Housing Pathways





Our commitment to you...

So that we can allocate properties fairly and make the best use of the homes available for letting in the city, Birmingham City Council has to follow rules on who it can allocate homes to.

Some of these rules are governed by the law – Housing Act 1996, Part VI Allocations – and some by council policy. Together these make up the allocations scheme.

The Housing Pathways service is a way in which certain groups of people who need specialist support can access housing.

It provides a single point of contact for customers referred to us by agencies, such as social services, so that they can access housing in Birmingham and get tailored support to improve their lives.

An accessible and comprehensive advice and information service, Housing Pathways identifies the housing options available to clients after carrying out a thorough assessment of their individual needs.

About these service standards

This leaflet tells you what you can expect from us when you are using this service – our service standards. There are two types of service standards:

- Our general service standards. They cover the standards you can expect from all Birmingham City Council housing services, including this one.
- The service standards for Housing Pathways.

These service standards have been developed in consultation with customers. We will monitor our performance against these service standards and share the results with the users of this service. We will review the service standards annually.

General customer service standards

Our customer service standards are to:

- Answer all phone calls within six rings. The person who answers the phone will give their name and service area.
- Deal with phone calls immediately or, where this is not possible, call you back within one working day or at an agreed time (if we transfer your call, we will tell the other member of staff your name and why you are calling).
- Acknowledge your letters or emails within three working days, and reply within 10 working days (if we need to follow with a more detailed reply, we will let you know when to expect it).

- Send forms or information leaflets you ask for within five working days.
- Provide you with clear and relevant advice and information in response to any query.

We will provide all of our service users with equal access to services. We will not discriminate against anyone because of their age, disability, gender, race, religion or sexual orientation.

We will:

- Treat you with respect and deliver our service in a way that meets your needs.
- Train all our staff in equality and diversity issues.
- Ensure that no one receives less favourable treatment than anyone else.
- Act quickly and firmly against any kind of discrimination.
- Use written and spoken language that is clear and easy to understand.
- Provide you with written documents that are easy to read and offer them in large print, Braille or on audio CD if required.

- Arrange to translate documents or for an interpreter to explain written documents to you if you are a non-English speaker.
- Collect and monitor information about customer satisfaction and the profile of our service users and use this to improve our services.
- Assess the impact of our policies and services and make changes if they are found to be treating any group unfairly.

Housing Pathways service standards

We will:

- Write to you if we need any more information about your housing application within five working days of receiving it.
- Work with your support worker to make sure you understand the housing application and the way we allocate properties. We will stay in touch with your support worker so they can keep you updated on the progress of your application.

- Be your only point of contact while we are helping with your housing application.
- Consider all your needs when we assess your application to make sure you receive all the housing register points you are entitled to. We will process your application within four weeks from when we receive all the information we need to assess your case.
- We will give your support worker 28 days to provide any further information that we need to assess your application.
- Tell you and your support worker how many points you have been awarded within seven working days of assessing your application.
- Tell you about other agencies and services if we feel they could help you.
- Make sure offers of accommodation are suitable for you and meet your needs. We will assess your offers of accommodation within five working days of being informed of any proposed offer.
- Work with your support worker to help you make an easier transition into independent living.

Pass your details on to services that can provide you with help to keep your home within five working days of your tenancy start date, if applicable.

We ask you to:

- Tell us about any changes in your circumstances, like a change of address, so that your housing application is always kept up to date.
- Provide information that we ask for in support of your housing application.
- Stay in touch with your support worker so they can help you with your housing application.
- Respond to offers of accommodation promptly.
- Discuss your offer of accommodation with your support worker.
- Contact us if you are not happy with the service we provide.

Can you work with us to make the service better?

We are always looking for service users to get involved and help us improve our service. If you would like to get involved, please phone the Housing Pathways Team on **0121 675 2674**.

How to contact us

The Housing Pathways Team can be contacted in the following ways:

Phone: **0121 675 2674** Fax: **0121 675 2677**

Email:

HouVulnerablePersons@birmingham.gov.uk

Write to: Housing Pathways Team, Birmingham City Council, PO Box 13254B1, Birmingham B15 1DL



This is an important document about HOUSING PATHWAYS and about the service standards we have to meet. 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 to meet with you with an interpreter.

ج ومعايير الخدمة التي يتوجب علينا الإلتزام بها. إذا لم تفهم محتوى هذه HOUSING PATHWAY هذه وثيقة مهمة حول هاوسنغ بالثوايز الوثيقة، نرجو أن تطلب من صديق أو قريب لك يتحدث الإنجليزية أن يتصل بمكتب الخدمات الاجتماعية "نيبر هود أوفس" الخاص بمنطقتكم أو فريق الإسكان نيابة عنك. ثم سنقوم بترتيب لقاء معك بمساعدة مترجم فوري.

হাউজিং পাথওয়েজ্ এবং আমাদের সেবার মানের ব্যাপারে এই তথ্যপত্রটি অত্যাবশ্যকা আপনি এই তথ্যপত্রটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন, আপনার এদন একজন বন্ধু-বান্ধব বা আত্রীয়কে আপনার পক্ষ হয়ে আপনার স্থানীয় নেবারহুড ট্রিফিস বা হাউজিং টিমের সঙ্গে যোগাযোগ করতে বলুনা আমরা তাহলে একজন দোভাষী সঙ্গে নিয়ে আপনার সঙ্গে সাক্ষাৎ করার হিবাসা করবা

這是一份有關 Housing Pathways 的重要文件,内容還闡明我們提供這項服務需達到的標準。如 Q果您看不懂這份文件,請找一位會講英語的親戚朋友代您聯係當地的街坊辦事處。我們將會安 提傳譯員一起來見您。

این مدرک مهمی است درباره " هوزنگ پتویز" واستاندارد های خدماتی که ما باید بر آورده بسازیم. اگرشما این مدرک را نمی فهمید کلطفا ازیک دوست یا خویشاوند تان که به زبان انگلیسی صحبت کرده می تواند، خواهش کنید که ازجانب شما با دفتر محله (نیبر هودآفس) تان یا گروه تهیه مسکن تماس بگیرند. سیس ما قر ارخواهیم گذاشت و همراه با مترجم با شما ملاقات خواهیم کرد.

Le présent document est important. Il concerne le service HOUSINS PATHWAYS et les normes de prestations du service que nous devons satisfaire. Si vous ne comprenez pas ce document, veuillez demander à un ami ou un parent qui parle anglais, de contacter en votre nom votre bureau de quartier local, ou l'équipe du logement. Nous prendrons alors des dispositions pour vous rencontrer avec un(e) interprète.

ئەمە بەلگەنامەيەكى گرنگە دەرباردى (ھاوزىنگ پائومىس) و دەرباردى پېزوانەي ئاستى خزمەت كەوا پېرىستە لەسەرمان پېنشكەشى بكەين و كەنجامى بدەين. ئەگەر تۆ لەم بەلگەنامەيە تېنىڭەيەت ئىتر تكايە داوا بكە لە برادەرىكى يان خزمىكى كەوا زمانى ئىنگلىزى قسە بكات بۆ ئەودى لە چىاتى تۆ پەيوەندى بكات بە (ئەيبەرھود ئۆفىس – ئۆفىسى كانسل بۆ ئامۆژگارى) ياخود تىمى خانوو، ئىنجا ئەو كاتە ئىنمە وەرگىز (موتەرجم) دابىن دەكەين بۆ چاوپىكەوتنى تۆ.

Jest to ważny dokument dotyczący HOUSING PATHWAYS oraz poziomu usług, jaki zobowiązani jesteśmy osiągnąć. Jeśli dokument ten jest dla Państwa niezrozumiały, prosimy, aby Państwa znajomi lub krewni znający język angielski, skontaktowali się w Państwa imieniu z najbliższym oddziałem "sąsiedzkiego gbiura" lub z zespołem ds. zakwaterowania, a my zaaranżujemy Państwa spotkanie z tłumaczem.

ਇਹ ਜ਼ਰੂਰੀ ਪਰਚਾ ਹਾਊਸਿੰਗ ਪਾਥਵੇਅਜ਼ ਬਾਰੇ ਅਤੇ ਇਸ ਸੰਬੰਧੀ ਸਾਡੀ ਸੇਵਾ ਦੇ ਮਿਆਰਾਂ ਬਾਰੇ ਹੈ ਜਿਹੜੇ ਸਾਨੂੰ ਪੂਰੇ ਕਰਨੇ ਪੈਂਦੇ ਹਨ। ਜੇ ਤੁਸੀਂ ਇਸ ਨੂੰ ਨਹੀਂ ਸਮਝ ਸਕਦੇ ਤਾਂ ਆਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਦੋਸਤ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁੱਡ ਔਫ਼ਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨੂੰ ਫ਼ੋਨ ਕਰੇ। ਫ਼ੇਰ ਅਸੀਂ ਇੱਕ ਤਰਜਮਾਕਾਰ ਨੂੰ ਨਾਲ ਲੈਕੇ ਤੁਹਾਨੂੰ ਮਿਲਾਂਗ।

دایومهم سند د''هوزنگ پتویز'' او دخدمتونو ستندر د په باره کی دی چه مونړبایدهغه ترسره کړو. که تاسی په دی سند نه پوهیږی نو ق مهر بانی وکړی دخپل یوملگری یا خپلوی نه چه په انگلیسی ژبه خبری کولی شی غوښتنه وکړی چه ستاسی له خوا ستاسی دسیمی ق گاونډی دفتر (نییر هودافس) یا دکوربر ابرونی دفتر سره تماس ونیسی. بیا به مونږوحت وټاکو اویوتر جمان به هم و غواړواوچه تاسی سره لیدنه وکړو

Kani waa qoraal rasmi ah oo muhiim ah kuna saabsan HOUSING PATHWAYS iyo heerarka adeega loo baahanyahay inaan gaarno. Haddii aadan fahmin qoraalkan rasmiga ah fadlan waydii saaxiib ama qaraabo, ku hadla luuqada Ingriiska, inuu la soo xiriiro xafiiska xaafadaada ama kooxda guriyenta isagoo magacaaga ku hadlaaya. Ka dib anagaa diyaarin doona inaan kuula kulano iyadoo turjumaana la keeno.

یو قدر کے مزورلوگول کور ہائش کی تلاش میں مدددینے والی سروس" ہاؤسٹگ پاتھ ویز" اوراس کے لینے ہمارے مقرر کردہ میعار کے بارے میں ایک اہم دستاویز ہے۔ اگر آپ اس کو جھٹیس کے سکتے تو برائے مہر مانی اپنے کس ایسے دوست یارشند دار جوائگریز کی بول سکتے ہول کو کہیں کہ ؤ ہ آپ کی طرف ہے آپ کے مقامی نیبر بڑا فس یا ہاؤسٹگ ٹیم سے رابط کریں۔ ہم جھرا یک ترجمان کی موجود گی میں آپ سے ملاقات کا انتظام کریں گے۔

If you would like this leaflet in large print, Braille, audio cd or tape, please call 0121 675 2674.