



Copyright New schools to benefit whole city
See page 5

Food caddies improve recycling



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RECYCLING initiative officers Rebecca Jenkinson and Jenni Will with two of the new food caddies to be introduced in the city... see page three.

Big boost for Xmas shoppers

SHOPPERS are being given an early Christmas present with over 1,500 free parking spaces available in the city centre.

Fold Street car park, which has 298 spaces, will be free to use on late night shopping evenings which begin on November 24 and on all weekday evenings from 5.30pm to 4am from December 13 to 24.

Free parking will be available in:
● Council car parks and on-street parking (apart from the Civic Centre) every Sunday.
● Mander Centre: 10am to 5pm every Sunday and 5.30pm to 9pm on late night shopping evenings.

Free parking announced

- Beatties: 5.30pm to 9pm on late night shopping evenings.
- Carillion/Birch Street: free Saturdays and Sundays 7.30am to 5pm (except during Wolves home games) and from 5pm onwards on late night shopping evenings.

Councillor Paddy Bradley, the city council's cabinet member for regeneration and enterprise, said: "We are committed to supporting our local retailers and have a great array of shops."

Kim Gilmour, Wolverhampton City Centre manager said: "Lots of

people are working together to offer free parking to make Wolverhampton a more attractive place for shoppers."

● Shoppers will also be able to make the most of public transport and Park & Ride with free parking at the Priestfield Metro Stop, Bilston Road, Tettenhall Pool and Plascom Road and Corser Street car parks bus and rail services, which are all geared up for the Christmas rush. For details visit www.itschristmas.wolverhampton.co.uk



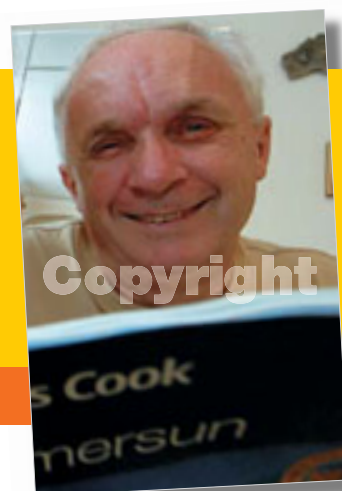
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What's hot and what's not... the public's view

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Festive bargains at our markets

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Families urged to put rent first at Christmas

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Warnings issued over loan sharks

WARNINGS have been issued about illegal loan sharks who may try to take advantage of people in Wolverhampton this Christmas.

Anyone finding it difficult to make ends meet during the festive period should follow these tips to help cover the cost.

Plan and prioritise: Try to estimate your seasonal spend in advance and put money aside for Christmas presents, food and other trimmings. It may sound obvious, but pay your priority bills, such as rent, before anything else.

Borrowing: If you do have to borrow money, choose a reputable source and check the APR – the higher the rate the more your loan will cost. Try not to let the festive spirit carry you away – only borrow what you need.

Loans: If you decide you still need a loan, contact your local credit union, Wolf Savings and Loans.

Savings: When you've paid your loan back, why not continue putting the same amount away in a savings account to pay for the following Christmas.

If you are a Wolverhampton Homes tenant and would like further advice, call the Money Smart Team on 01902 556789.

New scheme helps fill up empty homes

A SCHEME is helping people off the housing waiting list and into empty privately owned properties.

Sixty landlords and owners have signed up to the initiative since it was launched 18 months ago.

It is hoped to have another 120 properties on its portfolio over the next 12 months.

Landlords or owners interested in finding out more about the scheme and the standards required should call 01902 555705 or City Direct on 01902 551155.

Young people have their say on city issues

YOUNG people had their say about important issues at a meeting of Wolverhampton's Youth Council.

Wolverhampton youth council chair Daniel Warren said: "We asked for young people's feedback on the quality of youth provision in Wolverhampton which we will be feeding back to the city councillors."

You can find out more about getting involved with the youth council by visiting www.melinkim.com/YouthCouncil or the city council's website at www.wolverhampton.gov.uk or email office@wolverhamptonyouthcouncil.org.uk

Public help scoop top blooms award

PLANNING is underway as gold winning Wolverhampton aims to go one better in next year's Heart of England in Bloom awards.

Organisers, who want to retain gold at least, are now urging the people of the city to play their part as they target an even better title next year as well.

Emma Cleary, the floral city co-ordinator for Wolverhampton City Council, said: "Community involvement is at the heart of what we do so getting more people involved next year is crucial."

"We're talking about hosting more events, staging a seed swap in the spring and maybe a volunteers scheme so people can help us with local projects like clean ups."

Residents, schools, businesses and sponsors enthusiastically support the In Bloom bid which last year saw the city council plant more than 300,000 spring and summer plants and bulbs across the city.

If you want to get involved call 01902 551069, email floralcity@wolverhampton.gov.uk or visit www.wolverhampton.gov.uk/floralcity



The award-winning garden of Albert Poutney, from Wednesfield, who is in his 80s. Albert's work helped the city win a Heart of England in Bloom accolade.

Touching the moon

CHILDREN from across the city were able to touch the moon when rare samples of it landed at City of Wolverhampton College.

It was part of a school astronomy day, in which high school and college students got the chance to handle moon rock and samples of meteorites.

The pupils also took part in a series of workshops exploring asteroids and comets and the threats they pose.

UK curry capital bid gathers pace

SPICY fayre served up in Wolverhampton's famous Asian restaurants could put the city at the top of the UK menu as curry capital of Britain.

The city is one of 12 competing for the prestigious accolade which is being held as part of National Curry Week.

Four restaurants were chosen by public vote to represent Wolverhampton – The Bilash and Red Fort in the city centre, Café Rickshaw in Chapel Ash and Malabar in Penn.

Sitab Khan, 55, owner of The Bilash, said: "It's a pleasure to represent Wolverhampton in the competition. It's a reflection of our hard work as well as a source of encouragement to do the best in future."

He added: "Wolverhampton has a great chance of winning."

Kim Gilmour, from Wolverhampton City Centre

Company, said: "The competition is a bit of fun but it was originally set up 10 years ago to provide a showcase for selected cities in United Kingdom with large ethnic communities through the medium of food and drink."

"It focuses on what the cities do for their ethnic communities and, in return, what the multi-racial community brings to that city."

All restaurants involved were invited to hold a special charity dinner this month in aid of The Curry Tree Charitable Fund, which helps poor and malnourished people around the world.

Wolverhampton is up against Bradford, Newcastle, Cardiff, Edinburgh, Manchester, Glasgow, Liverpool, Birmingham, Leeds, Sheffield and previous winner Leicester.

The winning city will be announced on December 8.



Emma Cleary, tourism projects officer, Wolverhampton City Council and Kim Gilmour, Wolverhampton City Centre manager with Ram Chandra Subedi, head chef at the Red Fort with the curry capital portfolio.

Community drive to beat burglars reduces crime

A MAJOR operation to tackle burglary in the Spring Hill area of Penn has resulted in a significant drop in the number of offences.

Officers from the Penn and Merry Hill neighbourhood policing teams carried out crime prevention visits, leaflet drops and activities to improve home security in the area during a nine-day period last month.

In September, burglary offences in Penn averaged at around one per day; however, during the operation this

figure reduced to one burglary in nine days.

It is estimated that around 500 homes were visited during the operation, which also involved officers out in high-visibility and covert patrols to act as a deterrent, to reassure members of the community and to look out for potential offenders.

Sergeant Ron Price, from the Penn and Merry Hill neighbourhood policing teams, said: "Burglary became one of our key priorities following the number

of offences that we saw in September.

"We visited every home in the neighbourhood to advise residents on what steps they could take to prevent themselves from becoming victims."

"The main thing to remember is that the harder you make it for burglars to break-in, the less likely they are to try."

For further information and advice on how residents can protect their home from thieves, visit www.west-midlands.police.uk/saferhomes

City centre café a winter haven full of exciting activities

Youngsters flock for EPIC fun

MORE young people are being encouraged to enjoy the warmth and safety of the EPIC Youth Café in Wolverhampton city centre now the cold winter nights are drawing in.

A lively programme of autumn and winter activities are planned at the safe haven, which has already attracted more than 800 young people through its doors since it opened properly in the summer.

The café for 13 to 18 year olds was created from three derelict buildings in Lichfield Street with money from the Department for Children, Schools and Families Youth Capital Fund Plus.

Some of the city's young people were involved in its planning and design and now, through a youth forum, help run it and decide how it develops.

It provides a safe city centre venue and an alternative meeting place for young people as well as acting as a base for the some of the council's youth workers.

● For more information on opening hours and sessions at EPIC, call 01902 551975.



Playing computer games on a big screen are 11-year-olds Curtis, Jamal, and Jamie.



Caddies set to improve recycling

ENVIRONMENTAL campaigners and members of the public are welcoming the launch of a £1 million food recycling initiative across Wolverhampton in January.

The city council and its recycling partners Enterprise are supplying 98,000 homes with indoor and outdoor food bins and bio-degradable liners.

It will make the collection of food waste more effective and enable thousands of families across the city to do their bit for the environment.

Householders will be able to recycle food in a liner bag in a small five-litre caddy and then transfer it to a 23-litre bin outside for weekly collection with their black-wheeled bins.

Collected waste will be then be turned into fertiliser, electricity and vehicle fuel.

Dave Clare from Friends of the Earth in Wolverhampton, said: "We are pleased that Wolverhampton City Council is leading the way by offering collection of food waste."

"Hopefully, residents of the city will support the collections."

"This way of dealing with food waste deserves to be successful and copied across the region."

Information on the new system is being distributed to homes throughout Wolverhampton, along with a collection calendar and information about the new service.

New food waste caddies will be delivered before the end of February along with information on how to use the service and a pack of free bio-degradable liners.

Councillor Barry Findlay, Wolverhampton City Council's cabinet member for the environment, said: "We hope all the residents will make full use of this new service to do their bit to make waste collection more effective and improve and protect our local environment."

Tell us how you want to celebrate

IT'S 10 years since Wolverhampton won the right to call itself a city... and there are calls to celebrate the decade's successes in style.

Residents of the city are being asked to put forward their ideas for how the anniversary could be marked, and to point out their own highlights of the last decade.

It might be Wolves' Premier League exploits, one of many regeneration projects or even the fact that Wolverhampton was named a Fairtrade City in 2004.

● Email ideas to cityten@wolverhampton.gov.uk

Views sought over city plan

OVER the next three months the council and other public, private, voluntary and community organisations will be working together to develop a new plan that will create a better blueprint for prosperity and employment in the city.

The Wolverhampton Partnership is co-ordinating the production of a revised city strategy, (this will replace the current big plan for the city) which looks at the best ways to stimulate economic growth and create job opportunities for local people over the next decade.

The current economic conditions, combined with public sector cuts and uncertainty over funding, means that the challenges are great.

This is why all the Partnership's stakeholders are involved in a 12-week engagement process to put forward their solutions to the current problems and their thoughts on creating prosperity and opportunities.

The partnership wants to engage with local community organisations and neighbourhood partnerships, as well as the big statutory partners.

The Partnership will also be looking at new ways to engage with groups of people who have not been fully represented in the resident opinion surveys that have taken place so far.

Keren Jones, director of the Wolverhampton Partnership said: "Working together has brought considerable benefits to local people and helped us improve some of the

big issues such as reducing crime and improving health.

"But the major thing that people tell us they are concerned about at the moment is the creation of new employment opportunities and developing a city they can be proud of and enjoy."

Keren added: "Local communities have a key role to play, as well as business. It is very important that local people benefit directly from the opportunities we seek to create."

● A full version of the revised city strategy can be found on the Partnership's website at: www.wton-partnership.org.uk

It contains details on how to email in ideas. Alternatively people can call the partnership on 01902 554022.

New career blossoms for seeker Amy

EVERYTHING has come up smelling of roses for former student Amy Snee after she landed an office job working on several projects including Bilston in Bloom.

The 20-year-old was out of work and claiming Job Seekers Allowance after completing courses in fashion, office administration and floristry at City of Wolverhampton college.

Her break came when Bilston Town Centre manager Cheryl Welsh created an administrative post with money from the Government's Future Jobs Fund. Heantun Housing Association administers the Fund in the area.

She was supported through further NVQ training, worked with the Local Neighbourhood Partnership on the award winning Bilston in Bloom project, went out with neighbourhood wardens and supported partnership events.

"I really enjoyed it and it gave me a lot of experience," she said.

She applied for a full-time job as a receptionist with Shepherd Construction and is now based in Bilston where the company is building a new £14.9 million leisure centre for the council.

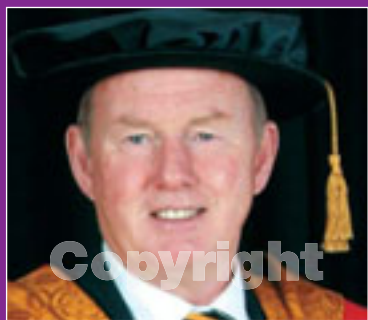
● Need help and advice on finding a job? Call Jobcentre Plus on 01902 435900.



Wolves chiefs get degrees

JON Crockett, above, chief executive of Wolverhampton City Primary Care Trust has been awarded an honorary doctorate for his contribution to healthcare in the West Midlands. He received an honorary Doctor of Science degree from the School of Health and Wellbeing, the University of Wolverhampton.

Also receiving an honour this year was Wolves chairman Steve Morgan OBE, below, who was presented with an honorary degree of Doctor of Letters.



Credit union's help turns life around

AS the sole provider for his family, Malcolm Lawrence faced a series of hardships when he left work.

The father-of-two, 53, from Hendon Close, Low Hill, stumbled into debt, which in turn heaped stress and pressure on his home life. But after being introduced to a local credit union last year he says his life has "turned around".

"They really helped me with my financial situation", he said.

Credit unions, often known as people's banks, are financial institutions owned and controlled by their members.

They save money into a common fund and use the profits to keep interest rates low on financial products.

Tony Blakeway, 55, is chairperson of N.E.W Friends Community Credit Union where Malcolm received support.

He said: "Malcolm ran up huge debts. He was paying £70 a month, £48 pounds of which was just interest. We gave him an opportunity to get out of that situation and lead a comparatively better life.

"We encourage members to save money with us. Then, after three months, they can borrow twice of what they have saved at one per cent interest, subject to conditions."

And Malcolm is not the only one to have seen their bank balance improve since coming across the union.

Tony said: "We have had quite a few people who have been in exactly the same situation.

"We live in a deprived area of Wolverhampton and at one point we were bombarded with loan sharks charging up to 150 or 200 per cent interest.

"We like to think that we can offer a good, free service or point people in the direction of further support.

"It's important to stress though that without the commitment and trust of our volunteers the credit union would not exist today."

And now that things have turned around for Malcolm he is paying the union back in a different way – by being one of the vital volunteers himself.

● For more information contact N.E.W. Friends Credit Union on 01902 304082.

Survey highlights public's feelings

PEOPLE in Wolverhampton are optimistic that opportunities to recycle at home, health services and chances for children staying on in education are all improving.

A wide-sweeping survey of residents also highlighted that communities are feeling safer and that police are reassuring people about crime in the city and responding to people's crime and safety issues.

The results come from feedback from a survey of the public.

The survey was carried out among visitors to the One City Marquee at the Vaisakhi event and City Show this summer and was conducted in every Local Neighbourhood Partnership.

Hundreds of people took part, giving a valuable insight into what things people feel are being done right and what things still need to be improved.

Results show that more than 83 per cent of respondents believe recycling opportunities at home are improving. A total of 77 per cent said local health services are improving and 73 per cent that children's educational attainment is improving.

However, less people – 58 per cent – believe that enough opportunities are available for people to get the skills they need.

Less than half – 48.5 per cent – believe the city has the right housing to meet the needs of local people, and only 42 per cent of people stated that the city is creating the right opportunities to get local people into the right local jobs. The survey also highlighted the five things that local residents think are most important to them. In order of priority they are feeling safer and more involved, having more job opportunities, liking where they live, living longer and healthier lives, and having the skills and knowledge that are needed.

Sam Axtell, consultation and



One young visitor to the One City Show enjoys drawing on a graffiti wall.

community involvement officer, said: "We are pleased to see that people feel we are heading in the right direction when it comes to many important areas including home recycling, educational

attainment and health services.

"This information has been used to draw up plans for the city's future (see page three).

"However, the survey also throws up areas where we still

need to improve and build confidence, particularly in creating job and skills opportunities."

● For more details about the survey log onto www.wton-partnership.org.uk

Partnership uses hi-tech links to call time on pub troublemakers

POLICE and landlords are calling time on individuals who commit crime and antisocial behaviour in town centre pubs through the launch of a new initiative in Bilston.

Pubwatch – an extension of the Shopwatch initiative – aims to prevent crime and disorder in licensed premises and the surrounding areas by improving communication between the police, bar staff and local traders.

A total of 15 licensed premises have signed up to the agreement – 12 of which have enrolled onto the radio-link initiative. This enables staff to contact police, retailers and other partners via a portable radio.

Staff from seven pubs have also enrolled on the 'Barcode' scheme which provides training for pub staff and drinks retailers on how to do their job more effectively.

Sergeant Ian Parnell, from Bilston police station, said: "This initiative builds

on the success of the Shopwatch scheme and ensures that traders and licensees are able to alert the police and each other to criminal or suspicious behaviour in the area. The reaction from the pubs and traders has been fantastic, we are all working towards the same vision – to make Bilston a safer place to live, work and socialise.

"Anyone who commits an offence on a licensed premise in Bilston faces action from the police and a ban from the pub. What's more, this joined-up approach means that once you are barred from one Bilston pub, you're barred from them all."

Cheryl Welsh, Bilston Town Centre manager, said: "This is a true partnership with the whole town supporting the initiative. To achieve 100 per cent membership to Pubwatch is a boost to the town and the pubs will play a prominent role in promoting our night time economy."



Pictured: Left to right – PC Paul Davis from Bilston Neighbourhood Police Team, Chief Inspector Joanne Chilton, David Keely, licensee of the Market Tavern and Cheryl Welsh, Bilston Town Centre Manager.

Grants are supporting local firms

OVER £100,000 has been handed out to local businesses since a package of grants was launched in August.

The Wolverhampton Business Grants Suite is designed to help budding entrepreneurs set-up in the city, as well as offering support to existing companies.

It is hoped the funding will tackle the amount of empty shops and help boost the local economy, which continues to face challenges as the country emerges from recession.

And the pot of money, made possible thanks to £526,000 from the Working Neighbourhoods Fund, has already reached the pockets of more than 30 businesses.

Councillor Paddy Bradley, cabinet member for regeneration and enterprise, said: "It is particularly pleasing to see additional start-up grants for businesses setting up in premises in key sites in the city centre. We all know there are issues with empty units and this will hopefully see many of them filled."

For more information call the city's Business Solutions Centre on 01902 321272 or visit www.finditinwolverhampton.co.uk for an application form.

Police chief's commitment

POLICING in the region is set to change following the Government's spending review, but West Midlands Police remain committed to tackling important local issues.

Chief Constable Chris Sims said that over the last 18 months they have been planning ahead and reshaping the way policing will be delivered, with a focus on ensuring service delivery remains a priority.

He said: "It is going to mean that we have to change the way we operate and it's inevitable that, over the next four years, people are going to notice some of these changes.

"But the people have my absolute assurance that we will be doing this in a way that prioritises the things that matter to them in respect of policing."

Advice on the environment

RESIDENTS can get advice about reducing their carbon footprint by logging on to www.wolverhampton.gov.uk/gogreen and view a series of pages on the city council's website that offer tips on being energy efficient in the home and helping the environment.



The campus frontage at Highfields Specialist Science College in Penn.

New schools to benefit whole city

WORK has started on the first phase of a project to transform Wolverhampton's Schools serving secondary age pupils into first-class, state-of-the-art centres of learning.

Contractors are on site at King's Church of England School in Tettenhall and Highfields Specialist Science College in Penn as part of the Building Schools for the Future programme.

Wolverhampton-based company Carillion, part of the inspiredspaces consortium which will deliver Building Schools for the Future in the city, has committed to providing employment and training opportunities for local people through the provision of apprenticeships and work experience.

Currently, on the construction work taking place for these schools more than 60 per cent of construction spend is targeted at local suppliers within the city and local labour will be

used, thereby both creating and safeguarding jobs within the city. A key part of this innovation has been to focus on designing learning facilities fit for 21st century learning.

Tim Westwood, the city council's chief children's service officer, said: "The designers have benefited from the significant input of schools their staff, learners and local people. The result is the plans will have a massive impact on teaching and learning across the city.

"As well as areas for specific purposes, the schools have been given flexible spaces that will provide teachers with the chance to offer pupils lots of different ways of learning. In addition, the designers have improved social spaces to help eliminate unsupervised areas that could lead to bullying and antisocial behaviour."

As part of the first phase of work Highfields Specialist College in Penn is being completely rebuilt and pupils from Pennfields Special School,

which caters for students with moderate and severe learning difficulties, will co-locate there.

The school will boast a cyber café, new sports facilities and inspirational learning zones.

Meanwhile, the redesign of King's School will include the co-location of pupils from Tettenhall Wood Special School, which works with students with autistic spectrum conditions.

Construction work on the first two schools will be completed by September 2012 and will pave the way for the rebuilding of a further 22 schools and two new academies in five phases between now and 2014.

More information about Wolverhampton's BSF programme is available on a new website which outlines the project's aims and objectives and contains news and information about the exciting developments taking place in Wolverhampton. It can be visited at www.wolverhamptonbsf.org.uk

One City contacts

WOLVERHAMPTON PARTNERSHIP
www.wton-partnership.org.uk
Tel: 01902 310805

WOLVERHAMPTON CITY COUNCIL
www.wolverhampton.gov.uk
www.twitter.com/wolvescouncil
Tel: 01902 551155

WEST MIDLANDS POLICE
www.west-midlands.police.uk
Tel: 0345 113 5000 or in an emergency 999
www.wolverhamptonpolice.org.uk
www.facebook.com/wolverhamptonpolice
www.twitter.com/wolvespolice
www.youtube.com/westmidlandspolice

ABCD
www.abcd-ndc.org.uk
Tel: 01902 556747

WOLVERHAMPTON CITY PRIMARY CARE TRUST
www.wolvespct.nhs.uk
Tel: 01902 444888

WOLVERHAMPTON VOLUNTARY SECTOR COUNCIL
www.wolverhamptonvsc.org.uk
Tel: 01902 773761

WOLVERHAMPTON NETWORK CONSORTIUM
www.w-n-c.org
Tel: 01902 572020

CITY OF WOLVERHAMPTON COLLEGE
www.wolverhamptoncollege.ac.uk
Tel: 01902 836000

WEST MIDLANDS FIRE AND RESCUE
www.wmfs.net
Tel: 0121 380 7404

SAFER WOLVERHAMPTON PARTNERSHIP
www.saferw-ton.org
Tel: 01902 572014

WOLVERHAMPTON HOMES
www.wolverhamptonhomes.org.uk
Tel: 01902 556789
lyndsey.george@wolverhamptonhomes.org.uk
www.wolverhamptonhomes.org.uk
www.twitter.com/WolvesHomes
www.youtube.com/WolvesHomes

FOR EVENTS IN THE CITY:
www.wolverhampton.gov.uk/visit
www.twitter.com/eventsinvolves



Bilston Market traders... above, Gemma Stanley at Suzanne's Frock Shop and, below, Laura Kilvert with a selection of cards and gifts for sale on her stall.



Extra market days for festive bargains

EXTRA shopping days are being laid on at city council run markets in Wolverhampton, Wednesfield and Bilston this Christmas.

Eight days have been added to the calendar as market traders gear up to help customers beat the recession and bag a bargain.

Bilston's indoor and outdoor markets, which normally close on Tuesdays and Wednesdays, will open on Tuesdays December 14 and 21 and Wednesdays December 15 and 22. The indoor market will also be trading on Sundays December 12 and 19. Bilston has more than 200 stalls and units as well as a modern café.

Wednesfield outdoor market – with 26 street stalls in the High Street – and Wolverhampton city centre's indoor and outdoor markets, with more than 100 stalls will both open for an extra day on Thursday December 23.

Sue Handy, the council's head of markets service, said: "Christmas is such a busy and stressful time for customers, especially when they're worried about budgets. That's why we're having extra opening days at the markets so shoppers can be sure they get fresh produce and last minute presents at a good price."

For a full schedule of opening times go to www.wolverhampton.gov.uk/markets or call 01902 555213.



Andy Turner, left, and Lee Hudson ready for the Christmas rush at Wolverhampton Market.

Christmas carols could be dropped out this year when Santa arrives in Wolverhampton... accompanied by a massive monster truck.

Big Pete, as the roaring truck is known, will follow Father Christmas as part of a reindeer parade on the December 11. Elves and street entertainers will also join in the procession, which takes place from midday in Queen Square.

But it's not the only treat Wolverhampton has in store this

Christmas – late-night shopping. Christmas markets a 3D panto and a fantasy themed grotto are among the sack full of attractions.

Mark Blackstock, Civic Halls and outdoor events manager, said: "At a time when there is a fair amount of gloom around, we are keeping Christmas cheery. We have a very wide spectrum of events that are all essentially fun – and fun is our one aim during this time of seasonal joy."

Between December 10 and 19 a Christmas market will fill Dudley

Street and parts of the city centre to offer shoppers a wide-range of Christmas gifts. And every Wednesday until December 22 and every weekday night from December 13 to 23 there will be free parking from 5.30pm in selected car parks during late night shopping when city centre shops will be open until 9pm.

And with the usual light switch-ons, firework displays, brass bands and street entertainers, the city is heading for a real winter wonderland this Christmas.



Richard Leighton in the We Create shop.

Thriving businesses replace empty shops

THRIVING new businesses are replacing empty shops in Wolverhampton city centre. Over the past few months several shops have opened for business, including two convenience stores, two fashion shops and a Polish bakery.

It comes after a £52,000 cash injection from the Empty Shops Initiative helped to transform 40 vacant units – by opening them up for community use or dressing them up with window images.

Among the new additions is Gym Squid, a student gym on Lichfield Street proving that new businesses can succeed.

Owner and head trainer Elliot Shuttleworth said: "There were no gyms in the city centre and what there was in the area was expensive. We thought students should have a discount place for them to go.

"Business is going really well and we are already looking forward to after Christmas when more people join a gym."

Sally Clayton, 40, is the owner of new age shop Angels Wings on Farmers Fold. She added: "I was based in the indoor market, but since moving into a store in September there has been a definite rise in business."

And with business picking up, Wolverhampton City Centre Company has launched a best practice guide that hopes to spur further development.

Manager Kim Gilmour said: "We published the guide to help people get started as we receive so many requests and the process of opening up or improving an empty shop can often be harder than people imagine."

With shops slowly filling and help on hand, Wolverhampton is now bucking the national trend in terms of empty shops.



Kim Gilmour and Marianne Carter of Wolverhampton City Centre Company and Katie Fellowes of the Mander Centre at the launch of the best practice guide.

The city was labelled as having the highest percentage of vacant shops in a survey earlier this year, but whereas the national average has risen, Wolverhampton's percentage has dropped in the last six months.

Kim said: "There are over one million visitors to the city centre each month and, as the economy picks up, new retailers will recognise this potential and we will see a gradual improvement in the city centre."

The council's director for sustainable communities Steve Boyes said: "The city council is working hard with its partners to stimulate growth across the city."

"The Wolverhampton Business Grant Suite, funded by £526,000 from the Working Neighbourhoods Fund, provides grants to new businesses including retail, and we're confident that this package will start to have a positive impact on city centre shopping."

GPs aim to give flu jabs to 35,000 people in the city

A CAMPAIGN has been launched in Wolverhampton GP practices to immunise around 35,000 people against flu.

People eligible for free immunisation are being reminded of the importance of protecting themselves from the virus and its potentially serious complications, which include bronchitis and pneumonia.

Ros Jervis, consultant in public health for Wolverhampton City PCT, said: "Seasonal flu immunisation is well established in Wolverhampton and GP practices and the PCT's public health team work very hard to ensure that those eligible for a free flu jab are immunised."

This year's vaccine includes protection against the three viruses which are predicted to be circulating during the winter months – including H1N1 swine flu.

Groups that qualify for free immunisation include:

- pregnant women who have not already received the H1N1 vaccine
- people 65 and over
- front line health and social care workers
- poultry workers
- main carers of an elderly or disabled person whose welfare may be at risk if the carer falls ill.
- adults and children over six months in the usual seasonal clinical risk groups including people with chronic heart disease, kidney or liver disease, and people who have lowered immunity due to disease or treatment.

GPs ensure patients in these clinical risk groups are dealt with on an individual basis and liaise with consultant colleagues where appropriate.

GP practices usually invite their eligible patients for immunisation, however, anyone who thinks they are eligible for a free seasonal flu jab should contact their practice for advice.

The campaign will run until the end of March 2011.

Volunteer work led to paid employment

SHARON Akpoguma has signed up as Wolverhampton Volunteers' 1,000th member – and benefitted immediately by finding a paid job.

Working in a local care home allows her to put something back into her community and has proved to be an important step on the career ladder.

But things were not always so rosy.

After being out of work for two years while she brought up her baby, she struggled to secure interviews for jobs even though she is a qualified healthcare assistant.

Then she signed up at the Wolverhampton Volunteer Centre and the rest, as they say, is history.

She wanted her volunteering to help boost her future employability, and identified four local care homes close to her home, before the centre helped her out with referrals.

She attended a one week work skills course at the City of Wolverhampton College, and a food hygiene level 2 course.

After completing these she attended an interview for a volunteer's post at a care home where staff were so impressed with her CV and commitment they offered her a part-time paid position of 16-21 hours a week.

Sharon said: "It was of great benefit attending the volunteer centre and it helped me to get my job."



Care Assistant Sharon Akpoguma.

She hopes to be able to increase her hours soon and has started a one year health and wellbeing course at the University of Wolverhampton.

● Wolverhampton Volunteers are open for drop-in visits Monday-Friday 10am-2pm at 16 Temple Street, Wolverhampton, WV2 4AN. Tel. 01902 328980.

Combining job with an apprenticeship

POPULAR apprenticeships at the City of Wolverhampton College are helping people already in a job to boost their skills.

One of the largest apprenticeship programmes in the West Midlands offers support to people working in more than 20 different industry sectors.

One apprentice currently enjoying the benefits of a college course is Amie Manuell, a bar assistant at Light House Media Centre who is working towards her NVQ level 2 in food and drink.

Amie, aged 23, said: "I already had my food hygiene certificate but felt that studying towards my NVQ

would give me something else to put on my CV, and the fact I could study towards it while at work made it a lot easier.

"I would never have had the confidence to do the NVQ myself but now I know it's not as scary as you think and I even want to study the next level.

"Unlike at college you work with an assessor on a one-to-one basis so I feel comfortable asking questions as I don't have a class of students staring at me."

"It's really useful studying while I work as I am in the right environment I need to be to gain the practical experience.

"I've even been able to



Bar Assistant Amie Manuell.

choose modules in my NVQ that back up what I do in my job."

People who already have a job could combine it with an apprenticeship and gain qualifications while they work – and it won't cost a penny.

● Places are filling up fast. To find out more ring Colledge Direct on 01902 836000.

Festive treat tops menu at college diner

A CHEAP Christmas treat is on the menu for Wolverhampton at the college's Academy Restaurant.

During December guests can tuck into a three-course Christmas lunch or dinner, and you won't need a sackful of cash to pay for it.

For just £12 for lunch or £15 for dinner, diners can select their festive favourites from the menu before winding down with a merry mince pie or Christmas pudding.

The Academy Restaurant, based at the Metro One campus, is a culinary classroom, allowing budding chefs to sharpen their skills and cut the mustard in a real working environment.

● A deposit is required. For more information or to book a meal, call the restaurant on 01902 821340 or 821350.

University scoops award for Fairtrade

THE University of Wolverhampton has bagged a top award for its commitment to Fairtrade.

It was named runner-up in the Outstanding Achievement category of this year's Fairtrade Fortnight Awards after hosting a series of events for staff and students.

Fairtrade is about better prices, decent working conditions, local sustainability, and fair terms of trade for farmers and workers in the developing world.

Conventional trade can discriminate against the poorest, weakest producers, but Fairtrade enables them to improve their position and have more control over their lives.

Jon Elsmere, joint chair of the university's Fairtrade steering group, said: "This was a real team effort. Staff, students and, in particular, our partnership with the Students' Union really made it happen for us this year."

The university was presented with the award during a ceremony at the annual Fairtrade Supporter Conference in London.

Mamma mia! Italians enjoy visiting city

ITALIAN students sampled university life in the UK during a visit to Wolverhampton.

Fourteen students from the University of Turin attended lectures at the city's university for four weeks.

It was part of an on-going relationship between the two universities, which is now in its tenth year.

Residents celebrate 12 months of improved lettings scheme

A GROUNDBREAKING scheme that has helped find new homes for hundreds of people in the city is celebrating a successful first year.

Homes in the City was launched in November 2009 to give customers the opportunity to bid for properties in a different way to the old points system – via the internet, phone or by text.

One happy customer is Sue Middleton, pictured, 51, who recently used the scheme.

She said: "I would definitely recommend using Homes in the City to anyone looking for a home. It's much better than the old points system as you can see photos of all the different properties so it gives you a lot more insight into what's available. Plus, best of all, you can do it online from the comfort of your own living room."

The scheme covers all Wolverhampton City Council properties managed by Wolverhampton Homes, as well as other social and private sector landlords.

Pauline Evans, voids and lettings manager for Wolverhampton Homes, said: "Ultimately, our aim is to provide suitable, affordable housing for as many people as possible."

"We have invested significant resource into developing this scheme which has transformed how properties are let in the city, making it much more accessible and transparent than before."

● For more information call 01902 556789 or visit www.homesinthecity.org.uk



Academies get the go-ahead

TWO new school academies in Wolverhampton have had the go-ahead for a rebuild, despite national cutbacks in spending.

South Wolverhampton and Bilston Academy (SWB Academy) and North East Wolverhampton Academy (NEW Academy) will still get their new buildings because financial deals had already been signed.

The University of Wolverhampton, City of Wolverhampton College and the city council sponsor the two academies.

Ian Millard, principal of City of Wolverhampton College, said: "It's a huge relief to be told we can go ahead with our plans to rebuild the two academies."

"We are delighted that the Government recognised how far advanced the plans were for them and the significance of the building programme to the pupils, staff and the whole community. This investment in the two new academies will be a huge boost to the city, providing 21st century education facilities for our young people, and building better and brighter futures for our communities."

The Northcote School merged with Pendeford Business and Enterprise College in September to form NEW Academy. A new building will open in 2013/14, enabling pupils to be taught in purpose-built facilities.

SWB Academy is currently on the site of the former Parkfield High School, but will relocate

in 2012 to a new purpose-built secondary school in Bilston.

Principal of SWB Academy Kerry Inscker said: "Since we opened in September 2009, SWB Academy staff have been relentlessly focused on providing a first-class education for our students."

"It is wonderful to be able to celebrate our first year as an academy with the news that the funding for our new building is secure."

BSF, the biggest ever school investment programme, was cut back by the government in July. In the recent spending review, however, it was announced that £158 billion would be made available to refurbish and rebuild some 600 schools.

Partners join forces to help victims of domestic violence

A MULTI-AGENCY team in Wolverhampton is helping to reduce the pain and suffering for adult and child victims of domestic violence.

It was set up to provide a quicker response to domestic violence, to prevent spiralling abuse and the risk of further physical or emotional harm.

The team consists of the Wolverhampton Domestic Violence Forum, an adult abuse police officer, a child protection police officer, a children's social worker, a housing officer, a criminal justice support services co-ordinator, an independent domestic violence advisor and a safeguarding children's nurse.

Kathy Cole-Evans, strategy co-ordinator for the Wolverhampton Domestic Violence Forum, said: "This front-line multi-agency team enables us to jointly manage high risk domestic violence cases earlier and more effectively which helps to prevent the spiral of abuse and reduces the risk of further serious harm and injury."

"We also assess and respond to the risks to children of witnessing and experiencing domestic violence."

The Christmas and New Year period is a particularly busy time for domestic violence services in the city.

Kathy added: "Christmas can be

a time of exceptional family stress and in the current financial climate there are often significant money worries to contend with too which can contribute to domestic abuse."

Anyone experiencing domestic violence can call one of the following numbers to speak to an expert for support, advice and help:

The Haven – 01902 713001 provides emergency temporary accommodation for women and children, housing advice, specialist support in the community, counselling services for women and children, independent advocacy, and immigration and benefits advice.

The National DV Helpline – 0800 2000247 provides advice and support for victims of domestic violence, friends and family of a victim of domestic violence or professionals who deal with domestic violence victims directly or indirectly.

And for men who suffer domestic abuse the **Men's Advice Line – 0808 8010327** provides emotional support, practical advice and signposting to specialist services for advice on legal issues, housing, child contact, mental health and wellbeing and other issues.

In an emergency call 999.



True grit team ready for any cold snap

GRITTING crews are on stand-by now the overnight weather is being monitored across Wolverhampton for frost and snow.

Extra supplies of rock salt have been brought in as highways bosses prepare to keep the city moving if harsh winter weather arrives.

Ten gritters, which have snow ploughs attached to the front, have been road tested and their spinners calibrated and set for a variety of salt spread rates.

Up to 24 drivers operate in two shifts 24/7 with the city council able to call on a further 50 staff from the highways department if needed. The drivers have already been out familiarising themselves with their routes.

Ian Law, highway operational services manager, said: "We've got a fabulous gritting team. You

just have to look at how they performed last year and the year before. They always come up trumps."

Steve Woodward, head of street scene services, said: "Although Wolverhampton did not run out of gritting salt last winter, there were pressures on supply nationally and we want to ensure that we have satisfactory supplies in case we have another harsh winter this time around.

"The initial 2,500 tonnes of our rock salt supply is coated with molasses, a by-product of the sugar making process.

"This is slightly more expensive than standard rock salt but gives better coverage of the network as it sticks to the road when it is applied. The additional 1,000 tonnes will be standard rock salt."



Ros Jervis, consultant in public health medicine at Wolverhampton City PCT, right, and a member of staff at Yates's hand out spikeys and condom key rings to revellers.

Action plan can beat burglars

RESIDENTS are being reminded not to advertise their home to thieves as part of a police blitz on burglars to tie in with Christmas and winter nights.

West Midlands Police has set up a taskforce to tackle the issue as part of Operation Verve, a seasonal initiative aimed at cutting acquisitive crime and antisocial behaviour.

And with the nights getting darker in the run up to Christmas householders are being encouraged to play their part by switching on to some simple crime prevention tactics.

Crime prevention expert PC Mark Ledo said: "Leaving your house in total darkness is a sure sign no-one's at home and an invitation to burglars. Leaving a light on costs literally pence in electricity – and that pales into insignificance compared to the hundreds of pounds in insurance excess you might have to pay should your home be broken in to."

Almost one-in-five of all break-ins are as a result of properties being left insecure so checking all windows and doors are locked before leaving the house is crucial.

PC Ledo added: "Also, never leave a spare key under the doormat or a flowerpot. Burglars will always look there first so it's not much of a hiding place."

Superintendent Steve Jupp, who heads-up the taskforce, said: "Communities are telling us burglary is a major concern and we've responded by making it a priority.

"I want all officers to know and recognise the burglars who are causing most pain in our communities. We all have a part to play in bringing these offenders to justice."

Safety drive starts again

A campaign to help Christmas revellers in Wolverhampton stay safe is being run for the third time this year.

Keep It Safe was so successful in previous years that the Safer Wolverhampton Partnership is pumping £60,000 into running a similar operation over nine nights on Thursday, Friday and Saturdays in December.

The 2009 campaign organised by Wolverhampton City Primary Care Trust and had a dramatic impact.

City centre antisocial behaviour fell by 48 per cent compared to the same period in 2007, violent crime dropped by 26 per cent, alcohol related ambulance calls out were down by 7 per cent and there was an 18 per cent drop in hospital accident and emergency admissions.

Campaign director Ros Jervis,

consultant in public health for the PCT, said: "Last year our aim was to promote Wolverhampton as a fun and safe place to come and celebrate Christmas.

"The campaign achieved all its objectives, producing extremely positive results for the city and local people, so we're delighted to have been given funding to run another campaign this year."

Planned initiatives include a temporary medical centre for minor injuries not needing hospital treatment, combined with a safe haven offering warm drinks where people can rest while waiting for pre-booked taxis, at the EPIC youth café in Lichfield Street in the city centre and stewards on the taxi rank in Market Street.

Voluntary street pastors will offer help, comfort and advice while safe sex and sensible drinking messages will be

promoted via a range of merchandise including anti-spiking bottle tops and condom key rings.

Bluetooth technology will be used to offer safety messages after the mobile phone messaging service proved successful during a summer World Cup campaign focussed on domestic violence, alcohol-related harm and antisocial behaviour.

Feedback showed between nine and ten thousand people downloaded feed to Bluetooth enabled phones.

This year's campaign will again be delivered in partnership with a number of agencies and organisations including Wolverhampton City Council, West Midlands Police, West Midlands Fire Service, the Wolverhampton City Centre Company, Pub Watch, licensed traders and the mini-cab and Hackney cab trade, Wolverhampton Domestic Violence Forum and the British Red Cross.

NEET training scheme scoops national award

A CITY of Wolverhampton College programme designed to tackle the number of young people who drop out of education and training has scooped a regional award.

Its work to help NEETS (people not in education, employment and training) over the age of 16 has won the Equal Opportunities Specialist Award at this year's ESF Mainstreaming Leader Awards for encouraging people back into learning. The scheme, which

has worked with over 200 vulnerable youngsters, aims to boost their self-confidence and motivation and help them focus on their future.

Project co-ordinator Jenny Brett said: "As a result of the project young people who would not normally consider college have gained the confidence to enrol on courses and are now attending classes to improve their skills."

For more information call 01902 836000.

Website helps companies win business

A NEW website that allows Wolverhampton businesses to pitch for and win contracts has been helping to boost the area's economy since it was launched in September.

Whether it is to get shelves up or have a website professionally designed, www.finditinwolverhampton.co.uk enables businesses to post their needs and have them met by local suppliers.

Users of the website also benefit from free networking events, seminars and courses – all designed to help businesses win more work.

Project manager Jenny Long said: "We already have 800 people registered on the site, helping them to find new business opportunities every day."

Business people from across the city attended the website's launch at the Molineux Stadium in September.

Simon Warren, chief executive of Wolverhampton City Council, told guests: "The number one priority for this council is economic regeneration. We're not here to make jobs – we're here to create the right conditions for you to make jobs."

Councillor Paddy Bradley added: "Wolverhampton will rely on its small and medium-sized businesses a lot more in the future – they will create a lot of jobs for the city over the coming years."

Anyone from a local business can register on the website for free. For more information visit www.finditinwolverhampton.co.uk

Saving and lending advice

CREDIT union staff have been going out to promote their service in the run up to Christmas.

They have been telling residents how they can save regularly and borrow within their means to help them through difficult financial times.

The Wolf Savings and Loans Credit Union offers easy over the counter access at its branch in Worcester Street and statements can be viewed online.

Lisa Summers, from Wolf Savings and Loans, said: "We are encouraging people to save. No amount is too small and they can take advantage of the free life cover we offer."

"We also offer lending to people who may be financially-excluded and have funding from the Department of Work and Pensions, so we are able to lend to them straight away."

For more information please contact Wolf Savings and Loans on 01902 572340 or visit www.wolfsavingsandloans.co.uk



Grimefighter Lewis Carrington with, left to right, Loxley Longmore, Lucy Bickley and Anne Allan promote the Clean City Days.

Campaign helps to stub out litter

LITTERBUGS were the target of a crackdown campaign in Wolverhampton city centre. Clean City Days were set up to highlight the problem of littering, which includes smokers who drop cigarette butts on the floor.

The council's Streetscene team, who have featured on ITV's *Grimefighters*, scoured the streets dressed as litter in a bid to encourage people to play their part in tackling the issue.

Local police issued on the spot fines of up to £50 to those caught dropping rubbish, while the fire service were on hand to highlight the dangers of discarding cigarettes.

The city council, primary care trust, police and fire services all joined forces for the event, which was organised by Wolverhampton City Centre Company.

Manager Kim Gilmour said: "Cigarette waste, particularly in hot spot areas around door entrances, is causing an increasing problem and, along with education and some enforcement, we gave out cigarette pouches as an incentive to dispose of cigarette waste responsibly."

"Over the four week campaign overall there was a five per cent drop in litter, which is excellent news for everyone who uses the city centre."

Centre offers help to local business

A PIONEERING partnership to help businesses thrive has been launched in Wolverhampton with the help of the city council.

Wolverhampton Business Solutions Centre, thought to be the first of its kind in the country, aims to provide integrated offers a one-stop shop for business advice and support..

The partnership brings together the University of Wolverhampton, Black Country Chamber of Commerce, City of Wolverhampton College, Wolverhampton City Council and Business Link West Midlands.

It hopes to have a positive impact on the West Midlands region by providing fast and convenient access to business services.

It offers friendly, professional

advice on a huge range of issues including support for business start ups; information on services available for existing business such as consultancy and market/product research; advice on injecting new ideas into business, introducing retraining apprenticeships and mentoring, and information on legal requirements businesses need to meet, such as health and safety and environmental safety.

Councillor Paddy Bradley added: "The Business Solutions Centre is an extremely important innovation. We are grateful to the university for taking it on board and running with it."

To contact the Wolverhampton Business Solutions Centre, call 01902 321272 or email enquiries@wolverhamptonbsc.com



Steve Boyes from Wolverhampton City Council, Ian Grewcock from Business Link West Midlands, Professor Ian Oakes from the University of Wolverhampton, Margaret Corneby from the Black Country Chamber of Commerce and Bhanu Dhir from the City of Wolverhampton College.

Families urged to put rent first at Christmas

WOLVERHAMPTON Homes is reminding tenants to put their rent first when budgeting for Christmas with the relaunch of an annual campaign.

The Rent First drive is promoted by posters throughout the city.

Anne Herrmann, head of rents management at Wolverhampton Homes, said: "We know there are many pressures in the run up to Christmas but it is important for people to put their rent first."

"As always, during this campaign, our staff will be on hand with helpful advice and information for our tenants."

Pictured, Carole Isaccs and Gary Rolans enjoy splashing out on a nice holiday once they've paid their rent.

Free help and advice is available to anyone in debt or having difficulty paying their rent and bills.

For information call Wolf Savings & Loans on 01902 572240.





Changes to health services at Xmas

WOLVERHAMPTON'S GP out-of-hours service for urgent medical care will be running from 6.30pm on Friday, December 24 until 8am on Wednesday, December 29.

Over New Year the service will run from 6.30pm on Friday, December 31 until 8am on Tuesday, January 3.

The service is run by Primecare and provides urgent medical treatment when patients own surgeries are closed.

Anyone needing care can call **0845 145 1800** or their GP practice which will either divert to Primecare or direct them to the out of hours number.

Patients' symptoms will be assessed and depending on their health condition, they will be given advice over the phone, an appointment to see a doctor at the Phoenix health centre in Wolverhampton, or a home visit if necessary.

Anyone needing emergency dental treatment over the festive holiday should first phone their dental practice. If the practice is closed there will be recorded information on how to get treatment.

Anyone who does not have a regular dentist and who needs emergency dental care can make an appointment at one of the city's NHS dental access centres by calling **01902 444111** or **444112** Monday to Friday 8.30am-4.30pm (excluding bank holidays).

NHS charges apply except for patients who are exempt from payment.

If centres are closed, call **07931 459707** between 6.30-8.30pm on weekdays or telephone **07774 778597** between 9-11.30am on weekends and bank holidays.

Christmas and New Year pharmacy rota 2010/11

CHRISTMAS DAY – SATURDAY 25 DECEMBER 2010

Pharmacy Name	Address	Open
Alpha Pharmacy	468 Stafford Road, Oxley Wolverhampton WV10 6AN	11am-1pm
Bilston Pharmacy	74 Church Street, Bilston WV14 0AX	7am-1pm
Newbridge Pharmacy	325 Tettenhall Road, Newbridge, Wolverhampton WV6 OJZ	10am-12 noon
Phoenix Pharmacy	Phoenix Health Centre, Parkfield Road, Wolverhampton WV4 6ED	10am-6pm
Portobello Chemist	1a Vaughan Road, Portobello, Willenhall WV13 3TJ	9am-11am

BOXING DAY – SUNDAY 26 DECEMBER 2010

Pharmacy Name	Address	Open
Bilston Pharmacy	74 Church Street, Bilston WV14 0AX	10am-4pm
Boots UK Ltd	40-41 Dudley Street, Wolverhampton WV1 3ER	10.30am-4.30pm
Boots UK Ltd	Bentley Bridge Retail Park, Wednesfield WV11 1BP	10.30am-4.30pm
The Co-operative Pharmacy	8 Showell Circus, Wolverhampton WV10 9BA	9am-11am
Newbridge Pharmacy	325 Tettenhall Road, Newbridge, Wolverhampton WV6 OJZ	11am-1pm
Phoenix Pharmacy	Phoenix Health Centre, Parkfield Road, Wolverhampton WV4 6ED	9am-8pm

BANK HOLIDAY – MONDAY 27 DECEMBER 2010

Pharmacy Name	Address	Open
Asda Pharmacy	Asda Store, Waterloo Road, Wolverhampton WV1 4DE	9am-6pm
Bilston Pharmacy	74 Church Street, Bilston WV14 0AX	10am-4pm
Boots UK Ltd	Waitrose Store, Penn Road, Wolverhampton WV2 4NJ	8.30am-6pm
Boots UK Ltd	Bentley Bridge Retail Park, Wednesfield WV11 1BP	9am-6pm
Boots UK Ltd	40-41 Dudley Street, Wolverhampton WV1 3ER	8am-6pm
Lloyds Pharmacy	18 High Street, Wednesfield WV11 1SZ	10am-2pm
Morrisons Pharmacy	Black Country Route, Bilston WV14 0DZ	9am-6pm
Morrisons Pharmacy	Blaydon Road, Pendeford, Wolverhampton WV9 5PG	9am-6pm
Phoenix Pharmacy	Phoenix Health Centre, Parkfield Road, Wolverhampton WV4 6ED	10am-4pm

BANK HOLIDAY – TUESDAY 28 DECEMBER 2010

Pharmacy Name	Address	Open
Asda Pharmacy	Asda Store, Waterloo Road, Wolverhampton WV1 4DE	9am-6pm
Bilston Pharmacy	74 Church Street, Bilston WV14 0AX	10am-4pm
Boots UK Ltd	Waitrose Store, Penn Road, Wolverhampton WV2 4NJ	9am-6pm
Boots UK Ltd	40-41 Dudley Street, Wolverhampton WV1 3ER	8am-6pm
Boots UK Ltd	Bentley Bridge Retail Park, Wednesfield WV11 1BP	8am-8pm
Boots UK Ltd	2 Blackhalve Lane, The Scotlands, Wolverhampton WV11 1BQ	10am-2pm
Morrisons Pharmacy	Black Country Route, Bilston WV14 0DZ	9am-6pm
Morrisons Pharmacy	Blaydon Road, Pendeford, Wolverhampton WV9 5PG	9am-6pm
Phoenix Pharmacy	Phoenix Health Centre, Parkfield Road, Wolverhampton WV4 6ED	10am-4pm

NEW YEAR'S DAY – SATURDAY 1 JANUARY 2011

Pharmacy Name	Address	Open
Bilston Pharmacy	74 Church Street, Bilston WV14 0AX	10am-4pm
Boots UK Ltd	40-41 Dudley Street, Wolverhampton WV1 3ER	10am-5pm
Boots UK Ltd	Bentley Bridge Retail Park, Wednesfield WV11 1BP	9am-6pm
Bridgnorth Rd Pharmacy Ltd	41 Bridgnorth Road, Compton, Wolverhampton WV6 8AF	9am-1pm
The Co-operative Pharmacy	1 Raynor Road, Wolverhampton WV10 9QY	9am-5.30pm
Lloyds Pharmacy	18-20 The Broadway, Bushbury, Wolverhampton WV10 8EB	10am-2pm
Lloyds Pharmacy	18 High Street, Wednesfield WV11 1SZ	10am-2pm
Phoenix Pharmacy	Phoenix Health Centre, Parkfield Road, Wolverhampton WV4 6ED	9am-12 midnight
Staveley Chemist	212 Staveley Road, Whitmore Reans, Wolverhampton WV1 4RS	9am-2pm
Superdrug Pharmacy	Superdrug Store, 65-67 Mander Square, Wolverhampton WV1 3NN	8.30am-5.30pm

SUNDAY 2 JANUARY 2011

Pharmacy Name	Address	Open
Asda Pharmacy	Asda Store, Waterloo Road, Wolverhampton WV1 4DE	10am-4pm
Bilston Pharmacy	74 Church Street, Bilston WV14 0AX	10am-6pm
Boots UK Ltd	40-41 Dudley Street, Wolverhampton WV1 3ER	10.30am-4.30pm
Boots UK Ltd	Bentley Bridge Retail Park, Wednesfield WV11 1BP	10.30am-4.30pm
Boots UK Ltd	Waitrose Store, Penn Road, Wolverhampton WV2 4NJ	10am-4pm
Morrisons Pharmacy	Black Country Route, Bilston WV14 0DZ	10am-4pm
Morrisons Pharmacy	Blaydon Road, Pendeford, Wolverhampton WV9 5PG	10am-4pm
Phoenix Pharmacy	Phoenix Health Centre, Parkfield Road, Wolverhampton WV4 6ED	9am-8pm

BANK HOLIDAY – MONDAY 3 JANUARY 2011

Pharmacy Name	Address	Open
Asda Pharmacy	Asda Store, Waterloo Road, Wolverhampton WV1 4DE	9am-6pm
Bilston Pharmacy	74 Church Street, Bilston WV14 0AX	10am-4pm
Boots UK Ltd	40-41 Dudley Street, Wolverhampton WV1 3ER	8am-6pm
Boots UK Ltd	Bentley Bridge Retail Park, Wednesfield WV11 1BP	9am-6pm
Boots UK Ltd	Waitrose Store, Penn Road, Wolverhampton WV2 4NJ	10am-6pm
Boots UK Ltd	2 Blackhalve Lane, The Scotlands, Wolverhampton WV11 1BQ	10am-2pm
Morrisons Pharmacy	Black Country Route, Bilston WV14 0DZ	9am-6pm
Morrisons Pharmacy	Blaydon Road, Pendeford, Wolverhampton WV9 5PG	9am-6pm
Phoenix Pharmacy	Phoenix Health Centre, Parkfield Road, Wolverhampton WV4 6ED	10am-4pm



Choose Well in Wolverhampton

Wolverhampton City **NHS**
Primary Care Trust

Advice on health care

Minor illness or injury

**Serious injury
Sudden severe illness
Medical emergency**

Ask a Pharmacist

Call **NHS Direct**
0845 46 47

Walk-in Centres

Contact your GP or GP out-of-hours service

Go to your nearest hospital Accident & Emergency department

Call **999** for an ambulance



Pharmacy

- Services at pharmacies include:
 - dispensing prescriptions and selling medicines only legally available from a pharmacy
 - expert confidential advice on treating many health problems
 - help in choosing the right over-the-counter medicine
 - advice about correct use of medicines
 - advice if you are unsure whether you need to see your GP
 - collection of repeat prescriptions from your doctor's surgery and delivery of medicines to your home
 - emergency contraception ('morning-after' pill) from some pharmacies*
 - help in an emergency if you are unable to contact your GP and need prescription medication
 - extended opening hours

*Call NHS Direct on 0845 46 47 for a list of chemists supplying the 'morning-after' pill without a prescription, including to the under 16s.

NHS Direct

Confidential nurse-led telephone helpline available 24hrs, every day of the year. The service includes:

- experienced nurses who can recommend the best course of action if you are anxious about ill health
- health information advisers who have details on a wide range of topics including the opening hours of local pharmacies and GP surgeries and how to get treatment for toothache
- if necessary your call will be passed automatically to the 999 services
- Language Line – a confidential telephone interpreting service

Calls to NHS Direct are charged at local rates and for patients' safety all calls are recorded.

NHS Direct
Telephone **0845 46 47**,
Textphone **0845 606 46 47**.



NHS Online

You can also get health information on the internet by visiting **NHS Direct** Online at www.nhsdirect.nhs.uk



Walk-in Centres

Wolverhampton walk-in centres for minor illnesses and injuries that do not need hospital treatment are at:

- Phoenix Health Centre, Parkfield Road, Parkfields WV4 6ED.
Open 10am-7pm Monday to Friday and 10am-4pm weekends and bank holidays.
Buses 526 (stops outside) and 558.
- Showell Park Health & Walk-in Centre, Fifth Avenue, WV10 9ST.
Open 8am-8pm every day including bank holidays.
Buses 598, 532, 533 and 525.

No appointment necessary. Babies under the age of 12 months must be seen by their own GP.
Advice and treatment for complaints including minor cuts, bruises, burns, scalds, head injuries and insect bites; muscle and joint injuries, back pain, coughs, colds; headache and dizziness; stomach ache, indigestion, constipation, vomiting and diarrhoea; ear, nose and throat problems including minor infections and sore throats; eye problems such as conjunctivitis and styes; skin complaints including rashes, minor allergic reactions, scabies, head lice and nappy rash; genito-urinary complaints such as urinary infections and thrush and pregnancy testing, advice and referral, 'morning-after' emergency contraception pill and sexual health advice.

GP Surgery

For most medical problems phone your GP practice for advice or to make an appointment.

GPs visit patients at home only if they decide there is a medical need.
If your surgery is closed and you need urgent advice or treatment call NHS Direct or the GP out-of-hours service.



GP out-of-hours

Telephone: **0845 145 1800**
If your GP surgery is closed, urgent out-of-hours medical care is provided by Primercare.

This service is for medical problems too urgent to wait until your own GP practice is next open and runs between 6.30pm and 8am in the week and all day weekends and Bank Holidays.
You will assessed over the phone and given either health advice, an appointment to see a doctor at the Phoenix Health Centre in Parkfields or a home visit if necessary.

Accident & Emergency

A&E

Only go to a hospital A&E department in the event of an accident or emergency.

An emergency is a critical or life-threatening situation, such as:

- unconsciousness
- suspected broken bones
- heavy blood loss
- suspected heart attack
- deep wounds, such as a stab wound
- breathing difficulties
- chest pain
- head injuries

If you are unsure whether a health problem is an emergency needing A&E treatment then call your GP or NHS Direct for advice.

999 Ambulance

Call 999 for an ambulance if the patient:

- has had chest pain for over 15 minutes
- is not breathing, is having difficulty breathing or is choking
- is unconscious
- is bleeding heavily
- is in severe abdominal pain, bleeding from the vagina and could be pregnant
- is in the final stages of labour
- may have had a stroke, fit or convulsion
- may have taken an overdose
- has severe burns
- has suspected head or spinal injuries
- has had a severe allergic reaction

Further instructions will be given over the phone by a specially-trained operator while an ambulance or paramedic motorcyclist is on the way.

