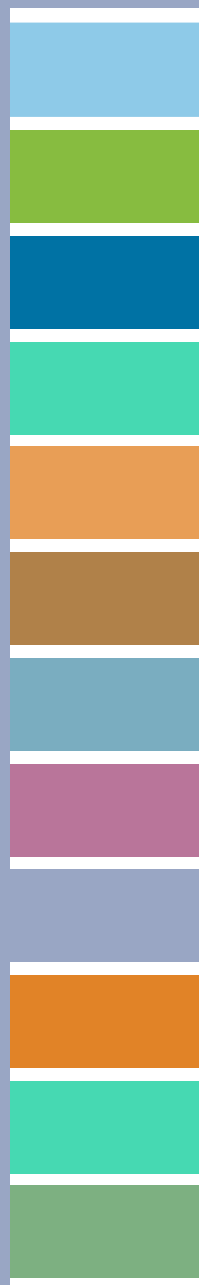


# Welcome To Walsall Directory

A helpful and informative guide  
for people new to Walsall



This directory has been produced by two community groups who have worked together to bring you this directory for the Walsall borough.

## WALSALL FOR ALL

**Walsall for All** is our long-term strategy for creating strong and integrated communities in Walsall. It recognises our strengths as well as our challenges and sets out the steps we will take to break down barriers to integration.

Our vision is to create integrated, empowered and inclusive communities where people from all backgrounds come together to celebrate what they have in common. A place where our residents are safe and valued, and everyone has fair opportunities to fulfil their potential and contribute to the growth of Walsall.

To achieve our vision, we have four priorities:

- 1. Connecting across Communities**
- 2. Young People Learning and Growing Together**
- 3. Working and Contributing Together**
- 4. Living Together**

Find out more about the Walsall for All programmes by going to:

[www.walsallforall.co.uk](http://www.walsallforall.co.uk)



**Nash Dom CIC** is a registered community interest company based in Walsall with a history of service provision across West Midlands.

As an active and reliable partner of local government and stakeholders in creating integrated, supportive, and safe communities, **Nash Dom** provides:

- multilingual advice and support to newly arrived communities
- needs assessment and advocacy on behalf of the same group
- community events and activities supporting integration

Multilingual advice and outreach work are at the heart of our activity. Our qualified advisors support residents from different parts of Walsall with issues around housing, education, health, immigration, benefits, employment, safety.

**Nash Dom** offers free **ESOL** courses across a few locations in Walsall. Those who want to improve their language skills can learn English in a friendly environment with flexible schedule and location. Please use the details below to contact us or learn more about our activities.

### **Nash Dom Community Hub**

Sun Street, Walsall, WS1 4AL

Tel: **07531 090695**

Email: [info@nashdomcic.org](mailto:info@nashdomcic.org)

[www.nashdomcic.org](http://www.nashdomcic.org)



If you recently moved or decided to move to Walsall, this guide is for you!

Whether you decided to work, live or study in Walsall, it might be difficult getting around, finding local services or, simply, finding things to do and meeting new people without being guided.

Welcome to Walsall was created by Nash Dom CIC as part of Walsall for All's local integration programme in collaboration with local partners and agencies and is designed to support the integration of newly arrived communities and make them feel welcome.

The guide contains information and contacts for local services covering most aspects of living: health, employment, education, housing, transport, rights and responsibilities, social activities.

We hope that the information you find in the welcome pack will help you and your family to settle in and lead an active and fulfilled life in Walsall.

Following the Covid-19 national lockdown, most of the local providers, venues and organisations have temporarily suspended, reduced or transferred on line their services.

Access Walsall Council website for latest updates about Covid-19 and available support for residents affected: [go.walsall.gov.uk/covid-19\\_information](https://go.walsall.gov.uk/covid-19_information)

# THE WALSALL AREA

The map below shows all the districts that make up the borough of Walsall.



# Welcome Pack

## Page Index

Here you will find a list of the subjects covered in the Welcome To Walsall booklet. This booklet contains useful information, contact details and numbers of local charities and support groups around the borough of Walsall.

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# 1 WALSALL COUNCIL

Walsall Council is the managing authority for the borough of Walsall and can assist you in a number of ways, including the following:

- Finding accommodation
- Finding employment
- Staying fit and healthy
- Finding a school for your child
- Emptying your bins

Information and contact numbers for Walsall Council can be found at [www.go.walsall.gov.uk/contactus](http://www.go.walsall.gov.uk/contactus)

The Walsall Council building is situated in the town centre and the address is:

## **Walsall Council**

Civic Centre, Darwall Street, Walsall, WS1 1TP  
Tel: 01922 650 000



## **COUNCIL TAX**

If you are 18 or over and own or rent a home, you will usually have to pay council tax. It is your responsibility to make sure you register and pay council tax.

You will get 25% off your bill if you count as an adult for council tax and either:

- you live on your own
- no-one else in your home counts as an adult

You will usually get a 50% discount if no-one living in your home, including you, counts as an adult.

There are a few ways you can pay your council tax:

- set up a direct debit using the council tax online system
- pay online using your online payment system
- pay by phone using the payment line on 0300 555 2852

For more information on council tax bands and charges, discount and reductions, please visit [www.go.walsall.gov.uk/ctax](http://www.go.walsall.gov.uk/ctax) or call 0300 555 2851.

## **BINS AND RECYCLING**

You are responsible for ensuring that your household waste is disposed of in a proper manner and most households in Walsall are provided with the following:

- Grey bins for general waste
- Green bins for recycling cartoon, paper, cans, plastic and glass
- Brown bins for garden waste

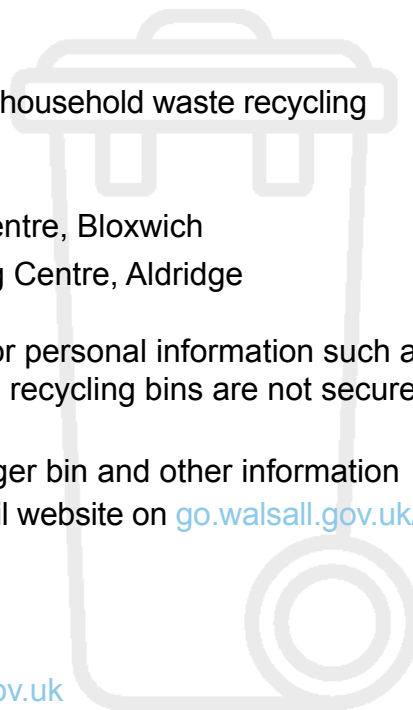
Large and bulky items should be taken to one of the two household waste recycling centres in Walsall:

- Fryers Road Household Waste Recycling Centre, Bloxwich
- Merchants Way Household Waste Recycling Centre, Aldridge

When recycling make sure you dispose of confidential or personal information such as bills or bank statements appropriately. Your rubbish and recycling bins are not secure; be vigilant about identity theft.

To check your bin collection days, request a new or bigger bin and other information about rubbish disposal and recycling visit Walsall Council website on [go.walsall.gov.uk/bins](http://go.walsall.gov.uk/bins) or contact Clean and Green Service:

Walsall Council Environmental Depot  
200 Pelsall Road, Brownhills, Walsall. WS8 7EN  
Tel: 01922 653344 or Email: [cleanandgreen@walsall.gov.uk](mailto:cleanandgreen@walsall.gov.uk)



## 2 HEALTH AND WELLBEING

### REGISTER WITH A GP

A GP is a local family doctor. You need to register with a GP as soon as you can when you arrive in England so you can see the GP when you are sick.

There is no charge to register with a GP in England. Once you are registered, there is also no charge to see your GP.

Go into your local surgery and ask if they are accepting new patients. You will need to complete a form (GMS1) which includes basic information such as:

- Name and address
- Date of birth
- NHS number (if you have one)
- Other information, such as the name and address of your previous doctor

Some doctors' surgeries will also ask to see proof of your identity, you may be required to provide at least one of the documents below when registering:

- Passport
- Birth certificate
- Biometric residence permit
- Travel document
- HC2 certificate
- ARC card
- Utility bill

To find a list of doctors in your area, visit [www.nhs.uk/service-search/find-a-gp](http://www.nhs.uk/service-search/find-a-gp).

## LOCAL HOSPITAL/ACCIDENT & EMERGENCY SERVICE

Walsall Manor Hospital is the only provider of NHS acute care in the borough, providing accident and emergency as well as inpatient and outpatient services 24 hours a day 7 days a week.

Walsall Manor Hospital houses the full range of district general hospital services under one roof.

## URGENT CARE CENTRE

Walsall Urgent Care Centre (UCC) is located on the site of the Manor Hospital. This service provides fast, expert care for injuries and illnesses that are not life-threatening but are too urgent to wait for a routine appointment with the GP.

- cuts, burns and bites
- sprains, fractures and sports injuries
- fevers, infections and rashes
- minor illnesses

For directions visit [www.walsallccg.nhs.uk/stay-well-walsall/nhs-services/urgent-care-centre](http://www.walsallccg.nhs.uk/stay-well-walsall/nhs-services/urgent-care-centre)

You can also contact Walsall Urgent Care: 01922656391

Walsall Manor Hospital

Moat Road

Walsall

WS2 9PS

Tel: 01922 721122

Visit: [www.walsallhealthcare.nhs.uk](http://www.walsallhealthcare.nhs.uk)

## FIND A PHARMACY IN YOUR AREA

For a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains, as well as dispensing of NHS prescriptions, you can seek advice at your local pharmacy. Many pharmacies are open until late and at weekends. To find your local pharmacy and information about opening hours visit [www.nhs.uk/service-search/find-a-pharmacy](http://www.nhs.uk/service-search/find-a-pharmacy).

## REGISTER WITH A DENTIST

Most dentists provide both NHS and private dental treatment. Make sure you understand whether you are paying for NHS or private treatment, or a mixture of the two, before treatment begins.

You are automatically entitled to free NHS prescriptions and NHS dental treatment if you are:

- under 16
- 16, 17 or 18 and in full time education
- in receipt of certain benefits or you are named on the claim as a partner or child.

To find a list of NHS dentists near you go to [www.nhs.uk/service-search/find-a-dentist](http://www.nhs.uk/service-search/find-a-dentist)  
Enter your postcode and it will show you a list of dentists in your area.

## MENTAL HEALTH SERVICES

Mental health services are free on the NHS, but in some cases you will need a referral from your GP to access them.

For help or advice from a GP after office hours phone your local surgery. They will have a recorded message telling you what to do.



Dudley and Walsall Mental Health Trust provides a wide range of mental health services to children, adults and older people. Contact 0300 555 0535 or visit [www.dwmh.nhs.uk](http://www.dwmh.nhs.uk)

### Access to health care services based on your situation:

Service	Asylum seekers	Refugees	Immigrants (That have no recourse to public funds)	EU, EEA or Swiss citizens in UK that have 'pre-settled' or 'settled' status
GP	Free	Free	Free	Free
Pharmacy	Free (sc2 cert)	Paid	Paid	Paid
Dentist	Free (sc2 cert)	Paid	Paid	Paid
Optometrist	Free (sc2 cert)	Paid	Paid	Paid
Hospital Care (excluding accident and emergency)	Free (sc2 cert)	Free	Paid	Free
Maternity Services	Free (sc2 cert)	Free	Paid	Free
NHS 111 (telephone advice line)	Free	Free	Free	Free
Health Visitor	Free	Free	Free	Free
School Nurse	Free	Free	Free	Free
Family Planning	Free	Free	Free	Free
Urgent and Emergency Care	Free	Free	Paid	Free
Mental Health	Free	Free	Free	Free
Treatment for most infectious diseases (including sexually transmitted infections)	Free	Free	Free	Free
Diagnosis (testing, treatment of Covid-19 as well as vaccination)	Free	Free	Free	Free

## 3 STAYING SAFE

### EMERGENCY SERVICES

In an emergency, dial 999 and ask for the Police, Fire or Ambulance services.



Bloxwich Police Station  
1 Station Street, Bloxwich,  
Walsall. WS3 2PD  
Open 08:00 to 22:00 daily  
Tel: 0345 113 5000  
[www.west-midlands.police.uk](http://www.west-midlands.police.uk)



WEST MIDLANDS FIRE SERVICE  
Walsall Fire Station  
Blue Lane West,  
Walsall. WS2 8NU  
Open 24 hours  
Tel: 0121 380 7551  
[www.wmfs.net](http://www.wmfs.net)



West Midlands Ambulance  
Service  
Ashmore Lake Way  
Willenhall. WV12 4HH  
[www.wmas.nhs.uk](http://www.wmas.nhs.uk)

## REPORT HATE CRIME

If you have been a victim of a crime or affected by a crime committed against someone you know, Victim Support can help you. Contact 0808 1689 111 or visit [www.victim-support.org.uk](http://www.victim-support.org.uk)

A hate crime is any criminal offence that is motivated by hostility or prejudice based upon the victim's:

- disability
- race
- religion or belief
- sexual orientation
- transgender identity

True Vision site offers a range of reporting options for those who may not wish to talk directly to the police.

Visit True Vision website at [www.report-it.org.uk](http://www.report-it.org.uk)

Use Tell MAMA to report anonymously:

Helpline: 0800 456 1226 or SMS: 0115 707 0007

Online: [www.tellmamauk.org/submit-a-report-to-us/](http://www.tellmamauk.org/submit-a-report-to-us/)

Victim Support Walsall offers a highly professional support service for victims through their trained staff and volunteers.

**If you need immediate assistance in an emergency, please call 999.**

## REPORT MODERN SLAVERY/HUMAN TRAFFICKING

Modern slavery or human trafficking is the movement of a person from one place to another (this could be country to country, town to town, or even as simple as one room in a building to another) and it could involve exploitation, deception, abuse of power or the abuse of a person's vulnerability.

**Forced labour is the most common form of slavery in the UK.**

If you suspect someone is a victim of modern slavery, you have a few options:

- Call the Modern Slavery Helpline on 08000 121 700 or visit [www.modernslaveryhelpline.org/report](http://www.modernslaveryhelpline.org/report) to file a report online.
- Contact the Gangmasters and Labour Abuse Authority to report concerns about the mistreatment of workers on 0800 432 0804, or by email on [www.intelligence@glaa.gsi.gov.uk](mailto:www.intelligence@glaa.gsi.gov.uk)
- Contact Crimestoppers to report any crime anonymously on 0800 555 111.

**If someone is in immediate danger, always call 999.**

## REPORT DOMESTIC VIOLENCE AND ABUSE

You do not have to wait for an emergency situation to find help. If domestic abuse is happening to you, it is important to tell someone and remember you are not alone.

- All Services: Please call to ask for advice or to access any of our support services.  
This line is staffed from 09:00 to 17:00 Monday to Friday.  
Call 0121 553 0090.
- 24-hour helpline: If you need advice or are seeking a refuge place outside of office hours call 0121 552 6448.
- Young people's phone/text line: This line operates between 09:00 and 17:00 on week days. Any texts or messages received outside of these times will be responded to in normal working hours. Call 07581 492806.

To learn more about the signs of domestic abuse and find a wide range of support services adapted to your need, visit:

[www.nhs.uk/live-well/healthy-body/getting-help-for-domestic-violence](http://www.nhs.uk/live-well/healthy-body/getting-help-for-domestic-violence)

[www.citizensadvice.org.uk/family/gender-violence/domestic-violence-and-abuse](http://www.citizensadvice.org.uk/family/gender-violence/domestic-violence-and-abuse)

The Cedar Centre Black Country Women's Aid is a centre in Walsall supporting victims of abuse to rebuild their lives.

Black Country Women's Aid

The Cedar Centre / The Rock Centre

27-31 Lichfield Street, Walsall, WS1 1TE

Tel: 01922 649569 or Email: [Walsall.IDVA@sandwellwomensaid.co.uk](mailto:Walsall.IDVA@sandwellwomensaid.co.uk)

**For immediate support call the National Domestic Violence Helpline on 0808 2000 247 or if you are in immediate danger dial 999.**

## REPORT CHILD ABUSE OR NEGLECT

If you suspect that a child or young person is being, or is at risk of being, significantly harmed as a result of abuse or neglect, you must report this immediately.

During office hours (08:45 to 17:15 on Mondays to Thursdays, 08:45 to 16:45 on Fridays) call the Multi-Agency Safeguarding Hub on 0300 555 2866.

Out-of-office hours (evenings, weekends and bank holidays) call the Emergency Response Team on 0300 555 2922 or go to

[www.go.walsall.gov.uk/walsall-safeguarding-partnership/Report-a-concern/For-a-child](http://www.go.walsall.gov.uk/walsall-safeguarding-partnership/Report-a-concern/For-a-child)

If you suspect child sexual exploitation report it to Street Teams.

Call 01922 621208 or [www.nwgnetwork.org/services/walsall-street-teams](http://www.nwgnetwork.org/services/walsall-street-teams)

The NSPCC helpline is also available for advice and support for anyone with concerns about a child. Call 0808 800 5000 or [email help@nspcc.org.uk](mailto:help@nspcc.org.uk)

You can also use Safer Walsall Partnership website to learn where and how you can report antisocial behaviour, domestic abuse, drugs and alcohol issues, environmental crime, exploitation, hate crime, prevent and safeguarding issues: [www.saferwalsallpartnership.co.uk](http://www.saferwalsallpartnership.co.uk)

**If you believe a child is in immediate danger call the police on 999.**

# 4 HOUSING AND BENEFITS

## HOUSING AND WELFARE ADVICE

Walsall Council housing advisors provide free and confidential advice and assistance on finding accommodation, preventing homelessness, housing and welfare benefits and understanding your legal rights.

Call 01922 652250 or visit [www.go.walsall.gov.uk/housing](http://www.go.walsall.gov.uk/housing)

You can also claim the Housing Benefit and Council Tax Reduction services online, using the same link.

Housing advice for refugees can be found on the Housing Rights website. [www.housing-rights.info/02\\_2\\_Refugees.php](http://www.housing-rights.info/02_2_Refugees.php)

## BENEFITS

There are benefits and allowances managed by the central government:

- Universal Credit
- Tax credits
- Jobseeker's Allowance and low income benefits
- Carers and disability benefits
- Child Benefit
- Benefits for families
- Heating and housing benefits
- Death linked benefits

Check the benefits that you are entitled to and learn how to apply on the links: [www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits) or [www.citizensadvice.org.uk/benefits/](http://www.citizensadvice.org.uk/benefits/)

If you need support to apply for benefits and allowances, please check the local services section of the Welcome Pack to find the most suitable service provider for you.

### Access to services and benefits based on your situation:

Service/ Benefits	Asylum seekers	Refugees	Immigrants (That have no recourse to public funds)	EU, EEA or Swiss citizens in UK that have 'pre-settled' or 'settled' status
Housing	No	Yes	No	Yes
Emergency Accommodation <small>If in priority need</small>	No <small>If in priority need</small>	Yes <small>If in priority need</small>	No <small>If in priority need</small>	Yes <small>If in priority need</small>
Food Bank Vouchers	Yes	Yes	Yes	Yes
Universal Credit	No	Yes	No	Yes
Tax Credits	No	Yes	No	Yes
Job Seekers Allowance Low Income	No	Yes	No	Yes
Disability and Carers Benefits	No	Yes	No	Yes
Child Benefit	No	Yes	No	Yes
Benefits for Families	No	Yes	No	Yes
Heating and Housing Benefits	No	Yes	No	Yes
Death linked Benefits	No	Yes	No	Yes

Please note those with pre-settled status will also need to demonstrate they have a "right to reside", e.g. they are working.

## HOUSING ASSOCIATIONS

Housing associations aim to provide good quality homes for rent and/or sale that are affordable. You can apply for a home directly to a housing association or through Walsall Council (see contacts above).

Each housing organisation has their own tenant support schemes, including money advice, health and wellbeing programme, domestic abuse process, fuel poverty schemes and employment support.

### **Walsall Housing Group (whg)**

Tel: 0300 555 6666 or Email [enquiries@whgrp.co.uk](mailto:enquiries@whgrp.co.uk) or visit [www.whg.uk.com](http://www.whg.uk.com)  
To apply for accommodation you may contact any one of whg's area offices listed on the website or register on-line at [www.choose-2-move.com](http://www.choose-2-move.com)

### **WATMOS Community Homes**

Tel: 01922 471910 or visit [www.watmos.org.uk](http://www.watmos.org.uk)  
116 - 120 Lichfield Street, Walsall, WS1 1SZ

To apply for accommodation with WATMOS you can contact any of the offices.

You may wish to contact the Tenant Management Organisation (TMO) in the area you would like to live.

These can be found on

[www.go.walsall.gov.uk/Portals/0/images/importedddocuments/55236\\_access\\_to\\_housing\\_booklet.pdf](http://www.go.walsall.gov.uk/Portals/0/images/importedddocuments/55236_access_to_housing_booklet.pdf)

Caldmoreaccord. Ward Street, Walsall, WS1 2AG

Tel: 0300 111 7000 or visit [www.caldmoreaccordha.org.uk](http://www.caldmoreaccordha.org.uk)

Ward Street, Walsall. WS1 2AG

Longhurst Group. 6 Stephenson Square. Bloxwich, Walsall, WS2 7DY

Tel: 0300 123 1745 or visit [www.longhurst-group.org.uk](http://www.longhurst-group.org.uk)

Other housing providers can be found on the following link:

[www.go.walsall.gov.uk/housing\\_associations2](http://www.go.walsall.gov.uk/housing_associations2)

### **REPORT A ROGUE LANDLORD**

Read your tenancy agreement carefully before signing.

Always check whether you are allowed to alter a property. Sub-letting is not normally allowed.

You have a right to report unfair treatment by a landlord or risks to yourself in properties.

Contact Housing Standards on 01922 652171 or visit [www.go.walsall.gov.uk/housing](http://www.go.walsall.gov.uk/housing)



# 5 CHILDREN AND YOUNG PEOPLE

## SCHOOL ADMISSION

Compulsory school age begins at the start of the term following a child's fifth birthday and may conclude on the last Friday in June of the school year when s/he turns 16 years. Primary education is from 5-11 years; secondary education is from 11-16 years. If a child is not in paid employment at this point, then they must stay in education, start an apprenticeship or work as a volunteer until they are 18.

Parents and carers can submit their application online or in person to the Admission and Appeals team in the Walsall Council.

Visit Walsall Council website to find the latest leaflets about admissions to primary and secondary schools and guidance on the application process.

[www.go.walsall.gov.uk/primary\\_school\\_admissions](http://www.go.walsall.gov.uk/primary_school_admissions)

Admissions and Appeals Walsall MBC  
2nd Floor Civic Centre, Darwall Street, Walsall, WS1 1TP  
Tel: 01922 652585

## CHILDCARE

There are lots of different types of childcare in Walsall that you can use depending on your situation and need.

To find a nursery, childminder, out of school club, creche, playgroup or holiday playscheme in Walsall, visit [www.mywalsall.org/fis/What-is-childcare](http://www.mywalsall.org/fis/What-is-childcare)

You can also contact Families Information Service on 01922 653383 or email [walsallfis@walsall.gov.uk](mailto:walsallfis@walsall.gov.uk)

All 3 and 4-year-olds in England are entitled to 570 hours of free early education or childcare a year. This is often taken as 15 hours each week for 38 weeks of the year. Some 2-year-olds are also eligible.

Find out more about the help you could get with childcare at

[www.gov.uk/browse/childcare-parenting/childcare](http://www.gov.uk/browse/childcare-parenting/childcare) <https://www.childcarechoicesgov.uk/>

## CONTACT A HEALTH VISITOR

Health visitors (NHS) offer universal health service for all children aged between 0-5 years old. They offer support and advice to all parents and carers on topics such as health and growth, nutrition and immunisations, giving advice on different aspects of parenting.

You can access the health visiting service 09:00 to 17:00 weekdays by contacting your local health visitor team.

For more details visit [www.walsallhealthcare.nhs.uk/our-services/health-visiting](http://www.walsallhealthcare.nhs.uk/our-services/health-visiting)

## ACTIVITIES AND SERVICES FOR CHILDREN AND FAMILIES

Children's centres provide services for every child aged 0-19, and their families, in Walsall.

Families and young people can benefit here from advice guidance and one-to-one support regarding a range of issues around parenting and health. Also, children's centres in Walsall offer lots of different things to do including parent and toddler groups, bumps and babies groups for parents-to-be, Bookstart activities and information about other services for families.

Visit Walsall Families Information Service website [www.mywalsall.org/fis/What-is-a-childrens-centres](http://www.mywalsall.org/fis/What-is-a-childrens-centres) or contact them at 01922 653383 to find the nearest centre and explore activity timetables for your area.

For parenting programmes and activities for 0-19, you can also visit Early Help website: [www.mywalsall.org/walsallearlyhelp/](http://www.mywalsall.org/walsallearlyhelp/)

Mywalsall has lots of links to days out and things to do. There are also details of services that you may find useful. Please visit [www.mywalsall.org/kids](http://www.mywalsall.org/kids) for more information.

Walsall for All programme runs projects for young people in Walsall. Find more details and get in touch with them by using their website: [www.walsallforall.co.uk/](http://www.walsallforall.co.uk/)

## SPECIAL EDUCATIONAL NEEDS AND DISABILITY (SEND)

Special educational needs and disabilities (SEND) can affect a child or a young person's ability to learn. To find out what kind of support your child can receive, go to [www.gov.uk/children-with-special-educational-needs](http://www.gov.uk/children-with-special-educational-needs)

The 'Local Offer' sets out the support across education, social care and health at different levels of need for local children and young people aged 0-25 with special educational needs and/or disability (SEND), including for those who do not have Education, Health and Care (EHC) Plans.

Access the 'Local Offer' on [www.wcld.co.uk/kb5/walsall/asch/localofferpage?localofferchannel=0](http://www.wcld.co.uk/kb5/walsall/asch/localofferpage?localofferchannel=0)

For impartial, accurate and up to date advice information and guidance on SEND contact:

Walsall Information Advice and Support Service (SEND)

Children's Services

Education Development Centre

Pelsall Lane, Walsall, WS4 1NG

Tel. 01922 650330

Email: [iasssend@walsall.gov.uk](mailto:iasssend@walsall.gov.uk)

Website: [www.walsallparentpartnership.org.uk/](http://www.walsallparentpartnership.org.uk/)

## 6 FINDING A JOB AND IMPROVING YOUR SKILLS

### NATIONAL INSURANCE NUMBER

If you plan to work, apply for a student loan or claim benefits in the UK, you must apply for a National Insurance number. You can only apply once you are in the UK and have the right to work or right to study in the UK.

You can read guidance about your employment rights in the UK in your own language at [www.tuc.org.uk/research-analysis/reports/working-uk-guide-your-rights](http://www.tuc.org.uk/research-analysis/reports/working-uk-guide-your-rights)

Call the National Insurance number application line for England, Scotland and Wales between 08:00 and 18:00 on 0800 141 2075 or 0800 141 2438 (Textphone).

After you have applied you will get a letter from the Department for Work and Pensions (DWP) asking you to come to a National Insurance number interview at Jobcentre Plus.

The letter will also tell you which documents to bring to prove your identity such as a passport or identity card, residence permit, birth or adoption certificate, marriage or civil partnership certificate or driving licence.

If you change your address before you get your letter, tell DWP by contacting the National Insurance number application line.

You can start work before your National Insurance number arrives if you can prove you can work in the UK. You should tell your employer that you have applied for one and give it to them when you have it.

### SET UP A BANK ACCOUNT

Without a bank account you might find it difficult to pay bills, receive your salary and register for services in the UK.

To open a bank account, you will have to fill in an application form in a branch or on line, sometimes you can also do this over the phone.

Whether you are applying for your first account as a young person or as someone who is newly resident in the UK, you will need to provide documents to prove both your identity and your address.

For useful information about financial products such as bank accounts, including comparison tables for different savings accounts, you can visit the Money Advice Service website on

[www.moneyadviceservice.org.uk/en](http://www.moneyadviceservice.org.uk/en)

Their Money Advice Line is 0300 500 5000. It is a free and independent service.



## JOB CENTRE

**Walsall Bridle Court Jobcentre Plus**  
Bridle Court  
1-5 Hatherton Road, Walsall, WS1 1XR

Tel: 0845 604 3719 / 0800 169 0190  
Textphone: 01922 613468  
Hours: Monday-Friday 09:00 to 17:00

## JOB CENTRE

**Bayard House Jobcentre**  
Bayard House  
134-138 Lichfield Street, Walsall, WS1 1SP

Tel: 0800 169 0190  
Hours: Monday/Tuesday/Thursday/  
Friday 09:00 to 17:00  
Wednesday 10:00 to 17:00

## TRAINING AND CAREER ADVICE

**Walsall Works** is an award-winning initiative funded by Walsall Council to support local people to find jobs, apprenticeships and access training.

Visit their website on [www.go.walsall.gov.uk/walsallcom/Walsall-Works/Works-Home](http://www.go.walsall.gov.uk/walsallcom/Walsall-Works/Works-Home).

Please contact the **Walsall Works** team on [walsallworks@walsall.gov.uk](mailto:walsallworks@walsall.gov.uk) or call them on 07557 496421.

If you are aged 16-29 and live in Walsall, you can access free training and help finding work with Black Country Impact Programme. Please call 01922 654364 or Email: [bcimpact@walsall.gov.uk](mailto:bcimpact@walsall.gov.uk).

You can visit the Impact Hub Walsall which is a drop-in service based at:  
The Crossing at St Paul's  
Unit 3 Darwall Street, Walsall. WS1 1DA  
The Hub is open Monday to Friday from 09:30 to 16:30.

Steps to Work will help with writing your CV, searching for a job, training and improve your interview skills. You can contact them on 01922 627555 or visit their website on [www.stepstowork.co.uk](http://www.stepstowork.co.uk).

Nova is a private training provider for youth and adults with the main office in Walsall. If you are looking for an apprenticeship or a course call them at 01902 366278 or visit their website for details on [www.novatrainng.co.uk](http://www.novatrainng.co.uk).

Performance Through People based in Walsall offers a wide range of training courses and programmes to meet your individual needs [www.ptp-training.co.uk/](http://www.ptp-training.co.uk/). Contact them at 01922 651100 or Email at [info@ptp-training.co.uk](mailto:info@ptp-training.co.uk)

Walsall College is the largest provider with a wide range of training and courses for young people and adults.

Wisemore Campus  
Littleton Street West, Walsall, WS2 8ES  
Tel: 01922 657000  
Website: [www.walsallcollege.ac.uk](http://www.walsallcollege.ac.uk)

## LEARN ENGLISH

Learning English is an opportunity to improve your English language skills, meet new people and make friends. A variety of formal and informal classes are now available across Walsall.

The ESOL Intelligence Unit within Walsall for All programme is the key coordinating service that supports Walsall residents to have better access to English courses. Contact any of the following to get advice and find a course to match your needs:

- Harjinder Lal (ESOL Coordinator) Languages spoken: Punjabi, Hindi and Urdu  
Tel: 07769 361210 or Email: [Harjinder.Lal@walsall.gov.uk](mailto:Harjinder.Lal@walsall.gov.uk)
- Zishaan Mohammed Languages spoken: Mirpuri  
Tel: 07385 025096 or Email: [zishaan.mohammed@walsall.gov.uk](mailto:zishaan.mohammed@walsall.gov.uk)
- Natalia Balan Languages spoken: Romanian and Russian  
Tel: 07424 418846 or Email: [Natalia.balan@walsall.gov.uk](mailto:Natalia.balan@walsall.gov.uk)

You can access the link below to find a list of current ESOL provision with contacts:  
[www.walsallforall.co.uk/learn-english-for-free](http://www.walsallforall.co.uk/learn-english-for-free)

Walsall College is the main provider of ESOL courses in Walsall. The college also provides courses for those who want to make career out of interpreting, particularly in a community setting such as the NHS, Social Services, Education, Benefit Offices and Immigration.

Contact 01922 657000 or visit [www.walsallcollege.ac.uk/](http://www.walsallcollege.ac.uk/) for more details on available courses.

## 7 YOUR RIGHTS AND RESPONSIBILITIES

### REGISTER TO VOTE

You can only vote at elections if you are on the electoral register for the area you wish to vote in. You only need to register once, unless you change your address, name or nationality.

If you do change address, name or nationality, you need to register to vote again.

To register to vote, you must be:

- a UK or Irish citizen
- a qualifying Commonwealth citizen living in the UK
- an EU citizen living in the UK

You must be aged 16 or over (or 14 or over in Scotland) to register to vote although you will not be able to vote until you are 18.

You are now able to apply to register online (it should take around 5 minutes) or using a paper form: [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote).

You can also ring the Electoral Registration Office in Walsall on 01922 652502 and apply over the telephone.

You will be asked for your National Insurance number (but you can still register if you do not have one), your personal details, name, address and date of birth.

After you have registered, your name and address will appear on the electoral register and you will be able to vote in local and general elections or referendums.

## TV LICENCE

By law, you must have a TV licence in the UK if you:

- watch or record programmes on a TV, computer or other device as they are broadcast
- download or watch BBC programmes on iPlayer – live, catch up or on demand

A TV licence costs £157.50 (£53 for black and white TV sets) for both homes and businesses.

You can be fined up to £1,000 if you watch or record live TV without a TV licence.

Visit [www.gov.uk/tv-licence](http://www.gov.uk/tv-licence) to check discounts and conditions or visit [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk) to find out more and buy your TV licence.

## DRIVING IN THE UK

To drive a motor vehicle in the UK you must:

- have a valid licence that covers the category of vehicle you are driving
- have insurance that covers you for the vehicle you are driving
- have a valid MOT certificate (if your car is older than three years)
- make sure the vehicle is taxed
- make sure the vehicle is registered
- make sure the vehicle is in roadworthy condition

Your vehicle must be registered and taxed with the Driver and Vehicle Licensing Agency (DVLA), access [www.gov.uk/vehicle-registration/new-and-used-vehicles](http://www.gov.uk/vehicle-registration/new-and-used-vehicles) to register your vehicle online or to find out how you can do it by post.

You must have UK insurance for a UK-registered vehicle.

You can drive in Great Britain for only 12 months if you got your EU licence by exchanging your non-EU licence.

When driving, it is illegal to use your mobile phone or drive under the influence of alcohol or drugs.

It is also illegal to smoke in a car with anyone under 18 years of age.

All children under 12 years and under 135cm in height must use a child car seat or booster seat.

Find all details about driving in the UK on government website [www.gov.uk/browse/driving](http://www.gov.uk/browse/driving)

# 8 IMMIGRATION

## EU CITIZENS IN THE UK AFTER BREXIT

The UK has left the European Union. If you are an EU citizen and plan to continue living, working and studying in the UK, you will need to apply for permission to remain under the 'EU Settlement Scheme'.

The Scheme is a free UK Home Office application process that nearly all EU citizens residing in the UK and their family members, must complete to be able to continue to stay lawfully in the UK.

Failure to apply under this Scheme before the application deadline of 30 June 2021, means that your future residence in the UK may be unlawful. Therefore, all EU citizens and their family members who arrive before the end of the transition period and intend to stay in the UK after 31 December 2020, must apply for this new UK immigration status.

## APPLYING FOR EU SETTLEMENT SCHEME

You need to complete a short 3-step online application form using a computer, tablet or mobile phone on: [www.gov.uk/settled-status-eu-citizensfamilies/applying-for-settled-status](http://www.gov.uk/settled-status-eu-citizensfamilies/applying-for-settled-status).

The Home Office application checks: your identity, your residence in the UK and any criminal record you may have. You will need to use 'EU Exit: ID Document Check' app to scan your documents: <https://www.gov.uk/guidance/using-the-eu-exit-id-document-check-app>

The deadline for applying is 30 June 2021. You must usually have started living in the UK by 31 December 2020.

Those who have lived in the UK for less than 5 years will have to apply for temporary 'Pre-Settled Status'. This will allow them to stay in the UK and apply for 'Settled Status' once they achieve the 5 years of continuous residence.

EU citizens and their family members who have been continually resident in the UK for at least 5 years should get 'Settled Status'.

After you apply to the EU Settlement Scheme, the Home Office will email you a decision letter to tell you what status they have given you. If your application is successful under the Scheme, you will be granted 'Settled' or 'Pre-Settled Status' depending on how long you have lived in the UK before your application.

The Home Office will contact you if they need more information from you before they make a decision.

You can contact the EU Settlement Scheme Resolution Centre to check the progress of your application.

### EU Settlement Scheme Resolution Centre

Telephone: 0300 123 7379

From outside the UK: +44 203 080 0100

If you are an EU, EEA or Swiss citizen, your family might be able to apply for Pre-Settled or Settled Status from the EU Settlement Scheme. Check if they are eligible:

[www.gov.uk/settled-status-eu-citizens-families/join-EU-EEA-Swiss-family-member](http://www.gov.uk/settled-status-eu-citizens-families/join-EU-EEA-Swiss-family-member)

## ASYLUM AND REFUGEES

An asylum seeker is someone who comes to the UK, often fleeing persecution, torture or war, and applies for refugee status. Until refugee status is granted, such a person remains an asylum seeker and may be entitled to accommodation and support under the Immigration and Asylum Act 1999.

You must apply for asylum if you want to stay in the UK as a refugee.

You should apply when you arrive in the UK or as soon as you think it would be unsafe for you to return to your own country. Your application is more likely to be denied if you wait.

When you apply you'll have a meeting with an immigration officer (known as a 'screening').

After your screening the Home Office will decide if your claim can be considered in the UK. If it can, you'll have an asylum interview with a caseworker.

You will usually get a decision on your application within 6 months.

If you are homeless, you should inform the Home Office of your/your family's needs. After the screening interview the Home Office will consider whether to place you in temporary accommodation.

To find out more about the application process and the helps that you can get, visit: [www.gov.uk/claim-asylum/help-you-can-get](http://www.gov.uk/claim-asylum/help-you-can-get)

## APPLYING FOR BRITISH CITIZENSHIP

British citizenship gives you the right to live and work in the UK permanently, without any immigration restrictions.

Before you apply you need to have permission to live in the UK permanently - for example, getting indefinite leave to remain or 'settled status' from the EU Settlement Scheme. You need to do this even if your husband, wife or civil partner is a British citizen.

If you want to become a British Citizen, there are different ways to apply based on your circumstances. Visit [www.citizensadvice.org.uk/immigration/](http://www.citizensadvice.org.uk/immigration/) to learn about the process and find out if you are eligible.

## MIGRANT SUPPORT & ADVICE

There is a wide range of organisations in Walsall which provide support for migrants. Below is a list of organisations and services which you may find useful if you are new to the country and the borough.

Organisation	Contacts	Services
Walsall Refugee and Migrant Centre	41-45 Bridge Street Walsall WS1 1JQ  Tel: 01922 614221 Email: Walsall@rmcentre.org.uk Website: www.rmcentre.org.uk	Free, multilingual advice on asylum and immigration issues: employment, education, benefits, health, asylum support, citizenship preparation, immigration casework, resettlement scheme, EU Settlement Scheme,
Nash Dom CIC	Nash Dom Community Hub Sun Street Walsall WS1 4AL  Advice line: 07531 090695 Land line : 01922 616 444 Email: info@NashDomCIC.org Website: www.nashdomcic.org	Free, multilingual advice for EU and Russian Speaking Communities to support them settle in: homelessness, housing, welfare and benefits, money, child and adult education, health, employment, immigration, EU Settlement Scheme, rights and responsibilities, hate crime, documentation.  Free ESOL courses at flexible time with multilingual tutors.
Citizens Advice Sandwell & Walsall	Bridge House Bridge Street Walsall WS1 1JQ  Advice line: 0300 330 9017 Website: www.citizensadviceandwell-walsall.org	Impartial advice and support on a wide range of issues.  A number of projects including debt advice, saving money on energy bills, support for finding employment and training, housing and healthcare.
Afghan Community and Welfare Centre	The Mayfield Centre 17-19 Wednesbury Road Walsall WS1 3RU  Tel: 01922 277900 Email: info@afghan-cw.org.uk	There are a number of advice and information services, interpretation and translation to all those in need.
Walsall Refugee and Asylum Seeker Support Association	Tel: 01922633075 Email: wrassa@virginmedia.com	Support for asylum seekers, refugees and other migrants in need who are staying or reside within the borough of Walsall. The help includes provision of basic necessities (food, transport, etc) and befriending. They do not provide immigration or other legal advice.
SOORA - The Social Orientation and Relief Association	17-19 Wednesbury Road Walsall WS1 3RU  Tel: 01922 513009 Website: www.soora.org.uk	Support services to refugees, asylum seekers and migrants: education, employability, health and wellbeing, safety

# 9 LOCAL ORGANISATIONS AND SERVICES

Walsall Community Living Directory is a platform where you can find local services and activities in Walsall: <https://www.wcld.co.uk/kb5/walsall/asch/home.page>

You can access The Best of website below to find activities, service provision, businesses, offers and news from Walsall as well as upload your offer free of charge from [www.thebestof.co.uk/local/walsall](http://www.thebestof.co.uk/local/walsall)

## FOOD

Organisation	Contacts	Services
Ablewell Advice Walsall	The Central Hall Ablewell Street Walsall WS1 2EQ  Tel: 01922 639700  Email: <a href="mailto:info@ablewelladvice.org.uk">info@ablewelladvice.org.uk</a> Website: <a href="http://www.ablewelladvice.org.uk">www.ablewelladvice.org.uk</a>	Food Bank opening Hours: Monday 10:00 - 14:00 Wednesday 10:00 - 14:00 Friday 10:00 - 14:00 Saturday 11:00 - 13:00  Advice in relation to Debt and Welfare Benefits Job Club: training and employment
All Saints	All Saints Church Hall Walsall Road Darlaston WS10 9LA	Food Bank opening hours: Tuesday 10:00 - 12:00
New Testament Church of God Foodbank, Willenhall .	5 Upper Lichfield Street Willenhall West Midlands WV13 1PB	Food Bank opening hours: Tuesday 12:00 - 14:00
Bridging the Gap	79A Stafford Street Willenhall Walsall WV13 1RT  Tel: 01902 606615	Food Bank opening hours: Thursday 12:00 - 15:00
The Thomas Project	196H Walsall Wood Road Aldridge Walsall WS9 8HB  Tel: 01922 452213 Email: <a href="mailto:office@thethomasproject.co.uk">office@thethomasproject.co.uk</a> Website: <a href="http://www.thethomasproject.co.uk">www.thethomasproject.co.uk</a>	Food Bank opening hours: Wednesday 10:00 -13:00 Fridays 15:00 – 18:00  Other services: training, employment support, free money advice, Place of Welcome sessions twice a week
The Lamp Foodbank	Brownhills Community Centre Chester Road North Brownhills Walsall WS8 7JW	Food Bank opening hours: Tuesday 10:00 - 13:00 Thursday 10:00 - 13:00

Organisation	Contacts	Services
Walsall North Foodbank	<p>Pelsall Methodist Church Chapel Street Pelsall WS3 4LN</p> <p>Tel: 07582 869895 Email: <a href="mailto:info@walsallnorth.foodbank.org.uk">info@walsallnorth.foodbank.org.uk</a> Website: <a href="http://www.walsallnorth.foodbank.org.uk">www.walsallnorth.foodbank.org.uk</a></p>	A food banks network providing people in crisis with food parcels and signposting to other support services.

## DRUG AND ALCOHOL SUPPORT

Organisation	Contacts	Services
The Beacon - Walsall	<p>30 Station Street Walsall WS2 9LZ Or 67 Bradford Street Walsall WS1 3QD</p> <p>Tel: 01922 669840 Website: <a href="http://www.changegrowlive.org/the-beacon-walsall">www.changegrowlive.org/the-beacon-walsall</a></p>	<p>A friendly service for adults and young people who want to cut down or stop drinking or taking drugs. You do not need an appointment, just walk in one of the hubs.</p> <p>Support for people over 18, facing homeless, unemployed, mental health problems, substance abuse problems.</p>
The Glebe Centre	<p>Wednesbury Road Walsall WS1 3RU</p> <p>Tel: 01922 625687 Email: <a href="mailto:theglebecentre@ymcab.org.uk">theglebecentre@ymcab.org.uk</a></p>	Services: breakfast, lunch, hot drinks, showers, clothing store; advice on benefits, housing and health; leisure activities.
Walsall Disability Hub	<p>17 Lichfield Street Walsall WS1 1TU</p> <p>Tel: 01922 616 798 Email: <a href="mailto:info@walsalldisabilityhub.org.uk">info@walsalldisabilityhub.org.uk</a></p>	A Personal Care Suite offering free facilities for those in need; leisure activities
The Motivation Hub Services	<p>73 Lichfield Road Walsall Wood Hub Walsall Wood Walsall WS9 9NP</p> <p>Tel: 07388 553615</p>	Day care and drop-in session Sensory room, grow our own produce, pamper sessions, art & craft, snooker, cookery, sensory awareness, body image, board games, healthy lifestyle sessions, walks.



# FAITH

Organisation	Contacts	Services
St Paul's Church at the Crossing	Darwall Street Walsall WS1 1DA  Tel: 01922 620669	Religious services, rooms for hire.
All Saints Church	Black Country New Road Moxley WS10 8RD	Religious service, Place of Welcome
Green Lane Baptist Church	Burrowes Street Birchills WS2 8NX	Mend-It project, Place of Welcome,
Aisha Mosque & Islamic Centre	4 Rutter Street Walsall WS1 4HN  Tel: 01922 620982 Website: <a href="http://www.aishamosque.org">www.aishamosque.org</a>	Facilities for men and women, education classes, matrimonial, funerals, Islamic awareness, youth services, visits
Pleck Methodist Church	Bescot Road, Pleck, WS2 9AD	Religious service, Place of Welcome
Guru Nanak Gurdwara	Sikh Temple 127 West Bromwich Street Walsall WS1 4DE  Tel: 01922 622199 Website: <a href="http://www.gnst.org.uk/">www.gnst.org.uk/</a>	Religious Services, Music and Kirtan Classes, Punjabi Classes, Gurmat Classes, Computer Classes
The Orthodox Church of the Nativity of the Mother of God	1A Sun Street Palfrey Walsall WS1 4AL  Tel: 01922 633451 Website: <a href="http://www.orthodoxwalsall.org.uk">www.orthodoxwalsall.org.uk</a>	Religious services, community support
Mandir Baba Balak Nath Hindu Temple	96a Caldmore Road Walsall WS1 3PD  Tel: 01922 621177 Website: <a href="http://www.mandirbababalaknath.co.uk">www.mandirbababalaknath.co.uk</a>	Religious service, kitchen, hot meals.

Use Walsall Community Living Directorate website to find more Places of Worship in Walsall:  
[www.wcl.d.co.uk/kb5/walsall/asch/home.page](http://www.wcl.d.co.uk/kb5/walsall/asch/home.page)



## WOMEN'S SUPPORT

Organisation	Contacts	Services
Aaina Community Hub	Bath Road Caldmore Walsall WS1 3BS  Tel: 01922 644006 Website: <a href="http://www.aainahub.com">www.aainahub.com</a>	Advice and support: housing, employment, welfare, health, domestic abuse; Volunteering and training.
Walsall Black Sisters Collective	17 Wednesbury Road Walsall WS1 3RU  Tel: 01922 616996 Website: <a href="http://www.walsallbsc.co.uk/wp-content/cache/all/index.html">www.walsallbsc.co.uk/wp-content/cache/all/index.html</a>	Mental health support, afterschool club, befriending, women empowerment

## YOUNG PEOPLE

Organisation	Contacts	Services
Youth Connect	283 Wednesbury Road Walsall WS2 9QJ  Tel: 01922 336993 Website: <a href="http://www.youthconnect.org.uk">www.youthconnect.org.uk</a>	Outreach sessions, sport sessions, mentoring, volunteering.
YMCA	Small Street Centre 1A Small Street Walsall WS1 3PR  Tel: 01922 700950 Website: <a href="http://www.ymcabc.org.uk">www.ymcabc.org.uk</a>	Accommodation, advice and support, health and wellbeing, training and education

## CRAFTING AND ARTS

Organisation	Contacts	Services
Urban Hax CIC	The Stables. Victoria Mill Long Acre Street Walsall WS2 8HP  Tel: 01922 628126 Website: <a href="http://www.urbanhax.com">www.urbanhax.com</a>	Facilities, tools, 3D printing, free courses
Walsall Creative Factory	Westbourne Street Walsall.WS4 2JB  Tel: 07583 162137 Website: <a href="http://www.creativefactory.org.uk">www.creativefactory.org.uk</a>	Arts and heritage projects, events, workshops

# 10 SOCIAL ACTIVITIES

## PLACES OF INTEREST

**Walsall Leather Museum** - Littleton Street, Walsall, West Midlands, WS2 8EW  
Is a welcoming and friendly attraction housed in a restored Victorian factory building and is rated the No 1 visitor attraction in Walsall by Trip Advisor.

Tel: 01922 652288

Website: [www.go.walsall.gov.uk/leathermuseum](http://www.go.walsall.gov.uk/leathermuseum)

Email: [leathermuseum@walsall.gov.uk](mailto:leathermuseum@walsall.gov.uk)

**Walsall Museum** - Lichfield Street, Walsall, WS1 1TR

Is dedicated to the history of Walsall and is home to a wide-ranging collection of artefacts reflecting Walsall's proud heritage, its many industries, and the lives of the people who lived here.

Tel: 01922 653116

Email: [museum@walsall.gov.uk](mailto:museum@walsall.gov.uk)

**The New Art Gallery Walsall** - Gallery Square, Walsall, WS2 8LG

Presents, collects and interprets historic, modern and contemporary art in innovative and challenging ways, welcoming visitors from all over the globe as well as their immediate locality.

Website: [www.thenewartgallerywalsall.org.uk](http://www.thenewartgallerywalsall.org.uk)

**Aldridge Transport Museum** - Shenstone Drive, Northgate, Aldridge, Walsall, WS9 8TP  
Displays the legacy of road transport in the West Midlands.

Website: [www.amrtm.org](http://www.amrtm.org)

**Locksmith's House** - 54 New Rd, Willenhall, WV13 2DA

Recreated with the actual belongings and furniture of the Hodson family of lock-makers. Only open to the public on open days, for special events and for pre-arranged group visits go to [www.bclm.co.uk/support/visit-the-locksmiths-house/1407.htm](http://www.bclm.co.uk/support/visit-the-locksmiths-house/1407.htm).

To book a visit please contact the bookings office at Black Country Living Museum.

Tel: 0121 520 8054 or email: [bookings@bclm.com](mailto:bookings@bclm.com).

## LEISURE

Visit [www.go.walsall.gov.uk/walsalllibraries](http://www.go.walsall.gov.uk/walsalllibraries) to find your local library and learn how you can join.

All Walsall Libraries are members of the **Dementia Action Alliance** and are recognised as dementia-friendly. Alternatively, you can visit the **Lichfield Street Hub**.

located at the **Central Library** in Lichfield Street. Walsall. WS1 1TR

Tel: 01922 653121

Email: [LSHlibrary@walsall.gov.uk](mailto:LSHlibrary@walsall.gov.uk)

**Walsall Arboretum** is one of the most visited parks in the area. It covers over 79 acres and has over 200 varieties of trees and shrubs. Over a million people visit every year.

The car park is located on Broadway North (WS1 2QB).

Call 01922 650466 or visit [www.go.walsall.gov.uk/parks](http://www.go.walsall.gov.uk/parks) for a full list of parks in Walsall.

## LEISURE

Visit Active Outdoors in Walsall page to find out about events and activities such as sports, walking, volunteering to allotments, music in the parks and green spaces of Walsall.

[www.go.walsall.gov.uk/parks\\_and\\_green\\_spaces/park\\_events/active\\_outdoors\\_in\\_walsall](http://www.go.walsall.gov.uk/parks_and_green_spaces/park_events/active_outdoors_in_walsall)

For more information contact **Clean and Green**, Walsall Council at 01922 653344 or Email: [CleanandGreen@walsall.gov.uk](mailto:CleandGreen@walsall.gov.uk).

There are six Leisure Centres involved in Walsall offering great facilities and diverse sport and wellbeing activities for all ages:

- **Bloxwich Active Living Centre:** 01922 652900
- **Oak Park Active Living Centre:** 01922 652266
- **Darlaston Swimming and Fitness Centre:** 01922 652255
- **Walsall Gala Swimming and Fitness Centre:** 01922 653150
- **Sneyd Water Activity Centre:** 01922 744 637
- **Aldridge Airport Outdoor Centre:** 01922 744637

For more information about opening times, activities and direction details visit [www.go.walsall.gov.uk/leisure\\_and\\_sports](http://www.go.walsall.gov.uk/leisure_and_sports).

## ENTERTAINMENT

**Light Cinema** - 62 Wolverhampton Street, Walsall, WS2 8DD

With eight cinema screens and dining options recently renovated, Light Cinema in Walsall is suitable for the whole family.

Tel: 01922 252750

Website: [www.walsall.lightcinemas.co.uk](http://www.walsall.lightcinemas.co.uk)

**Showcase Cinema** - Bentley Mill Way, Walsall, WS2 0LE

Will provide you with the ultimate film-going experience.

Website: [www.showcasecinemas.co.uk](http://www.showcasecinemas.co.uk)

**Walsall Arena and Arts Centre** - Hawbush Road, Leamore, Walsall, WS3 1AG

Offers a programme of professional performances from top entertainers, comedians, dancers, bands and shows. There is something for everyone in Walsall.

Tel: 0300 555 2898

Website: [www.walsallarena.com](http://www.walsallarena.com)

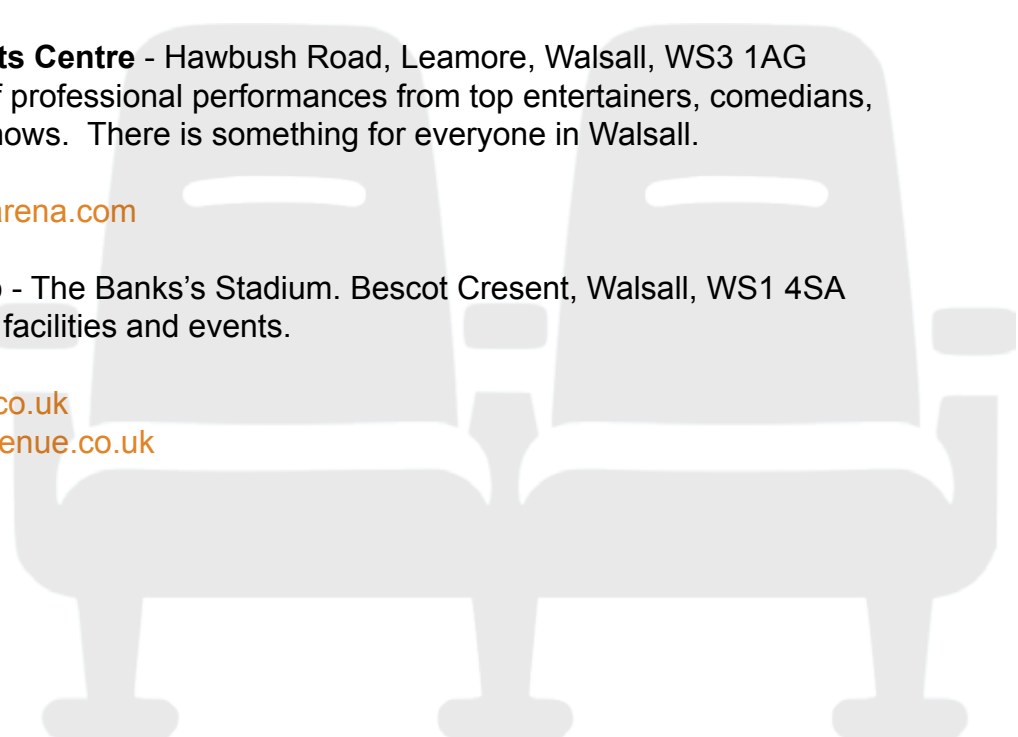
**Walsall Football Club** - The Banks's Stadium. Bescot Crescent, Walsall, WS1 4SA

Offers a wide range of facilities and events.

Tel: 01922 622791

Email: [info@walsallfc.co.uk](mailto:info@walsallfc.co.uk)

Website: [www.wfcthevenue.co.uk](http://www.wfcthevenue.co.uk)



## CONNECTING ACROSS COMMUNITIES

Walsall is a diverse and vibrant borough. It is home to residents from different parts of the world as well as to those living here for many generations.

A shared sense of belonging to this place is something that people enjoy having in common. Today, there are more opportunities for Walsall people to socialise together in different ways regardless of their background.

Whether you are new to the borough or have lived here all your life you can enjoy a wide network of venues and activities to connect with others, break isolation and form friendships.

## A PLACE OF WELCOME

**A Place of Welcome** is a place where anybody can go, where they know they will be warmly welcomed, receive free refreshments and a guarantee of being made to feel valued and included. There are 19 Places of Welcome across Walsall that are open every week.

To find a Place of Welcome in your area visit: [www.walsallforall.co.uk/places-of-welcome](http://www.walsallforall.co.uk/places-of-welcome) or [www.placesofwelcome.org.uk/locations](http://www.placesofwelcome.org.uk/locations)

**Walsall for All** is the local integration programme offering different projects and activities aimed at creating strong and integrated communities in Walsall.

Tel: 01922 655797

Website: [www.walsallforall.co.uk](http://www.walsallforall.co.uk)

A network of 11 Community Associations offers services and activities for local communities. To find a centre near you, visit the Community Development website for more details at [www.go.walsall.gov.uk/community\\_development](http://www.go.walsall.gov.uk/community_development).

**Ryecroft Community Hub** - 28 New Forest Road, Walsall, WS3 1TR

Houses several charities, social businesses and user groups that all work hard to provide the local community with services and support.

Tel: 07486 622962 or 01922 234080

Website: [www.sites.google.com/a/ryecroftnrc.org/hub3/contact-us](http://www.sites.google.com/a/ryecroftnrc.org/hub3/contact-us)

**Caldmore Community Garden** - 12 Carless Street, Walsall, WS1 3RH

This is a space for everyone – a place to work, learn and play together. You can attend group activities as well as relax, meet new friends and have fun. Everyone is welcome!

The garden is located at:

Tel: 07871 813252

Email: [caldmoregarden@gmail.com](mailto:caldmoregarden@gmail.com)

**Making Connections Walsall (MCW)** is a friendly service for older people addressing loneliness and social isolation. This service provides older people with an opportunity to explore their social needs and interests, build their social networks and engage in community activities.

Please use [www.onewalsall.org/making-connections-walsall-2/](http://www.onewalsall.org/making-connections-walsall-2/) or the contacts below to get in touch with them or make a referral:

Tel: 0121 380 6690

Email: [MCW@walsall.gov.uk](mailto:MCW@walsall.gov.uk)

## VOLUNTEERING IN WALSALL

Volunteering is a great way to support your local community and the causes you care about, to help you to gain skills, enhance your CV and meet new people.

There are hundreds of volunteer opportunities in Walsall and the volunteer centre at **One Walsall** will help you connect to those that best suit you: [www.onewalsall.org/volunteering](http://www.onewalsall.org/volunteering).

One Walsall's volunteer centre is open Monday to Friday from 09:00 to 17:00. you can call the team directly on 01922 619840 or by email on [www.volunteering@onewalsall.org](mailto:www.volunteering@onewalsall.org).

## BUDDY SCHEME

As part of the collaboration with **Walsall for All, Nash Dom CIC** will develop a buddy scheme which aims to support meaningful social mixing in Walsall. A group of volunteers formed of new and established residents will be paired to participate in a series of informal activities taking place in different settings.

This initiative aims to break isolation and create an opportunity for people from different backgrounds to meet, socialise, support each other and form friendships.

If you are interested volunteer for the buddy scheme or simply want to find out more before taking any decision, please contact or visit Nash Dom Community Hub:

**Nash Dom Community Hub.**  
Sun Street, Walsall. WS1 4AL  
Tel: 07531 090695  
Email: [info@NashDomCIC.org](mailto:info@NashDomCIC.org)

# 11 TRANSPORT

## PUBLIC TRANSPORT

### BUSES

**National Express West Midlands** is the main bus operator within the West Midlands. Further information on all fares, routes, frequencies and travel cards in the West Midlands area can be found on the National Express West Midlands website. [www.nxbus.co.uk/west-midlands](http://www.nxbus.co.uk/west-midlands).

### OTHER OPERATORS WITHIN WALSALL ARE:

**Diamond Buses** - more information on their services can be found on the Diamond Buses Website: [www.diamondbuses.com](http://www.diamondbuses.com)

**Arriva Buses** - Walsall Bus Station, St Paul's Street, Walsall, WS1 1NR  
More information on their services can be found on the Arriva Buses Website. [www.arrivabus.co.uk](http://www.arrivabus.co.uk).

## TRAIN

**Walsall Train Station** - Saddlers Centre, Walsall. West Midlands. WS2 9JS

Walsall is serviced by a local rail network, with services to Birmingham New Street and Rugeley Trent Valley and other destinations.

Please visit [www.westmidlandsrailway.co.uk/travel-information/station-information/wsl](http://www.westmidlandsrailway.co.uk/travel-information/station-information/wsl) for further information.

For rail journey planners, please visit [www.thetrainline.com](http://www.thetrainline.com).

## COACH

You can find out more information about coach services on the **National Express** website:

[www.nationalexpress.com/en](http://www.nationalexpress.com/en) or by telephoning 0871 781 8178. Please note this is a premium telephone number and call charges will apply to calls made to it.

## CYCLING

Existing routes, cycle parking, groups and useful information can be seen on the Walsall Cycling Map:

[www.go.walsall.gov.uk/Portals/0/Uploads/Transport/Walsall%20Cycle%20Map.pdf](http://www.go.walsall.gov.uk/Portals/0/Uploads/Transport/Walsall%20Cycle%20Map.pdf)

To plan your journey by public transport access: [www.journeyplanner.networkwestmidlands.com](http://www.journeyplanner.networkwestmidlands.com)

## WALSALL COMMUNITY TRANSPORT

**Walsall Community Transport (WCT)** provides a range of transport services for community groups, the elderly and for people with disabilities or other mobility problems. The service includes regular community bus routes for shopping as well as days out to places of interest, all at affordable prices. WCT also offer minibus hire for community groups.

For further information or to book a service please contact WCT at 01922 685555 (ext. 203) or Email: [enquiries@walsallct.org.uk](mailto:enquiries@walsallct.org.uk).

## RING AND RIDE

**Ring and Ride** provides a fully accessible, door-to-door bus service for people who may have limited mobility because of a long-term health condition, disability or other circumstances.

Tel: 0121 505 7316

E-mail: [walsall@ringandride.org](mailto:walsall@ringandride.org)

Website: [www.ringandride.org](http://www.ringandride.org)

## DISCOUNTED TRAVEL

To see if you qualify for free or discount transport services visit:

[www.gov.uk/government/publications/support-to-help-with-the-cost-of-transport/support-to-help-with-the-cost-of-transport](http://www.gov.uk/government/publications/support-to-help-with-the-cost-of-transport/support-to-help-with-the-cost-of-transport)

[www.wcld.co.uk/kb5/walsall/asch/home.page](http://www.wcld.co.uk/kb5/walsall/asch/home.page)

**WALSALL FOR ALL**

