

Appendix A

Glossary of organisations

<i>Breakaway</i>	A charity giving activity holidays for financially excluded families
<i>Broadway Medical Centre</i>	Local medical centre in the Ladywood area of Birmingham
<i>Community Advice Trust (CAT)</i>	Local advice agency based in the Ladywood area of Birmingham
<i>Collection Point</i>	Local credit union access point
<i>Employment zone</i>	
<i>Erdington Credit Union</i>	Credit Union based in North Birmingham
<i>Focus Housing</i>	Focus Housing provides affordable housing and practical support to people encountering problems related to unemployment and poverty.
<i>Freshwinds</i>	A charity offering care and support without charge, to adults and children living with life limiting illnesses, as well as individuals with socially excluded backgrounds.
<i>Gingerbread</i>	Leading charity providing help to lone parent families across England and Wales.
<i>Jericho Project</i>	Supported living for young people. A housing and employment project based in Balsall Heath.
<i>Job Centre Plus</i>	A government agency (part of Department for Work and Pensions) supporting people of working age from welfare into work and helping employers to fill their vacancies.
<i>Karis</i>	A Scheme that seeks to offer practical support, friendship and advocacy in the local community through volunteers. Aims to promote community links and address needs unmet by other organisations..
<i>Loan Shark team</i>	A Birmingham City Council project. The team has been set up to help people having problems with illegal moneylenders, more commonly known as Loan Sharks.
<i>Neighbourhood Office</i>	Neighbourhood Offices provide a link between people who live and work in Birmingham and the services available from the City Council.
<i>Optima</i>	A registered social landlord operating central Birmingham.
<i>Pertemps</i>	Pertemps is one of the UK's largest independently owned recruitment companies. It encompasses over 80 branches in towns and cities throughout the UK.
<i>Rethink</i>	A leading national mental health membership charity, working to help everyone affected by severe mental illness.
<i>Revenhurst</i>	Supported housing for young people, part of Trident Housing Association.
<i>Shelter</i>	A leading housing and homelessness charity.
<i>Sure Start</i>	A Government programme which aims to achieve better outcomes for children, parents and communities. Delivered locally through helping services development in disadvantaged areas alongside financial help for parents to afford childcare.