

# Disability Services Information and Advice Services (General)

**Solihull Family  
Information Service**

*Please note, this information is provided solely for the expressed purpose of finding support services within the Borough of Solihull. It is an offence under the Data Protection Act 1998 to use this information for commercial purposes, or to pass this information to any other person. If you are approached by an individual to let them have a copy of the information we provide, please refer them directly to the Family Information Service on 0800 389 8667.*

## **Contact a Family (West Midlands)**

Prospect Hall  
12 College Walk  
Selly Oak  
Birmingham  
B29 6LE

**Telephone:** 0121 415 4624  
**Email:** [westmids.office@cafamily.org.uk](mailto:westmids.office@cafamily.org.uk)  
**Age Range:** All families  
**Website:** [www.cafamily.org.uk/westmidlands](http://www.cafamily.org.uk/westmidlands)  
**Referral:** None

### **Service Description:**

Contact a Family provides support, advice and information for families with disabled children, no matter what their condition or disability.

In the West Midlands, we carry out our service through our regional office in Birmingham, home-based workers and volunteers. Working at a local and regional level, we have up-to-date information on local services and support for families.

Our West Midlands team offers:

Advice, information and support to help families find out what is available locally.

Workshops, events and opportunities to meet other families with disabled children.

Regular newsletters and ebulletins with useful information for families.

Alternatively you can either call our freephone national helpline on 0808 808 3555 (from 9.30am-5.00pm, Monday-Friday) or email ([helpline@cafamily.org.uk](mailto:helpline@cafamily.org.uk))

Our national parent advisers will help you with any issue around raising a disabled child, whatever your concern or question. We offer families confidential advice on any issue including:

Benefits and sources of financial help

Education advice for additional needs

Sources of support (including groups set up by parents)

Services that you might be entitled to (for example, aids and equipment)

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**Solihull Family Information Service**

**Call: 0800 389 8667**

**Email: [familyinfo@solihull.gov.uk](mailto:familyinfo@solihull.gov.uk)**

**Web: [www.solihull.gov.uk/familyinfo](http://www.solihull.gov.uk/familyinfo)**



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### **Central Solihull Community Advice Hub**

Library  
10 West Mall  
Chelmsley Wood  
Birmingham  
B37 5TN

**Telephone:** 0121 705 3588  
**Email:** [admin@solihullcommunityhub.org.uk](mailto:admin@solihullcommunityhub.org.uk)  
**Age Range:** 18 years+  
**Website:** [www.ageuk.org.uk/solihull/](http://www.ageuk.org.uk/solihull/)  
**Referral:** None (however must be a Solihull resident)

**Service Description:**

The Community Advice Hub brings together under one roof a partnership of local voluntary organisations who will provide high quality Information and Advice, and support you to access services that meet your individual needs and circumstances. Through an assessment of needs the hub will support you to find solutions to any issues you may be facing.

Our aim is to support you in living independently and enjoy good health and wellbeing.

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### **Chelmsley Wood Community Advice Hub**

Library  
10 West Mall  
Chelmsley Wood  
Birmingham  
B37 5TN

**Telephone:** 0121 705 3588  
**Email:** [admin@solihullcommunityhub.org.uk](mailto:admin@solihullcommunityhub.org.uk)  
**Age Range:** 18 years+  
**Website:** [www.ageuk.org.uk/solihull/](http://www.ageuk.org.uk/solihull/)  
**Referral:** None (however must be a Solihull resident)

**Service Description:**

The Community Advice Hub brings together under one roof a partnership of local voluntary organisations who will provide high quality Information and Advice, and support you to access services that meet your individual needs and circumstances. Through an assessment of needs the hub will support you to find solutions to any issues you may be facing.

Our aim is to support you in living independently and enjoy good health and wellbeing.

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**Solihull Family Information Service**

**Call: 0800 389 8667**

**Email: [familyinfo@solihull.gov.uk](mailto:familyinfo@solihull.gov.uk)**

**Web: [www.solihull.gov.uk/familyinfo](http://www.solihull.gov.uk/familyinfo)**



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## **DIAL Solihull**

Dial Solihull  
67 The Parade  
Kingshurst  
Birmingham  
B37 6BB

**Telephone:** 0121 770 0333  
**Email:** [enquiries@dialsolihull.org.uk](mailto:enquiries@dialsolihull.org.uk)  
**Age Range:** All families  
**Website:** [www.dialsolihull.org.uk](http://www.dialsolihull.org.uk)  
**Referral:** None (however must be a Solihull resident)

### **Service Description:**

DIAL Solihull is a registered charity run by people with disabilities for the benefit of people with disabilities. Although we are based in the north of the Borough, we serve the whole of the Borough of Solihull.

We offer a free, impartial and confidential information and advice service and an advocacy service as defined by The Care Act 2014. With specific information on areas such as employment, education and training, specialist benefits advice and guidance to support people of working age to claim disability related benefits, where entitled, to maximise their income where possible and we also offer a wheelchair and equipment loan service.

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## **Disability Resource Centre (DRC)**

Flat 11, Edgbaston House  
3 Duchess Place  
Five Ways  
Birmingham  
B16 8NH

**Telephone:** 0121 248 4520  
**Email:** [drc@disability.co.uk](mailto:drc@disability.co.uk)  
**Age Range:** 18 years+  
**Website:** [www.disability.co.uk](http://www.disability.co.uk)  
**Referral:** None

### **Service Description:**

The Disability Resource Centre (DRC) is one of the leading disability organisations operating in Birmingham, Solihull and the wider West Midlands.

We provide a wide variety of services for disabled people and their support networks: information, advice and advocacy, debt advice service, personal skills development, managing your condition, mentoring, befriending and counselling, social and leisure activities, employment preparation and access to a range of volunteering placements.

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**Solihull Family Information Service**

**Call: 0800 389 8667**

**Email: [familyinfo@solihull.gov.uk](mailto:familyinfo@solihull.gov.uk)**

**Web: [www.solihull.gov.uk/familyinfo](http://www.solihull.gov.uk/familyinfo)**



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## **DisabledGo**

Unit 7, Arlington Court  
Arlington Business Park  
Stevenage  
SG1 2FS

**Telephone:** 01438 842710  
**Email:** [enquiries@disabledgo.com](mailto:enquiries@disabledgo.com)  
**Age Range:** All ages  
**Website:** [www.disabledgo.com](http://www.disabledgo.com)  
**Referral:** None

### **Service Description:**

Find detailed information about all kinds of places, hotels, restaurants, universities, attractions to visit, libraries, hospitals, leisure centres etc.

You can also use DisabledGo to find a job, catchup on the latest disability news, advertise events, post articles and join discussions.

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## **Family Information Service (FIS)**

Council House  
Manor Square  
Solihull  
B91 3QB

**Telephone:** 0800 389 8667  
**Email:** [familyinfo@solihull.gov.uk](mailto:familyinfo@solihull.gov.uk)  
**Age Range:** Up to 19 years (25 years with additional needs)  
**Website:** [www.solihull.gov.uk/familyinfo](http://www.solihull.gov.uk/familyinfo)  
**Referral:** None

### **Service Description:**

Information and advice on choosing childcare, finding activities for your children and family and helping you to access any support you may need. You can receive regular information on activities and events for families by signing up to our parents' network by phone, email or on the website.

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## **Lisieux Trust**

184 Sutton New Road  
Erdington  
Birmingham  
B23 6QU

**Telephone:** 0121 377 7071  
**Email:** [info@lisieuxtrust.org.uk](mailto:info@lisieuxtrust.org.uk)  
**Age Range:** All ages  
**Website:** [www.lisieuxtrust.org.uk](http://www.lisieuxtrust.org.uk)  
**Referral:**

### **Service Description:**

Supporting disabled people in the community. Provide support and information on a variety of issues including: welfare benefits, employment, education, leisure activities, mobility/blue badge, independent living fund, training and radar keys etc.

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**Email: [familyinfo@solihull.gov.uk](mailto:familyinfo@solihull.gov.uk)**

**Web: [www.solihull.gov.uk/familyinfo](http://www.solihull.gov.uk/familyinfo)**



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## **Mencap Direct**

Mencap  
123 Golden Lane  
London  
EC1Y 0RT

**Telephone:** 0808 808 1111  
**Email:** [help@mencap.org.uk](mailto:help@mencap.org.uk)  
**Age Range:** All parents / carers  
**Website:** [www.mencap.org.uk/about-learning-disability/information-parents-carers-and-family](http://www.mencap.org.uk/about-learning-disability/information-parents-carers-and-family)  
**Referral:**

### **Service Description:**

Mencap is the leading voice of learning disability. Everything we do is about valuing and supporting people with a learning disability, and their families and carers.

We offer advice and information on issues such as education (choosing the right school, making sense of the statementing process, transition and further education etc), housing, benefits and employment.

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## **Newlife**

Newlife Centre  
Hemlock Way  
Cannock  
WS11 7GF

**Telephone:** 01543 462777  
**Email:** via website  
**Age Range:** All parents / carers  
**Website:** [www.newlifecharity.co.uk](http://www.newlifecharity.co.uk)  
**Referral:**

### **Service Description:**

Newlife Nurses are the gateway to information, grants and care. They man a national helpline which supports and informs families, whether they have just been told of their child's disability or need help accessing local services. The Newlife Nurse Helpline is free, confidential and trusted.

Nothing is too small or too important to discuss with a trusted Newlife Nurse. In addition, Newlife Foundation offers grants for essential medical equipment. If the statutory health and social care services

cannot help, Newlife Nurses can progress a grant for equipment direct from Newlife funds or they can provide information of grants available nationally from other sources.

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### **Shaw Trust**

4<sup>th</sup> Floor  
Cathedral Place  
42-44 Waterloo Street  
Birmingham  
B2 5QB

**Telephone:** 01225 716300  
**Email:** via website  
**Age Range:** 16 years+  
**Website:** [www.shaw-trust.org.uk](http://www.shaw-trust.org.uk)  
**Referral:**

**Service Description:** National charity which supports disabled and disadvantaged people to prepare for work, find jobs and live independently.

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### **Solihull Adult Carers**

Annexe  
Solihull Fire Station  
Streetsbrook Road  
Solihull  
B91 1QY

**Telephone:** 0121 788 1143  
**Email:** [centre@solihullcarers.org](mailto:centre@solihullcarers.org)  
**Age Range:** 25 years+  
**Website:** [www.solihullcarers.org](http://www.solihullcarers.org)  
**Referral:** Self-referral

**Service Description:** Provides help, advice and guidance to unpaid carers aged over 30 years. We offer a confidential space where you can talk through your situation as a carer; either over the phone, by dropping in to us or if required, we can offer home visits.

We also supply advice, information and support around your caring needs.

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### **Solihull Mind**

Solihull Mind  
14-16 Faulkner Road  
Olton  
Solihull  
B92 8SY

**Telephone:** 0121 742 4941  
**Email:** [contact@solihullmind.org.uk](mailto:contact@solihullmind.org.uk)  
**Age Range:** 17 to 65 years  
**Website:** [www.solihullmind.org.uk](http://www.solihullmind.org.uk)  
**Referral:** Self-referral

**Service Description:** The overall aim of Solihull Mind is to promote the interests of, and provide support to, people with mental health problems.

We provide a variety of services to those who live in the Solihull borough. Our services cover three main areas: practical help, e.g. information, help with employment issues, help with forms or dealing with official bodies (advocacy); support, e.g. counselling, and support groups on particular areas of mental health; and social/leisure services, which includes our drop-in services and other activities such as art and sport.

We also have a specialist advocacy and support group for women who have experienced / are experiencing domestic abuse. For more details, including time and venue, please contact the Mind office.

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### **Solihull Family Information Service**

**Call: 0800 389 8667**

**Email: [familyinfo@solihull.gov.uk](mailto:familyinfo@solihull.gov.uk)**

**Web: [www.solihull.gov.uk/familyinfo](http://www.solihull.gov.uk/familyinfo)**



## **Solihull Young Adult Carers**

Annexe  
Solihull Fire Station  
Streetsbrook Road  
Solihull  
B91 1QY

**Telephone:** 0121 788 1143  
**Email:** [louisekeenan@solihullcarers.org](mailto:louisekeenan@solihullcarers.org)  
**Age Range:** 16 to 25 years  
**Website:** [www.solihullcarers.org](http://www.solihullcarers.org)  
**Referral:**

### **Service Description:**

There are over 500 people aged between 16 and 25 living in Solihull who are caring for someone and over a fifth of those are providing 20 hours or more care per week.

How can we help? We offer free and confidential information and advice, helping and supporting young adult carers to make a successful transition into adult life, including: 1:1 support, peer support, education, training and employment, advocacy and empowerment, finances, social activities, information, training and signposting to relevant services

If you think you may be a Young Adult Carer, or know someone who is, or if you would like to find out more about services in Solihull available for Young Adult Carers, please contact us.

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## **Solihull Young Carers**

Annexe  
Solihull Fire Station  
Streetsbrook Road  
Solihull  
B91 1QY

**Telephone:** 0121 788 1143  
**Email:** [youngcarers@solihullcarers.org](mailto:youngcarers@solihullcarers.org)  
**Age Range:** 5 to 18 years  
**Website:** [www.solihullcarers.org/young-carers](http://www.solihullcarers.org/young-carers)  
**Referral:** Anyone can make a referral i.e. professionals, schools, other services, families and young carers themselves.

### **Service Description:**

Solihull Young Carers' offers support by providing groups for young people, one to one support, activities, advocacy, information and advice.

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## **Turn2us**

**Telephone:** 0808 802 2000  
**Email:** via website  
**Age Range:** 16 years+  
**Website:** [www.turn2us.org.uk](http://www.turn2us.org.uk)  
**Referral:** None

### **Service Description:**

We believe that no one should have to live in financial hardship. So if you're struggling financially or you're worried about money, we're here for you.

If you are an individual seeking help for yourself or someone close to you, Turn2us aims to help you access the money available to you. For the first time, in one place on our website, you can find information and tools to help you find the support, based on your specific needs and circumstances. You can also register for a personal 'My Turn2us' account, which allows you to make confidential enquiries and applications directly to many of the grant-giving charities that you identify using our Grants Search database.

Not everyone has access to the internet so our support is also available through our free Turn2us helpline (0808 802 2000).

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## **Working Families (The Waving not drowning campaign)**

**Telephone:** 020 7017 0072  
**Email:** [janet.mearns@workingfamilies.org.uk](mailto:janet.mearns@workingfamilies.org.uk)  
**Age Range:** All parents / carers  
**Website:** [www.workingfamilies.org.uk/article-categories/caring-for-adults-and-disabled-children/](http://www.workingfamilies.org.uk/article-categories/caring-for-adults-and-disabled-children/)  
**Referral:** None

### **Service Description:**

What are the options when choosing childcare for disabled children?

Are you a parent of disabled children and confused about how to pay for your childcare?

The Waving not drowning project provides a helpline, newsletter, e-bulletin and occasional events and publications for parents of disabled children who want to combine paid work with their caring responsibilities.

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**Web: [www.solihull.gov.uk/familyinfo](http://www.solihull.gov.uk/familyinfo)**

