



Service Guide

Contents

<u>Introduction and How to Use</u>	2
<u>Services focusing on Homelessness</u>	4
<u>Crisis</u>	4
<u>Cranstoun</u>	5
<u>Meriden House</u>	6
<u>Pegasus Supported Housing</u>	7
<u>SIFA Fireside</u>	8
<u>Spring Housing</u>	9
<u>YMCA</u>	10
<u>The Big Issue</u>	11
<u>Services focusing on Mental Health</u>	12
<u>Birmingham Mind</u>	12
<u>Services focusing on Reoffending</u>	13
<u>NACRO</u>	13
<u>Services focusing on Substance Misuse</u>	14
<u>CGL</u>	14
<u>Specialist Services</u>	15
<u>WAITS</u>	15
<u>ASIRT</u>	16

No Wrong Door (NWD) is a partnership of organisations dedicated to working with individuals with Multiple Disadvantage.

The No Wrong Door approach is triggered at the moment an individual with Multiple Disadvantage presents at, or is identified by a partner organisation. By adopting a No Wrong Door approach, partner organisations offer coordinated multi-agency support which prevents or helps an individual move away from Crisis.

Who can access support through NWD?

To make a referral through NWD a client must meet the following criteria:



Over 18



Birmingham Based

Needs in at least 2 of the following...



Homelessness



Mental Health



Substance Misuse



Risk of Reoffending

A referral can be made from any NWD member (regardless of whether or not they are supporting/are able to support the client), from any external service, or as a self-referral.

What is the No Wrong Door Approach?

No Wrong Door is not a support service but a partnership working together with the same approach to Multiple Disadvantage support.

This approach aims to:

- Break down silo working between people and between organisations
- Improve the way in which agencies communicate to individuals and to each other
- Offer a network of quality assured members committed to continuous improvement

How to use this guide

This guide gives an overview of No Wrong Door members, and detail on the services that they offer through the single NWD referral form.

If you work for a NWD partner service you can refer directly through our shared case management system iCAT, as well as upload case notes and share information with all other services involved with your client.

All referrals must have written or verbal consent to share information with the No Wrong Door Network.

To obtain a copy of our referral form please visit www.changingfuturesbham.co.uk and click "Get Support" or email nowrongdoor@bvsc.org

NWD and COVID-19

Please note that due to restrictions around the COVID-19 pandemic some services may be operating a virtual or telephone only service.

For further information about specific service's policies concerning face-to-face appointments please contact the service in question before or after referral.



0121 348 7950 • www.crisis.org.uk

Needs Supported



Crisis Skylight Birmingham offers a variety of services to help individuals find their way out of homelessness. Crisis aims to help clients set up a more stable and secure future.

One to One Coaching Support

One to one and coaching support to remove barriers and end homelessness. Progression coaches provide support with exploring housing options, advice and guidance around welfare benefit entitlement, and general advice and guidance around health and wellbeing.

Accredited Learning

Providing courses in Maths, English, English for Speakers of Other Languages (ESOL) and computer classes to help you get qualifications and get ready for work.

Employment Related Support

Employability and work-related support from a dedicated coach to help you get ready for work. This includes increasing employability skills, support with job applications, CV writing and interview preparation.

Special Criteria

Experienced homelessness within the last 6 months.



0121 633 1750 • www.cranstoun.org

Needs Supported



Cranstoun is a charity empowering people to live healthy, safe and happy lives. Skilled and compassionate teams work with service users, families and communities, helping them to make positive changes.

Floating Support Service

Housing Support Lead Worker Services provide housing-related support for single adults and couples in childless households in Birmingham. Support is provided to prevent the loss of their accommodation where it is at risk, or to help them find and settle into suitable alternative accommodation, as well as holistic support targeted to develop living skills and help people to access community services and networks.

Special Criteria

- Aged 25+
- Single or childless couple
- At risk of homelessness or in precarious housing
- Support is not suitable for those already homeless



Meriden House
Supported Accommodation

0121 384 9626 • www.meridenhouseonline.com

Needs Supported



Meriden House offers affordable accommodation, advice and assistance to vulnerable adults. All accommodation is shared, available on a temporary or permanent basis and is friendly and homely.

Supported Accommodation

Available to assist vulnerable adults in finding, securing and maintaining a tenancy and includes working towards an outcome focused support plan. This includes support with housing benefits, help to decide and access what sort of move on accommodation they need and daily wellbeing checks. The majority of properties have visits for daily support needs, and weekly sessions from a support worker, although some 24 hour units are available.

Special Criteria

- Single adults with access to benefits only.



0121 455 9324 • www.pegasus-sh.co.uk

Needs Supported



Pegasus Supported Housing provides high quality shared accommodation to reduce the risk of homelessness, ensuring service users are safeguarded and have their individual needs identified and met.

Supported Accommodation

High quality fully furnished supported accommodation throughout Birmingham for those who are currently homeless or at risk of homelessness. Around 3 hours support per week is also provided to help tenants build skills to maintain tenancies, this includes: guidance to maximising income, debt management, understanding health and safety within your home, independent living skills.

Special Criteria

- Clients must be in receipt of, or eligible for benefit payments.
- Clients with mental health and substance misuse issues are assessed on a case by case basis.
- Clients must not have a current arson offence.



0121 766 1700 • www.sifafireside.co.uk

Needs Supported



SIFA Fireside provide support to enable homeless and vulnerable people to take control, paving the way for healthier fulfilling lives. Support is provided to find long-term, sustainable routes out of homelessness.

Training and Pre-employment Support

Support for those struggling with employment is offered through a range of workshops around employability that include CV writing and interview techniques. Wider issues are also addressed by offering workshops around budgeting, IT skills and healthy eating.

Tenancy Support

Support to sustain tenancies to prevent further homelessness. Based at Sifa Fireside in Digbeth only, for single and childless couples over 25yrs old.

Special Criteria

- Clients are vulnerably housed.
- Single or childless couples only.



0121 663 1443 • www.springhousing.org.uk

Needs Supported



Spring Housing Association provides accommodation and support services to individuals who are at risk of homelessness. Providing high quality housing options, delivering holistic housing services to maximise tenancy sustainment and offering individuals a pathway into employment, training & advice.

Long Term Accommodation Services

Providing support and accommodation for Adults (25+), Young People (16-25) and Ex-Offenders (18+). Clients are assigned a keyworker to develop a strength-based support plan that covers housing, health and wellbeing outcomes. Accommodation is available across Birmingham and is made up of self-contained, shared and hostel-type units. Support lasts between 6 months and 2 years.

Offenders Housing and Wellbeing Hub

Located in the Jewellery Quarter the JQ Hub aims to provide a 'one stop shop' for prison leavers and individuals in the community with recent criminal histories. The Hub offers co-ordinated support from an number of providers including housing, benefits, substance misuse, community rehabilitation, and, employment, education and training.

Women's Outreach

Rough Sleeper Initiative (RSI) Women's Pathway in Birmingham. The pathway supports women who have experienced rough sleeping, or are at immediate risk of rough sleeping to access safe, suitable accommodation and the necessary support to address the underlying cause(s) of their homelessness.



www.ymcabirmingham.org.uk

Needs Supported



YMCA Birmingham provide accommodation and support to help vulnerable people towards independent living whilst also providing employment, training and work place experience through our social enterprises and employability project.

Supported Accommodation

Starting with a safe place to live, one-to-one support aims to empower and encourage young people in preparation for more independent living, enabling them to sustain independence and contribute to their communities. Supported accommodation covers three areas: Central (Aston), Erdington and Northfield.

Special Criteria

- Under 25.
- Clients must be eligible for benefits.
- Support is not available for those with sexual or arson offences.



0121 236 1936 • www.bigissue.org

Needs Supported



The Big Issue supports those who are homeless or at risk of homelessness to earn an income by becoming a Big Issue vendor, and brings bespoke and sustainable guidance to support their vendors.

Street Vendor & Education, Employment and Training Support

Supports vendors to achieve financial stability through their magazine sales whilst helping them to overcome social exclusions that have previously held them back. Support provided includes personal sale goals, finance support, housing support, personal aspirations, health and wellbeing, and employment, education and training.

Special Criteria

Support from The Big Issue is only offered for clients who become Big Issue vendors.



Birmingham

0121 359 1151 • www.birminghammind.org

Needs Supported



Birmingham Mind is the largest independent mental health charity providing services in and beyond the City of Birmingham's boundaries. They provide person centred support to enable people to be in control of their lives.

Floating Support Service

Floating Support offers support on an appointment basis to people aged 18 to 65 living within their own accommodation whether the accommodation is rented, bought or private, throughout Birmingham. The service offers a support worker to help people maintain a tenancy, live an independent life and provide support for their mental health and wellbeing.

Special Criteria

- Aged between 18 and 65.
- Currently be residing in a property with a Birmingham postcode.
- Need **both** housing and mental health related support.

Nacro

WE CHANGE LIVES

0121 250 5250 • www.nacro.org.uk

Needs Supported



Nacro are a social justice charity, one of Nacro's main aims is to ensure that disadvantaged young people and adults reach their full potential in life. Nacro has developed specialist housing knowledge and expertise in delivering housing solutions for clients with a history of offending.

Offender Accommodation Service (up to 2 years)

Shared temporary accommodation across Birmingham with a project worker that can help service users with accessing education and training, budget plans to improve welfare & benefits management.

Lead Worker Floating Support

Support from a project worker to provide a menu of on-going personalised support to assist clients in sustaining accommodation and conditions of tenancy. They can help service users with any issue that may become a risk. This includes support to reduce offending behaviour and managing substance misuse.

Special Criteria

- Offending history or risk of reoffending.



0121 227 5890 • www.changegrowlive.org

Needs Supported



Change, Grow, Live (CGL) specialise in providing support to anyone having problems with drugs and/or alcohol. CGL provide advice, group and 1 to 1 support across 4 localities in Birmingham.

Support Provided

Different levels of support are offered depending on the severity of the client's substance misuse. Support can include advice around drugs and alcohol use, group support sessions, 1 to 1 peer support sessions, medication, detox and rehab. The level of support delivered is on a per case basis. Support is delivered from the 4 local hubs:

North Hub

Office 1, Patrick Drive, Shady Lane
Great Barr, B44 9ER

South Hub

113 Griffins Brook Lane
Bournville B30 1QN

East Hub

113 Church Lane
Stechford, B33 9EJ

Central & West Hub

255 Hospital Street
Newtown, B19 2YF

Special Criteria

None



0121 440 1443 • www.waitsaction.org

Needs Supported



WAITS supports women to address issues such as welfare benefits, resettlement/housing issues, domestic abuse, isolation, physical and mental health, crime, the fear of crime and much more.

Community Integration Project

For women who have a history of offending, or are at risk of re-offending and who have multiple and complex needs - one-to-one support, advocacy and workshops.

Women's Refuge

For women who are fleeing from or facing homelessness due to domestic violence. Our properties are clean, modern and welcoming. Properties have a private bedroom, and shared kitchen, bathroom and living room shared with other women seeking refuge.

Domestic Abuse Support

For women who have experienced or are experiencing domestic abuse. A range of support is available including: one-to-one support to help devise and implement a support plan, advocacy services to help make or have difficult discussions, and workshops to help support clients.

Special Criteria

All support is for women only.



0121 213 5893 • www.asirt.org.uk

Needs Supported Immigration Issues

ASIRT provides legal support and representation to asylum seekers and other undocumented migrants. Support is provided for those that are not eligible for publicly funded legal representation, and lack the financial resources to be able to pay private representation.

Immigration Asylum Advice

Legal advice to help people make relevant applications for fee waivers, leave to remain and citizenship, including applications for people on human rights. Support is also available for applications for recourse to public funds, 'Zambrano' applications, fresh asylum claims, applications for local authority Children Act/Care Act assessments. All support is provided face-to-face on an appointment only basis, although telephone support is available if required. Long term support can be provided over multiple years to aid with repeated applications.

Special Criteria

- Individuals who are seeking asylum.
- Undocumented migrants.

Additional Members

No Wrong Door also has membership and involvement from the below organisations, referrals cannot be made to them, however, they do refer individuals via No Wrong Door and take part in other network activities.



If you represent an organisation that would be interested in joining the No Wrong Door network please email nowrongdoor@bvsc.org