

# Homeless Patient Pathway

Information and advice for patients

## A list of useful services for help & support

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This leaflet contains addresses, telephone numbers and websites for services that may be useful to you.

### Housing Support

#### **Rough Sleeper's Team Birmingham**

Telephone: 0800 880 7157

Website: <https://www.streetlink.org.uk/>

#### **Homeless Advice and Support available from SIFA Fireside**

48-52 Allcock Street, Digbeth, Birmingham, B9 4DY

Telephone: 0121 7661700

Email: [housingoptions@sifafireside.co.uk](mailto:housingoptions@sifafireside.co.uk)

Open: Monday - Friday 9am - 12.45pm

#### **Birmingham City Council**

Telephone: 0121 303 7410

Out of hours telephone: 0121 303 2296

Email: [newtownhousingoptions@birmingham.gov.uk](mailto:newtownhousingoptions@birmingham.gov.uk)

#### **Sandwell Council**

Telephone: 0121 368 1166

Out of Hours telephone: 01323 690 856

Email: [Housing\\_choice@sandwell.gov.uk](mailto:Housing_choice@sandwell.gov.uk)

#### **St Basil's Hub – Homeless Support for 16-25 Year Olds**

Monday – Friday 9am – 5pm except Wednesday 1pm – 5pm

Youth Hub, Heath Mill, B9 4AX

Telephone: 0300 303 0099

Or text – NEEDSTBASILS to 62277

## **Useful Phone Numbers**

### **Anawim (Women's Refuge)**

0121 440 5296

### **Birmingham Women's Aid (Domestic Violence)**

0808 800 0028

### **Turn2Us – Benefits Advice Line**

0808 802 2000

### **Universal Credit (To make an application)**

0800 1448 444

### **Universal Credit (Ongoing claim)**

0800 055 6688

### **Citizens Advice Line**

0344 477 1010

### **Umbrella (Sexual Health Clinic)**

0121 237 5700

### **Health Xchange (GP for Homeless)**

0121 465 3965

### **Birmingham Irish Association**

0121 604 6111

NHS 111 (24 hour Health Advice)

Free from mobiles

### **CGL (Change, Grow, Live) (Drugs and Alcohol)**

0121 227 5890

### **Birmingham Healthy Minds**

0121 301 2525

### **Samaritans**

116 123

### **SIFA Fireside**

0121 766 1700

## Health & Advice

### Homeless Health Xchange

William Booth Lane,  
Birmingham, B4 6HA  
Telephone: 0800 158 3535 /  
0121 465 3965

### SIFA FIRESIDE (Drop in Centre)

48-52 Allcock St, Birmingham, B9 4DY  
Telephone: 0121 766 1700  
Monday - Friday 9am - 12.45pm

### Shelter's Housing Advice Helpline (Emergency Night shelters and Hostels)

Telephone: 020 2800 444  
Monday - Friday 8am - 6pm  
Website: [www.shelter.org.uk](http://www.shelter.org.uk)

### Community Mental Health Team (CMHT) for Homeless People

Orsborn House, 55 Terrace Road, Handsworth, Birmingham, B19 1BP  
Telephone: 0121 301 1640

### Refugee and Migrant Centre (No Recourse to Public Funds)

Unit 2, 57 Frederick Street, Jewellery Quarter, Birmingham, B1 3HS  
Telephone: 0121 374 0140  
Mon, Tue, Thurs, Fri – 9am – 5pm  
Wed – Closed

### Hope for Justice (Human Trafficking Service)

Telephone: 0300 008 8000  
Email: [Info.uk@hopeforjustice.org](mailto:Info.uk@hopeforjustice.org)

If you would like to suggest any amendments or improvements to this leaflet please contact SWB Library Services on ext 3587 or email [swbh.library@nhs.net](mailto:swbh.library@nhs.net).



**A Teaching Trust of The University of Birmingham**

Incorporating the Midland Metropolitan University Hospital, City Health Campus, Sandwell Health Campus and Rowley Regis Hospital.

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ML6451

Issue Date: March 2024

Review Date: March 2027