Welcome to the Housing Support Service

Birmingham City Council

What is the Housing Support Service?

The Housing Support Service can help you to live independently in your home.

Who can receive support?

You can receive support if you are **a family with multiple support needs.**

You may be:

- a homeless family with support needs
- a teenage parent or pregnant teenager
- a young person leaving care
- a person with mental health problems
- a person with physical disabilities, or sight or hearing disabilities
- a person who misuses alcohol, drugs or other substances
- person who has experienced domestic abuse
- a person with HIV or AIDS
- a person at risk of offending
- a person with learning disabilities.

Why do we offer housing support?

We want to make sure that tenants have all the benefits they are entitled to. As part of this, we monitor the progress of housing benefit and council tax benefit applications to make sure that you get the benefits as quickly as possible. We also have links with the Benefit Service to make sure that you are getting the right benefits and the right amount of benefit money.

You may find it difficult to run your home. Sometimes it is a struggle to cope with day-to-day issues, such as money or debt, or trying to contact other services. This is where the Housing Support Service may be able to help you.

What can the Housing Support Service help you with?

The Housing Support Service can:

- help you to find out if you can claim any other benefits
- help you to manage your finances independently and remain in your home
- help you to budget
- help you to settle into your home and the local community
- give you help with getting into college or work
- give advice on security and safety
- help you to find and use childcare services
- get the right help from local health care services
- give advice and help with buying furniture
- give advice and information on getting other services, such as counselling or mediation.

The Housing Support Service can help you to get the skills you need to live independently in your home.

What the Housing Support Service does not do

We cannot:

- manage your finances for you. We work with you to budget your money
- pay your bills for you
- give you personal care or help with washing and dressing. We would help you to apply for home care services
- do housework, cooking or carry out repairs for you. We would help you to report repairs or apply for home care services
- bring prescriptions to your home or give you medicines or tablets
- do your washing or ironing
- go with you on outings or social events
- give counselling. We would help you to access counselling services
- look after your children. We would help you apply for childcare services
- settle disputes between you and other people. We would help you access mediation services.

The role of your housing support officer

A housing support officer will talk to you to find out what your needs are and what sort of support would be best for you. They will normally talk to you in your own home.

They talk to you about your circumstances, your past experiences, your situation now and what you would like to achieve in the future.

Your housing support officer will help you put a support plan together. The plan will list your goals, such as changes that you want to make.

As part of the service, your housing support officer will help you get the confidence and ability to stay in your home. This could include getting in touch with different Birmingham City Council departments, other organisations or charities. We will also contact you regularly while you receive support.

Who runs the Housing Support Service?

The Housing Support Service is part of Birmingham City Council's Local Services Directorate.
The service is funded by the Supporting People programme and Birmingham City Council.

Our standards

"To provide a quality housing support service to all new, existing and vulnerable tenants to enable them to sustain their tenancies, promote their independence and to improve on their quality of life."

We will:

- do what you agreed in your support plan, such as the kind of support we will give you, and for how long
- try to meet your personal, religious and cultural needs and wishes
- meet legal health and safety standards by training our staff properly and giving them the equipment they need to do their job safely.

If your needs change, we will agree with you how to change our service.

If you do not believe we are meeting these standards, please speak to your housing support officer or call our central team on **0121 303 3637.**

Your views – are you getting a good service?

This document tells you the kind of service that you can expect from us. Please let us know if we are not meeting our promises.

Your housing support officer might be able to sort out any problems, or you can call the central team on **0121 303 3637**.

If your housing support officer can't sort out your problems, you can complain.

You can ask your housing support officer for a complaint form or call **0121 303 3637** and we will send one to you. You can also ask for a complaint form from any neighbourhood office.

Send your completed forms to:

Housing Support Service
PO Box 15839
B2 2RP

We can help you to complete the complaint form, if you wish.

When you send in your complaint form, we will write to you within ten working days. We will tell you who is dealing with the complaint and how long we expect to take to sort it out.

There is more information on giving comments, complaints and compliments in the guide "Your views are good news". You can get this guide from your housing support officer or any neighbourhood office.

You can also call the Supporting People team on **0121 303 3637** to make a complaint.

How to tell us we are doing a good job

We also want to hear from you if you think we have done a good job. This is important to us, as it helps us to know what we are doing well.

What happens next?

The Housing Support Service contacts all new tenants, and checks that they are getting all the welfare benefits and support they are entitled to. If a new tenant needs more support to manage their tenancy, we will make an appointment with them to find out more about their needs.

This is important. If you do not understand this document then please ask a friend or relative, who speaks English, to contact your local neighbourhood office or housing team on your behalf. We will then arrange for an interpreter to meet with you.

ARABIC

هذه الرسالة مهمة، فإن لم تفهمها نرجو أن تطلب من أحد أصدقائك أو أقربائك ممن يتكلمون الإنجليزية أن يتصل بمكتب الحي "نيبرهود أوفوس" المحلي أو فريق الإسكان نيابة عنك. بعد ذلك سنرتب للقاء بك مع وجود مترجم فوري.

BENGALI

এটা খুবই গুরুত্বপূর্ণ। আপনি এই দলিলটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন এরূপ আপনার একজন বন্ধু-বান্ধব বা আত্মীয়কে আপনার পক্ষ হয়ে আপনার স্থানীয় নেইবারহুড অফিস বা হাউজিং টিম এর সঙ্গে যোগাযোগ করতে বলুন। এরপর আমরা আপনার সঙ্গে সাক্ষাৎ করার ব্যবস্থা করব এবং এতে সহায়তার জন্য একজন ইন্টারপ্রিটার রাখা হবে।

CHINESE

此事極爲重要，如果你看不懂這份文件，請找一位會講英語的親戚或朋友代你接觸當地的鄰舍辦事處或房屋服務隊。然後我們會安排傳譯員一起見你。

FARSI

این اطلاعات بسیارمهم است. اگرمحتوی این مدرک را نمی فهمید، لطفا ازیک دوست یا خویشاوند تان که به زبان انگلیسی صحبت کرده میتواند خواهش کنید که ازطرف شما بانیبرهود آفس یا هوزنگ تیم محل شما تماس بگیرد. بعداًما برای شما مترجم فراهم می کنیم که باشما ملاقات کند.

FRENCH

Message important. Si vous ne comprenez pas ce document, demandez à un ami ou à un membre de votre famille qui parle anglais, de prendre contact en votre nom avec votre bureau de voisinage ou avec l'équipe du logement. Nous prendrons alors les dispositions nécessaires pour qu'un interprète soit présent.

KURDISH

ئەم دەقە نووسینە گرنگە. ئەگەر ئەم نووسینە تێنەگەیشتیت تکایە ئەو کاتە داوا بکە لە برادەرێك یان خزمێك ، کە بە زمانی ئینگلیزی دەدوێ، پویوەندی بکات بە نووسینگەی هاوسێتی "نەیبەر هود ئۆفیسی" ناوچەکەت یان بە تیمی خانووبەرە لە جیاتی تۆ. ئەو کاتە ئێمە هەلدەستین بە رێکخستنی چاوپێکەوتنێك لەگەلت وە بە ئامادەبوونی وەرگێری زمان.

POLISH

Ważne! Jeżeli nie rozumiesz treści tego dokumentu, zwróć się o pomoc do przyjaciela lub krewnego, który mówi po angielsku, aby skontaktował się w Twoim imieniu z lokalnym Biurem Środowiskowym (Neighbourhood Office) lub wydziałem do spraw mieszkaniowych (Housing Team). Załatwimy wtedy dla Ciebie tłumacza.

PUNJABI

ਇਹ ਗੱਲ ਬੜੀ ਜ਼ਰੂਰੀ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦੀ ਸਮਝ ਨਹੀਂ ਲੱਗਦੀ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋੱਲਣ ਵਾਲੇ ਦੋਸਤ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁੱਡ ਔਫ਼ਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੇ। ਉਸ ਤੋਂ ਬਾਅਦ ਅਸੀਂ ਕਿਸੇ ਦੋਭਾਸ਼ੀਏ ਰਾਹੀਂ ਤੁਹਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ।

PUSHTO

داډېر مهم معلومات دی. که تاسی په دی سند نه پوهېږی نومهرباني وکړی دخپل یوملګری یا خپلوان نه چه په انګریزی ژبه خبری کولای شی غوښتنه وکړی چه ستاسی له خواستاسی دسیمی نیبرهود آفس یا هوزنګ ټیم سره په تماس کی شی. بیا به مونږ ترجمان برابر کړو چه ستاسی سره کتنه وکړی.

SOMALI

Hadii aadan fahmin waxa kuqoran boog yarahan (warqadan) fadlan waydiiso qof saaxiibkaa ama qaraabadaada ah oo kuhadla afka ingiriisiga inuu kuu waco xafiiska dariska ee kuu dhaw (neighbourhood office) ama kooxda guryaha asaga oo adiga kumatalaya. Markaa kadib waxaan kuu balaminaynaa afceliye (turjubaan).

URDU

یہ دستاویز اہم ہے۔ اگر آپ اِس دستاویز کو سمجھنے سے قاصر ہیں تو براہِ کرم انگریزی زبان سے واقف اپنے کسی دوست یا رشتہ دار سے کہئے کہ وہ آپ کی جانب سے آپ کے مقامی نیبر ہوڈ آفس یا ہاؤسنگ ٹیم سے رابطہ کریں۔ ہم پھر آپ سے ملاقات کرنے کیلئے ایک ترجمانِ زبان کا انتظام کر دیں گے۔

If you would like this leaflet in large print, Braille or audio CD please call 0121 303 3637.