens and other food banks

Benefits advice provided: Signpost to other agencies, both for referral purposes and so that an assessment of other support needs can be made.

Wolverhampton City Credit Union

73 Worcester Street
 Wolverhampton
 WV2 4LE [view location here](#)

Telephone: 01902 572340
 Email: contactus@wccul.co.uk
 Website: www.wccul.co.uk

Services provided: Welfare Assistance

- ◆ Not-for-profit community bank, owned and controlled by its members
- ◆ Flexible savings with dividends for members
- ◆ Affordable loans
- ◆ Can help people from all walks of life including people who may be financially excluded or have a low credit rating
- ◆ May be able to provide Welfare Assistance Loans to eligible people.

Benefits advice provided: Some direct advice but mainly signposting to other organisations.

Wolverhampton Domestic Violence Forum

PO Box 4984
Wolverhampton
WV1 9GE
Services provided: Support, Training

Telephone: 01902 555643
Email: wdfv@wolverhampton.gov.uk
Website: www.wolverhampton.gov.uk/wdfv

- ◆ Brings together a range of agencies providing services and support to women and families experiencing domestic violence and abuse
- ◆ Leads on the development of the City's Domestic Violence Strategy
- ◆ Provides forum meetings, training events and participates in promotional activities
- ◆ Help, advice and support to victims of domestic violence pursuing a case through the civil or criminal justice process

Benefits advice provided: Signposting to other organisations.

Wolverhampton Gateway Club (part of Mencap Wolverhampton)

Beckminster Church Hall
Birches Barn Road
Penn Fields
Wolverhampton
WV3 7BQ [view location here](#)

Telephone: 0121 602 4027
Email: wolvesmencap@gmail.com

Services provided: Support

- ◆ Club for people with learning disabilities and other disabilities
- ◆ Age range is from 16 to 80
- ◆ Meetings on Friday evenings from 7.00 pm to 9.00 pm but there is a waiting list to join
- ◆ Activities, trips and social evenings

Benefits advice provided: Signposting to other organisations.

Wolverhampton Health Advocacy Complaints Service (WHACS)

Regent House
Bath Avenue
Wolverhampton
WV1 4EG [view location here](#)

Telephone: 07732 683447
SMS for Deaf users: 07732 683447
Email: advocacy@weareecs.co.uk
Website: www.whacs.co.uk
Twitter: @whacs_Advocay and on Facebook

Services provided: Advocacy, Support

- ◆ Professional advocacy service for Wolverhampton citizens who have a complaint with the health service they have received
- ◆ Provide help to support people with making complaints about health services
- ◆ Advocacy to help people through sometimes complicated NHS complaints service or to have their say about the service/treatment they have received
- ◆ Delivered by Healthwatch Wolverhampton ([click here](#) for separate entry)

Benefits advice provided: Advocacy support relating to NHS complaints with signposting to other organisations where necessary.

Wolverhampton Healthy Minds

44 Pond Lane
Parkfields
Wolverhampton
WV2 1HG [view location here](#)

Telephone: 0800 923 0222
Email: bcpft.wolverhamptonhealthyminds@nhs.net
Website: www.wolverhamptonhealthyminds.nhs.uk

Services provided: General Health & Wellbeing

- ♦ Psychological therapy services for people who are experiencing common mental health problems such as low mood, depression, anxiety and stress
- ♦ Offers a choice of treatments based on Cognitive Behavioural Therapy (CBT)
- ♦ Self-referral available via the website

Benefits advice provided: Mainly signposting to other organisations.

Wolverhampton Legal Companions

University of Wolverhampton
Wulfruna Street
Wolverhampton
WV1 1LY [view location here](#)

Telephone: 01902 321000
Website: www.facebook.com/WLCUniversityofWolverhampton

Services provided: Advocacy

- ♦ Voluntary scheme at Wolverhampton Combined Courts 9.30 – 11.30 and 1.30 – 3.30, Monday to Friday during University term time, staffed by Law Students to assist members of the public in their dealings with the court
- ♦ Explanations of forms for child related matters, suspending evictions, divorce, small claims
- ♦ Help to complete court forms
- ♦ Accompanying people in court and note-taking
- ♦ Help to find Legal Aid assistance, Mediation services, Charitable support services, Affordable fixed-fee services

Benefits advice provided: Signposting to other organisations.

Wolverhampton Manna Soup Kitchen

New Trust Centre
1 Wolverhampton Road
Wolverhampton WV10 0PD [View location here](#)

Telephone: 01902 827873
Email: anthony@gracechurchwolverhampton.org
Website: [Soup Kitchen \(gracechurchwolverhampton.org\)](http://SoupKitchen(gracechurchwolverhampton.org))

Services provided: Soup Kitchen

- ♦ Soup kitchens held on 2nd Tuesday of each month and last Tuesday of each month
- ♦ Jointly hosted by Grace Church Wolverhampton and Harvest Temple Church

Benefits advice provided: Signposting to other organisations.

Wolverhampton Muslim Forum

The Elms Resource Centre
Manby Close
Wolverhampton
WV6 0QR [view location here](#)

Telephone: 01902 422922
Email: FoodBank@muslimforum.org.uk

Services provided: Food Bank

- ◆ Food bank runs every Thursday 11.30 a.m. – 1.30 p.m.
- ◆ Food parcels are collection only. Deliveries can be made upon request if cannot collect.
- ◆ Referrals are welcome – message via WhatsApp on 01902 422022 or via telephone on the same number where a voicemail can be left.
- ◆ Covers all of the Wolverhampton area.

Benefits advice provided: Signposting to other organisations.

Wolverhampton Voluntary & Community Action

16 Temple Street
Wolverhampton
WV2 4AN [view location here](#)

Telephone: 01902 773761 or 07831 341870
Email: info@wvca.org.uk
Website: www.wvca.org.uk

Services provided: Employment, Support, Volunteering

Wide range of advice and support for community groups and individuals through the following projects and services:

- ◆ Service User Involvement Team (see separate entry)
- ◆ Supporting Faith Groups
- ◆ Payroll service for voluntary and community organisations
- ◆ Social Prescribing
- ◆ Social Enterprise Wolverhampton
- ◆ Wolverhampton Volunteers (see separate entry)

Benefits advice provided: Signposting to other organisations.

Wolverhampton Volunteers

16 Temple Street
Wolverhampton
WV2 4AN [view location here](#)

Telephone: 01902 328980
Email: peter.emms@wvca.org.uk
Website: www.wtonvolunteers.org

Services provided: Drop- In, Support, Volunteering

- ◆ Support Wolverhampton residents aged 18+ with advice and guidance on volunteering opportunities
- ◆ Drop-in service between 10 am and 2 pm but booking appointments via telephone recommended
- ◆ Support with organisations volunteering policies, procedures and marketing available
- ◆ Quarterly Volunteer Involving Organisations (VIO) Network Meetings
- ◆ Volunteer 2 Career sessions available to help with employment support

Benefits advice provided: Extra support and signposting to other organisations.

Wolverhampton Young Carers

Wolverhampton Young Carers Spurgeons
The Workspace
All Saints Road
Wolverhampton
WV2 1EL [view location here](#)

Telephone: 01902 877550
Email: wolverhamptonyoungcarers@spurgeons.org
Website: www.spurgeonsyc.org/wolverhampton/

Services provided: Carers, Support

- ◆ Advice and support for Young Carers who are involved in the practical and/or emotional care of parents/siblings or other family members
- ◆ Monthly groups for ages ranging from 8 to 18
- ◆ Extra activities during school holidays
- ◆ Outings and residential trips
- ◆ 1:1 support from a worker
- ◆ Issue based workshops
- ◆ Training for professionals
- ◆ Young Carers Champion Training for schools

Benefits advice provided: Signposting to other organisations.

YMCA Black Country Group

Tramway Drive
Wolverhampton
WV2 1BJ [View location here](#)

Telephone: see below
Email: info@ymcab.org.uk
Website: www.ymcab.org.uk

Services provided: Benefits – General, Debt, Employment, Housing, Support, Training

Supported Housing:

Telephone Number: 01902 450637

- ◆ Help for single, homeless people aged 18-35 years old who have support needs and are willing to engage in a programme of support and training
- ◆ Advice relating to employment, education and training and how to overcome personal issues from Keyworkers
- ◆ Benefits, housing and debt advice for residents in receipt of benefits.

Supported Lodgings:

Telephone Number: 0121 524 1950

- ◆ Help for single, homeless people aged 16-18 years old who have support needs and are willing to engage in a programme of support and training
- ◆ Living in a family environment
- ◆ Advice relating to employment, education and training and how to overcome personal issues from Key Workers
- ◆ Benefits, housing and debt advice for residents in receipt of benefits

Benefits advice provided: Access to computers through one-to-one support from on-site advisers to complete on-line claims for JSA and Universal Credit. Signposting to other agencies for specialist benefits advice and support.