



**Solihull**  
Community Housing  
Shaping our neighbourhoods

Solihull Community Housing  
& St Basil's Youth Hub  
Customer Housing Pathways

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## Introduction

The implementation of the Homelessness Reduction Act 2017 has significantly changed the way in which housing authorities are able to respond to those people who are homeless or threatened with homelessness.

Solihull Community Housing and St Basil's Solihull Youth Hub have developed 'Housing Pathways' in collaboration with key partner organisations to ensure that we are effectively delivering the Homelessness Reduction Act, through:

- Designing advice and information services to meet the needs of people within the local area
- Ensuring specified public bodies are aware of their Duty to Refer

The Housing Pathways illustrate the advice, assistance and support that Solihull Community Housing, St Basil's Solihull Youth Hub and other partner organisations are able to provide to those who are homeless or threatened with homelessness, tailored to the needs of the following customer groups:

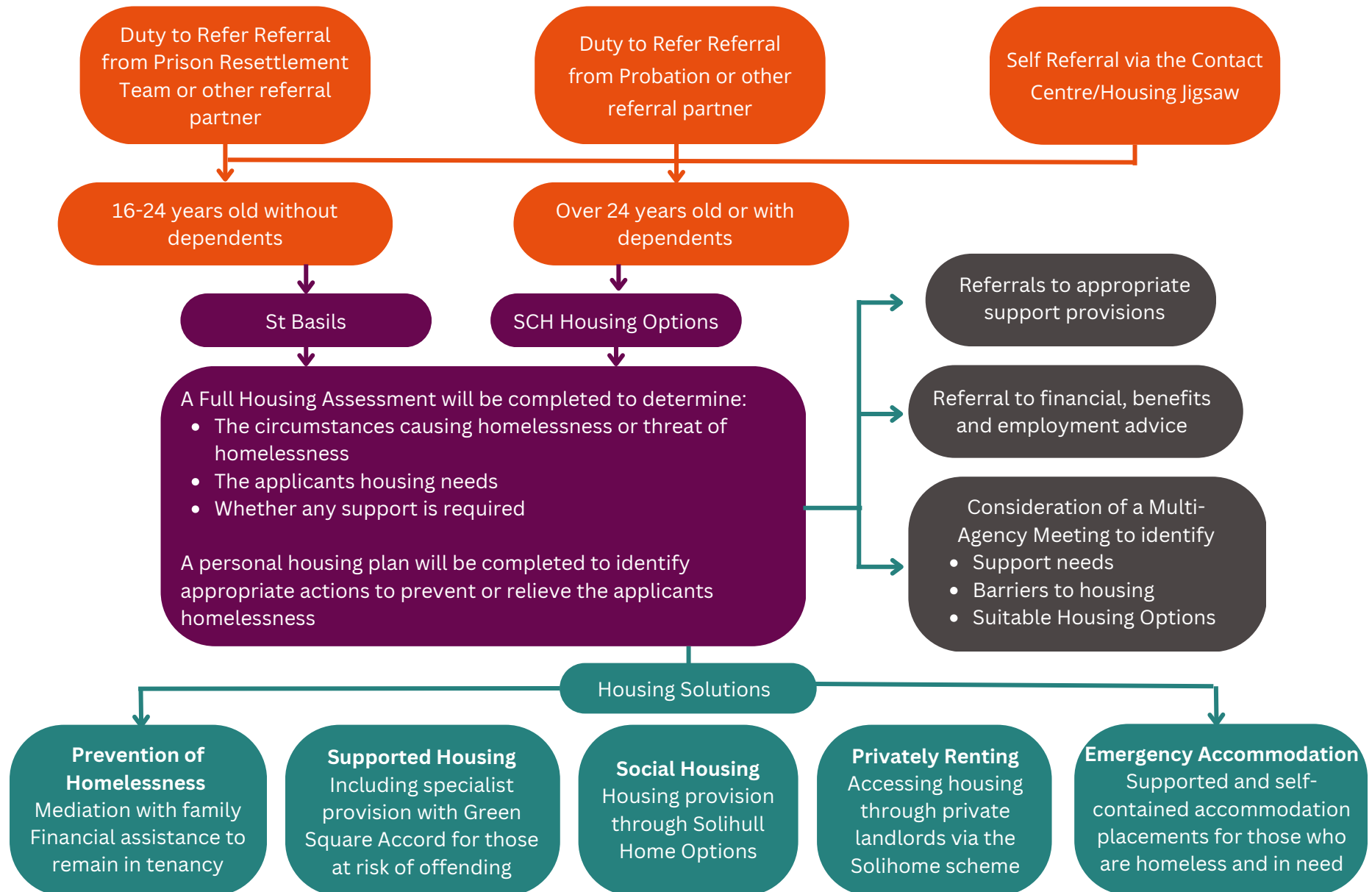
1. People released from prison or youth detention accommodation
2. Care leavers
3. Former members of the regular armed forces
4. Victims of domestic abuse
5. People leaving hospital
6. People suffering from a mental illness or impairment
7. People using substances

The pathways show multiple approach methods, support provisions and housing options, highlighting that each person's experience of homelessness is different, with individual people seeking help at different stages, with varying levels of support needs, and with various housing options available to them.

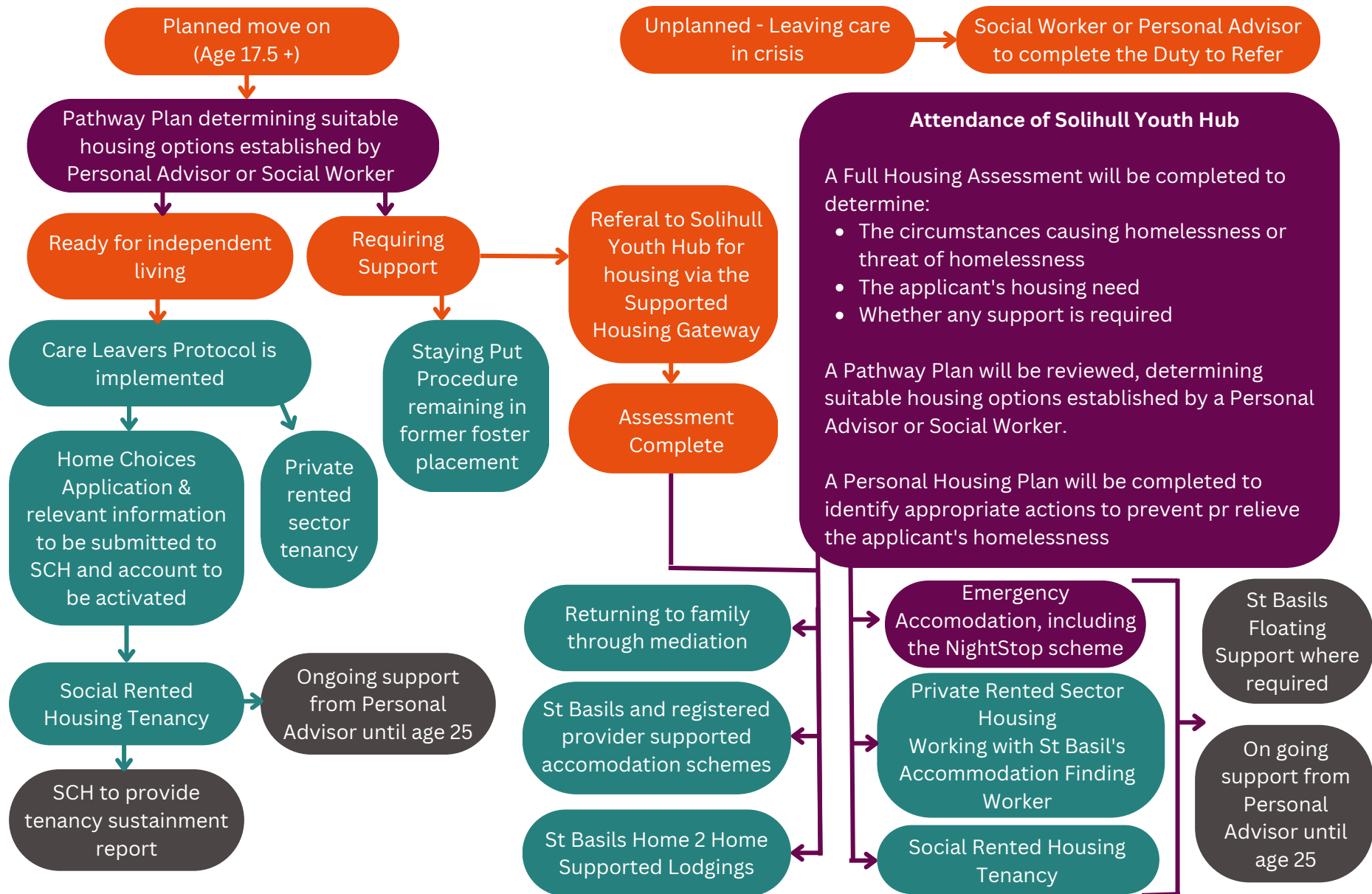
Solihull Community Housing and St Basil's Solihull Youth Hub are focused on improving partnerships within the local area. The pathways demonstrate the ways in which we can utilise and develop collaborative working, through the use of the ALERT system and the Duty to Refer, in addition to using a multi-agency approach to provide support, advice and assistance to prevent and relieve homelessness.

The launch of the Housing Pathways through the Solihull Homeless Forum Partnership Event on 2nd March 2020 will ensure that partner agencies are aware of what provisions are available in Solihull and how they can work with Solihull Community Housing and St Basil's Solihull Youth Hub to improve positive outcomes for their service users.

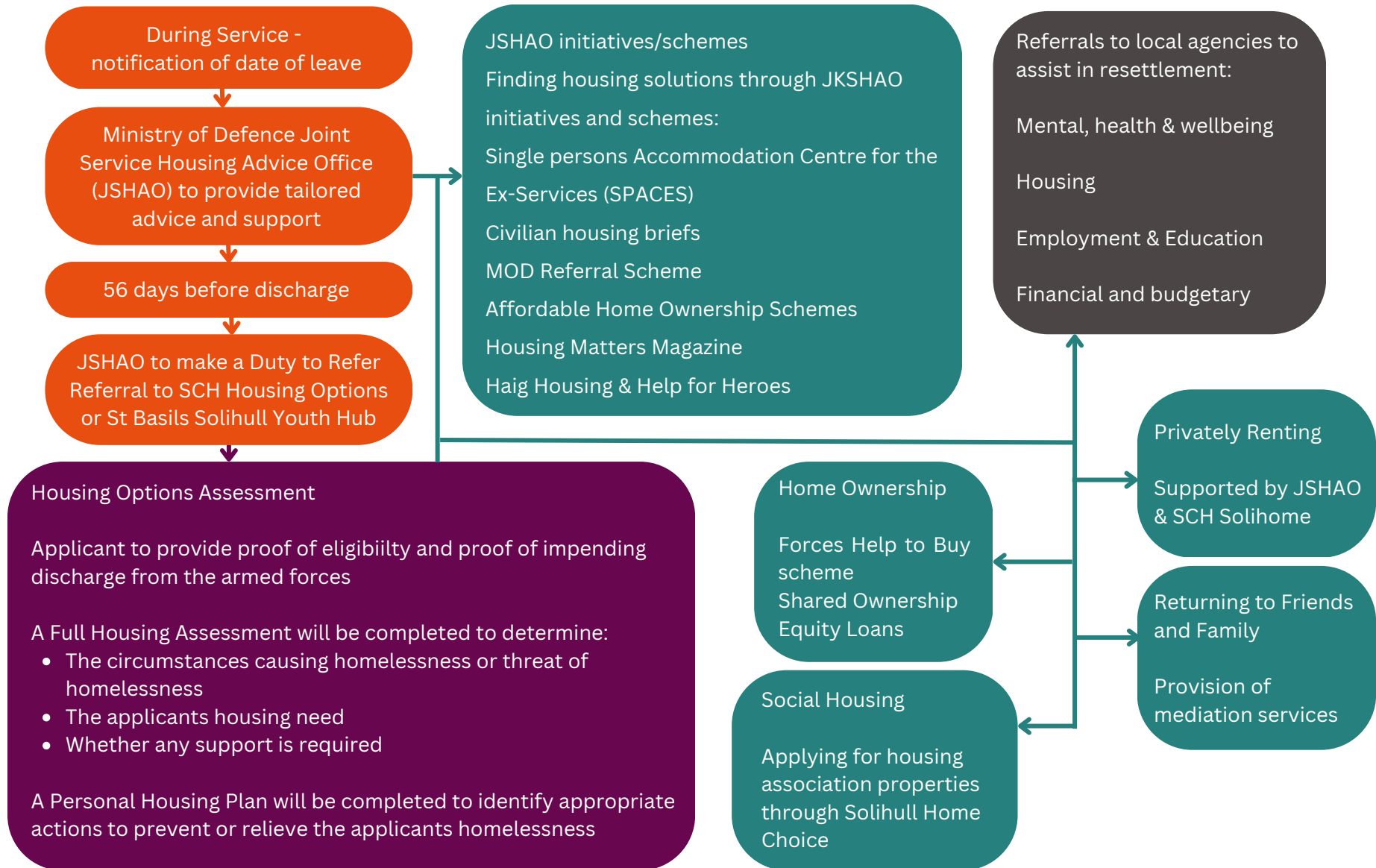
# Housing Pathway - People due to be released from prison or youth detention accommodation



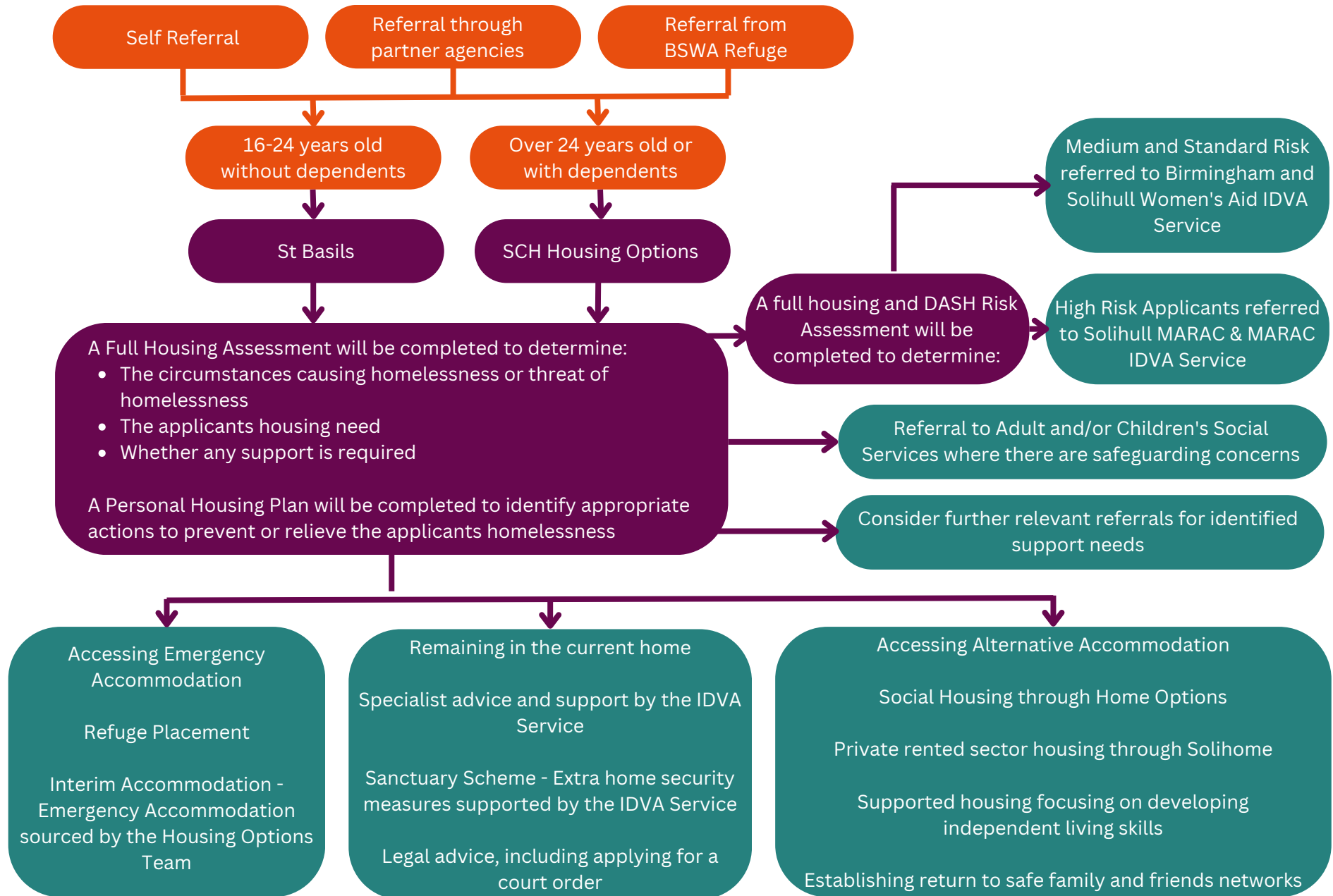
## Housing Pathway - Care Leavers (Leaving Care)



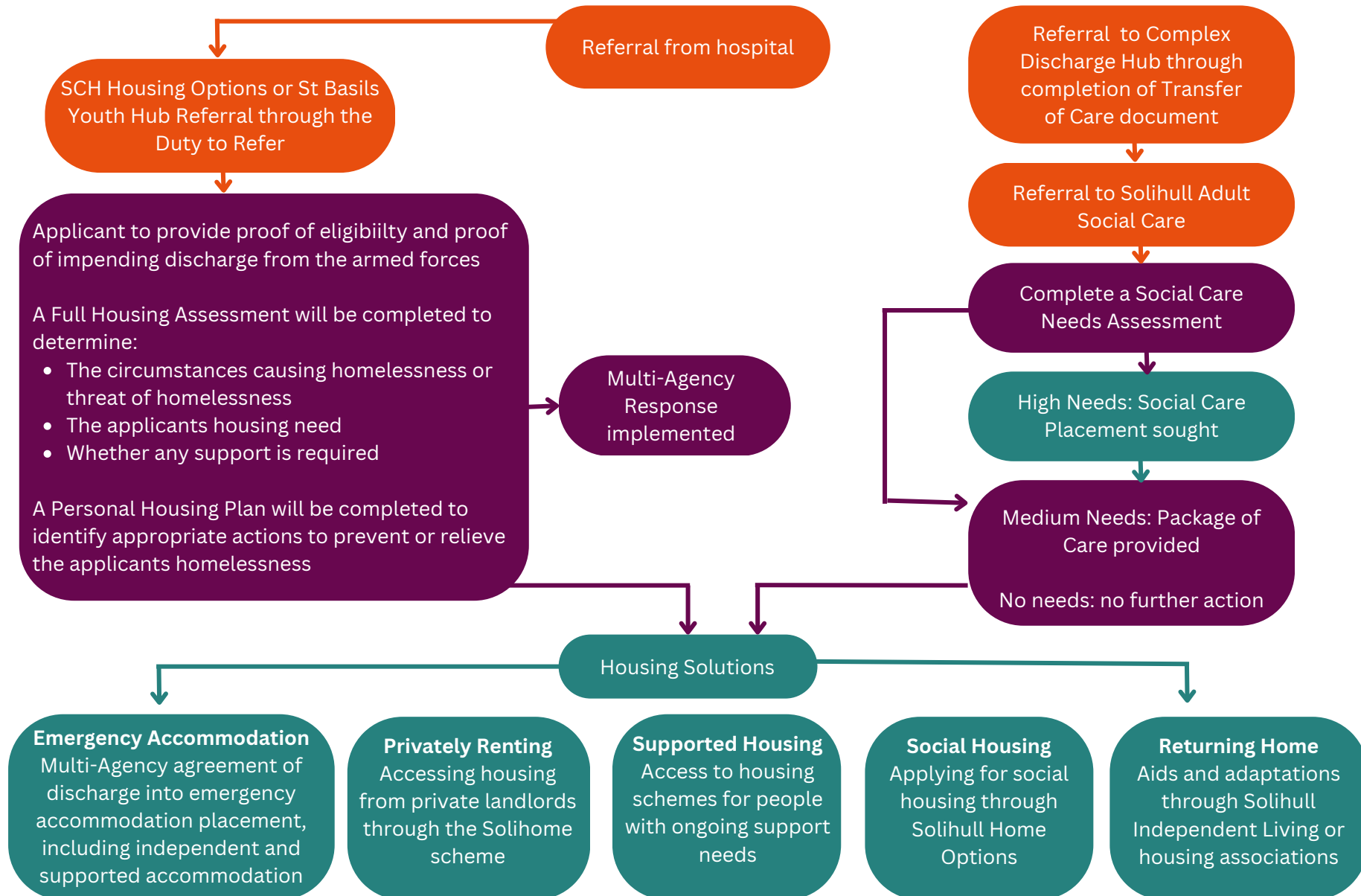
# Housing Pathway - Former Members of the Regular Armed Forces: Leaving the Armed Forces



# Housing Pathway - Victims of Domestic Abuse

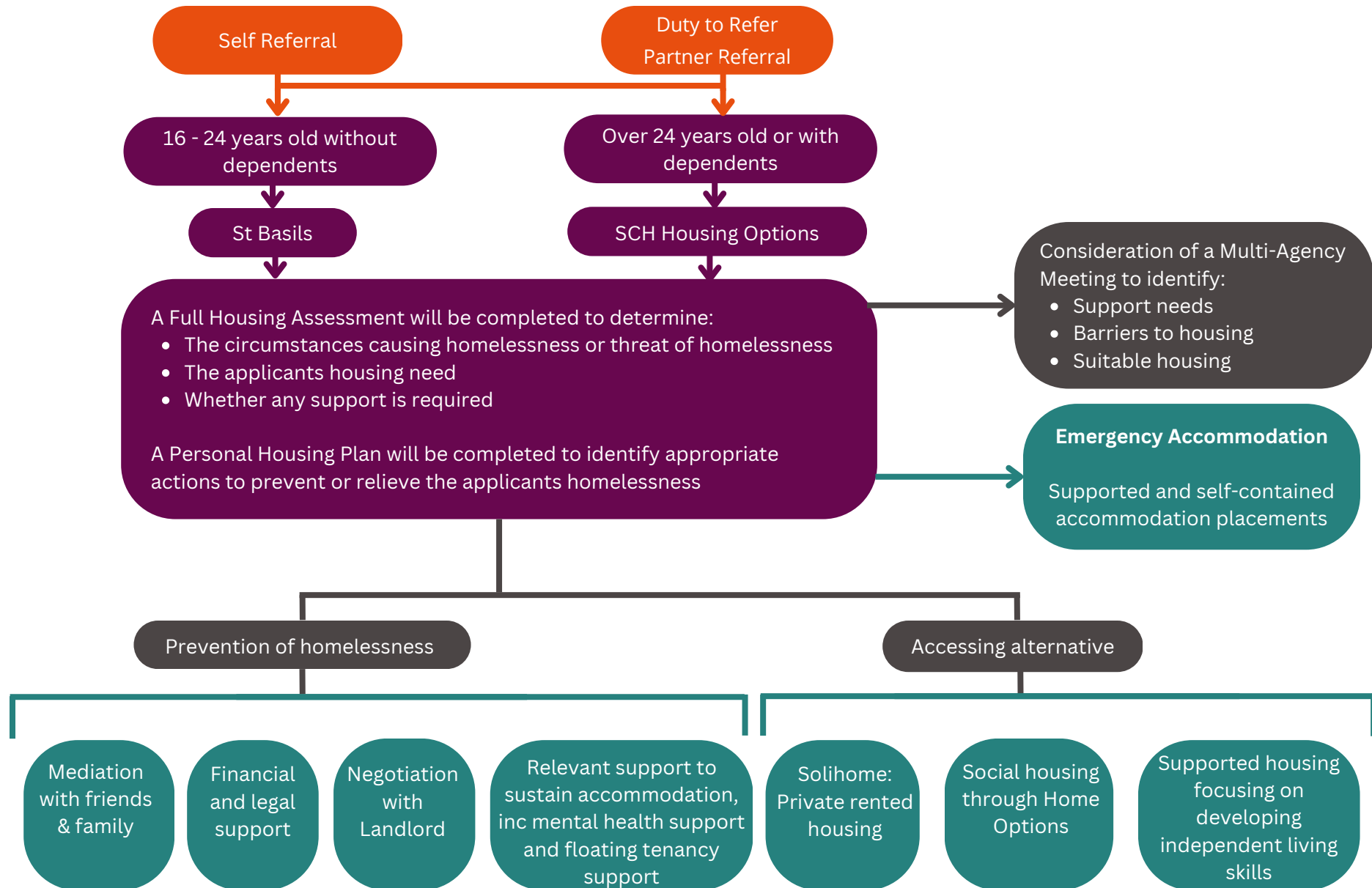


## Housing Pathway - People leaving hospital (hospital discharge)

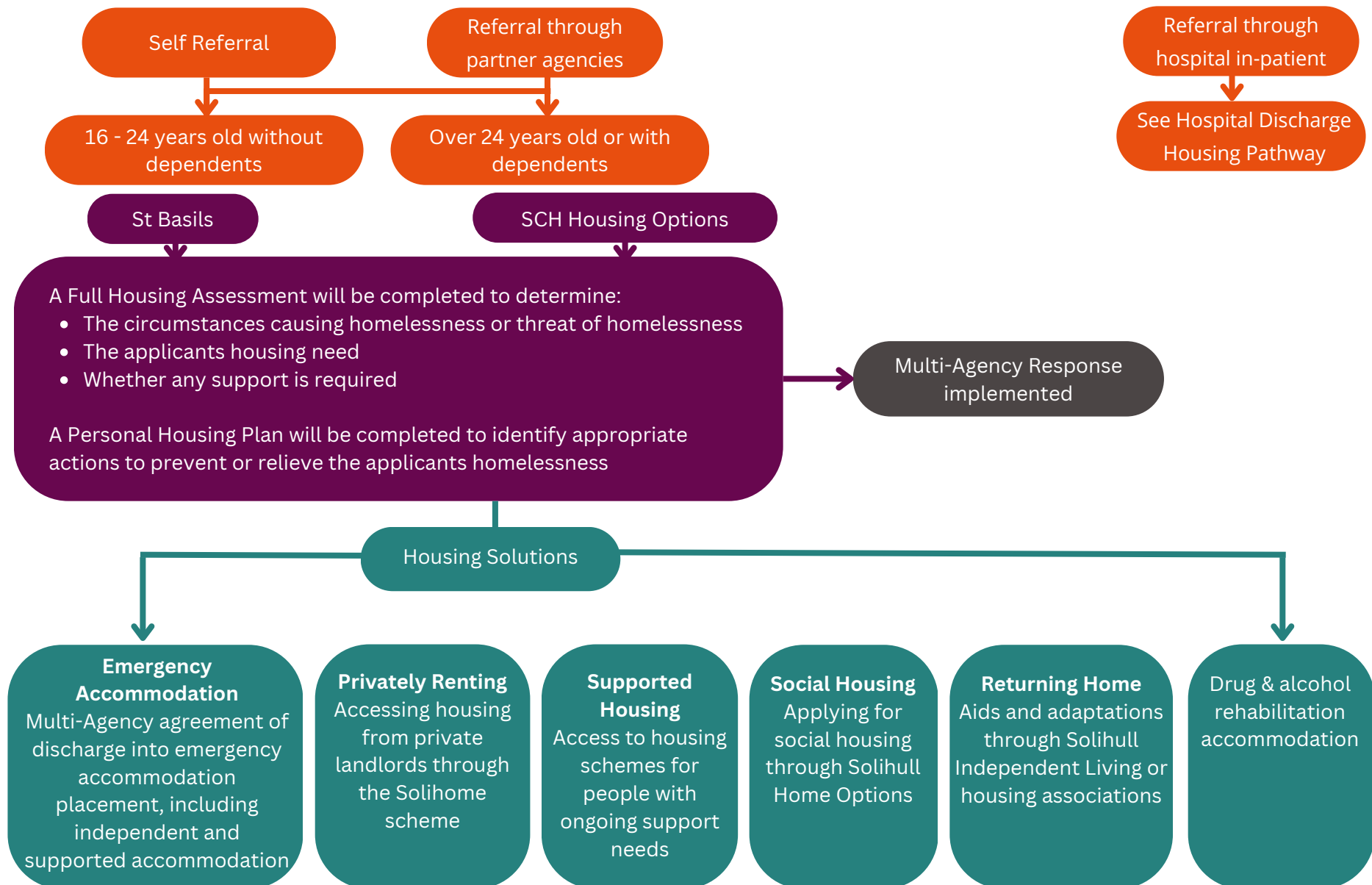




## Housing Pathway - People suffering from mental illness or impairment)



## Housing Pathway - Substance Misuse



## Housing Pathway - Rough Sleepers



# ALERT and the Duty to Refer

## What is the Duty to Refer?

The Homelessness Reduction Act 2017 introduced a duty on specific public authorities to refer service users who they think may be homeless or threatened with homelessness to a housing authority.

Those who are subject to this duty are:

- Prisons
- Young Offender Institutions
- Secure Training Centres and Secure Colleges
- Youth Offender Teams
- Probation Services
- Job centres
- Social Service Authorities (Adult & Children's)
- Emergency Departments
- Urgent Treatment Centres
- Hospitals providing Inpatient Care
- The Secretary of State for Defence

In addition to these organisations, Solihull Community Housing and St Basil's Solihull Youth Hub accept and encourage referrals from all other partner agencies who are not subject to the duty, but would like to refer service users anyway.

## Five Steps to an ALERT referral?

1. Sign up to ALERT at [live.housingjigsaw.co.uk/alert/duty-to-refer](http://live.housingjigsaw.co.uk/alert/duty-to-refer)
2. Enter details of your agency
3. Provide details of the household being referred
4. Complete a consent to share declaration
5. Submit

## Requirements of the referral

- The person referring must:
- Have consent of the individual
- Allow the individual to identify which authority they would like to be referred to
- Have consent from the individual to share their contact details with the housing authority

## What are the benefits?

- Improved partnership and multi-agency working
- Earlier identification and prevention
- Reduced crisis approaches
- Improved outcomes for those with complex needs
- A reduction in repeat homelessness

## Identifying when a referral is required

Sometimes it is difficult to identify when someone is homeless or threatened with homelessness. Factors that would indicate that further questioning about housing circumstances is required are:

- If you think they might be homeless within 56 days
- Problems with debt, particularly mortgage or rent arrears
- Problems with a landlord, including threat of eviction and being served notice to leave
- Being a victim of domestic abuse, other forms of violence, threats or intimidation
- Approaching discharge from hospital, armed forces or release from custody, with no accommodation available
- Having previously been in care, the armed forces or in prison



## Useful contacts in Solihull

### Homelessness Service Providers

#### Solihull Community Housing

Address: Endeavour House, Meriden Drive,  
Solihull B37 6BX

Phone: 0121 717 1515

Office hours: Mon-Fri 9am-5pm

Emergency Out of Hours

#### St Basil's Solihull Youth Hub

Phone: 0330 33 27 978

Office hours: Mon-Fri 9am-5pm

### Partner Organisations

#### Age UK – Community Advice Hubs

Universal information, advice and support,  
including outreach for vulnerable customers

Phone: 0121 709 7590

Email: admin@solihullcommunityhub.org.uk

#### Birmingham and Solihull Women's Aid

Specialist support in Solihull:

- Refuge accommodation
- Specialist housing support from the IDVA
- Specialist support from the MARAC IDVA
- Substance misuse specialist
- Drop in centre
- Long term support

National Helpline: 0808 200 0247

BSWA Helpline: 0808 800 0028

#### Solihull Citizen's Advice

Advice on benefits, work, debt and money,  
consumer, family, housing, law and courts,  
immigration and health.

Address: 176 Bosworth Drive, Chelmsley  
Wood, Solihull B37 5DZ

Phone: 0300 330 9019

Email: Chelmsley@casb.org.uk

#### Green Square Accord – Dormer House

Supported accommodation for individuals  
who have been involved with the criminal  
justice system or who are at risk of offending

Phone: 0121 706 0900

Email:

Solihull.housing@greensquareaccord.cjism.net

#### Joint Service Housing Advice Office – Ministry of Defence

Civilian housing options and information for  
service personnel and their dependents

Advice line: 01252 787 574

Email: RC-Pers-JSHAO-0Mailbox@mod.gov.uk

Address: Montgomery House, Queens Avenue,  
Aldershot GU11 2JN

#### Probation Service

Probation service for high risk offenders

Address: Centenary House, 252 Mackadown  
Lane, Kitts Green, Birmingham B33 0LQ

Phone: 0121 248 3660

#### SIAS (Solihull Integrated Addiction Services) Homeless Outreach

Support for those at risk of rough sleeping &  
referral to housing

Phone: 0330 008 3957

Email:

siashomeless&housing@aquarius.org.uk Drop  
in service at SCH, Home Options, 6-8 Coppice  
Way, Chelmsley Wood, Solihull B37 6BX

## Useful contacts in Solihull

### **SIAS (Solihull Integrated Addiction Services)**

#### **Substance Use Services**

Support and treatment for individuals with drug and alcohol use, or problematic gambling Phone: 0121 301 4141

Email: [enquiries@sias-solihull.org.uk](mailto:enquiries@sias-solihull.org.uk)

Address: Lower Ground Floor, The Core, Horner Road, Solihull, B91 3RG

### **Solihull MBC Adult Social Care**

Phone: 0121 704 8007

Out of Hours Telephone: 0121 605 6060

### **Solihull MBC Children's Social Care**

Phone: 0121 788 4300

Out of Hours Emergency: 0121 605 6060

### **West Midlands Police**

Emergency Telephone Number: 999

Non-emergency Telephone Number: 101

Live Chat: [www.west-midlands.police.uk/contact-us/live-chat](http://www.west-midlands.police.uk/contact-us/live-chat)

### **University Hospitals Birmingham NHS Foundation Trust**

Covering Birmingham Heartlands Hospital and Solihull Hospital

Support for homeless or at risk inpatients, including a Homeless Nurse Practitioner, Complex Discharge Team, and Adult Social Care Hospital Team.

### **Birmingham & Solihull Urgent Mental Health Helpline**

Phone: 0121 262 3555 or 0800 915 9292 24 hours, 7 days a week