

Birmingham City Council; Homeless Referral Pathway Design 2020v4

All Birmingham citizens are able to access housing advice to prevent homelessness, and support at a time of housing crisis. It is always best to seek support as soon as possible in order to prevent a homelessness crisis. The table below sets out the specialist services provided by, or commissioned by, Birmingham City Council, to prevent and relieve homelessness. All for single people and childless couples unless otherwise stated.

People Group	Organisation	Days & Times	Location	Contact
Families that include children; or all vulnerable due to old age or other factors including hospital discharge	Birmingham City Council Housing Options Centre	Mon-Thurs 9am-4.30pm Wed 10am-4.30pm Fri 9am-4.15pm	New Aston House B19 2SW	0121 675 5779 Telephone only
	Birmingham City Council	Out of Hours Service		0121 303 2296
Young People 16-25 th birthday Inc 16/17 with children	St Basil's Hub	Monday – Friday 9am-5pm Except Wed. 1pm-5pm	Youth Hub, Heath Mill Lane, B9 4AX	0300 303 0099 (call ahead) or text 'NEEDSTBASILS' to 62277
	Children's Trust Emergency Duty Team	16/17 years Out of Hours	Phone only	0121 675 4806
	Birmingham City Council	18+ years Out of Hours	Phone only	0121 303 2296
Women Fleeing Domestic Abuse with or without children	Birmingham & Solihull Women's Aid	Monday – Friday 9.15am-5.15pm	Not to be disclosed	0808 800 0028 info@bswaid.org www.bswaid.org
	Birmingham City Council	Out of Hours Service		0121 303 2296 or national DV helpline 0808 200 247
Offender being released from custodial sentence aged 18+	Spring Housing Association	Monday-Friday 9am-5pm	Unit 12, Ansty Court, 24 Mary Street B3 1UD Appointment only	0121 663 6290 vpmailbox@springhousing.org.uk
Rough Sleeper on streets of Birmingham	Trident Reach	Outreach most days and evenings	Washington Court B1 1LB	https://www.streetlink.org.uk/
Single person/childless couple aged 25+	Sifa-Fireside	Monday-Friday 9am-5pm	48-52 Allcock Street B9 4DY	0121 766 1700 housingoptions@sifafireside.co.uk
Social care needs including housing - single person/childless couple aged 25+	ASH @ Sifa-Fireside Prevention Hub	Monday-Friday	48-52 Allcock Street B9 4DY	0121 766 1700 option 1 theash@sifafireside.co.uk
	Birmingham City Council	Out of Hours Service		0121 303 2296

Independent housing advice and advocacy can be provided by organisations including: -

Shelter 0344 515 1800 www.shelter.org.uk

Citizens Advice www.citizenadvice.org.uk