

**Consultation A (Concerns regarding moving to a single HAC at Newtown):**



**Centre will be too busy** Yes - Office will not be big enough to be a single advice centre  
1/20/2016 5:38 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (disabled)** One centre will not be good due to travelling from, where I live, it is difficult and my wife is disabled  
1/20/2016 5:36 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Safety** Safety Aspect  
1/20/2016 5:35 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Safety** Yes - safety of customers  
1/20/2016 5:34 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Safety** Yes - Need more officer due to health & safety of everyone  
1/20/2016 5:33 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Access to NAIS** Rubbish, what about benefits  
1/20/2016 5:30 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** Yes - office would no be suitable for one centre. Health & Safety for customer is not big enough  
1/20/2016 5:29 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Access to NAIS** Where will I go for benefit advice, if this becomes a homeless centre?  
1/20/2016 5:27 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** Not going to work for everyone  
1/20/2016 5:26 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Access to NAIS** Yes - where would I go for general help with other queries. Do not want one office, need more  
1/20/2016 5:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Access to NAIS Centre will be too busy** Do not want one office - need to have access to other enquiries rather than just homeless - office would not be big enough for everyone.  
1/20/2016 5:21 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Access to NAIS Centre will be too busy** Yes - Because not big enough for everyone. cannot get a good service. Need to be more offices for all enquires not just housing  
1/20/2016 5:16 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy Keep Local/Open more HACs** Yes - Need more offices for more access as one will not be enough for all in b'ham. need 4 offices for homeless  
1/20/2016 5:11 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Access to NAIS Centre will be too busy** Yes Health & Safety due to size of building will not accommodate al. Need other services they nee help with  
1/20/2016 5:09 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**In Favour** It's time (as long as everybody got the help they need!  
1/20/2016 5:06 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** None  
1/20/2016 4:56 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** I doubt you would cope with the numbers under one roof, longer queue's etc. Where would it be, you couldn't have everyone from B'ham etc go to one office - BIG MISTAKE  
1/20/2016 4:45 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**In Favour** That would be a lot easier everything would be in one place so people know where to go and get advice and support without all the different numbers for different areas and departments.  
1/19/2016 10:11 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** My concerns are that to many housing office, have closed down which means fewer appointment  
1/19/2016 9:59 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** What if I do not have money to travel  
1/19/2016 9:57 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**In Favour** No I would travel see housing officer  
1/19/2016 9:47 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** I think it will be very busy with a single location  
1/19/2016 9:42 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** None  
1/19/2016 9:41 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** Distance to travel  
1/19/2016 9:40 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** If a personal visit is required Newtown is at least 2 bus rides away. Please remember Birmingham is a big City  
1/19/2016 9:39 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** **Centre will be too busy** There would be far more issues forced by one central on rendering the idea counter productive. At present the work is equally shared by four different centres making it easier for customers to attend the  
1/19/2016 9:16 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** None  
1/19/2016 9:04 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** None  
1/19/2016 9:03 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont know the area** **Too far (general)** Distance Misinformation over the name  
1/19/2016 8:59 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** That would not be to everyone confients their are not much neighbour hood offices as there is

1/19/2016 8:54 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Too far (general)** Wouldn't of been able to get there

1/19/2016 8:50 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Too far (general)** It will be more time spent on travel

1/19/2016 8:48 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Keep Local/Open more HACs** Stay in local area

1/14/2016 5:25 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**No Concerns** Dest ao n Dee

1/14/2016 5:24 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Centre will be too busy** **Too far (general)** The waiting times to be seen, the location of the centre

1/14/2016 9:31 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

**No Concerns** Nothing

1/14/2016 9:29 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Too far (general)** Too fart to travel Sparkbrook ideal for me

1/14/2016 9:26 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Too far (general)** Travelling issue will be a problem this branch is suitable for me

1/14/2016 9:25 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Centre will be too busy** **Too far (general)** Will be busy long wait - too far to travel

1/14/2016 9:23 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Too far (general)** Too Far Can't Travel

1/14/2016 9:22 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Too Far (Financial)** Point 6: No valuable documents which I wanted to hide in person It is vital that people in Housing Needs have access to services that can be reached on foot within a reasonable distance from their home. I would not be able to access on foot - not would many people living too far away. Being on a low incloe, I can not easily afford bus fare, and DONOT HAVE ACCESS TO INTERNET AT HOME.

1/13/2016 2:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Too far (general)** Would not make it due to distance to travel

1/13/2016 2:24 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Too Far (Financial)** This would be very awkward having different options makes it much easier to get to. I walked here today as I have no money. I could not have walked all the way to Newtown.

1/13/2016 2:22 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Centre will be too busy** None - would be busy so the waiting time would be very long

1/13/2016 2:08 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Centre will be too busy** It would be impossible to be seen by any housing officer. This will also cause delay. there is already a shortage of staff. We already have to queue in long lines just to be seen.

1/13/2016 1:13 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** People would have to travel from all corners of Birmingham so its best to keep 4 centres

1/13/2016 1:05 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** That their local office will no longer be local & will be to far to travel to

1/13/2016 1:03 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** Too Far

1/13/2016 1:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** Not enough centre around

1/13/2016 12:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** **Too far (general)** That their local office will no longer be local & will be too far to travel to.

1/13/2016 11:58 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** this would be to far for me to travel

1/13/2016 11:52 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** Should have homeless opts in every housing office

1/13/2016 11:50 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont know the area** **Safety** **Too far (general)** Difficult to get to. Don't like the thought of being in the area by myself

1/13/2016 11:49 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** **Dont know the area** **Too Far (Financial)** Getting seen, getting there, travel expenses, busy

1/13/2016 11:46 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** Too far to travel

1/13/2016 8:49 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont know the area** **Too far (general)** Too far away and cannot get there as do not know the area

1/13/2016 8:48 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** Long queues, waiting times would be too long

1/13/2016 8:47 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** None

1/13/2016 8:45 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** too far to travel

1/13/2016 8:43 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** Have to wait longer

1/13/2016 8:39 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** No

1/13/2016 8:38 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** No  
1/13/2016 8:37 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** None  
1/13/2016 8:36 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** No  
1/13/2016 8:35 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont know the area** **Too far (general)** Do not know area and too far to travel  
1/13/2016 8:33 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** N/A  
1/13/2016 8:33 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont know the area** do not know other areas  
1/13/2016 8:31 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** No  
1/13/2016 8:29 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** No  
1/13/2016 8:28 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** No  
1/13/2016 8:27 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** I would like it to be local  
1/12/2016 2:26 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Safety** the location, the perpetrator lives in that area and would not be helpful to me. If it was Newtown I would not attend  
1/12/2016 2:25 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A or Misinterpreted** Married with a child  
1/12/2016 2:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** **Keep Local/Open more HACs** That it would be overwhelmed with people because its only in one location and could hinder the efficiency end time it takes to be seen. I think this a poor idea and needs different centres dotted around  
1/12/2016 2:19 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** Travel  
1/12/2016 2:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** too far to travel when you have other committments  
1/12/2016 2:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** It wold be very inconvenient for people without transport and with young children to travel.  
1/12/2016 2:10 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** It would be a long journey to Newtown  
1/12/2016 2:08 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** NONE  
1/12/2016 2:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A or Misinterpreted** I've been on the housing list for nearly a year now and have been taken off for no reason. I'm also homeless ??? from property Is not covering for people who born here and housing us  
1/12/2016 2:03 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** NONE  
1/12/2016 1:59 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** Travelling  
1/12/2016 1:52 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** would be to far to travel  
1/12/2016 1:42 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too Far (Financial)** Too far to travel. Also it will cost more money when I want to see someone and my funds are limited  
1/12/2016 1:41 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** Long waiting time  
1/12/2016 1:39 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** I would want the office open it's very helpful  
1/12/2016 1:19 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** I would prefer to have the neighbour office open because if easy to come and hand the paperwork less hassle  
1/12/2016 1:17 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** Disagree  
1/12/2016 1:14 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** I would like the office to remain as it is and NOT turned into a homeless office. People in the community are not all able to travel further for services,  
1/12/2016 12:16 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** I don't want a homeless centre  
1/12/2016 11:44 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** DO NOT AGREE  
1/12/2016 11:42 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** No Homeless  
1/12/2016 11:42 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** Keep housing Office leave it alone

1/12/2016 11:40 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** would not be convenient

1/12/2016 11:39 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** I do not want the Office to close

1/12/2016 11:30 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** Don't close the office

1/12/2016 11:29 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** I would like to come to the centre local to me - Keep it open

1/12/2016 11:28 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** No homeless Centre here

1/12/2016 11:26 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (disabled)** There would be no where else to go as I am a nearly 80 year old disabled lady

1/12/2016 11:24 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** Not happy that there would be nothing local to go to discuss my issues/concerns I do not want it to turn into a homeless centre

1/12/2016 11:20 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** **Keep Local/Open more HACs** Over Crowding, longer waiting queues, not overly efficient. Better to keep centres open to local communities rather than people having to travel.

1/12/2016 11:18 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** I am not happy with a single housing centre I prefer it as it is for generic purpose

1/12/2016 11:13 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** We would have nowhere to go and harder to get to

1/12/2016 11:11 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** It's good to see who you are speaking with as advisers are impatient on the phone and email take too long for a respond

1/12/2016 10:53 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A or Misinterpreted** By helping to get a house

1/12/2016 10:50 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A or Misinterpreted** I still want

1/12/2016 10:47 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** Not suitable for all people to come to one office. Demand will be too high

1/12/2016 9:31 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Access to NAIS** Its close for Benefit advice

1/12/2016 9:24 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** That the local office will no longer be local will be too far to travel to.

1/12/2016 9:22 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** Not enough centres around  
1/12/2016 9:20 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** Too Far  
1/12/2016 9:18 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** Rather my local office  
1/10/2016 8:02 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** Being able to book a specific time so you don't have to wait. Like the GPs are doing it.  
1/10/2016 8:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** Distance travelling, what place feel comfortable attending  
1/10/2016 7:57 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** The waiting time would be too long and staff will be over worked  
1/10/2016 7:55 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** N/A  
1/10/2016 7:48 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** May be very busy  
1/10/2016 7:47 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont know the area Safety** **Too far (general)** i think the distance is to far to travel and Newtown is not a nice area to travel on your own.  
1/10/2016 7:45 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** Concerns Travel  
1/10/2016 7:42 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A or Misinterpreted** you need to help to ??? people to do something about housing Thank you  
1/10/2016 7:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** Not to be seen on time, already had problems with that before  
1/10/2016 7:36 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A or Misinterpreted** My Children  
1/10/2016 7:29 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** N/A  
1/10/2016 7:22 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**In Favour** **Too far (general)** i think its a good idea apart from the distance  
1/10/2016 7:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** None  
1/10/2016 7:18 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** No

1/10/2016 7:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**In Favour** Accept it and get on with it

1/10/2016 7:10 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** Too far

1/10/2016 7:07 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (disabled)** I am disabled with mobility issue

1/10/2016 7:05 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** Newtown impossible to get to.

1/10/2016 6:53 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** Like old times. Not a good idea

1/10/2016 6:51 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** Came in to discuss Housing app over phone. Neary impossible to get through

1/10/2016 6:49 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** No concerns

1/10/2016 6:45 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** Not accessible to people, people's needs not catered for.

1/10/2016 6:43 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** To far to travel

1/10/2016 6:41 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** Travel - getting to Newtown Impossible!!!!

1/10/2016 6:39 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** None

1/10/2016 6:37 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** the distance is to far to travel

1/8/2016 1:57 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too Far (Financial)** **Too far (general)** Travel Distance, cost of travelling

1/8/2016 1:56 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** Strongly Disagree

1/8/2016 1:53 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A or Misinterpreted** We have been waiting for our homeless appointment today for over 2hrs and in between the appointment the housing officer called away leaving us sitting down. I am not very well at this time and don't think this the way to treat people. I think it very degrading. The way we are treated. So it doesn't matter where you moved to these issues have to be improved.

1/8/2016 1:49 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** Time waiting to be seen. Big queues in front

1/8/2016 1:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** Travelling  
1/8/2016 1:18 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** I think this a bad idea  
1/8/2016 1:17 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** I don't think it would be easy for all to get to  
1/8/2016 12:06 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** None  
1/8/2016 12:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** How busy it would be, it would be harder to travel to from certain areas  
1/8/2016 12:02 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** Not good idea 1 office should be each area North South East West  
1/8/2016 12:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A or Misinterpreted** I don't like Newtown office Erdington staff extremely friendly better than Newtown and handsworth office  
1/8/2016 11:47 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A or Misinterpreted** We have been to other places and couldn't get help as a couple We need to stay together because care for my wife arthritis  
1/8/2016 11:44 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** Transport Waiting time More comfy chairs, water machine / coffee  
1/8/2016 11:41 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** Travelling with a baby & buggy bus Service not always reliable  
1/8/2016 11:39 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** Would not be able to get to Newtown  
1/8/2016 11:36 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** I WOULD PREFER TO COME TO SPARKBROOK OFFICE  
1/5/2016 4:39 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** NONE  
1/5/2016 4:37 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too Far (Financial)** **Too far (general)** VERY DISTANT, TRAVEL & COSTS WOULD INCUR PARKING PROBLEMS, SPACE ETC  
1/5/2016 4:30 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** I WOULDN'T GET THE HELP I NEED AND I MIGHT NOT BEEN SEEN TOO.  
1/5/2016 4:27 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** **Too far (general)** TIME YOU WAIT. TIME IT TAKES TO GET THERE, ACCESSABILITY, PARKING. TOO DISTRESSING ENVIRONMENT.  
1/5/2016 4:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** **Safety** TOO MANY PEOPLE, MORE ARGUEMENTS, NOT ANY TIME TO BE SEEN AND MORE STRESS FOR STAFF & CUSTOMERS.

1/5/2016 4:18 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** N/A

1/5/2016 4:14 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** I THINK IT WILL BE MORE DIFFICULT DUE TO VOLUME OF HOMELESS THAT WILL FLOW TO THIS. I SUGGEST TO LEAVE THE SYSTEM LIKE IT IS BEFORE.

1/5/2016 4:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** GETTING TO THE OFFICE

1/5/2016 4:07 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** TRAVELLING

1/5/2016 4:05 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont know the area** HOW WOULD I GET TO NEWTOWN

1/5/2016 4:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** GETTING THERE WOULD REQUIRE MORE TIME.

1/5/2016 3:59 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** **Too far (general)** LOCATION BEING FURTHER OUT, LONGER QUEUES AND TIMES WAITING TO BE SEEN.

1/5/2016 3:57 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** TOO BUSY

1/5/2016 3:54 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** **Too far (general)** VERY DIFFICULT IN CLOSING SPARKBROOK - WE DON'T ALWAYS HAVE CAR SO WILL CAUSE PROBLEM TRAVELLING FOR.

1/5/2016 3:51 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** **Too far (general)** TRAVELLING DISTANCE, WAITING TIMES

1/5/2016 3:49 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** IS GOING TO BE VERY HARD FOR EVERYONE OR MAYBE APPOINTMENT IS GOING TO TAKE 3 MONTHS.

1/5/2016 3:46 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** I LIVE IN B31, I HAVE 3 YOUNG CHILDREN. I DO NOT THINK IT'S FAIR FOR PEOPLE LIKE ME TO HAVE TO GO SO FAR.

1/5/2016 3:39 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** TRAVEL TOO FAR

1/5/2016 3:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** TRAVELLING TO IT

1/5/2016 3:31 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont know the area** NOT KNOWING WHERE IT IS  
1/5/2016 3:29 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** TRAVELLING, SHOULD HAVE MORE THAN ONE AS PEOPLE WILL BE WAITING FOREVER.  
1/5/2016 3:27 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** THINK IT IS ABSOLUTELY DIABOLICAL  
1/5/2016 3:22 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** THE AMOUNT OF TIME IT WOULD TAKE TO SEE EACH PERSON, THE AMOUNT OF CHILDREN BEING IN THIS PLACE CAN BE DANEROUS AND I TRULY BELIEVE NEEDS WILL NOT BE MET FOR EACH INDIVIDUAL.  
1/5/2016 3:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** TOO FAR TO TRAVEL, OVERCROWDING & LONGER WAITING TIMES, DELAYS ETC IN SINGLE HOUSING CENTRE.  
1/5/2016 3:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A or Misinterpreted** UNCLEAR  
1/5/2016 3:13 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont know the area** HOW TO GET THERE  
1/5/2016 3:10 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**In Favour** WILL SAVE PEOPLE IN HAVING TO TRAVEL TO DIFFERENT OFFICES, ONE CENTRE WOULD BE BETTER.  
1/5/2016 3:09 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** N/A  
1/5/2016 3:06 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Safety** NEWTOWN IS AT TIMES A KNOWN VOLATILE AREA AS GANGS CAN HAVE ISSUES AND THIS CAN MAKE IT UNCOMFORTABLE FOR SOME OF MY CLIENTS TO WANT TO GO INTO THE AREA.  
1/5/2016 3:03 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** N/A  
1/5/2016 2:59 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A or Misinterpreted** CONTACT CUSTOMER ASAP FOR ANY BENEFITS CHANGES AFFECTING HIS HOUSING ALLOWANCES  
1/5/2016 2:57 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A or Misinterpreted** NOT TOO SURE  
1/5/2016 2:51 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** LONG QUEUES NOT BEING ABLE TO BE SEEN IN THE SAME DAY.  
1/5/2016 2:46 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** IT WON'T BE VISIBLE FOR PEOPLE WHO LIVE FAR AND THE WAITING WOULD INCREASE.

1/5/2016 2:44 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** | CAN EXPECT THAT BECAUSE TODAY I SPEND MORE THAN 4 HOURS TILL NOW AND I CLOSE MY SHOP AND THE WEATHER IS TOO BAD WITH CHILDREN.

1/5/2016 2:24 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**In Favour** | IT WOULD SAVE IN WAITING AROUND FOR AN ADVISOR TO SEE AN ADVISOR.

1/5/2016 1:41 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** | THIS WOULD DEFINATELY SLOW THINGS DOWN

1/5/2016 1:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** | TRANSPORT AS I DON'T DRIVE & HAVE TWO YOUNG CHILDREN

1/5/2016 1:38 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**In Favour** | ERDINGTON STAFF ARE MORE FRIENDLY NEWTOWN NEEDS MORE OF THIS.

1/5/2016 1:29 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** | YOU SHOULD PROVIDE HELP AND ADVICE THROUGH THIS NEIGHBOURHOOD OFFICE ASWELL SO PEOPLE IN ERDINGTON SHOULD ACCESS THE HELP FROM THEIR LOCAL NEIGHBOURHOOD OFFICE.

1/5/2016 1:26 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** | NO

1/5/2016 1:21 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Safety Too far (general)** | TRAVEL, THE AREA NOT KNOWN. SINGLE WOMAN NOT CONFIDENT ONGOING TO UNKNOWN AREA AND SAFETY ASPECT

1/5/2016 1:17 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** | IT WILL BE CROWDED, LONG APPOINTMENT. ERDINGTON NEIGHBOURHOOD OFFICE IS NEAR THE JOB CENTRE, EASY ACCESS.

1/5/2016 12:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** | CAUSE INCONVENIENCE LIKE A CATTLE OF HERD

1/5/2016 12:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy Too far (general)** | THEN THAT WILL NOT BE CONVENIENT FOR EVERYONE TO GET ONE SINGLE PLACE AND IT WILL TAKE MORE TIME TO RESOLVE THE THINGS

1/5/2016 12:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** | WON'T GO TO NEWTOWN, DON'T LIVE IN THE AREA

1/5/2016 12:10 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** | IT WILL BE VERY HARD & DIFFICULT FOR US

1/5/2016 12:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** | A LOT, WOULD HAVE TO TRAVEL LONGER AND WAIT LONGER

1/5/2016 12:01 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy Too far (general)** | TOO FAR TO TRAVEL, WAITING TIMES AND NOT HAVING A DECENT SERVICE

1/5/2016 11:57 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (disabled)** | SUFFER WITH PANIC ATTACK, DIFFICULT FOR ME TO GET INTO A CENTRE  
1/5/2016 11:47 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs Safety** | I'D WANT TO GO TO ERDINGTON HOUSING ADVICE CENTRE  
AS I LIVE ROUND HERE AND FEEL SAFE  
1/5/2016 11:44 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** | IT WILL BE DIFFICULT FOR MEMBERS OF THE PUBLIC  
1/5/2016 11:42 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** | TRAVEL TOO FAR  
1/5/2016 11:35 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** | TRAVELLING TO IT  
1/5/2016 11:33 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont know the area** | NOT KNOWING WHERE IT IS  
1/5/2016 11:31 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A or Misinterpreted** | Response to question 6:- No I believe meeting in person avoids confusion and waiting times. Response to question to question 9:- I think it is very unfair because this end of B'ham needs a centre. It's unfair for people who don't have access to the internet and even a telephone.  
12/21/2015 11:54 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** | It would be impossible to do anything  
12/21/2015 11:49 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A or Misinterpreted** | Response to question 6:- No prefer face to face comment to question12: Your age 26 Your marital status - separated Your religion or belief - Muslim Your gender - Female  
12/21/2015 11:47 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**In Favour** | don't have no concerns for that straight I went to Disk and I get help in 5 minut waiting :-)  
12/21/2015 11:42 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** | Long waiting hours and delays  
12/21/2015 11:39 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (disabled)** | DISTANCE WOULD BE AN ISSUE DUE TO MOBILITY.  
12/17/2015 3:16 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** | IT WOULD BE HARD TO TRAVEL THERE AS IT IS TOO FAR.  
12/17/2015 3:11 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (disabled)** | DO NOT HAVE ACCESS TO TRANSPORT TO TRAVEL. NEED TO GET TAXI, I AM DISABLED & NEED TO GET BUS.  
12/17/2015 3:07 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** | BELIEVE THIS WOULD NOT WORK. I HAVE BEEN THERE 3 TIMES IN THE LAST WEEK. TODAY I HAVE BEEN DEALT WITH IN A VERY PROFESSIONAL BY LINDA

WHO TOOK THE TIME TO HELP US AS WE ARE DYSLEXIC. WOULD A SINGLE CENTRE COPE AS WELL AS HAVING MORE THAN ONE CENTRE.

12/17/2015 2:47 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** TRANSPORT LINKS AND ACCESSIBILITY DUE TO DISTANCE

12/17/2015 2:36 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** IT WOULD BE TOO COMPLEX IN JUST ONE PLACE AND NOT ALWAYS EASY TO TRAVEL TO IF NEEDED.

12/17/2015 2:30 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too Far (Financial) Too far (general)** TRAVELLING, COSTS, TIMES, HEALTH IMPACT

12/17/2015 2:28 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont know the area Safety** MAJOR CONCERNS. I WOULD NOT KNOW HOW TO GET THERE. I WOULD NOT BE CONFIDENT TO TRAVEL ALONE. I DO NOT KNOW THE AREA AND WOULD NOT FEEL SAFE.

12/17/2015 12:33 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** TRAVEL

12/17/2015 12:11 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** | THINK WE NEED MORE LOCATION

12/17/2015 10:42 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs Too far (general)** | WILL NOT AGREE AS THIS OFFICE IS CLOSER TO ME & WILL FIND IT DIFFICULT TO TRAVEL - PLEASE DO NOT CLOSE THIS OFFICE.

12/14/2015 2:46 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy Too Far (Financial)** NOT BEING ABLE TO GET THERE IN TIME. HAVING TO WAIT A LONG TIME TO BE SEEN COSTLY DUE TO ILLNESS & USE TAXI'S TO GET TO PLACES.

12/14/2015 2:44 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** - TRAVEL - EASY LOCAL ACCESS

12/14/2015 2:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** | LONG WAITING TIME

12/14/2015 2:38 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** | WOULD BE WAITING FOREVER AND IT WON'T BE OK TO PEOPLE.

12/14/2015 2:37 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** NO

12/14/2015 2:35 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** DISTANCE

12/14/2015 1:33 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy Safety** | PEOPLE BEING ABUSIVE AND THREATENING, SWEARING AROUND CHILDREN.

12/14/2015 1:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** ACCESS TO PARKING  
12/14/2015 1:29 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** NEED TO SEE SOMEONE IN PERSON. I WOULD FIND IT DIFFICULT TO GET THERE AND IT MAY BE TOO FAR TO GET TO.  
12/14/2015 1:26 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** WAITING TO BE SERVED  
12/14/2015 1:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A or Misinterpreted** BETTER COMMUNICATION FACE TO FACE , NO BREAK DOWN IN COMMUNICATION.  
12/14/2015 1:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** FACT THAT WE WOULDN'T GET AN APPOINTMENT.  
12/14/2015 1:14 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** MAYBE TOO FAR TO GET TO.  
12/14/2015 1:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** OVERCROWDING MIGHT BE A CONCERN.  
12/14/2015 1:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** THE WAITING TIME DUE TO THE NUMBER OF CLIENTS.  
12/14/2015 1:02 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** **Centre will be too busy** **No Concerns** NONE  
12/14/2015 12:54 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** **Centre will be too busy** **Keep Local/Open more HACs** MY MAIN CONCERNS THAT WITH IT BEING THE ONLY PLACE TO GO, IT'LL BE VERY BUSY, YOU CAN'T ALWAYS GURANTEE THE INFORMATION GIVEN OVER THE PHONE IS ACCURATE AND THOSE WHO DON'T SPEAK ENGLISH AS A FIRST LANGUAGE MAY FIND IT DIFFICULT. ALSO,ANY TEHCNICAL ISSUES COULD HAVE MASSIVE IMPACT ON EVERYTHING /EVERYONE. I PERSONALLY FEEL THAT IT IS RIDICULOUS. AS I AM CURRENTLY EXPERIENCING THE POSSIBILITY OF BECOMING HOMELESS, I HAVE USED THE HOUSING TODAY TO HAVE A HOMELESS INTERVIEW. OVER THE LAST MONTH I'VE BEEN EXTREMELY STRESSED AND ANXIOUS WITH REGARD TO THIS. I HAVE SPOKEN TO VARIOUS DEPARTMENTS (OVER THE PHONE) AND BEEN GIVEN TOO MUCH CONTRADICTING INFORMATION FROM VARIOUS PEOPLE. IT WASN'T UNTIL TODAY I HAVE BEEN RE-ASSURED OF ALL POSSIBLE OUTCOMES AND NOW FULLY AWARE OF WHERE I STAND AND WHAT TO EXPECT. IF IT WASN'T FOR ME BEING ABLE TO COME AND SIT DOWN TO HAVE FACE TO FACE CONTACT, WITH SOMEONE FULLY INFORMED AND EXPERIENCED IN WHAT THEY DO, I WOULD HAVE BEEN LEFT ON THE STREETS WITH MY CHILDREN. I SERIOUSLY FEEL THAT MOVING ALL HOUSING / HOMELESSNESS TO A CALL CENTRE WILL NOT BE BENEFICIAL FOR THOSE WHO NEED TO ACCESS IT; PEOPLE WITH LANGUAGE BARRIERS / SPEECH IMPEDEMENTS / THOSE WHO SUFFER MENTAL ILLNESS, CHANGE CAN MAKE IT WORSE FOR THEM / WAT HAPPENS IF TEHCNICAL ISSUES ARISE? THAT MEANS THE WHOLE OF BIRMINGHAM (THAT DEPARTMENT) WILL BE AFFECTED / MORE IMPORTANTLY, WHAT HAPPENS IF A MEMBER OF STAFF DOESN'T DO THEIR JOB ACCURATELY OR MISS VITAL INFORMATION THEY HAVEN';T UPDATED? WHICH IS WHAT I HAVE PERSONALLY EXPERIENCED. THIS HAS LED ME TO NOT ACCESSING THE RIGHT PEOPLE AS WELL AS MAJOR DELAYS IN PROCESSING RELEVANT INFORMATION WHICH HAS LED ME TOI MISSING OUT ON MUCH NEEDED SERVICES. I HAVE LEFT MY APPOINTMENT TODAY KNOWING WHAT'S BEEN PROCESSED, WHAT I NOW NEED TO

DO, KNOWING ALL DOCUMENTS HAVE BEEN COPIED, WATCH THAT THE SYSTEM HAS BEEN UPDATED, AS WELL AS SAW MY PERSONAL STATEMENT HAD BEEN NOTED ACCURATELY. THE LADY WHO SAW ME WAS VERY PROFESSIONAL, HELPFUL AND COMPASSIONATE WITH MY SITUATION. ALL OF THIS HAS MADE ME A LOT CALMER AND THOROUGHLY INFORMED OF WHAT WILL HAPPEN AS WELL AS ADVISED ON ALL CORRECT INFIRMATION. I PERSONALLY STRONGLY ADVISE AGAINST THE MOVE. I SUFFER WITH ANXIETY AND TODAY'S APPOINTMENT HAS HELPED ME SO MUCH AND I KNOW THIS IS DOWN TO HAVING FACE TO FACE CONTACT WITH THE RIGHT PERSON, IT HAS BEEN AN EASY EXPERIENCE TO ACCESS. IF IT GOES TO CALL CENTRE THERE ARE GOING TO BE VAST AMOUNTS OF DELAY GETTING THROUGH, NOT TO MENTION HAVING THE TELEPHONE ACCESS. NOT EVERYONE HAS TELEPHONE / INTERNET ACCESS, THIS CAN ALSO HAVE A MASSIVE EFFECT ON INDIVIDUALS BEING ABLE TO ACCESS THIS SERVICE. IT'S STRSSING ENOUGH KNOWING YOU COULD BE HOMELESS THE ONLY RE-ASSURANCE I'VE HAD HAS BEEN THROUGH ME ATTENDING MY HOMELESS INTERVIEW, AS EVERY OTHER DEPARTMENT I'VE CALLED HAS GIVEN CONTRADICTING INFORMATION / ADVICE WHICH IS ADDED STRESS.

12/14/2015 12:13 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** LOT OF CONFUSION, MORE TRAINING FOR STAFF.

12/14/2015 11:36 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** NO - DO NOT AGREE - NEED MORE OFFICES

12/14/2015 11:34 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** **Keep Local/Open more HACs** TOO OVERCROWDED, PEOPLE WILL NOT GET THEY SERVICE THEY DESERVE, WILL GET PUSHED AWAY. NEED MORE OFFICES TO ACCESS SERVICES.

12/14/2015 11:32 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** NEED MORE OFFICES OPEN SO THAT IT IS EASY ACCESS TO GET TO.

12/14/2015 11:30 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** TOO OVERCROWDED AND WOULD NOT GET THE BEST SERVICE.

12/14/2015 11:28 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** NOT GOOD

12/14/2015 11:17 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** **Too Far (Financial)** OVERCROWDED, LONGER WAITING TIMES. CAN'T ACCESS ON FOOT & MAY NOT BE ABLE TO AFFORD BUS FARE.

12/14/2015 11:11 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A or Misinterpreted** UNABLE TO RESERVE ANY MATTER OVER THE PHONE & I AM NOT IN A POSITION TO DEAL WITH MATTER USING THE INTERNET.

12/14/2015 11:08 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A or Misinterpreted** TOO LONG WAIT IN PHONE CUE & NO CREDIT ON PHONE TO CALL. ALSO PROBLEM WITH MY SIGHT. NOT MANY OF THESE SERVICE USERS HAVE ACCESS TO PERSONAL MOBILE OR LANDLINE AT THIS PRESENT TIME OF FINANCIAL SITUATION AND EVEN IF THE CALLS ARE FREE NUMBERS, MOBILE DOES NOT ALLOW FREE NUMBERS. THIS WILL NOT WORK.

12/14/2015 10:56 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** WOULDNT IT CONCENTRATE ALL THE HOMELESS TO ONE AREA? WOULDNT THAT INCREASE THE WAITING TIME FOR OTHER PEOPLE WITH DIFFERENT ENQUIRIES?

12/14/2015 10:51 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Safety** SAFETY ASPECT

12/14/2015 10:48 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** DON'T THINK WE SHOULD DO THAT AS THERE WOULD NOT BE ENOUGH TIME TO GET ADVISE ON SITUATION DEALT WITH AND A LOT OF PEOPLE WOULD GET ANGRY AND UPSET.

12/8/2015 1:05 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** **Keep Local/Open more HACs** MY CONCERN IS THERE ARE A LOT OF PEOPLE WHO ARE IN NEED FOR HELP AND IF IT IS ONLY ONE I THINK THERE WILL BE TOO MUCH CROWD, SO I HOPE ALL 4 WILL BE OPEN.

12/8/2015 1:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A or Misinterpreted** THE CONCERNS THAT I HAVE IS THAT YOU WOULD JUST PASSED ON TO AND TRANSFERRED TO DIFFICULT DEPARTMENTS WHICH COST A LOT OF MONEY. ALSO, IT'S BETTER TO HAVE A FACE TO FACE INTERACTION.

12/8/2015 12:56 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** TRAVEL QUALITY OF SERVICE

12/8/2015 12:52 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Access to NAIS** HOW WOULD I GET USAGE OF THE PHONES, HANDING DOCUMENTS TO THE HOUSING AND HELP WITH MY BENEFIT ISSUE.

12/8/2015 12:50 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Against - General** LOADS, MEAN TOO MANY THINGS

12/8/2015 12:34 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep Local/Open more HACs** PLEASE KEEP THE OFFICE.

12/8/2015 12:30 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** IT IS DIFFICULT FOR ME TO REACH THERE. THIS AREA IS GOOD FOR EVERYONE.

12/8/2015 12:28 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Safety** SECURITY

12/8/2015 12:25 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A or Misinterpreted** WANT T O MOVE ON.

12/8/2015 12:24 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** NO TOO BUSY, TOO MANY PEOPLE, VERY OVERCROWDED, NEEDS WILL NOT BE MET.

12/8/2015 12:22 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Too far (general)** MAY BE TOO FAR FOR PEOPLE THAT LIVE FOR FROM THE AREA.

12/8/2015 12:16 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**In Favour** DISTANCE, TIME WOULD BE AFFECTED. MY HEALTH & MONEY IF I DIDN'T HAVE THE NEWTOWN CUSTOMER SERVICE TO WALK TO.  
12/8/2015 12:13 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Consultation A (Making it easier for you to get housing and homelessness support):**

**Keep local/Open more HACs** Keep more offices in order for people to travel to a local office rather than one  
1/20/2016 5:38 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Keep local/Open more HACs** Having more offices in more locations to provide appointments  
1/20/2016 5:36 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Keep local/Open more HACs** have more open offices to go to  
1/20/2016 5:34 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Keep local/Open more HACs** Keep more office open in order to have more access  
1/20/2016 5:29 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Dont implement proposal** I do not require homeless support. I need access for benefit enquires.  
1/20/2016 5:27 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Keep local/Open more HACs** Keep more offices open  
1/20/2016 5:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Keep local/Open more HACs** Need more offices to access for all services  
1/20/2016 5:21 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Keep local/Open more HACs** Need more office for all enquiries  
1/20/2016 5:16 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Implement Proposed Change** I Agree live this centre here help here  
1/20/2016 5:14 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Implement Proposed Change** Live this here Please  
1/20/2016 5:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Keep local/Open more HACs** Have more open offices for access. Need help other than with homeless only what will happen to other services to access.  
1/20/2016 5:11 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Keep local/Open more HACs** Have more than one open office need. Need other offices for other services to access  
1/20/2016 5:09 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Better Quality/More Info** By giving more information  
1/20/2016 5:06 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**No Comment** No comment  
1/20/2016 4:56 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

**Keep local/Open more HACs** Dont implement proposal This way is best, if its not broke don't fix it Phone calls to the offices are a big no as we're on the phone ages. Haven't got internet system in my house and with closure / short hours at library that also a no  
1/20/2016 4:45 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Website/Online Forms** To have a website which is easier to understand and everything housing needs wise in one place  
1/19/2016 10:11 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Better Quality/More Info** Keeping in contact as arranged and not just brushing me off.  
1/19/2016 9:47 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**More appointments** Appointment  
1/19/2016 9:43 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Comment** None  
1/19/2016 9:41 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** DO NOT MOVE!  
1/19/2016 9:40 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Better Quality/More Info** **Improved Housing Advice** For all staff to understand the importance of each policy as I have been pushed from pillow to post just to try and get the correct advice on how it should proceed with a housing application  
1/19/2016 9:16 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Comment** None  
1/19/2016 9:07 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Increased Opening Hours** Due to work it is very difficult for me to visit neighbourhood offices as they're only open between 9-4.15 therefore it would be very helpful for another arrangement to be made  
1/19/2016 9:03 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Increased Opening Hours** Take into Account individuals who work in unsocial hours - difficulty getting time off work Stress involved trying to keep your job and look accommodation - joined of service.  
1/19/2016 8:59 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**More appointments** more officers on duty  
1/19/2016 8:54 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Keep Sparkbrook open  
1/14/2016 9:26 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Better Quality/More Info** to get back to me ASAP contact me  
1/14/2016 9:25 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Keep Sparkbrook office open for public line  
1/14/2016 9:23 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Sparkbrook Office Ideal  
1/14/2016 9:22 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Point 10: Would need you to pay for my bus fare Keep Sparkbrook centre open - and other services in their local areas eg communities, people on low incomes may not be able to afford internet at home, and could not afford to travel on the bus  
1/13/2016 2:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Leave Sparkbrook Housing open  
1/13/2016 2:24 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Not Applicable** The people in the housing office were very helpful especially Sonia + Philomina  
1/13/2016 2:22 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Implement Proposed Change More appointments** Have one location, with less waiting time  
1/13/2016 2:08 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** By keeping this centre open it would be easier to get help we need  
1/13/2016 1:13 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Upset, Angry because Newtown is too far  
1/13/2016 1:09 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Keep the Sparkbrook office open  
1/13/2016 1:03 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Keeping local Sparkbrook Centre open  
1/13/2016 12:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Keep the Sparkbrook office open Point 12: & money & finding it  
1/13/2016 11:58 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** open more housing offices and cut back on the less important things  
1/13/2016 11:52 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**More appointments** More appointments  
1/13/2016 11:50 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont implement proposal** Not moving the office to Newtown. Keeping the area safe  
1/13/2016 11:49 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** By leaving Northfield open!!!  
1/13/2016 11:46 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Improved Housing Advice** Just to help me as much as you can  
1/13/2016 8:45 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Improved Housing Advice** Very clear and helpful  
1/13/2016 8:44 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Keep Local Office open  
1/13/2016 8:43 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**More appointments** Not have to wait long when homeless with child  
1/13/2016 8:39 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont implement proposal** if you note one der will be hard for as single mum to gat there as I suffer with a lot of helth issues

1/13/2016 8:26 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Not Applicable** If you have support worker

1/12/2016 2:28 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Improved Housing Advice** Be more helpful

1/12/2016 2:27 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Email/Scan Documents Telephone Appointments Website/Online Forms** By making it possible to complete the application online or by tway of telephone interview and enabling documents to be emailed or posted.

1/12/2016 2:25 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** By having a few more centres located in the East access area ie town or in smaller location to allow efficiency

1/12/2016 2:19 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**More appointments** booked appointments Point 12 Carers commitments

1/12/2016 2:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Comment** No comments

1/12/2016 2:10 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Open more offices

1/12/2016 2:08 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Improved Housing Advice** By supporting us how they show

1/12/2016 2:03 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Keep the office open

1/12/2016 1:19 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** keep the office open it helps us a lot

1/12/2016 1:17 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont implement proposal** Disagree

1/12/2016 1:14 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Implement Proposed Change** To keep the present office open for housing support

1/12/2016 12:16 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Website/Online Forms** Some applications would be better to be completed on line rather than coming to the office to complete

1/12/2016 11:44 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Implement Proposed Change** Need open office to deal with problems not on phone

1/12/2016 11:42 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Need to have more office available

1/12/2016 11:39 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Implement Proposed Change** Keep my office local for housing needs

1/12/2016 11:26 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Not Applicable** Stop knocking down the flats , put the homeless in them at least that way you can keep this branch open

1/12/2016 11:24 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Implement Proposed Change** I would still prefer if I could get advice in an office where you can approach for generic issues that just reason

1/12/2016 11:20 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Home Visits** Home Visit Service The newton Centre is already slow with a ticket and wait system You need separate specific teams with separate urgency traffic light system of priority.

1/12/2016 11:18 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Implement Proposed Change** From the current office

1/12/2016 11:13 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont implement proposal** To keep this office how it without change

1/12/2016 11:11 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Comment** Not sure

1/12/2016 10:53 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Improved Housing Advice** To give me the appropriate help

1/12/2016 10:50 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont implement proposal** Keep the office open as it is

1/12/2016 10:47 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Keep as many officer open as possible to help vulnerable people

1/12/2016 9:31 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Keep the Sparkbrook Office open

1/12/2016 9:22 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Keeping local Sparkbrook Centre Open

1/12/2016 9:20 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** I would prefer to stay at the local office, I am diabled and would find it difficult

1/10/2016 8:02 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Website/Online Forms** After first visit to be able to dealwith the paperwork online

1/10/2016 8:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Comment** N/A

1/10/2016 7:48 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Telephone Appointments** By phone call

1/10/2016 7:47 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Keep the local (Erdington ) housing open  
1/10/2016 7:45 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Telephone Appointments Website/Online Forms** Website, telephone advice  
1/10/2016 7:42 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Implement Proposed Change** Yes ??? ??? to do this because people suffering thank you  
1/10/2016 7:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Improved Housing Advice Telephone Appointments** better help on phon at the moment you call JX and get 5 different answers  
1/10/2016 7:36 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Keepthe services at Erdington  
1/10/2016 7:28 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Comment** N/A  
1/10/2016 7:18 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Comment** None  
1/10/2016 7:16 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Not Applicable** on the bus  
1/10/2016 7:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Not Applicable** You cannot really  
1/10/2016 7:10 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Keep my local Northfield open  
1/10/2016 7:07 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**More appointments** More options of appointments  
1/8/2016 1:56 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** by Staying in Sparkbrook and not moving  
1/8/2016 1:54 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** don't close sparkbrook  
1/8/2016 1:53 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Implement Proposed Change** I have been waiting for approximately 2 years for support from the council for housing support and until now we have not gotten any. Therefore it doesn't matter where you move to it doesn't seem like you are going to help us!!!  
1/8/2016 1:49 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Having an office local to the are like there is already  
1/8/2016 1:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Not Applicable** I think the service is not resourced properly  
1/8/2016 1:17 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Better Quality/More Info** **Improved Housing Advice** Good clear concise advise tat is easy to understand Point 10: - I an deaf

1/8/2016 12:06 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Not Applicable** Don't know

1/8/2016 12:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**tel access/freephone** To have a free telephone service for emergency homelessness for after hours Service and for people unable to afford travel

1/8/2016 11:52 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Better Quality/More Info** **Keep local/Open more HACs** More friendly supporting staff non judgemental, more offices

1/8/2016 11:47 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Improved Housing Advice** we homeless and would like your support and help

1/8/2016 11:44 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**More appointments Website/Online Forms** Speedier Response On line access

1/8/2016 11:41 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**tel access/freephone Website/Online Forms** Updating the website and useful contact number

1/8/2016 11:39 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** Don't change the service

1/8/2016 11:36 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** PREFER TO KEEP SPRAKBROOK OFFICE OPEN.

1/5/2016 4:39 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Comment** NO

1/5/2016 4:37 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** KEEP CENTRES OPEN WHERE PEOPLE NEED THEM. THEY ALREADY WORK WELL, SO WHY CHANGE IT?

1/5/2016 4:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Better Quality/More Info** **Improved Housing Advice** | APPRECIATE ANY HELP GIVEN AS I HAVE NOWHERE TO STAY AT ALL AND I AM NOT AWARE OF THE SUPPORT IN THIS SITUATION BUT HAVE BEEN TOLD NEIGHBOURHOOD HELP IN BEST WAY AND I REALLY NEED SUPPORT IN THIS MATTER.

1/5/2016 4:14 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** DE-CENTRALISE THE SYSTEM

1/5/2016 4:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Travel Assistance** PAY TRAVEL

1/5/2016 4:08 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont implement proposal** STILL HAVE SOME FACILITIES TO DO THE HOMELESS APP AT LOCAL OFFICES.

1/5/2016 3:57 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** KEEP SPARKBROOK  
1/5/2016 3:51 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Better Quality/More Info** MAKE IT CLEAR THE PROCESS OF WHAT HAPPENS TO ALL EMPLOYERS  
1/5/2016 3:49 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Implement Proposed Change** | THINK IT'S OK  
1/5/2016 3:39 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont implement proposal** KEEPING MORE THAN 1 OFFICE OPEN  
1/5/2016 3:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** KEEP LOCAL OFFICES OPEN  
1/5/2016 3:31 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** KEEP ALL HOUSING OFFICES OPEN, EASIER FOR EVERYONE.  
1/5/2016 3:27 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** KEEP THE SERVICE IN ERDINGTON, WE NEED IT.  
1/5/2016 3:22 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** KEEP IT AS IT IS PEOPLE NEEDS ARE BEING MET 100%.  
1/5/2016 3:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Comment** DON'T KNOW  
1/5/2016 3:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Better Quality/More Info** **Improved Housing Advice** BY UNDERSTANDING THE EXPLANATIONS  
1/5/2016 3:13 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** OFFER APPOINTMENTS AT ALTERNATIVE LOCATION THAT SOME CUSTOMERS MAY NOT BE ABLE TO GET TO NEWTOWN DUE TO DOMESTIC VIOLENCE.  
1/5/2016 3:09 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Comment** NO  
1/5/2016 3:06 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Better Quality/More Info** **Improved Housing Advice** TO HELP HOMELESS PEOPLE BEFORE THEIR DAY OF LOSING THEIR ACCOMODATION MORE, WITH PREVENTION OF SOME BEING MADE HOMELESS THROUGH NO FAULT OIF THEIR OWN.  
1/5/2016 3:03 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Not Applicable** TURN THE HEATING OFF  
1/5/2016 2:59 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Increased Opening Hours** ALLOW LONG HOURS AND OPENING OF OFFICES  
1/5/2016 2:57 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Not Applicable** MY PARTNER IS PREGNANT AND ISN'T FEELING VERY WELL . IF WE REALLY HAD TO RELOCATE WE WILL BUT I WOULD PREFER IF WE DIDN'T.  
1/5/2016 2:51 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



No Comment N/A

1/5/2016 1:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Better Quality/More Info Improved Housing Advice KEEP PEOPLE UPDATED.

1/5/2016 1:29 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Keep local/Open more HACs THE SERVICE SHOULD CARRY ON AT ERDINGTON NEIGHBOURHOOD OFFICE.

1/5/2016 1:26 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Website/Online Forms MORE INFO ONLINE

1/5/2016 1:21 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Keep local/Open more HACs THE NEIGHBOURHOOD OFFICE IN ERDINGTON HAVE BEEN MOST HELPFUL IN SUPPORT AND HOW I HAVE TO ARRANGE TO GET ON HOUSING LIST.

1/5/2016 1:17 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Keep local/Open more HACs INSTEAD OF REMOVING ERDINGTON NEIGHBOURHOOD OFFICE, IT WILL BE GOOD IF YOU OPEN A FEW OF THE NEIGHBOURHOOD OFFICE AS WE GET THE CHANCE TO TALK TO THEM & UNDERSTAND.

1/5/2016 12:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



More appointments EMPLOY MORE STAFF ACROSS THE NEIGHBOURHOOD OFFICE CHAIN

1/5/2016 12:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Better Quality/More Info Improved Housing Advice More appointments LESS QUEING TIME, MORE ADVICE TO BE GIVEN

1/5/2016 12:07 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Not Applicable ITS VERY GOOD

1/5/2016 12:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Keep local/Open more HACs KEEPING ERDINGTON AVAILABLE

1/5/2016 11:57 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Keep local/Open more HACs ITS EASY FOR ME TO GO TO ERDINGTON, I SPEAK LITTLE ENGLISH

1/5/2016 11:53 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Travel Assistance WITH A BUS PASS AND DIRECTIONS

1/5/2016 11:44 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Better Quality/More Info Improved Housing Advice FOR ME TO EASILY ACCESS THE CENTRES AND TO BE ABLE TO SEE SOMEONE WHO CAN HELP WITH THE WHOLE PROCESS

1/5/2016 11:42 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Dont implement proposal KEEPING MORE THAN 1 OFFICE OPEN

1/5/2016 11:35 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Keep local/Open more HACs KEEP LOCAL OFFICES OPEN

1/5/2016 11:33 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Comment** No

12/21/2015 12:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont implement proposal** By not closing the centre. Or to open another in this side of Birmingham.

12/21/2015 11:54 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep this office open**

12/21/2015 11:49 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Email/Scan Documents** **tel access/freephone** **Telephone Appointments** BY CALLING AND POSTING

12/17/2015 3:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** KEEP THE OFFICE WHERE IT IS.

12/17/2015 3:10 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** NEED TO KEEP SPRAKBROOK OPEN & NEED MORE STAFF.

12/17/2015 3:07 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Travel Assistance** AS I AM DYSLEXIC AND MY SON IS, I HAVE TO COME TO THIS OFFICE WITH HIM, I WOULD HAVE TO COME OVER TO HELP HIM AND I LIVE IN B14 AREA.

12/17/2015 2:47 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Better Quality/More Info** **Improved Housing Advice** BY WORKING HARD

12/17/2015 2:39 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Email/Scan Documents** **Improved Housing Advice** **Telephone Appointments** DO A CALLING INTERVIEW / ASSESSMENT FIRST, SO THAT ALL DOCUMENTS NEEDED COULD HAVE BEEN FACILITATED PRIOR TO THE INTERVIEW WHICH WOULD MINIMISE THE TRIPS RATHER THAN DOING IT IN ONE GO.

12/17/2015 2:36 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** TO KEEP LOCAL HOUSING IN LOCAL AREAS.

12/17/2015 2:30 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** LEAVE OFFICES OPEN, IN DIFFERENT AREAS

12/17/2015 2:28 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** CONTINUE TO COME TO NORTHFIELD OFFICE AS WOULD NOT BE HAPPY OR CONFIDENT TO ATTEND ANYWHERE ELSE. STAFF THERE VERY EFFICIENT AND WELL INFORMED.

12/17/2015 12:33 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Comment** TO STRONGLY CONSIDER THE EXTREME OVERCROWDING IN MY PROPERTY WHERE 3 OF MY CHILDREN OF OPPOSITE SEX SLEEPING IN THE SAME BEDROOM.

12/17/2015 12:28 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**More appointments** HAD INTERVIEW

12/17/2015 12:11 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** NEED MORE OFFICES TO HELP US

12/17/2015 12:10 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** WE LIKE TO OPEN MORE LOCATIONS FOR SERVICE

12/17/2015 10:42 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** LEAVE SPARKBROOK OFFICE OPEN FOR US PUBLIC.

12/14/2015 2:46 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** ABLE TO TRAVEL FROM ALUM ROCK TO SPARKBROOK EASILY ESPECIALLY IF I HAVE TO USE PUBLIC TRANSPORT.

12/14/2015 2:44 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Website/Online Forms** MORE INFO ON WEBSITE

12/14/2015 2:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont implement proposal** EXTRA TRAVEL, WORSE COMMUNICATION

12/14/2015 2:37 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Improved Housing Advice** TO BE ABLE TO DEAL WITH ONE HOUSING OFFICER FOR EACH CASE. SEEING SEVERAL DIFFERENT PEOPLE IS EMBARRASSING AND TRAUMATISING HAVING TO AIR MY PROBLEMS IN PUBLIC.

12/14/2015 1:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**More appointments** MORE APPOINTMENTS IN A SHORTER TIME.

12/14/2015 1:29 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** IT WOULD HELP IF I COULD GET TO A CSC WHICH IS EASY ACCESS I.E. ON FOOT.

12/14/2015 1:26 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Improved Housing Advice** NOTHING WAS DONE AT NEWTOWN AND PAPERWORK WAS SCREWED UP BY WORKERS THERE.

12/14/2015 1:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Improved Housing Advice** HAVE INDIVIDUAL / INDEPENDANT INVESTIGATION WITH SUPPORT FOR TENANTS IN PRIORITY NEEDS.

12/14/2015 1:02 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Not Applicable** I AM UNDER WOMENS AID

12/14/2015 12:54 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Dont implement proposal** KEEP IT AS IT IS, IT'S MORE INTIMATE AS IT IS, WITH HOMELESSNESS BEING AS UPSETTING AS IT IS, FACE TO FACE APPOINTMENTS ARE DETRIMENTAL, REASSURING AND MORE ACCOMODATING IN HELPING TO RE-ASSURE YOU. ESPECIALLY WITH ME SUFFERING FROM ANXIETY, HAVING OVER THE PHONE HELP IS VERY STRESSING AT TIMES.

12/14/2015 12:13 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Improved Housing Advice** CASE WORKERS FOR VULNERABLE RESIDENTS OVER 55 YEARS OLD.

12/14/2015 11:36 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** KEEP MORE OFFICES OPEN.

12/14/2015 11:34 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** KEEP OFFICE OPEN AS IT IS. NEED MORE CHOICES TO GO TO DIFFERENT OFFICES.

12/14/2015 11:32 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** KEEP MORE OFFICES OPEN AS THEY ARE.

12/14/2015 11:30 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** KEEP OFFICES OPEN AS THEY ARE IN ORDER FOR PEOPLE TO ACCESS THEM. NEED MORE THAN ONE OFFICE.

12/14/2015 11:28 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** HAVING AS MANY OFFICE KEPT OPEN RATHER THAN ONE OFFICE ONLY. A LOT OF ABUSE TODAY AT NEWTOWN, WILL GET WORSE AS THE OFFICE WILL NOT BE ABLT TO COPE WITH DEMAND. SERVICE WILL GO DOWN.

12/14/2015 11:26 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** KEEP CENTRES OPEN AS THEY ARE NEEDED.

12/14/2015 11:11 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Implement Proposed Change** IT WOULD CAUSE MAJOR PROBLEMS IF NEWTOWN HOUSING CLOSED DOWN, I PREFER TO SEE SOMEONE IN PERSON.

12/14/2015 11:08 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Implement Proposed Change** I WOULD NEED TO STAY NEWTOWN NEIGHBOURHOOD OFFICE.

12/14/2015 10:58 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**tel access/freephone Website/Online Forms** EASIER ACCESS USING THE IN-HOUSE COMPUTERS & PHONES

12/14/2015 10:51 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** LEAVE IT AS IT IS

12/14/2015 10:48 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Improved Housing Advice More appointments** BY KEEPING STAFF ON AND ADDING MORE, SO THAT THINGS CAN GET DONE WITH OUT RUSH AND MORE TIME TO EXPRESS YOUR SITUATION.

12/8/2015 1:05 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** JUST TO CONTINUE THE WAY IT IS NOW.

12/8/2015 1:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Implement Proposed Change** KEEP THE NEWTOWN OFFICE OPEN.

12/8/2015 12:56 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** WELL HAVING THE COUNCIL OFFICE BY IT IS, IS WELL ENOUGH YOU CAN DEAL WITH MORE THAN MULTIPLE ISSUES.

12/8/2015 12:50 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Implement Proposed Change** BY KEEPING THE CENTRE OPEN.

12/8/2015 12:39 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Better Quality/More Info Improved Housing Advice** LOADS OF HELP AND ADVICE

12/8/2015 12:34 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Comment** STRONG VIEW

12/8/2015 12:24 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** HAVE MORE OFFICES SO THAT YOU HAVE A CHOICE WHERE TO GO, RATHER THAN ONE OFFICE ONLY. DISAGREE WITH ONE OFFICE ONLY. PLEASE DO NOT ALLOW THIS TO HAPPEN.

12/8/2015 12:22 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** IF I MOVE OUT OF THE AREA IT WILL BE DIFFICULT TO GO TO NEWTOWN AND I PREFER HERE SHOULD BE MORE SMALLER OFFICES.

12/8/2015 12:19 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep local/Open more HACs** TO LEAVE THINGS AS THEY ARE AND HAVE BEEN WITH THE NEWTOWN HOUSING AND CUSTOMER SERVICES - THEY SERVICE THE COMMUNITY.

12/8/2015 12:13 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

### **Consultation B (Comments on Alternate Proposals that were considered)**



**Prefer 2 HAC Model** Equality Impact assessment needs to be undertaken. I think the 2 centre model might be useful to consider - this isn't the

1/20/2016 2:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Prefer 2 HAC Model** All proposals have been considered non viable. The question is always going to be what is viable - and what do you need Moving the present system to 1 neighborhood office will leave less option for single homeless people and the walk in homeless that would be considered priority would be seen first. A first come first service is difficult to sustain and also travelling from Rubery would be difficult to 1 place. I can understand 2 hubs: North and south rather than only 1 hub.

1/20/2016 1:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Insufficient info** Not enough consultation on them

1/18/2016 3:24 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Be consistent Support Proposal** Consistency in delivery has to be a priority. customers must all be treated fairly by well trained and professional staff.

1/15/2016 11:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Oppose proposed option** Access to the service will be a key issue. There will be challenge of proximity and cost for individuals to get to the single point.

1/11/2016 10:28 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Prefer City Centre HAC** One central single site- would be better- ensuring hopefully a consistent an non bias service to residents of birmingham- services & policies need to be more transparent & fair

1/11/2016 4:53 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Prefer 2 HAC Model** moving the advice delivery to a two centre model makes sense as the city is so vast. Splitting the city and giving homeless people easy access would be recommended.

1/11/2016 11:53 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Oppose proposed option** People with little income and great difficulties will not be able to travel to the new centre in Newtown. The centre near where I work is always busy.

1/11/2016 11:01 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Prefer 4 or more HAC's** We need more local hubs where housing advice can be provided. Many residents have problems with homelessness, under-housing and maintenance. The answer is not to cut front line service so that you can save money. Perhaps the options should contain employing less senior managers, directors and chief execs and streamlining your services by empowering your employees.

1/11/2016 10:33 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**City Centre - Council Hse** There is currently space within the Council House to use for desks, and the Council House already has a 'front door' for the public. Could a service based out of the Council House and/or Margaret Street be considered? Perhaps with drop-in services/advice clinics located elsewhere if there are no appropriate rooms? Could an agreement be made with another Government body (e.g. DCLG) to utilise space? BIS are located close to the Council House. Have libraries been considered?

1/8/2016 9:50 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Prefer 2 HAC Model Prefer City Centre HAC** It is impossible for many families on low income to travel to Newtown and most of these cannot afford to be on the internet or pay for phone calls. Therefore alternative options 2 or 3 are preferable

1/7/2016 2:11 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Insufficient info** It is very difficult to comment on the alternative proposals when there is absolutely no real information behind the sentences above. You appear to have already made up your mind.

1/7/2016 1:11 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Concern but not objection** Concern would be for one hub in Newtown is how accessible is the site and the impact on customers. I understand the need to have teams together to provide consistent advice and offer flexible cover more appointments

1/7/2016 12:41 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Prefer 4 or more HAC's** it is better to have several centres around different areas , os local people can access them easier and quicker.

1/7/2016 12:22 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Support Proposal** None

1/7/2016 11:55 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Prefer City Centre HAC** BCC has many occupied and vacant buildings in the City Centre which I don't see why they could not have been used despite any initial cost outlay. Newtown is not a nice area and if coming from the South of the City is a significant and costly journey to have to undertake.

1/7/2016 11:30 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Support Proposal** go with the newtown site

1/7/2016 9:12 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Support Proposal** The move to a single centre in New Town is a good one but there needs to be guarantees that the centre will be fully staffed and hours extended. There also needs to be strong digital and phone capacity and capability to provide additional an out of hours support.

1/7/2016 6:27 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)



**Prefer City Centre HAC** Relocating the service to a single site in Birmingham would be the more suitable option to ensure that the service is still accessible to all citizens of Birmingham.

1/4/2016 2:54 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)



**Use RP Buildings** Additional travel costs (especially if on low/no income) Perhaps Housing Associations could use there office base and have dual links if Neighbourhood Offices are reduced, this would reduce/spread costs. Most vulnerable/elderly know their own neighbourhood and could not cope travelling outside of it to an 'unknown area'

12/23/2015 3:10 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)



**Prefer 2 HAC Model** Number 2

12/17/2015 4:42 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)



**Oppose proposed option** Residents who become homeless would have to travel far and wide to access the only point of contact in emergencys and could have to catch several buses which would make it hard to help vulnerable people fleeing DVd with no money.

12/17/2015 1:20 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)



**Prefer 2 HAC Model** Two centres in Birmingham would be better. Co-location should help to reduce costs. There would be a better spread. Often people seeking the services have not got the funds to make bus/car journeys.

12/17/2015 1:03 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)



**Support Proposal** All homeless/housing applicants should have to travel to one specified location. This will allow continuity and consistency of service. This also proves that people are able to travel if need be, so this can be used as evidence later on in their assessment/application when they say they are not able to travel for whatever reason.

12/16/2015 2:43 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)



**Oppose proposed option** My principal concern about the proposed reduction of the numbers of housing advice centres (being aware of the numbers of people who need to access housing advice, their relative mental and/or physical frailty), is that many of those who need to access the services may be unable, or unwilling to travel the increased distances, in many cases significantly increased distances across the city. Accessibility is key to ensuring that people who need advice can get it. Making this more difficult will result in greater problems for both clients and the organisation/s servicing their needs, and a commensurate increase in costs.

12/11/2015 8:07 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

### **Consultation B (Concerns regarding moving to a single HAC at Newtown):**



**Centre will be too busy** **Cost of Travel** **Removal of NAIS Staff or Professional Vulnerable Groups (le DA)**

I totally appreciate the fact the council as a whole has a very difficult issue around it budgets and prioritising this will be v challenging. My concerns around going to a single housing advice centre for a city the size of Birmingham is realised in the map provided as part of the consultation detailing the sheer number of applications you receive [I have assumed over a year]. In terms of homeless households these can be the most vulnerable members of the various wards suffering mental health, domestic abuse, various forms and levels of physical disability - the expectation that they can all get across Birmingham from wards such

as Wash wood Heath, Sparkbrook, Moseley - it may be an assumption that the SHAC is easy to access but this may not be easy in terms of buses [costs of buses have increased to £2.30 for a single journey - let alone if they have children in tow]. I live in Kingstanding and would if I were a single mum with children in or too small for school find it very difficult to get to the proposed centre. Also if people are suffering Domestic abuse, travelling to this centre may not be appropriate both in terms of location but also interms of the facility itself. It feels like we could be returning to public buildings of the past like social security where there were huge numbers of people queuing for services - so if an appointment system is set up it would need to take into account the length of time each case might take so that customer frustrations don't boil over. As a multicultural city will the staff have access to sufficient language support as the city has a variety of languages to cater to. As a council, in view of previous comments will an equality impact assessment be carried out Also in the text it mentioned the neighbourhood advice and the homelessness element will be separated and that they didn't particularly work well - I wondered under the new proposals will customers have to go to 2 buildings if they have different queries which aren't being met by each service as this would be very annoying? To be brutally honest whilst I understand why you are proposing this I am not entirely convinced that it will improve services for Birmingham's citizens who find themselves at risk of homelessness - with the proposed welfare reform changes coming into effect the council need to look at doing more to prevent homelessness as the number of applics you receive is high and only likely to increase!!!

1/20/2016 2:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Cost of Travel Staff or Professional** | would have concerns about clients being able to access 1 centre would bus travel be provided? if the centre is based at Newtown I would have concerns as this isn't the most central building for all residents of Birimigham

1/20/2016 2:09 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy Cost of Travel Removal of NAIS Staff or Professional** 1: Access form all places of Birmingham 2: Waiting periods of people for homeless interview particularly walk in homeless 3: If homeless on the day how will they be priorities and if homeless in the next 28 days how will they be prioritized? 4: What about other services that should also be at the neighbourhood office at Newtown, and will they move elsewhere

1/20/2016 1:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Travel with Disability** New town is to far to travel as I am registered disabled. Cost of taxi would triple.

1/18/2016 3:24 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** | would be concerned about the numbers of people attending -

1/15/2016 11:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** Accessibility, Are there service improvements in relation to performance?

1/11/2016 10:28 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Consider Existing Tenants** No consideration to residents of birmingham wanting to exchange or move, taxpayers. All priority is given to newly arrived who have contibuted nothing the country/

1/11/2016 4:53 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** It would be a way of reducing staff (in the long term) and saving money. This would impact on the delivery of service

1/11/2016 1:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** location - pressure will build on one office to deal with issues - staffing issues

1/11/2016 11:53 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy Cost of Travel Removal of NAIS Travel with Disability** 1.

cost and time to travel to the centre 2. what hours would it be open 3. people who have no confidence or/and mental health problems may not be able to undertake the journey 4. Delay in getting appointments - call centre staff have let people down re booking appointments 5. sometimes something only takes a couple of minutes to sort out and has huge benefits to that person - will they travel for something like that and if they have travelled for some hours for a few minutes will they take out their frustration on the NAIS staff

1/11/2016 11:01 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Cost of Travel Travel with Disability Vulnerable Groups (le DA)** Less support for vulnerable people More homeless residents not getting the service they require Many homeless service users are not IT literate and will loose access People living in the East and South of the city will completely loose out Disabled, Senior citizens and people with learning difficulties will loose out as they might not be able to navigate your website or travel to Newtown.

1/11/2016 10:33 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Travel Distance** Location would be my main concern. I don't know Newtown as an area, but my first question would be whether a large number of people requiring homelessness services are based in or around Newtown. I know that homeless people tend to congregate in the city centre, or in hubs around the city, and that people requiring homelessness services due to housing issues are spread across the city. A service needs to be somewhere easily accessible to all those people.

1/8/2016 9:50 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy Travel Distance** Longer waiting times as well as travel issues

1/7/2016 11:45 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Travel Distance Travel with Disability Vulnerable Groups (le DA)** People living on the outskirts in South areas would find it impossible to travel into Newtown with young children etc. Many people are not able to find buildings in strange areas or have skills to understand directions

1/7/2016 2:11 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Crime in Newtown Travel Distance** I am not at all happy about having to travel to Newtown to meet with any Housing Advice staff. I would need to travel into the city centre to get connecting bus services. I do not believe there is a train station in the vicinity of the office. If I had mobility issues this would be a great disadvantage. Also, if I had to bring a pushchair. I do not think this is acceptable. I would like to know the crime statistics for this area.

1/7/2016 1:11 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Travel Distance** People getting to one location from various parts of the city

1/7/2016 1:11 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Cost of Travel Travel Distance** Too far away for some people? Travel costs/time etc.

1/7/2016 12:57 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy Staff or Professional Travel Distance** Concern would be for one hub in Newtown is how accessible is the site and the impact on customers. I understand the

need to have teams together to provide consistent advice and offer flexible cover more appointments - how do people get to appointments.

1/7/2016 12:41 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Travel Distance** That people would struggle to reach it and be put off seeking advice and support

1/7/2016 12:22 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Parking at Newtown** **Travel Distance** **Vulnerable Groups (le DA)** I am unclear whether the single Housing Advice Centre will be a drop in centre, or a call centre. If a drop in centre, my only concern to a centralised location is for safeguarding of vulnerable adults, who may not have the financial means to travel far and for those presenting as homeless upon fleeing domestic violence - a central location could make it far easier for a perpetrator of violence to track down the victim/make presentation more difficult as they could risk being seen by an associate/friend/family member of the perpetrator. Also re Newtown - this is a difficult area to both walk around and park, although has good bus links, would be difficult for those coming by bus from the south of the city with limited time (eg they may need to travel back to pick up children).

1/7/2016 11:55 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Crime in Newtown** **Safety on site** **Staff or Professional** **Travel Distance** The location is not accessible to all city wide. The safety of staff and customers - dealing with negative housing/homeless decisions having many frustrated, angry people in one place is a recipe for disaster. Lack of parking and only way to get to the centre using public transport is via bus. I personally would not be happy waiting for a bus around that area particularly when it is the time of year that it gets dark early. GOOD staff retention - many knowledgeable, experienced staff may leave causing the organisation/service and customer to suffer.

1/7/2016 11:30 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Cost of Travel** **Travel Distance** some people in other areas of Birmingham may not be able to travel or have funds to attend appointments

1/7/2016 9:12 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Staff or Professional** **Travel Distance** The ability or lack thereof of homeless people and families to be able to travel to this location without support. There needs to be full by in from statutory and third sector health, work and skills, libraries, housing and homeless providers. Creative and sustainable ways need to be found to ensure transport is available and the site is easily accessible from all points of the city and that it is satisfactorily subsidised for those in need. Additional services will have to be provided for those with disabilities and long term health conditions.

1/7/2016 6:27 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** **Vulnerable Groups (le DA)** You don't answer your phones which is evidenced by your own telephone handling reports obtained through the FOI. There would be transportation concerns for some residents. Particularly those having to flee their home in a hurry. One single centre would be the first port of call for abusive partners or other vulnerable groups seeking to flee a bad situation. You already have to sit around in a neighbourhood office all day whilst someone deals with you, how will this be improved?

1/5/2016 5:17 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** I would be concerned about the waiting times for clients. Particularly those who are in desperate need. There would need to be a considerable amount of competent staff in order for this to work efficiently and effectively.

1/4/2016 2:54 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centre will be too busy** The huge amount of tenants/homeless congregating into one building

12/23/2015 3:10 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Travel Distance** Difficult for people to travel

12/19/2015 9:58 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Unsure** Not sure

12/17/2015 4:42 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Crime in Newtown Travel Distance** Residents having to travel from all over Birmingham to one central point. Newtown is a high crime area.

12/17/2015 1:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Travel Distance** Someone living say in Northfield would have to travel some distance

12/17/2015 1:03 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No Concerns** Zero.

12/16/2015 2:43 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Travel Distance** Please see previous comments. Reduced accessibility for client group; increased travel time; client dissatisfaction & lack of confidence in the service etc.

12/11/2015 8:07 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Travel Distance** Increased inequality due to reduced access to service.

12/4/2015 11:39 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

## **Consultation B (Other comments on proposals or benefits):**

Showing 17 responses



**Monitor Performance** Going forward if the SHAC goes ahead that the Council regularly monitors the performance of the SHAC and also the quality of the advice provided.

1/20/2016 2:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Reconsider Proposals** I think that you need to reconsider 1 place only.

1/20/2016 1:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Do not see any benefit** No benefits to client

1/18/2016 3:24 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Good transport network Support Proposal** Accepting that some people will have further to travel in order to receive the service - Birmingham is not a large City- and I think it has a good transport system-

1/15/2016 11:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Do not see any benefit** No benefits in regards to housing in Birmingham for people who work & don't claim benefits -FACT

1/11/2016 4:53 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Do not see any benefit** I don't see a benefit from having this service in one office - especially as the city is wide and travelling will be involved. on line would be effective if you know in advance and have actually done something about it but not for someone who is on the street last minute. You need a person to talk to and help

1/11/2016 11:53 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Concern for vulnerable Oppose Proposals** Yes - huge concerns and if you succeed in cutting on homeless people, the consequences will be: A more deprived Birmingham Un-equal society Rising youth crime, ASB, Teen age pregnancy, NEETS, CSE The people who need the service not having access to the service I will give you two example: A young teenage girl who is homeless with a history of abuse and can not manage the bureaucratic process you are putting in place - Will be housed by the local drug dealer who will become her pimp- The child will be sexually exploited for at least few years depending on her mental capacity. A homeless pensioner from (Say Doddington in Northfield) will most certainly end up on the road before he finds his way to Newtown CSC or going online. He will be abused by other homeless people and will die and be buried without anyone's knowledge or concern.

1/11/2016 10:33 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Ability to Travel Finances to Travel** I deal daily with people who have housing enquiries and who do not have the necessary funds to contact the support team either with money for bus fares or money for phone calls. These are people who call in off the street looking for help

1/7/2016 2:11 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Do not see any benefit Oppose Proposals** The only benefit I can see is in staff reduction, but this will be at the withdraw of a valuable service, which affects the most vulnerable. I thought these services were being maintained. I think you have made up your mind and are now looking for justification by claiming you have consulted. You are not asking the public to come up with suggestions, just to rubber stamp what you want to happen.

1/7/2016 1:11 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No comments** None.

1/7/2016 11:55 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Do not see any benefit** None. Remove acting up roles and reduce the amount of GR5 and aboves to save money. Far too many chiefs & not enough Indians in this organisation

1/7/2016 11:30 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Support Proposal** In short, I feel that by pooling services into one and having full partner support, Birmingham City Council should be able to provide a vastly improved service. Any effort to bring the numbers of homeless across Birmingham and beyond down can only be welcomed. But I emphasise there needs to be a step change approach to engaging and partnering with other organisations that already do an excellent job of tackling the blight of homelessness in the city.

1/7/2016 6:27 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Easier process/fewer form** Cut down on contradicting paperwork (especially if needing housing benefit as several are sent out with slight changes causing confusion and sometimes arrears.

12/23/2015 3:10 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Easier process/fewer form** Helping people who have difficulty paying rent on BCC housing and also able to see council tax statements what pay in ect on one account if there are a council tenant.

12/17/2015 4:42 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Ability to Travel** Would disadvantage people with travel distance and location.

12/17/2015 1:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Support Proposal** All good.

12/16/2015 2:43 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Do not see any benefit** The only short-term benefit that I believe will accrue from either of the proposals for change will be a cash saving. In the longer

## **Consultation B (comments & feedback regarding the alternate proposals):**

Showing 27 responses



**Keep current/More HAC's** It is being proposed that Housing and Homelessness Advice moves from its four present centres (Newtown, Sparkbrook, Erdington & Northfield) to being delivered from a single location at Newtown Customer Service Centre - this will not appropriate for the needs Birmingham citizens just having one location due to the large population and housing and homeless issues offices should be increased

1/21/2016 10:49 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Concern for vulnerable pe Oppose Newtown Proposal** I feel that the option that has been selected is the one that will prejudice the most vulnerable in the society and therefore the least favourable.

1/20/2016 10:28 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**1 centre will be too busy Oppose Newtown Proposal Prefer 2 centre option**

cannot see how moving to one location at Newtown will "ensure there are more advisors on Duty and additional available interviews". The amount of staff offering the service will be reduced as we will no longer be able to utilize Neighbourhood Office Staff. We will effectively be expected to take on the advisors role and carry out our excising duties as well. We will be taking on 2 roles and we can't see how this will be possible. We will only retain 6 Advisors under the present proposal and no explanation has been offered as to how we will cope with this additional work load Our staffing levels could also reduce as a result of the current budget cuts so the situation could be unmanageable. No understandable explanation has been offered to justify the view that more advisors will be on Duty simply because we are all in one location? We have also been informed that not all staff will fit into Newtown with the overflow being based at Lancaster and some will work from home. The Team will effectively be split up into more than 3 locations. Currently at each Neighbourhood Office staff who are not on Duty are available to support the Duty team during busy periods. This model will expect staff to arrive at one location in the morning and then potentially travel to Newtown if the influx of clients is not manageable towards the end of the day. This causes stress for staff and extra expense in travelling costs and parking fees. This requires an unacceptable level of flexibility Two Centre Model: If we move to two locations we still have the same amount of staff so why hasn't this proposal been given more consideration. e.g. 6 Advisors ....3 at each location Half of the team could be based at each

location... half the amount of staff would be on reception as they would be dealing with half of the foot fall across the city. All staff would also possibly fit in two locations rather than being located at Lancaster away from the service that they provide. The suggestion is that pre-booked homeless appointments will be double booked hence leading to extra available interviews. Whether we are based at one location or more this idea can be adopted. It is also stated that 1 location will lead to a more consistent service leading to high quality decisions. We don't need one location in order to achieve this. This can be achieved through good communication and training. Consistency can be achieved if effective processes are put in place. We have faced problems with levels of training etc. because currently 2 organisations have historically offered 1 service. In the future practically all staff under the new proposal will be made up of the existing Homeless Team and issues of poor communication between 2 divisions will no longer exist. The suggestion that being based at one location will lead to better quality decisions is also curious. Again this is about training and ensuring that quality decision time is available to staff. My concern would be that the quality of decisions will be effected as we won't have time to make them as we will have to take on the advisors role as well as our own and we will spend most of our time on the front line trying to clear the back log of clients who are queuing up to get into one Neighbourhood Office. Single site in Birmingham City Centre: I feel Newtown fulfils this brief but it is not a good operational decision.

1/20/2016 2:28 PM [View respondent's answers](#) [Categorize as...](#)  $\alpha$



### **1 centre will be too busy Oppose Newtown Proposal Prefer 2 centre option**

cannot see how moving to one location at Newtown will "ensure there are more advisors on Duty and additional available interviews" The amount of staff offering the service will be reduced as we will no longer be able to utilize Neighbourhood Office Staff. We will effectively be expected to take on the advisors role and carry out our excising duties as well. We will be taking on 2 roles and we can't see how this will be possible. We will only retain 6 Advisors under the present proposal and no explanation has been offered as to how we will cope with this additional work load Our staffing levels could also reduce as a result of the current budget cuts so the situation could be unmanageable. No understandable explanation has been offered to justify the view that more advisors will be on Duty simply because we are all in one location? We have also been informed that not all staff will fit into Newtown with the overflow being based at Lancaster and some will work from home. The Team will effectively be split up into more than 3 locations. Currently at each Neighbourhood Office staff who are not on Duty are available to support the Duty team during busy periods. This model will expect staff to arrive at one location in the morning and then potentially travel to Newtown if the influx of clients is not manageable towards the end of the day. This causes stress for staff and extra expense in travelling costs and parking fees. This requires an unacceptable level of flexibility Two Centre Model If we move to two locations we still have the same amount of staff so why hasn't this proposal been given more consideration. e.g. 6 Advisors ....3 at each location Half of the team could be based at each location... half the amount of staff would be on reception as they would be dealing with half of the foot fall across the city. All staff would also possibly fit in two locations rather than being located at Lancaster away from the service that they provide. The suggestion is that pre-booked homeless appointments will be double booked hence leading to extra available interviews. Whether we are based at one location or more this idea can be adopted. It is also stated that 1 location will lead to a more consistent service leading to high quality decisions We don't need one location in order to achieve this. This can be achieved through good communication and training. Consistency can be achieved if effective processes are put in place. We have faced problems with levels of training etc. because currently 2 organisations have historically offered 1 service. In the future practically all staff under the new proposal will be made up of the existing Homeless Team and issues of poor communication between 2 divisions will no longer exist. The suggestion that being based at one location will lead to better quality decisions is also curious. Again this is about training and ensuring that quality decision time is available to staff. My concern would be that the quality of decisions will be effected as we won't have time to make them as we will have to take on the advisors role as well as our own and we will spend most of our time on the front line trying to clear the back log of clients who are queuing up to get into one Neighbourhood Office. Single site in Birmingham City Centre I feel Newtown fulfils this brief but it is not a good operational decision. I will cover this in more detail in the next questio



**1 centre will be too busy** **Oppose Newtown Proposal** **Prefer 2 centre option**

cannot see how moving to one location at Newtown will “ensure there are more advisors on Duty and additional available interviews” The amount of staff offering the service will be reduced as we will no longer be able to utilize Neighbourhood Office Staff. We will effectively be expected to take on the advisors role and carry out our excising duties as well. We will be taking on 2 roles and we can't see how this will be possible. We will only retain 6 Advisors under the present proposal and no explanation has been offered as to how we will cope with this additional work load Our staffing levels could also reduce as a result of the current budget cuts so the situation could be unmanageable. No understandable explanation has been offered to justify the view that more advisors will be on Duty simply because we are all in one location? We have also been informed that not all staff will fit into Newtown with the overflow being based at Lancaster and some will work from home. The Team will effectively be split up into more than 3 locations. Currently at each Neighbourhood Office staff who are not on Duty are available to support the Duty team during busy periods. This model will expect staff to arrive at one location in the morning and then potentially travel to Newtown if the influx of clients is not manageable towards the end of the day. This causes stress for staff and extra expense in travelling costs and parking fees. This requires an unacceptable level of flexibility Two Centre Model If we move to two locations we still have the same amount of staff so why hasn't this proposal been given more consideration. e.g. 6 Advisors ....3 at each location Half of the team could be based at each location... half the amount of staff would be on reception as they would be dealing with half of the foot fall across the city. All staff would also possibly fit in two locations rather than being located at Lancaster away from the service that they provide. The suggestion is that pre-booked homeless appointments will be double booked hence leading to extra available interviews. Whether we are based at one location or more this idea can be adopted. It is also stated that 1 location will lead to a more consistent service leading to high quality decisions We don't need one location in order to achieve this. This can be achieved through good communication and training. Consistency can be achieved if effective processes are put in place. We have faced problems with levels of training etc. because currently 2 organisations have historically offered 1 service. In the future practically all staff under the new proposal will be made up of the existing Homeless Team and issues of poor communication between 2 divisions will no longer exist. The suggestion that being based at one location will lead to better quality decisions is also curious. Again this is about training and ensuring that quality decision time is available to staff. My concern would be that the quality of decisions will be effected as we won't have time to make them as we will have to take on the advisors role as well as our own and we will spend most of our time on the front line trying to clear the back log of clients who are queuing up to get into one Neighbourhood Office. Single site in Birmingham City Centre I feel Newtown fulfils this brief but it is not a good operational decision. I will cover this in more detail in the next questions.



**1 centre will be too busy** **Oppose Newtown Proposal** **Prefer 2 centre option**

cannot see how moving to one location at Newtown will “ensure there are more advisors on Duty and additional available interviews” The amount of staff offering the service will be reduced as we will no longer be able to utilize Neighbourhood Office Staff. We will effectively be expected to take on the advisors role and carry out our excising duties as well. We will be taking on 2 roles and we can't see how this will be possible. We will only retain 6 Advisors under the present proposal and no explanation has been offered as to how we will cope with this additional work load Our staffing levels could also reduce as a result of the current budget cuts so the situation could be unmanageable. No understandable explanation has been offered to justify the view that more advisors will be on Duty simply because we are all in one location? We have also been informed that not all staff will fit into Newtown with the overflow being based at Lancaster and some will work from home. The Team will effectively be split up into more than 3 locations. Currently at each Neighbourhood Office staff who are not on Duty are available to support the Duty team during busy periods. This model will expect staff to arrive at one location in the morning and then potentially travel to Newtown if the influx of clients is not manageable towards

the end of the day. This causes stress for staff and extra expense in travelling costs and parking fees. This requires an unacceptable level of flexibility Two Centre Model If we move to two locations we still have the same amount of staff so why hasn't this proposal been given more consideration. e.g. 6 Advisors ....3 at each location Half of the team could be based at each location... half the amount of staff would be on reception as they would be dealing with half of the foot fall across the city. All staff would also possibly fit in two locations rather than being located at Lancaster away from the service that they provide. The suggestion is that pre-booked homeless appointments will be double booked hence leading to extra available interviews. Whether we are based at one location or more this idea can be adopted. It is also stated that 1 location will lead to a more consistent service leading to high quality decisions We don't need one location in order to achieve this. This can be achieved through good communication and training. Consistency can be achieved if effective processes are put in place. We have faced problems with levels of training etc. because currently 2 organisations have historically offered 1 service. In the future practically all staff under the new proposal will be made up of the existing Homeless Team and issues of poor communication between 2 divisions will no longer exist. The suggestion that being based at one location will lead to better quality decisions is also curious. Again this is about training and ensuring that quality decision time is available to staff. My concern would be that the quality of decisions will be effected as we won't have time to make them as we will have to take on the advisors role as well as our own and we will spend most of our time on the front line trying to clear the back log of clients who are queuing up to get into one Neighbourhood Office. Single site in Birmingham City Centre I feel Newtown fulfils this brief but it is not a good operational decision. I will cover this in more detail in the next que

1/20/2016 2:10 PM [View respondent's answers](#) [Categorize as...](#) 



### **1 centre will be too busy Oppose Newtown Proposal Prefer 2 centre option**

cannot see how moving to one location at Newtown will “ensure there are more advisors on Duty and additional available interviews” The amount of staff offering the service will be reduced as we will no longer be able to utilize Neighbourhood Office Staff. We will effectively be expected to take on the advisors role and carry out our excising duties as well. We will be taking on 2 roles and we can't see how this will be possible. We will only retain 6 Advisors under the present proposal and no explanation has been offered as to how we will cope with this additional work load Our staffing levels could also reduce as a result of the current budget cuts so the situation could be unmanageable. No understandable explanation has been offered to justify the view that more advisors will be on Duty simply because we are all in one location? We have also been informed that not all staff will fit into Newtown with the overflow being based at Lancaster and some will work from home. The Team will effectively be split up into more than 3 locations. Currently at each Neighbourhood Office staff who are not on Duty are available to support the Duty team during busy periods. This model will expect staff to arrive at one location in the morning and then potentially travel to Newtown if the influx of clients is not manageable towards the end of the day. This causes stress for staff and extra expense in travelling costs and parking fees. This requires an unacceptable level of flexibility Two Centre Model If we move to two locations we still have the same amount of staff so why hasn't this proposal been given more consideration. e.g. 6 Advisors ....3 at each location Half of the team could be based at each location... half the amount of staff would be on reception as they would be dealing with half of the foot fall across the city. All staff would also possibly fit in two locations rather than being located at Lancaster away from the service that they provide. The suggestion is that pre-booked homeless appointments will be double booked hence leading to extra available interviews. Whether we are based at one location or more this idea can be adopted. It is also stated that 1 location will lead to a more consistent service leading to high quality decisions We don't need one location in order to achieve this. This can be achieved through good communication and training. Consistency can be achieved if effective processes are put in place. We have faced problems with levels of training etc. because currently 2 organisations have historically offered 1 service. In the future practically all staff under the new proposal will be made up of the existing Homeless Team and issues of poor communication between 2 divisions will no longer exist. The suggestion that being based at one location will lead to better quality decisions is also curious. Again this is about training and ensuring that quality decision time is available to staff. My concern would be that the quality of decisions will be effected as we won't have time to make

them as we will have to take on the advisors role as well as our own and we will spend most of our time on the front line trying to clear the back log of clients who are queuing up to get into one Neighbourhood Office. Single site in Birmingham City Centre I feel Newtown fulfils this brief but it is not a good operational decision. I will cover this in more detail in the next questions.

1/20/2016 11:46 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



### **1 centre will be too busy** **Oppose Newtown Proposal** **Prefer 2 centre option**

cannot see how moving to one location at Newtown will “ensure there are more advisors on Duty and additional available interviews” The amount of staff offering the service will be reduced as we will no longer be able to utilize Neighbourhood Office Staff. We will effectively be expected to take on the advisors role and carry out our existing duties as well. We will be taking on 2 roles and we can't see how this will be possible. We will only retain 6 Advisors under the present proposal and no explanation has been offered as to how we will cope with this additional work load Our staffing levels could also reduce as a result of the current budget cuts so the situation could be unmanageable. No understandable explanation has been offered to justify the view that more advisors will be on Duty simply because we are all in one location? We have also been informed that not all staff will fit into Newtown with the overflow being based at Lancaster and some will work from home. The Team will effectively be split up into more than 3 locations. Currently at each Neighbourhood Office staff who are not on Duty are available to support the Duty team during busy periods. This model will expect staff to arrive at one location in the morning and then potentially travel to Newtown if the influx of clients is not manageable towards the end of the day. This causes stress for staff and extra expense in travelling costs and parking fees. This requires an unacceptable level of flexibility Two Centre Model If we move to two locations we still have the same amount of staff so why hasn't this proposal been given more consideration. e.g. 6 Advisors ....3 at each location Half of the team could be based at each location... half the amount of staff would be on reception as they would be dealing with half of the foot fall across the city. All staff would also possibly fit in two locations rather than being located at Lancaster which takes them away from the service that they provide. The suggestion is that pre-booked homeless appointments will be double booked hence leading to extra available interviews. Whether we are based at one location or more this idea can be adopted. It is also stated that 1 location will lead to a more consistent service leading to high quality decisions We don't need one location in order to achieve this. This can be achieved through good communication and training. Consistency can be achieved if effective processes are put in place. We have faced problems with levels of training etc. because currently 2 organisations have historically offered 1 service. In the future practically all staff under the new proposal will be made up of the existing Homeless Team and issues of poor communication between 2 divisions will no longer exist. The suggestion that being based at one location will lead to better quality decisions is also curious. Again this is about training and ensuring that quality decision time is available to staff. My concern would be that the quality of decisions will be effected as we wont have time to make them as we will have to take on the advisors role as well as our own and we will spend most of our time on the front line trying to clear the back log of clients who are queuing up to get into one Neighbourhood Office. Single site in Birmingham City Centre I feel Newtown almost fulfils this brief but it is not a good operational decision. I will cover this in more detail in the next questions.

1/20/2016 10:53 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



### **Concern for vulnerable pe** **Keep current/More HAC's** **Oppose Newtown Proposal** **Travel/Transport Concerns**

It will be difficult for geographical access for the 'hard to reach' and those who do not have access to telephones and the internet. The City has not yet overcome 'digital poverty' and wants to introduce telephone and web based services to a city with citizens who have a low level literacy and IT. Why fix it when it isn't broken. The people of Birmingham need face to face services in geographical areas of reach where they can go and speak to a person face to face and build a relationship of trust and share their concerns often relating to hardship and crisis. The cumulative impact of welfare reform requires the need to build trusting and understanding relationships with a real person and not a voice or the web.

1/18/2016 5:06 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



### **1 centre will be too busy** **Oppose Newtown Proposal** **Prefer 2 centre option**

cannot see how moving to one location at Newtown will “ensure there are more advisors on Duty and additional available interviews” The amount of staff offering the service will be reduced as we will no longer be able to utilize Neighbourhood Office Staff. We will effectively be expected to take on the advisors role and carry out our excising duties as well. We will be taking on 2 roles and we can't see how this will be possible. We will only retain 6 Advisors under the present proposal and no explanation has been offered as to how we will cope with this additional work load Our staffing levels could also reduce as a result of the current budget cuts so the situation could be unmanageable. No understandable explanation has been offered to justify the view that more advisors will be on Duty simply because we are all in one location? We have also been informed that not all staff will fit into Newtown with the overflow being based at Lancaster and some will work from home. The Team will effectively be split up into more than 3 locations. Currently at each Neighbourhood Office staff who are not on Duty are available to support the Duty team during busy periods. This model will expect staff to arrive at one location in the morning and then potentially travel to Newtown if the influx of clients is not manageable towards the end of the day. This causes stress for staff and extra expense in travelling costs and parking fees. This requires an unacceptable level of flexibility Two Centre Model If we move to two locations we still have the same amount of staff so why hasn't this proposal been given more consideration. e.g. 6 Advisors ....3 at each location Half of the team could be based at each location... half the amount of staff would be on reception as they would be dealing with half of the foot fall across the city. All staff would also possibly fit in two locations rather than being located at Lancaster away from the service that they provide. The suggestion is that pre-booked homeless appointments will be double booked hence leading to extra available interviews. Whether we are based at one location or more this idea can be adopted. It is also stated that 1 location will lead to a more consistent service leading to high quality decisions We don't need one location in order to achieve this. This can be achieved through good communication and training. Consistency can be achieved if effective processes are put in place. We have faced problems with levels of training etc. because currently 2 organisations have historically offered 1 service. In the future practically all staff under the new proposal will be made up of the existing Homeless Team and issues of poor communication between 2 divisions will no longer exist. The suggestion that being based at one location will lead to better quality decisions is also curious. Again this is about training and ensuring that quality decision time is available to staff. My concern would be that the quality of decisions will be effected as we won't have time to make them as we will have to take on the advisors role as well as our own and we will spend most of our time on the front line trying to clear the back log of clients who are queuing up to get into one Neighbourhood Office.

1/18/2016 11:18 AM [View respondent's answers](#) [Categorize as...](#) 



### **Error in response** cc

1/15/2016 1:02 PM [View respondent's answers](#) [Categorize as...](#) 



**Prefer 2 centre option** I believe that two Housing Advice centres would be more appropriate in that it would provide customers with the choice of travelling to a centre within reach reducing the prospects of additional costs.

1/14/2016 11:06 AM [View respondent's answers](#) [Categorize as...](#) 



### **Concern for vulnerable pe** **Oppose Newtown Proposal** **Prefer 2 centre option** **Prefer city Centre HAC** **Travel/Transport Concerns**

I feel the information provided on options to be inaccurate and misleading. There is no increase in staff resources (in fact the budget proposes a small reduction) and the Homeless service will be taking on functions previously undertaken by the neighbourhood Office Service (Reception/Triage). Any increase in staff on duty or appointments offered is just reconfiguring how the existing staff are used so curtailing time available for other duties such as investigation or decision making. Option 1 If as I understand the proposals correctly there is going to be a complete separation between the

Homeless Service and the Neighbourhood Advice Service so there is no implication for the latter whether the Homeless Team is based at 1, 2, 3 or 4 locations as present. A small number (6) of Neighbourhood advisers are going to be based at the Newtown Office supporting by providing welfare rights and money advice. If the service was provided at 4 offices you would not need more staff but just to allocate 1.5 at each office. Option 2 as explained above this option incorrectly states more Neighbourhood staff would be required to support. There is also no real explanation as to why this model would require additional resources from the Homeless and Pre Tenancy Service. 3. If you are going to adopt a one centre model it should be in the City Centre. Concern is raised about the cost to the organisation but this has to be balanced against the additional travel costs for often vulnerable homeless people who often have no or limited financial resources.

1/13/2016 3:16 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Oppose Newtown Proposal** **Prefer 2 centre option** Option 2 why would it need more staffing if the NAIS consultation has 2 offices anyway

1/13/2016 9:29 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Oppose Newtown Proposal** A single site would not be appropriate

1/13/2016 8:44 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Prefer city Centre HAC** Having only one delivery point ideal. However there would be logic to having a central point

1/12/2016 10:32 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Oppose Newtown Proposal** It appears as though the decision has already been made! Locating the only centre for face to face contact so far away from the south west of the city makes it unusable for clients and for professional who try to support them through the process.

1/11/2016 1:02 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Travel/Transport Concerns** No account seems to have been taken of the not inconsiderable transport requirements and costs upon individuals from across the city to be able to access the Newtown base. On the basis of distance from residence to all of the current 4 bases for all presenting customers over the past 12 months how far does this indicate that "need" from across the city can be met at Newtown with corresponding transport access.

1/8/2016 5:29 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Oppose Newtown Proposal** **Prefer 2 centre option** **Travel/Transport Concerns**

Yes - I support teenage parents and young mums (age 16-20) to be in the south and west of the city. This area runs from Frankley/Rubery across the city up to Handsworth. There is a huge need for housing/homeless applications within my client group as often there is either overcrowding as a result of the new baby, or my clients are asked to leave the family home as a result of becoming homeless. This is a vulnerable client group, often lacking in confidence, and as a result of the teen parent housing support from Bromford Housing having been cessated by BCC, supporting into housing has become a large part of my role. I am currently able to take young people over the age of 18 with children to their local housing CSC (the most common one being Northfield, as the majority of the housing need I come across is in the south of the city). I would not have the time to take clients across the city to Newtown, and it is a long way away for any clients not living in the west to get to, especially if they have young babies. if at all possible, it would be fairer to have 2 locations, with one in the south.

1/8/2016 10:57 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**1 centre will be too busy** **Concern for vulnerable pe** **Prefer 2 centre option**

**Travel/Transport Concerns** I feel at least two locations are needed in a city the size of Birmingham. There are issues such as disability, domestic violence and gang related issued that

may prevent people attending just one office in the city. There are also cost implication to customers who may struggle to afford to get to one location. Consistency is a problems whether there is one or four locations and it is a training matter and nothing to do with location. Also homelessness is not a black and white area in legislation which is why there is a review process available. One office with many families with young children screaming and running around along with large amounts of luggage is also not a viable option no matter what the size of the office. There is a great deal of prevention work done by Neighbourhood Advisers that stops homeless reports being completed in the first place - the added workload but Homeless Officers if Neighbourhood Advisers do not see homeless customers first, will put additional pressure on them at a time when there already struggle to get decisions done within the 33 day time limit.

1/8/2016 8:37 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Travel/Transport Concerns** that this will make it even more difficult for residents to get face to face advice on housing issues

1/7/2016 5:08 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Prefer city Centre HAC** 3. There would be plenty of opportunity to use Woodcock St or Lancaster Circus if the present staff filling those buildings were to work more flexibly by embracing the City Council's call for "working outside of standard office set-up" or working from home. Huge numbers of staff in the buildings occupy desk space that they do not need to have and further cost savings can be made.

1/7/2016 4:14 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**1 centre will be too busy Concern for vulnerable pe** yes. we need to consider the health and saefty, safeguarding issues with the proposals for one HAC. domestic Violence victims, Gang members would easily have access to their victims, and victims have a high posibility of bumping into the perpetrators. This will be a very daunting situation for BCC. their are so many issues regarding Safeguarding that we need to establish. also one HAC may not be accessible for all residents of Birmingham City. the elderly, the disabled, the blind, the poor. we would be discriminating these categories of the public, as they most likely would not be able to have access, and the tresult of this could be sleeping rough, children being taken off parents, and even worse, death.

1/7/2016 12:21 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Oppose Newtown Proposal Prefer 2 centre option** I would favour a two centre model, one North and one South. I have serious concerns that homeless families living on the outskirts of the south of the City, i.e. Woodgate Valley, Quinton, etc., would be denied REASONABLE access to the service if they had to travel to Newtown. Say, for example, they have to drop a child/children at school for 9am, travel over to Newtown, (a journey which for me going to work at that time in the morning is an hour), and return to collect said child/children for 3pm? In my view this is totally unreasonable.

1/7/2016 11:56 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Prefer city Centre HAC** I feel that Birmingham city centre would be much easier for people to travel to.

1/5/2016 10:16 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**1 centre will be too busy Travel/Transport Concerns** you have to bear in mind groups of people who are unable to get anywhere without the support of others. people with mental health challenge are usually alienated from family and friends and rely largely on professionals to help them. As a frontline social worker I find myself doing more and more housing related support due to cuts on Tenacy support officers as well as community support officers that supported the social work teams. The existing appointment system is already failing residents as you cannot book in advance but have to choose from that day's appointments.

1/4/2016 5:30 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep current/More HAC's Oppose Newtown Proposal Travel/Transport Concerns**

In relation to the alternate approach number 1, this is the best approach to take, because as the situation already stands, even 4 access points are still not proving to be enough for people to access and fully utilise the homeless service, therefore causing access problems. People are demanding more access points as opposed to less, or as being proposed, just one central access point. Travel can be quite expensive and some individuals would prefer to be at walking distance from their closest neighbourhood office.

12/29/2015 11:59 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

## Consultation B (How the proposed changes could impact upon the clients you work with)

Showing 28 responses



**Insufficient Appointments Office will be too busy Travel Cost Travel Distance**

This will impact on travel costs for them and the waiting time to be seen once at the one access point. At the moment our service users have an option of 4 offices so if they are local to them they can walk which does not eat into their low income. Also will having one access point will take longer for customers to have homeless interviews, also there is no mention of how much more advisors there will be also there is no real information regarding increasing available interviews - how much will this be increased by . Also will the office be expanded as there will be a lot more customers going there

1/21/2016 10:49 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)



**Inaccessible to Disadvant** | believe that it will mean some will fail to access the services that they need and will be more distressed/desperate. it will reduce their quality of life. (see above) I believe it will discriminate against those who are the least stable and least advantaged in society.

1/20/2016 10:28 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)



**Comparator has 9 location Inaccessible to Disadvant Travel Distance** | have touched on this in my comments above The service will be less accessible. Liverpool is a City less than half the size of Birmingham and has 9 locations where you can make a homeless application.

1/20/2016 2:28 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)



**Comparator has 9 location Inaccessible to Disadvant Travel Distance** | have touched on this in my comments above The service will be less accessible. Liverpool is a City less than half the size of Birmingham and has 9 locations where you can make a homeless application. We will put some example cases here

1/20/2016 2:27 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)



**Comparator has 9 location Inaccessible to Disadvant Travel Distance** | have touched on this in my comments above The service will be less accessible. Liverpool is a City less than half the size of Birmingham and has 9 locations where you can make a homeless application. We will put some example cases here

1/20/2016 2:20 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)



**Comparator has 9 location Inaccessible to Disadvant Travel Distance** Please provide comments on how these changes could impact upon the clients that you work with. I have touched on this in my comments above The service will be less accessible. Liverpool is a City less than half the size of Birmingham and has 9 locations where you can make a homeless application. We will put some example cases here  
1/20/2016 2:10 PM [View respondent's answers](#) [Categorize as...](#) 



**Comparator has 9 location Concerns for Vulnerable G Inaccessible to Disadvant Incidents of V&A Increase Travel Distance Travel with disability** I have touched on this in my comments above The service will be less accessible. Liverpool is a City less than half the size of Birmingham and has 9 locations where you can make a homeless application. We will put some example cases here 1) Victims of domestic violence quite often access services available to them in time when they can for instance lunch breaks, after school, before or after work. The implication of having only one office dealing with these applications is that it does not take into account the length of time a person would take travelling across the city, quite often the applicant has to travel back to collect children from school therefore this could be near impossible, Also having one office dealing with these cases would mean the perpetrator would know what office the victim was travelling too and from therefore this would create further risk. 2) Elderly people accessing the service. I have dealt with a number of elderly people who have required assistance. Quite often with severe health issues including poor mobility. The customers I have seen have lived near to the area of the office I work in therefore even though their journey was difficult the service was available to them. If the elderly customer who for instance walked with an aid was told they would have to travel further would this be possible? It would mean bus journeys or taxis which they may not be able to fund. My concern in this case is that we would not be providing a service to the vulnerable customers which we need to do. 3) Having worked in Neighbourhood offices prior to working within the Homeless service within the same environment I have had first hand experience of aggression and challenging situations. We have these incidents now within our working day however this situation would be aggravated should we move to one office. The impact the volume of people would have and the possibility that we do not have space to accommodate them within our waiting area would create higher aggression levels which we manage at the moment.  
1/20/2016 11:46 AM [View respondent's answers](#) [Categorize as...](#) 



**Comparator has 9 location Inaccessible to Disadvant Travel Distance Travel with disability** I have touched on this in my comments above The service will be less accessible. Liverpool is a City less than half the size of Birmingham and has 9 locations where you can make a homeless application. We have recently dealt with 2 elderly gentlemen who were Homeless and they both had with quite serious health issues. They could not travel to Newtown as their mental and physical health would make this too difficult for them. The fear is that they would simply give up trying to access a Homeless Service that is too remote for them to physically get to  
1/20/2016 10:53 AM [View respondent's answers](#) [Categorize as...](#) 



**Concerns for Vulnerable G Inaccessible to Disadvant Insufficient Appointments Travel Cost Travel Distance Travel with disability** - Mental impact - increased stresses - Increased financial stresses - travel costs - They could not access emergency support immediately - they would be required to travel and then wait in an even longer queue - Lack of confidence would result in feeling inadequate in not being able to support their families at a time of crisis and hardship because they cannot use phone or web service due to language barriers or lack of IT skills  
1/18/2016 5:06 PM [View respondent's answers](#) [Categorize as...](#) 



**Comparator has 9 location** I have touched on this in my comments above The service will be less accessible. Liverpool is a City less than half the size of Birmingham and has 9 locations where you can make a homeless application.

1/18/2016 11:18 AM [View respondent's answers](#) [Categorize as...](#) [☰](#)



**N/A** [v](#)

1/15/2016 1:02 PM [View respondent's answers](#) [Categorize as...](#) [☰](#)



**Concerns for Vulnerable G Parking Travel Distance** clients would have further to travel. Waiting time at the centre could increase because of the influx of customers at one centre. Clients fleeing domestic violence will be easily located from one centre. Also issues with parking space.

1/14/2016 11:06 AM [View respondent's answers](#) [Categorize as...](#) [☰](#)



**Comparator has 9 location Inaccessible to Disadvant** It will make the service less accessible. Liverpool a city less than half the size of Birmingham has 9 locations where you can make homeless applications.

1/13/2016 3:16 PM [View respondent's answers](#) [Categorize as...](#) [☰](#)



**Concerns for Vulnerable G Travel with disability** those with disabilities unable to access or travel especially from the South DV would be at greater risk

1/13/2016 9:29 AM [View respondent's answers](#) [Categorize as...](#) [☰](#)



**N/A** As above

1/13/2016 8:44 AM [View respondent's answers](#) [Categorize as...](#) [☰](#)



**Concerns for Vulnerable G Insufficient Appointments Travel Cost Travel Distance** Increased levels of homelessness if not getting appts/quality of advice increased levels of deteriorating mental health increased travel costs/barriers to services form people with disabilities etc to get to one centre on the opposite side of the city Barriers to services for people with no money who may not be able to afford credit to book appts if this is a requirement. Increased stress for staff/long queues What access will there be to independent welfare rights advice for example?

1/12/2016 10:32 AM [View respondent's answers](#) [Categorize as...](#) [☰](#)



**Concerns for Vulnerable G Travel Distance** Many of our clients come to us following emergency situations - access to Erdington from the Northfield area is costly and time consuming especially when clients have children in school.

1/11/2016 1:02 PM [View respondent's answers](#) [Categorize as...](#) [☰](#)



**Lack of IT/Phone Skills Language Barriers Not knowing the area** The majority of the clients I work with have never been to the city centre and have no idea where Newtown is. - I myself would be unable to advise how anyone from anywhere in the city would be able to get there by bus. The majority of my clients are unable to use web-based or telephone services because so very many of them do not have English or IT skills and are illiterate and present with issues which can often require explanation that is beyond just straightforward housing advice and information. - Not dealing with these exceptionally vulnerable clients who are often elderly, parents of small children, victims of abuse with loss of confidence and significantly financially and information challenged will inevitably lead to a higher than normal level of demand on the emergency social care services as a result - when effective "locally" and "humanly-faced" provision of service could safeguard against this arising.

1/8/2016 5:29 PM [View respondent's answers](#) [Categorize as...](#) [☰](#)



**N/A** see above

1/8/2016 10:57 AM [View respondent's answers](#) [Categorize as...](#) [☰](#)



**Concerns for Vulnerable G Office will be too busy Travel Cost Travel with disability**

We get many vulnerable customers here, some do not have money to travel, are bus tickets going to be provided to customers to get to one location, what provisions are going to be made for those that have a disability, Newtown is a large office however when you have families in with screaming children it is very stressful. The service would benefit from having at least two offices. Erdington csc does a lot of preventive work regarding homelessness.

1/8/2016 8:43 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Travel Cost** Financial difficulties getting to a location further from where they live. Reasons as listed above.

1/8/2016 8:37 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A** that they have been affected enough by the closure of the Quinton Centre(which now only has a two morning a week scanning service - no face to face advice)

1/7/2016 5:08 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Travel Distance** People of South West Birmingham will have considerable difficulty in travelling to and from the proposed centre

1/7/2016 4:14 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Concerns for Vulnerable G Inaccessible to Disadvant Not knowing the area**

**Travel Cost Travel Distance** clients would feel scared coming to access the service, always looking over their shoulder. as explainer earlier some would not even be able to access the service especially if they live on one side of Birmingham i.e Northfield, and the HAC is in Newtown. how can someone who has no money, access the service. will we pay for their taxi, bus fare (this is costing incurring for the BCC).

1/7/2016 12:21 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Travel Distance** My clients will be unaffected by the current proposal, they will continue to be processed at the Youth Hub. However, having worked nearly all of my housing career on the South, my concerns are for those customers.

1/7/2016 11:56 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Travel Distance Travel with disability** I work with people who have learning disabilities and mental health issues. They often find it very difficult and stressful to travel to their nearest advice centre never mind travelling to a place that they do not know and have never been.

1/5/2016 10:16 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Concerns for Vulnerable G** Currently we are coming across a lot of neglect of the finances relating to housing in mental health due to lack of access of support at neighbourhood offices. Kingstanding opens one day a week.

1/4/2016 5:30 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Inaccessible to Disadvant Travel Cost Travel Distance** From the personal experiences of our law firm, and in dealing with homeless clients, it can be said that on the previous occasion when Neighbourhood Offices were reduced from 30 to 4, it caused a considerable amount of disruption for clients and became a difficult process for clients in terms of access. Some clients live too far from even one of the current 4 HAC's and travelling to these takes a considerable amount of time, and can be quite costly to some individuals who are not financially capable of making the journey to the HAC. Reducing the current 4 HAC's to 1 central HAC would mean that clients or individuals would need to travel to Newtown. it is stated in your consultation document that Newtown is an office which is central and the travel distance would remain the same for a number of neighbourhoods. However if an individual is living in Acocks

Green and wishes to make a Homeless Application it would mean having to catch 2 or 3 buses to the destination or paying around £20 for a taxi, and in some cases clients would need to take their children and family with them as they are homeless on the day, which would mean more expenditure. Furthermore, clients and individuals would prefer to be able to access a HAC which is close enough for them to make a short journey to, and as the situation currently stands, even having 4 HAC's is proving to be a struggle and strain for our clients, therefore it would not make the matter any better or easier for our clients if access points were limited from 4 to 1. It would be the suggestion from our organisation and from clients that have already dealt with, that more HAC's are introduced as well as an improved system for contact via telephone and online services. More help and support should be offered by CSA's and information should be readily available and easily accessible, as our experiences till date have proved that the system to obtain information is easily accessible nor is it readily available.

12/29/2015 11:59 AM [View respondent's answers](#) [Categorize as...](#) [⌵](#)

## Consultation B (What benefits can you see form the proposals?)

Showing 27 responses



**Decrease in service No benefits** At the moment none as services will be decreased by moving Housing and Homelessness Advice to move from Sparkbrook, Erdington & Northfield to just Newtown

1/21/2016 10:49 AM [View respondent's answers](#) [Categorize as...](#) [⌵](#)



**Cost Savings Financial impact will exc** There may be cost savings of having people all working from one site but these are people who are more able to interact effectively across the city than the clients are to travel. I believe that the costs savings will be out weighed by the costs of increased emergency housing needs and increased medical costs. if you map purely the service providers I am sure it will be more efficient however if you map both service providers and service users then it will be much less efficient.

1/20/2016 10:28 PM [View respondent's answers](#) [Categorize as...](#) [⌵](#)



**No improved consistency** The claim that it will lead to consistency of advice and decision making and a claimed increase in the availability of Duty and appointments. One location will not achieve this any more than 2-3-or 4 This is achieved through clear management advice and training. Effective procedures are "Effective" whether or not we are based at 1 or 4 locations. The extra duty and appointments can only be made available by altering the balance of duties currently performed. It has been suggested that extra appointments will be created by overbooking the number of appointments available and then relying on no shows. This problem is already being addressed by contacting clients and asking if they still require the appointment and then using the free time to do other work i.e. investigations and decisions. We don't need to be in one location to achieve this.

1/20/2016 2:28 PM [View respondent's answers](#) [Categorize as...](#) [⌵](#)



**No benefits No improved consistency** The claim that it will lead to consistency of advice and decision making and a claimed increase in the availability of Duty and appointments One location will not achieve this any more than 2-3-or 4 This is achieved through clear management advice and training. Effective procedures are "Effective" whether or not we are based at 1 or 4 locations. The extra duty and appointments can only be made available by altering the balance of duties currently performed. It has been suggested that extra appointments will be created by overbooking the number of appointments available and then relying on no shows. This problem is already being addressed by contacting clients and asking if they still require the appointment

and then using the free time to do other work i.e. investigations and decisions. We don't need to be in one location to achieve this.

1/20/2016 2:27 PM [View respondent's answers](#) [Categorize as...](#) 



**No benefits No improved consistency** The claim that it will lead to consistency of advice and decision making and a claimed increase in the availability of Duty and appointments One location will not achieve this any more than 2-3-or 4 This is achieved through clear management advice and training. Effective procedures are "Effective" whether or not we are based at 1 or 4 locations. The extra duty and appointments can only be made available by altering the balance of duties currently performed. It has been suggested that extra appointments will be created by overbooking the number of appointments available and then relying on no shows. This problem is already being addressed by contacting clients and asking if they still require the appointment and then using the free time to do other work i.e. investigations and decisions. We don't need to be in one location to achieve this.

1/20/2016 2:20 PM [View respondent's answers](#) [Categorize as...](#) 



**No benefits No improved consistency** What benefits do you see from the model? The claim that it will lead to consistency of advice and decision making and a claimed increase in the availability of Duty and appointments One location will not achieve this any more than 2-3-or 4 This is achieved through clear management advice and training. Effective procedures are "Effective" whether or not we are based at 1 or 4 locations. The extra duty and appointments can only be made available by altering the balance of duties currently performed. It has been suggested that extra appointments will be created by overbooking the number of appointments available and then relying on no shows. This problem is already being addressed by contacting clients and asking if they still require the appointment and then using the free time to do other work i.e. investigations and decisions. We don't need to be in one location to achieve this.

1/20/2016 2:10 PM [View respondent's answers](#) [Categorize as...](#) 



**No benefits No improved consistency** The claim that it will lead to consistency of advice and decision making and a claimed increase in the availability of Duty and appointments One location will not achieve this any more than 2-3-or 4 This is achieved through clear management advice and training. Effective procedures are "Effective" whether or not we are based at 1 or 4 locations. The extra duty and appointments can only be made available by altering the balance of duties currently performed. It has been suggested that extra appointments will be created by overbooking the number of appointments available and then relying on no shows. This problem is already being addressed by contacting clients and asking if they still require the appointment and then using the free time to do other work i.e. investigations and decisions. We don't need to be in one location to achieve this.

1/20/2016 11:46 AM [View respondent's answers](#) [Categorize as...](#) 



**No benefits No improved consistency** The claim that it will lead to consistency of advice and decision making and a claimed increase in the availability of Duty and appointments One location will not achieve this any more than 2-3-or 4 This is achieved through clear management advice and training. Effective procedures are "Effective" whether or not we are based at 1 or 4 locations. The extra duty and appointments can only be made available by altering the balance of duties currently performed. It has been suggested that extra appointments will be created by overbooking the number of appointments available and then relying on no shows. This problem is already being addressed by contacting clients and asking if they still require the appointment and then using the free time to do other work i.e. investigations and decisions. We don't need to be in one location to achieve this.

1/20/2016 10:53 AM [View respondent's answers](#) [Categorize as...](#) 



**Cost Savings** None other than cutting costs for the city.

1/18/2016 5:06 PM [View respondent's answers](#) [Categorize as...](#) 



**No benefits No improved consistency** The claim that it will lead to consistency of advice and decision making and a claimed increase in the availability of Duty and appointments One location will not achieve this any more than 2-3-or 4 This is achieved through clear management advice and training. Effective procedures are "Effective" whether or not we are based at 1 or 4 locations. The extra duty and appointments can only be made available by altering the balance of duties currently performed. It has been suggested that extra appointments will be created by overbooking the number of appointments available and then relying on no shows. This problem is already being addressed by contacting clients and asking if they still require the appointment and then using the free time to do other work i.e. investigations and decisions. We don't need to be in one location to achieve this.

1/18/2016 11:18 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A** [v](#)

1/15/2016 1:02 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No benefits** None

1/14/2016 11:06 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No benefits No improved consistency** The only claimed benefits I have seen are about the consistency of advice and decision making and claimed increase in availability of duty and appointments. The first point is not guaranteed even if all staff are based at one location. This is more a function of good staff training, regular updating and clear management advice. There is no reason why this can't be done at 1, 2, 4 or 4 location. Without any increase in staff extra duty and appointments can only be made available by altering the balance of duties currently performed. It has been put forward that extra appointments will created by overbooking the number of appointments on the assumption that there there is a significant degree of no shows. The no show issue can be addressed in other ways (pre-calls or text messages) and that time is not lost to the service as staff continue to do other work eg investigations/decisions.

1/13/2016 3:16 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No benefits** None

1/13/2016 9:29 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No benefits** None

1/13/2016 8:44 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Cost Savings Financial impact will exc** It will save funds for the City Council, however I can foresee that costs will be incurred in supporting families who do not get the right support at the right time especially when Children Centre support is also being cut.

1/11/2016 1:02 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Improved service Partnership Oportunities** Closure of 3 centres and associated building overheads with consequential financial savings in line with budget requirements. Potential for an improved service as "best practice" amongst advisors has a better chance of being spread If, other local services such as libraries and job centre plus was to join up as providing a one stop shop for signposting, reception of documents / general enquiries and information provision then there is an opportunity for the service to provide the advice and response that it needs to, to the standard that is needed, much more efficiently.

1/8/2016 5:29 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Cost Savings** financial.

1/8/2016 10:57 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Some benefits-but unspeci** Not many  
1/8/2016 8:43 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No benefits** None.  
1/8/2016 8:37 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No benefits** None  
1/7/2016 5:08 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Cost Savings** Cost savings  
1/7/2016 4:14 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No benefits** none. more tension, more violence. This has not been thought through properly.  
1/7/2016 12:21 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Loaded staff can backfill** I cannot see any benefit to the one office model, apart from having all staff in one office for support and to backfill any staff shortages as the need arises.  
1/7/2016 11:56 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Centralised skills & know** That there will be more knowldege in a central place so as a professional it might be easier for me to actually get the correct information.  
1/5/2016 10:16 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No benefits** At the moment none.  
1/4/2016 5:30 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**No benefits** None  
12/29/2015 11:59 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

## Consultation B (further comments which could improve the service?)

Showing 25 responses



**SHAC needs to be city cen** the only one centre solution that I can see working is if the service is based in the city centre. I realise that you have been unable to find a venue but are there not other council employees who could move out to Newtown? Have you assessed every council department that is based there and evaluated the cost of moving them to New Town?  
1/20/2016 10:28 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**2 HACs inc Erdington Keep Erdington Open No evidence 4 locations c Open more HAC's** No evidence has been provided that there is a cost implication for more than one location. BCC presumably own many buildings from which the service could be run. Sutton New Road will possibly be a location for an advice service using Neighbourhood Staff and the Homeless Service should continue to run from here. We are already dealing with clients from Newtown and Sparkbrook and joining these resources together makes better sense for the customer and staff. Two locations would at least allow the Service to be more accessible to our customers many of whom are amongst the most vulnerable in the city. Each significant geographical area should have Housing and Homeless Advice Service running from offices that have already proven it is possible to provide an effective service in easily accessible buildings.

There is no evidence that any real research has been done into the alternatives to one homeless centre in Newtown

1/20/2016 2:28 PM [View respondent's answers](#) [Categorize as...](#) 



**2 HACs inc Erdington Keep Erdington Open No evidence 4 locations c Open more HAC's**

Given current resource restrictions do you have any further comments which could improve the service? No evidence has been provided that there is a cost implication for more than one location. BCC presumably own many buildings from which the service could be run. Sutton New Road will possibly be a location for an advice service using Neighbourhood Staff and the Homeless Service should continue to run from here. We are already dealing with clients from Newtown and Sparkbrook and joining these resources together makes better sense for the customer and staff. Two locations would at least allow the Service to be more accessible to our customers many of whom are amongst the most vulnerable in the city. Each significant geographical area should have Housing and Homeless Advice Service running from offices that have already proven it is possible to provide an effective service in easily accessible buildings. There is no evidence that any real research has been done into the alternatives to one homeless centre in Newtown

1/20/2016 2:27 PM [View respondent's answers](#) [Categorize as...](#) 



**2 HACs inc Erdington Keep Erdington Open No evidence 4 locations c Open more HAC's**

No evidence has been provided that there is a cost implication for more than one location. BCC presumably own many buildings from which the service could be run. Sutton New Road will possibly be a location for an advice service using Neighbourhood Staff and the Homeless Service should continue to run from here. We are already dealing with clients from Newtown and Sparkbrook and joining these resources together makes better sense for the customer and staff. Two locations would at least allow the Service to be more accessible to our customers many of whom are amongst the most vulnerable in the city. Each significant geographical area should have Housing and Homeless Advice Service running from offices that have already proven it is possible to provide an effective service in easily accessible buildings. There is no evidence that any real research has been done into the alternatives to one homeless centre in Newtown

1/20/2016 2:20 PM [View respondent's answers](#) [Categorize as...](#) 



**2 HACs inc Erdington Keep Erdington Open No evidence 4 locations c Open more HAC's**

Given current resource restrictions do you have any further comments which could improve the service? No evidence has been provided that there is a cost implication for more than one location. BCC presumably own many buildings from which the service could be run. Sutton New Road will possibly be a location for an advice service using Neighbourhood Staff and the Homeless Service should continue to run from here. We are already dealing with clients from Newtown and Sparkbrook and joining these resources together makes better sense for the customer and staff. Two locations would at least allow the Service to be more accessible to our customers many of whom are amongst the most vulnerable in the city. Each significant geographical area should have Housing and Homeless Advice Service running from offices that have already proven it is possible to provide an effective service in easily accessible buildings. There is no evidence that any real research has been done into the alternatives to one homeless centre in Newtown

1/20/2016 2:10 PM [View respondent's answers](#) [Categorize as...](#) 



**2 HACs inc Erdington Keep Erdington Open No evidence 4 locations c Open more HAC's**

No evidence has been provided that there is a cost implication for more than one location. BCC presumably own many buildings from which the service could be run. Sutton New Road will possibly be a location for an advice service using Neighbourhood Staff and the Homeless Service should continue to run from here. We are already dealing with clients from Newtown and Sparkbrook and joining these resources together makes better sense for the customer and staff. Two locations would at least allow the Service to be more accessible to our

customers many of whom are amongst the most vulnerable in the city. Each significant geographical area should have Housing and Homeless Advice Service running from offices that have already proven it is possible to provide an effective service in easily accessible buildings. There is no evidence that any real research has been done into the alternatives to one homeless centre in Newtown

1/20/2016 11:46 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**2 HACs inc Erdington Keep Erdington Open No evidence 4 locations c Open more HAC's**

No evidence has been provided that there is a cost implication for more than one location. BCC presumably own many buildings from which the service could be run. Sutton New Road will possibly be a location for an advice service using Neighbourhood Staff and the Homeless Service should continue to run from here. We are already dealing with clients from Newtown and Sparkbrook and joining these resources together makes better sense for the customer and staff. Two locations would at least allow the Service to be more accessible to our customers many of whom are amongst the most vulnerable in the city. Each significant geographical area should have Housing and Homeless Advice Service running from offices that have already proven it is possible to provide an effective service in easily accessible buildings. There is no evidence that any real research has been done into the alternatives to one homeless centre in Newtown

1/20/2016 10:53 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Keep services local** Keep face to face services in key hubs - service users who cannot use the phones and web still need to access services by conventional means.

1/18/2016 5:06 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**2 HACs inc Erdington Keep Erdington Open No evidence 4 locations c Open more HAC's**

No evidence has been provided that there is a cost implication for more than one location. BCC presumably own many buildings from which the service could be run. Sutton New Road will possibly be a location for an advice service using Neighbourhood Staff and the Homeless Service should continue to run from here. We are already dealing with clients from Newtown and Sparkbrook and joining these resources together makes better sense for the customer and staff. Two locations would at least allow the Service to be more accessible to our customers many of whom are amongst the most vulnerable in the city. Each significant geographical area should have Housing and Homeless Advice Service running from offices that have already proven it is possible to provide an effective service in easily accessible buildings. There is no evidence that any real research has been done into the alternatives to one homeless centre in Newtown.

1/18/2016 11:18 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A** [c](#)

1/15/2016 1:02 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Quality training for staf** Ensure that staff are given adequate training to undertake their role effectively.

1/14/2016 11:06 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Joined up approach** I think closer working between the Homeless Service, Council Benefit Service and the Housing Landlord functions could reduce the number of homeless application. I see people in my day to day job who not be homeless if a more proactive approach was taken to Benefit issues and the services had not become more remote and dependent on phone and online.

1/13/2016 3:16 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**2 HAC Model** Have two centres

1/13/2016 9:29 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Joined up approach** Investing more funds in the independent advice sector. Having Shelter workers co located for independent advice if clients need support to appeal decisions

1/12/2016 10:32 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**2 HAC Model** In the long term a two centre approach would deliver better outcomes yet still make savings.

1/11/2016 1:02 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Joined up approach Keep services local** Potential for a rolling service which is delivered in locality Real need for every partner organisation to know telephone numbers, opening hours, access arrangements for any of their clients to be able to access this new centre and for this information to be seamlessly delivered. - Absolutley no indication that this will be the case as no partner organization seems to have any of the current service information

1/8/2016 5:29 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A** How many staff do we have in total to run the service, having taken into account annual leave, training etc.

1/8/2016 8:43 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**2 HAC Model** Homeless Service run from a minimum of two location in the city.

1/8/2016 8:37 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Improve ICT/Explore Skype Improve phone/video acces** possible research of any solutions using ICT/Skype/conferencing etc.

1/7/2016 5:08 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Reduce Desk numbers** Every member of staff should be asked the question do you need a desk?

1/7/2016 4:14 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Sell surplus properties** for council to sell the buildings that are not in use i.e have been advertised as TO LET. i.e Louisa Ryland House, Tamebridge House.this will help recuperate some cash back into BCC

1/7/2016 12:21 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A** I appreciate it is very difficult but I do not have sufficient knowledge of the current problems, facts, figures, so do not feel qualified to comment.

1/7/2016 11:56 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**Provide telephone intervi** That maybe the service could be provided over the phone for those people who find it too difficult to attend the centre. I have eperience of a person with high anxieties being told that they had to attend the centre and this ended up in a lot of difficulties for everyone when it could have more easily been done my a represenative or over the phone.

1/5/2016 10:16 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A** Find ways of making the system more efficient without taking away the service

1/4/2016 5:30 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



**N/A** Please see document 'Reccomendations for improvement to Homeless Service'

12/29/2015 11:59 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

