



Birmingham
City Council

A
guide to
useful services
for Gypsy, Roma and
Traveller Communities



NHS



SUPPORT & ADVICE

Organisations providing support and advice to Gypsy, Roma and Travellers

- British Red Cross: Provide housing related support to Gypsy, Roma and Traveller communities and sign posting to other services: 0121 766 5444
- Friends, Families and Travellers - a national charity that works on behalf of Gypsy, Roma and Traveller communities: 01273 234 777, Mon to Fri, 10am-4:30pm or www.gypsy-traveller.org
- National Federation of Gypsy Liaison Groups- C/O DGLG. Telephone 01629 732744
- Roma Support Group - Roma-led charity working with Eastern European Roma refugees and migrants offering a variety of services to improve the quality of life and helping to overcome prejudice, isolation and vulnerability: P.O. Box 23610, London, E7 0XB, 0794 908 9778 / 020 7511 8245 or info@romasupportgroup.org.uk
- Traveller's Time: 01432 344039 or travellerstimes@ruralmedia.co.uk info@nationalgypsytravellerfederation.org
- Travellers Movement: 020 7607 2002 or info@travellermovement.org.uk





INTRODUCTION

This booklet has been produced to provide some useful telephone numbers and information to help you with your stay in Birmingham.

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ADVICE, BENEFITS AND WORK

Scrap Metal Dealing

The law requires all businesses involved in buying and selling of scrap metal to be licensed by the local authority. To apply for a licence you will need to complete and submit an application form to Birmingham City Council's Scrap Metal Licensing Team:

0121 303 9896 or licensingonline@birmingham.gov.uk

Advice and information for the Traveller community on legal issues, housing rights, planning permission, evictions, homelessness, discrimination and harassment

- **Advisory and Support Services** set up by the Equality and Human Rights Commission: 0808 800 0082
- **Birmingham Citizens Advice Bureau** – free, confidential advice over the telephone to resolve problems with debt, benefits, employment, housing, discrimination and many more issues. Appointments are available at your nearest branch: 0344 477 1010.

Housing Benefits and Council Tax Benefits

The benefits system provides financial support if you are unemployed, looking for work or extra income when your earnings are low, if you are bringing up children, are retired, care for someone, are ill or have a disability.

- **Birmingham City Council** - for housing benefits and council tax benefits, call the Benefits line: 0121 464 7000

Advice about benefits and help when looking for work or if you are unable to work

- **Jobcentre Plus** - 0800 055 6688, www.gov.uk

Self-employment

If you are self-employed, you must have a national insurance number and register with HM Revenue & Customs (HMRC). To obtain a national insurance number, contact Jobcentre Plus as above.



EDUCATION & HOUSING

Education and Housing

Education Services

For information from Birmingham City Council on:

- Child safety
- Child wellbeing
- Child care provision
- School places and school appeals

Children's Information & Advice Services: 0121 303 1888.

- **Advisory Teacher Gypsy Roma Traveller:** 0121 464 0825
- **Adult Education Service:** 0121 303 4318 – Provides information on the various courses available

Housing

Birmingham City Council has a network of customer service centres across the city. They are useful if you need help with a council service for example finding housing.

- 0121 216 3030, www.birmingham.gov.uk/council-offices or contact@birmingham.gov.uk

Housing Related Support

BCC Supporting People commission a number of services that offer housing related support.

- **24 hr services** for single homeless people in need of emergency accommodation: 03456 020549
- The **Birmingham City Council Gateway** referral process can undertake assessments and provide advice on supported housing options and homelessness: 0121 675 4249.





HEALTH

Health Services

Non-life threatening services

- **Call NHS 111.** This service should be used when you need medical help fast. In an emergency, always dial 999.

Doctors (GPs) and Dentists

You are entitled to register with a GP that is conveniently located to you. If you do not have a postcode the GP practice post code can be used in order to complete the registration process.

A GP cannot refuse to register you unless the practice is full and not accepting new patients or you are out of the area.

To register, contact the GP surgery nearest to you. If you have difficulties completing the forms, the practice staff can help.

- To find your nearest GP you can search **NHS Choices** on www.nhs.uk





HEALTH

Walk-in centres

To see a doctor or nurse for a minor illness or injury you can visit an NHS Walk in Centre or Urgent Care Centre. Anyone can use a walk-in service and you do not have to be a registered patient. There are no bookable appointments.

- Birmingham NHS Walk-in Centre, Boots, Lower Ground Floor, 66 High Street, Birmingham, B4 7TA.
- Erdington Health and Wellbeing Walk-in GP Centre, 196 High Street, 1st Floor, Erdington, Birmingham, B23 6SJ.
- Solihull Healthcare and Walk in Centre, Lode Lane, Solihull, West Midlands, B91 2AE.
- Summerfield Urgent Care Centre, 134 Heath Street, Winson Green, Birmingham, West Midlands, B18 7AL
- The Hill General Practice and Urgent Care Centre, 856 Stratford Road, Sparkhill, Birmingham, B11 4BW.
- Warren Farm Urgent Care Centre, Warren Farm Health Centre, Warren Farm Road, Kingstanding Birmingham, B44 0PU
- Washwood Heath Urgent Care Centre, Clodeshall Road, Saltley, Birmingham B8 3SN.

Accident & Emergency Services

Accident and Emergency departments provide immediate urgent care for people who have a serious illness or injury and should only be used in a critical or life-threatening situation.

- In an emergency dial 999 for an ambulance.





HEALTH

Hospital Services

There are a number of accident and emergency services located in hospitals across the city as detailed in the list below. The list tells you where you can receive emergency treatment and provides contact telephone numbers.

Hospital Address	Accident & Emergency Services (y/n)	Complaints Contact No.	Help & Advice Contact No.
Heartlands Hospital Bordesley Green East Birmingham, B9 5SS	✓ yes	0121 424 0808	0121 424 0808
Good Hope Hospital Rectory Road Sutton Coldfield Birmingham, B75 7RR	✓ yes	0121 424 0808	0121 424 0808
Solihull Hospital Lode Lane Solihull, B91 2JL	✓ no treatment for children or babies	0121 424 0808	0121 424 0808
New Queen Elizabeth Hospital Mindelsohn Way Edgbaston Birmingham, B15 2GW	✓ yes	0121 627 250	Patient Advice and Liaison Service (PALS) 0121 371 280
Birmingham City Hospital Dudley Road Birmingham West Midlands, B18 7QH	✓ yes	0121 507 4346	Patient Advice and Liaison Service (PALS) 0121 507 5836
Birmingham Women's Hospital Mindelsohn Way Edgbaston Birmingham, B15 2TG	✗ no	0121 607 4749	Patient Advice and Liaison Service (PALS) 0121 627 2747
Birmingham Children's Hospital Steelhouse Lane Birmingham, B4 6NH	✓ for babies and children only	0121 333 8419	Patient Advice and Liaison Service (PALS) 0121 333 8403



HEALTH

Health Watch

Healthwatch Birmingham is the independent consumer champion created to gather and represent public and patient experience of using local health and social care services. This includes services like GPs, pharmacists, hospitals, dentists, care homes and community based care. Healthwatch Birmingham ensures the public voice is heard by those who are responsible for delivering health services in the city.

It also provides details on how to access health and social care services including how to make a formal complaint.

- **Health Watch Birmingham:** 0800 652 5278 or info@healthwatchbirmingham.co.uk

Healthy Living

You can get free help and advice on healthy living at your doctor's or chemist, or by calling the numbers below for your local helpline support:

Alcohol and Drug Services

- **Drug and alcohol support** in Birmingham: 0121 227 5890 or www.reachoutrecovery.org.uk
- **Drink line** national 24 hour helpline: 0300 123 1110
- **Stop smoking services** call to quit: 0800 0525855 or text: 'quit' to 80800





HEALTH

Physical Activity

Try to do 30 minutes every day – walking is good:

- Makes you feel better
- Helps with worry, bad nerves, feeling down, depression
- Citywide free gym, swimming, cycling and activities

Sign up at your local Council leisure Centre:

www.beactivebirmingham.co.uk

Healthy Eating and Weight Management

Weight Loss Plans:

- For Women – www.choose2bslim.co.uk
- For Men – www.commit2benefit.co.uk

Pregnancy Services

If you are pregnant it's important to get support as early as possible from a community midwife. They will help you to plan your care during the pregnancy and plan for the birth.

You can make contact with the community midwifery teams by speaking to a GP. If you are not already registered with a doctor, please speak to your nearest GP Practice and explain that you are pregnant and need to be referred to a midwife.

The Health Visitor service offers support, advice and universal services to all families with children under 5 years old. You can ask a GP to refer you to a Health Visitor or contact the service on 0121 466 6245.





HEALTH

How to make a complaint

If you're not happy with the care or treatment you've received or you've been refused treatment for a condition, or you feel you have been discriminated against, you have the right to complain. You should raise your concerns directly with your GP/ health care professional, or the complaints / patient advice liaison team.

If you feel unable to raise your complaint with your health care professional, you can raise it with the local clinical commissioning group (CCG).

- Birmingham Cross City CCG: 0121 255 0700
- South Central CCG: 0121 255 0700
- Solihull CCG: 0121 713 8812
- Sandwell and West Birmingham CCG: 0121 612 1500





OTHER USEFUL NUMBERS

Birmingham and Solihull Women's Aid: provide a range of services including support and advice for women and children experiencing domestic abuse, forced marriage and other abuse: 0808 800 0028 (Monday to Friday 9:00am - 5:00pm)

Places of Welcome - Birmingham

A network of new 'Places of Welcome' are being set up across Birmingham to stop arrivals feeling cut-off or isolated from their new neighbours. New arrivals to an area whether they come from abroad, another part of the UK or the West Midlands or even the other side of the city, will be invited in and introduced to their neighbourhood and Birmingham over a cup of tea and biscuit. They may get advice on local schools, health services, bus routes and more.

- Contact Sarah Turner on info@thrivetogetherbham.org

West Midlands Police

101 for non-emergencies. Always dial 999 in an emergency.



Disclaimer

The information contained in this guide has been gathered in good faith and was correct at the time of printing. Inclusion in this guide is not an endorsement by Birmingham City Council of the advice and services provided. No liability can be accepted for any loss or damage incurred.

If you require this guide in any other format please contact:

**Equalities, Community Safety & Cohesion Service
Birmingham City Council**

Tel: **0121 303 2545**

Website: **www.birmingham.gov**

This leaflet was produced in partnership between Birmingham City Council, the National Health Service, the British Red Cross and GRT community members.

If you would like to make a suggestion about including other organisations please send us the name and contact details.