

'Out of Hours' Crisis Provision

Need	Organisation	Services	Contact Details
Homeless	Solihull Community Housing	Individuals identified as rough sleeping will be met for an assessment within one hour and, if found to be eligible will be given emergency accommodation for that night and assisted to access it e.g. SCH will pay for a taxi (N.B. If the temperature is below zero degrees, all rough sleepers will be given emergency accommodation regardless of usual eligibility criteria).	0121 717 1515
Emergency housing repairs for SCH tenants	Orbit Housing Group	Orbit Housing Group supply cover for SCH. Advisors receive calls, take details from you and if necessary will liaise with the repairs contractor or duty manager to resolve the emergency.	0121 717 1515
Social Services / Safeguarding	SMBC Children Services SMBC Adult Services	Emergency Duty Team - If you have any concerns about a child, young person or adult, do not delay in reporting your concerns. Assistance could be given by a social worker or an appropriate agency regarding: <ul style="list-style-type: none"> • Difficulties with children and young people • Child protection issues • Concerns about a person with a physical or a sensory disability • Support in coping with someone who has severe learning difficulties or mental health problems • Mental Health Act assessments • Act as an Appropriate Adult for juveniles and vulnerable adults 	0121 788 4375 Children in hours 0121 704 8007 Adult in hours 0121 605 6060 out of hours for both Children & Adult Services
Domestic Violence	Birmingham and Solihull Women's Aid	Provides refuge and floating support services for women and children who have been affected by the experience of domestic violence, rape and sexual assault	0808 800 0028
	Men's Advice Line	If you a man who is experiencing domestic abuse the Men's Advice Line is a confidential and anonymous helpline.	0808 801 0327
Emotional Support	Samaritans	Available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress, despair or suicidal thoughts.	08457 90 90 90 www.samaritans.org
	Silverline	24 confidential helpline for older people, providing information, friendship and advice	0800 4708090

Christmas & New Year - Crisis Provision

Need	Organisation	Services	Contact Details
Money & Welfare Benefits Advice	DWP Job Centre Plus	<p>Main out of work benefit claims</p> <p>Budget Advance - to help pay for essential things like rent, furniture, clothes or hire purchase debts. The smallest amount you can borrow is £100. You can apply for an interest free loan if you have been getting income related benefit for at least 26 weeks</p> <p>Short Term Advance - An advance of benefit may be available to help claimants through that period, which would be recovered from subsequent payments of benefit.</p>	<p>New Claims 0800 055 6688</p> <p>Social Fund 0845 603 6967</p>
	DIAL Solihull	Specialist advice and advocacy on disability related benefits e.g. ESA, PIP, DLA & Child DLA.	0121 770 0333
	Bromford Support	Advice on money, debt and benefit issues, which includes floating support for vulnerable customers.	0121 704 9936
	SCH Money Advice Team	Specialist debt and money advice service, which includes rent arrears, insolvencies and credit.	0121 717 1515
	Citizens Advice Bureau	For help and support for budgeting advice, debt renegotiations. General benefit advice, advice and information and financial crisis	0121 788 6523 www.casb.org.uk
	Age UK	Support for the over 50's on claiming benefits and financial crisis	0121 705 9128
Fuel Poverty	Winter Warmth / Age UK Linking People	<p>The Winter Warmth Helpline provides information and advice for vulnerable residents who need urgent help such as:</p> <ul style="list-style-type: none"> • Finding a tradesperson for emergency repairs • Help with an emergency heater • An electric blanket • Warm clothing • Emergency food supplies • Debt advice and assistance to pay bills • Duvets & Covers 	0121 704 8080
Crisis Support	Local Welfare Provision	<p>This a scheme of last resort, providing basic essential items to help prevent:</p> <ul style="list-style-type: none"> • A Crisis – pressures that are outside the scope of normal day to day budgeting • Community Care – to leave a safe and independent live following a period of care, exceptional pressures or an unsettled way of life. 	<p>0121 704 8284</p> <p>www.solihull.gov.uk/localwelfareprovision</p>

