



SCH provide a homeless service on behalf of Solihull council. If you are homeless or threatened with homelessness within 56 days, we can:

- Provide personalised advice and guidance.
- Work with you, and third parties, to try to prevent you from becoming homeless.
- Help you to find accommodation if you are homeless.
- Signpost you to organisations that may be able to offer specialised help and support.

Our Housing Options team are here to offer you guidance, advice and assistance on your housing options, where you are at risk of losing your home or have become homeless already. This will be tailored to your individual circumstances and housing need, helping you make informed decisions about your housing options.

Information and Advice

We will:

- Provide information about our homelessness service on our SCH website, which you can access anytime at your convenience, and
 - ✓ has a direct link to Solihull Home Options
 - ✓ A click onto our Housing Pathways Charts, giving clear ways on support and homeless prevention if you are for example a prison leaver, discharged from hospital or armed forces, have a mental illness or physical difficulties and more.
 - ✓ Access details for Birmingham & Solihull Women's Aid services, supporting women experiencing domestic abuse.
- Offer year-round high quality:
 - ✓ Housing Options Advice – 9am and 5pm Monday to Friday and
 - ✓ Emergency homeless assistance outside of office hours 365 days a year.
- Have Home Options staff who are knowledgeable, highly trained and professional to give advice and assistance on your home options.

Initial assessment

We will:

- Contact you within 5 days to complete an initial assessment or on the same day if you are homeless.

- Speak with you about your housing difficulties over the phone or in person and book you an appointment with a Housing Options Officer if you may be homeless or threatened with homelessness within 56 days for a full housing assessment.
- Signpost you to St Basils Youth Hub if you are a single person aged 16-24 years for specialist advice and support focused on your needs.
- Arrange for your full housing assessment to be carried out via telephone or face to face at the Chelmsley Wood Connect Office according to your preference.
- Make it easy for you make your application and provide documents through Housing Jigsaw.
- We can support you to access your Jigsaw account if required.
- Take account of your specific needs and vulnerabilities and offer additional support where needed.

If you are homeless or threatened with homelessness

We will:

- Agree a Personal Housing Plan with you, confirming our information and advice, and the actions we both agreed to take to help prevent, or relieve, your homelessness.
- Update your Personal Housing Plan with you monthly to monitor the progress of our agreed actions to assist you to stay in your home or find a new home.
- Look for a range of housing solutions for you depending on your circumstances, such as private renting, social and supported housing.
- Give you advice and guidance around renting privately, including support with assessing affordability.
- Assess if you're eligible for financial assistance to help you secure private rented accommodation.
- If you've secured a private rented property through our Solihome scheme, we'll make a settling in call within 7 days of moving in, and then keep in touch with you every three months, for a year.
- Offer suitable temporary accommodation for you if we have reason to believe you are eligible, homeless, and in priority need – we have a legal duty to do so.
- Provide you with advice and support to help you to find accommodation where we do not have a legal duty to provide you with temporary accommodation.
- Notify you of any decisions on your homeless application in writing.
- Inform you of your right to review our decisions, and inform you of the outcome of the review (carried out by an external independent reviewer)

- Use customer feedback and your experiences to review and improve our service to customers.

Working with partners

We will:

- Refer you to partner agencies that may assist if you need additional help or support.
- Pro-actively work with support workers from other agencies to prevent or relieve your homelessness.
- Work with the Homeless Outreach Team, to ensure that you are provided with appropriate support to find accommodation if you are rough sleeping.

Access to our service

We will:

- Offer quality home options advice by phone between 9am and 5pm Monday to Friday, excluding bank holidays and team training days.
- Assessments will be offered by telephone or face to face at the Chelmsley Wood Connect Office.
- Provide emergency assistance outside of office hours 365 days a year.
- Make sure our services are fair and accessible to all, regardless of background, identity or circumstances and aim to prevent discrimination.
- If you have a disability or impairment or do not have English as your first language, we will work with you to find the best ways to communicate.
- You may request to be interviewed by a person of the same gender, if you prefer.
- Treat your personal details confidentially and use them in the right way.
- If you are referred to us by a professional, we will provide feedback to them within 10 working days.
- Treat you with dignity and respect and carry out our discussion in an informed and professional manner.
- Listen to you, and respond fully to any questions you may have. We will be open and honest and explain our legal duties and policies.
- Treat your concerns with understanding and sensitivity.
- Keep in touch with you to let you know how your case is progressing.

We ask you to

- Be respectful and polite to our staff, we will always do our best to help you.
- Not use offensive language or violence to our staff, support workers or other customers.
- Be honest with the information that you provide.

- Have documents ready to verify your circumstances to enable us to process your assessment quickly.
- Provide any further information that we ask you for within 7 days.
- Be on time for any appointments that have been arranged to avoid delays to other customers waiting.
- Tell us if you need any help or support with any aspect of the homelessness process.
- Keep us informed of any changes to your personal details that may affect the services we provide to you.
- Complete any actions and undertake any reasonable steps that you have agreed to in your personalised housing plan to assist with your housing circumstances within the timescales agreed with your case officer.
- Give us feedback about your experience with us to help us learn and improve our services.

How will we keep a check on our Service Standards

We will:

- Carrying out monthly audits of case work and carry out case reviews to check we are meeting our promises.
- Use feedback from surveys, compliments, complaints and general comments to improve our service.

How we will update you on how we are doing

In our Annual Report we will tell you how well we have performed against our 2024/25 targets for the homeless service. Our targets are to:

- Achieve prevention or relief for 60% of households who approach us.
- Keep average stays in temporary accommodation below 80 days.
- Keep budget hotel stays for families below 15 days

We will review our Service Standards

When we:

- Review our KPIs as part of our annual service delivery plan.
- Update our policies or review our services.
- Receive your valued feedback and look at how we can improve service delivery.