

Resident Handbook

Erdington Residents

start
again
project
Birmingham





Start Again Project Birmingham

www.start-again.co.uk/

13 New street
Erdington
Birmingham



@SAPbirmingham



@sapbirmingham



@sapbirmingham

Start Again Project Birmingham

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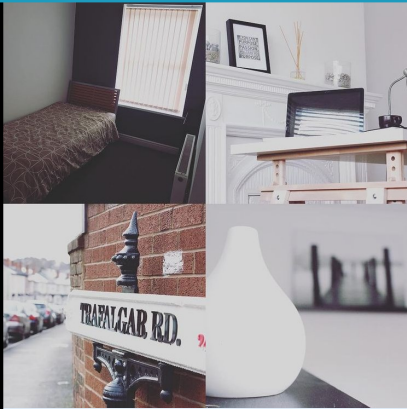
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On behalf of everyone involved at the Start Again Project Birmingham (SAP), we would like to welcome you to your new home. We hope that however long you stay with us, it is a wonderful experience for you.



Start Again Project's supported living aims to enable young people to set their goals on their journey towards a successful transition into independent living through life skills support. We aim and hope to provide this service for you.



In this handbook, you will find advice on:

- Information on your specific local area
- Housekeeping advice
- How to get involved
- A range of other important information.

If you need help or advice on any issue, whether it's related to living at SAP accommodation or anything else, please contact your local SAP staff. They are here to support you.

We hope you enjoy your stay.

Start Again Project Birmingham

Who are the Start Again Project?

Start-Again Project Birmingham is a not-for-profit founded in 2008, that is committed to understanding, encouraging and empowering young people aged 16 to 30 in search for a better life.

SAP has a variety of shared housing, studio rooms and one bedroom apartments set up in Birmingham and surrounding areas. To date we have provided supported housing for over **200 young people**, including;

- Care Leavers
- Unaccompanied minors
- Unaccompanied minors who are in the appeal stage of their application
- Homeless
- Employed
- In education attending university who get into work.



All our properties are to a high standard and are close to local amenities. Our rent levels are set below local housing allowance levels to support living cost for clients.

How to contact us?

There are many ways to get in contact with us. You can reach the SAP through these main ways.

Website: **<https://www.start-again.co.uk/contact/>**

Telephone: **07759101050**

Alternately you could get in contact with us through social media.



Twitter: **@SAPbirmingham**



Facebook: **@StartAgainProjectCIC**



Instagram: **@sapbirmingham**

Statement of purpose

SAP Birmingham has supported accommodation situated across Birmingham and West Midlands.

Due to this we have put together a support work package that is tailored to capture where a young person is in their journey.

You can see what you can expect from the support you are required to receive when living in Start Again in the next two pages from our different project accommodations.

Likewise, it is a clear and precise definition of what you will commit to, whilst being accommodated by the project.

SUPPORTED LIVING

Start Again Project's **Supported Living** aims to enable young people to set their goals on their journey towards a successful transition into independent living through life skills support.

Packages

NEET Young People Package

This is young people who are not currently engaged in education, training or employment.

- A one to one with a support worker at least once per week. – (This will be updated on their personal files and visible in young persons file.)
- Room checks will be carried out weekly to inspect rooms/communal areas as a form of monitoring and interaction.
- Support in attending important meetings with professionals and agencies/organisations where required.
- Support in ensuring young person is receiving the appropriate benefits.

(Please note this package is assessed on an individual basis and if we feel you require further support, we will tailor this to your support hours accordingly in agreement with the young person local authority).

Full Time Affordable Accommodation Package

This is if you're training full time or studying at College/University full time. Accommodation is offered to young people at an affordable rate if they are unable to receive housing benefit or local authority funding.

- A phone call catch up at least once every 2 weeks with your allocated support worker and/or
- WhatsApp/ text message conversation or email at least once every 2 weeks
- A 6 weekly one to one meeting
- Room checks will be carried out periodically to inspect rooms/communal areas as a form of monitoring and interaction.

(Please note this package is assessed on an individual basis and if we feel you require further support, we will tailor this to your support hours accordingly)

Part Time Package

This is if you are working or training part time or studying at college/ university part time.

- A phone call conversation at least once every week.
- A one to one meet with support worker at least every 2 weeks.
- A 6 weekly one to one meeting every 6 weeks.
- Room checks will be carried out weekly to inspect rooms/communal areas as a form of monitoring and interaction.

(Please note this package is assessed on an individual basis and if we feel you require further support, we will tailor this to your support hours accordingly)



Referral Process

Every young person in our accommodation undertakes a risk assessment, this is completed and young people are accepted, we aim to accommodate within a couple of days, provided that the young people have the required paperwork (this could be proof of income, benefits, bank statement etc;)

All accommodation is offered fully furnished, we have a number of shared accommodation and studio/1 bedroom Flats.

The accommodation we offer is a bedroom in a shared facilities, residential property, we also have bedrooms with en-suites available.

All staff are fully qualified in Health and Social Care, youth and community work to Degree Level.

On signing up to our accommodation as part of a young persons' agreement is that they engage in support sessions with their allocated support worker on a weekly basis. Initial support involves registering for primary health care services and welfare benefits if needed.



Service Charge

Start-Again Project Birmingham requires that all residents within their supported accommodation pay a service charge. This can be paid weekly, fortnightly or monthly via direct debit or standing order. This will be set up during your initial sign up session.

If you have any issues with paying this money please make sure to get in contact with a member of SAP staff.

What does your service charge go towards?

The service charge that we require goes towards

- Electricity
- Water
- Gas
- Wi-Fi
- Support and wellbeing



Recycling and Bin Management

At SAP we believe that recycling and waste management is important not only for our homes but also the planet. This is why we ask you to make sure that you keep waste management as a priority.

Inside your accommodation should be a poster depicting which items should go in which bin.

If this is unavailable then the Birmingham City Council website has all the information you need for bin related queries.

You can find this on the website:

[https://
www.birmingham.gov.uk/
info/20009/
waste_and_recycling/](https://www.birmingham.gov.uk/info/20009/waste_and_recycling/)



House Cleanliness

Whilst living in accommodation or any house you should want to leave it in the best condition for yourself and the people around you.

Benefits of House Cleaning

- Regular house cleaning kills germs
- Improves the quality of the indoor air
- Vacuum cleaning reduces effects of allergies
- You can sleep better
- Can find things more easily
- Helps increase organisation skills

Make sure to keep the rooms clean for the well-being of yourself and the people around you. If the rooms are left in an unsuitable condition there may be charges incurred.

Universal Credit — Responsibilities

You'll make an agreement called a 'Claimant Commitment' with your work coach. What you need to do depends on your situation. You might need to do activities such as:

- write a CV
- look and apply for jobs
- go on training courses

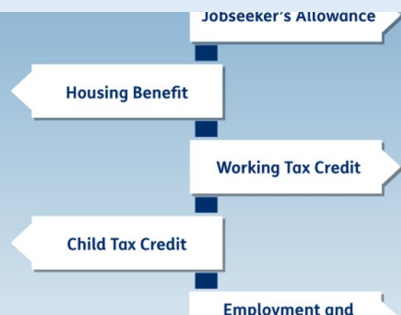


You'll also need to do things like:

- pay your own rent and other housing costs
- report any changes in your circumstances

You may need to attend regular appointments with your work coach by phone, by video or face to face in the jobcentre.

<https://www.universal-credit.service.gov.uk/sign-in>



Sanctions

If you do not meet your responsibilities or what you've agreed in your Claimant Commitment, your Universal Credit could be stopped or reduced. This is called a sanction.

There are different levels of sanctions and they're decided based on what you did and how often. You can appeal a sanction if you think it's wrong.

You can find more about your responsibilities and possible sanctions at -

<https://www.gov.uk/universal-credit/your-responsibilities>

The screenshot shows a web browser window with the URL www.gov.uk/universal-credit. The page header includes the GOV.UK logo and a search bar. Below the header, there is a navigation bar with a link to "Coronavirus (COVID-19) | Guidance and support". The main content area features a section titled "Part of" with a link to "How to claim Universal Credit: step by step". Below this, the heading "Universal Credit" is displayed. A "Contents" section lists several links: "What Universal Credit is", "Eligibility", "What you'll get", "How your earnings affect your payments", "How you're paid", "How to claim", "Get an advance on your first payment", "Your responsibilities", "Report a change of circumstances", "Other financial support", and "Contact Universal Credit".

A CV is a document that **gives you a chance to show an employer the best of what you've got.**



It sells your skills, experience, and shows them you're the right person for the job. Making a good impression is very important.

CV Creation Tips

Different jobs may require different CV's, if you are on Universal credit your work coach will be able to help you with creating one. They can refer you to the national careers service to help with CV making.



There are many fantastic websites that can help you with both what should be and shouldn't be included in a CV with examples for you to see.

Useful Websites

- <https://www.prospects.ac.uk/careers-advice/cvs-and-cover-letters/example-cvs>
- <https://www.myworldofwork.co.uk/getting-a-job>
- <https://nationalcareers.service.gov.uk/careers-advice/cv-sections>

Jo Smith
54 Long Street, Aston, B4 7LQ
jo.smith4@gmail.com
07777888888

I am a first year maths undergraduate with customer service and sales experience in the energy industry. As a tutor and maths club coordinator I can explain maths concepts to all ages and abilities. I am keen to use my maths and commercial skills to train as an energy industry analyst.

Education

University of Birmingham (2019-2021)

BSc (Hons) Mathematics - Predicted 2:1

Modules included mathematical modelling, mathematics in industry, real an complex analysis and mathematical finance.

Key Town High School (2014-2015)

A levels: maths, physics, chemistry. All level geography.

9 GCSEs including English language and English literature.

Employment

Inbound customer service adviser, Energy UK call centre (2019-2020)

- Helping customers access energy deals and tariffs.
- Ensuring quality and compliance standards during the working process.
- Meeting and exceeding sales targets consistently.

Maths tutoring for 11+ (2017-2018)

- Assessing pupils' level of maths and confidence in their abilities.
- Preparing and delivering individual lessons.
- 100% pass rate of students.

Ellie Johnson
15 The Street, Twickenham, TW9 0EP
elliejohnson@gmail.com
07777 888888

The planning a business degree, after part time through an apprenticeship or via a full time course. My aim is to go into Finance. An online business customer school showed me what a vast and varied world this is. During my work experience, I saw how different jobs fit together in a finance department and how a company plans its financial and core its business systems in the short, medium and long term. My part time job at Dig 360 gives me practical experience in a small branch of a large organisation.

Education and Qualifications

Twickenham Central Academy - A levels (2020)

Business A, Maths B, Computer Science B

GCSEs - Grades 9-4 (2016)

English, Language, French A, Spanish, PE, Art and Design, Computer Science, History, Maths, Combined Science.

Employment and Work Experience

Big Stone Warehouse (2019 - present)

Working as a start worker progressed to full operator and an hour a week made 1 contribute to:

- Staff and patterns, including early morning and later, making sure all work was covered.
- Security of premises, sometimes unloading and loading so including cash handling.
- Customer service, including complaints and returns.
- Monitoring work by sales and returning goods, reordering and stock control.

Max Matthews
12 My Street, Fourteen, Polesden, W999 89W
maxmatthews@gmail.com
07777888888

A recent graduate with employment and voluntary experience. I have skills and attitudes to offer the business world including leadership, analytical thinking, problem solving, team working and communication. I am keen to learn on a graduate programme and to make a contribution to the organisation.

Education

University of Exeter (2017-2020)

BSc Accounting 2:1

Fourteen School (2014-2016)

A levels: history, English, French. All level geography.

10 GCSEs including maths and double science.

Skills

Working in a team

- Staff member at Hertsbusco fulfilling orders and providing excellent customer service.
- Project assistant for Dig 360 collaborating with the project team to plan business Dig events and ensure each day ran smoothly.
- Committee member of university Accounting Society, devising and facilitating annual programme of events and talks.
- Editing and publishing newsletter for South West Branch of Council for Accounting.

Organisation

- Successfully completing study, part time work, volunteering and other commitments within.

Renting a house

When you are renting a home it is important for you to know what you can afford and understand the kind of rental agreement you are entering into.

Questions to consider

- Is the landlord or letting agent trying to charge any fees?
- How much is the deposit?
- How long do you want the tenancy for?
- What can you afford?
- Are you are entitled to Housing Benefit or Universal Credit?
- Which area you would like to live in and how you are going to look for a rented home?
- Do you have your documents ready?
- Do you have the right to rent property in the UK?
- Will you need a rent guarantee?



Useful websites and links

For the process of renting

- <https://www.gov.uk/government/publications/how-to-rent/how-to-rent-the-checklist-for-renting-in-england>
- [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1004958/How to Rent - _easy read.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1004958/How_to_Rent_-_easy_read.pdf)
- <https://www.citizensadvice.org.uk/housing/renting-privately/private-renting/how-much-it-costs-to-rent/>

For advice on renting

- <https://england.shelter.org.uk/>
- <https://www.citizensadvice.org.uk/housing/renting-a-home/>
- <https://www.rightmove.co.uk/advice/renter/>



Importance of Health

Good health is indeed the most important thing for everyone.

If you are healthy you can

- Feel more energetic
- Have increased happiness
- Concentrate more while working
- Be able to feel less stressed

If you are fit and healthy, you can enjoy your life to the fullest, deal with difficult challenges in life. Your first priority must always be to look after your health.



Well-being

Your mental health and wellbeing is just as important as your physical health. Positive mental health and wellbeing enables you to **function well**, have **meaningful social connections**, **positive self-esteem** and be better able to cope with life's ups and downs.

Here are a few tips to help you maintain a healthy well-being:



Budgeting

Budgeting is important if you want to keep a close eye on your daily spending habits, understand the impact of seemingly small expenses, and take control of your spending.

Money Saving Tips

1. Find out how much you spend a month regularly and how much is left over
2. Save for bigger purchases
3. Buy within your means
4. Make sure that your extra costs aren't higher than the income coming in.
5. Prioritise paying any debts off before personal spending on luxuries



Since budgeting allows **you to create a spending plan for your money**, it ensures that you will always have enough money for the things you need and the things that are important to you.

Following a budget or spending plan will also keep you out of debt or help you work your way out of debt if you are currently in debt.

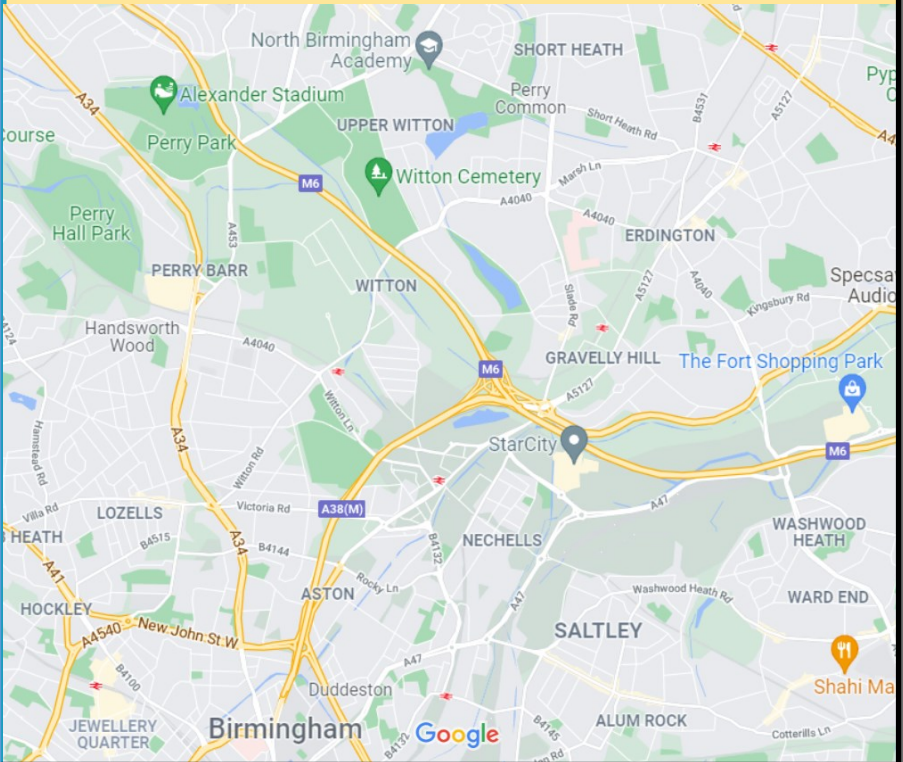


Here are two websites that help with money management tips and budgeting help:

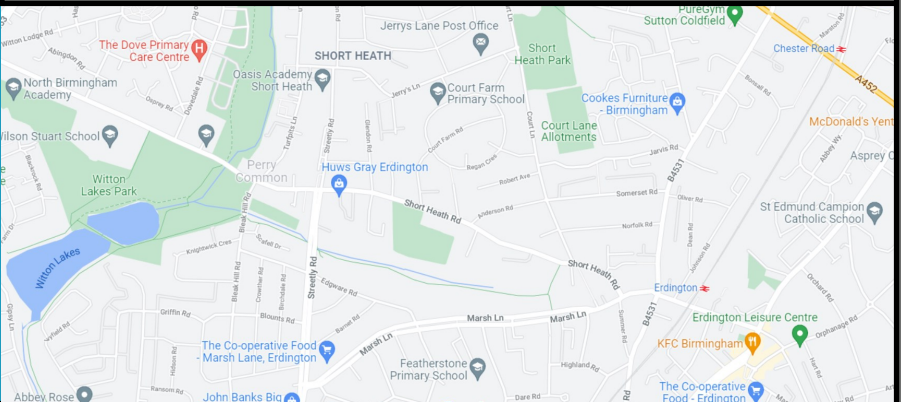
- <https://www.stepchange.org/debt-info/manage-your-budget.aspx>
- <https://www.moneyhelper.org.uk/en/everyday-money/budgeting/beginners-guide-to-managing-your-money>

SAP Birmingham resident handbook

Map of the local area



Closer View of general area



Local Services

Local GP

Reservoir road surgery

192 Reservoir Rd, Erdington,
Birmingham B23 6DJ

0121 373 8842



Poplars Surgery

17 Holly Ln, Erdington, Birmingham B24 9JN

0121 377 2133

Dentist

6 Ways Dental Surgery

129 Gravelly Hill, Erdington,
Birmingham B23 6BJ

0121 373 0462



Smiles for you

62 Gravelly Hill, Birmingham B23 7JY

Opticians

Specsavers

138 High St, Erdington,
Birmingham B23 6RS

0121 382 1477



Pharmacist

Buchans Chemist

7 Perry Common Rd, Birmingham B23 7AB

Lloyds Pharmacy

32a High St, Erdington, Birmingham B23 6RH

Hospital

Good Hope Hospital

Rectory Rd, Sutton Coldfield B75 7RR



Local Food Banks



- The Trussell Trust Food Bank, 10 Wood End Rd, Birmingham B24 8AD
- Erdington Six Ways Baptist Church, Wood End Rd, Erdington, Birmingham B24 8AD
- Feedo Needo, 24-28, Smithfield House, Digbeth, Birmingham B5 6BS

Visit

<https://www.trusselltrust.org/get-help/find-a-foodbank/birminghamcentral/>
for more information

George Road Baptist Church

07474 683927

OPENING TIMES	
Mon	Closed
Tue	12:00 - 14:00
Wed	Closed
Thu	Closed
Fri	Closed
Sat	Closed
Sun	Closed

ADDRESS

George Road Baptist Church
George Road
Erdington
B23 7RZ

[Directions via Google Maps](#)
[View local transport](#)

Six Ways Baptist Church

07474 683927

OPENING TIMES	
Mon	Closed
Tue	Closed
Wed	Closed
Thu	12:00 - 14:00
Fri	Closed
Sat	Closed
Sun	Closed

ADDRESS

Six Ways Baptist Church
Wood End Road,
Erdington

[Directions via Google Maps](#)
[View local transport](#)

B24 8AD

Shopping Areas

There are many shopping areas in the Birmingham area but the closest and biggest areas are;

- The Bullring shopping centre (In town)
- Gracechurch shopping centre (Sutton Coldfield)
- The Fort shopping park

These shopping centres offer a variety of outlets and branches to shop at. Each provide some of the largest outlooks with the Bullring even providing the biggest Primark in the world.





Colleges in Birmingham

Erdington Metropolitan College

Erdington Skills Centre, B24 9EW

<https://www.bmet.ac.uk/our-locations/james-watt/erdington-skills-centre/>

Matthew Bolton College

Matthew Boulton College, 1 Jennens Rd,
Birmingham B4 7PS

<https://www.bmet.ac.uk/our-locations/matthew-boulton/>

South & City College Birmingham - Bordesley Green Campus

300 Bordesley Green, Birmingham B9 5NA

<https://www.sccb.ac.uk/about-us/open-days>

Bus routes in the local area

Buses in Birmingham are frequently available across the city. They vary in time and prices between each service but National Express buses are the most common and affordable buses to help you travel across the city.

Adult

Single: £2.40

Day saver: £4

Under 18's

Single: £1.20

Day saver: £2

These prices can vary so ensure to check and plan your journey before you leave.



To plan a journey visit the West Midlands National Express website and use their service to find out which bus you need to take and how much it will cost;

Travel

<https://nxbus.co.uk/west-midlands/plan-your-journey>

Cost

<https://nxbus.co.uk/west-midlands/tickets-prices/adult-bus-passes-travelcards>



Walking directions are in beta. Use caution - This route may be missing sidewalks or pedestrian paths.

Erdington, Birmingham, UK

5.8 km. About 22 mins

Walk to Fentham Rd
About 4 mins

Fentham Rd
 **XS Platinum** Bus towards Birmingham
 9:59am-10:14am (15 mins, 4 stops)
 Service run by national express West Midlands

Aston University (Stop CR1)
 Walk to Birmingham, UK
 About 4 mins

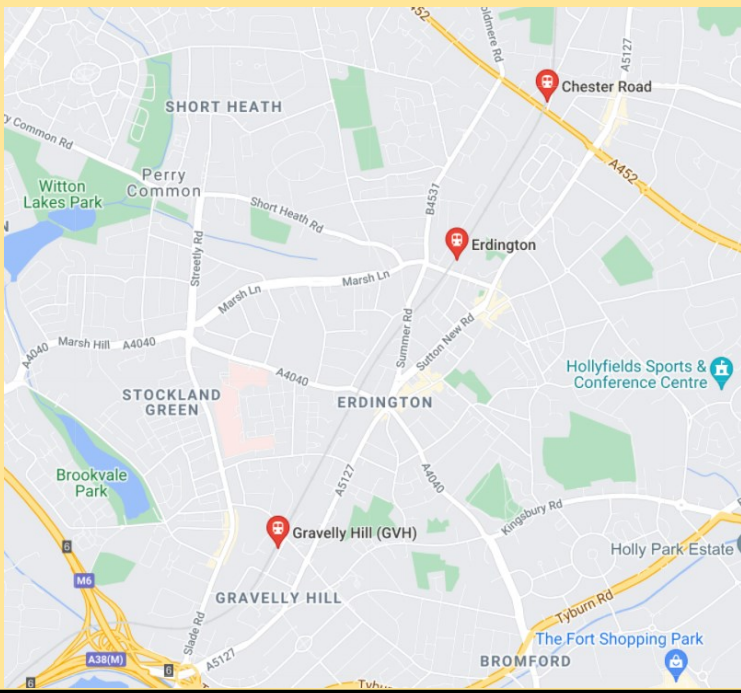
Trains in your local area

Birmingham is also able to offer a great train network across the city should you want to use them.

These are the closest train stations to you;

- Erdington Train Station
- Gravelly Hill Train Station

Trains can be caught from these two stations directly to New Street Station in town, which allows travel to cities and towns across the UK.



Other forms of travel

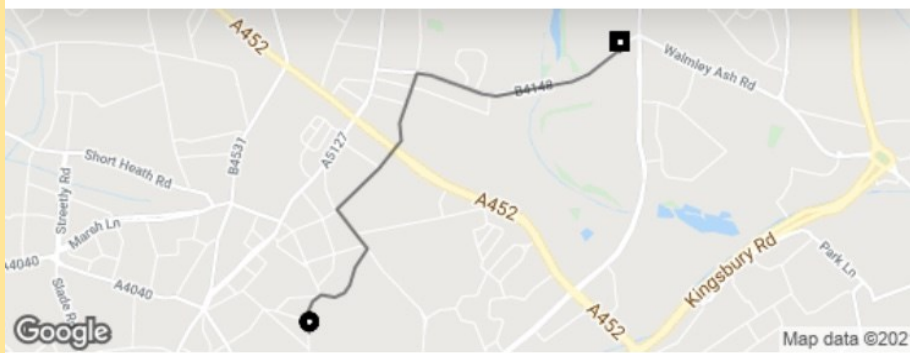
If driving, catching a bus or train is not what you need then taxi's are also readily available across the city.

These are just three providers of taxi's that will be available.

- <https://www.uber.com/gb/en/>
- <https://ola.co.uk/gb/>
- <https://starcarsbirmingham.com/about/our-booking-app/>

These are all essentially 24hr services and should be available whenever you need them. Make sure to book ahead when possible.

Trip details



Sports and Leisure

In Birmingham there are plenty of places to visit for both sports and leisure.

These places vary in price to enter/visit but they all offer great experiences.

Some of the best places to visit sports are;

- Erdington Leisure centre
- One of the many local 24hr gyms in the area
- Villa park
- Alexander athletics stadium
- St. Andrews stadium
- Edgbaston Cricket ground
- Pype Hayes golf course





Birmingham also has lots to offer in terms of leisure and well-being locations.

- Birmingham library
- Sutton Park
- Rookery Park
- Pype Hayes Park
- Birmingham Wildlife Conservation Park
- Birmingham Museum and Art Gallery
- Botanical Gardens

Birmingham has plenty to offer with green areas and places of culture as these places are only a few of many!

Entertainment

In Birmingham there are plenty of fantastic venues and activities to visit whether that be;

- Star City
- The Hippodrome
- The Odeon
- National Sealife Centre
- Cadbury World
- Symphony Hall

These places also vary in price but they all offer different experiences for family visits or single visits they all offer a great time!





You can also find out what is happening on selected dates and which events will be happening in Birmingham!

You can find more information and places to visit on the these websites:

- <https://visitbirmingham.com/things-to-see-and-do/attractions>
- <https://www.planetware.com/tourist-attractions-/birmingham-eng-wm-brum.htm>

Visit Birmingham Things to See & Do **What's On** Book your Stay Shopping Food & Drink Inspire Me Plan

Save the date, Birmingham Frankfurt Christmas Market is back - 4 Nov - 23 Dec!

You are here > Home > What's On

Buy Train Tickets

13. Personal information

SAP Birmingham resident handbook

National insurance number

Universal Credit login

Job Centre address

Local GP address

Local GP number

Birmingham City housing bidding number

Opticians address

Dentists address

Other important information
