

# Birmingham Housing Advice - Future proposals consultation



The Council are currently consulting on the Housing Advice service delivered from Customer Service Centres. This questionnaire will enable us to better understand the views of those using the centres. If you have any questions regarding this consultation please email [AdviceServiceConsultation@birmingham.gov.uk](mailto:AdviceServiceConsultation@birmingham.gov.uk)

## 1. Which centre have you visited today?

- |                                                            |                                                             |
|------------------------------------------------------------|-------------------------------------------------------------|
| <input type="checkbox"/> Erdington Customer Service Centre | <input type="checkbox"/> Northfield Customer Service Centre |
| <input type="checkbox"/> Newtown Customer Service Centre   | <input type="checkbox"/> Sparkbrook Customer Service Centre |

## 2. What service did you come in for today?

- |                                                |                                              |                                         |
|------------------------------------------------|----------------------------------------------|-----------------------------------------|
| <input type="checkbox"/> Join Housing Register | <input type="checkbox"/> Bring in paperwork  | <input type="checkbox"/> Housing Advice |
| <input type="checkbox"/> Use phone or Computer | <input type="checkbox"/> Present as Homeless | <input type="checkbox"/> Other          |

## 3. How did you get here today?

- |                                  |                                 |                                       |                                  |
|----------------------------------|---------------------------------|---------------------------------------|----------------------------------|
| <input type="checkbox"/> On foot | <input type="checkbox"/> By Car | <input type="checkbox"/> By Bus/Train | <input type="checkbox"/> By bike |
|----------------------------------|---------------------------------|---------------------------------------|----------------------------------|

## 4. How long was your journey?

- |                                            |                                    |                                    |                                      |
|--------------------------------------------|------------------------------------|------------------------------------|--------------------------------------|
| <input type="checkbox"/> less than 15 mins | <input type="checkbox"/> 15-30mins | <input type="checkbox"/> 30-45mins | <input type="checkbox"/> over 45mins |
|--------------------------------------------|------------------------------------|------------------------------------|--------------------------------------|

## 5. Before you came here today did you try to find information...

- ☐ By calling our customer service line ( 0121 303 7410)
- ☐ By looking at our Birmingham City Council or Birmingham Housing Options website ([www.birminghamhousingoptions.org.uk](http://www.birminghamhousingoptions.org.uk))

## 6. Thinking about what you came in for today could we have dealt with this in any other way listed below?

- |                                                                                      |                                                                       |
|--------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| <input type="checkbox"/> By an improved website with clearer on line help and advice | <input type="checkbox"/> By allowing documents to be emailed in to us |
| <input type="checkbox"/> By an arranged call back or interview by phone              | <input type="checkbox"/> By allowing documents to be posted in to us  |

## 7. Including today how many times have you been into the centre in the past year?

- |                            |                            |                            |                            |                            |                               |                              |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|-------------------------------|------------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6-10 | <input type="checkbox"/> 10+ |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|-------------------------------|------------------------------|

## 8. To help us understand the areas using our service please can we have the post code of your current/most recent address (Optional)

## Proposed changes to the service

It is being proposed that Housing and Homelessness Advice moves to being delivered from a single location at Newtown Customer Service Centre, Birmingham with more advisors on duty and additional available interviews. There would also be improved advice available via phone and web.

### 9. If we went to a single Housing Advice Centre what if any concerns would you have about this?

### 10. Please tell us how strongly you agree or disagree with the following statements about how you might access housing and homelessness advice in the future?

	Strongly Agree	Agree	Not sure/Not Applicable	Disagree	Strongly disagree
I would still be able to get to the centre in Newtown	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would use the web or phone to get the service I need instead.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would be able to get help from another advice service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a support worker or other professional who could help me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would need additional support to enable me to get to Newtown	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 11. How do you think we could make it easier for you to get the housing and homelessness support you might need? Any other comments on our proposals?

### 12. The characteristics below are protected. This means that there is protection for people who identify with them against discrimination based on that characteristic. Please tick appropriate boxes (if any apply) which you believe might impact upon your ability to travel to Newtown?

- |                                                  |                                              |                                                    |
|--------------------------------------------------|----------------------------------------------|----------------------------------------------------|
| <input type="checkbox"/> Your age                | <input type="checkbox"/> Your disability     | <input type="checkbox"/> Your race                 |
| <input type="checkbox"/> Your marital status     | <input type="checkbox"/> If you are pregnant | <input type="checkbox"/> Your Sexual Orientation   |
| <input type="checkbox"/> Your religion or belief | <input type="checkbox"/> Your gender         | <input type="checkbox"/> None of these apply to me |

Thank you. This information will be used to help us review our plans for our service development. Please hand your completed survey back to a member of staff.