



BID SERVICES

## ADULT SOCIAL CARE

If you are aged 18 or over and have a hearing loss that affects your daily life, you could be eligible for additional support.

To check if you are eligible, the Social Care team will meet with you and discuss your needs and how best to support you.

You can also use the contact information below for any Adult Social Care enquiries.

### HOW TO CONTACT ADULT SOCIAL CARE

Call **0121 303 1234** or  
email: **CSAdultSocialCare@birmingham.gov.uk**

You can also contact them by completing a referral online  
at [www.birmingham.gov.uk](http://www.birmingham.gov.uk)

Referrals sent online will be processed within  
their normal working hours

**Monday - Thursday from 8:45am - 5:15pm**

**Friday from 8:45am - 4.15pm**

If it's an emergency and you live in Birmingham,  
please contact the Emergency Duty Team on 0121 675 4806

If you believe someone is in immediate danger, call 999

If you would like further support, please contact:  
**Email:** [access@bid.org.uk](mailto:access@bid.org.uk) **Telephone:** 0121 246 6100 **Mobile/Text:** 07595 086540  
Visit our website: [www.bid.org.uk](http://www.bid.org.uk)