



Welcome to The Single Point of Access (SPA) for Birmingham residents with mental health difficulties aged 16 plus that have housing related support needs.

What is the Birmingham Mental Health Single Point of Access?

This is a referral route to obtain housing related support from one of nine support providers, who are funded by Birmingham City Council.

The aim of the SPA is to:

- * Give greater choice and control over the services received
- * Reduce the need for multiple referral submissions
- * Reduce the time people wait to access services
- * Reduce the need for multiple assessments of need
- * Ultimately improve access to housing related support services

Am I eligible for Housing Related Support?

Adults living in Birmingham with mental health difficulties and identified housing related support needs are eligible to receive a service, 16 and 17 years olds are also included as eligible.

What is Housing Related Support?

Housing related support covers the following areas:

- * Help in setting up and maintaining a home or tenancy
- * Safety and security of accommodation
- * Developing skills related to housing issues
- * Help in accessing services relating to their home
- * Support to overcome isolation
- * Support to deal with neighbour disputes
- * Accommodation move on support

Helpline

The SPA service offers a helpline 9am - 5pm Monday to Friday. You can talk to an advisor over the telephone about the application process, eligibility and how we can signpost you to other services that may be beneficial.



About You

The SPA can be accessed in person, by internet or telephone.

If you require an interpreter the SPA can arrange this for you.

You can self refer to the SPA or be referred by someone on your behalf, for example a GP, statutory key worker, carer, probation or family/friend. The short application form can be completed by yourself, your referrer or by a SPA advisor.

If you are wanting a SPA advisor to complete the application this can be done over the telephone or by arranging to meet up at the SPA office, in the community or at your home. Within 3 days of the SPA receiving a completed application form a team member will inform you or your referrer of the outcome to your application.

If you are eligible to receive housing related support you will be offered a choice of 3 providers.

If you have a preferred provider please inform the SPA staff and providing they have available hours and you are eligible to receive housing related support you will be offered your preferred choice. When you have chosen your provider the application form will be passed onto them and they will contact you to talk further about your support needs.

If you are not eligible to receive a service the SPA will explain why and endeavour to sign post you to alternative services.

If your application is urgent please contact the SPA Team to discuss this further.

If you are not happy with the outcome of the SPA assessment you have the right to appeal.



Our SPA Providers And What They Offer?

Service providers offer housing related support covering the following areas:

Help in setting up and maintaining a home or tenancy

Safety and security of accommodation

Developing skills related to housing issues

Help in accessing services relating to their home

Support to overcome isolation

Accommodation move on support

Anvil House

Anvil House is based in the North side of the city and is funded by Supporting People. The business has run successfully for over 30 years in which they have continued to be at the forefront of supported accommodation provision for adults with enduring mental health.

Aspect Care LTD

Aspects Care is a domiciliary care agency registered with the Care Quality Commission as a 'Good' service.

The inception of Aspects Care began in 2004, having been approached by South Birmingham Primary Care Trust who were looking for a provider to provide support services and accommodation for adults with Learning Disabilities and Mental Health Disabilities.

Birmingham Mind

Birmingham Mind works with over 900 people with mental health issues throughout Birmingham. Support offered varies from low level, preventative support, to intensive crisis support. The Association is committed to the concept of recovery and aims to develop recovery-based services. To achieve this aim all support is planned and delivered in partnership with service users and in ways, which maximise inclusion into society and enable people to become full citizens.

FCH Friendship and Housing

Friendship Care and Housing have been providing care and housing related support in Birmingham for more than Fifty years. Our Supporting People services are carefully designed to enable people to live as independently as possible. We work constantly to improve our services by involving our



My Time

My Time CIC is an inter-cultural Midlands-based community counselling and psychological practice established in 2002, in Birmingham, which provides community-family-inspired therapeutic services within core values of social justice, human being centred, helping people

to develop confidence to take control of their lives, delivering innovative and imaginative accessible quality provision, and building social inclusive and integrative communities.

Praxis

Praxis Care, registered as a charity in 1983, is a major provider of services for adults and children with a learning disability, mental ill health, acquired brain injury and for older people, including people with dementia.

R & J Supported Housing Limited

R & J supported housing aspires to offer personalised dignified support, to assist service users build and maintain an independent and fulfilling life. They enable service users to look positively and confidently to the future, to support whilst empowering to make informed decisions relating to their life choices.

SLC Paragon

The SLC Group has been delivering outcome focussed services for over ten years to adults and young people with mental health issues, physical disabilities, sight impairments, hearing impairments, learning disabilities and autistic spectrum disorders.

Wesley Supported Accommodation

WSAS embrace the independent living philosophy that all people, regardless of disability, have the right and responsibility to make informed choices, be fully involved and consulted in all aspects of their support and to live as independently and as safely as possible within the community and participate as full and equal citizens.



Frequently Asked Questions

Q: What is eligible support?

A: Have a look at our website which explains what support the service can offer. If you would like to discuss this in more detail please contact our helpline on 0121 237 3777 which is open Monday - Friday 9am - 5pm.

Q: I want to apply for a service but have difficulties leaving my home?

A: Our advisors can visit you at home and complete an application form with you.

Q: I cannot complete an application form?

A: Our advisors can complete a form for you.

Q: I cannot speak English?

A: The SPA can arrange for an interpreter to support you throughout the SPA Application process.

Q: I don't live in Birmingham can I still apply for support?

A: The service is only offered to people living in Birmingham. If you are planning to move to Birmingham you can apply and if you are eligible to receive a service support can be arranged for you when you move to Birmingham. If you are not eligible, where possible the SPA will signpost you to other appropriate services.

Q: What is the helpline for:

A: The helpline can explain the SPA Application process and the eligibility criteria. If you are not eligible it can help signpost you to other services that are available.

Q: I am an inpatient and cannot leave the hospital, can I still apply?

A: Yes we can visit you at the hospital or you can apply over the telephone.

How do we Assess?

A: Listed below are the five key areas we assess in:

Setting up & maintaining a tenancy

Safety & security

Developing skills

Assessing other services

Other support activities



Frequently Asked Questions

Q: How long will my application take for me to get support?

A: The SPA will complete the application process within three working days and if you are eligible to receive a service we will forward your application to your chosen support provider. If you consider your application urgent please explain this to an Advisor and we may be able to complete the process within 24 hours. Your chosen provider will make contact with you to continue with your application.

Q: What times of the day / week can I contact someone to discuss my concerns / application?

A: The SPA offers a helpline 9am - 5pm Monday to Friday. You can talk to an advisor over the telephone about the application, the process, eligibility and signposts to other services that may be beneficial.

Q: I am not happy with the outcome of my assessment from the SPA?

A: You have the right to appeal.

If you are not happy with the outcome of the appeal you have the right to take your complaint to Birmingham City Council's Customer Care & Citizen Involvement Team.

Customer Care and Citizen Involvement Team
Birmingham City Council
Adults and Communities Directorate
Milton Grange
16 Handsworth Wood Road
Handsworth Wood
Birmingham
B20 2DR

Phone: 0121 303 5161

Fax: 0121 303 7208

Email: customercareteam@birmingham.gov.uk

Website: www.birmingham.gov.uk/AdultCustomerCare

Q: I am not happy with the service from my allocated support provider?

A: Have you discussed this with your support provider and followed their complaints process? If you are still not happy you can contact Birmingham City Council who funds the support services. (Please see above details for Customer Care & Citizen Involvement Team)