



# STUDENT WELFARE BOOKLET

[www.solihull.ac.uk](http://www.solihull.ac.uk)

0121 678 7000



Solihull College

# Introduction to Student Welfare

## Welcome to Solihull College

Solihull College provides great opportunities to broaden your learning, social and leisure experiences.

This is a time of major change where you are faced with freedom, choices and decisions. There may be issues around your personal circumstances; accommodation, friends and relationships, family relations, caring responsibilities, physical, emotional and mental health, benefits and budgeting finances.

An understanding of your own needs is important – being aware of healthy lifestyle options and the importance of sleep, food, exercise, interests and friends.

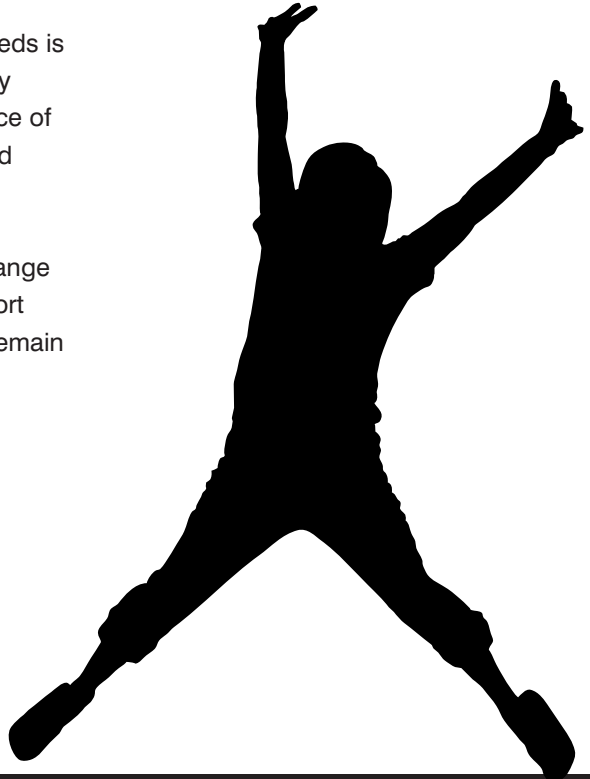
Solihull College has designed a range of services to offer practical support and active solutions to help you remain on course and achieve.

### **Our services follows can provide**

- links to external specialist support, advice and guidance
- information about agencies and organisations which could support you.

### **Our service wants to**

- identify problems at an early stage
- intervene before problems become a crisis
- give you support at key moments in your life



# Introduction to Student Welfare

## Welfare Service

**Welfare Officer:** Sarah Miles

**Where to find our service:**

Sarah is based in the Student Information Centre (Blossomfield) and Reception (Woodlands) having access to the interview rooms for meetings of a confidential nature.

**Contact Details:**

Tel: 0121 678 7031

Email: [welfare@solihull.ac.uk](mailto:welfare@solihull.ac.uk) or [sarah.miles@solihull.ac.uk](mailto:sarah.miles@solihull.ac.uk)

**One-to-one Appointments:**

Your Tutor or Teaching Assistant refer you providing you give prior consent for your information to be disclosed to Welfare.

You can book an appointment directly with Sarah via e-mail/phone, at Reception or by coming to the drop-in sessions on Wednesday mornings.

**Drop-in Service:**

Welfare aims to offer an approachable, highly visible and proactive service. It provides informative guidance and signposting to specialised agencies. Early intervention on issues that could potentially be a barrier to successful completion of studies.

The Welfare Office and Interview Room is available at Blossomfield on Wednesday mornings and Thursday mornings at Woodlands for drop-in sessions.

## Counselling

**Counsellor:** Ralph Williams

**Where to find our service:**

Ralph is based in the Student Information Centre (Blossomfield) and Reception (Woodlands) having access to the interview rooms for meetings of a confidential nature.

**Contact Details:**

Student Counselling has a confidential answering service on 0121 678 7219 or [ralph.williams@solihull.ac.uk](mailto:ralph.williams@solihull.ac.uk)

**One-to-one Appointments:**

You can book with The Student Information Centre reception at Blossomfield or the Centre Reception at Woodlands where a diary is kept for both one-to-one or drop-in sessions

**Drop-in Service:**

Available at certain times during the week at Blossomfield and Woodlands Reception can inform you as to drop-in availability.

## College Nurse

**Nurse:** Emily

**Where to find our service:**

Student Services area at Blossomfield.

**Contact Details:**

Via Student Services.

**One-to-one Appointments:**

Available on request via Student Services.

**Drop-in Service:**

11.30 – 1.00 p.m. every Wednesday.

## What do the services provide?

- Individual Support
- Drop-In Sessions
- Tutorials on a variety of topics
- Referrals to external agencies

## Accessing our service

You can self-refer by popping into the drop-in sessions or making an appointment directly.

Your tutor may refer you providing they have ensured that you are aware of your referral.

## Types of support offered

**If you are facing any of these issues but do not know which agencies in Solihull or Birmingham could support you, please contact the College Welfare Officer.**

- Accommodation issues including Homelessness
- Help to access Benefits and financial support
- Personal and Emotional issues
- Family Life
- Teenage Parent / Pregnancy / Sexual Health
- Substance Misuse
- Illness (Physical and Mental Health)
- Support with Leaving Care
- Problems with Police or Youth Offender Support Services
- Anger Management
- Support with acting as a Carer
- Refugee/AS

The Welfare Officer can be contacted by email ([welfare@solihull.ac.uk](mailto:welfare@solihull.ac.uk)) or by telephoning extension 7031. She will be working with students three days a week (Mon/Wed/Fri) at the Blossomfield Campus and two days (Tues/Thurs) at Woodlands Campus. The focus will be on prevention, early intervention and enabling and empowering children, young people and their families to make healthy choices.

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## Information

The Welfare Service can also provide information on a variety of topics with the aim of offering intensive and practical support. This early intervention approach can help offer you an active solution to enable you to remain on course and achieve; a service provision placing student success as a key priority.

## Sexual health

At set advertised times in the year we run workshops to explore sexual health issues such as the symptoms and effects of sexually transmitted infections, the importance of contraception and how condoms should be used. Chlamydia testing kits in highly visible bins are available from the Welfare Officer and many campus toilets – please inform Student Liaison if any are empty. Condoms are also distributed free of charge from the Welfare Officer and Student Liaison office in the Link.

### **Just 4 You-2 Sexual Health and Teenage Pregnancy**

The services Just 4 You-2 offers FREE confidential advice and support on Relationships and Sexual Health, Condoms, Emergency Contraception,

Pregnancy testing and Chlamydia Screening.

Blossomfield, Fridays 12.30 – 2.30 in the link area (with interview room reserved for one-to-one work).

Woodlands, Wednesdays 12.30 – 2.30 in the first aid room.

## Teenage parents

If you think you may be pregnant please come and visit the Welfare Service. This can be a frightening time for you and the Welfare Team is here to help. We will have an information pack available including useful information on 'Care to Learn' funding, and pregnancy wellbeing information. We can also make referrals to external agencies for additional support, advice and guidance.



There are vast and extensive resources within the community covering a range of health, safety and wellbeing issues. Below, for your information, is a quick guide listed in general subject order.

This list is not exhaustive and should you require further support please do not hesitate to contact the Welfare Officer directly on 7031.

## Local agency support

### Local Safeguarding Children Boards

(LSCBs) are designed to help ensure children are safeguarded properly and that key agencies work effectively together. They put the former area child protection committees (ACPCs) on a statutory footing.

### Solihull Family Information Service

Free information about activities, childcare and support in Solihull. An impartial service for families with children aged 0-19 provided by Solihull Council aiming to provide a one-stop point of access for all information relating to children, young people and families.

Online: [www.solihull.gov.uk/familyinfo](http://www.solihull.gov.uk/familyinfo)  
Email: [childrensinfo@solihull.gov.uk](mailto:childrensinfo@solihull.gov.uk)  
Tel: 0800 389 8667  
National Helpline for services outside Solihull: 08000 96 02 96.

## Family support

**Children Centres** offer child and family health services, family support and parental outreach, children's information services,

### Venue: Smiths Wood Children's Centre and Nursery

Address: Wheatfield Close  
Phone: 0121 770 7737  
Email: [smithswood.centre@nch.org.uk](mailto:smithswood.centre@nch.org.uk)

### Venue: Lanchester Way Castle Bromwich

Address: Windward Way, Smith's Wood, Birmingham, B36 0UE  
Phone: 0121 717 0088

### Venue: Kingshurst Children's Centre

Address: 15 Church Close, Kingshurst, Solihull, B37 6HA  
Phone: 0121 779 6572  
Email: [kingshurst.childrenscentre@nch.org.uk](mailto:kingshurst.childrenscentre@nch.org.uk)

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## **Venue: 67 The Parade**

Address: Kingshurst 67 The Parade  
Birmingham, B37 6BB  
Phone: 0121 770 0333  
Email: dialassist@aol.com

## **Chelmsley Wood Children's Centre**

Providing numerous groups, services,  
activities and outings.  
Phone: 0121 779 7624  
Website: <http://surestart.gov.uk>

## **Child and Family Unit**

A team of multi disciplinary  
professionals, working together to  
provide the best assessment and  
treatment for children and young  
people with mental health issues

### **Venue:1 -North Brook Clinic,**

93 Northbrook Road, Shirley,  
Solihull B91 3LX

### **Venue:2 -Chelmsley Wood Primary**

Care Centre Crabtree Drive,  
Chelmsley Wood, B37 5BU  
Phone: 0121 744 0449

## **Crabtree Clinic - Child and Family Unit (North)**

Assessment and treatment of young  
people who have complex behavioural,  
emotional and psychiatric difficulties.  
Venue: Crabtree Clinic  
Address: Crabtree Clinic, Crabtree Drive,  
Chelmsley Wood, Solihull, B37 5BU

## **Fostering Team Solihull MBC**

Find families for child to live with,  
when, they are not able to live with  
their own family.

## **Venue: Jubilee House**

Address: 655 Auckland Drive, Smith's  
House, Solihull, B36 0SN  
Phone: 0121 749 8100; Foster Carer:  
0800 073 0769  
Email: [ssplace@solihull.gov.uk](mailto:ssplace@solihull.gov.uk)  
Website:  
<http://www.solihull.gov.uk/fostering>

## **Family Support Centre - Shirley**

Pregnancy Crisis, Post-Abortion  
Counselling, Drug awareness for  
parents groups, Rainbows Loss/Grief  
recovery Groups for children aged  
7-11 years.

Venue: Family Support Centre  
Address: 144A Stratford Road, Shirley,  
Solihull, B90 3BD  
Phone: 0121 744 8838  
Website: <http://www.fscshirley.co.uk>

## **Community Paediatricians**

Offer assessment and advice on  
general medical and behavioural  
problem for young people.

Venue: At Centre  
Address: 20 Union Road, Solihull,  
West Midlands B91 3EF  
Phone: 0121 712 8300

### **Birmingham District Family**

Mediation Service

Telephone 0121 233 1999

Email: [enquiries@bdfm.org.uk](mailto:enquiries@bdfm.org.uk)

### **Cystic Fibrosis Trust - Solihull Branch**

Support and advice service for people and their families suffering from cystic fibrosis.

Address: 42 Springfield Crescent  
Solihull B92 9AF

Phone: 0121 743 7280

Email: [enquiries@cftrust.org.uk](mailto:enquiries@cftrust.org.uk)

Website: <http://www.cftrust.org.uk>

### **The Doli Project**

Tel: 0845 658 1057 or

[info@thedoliproject.net](mailto:info@thedoliproject.net)

Staff training and student support in the provision of confidential advice and counselling of a culturally sensitive nature around the issues of forced marriage.

## **Young people support**

### **Chelmsley Wood Connexions Service**

Support and advice for young people.

13-19 year olds can get information, advice and support on lots of topics from careers to relationships through to school and home problems. Caters for young people with special needs.

Venue: Connexions Office

Address: 289 Bosworth Drive

Chelmsley Wood Solihull B37 5DP

Phone: Local 0121 770 1861

Connexions Direct 080 800 1321

Email: Text 07766413219

Website:

<http://www.connexions-bs.co.uk>

### **Connexions Birmingham and Solihull - Shirley**

13-19 year olds can get information advice and support on lots of topics from careers to relationships. Help in school, college or Connexions Centres.

Address: 331-333 Stratford Road

Shirley Solihull B90 3BL

Phone: 0121 251 1800

Website:

<http://www.connexions-bs.co.uk>

### **Birmingham & Solihull Connexions - Central Library**

Support and Advice for young people

13-19 year olds can get information, advice and support on lots of topics from careers to relationships through to school and home problems.

Venue: 1st Floor Central Library

Address: Homer Road,

Phone: 0121 704 6711

Email: [info@connexions-bs.co.uk](mailto:info@connexions-bs.co.uk)

Website:

<http://www.connexions-bs.co.uk>

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## **Hatchford Brook Youth and Community Centre**

Provision of youth services: Alcohol Education project, Art Project, 'Baby Think It Over', Drama Project, Intermediate Open Club, 'Know Your Kit' Project, Lads Project, Music Project, Senior Open Club, Trampoline Club.  
Venue: Hatchford Brook Youth and Community Centre

Address:

Old Lode Lane, Solihull, B92 8JE

Phone: 0121 743 9412

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

## **Sexual health, contraception and pregnancy**

### **Health Promotion Specialist Teenage Pregnancy**

#### **Just4you**

#### **Grove Road Clinic**

Monday 3.30pm-6pm /

Saturday 11am-1pm

#### **Kingshurst Clinic**

Wednesday 4pm-6pm

#### **Craig Croft Clinic**

Thursday 4pm-6pm

Phone: 0121 705 8737

**Brook Advisory Clinics:** 0121 643 5341

**Just 4yoU Clinic:** 0121 705 8737

**Contraception and Sexual Health**

**Service:** 0121 705 8737

**Teenage Pregnancy Midwife:**

0121 424 0356

**Lone Parents Advisor:**

0845 602 0265

## **Substance dependency**

**FRANK:** [www.talktofrank.com](http://www.talktofrank.com) or

0800 77 66 00

A to Z list of substances explains appearance and use, effects, chances of getting hooked, health risks and UK law. Includes information on peer pressure and what to do if you are worried about someone.

### **The Bridge**

Supporting children and young people with advice and guidance on issues such as sexual health, alcohol, drug misuse. Also will liaise with parent /carer. Offers support sessions.

Venue: Birmingham & Solihull Mental Health N H S Trust.

Address: Larch Croft, Birmingham,

B37 7UR Arrangements can also be made for appointments at other venues in the Borough.

Phone: 0121 678 4900

### **Aquarius – Solihull - Alcohol**

Address: 21 Homer Road, Solihull,  
B91 3LG

Tel: 0121 711 3732

Email: [aquarius.5@zoom.co.uk](mailto:aquarius.5@zoom.co.uk)

Web: [www.aquarius.org.uk](http://www.aquarius.org.uk)

### **Turning Point - Birmingham Drugline**

Tel: 0121-632 6363

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

Drugline is a confidential, free advice and information service for drug users, ex-users, family, friends, carers and people employed to help users.

Services provided include:

- Information and advice on safer drug use
- Counselling and support
- Referrals
- Outreach service
- Needle exchange scheme
- Steroid user service

### **Alcoholics Anonymous**

Tel: 0121 212 0111 (10am-10pm)

## **Mental health**

### **Health Improvement Team**

The Health Improvement Team address mental health issues with young people.

Venue: Solihull Healthcare NHS Trust

Address: 20 Union Road Solihull  
B91 3EF

Phone: 0121 711 7171 Ex 2258

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

### **Birmingham and Solihull Mental Health NHS Trust**

Birmingham and Solihull Mental Health NHS Trust provides a comprehensive mental healthcare service for Birmingham and Solihull residents, and to communities in the West Midlands and beyond.

Aiming to ensure that people with mental health problems receive swift and appropriate treatment in the best possible setting to suit their needs and wishes.

Venue: Birmingham and Solihull Mental Health NHS Trust

Address: Unit 1, B1, 50 Summer Hill Road, Birmingham, B1 3RB

Phone: 08000 27 21 27

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## **Samaritans Solihull**

A 24/7 telephone service for callers to explore their feelings and emotions in times of stress.

Venue: Samaritans Solihull

Address: Station Approach, Solihull, West Midlands B91 1LE

Phone: 0121 704 2255

Website: <http://www.samaritans.org>

## **Solihull MIND**

14/16 Faulkner Road, Solihull, West Midlands, B92 8SY:

0121 742 4941 or 0121 743 4237

[contact@solihullmind.org.uk](mailto:contact@solihullmind.org.uk)

## **SANeline**

0845 767 8000 - 1pm-11pm daily

## **Youth offending services**

**Birmingham:** 18 Gravelly Hill North, B23 6BQ 0121 464 0600  
[andrew.blyth@birmingham.gov.uk](mailto:andrew.blyth@birmingham.gov.uk)

**Solihull:** Keepers Lodge, Chelmsley Wood, B37 7RS 0121 779 1744  
[solihullyot@solihull.gov.uk](mailto:solihullyot@solihull.gov.uk)

The website section on parents, carers and families is particularly helpful if you would like to know more about youth justice issues. It also includes information on parenting programmes,

financial help to visit children in custody, and what is involved if your child is required to be supervised.

[www.yjs.gov.uk](http://www.yjs.gov.uk)

## **Educational needs**

### **Family Support Centre South**

Education & Children's Services Family Support in Crisis. Family Solutions.

Venue: New House

Address: New House 30 New Road Solihull B91 3DP

Phone: 0121 709 0292

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

### **Dyslexia Information Centre**

Providing information and carrying out full educational psychological assessments on children and adults who experience specific learning difficulty/dyslexia, ADHD, Asperger's syndrome, Dyspraxia and related conditions.

The Centre supplies Books, Guides, Teaching Packs and Equipment for Gifted Children, Dyslexic Children and Left-Handed Children.

Venue: Hampton Grange

Address: 21 Hampton Lane, Solihull, B91 2QJ

Phone: 0121 705 4547

Email: [petercongdon@blueyonder.co.uk](mailto:petercongdon@blueyonder.co.uk)

Website: <http://www.dyslexiabooks.biz>

# Child protection

## Emergency Duty Team - Solihull

The team provide an emergency generic social work response outside office hours. That is evenings, weekends and bank holidays. They work in urgent situations regarding child protection.

Venue: During Office Hours: 0121 717 1412 outside of these hours

Emergency No: 0121 605 6060

Website:

<http://www.solihull.gov.uk/democracy/otofhours.htm>

## Childline

**24/7 Freephone:** 0800 1111

## Amazon Young Peoples Counselling Service

For under 21 yrs living in Birmingham who have been sexually abused. The service is also offered to parents/carers of the children. Service also available for Solihull.

Venue: King Edward Building, 205 Corporation Street, Birmingham B4 6SE

Address: Various locations

Phone: 0121 - 236 9222

Email: [amazon@barnardos.org.uk](mailto:amazon@barnardos.org.uk)

Website:

<http://www.barnardos.org.uk/amazon.htm>

## Child Protection and Review Unit

Chair all meetings regarding child protection, statutory review for children and young people in public care. The unit provides case consultation to all agencies.

Venue: The Library Stephenson Drive

Address: Chelmsley Wood Solihull  
West Midlands B37 5TA

Phone: 0121 788 4310 - 0121 605 6060

Email:

[childrensservices@solihull.gov.uk](mailto:childrensservices@solihull.gov.uk)

## After Care Team

Provide support and guidance for young people leaving care

Venue: Craig Croft Centre

Address: Craig Croft

Phone: 0121 788 4262

# Housing

## Solihull Community Housing:

0121 717 1515

**Local Area Offices:** 0121 717 1551

## Out of hours emergency service:

0800 138 2935

## Birmingham City Council emergency:

0121 303 2296

## St Basil's (Connexions service):

0121 772 2483

## St Basil's emergency accommodation

**line:** Females: 0800 068 7499

Males: 0800 056 4034

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**ShelterLine:** 0808 800 4444

**Solihull Connect:** 0121 772 6952

## **Bromford Housing Group**

Aim to empower young people with the skills to live independently. 2 young family fixed scheme, floating support service, singles support service.

Pathways Project for young singles and cares leavers.

Venue: Various

Address: Flat 75, Wharf Lane, Solihull, B91 2LF.

Phone: 0121 770 4172

Email: [helen.spiller@bromford.co.uk](mailto:helen.spiller@bromford.co.uk)

Website: <http://www.bromford.co.uk>

## **Bromford Housing Group**

### **Supported Housing Projects:**

0121 704 9936

## **Benefits**

### **Chelmsley Advice and Resource Agency - CARA**

Independent, non-voluntary organisation providing confidential advice and practical help, for the unemployed people in the North of the Borough, in claiming welfare benefits and dealing with debt problems.

Venue: Keepers Lodge

Address: Keeper's Lodge, Chelmsley Road, Chelmsley Wood, Birmingham, B37 7RS.

Phone: 0121 770 3773

Email: [caraatkldodge@aol.com](mailto:caraatkldodge@aol.com)

Website:

<http://www.chelmsleyadviceagency.co.uk>

Phone: 0121 788 8511

### **Citizen's Advice Bureaux:**

**Main Advice Line:** 0870 120 2425

**CAB Chelmsley Wood:** 176 Bosworth Drive, Chelmsley Wood, B37 5DZ.

Tel: 0121 779 6707

**CAB Solihull:** The Priory, Church Hill Road, Solihull, B91 3LF.

Tel: 0870 120 2425.

**CAB Shirley:** 274 Stratford Road, Shirley, B90 3AD Tel: 0121 744 3238

**CAB Northfield:** 734-740 Bristol Rd South, Northfield West Midlands B31 2NN.

Tel: 0121 683 5767

**Jobcentre Plus:** Chelmsley Wood: 0121 480 4600 Solihull: 0121 480 4099 for other offices: [jobcentreplus.gov.uk](http://jobcentreplus.gov.uk)

## Students who feel ill

If you feel unwell and are over 18, then it is your responsibility and choice as to whether you stay in college or go home. In an emergency situation, please contact a First Aider or call for an ambulance.

If you are under 18 and become ill at college, you will need to see a College First Aider.

### Procedure 1

If the First Aider's assessment is that the student is suffering from a serious condition then the following should take place:

- Ambulance called and you will be taken to hospital
- Your parent or guardian will be contacted immediately and advised of the situation.

### Procedure 2

If the first aider's assessment is that the student is not suffering from a condition of serious concern then your parent or guardian will be contacted and advised of the situation. It is for them to decide the course of action.

Any of the following is an acceptable next stage:

- The parent/guardian comes to collect you
- You and your parent/guardian agree that you are able to travel home unaided.
- If you do not feel well enough to travel home unaided and the parent/guardian cannot collect, then you would be taken to sick bay and checked on regularly until the parent/guardian can collect.
- If you do not feel well enough to travel home unaided and the parent/guardian cannot collect at any point then you would be sent home by taxi making use of the approved company – details at reception.



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**All circumstances of a student leaving college due to illness should be recorded on an SR1 and the personal tutor and the Tutor Assistant should be informed.**

## **14-16 Students**

14-16 year old pupils at the college are the responsibility of the school attended, and so your school must be contacted in all cases where you report being ill or should there be an incident/accident or any unruly behaviour for which you are excluded from class.

## **Meningitis**

Be aware and be prepared.

Did you know that the second highest risk group is the 15-19 age group and that the student population vulnerable?

Know the signs:

- very bad headache
- vomiting
- stiff neck
- dislike of bright lights
- confusion/delirium
- severe sleepiness / losing consciousness
- rash
- cold hands and feet
- severe limb pain
- pale blotchy skin

You won't develop all these symptoms and they can appear in any order.

## **First Aid**

### **Blossomfield:**

You should phone reception preferably via the emergency line for all First Aid enquiries on 7013 or reception on 7012. The College has staff, who are qualified First Aiders and who will attend and assess the action to be taken. Counselling Room 112b

### **Woodlands:**

Qualified First Aiders are identified around the campus with current contact details by posters and there is a First Aid room next to reception.

# Notes



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## Notes



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**Solihull College**

**Blossomfield Campus**

Blossomfield Road  
Solihull, B91 1SB

**Woodlands Campus**

Auckland Drive, Smith's Wood  
Solihull, B36 0NE

**[www.solihull.ac.uk](http://www.solihull.ac.uk)**

**0121 678 7000**

**[enquiries@solihull.ac.uk](mailto:enquiries@solihull.ac.uk)**