

WHAT IF I NO LONGER NEED HELP?

Should you wish to stop working with us at any time, just tell your support officer and they will complete an exit interview with you.

Alternatively your service will end on achieving your personal outcomes and goals and/or securing long term support to meet your needs.

MAKING A COMPLAINT

We aim to directly resolve all complaints you may have in relation to the service provided to you by the Housing Support team.

You can make a complaint:

- using the online complaint form
- by telephoning Customer Advice and Support Services on 0300 100 1800
- in person at any Contact Centre or Library Contact Centre
- in writing
- to your local Councillor

A complaint can also be raised directly with the Care Inspectorate

Care Inspectorate
Ettrick Riverside Business Centre
Dunsdale Road
Selkirk
TD7 5ED

Implementation of our Housing Support Service is in accordance with;

- Section 32B of the of the Housing (Scotland) Act 1987 inserted by Housing (Scotland) Act 2010.
- Scottish Social Services Council Codes of Practice.
- Scotland's Health and Social Care Standards
- The principles behind Scotland's Health and Social Care Standards:

For further information about Scotland's Health and Social Care Standards please refer to www.scotland.gov.uk or ask your Housing Support Officer directly.

Homelessness and Financial Support
Galashiels Area Office Paton Street
Galashiels
TD1 3AS
Tel: 01896 661385
Freephone: 0800 376 1138
Email: housingsupport@scotborders.gov.uk

To find out how we will process and use your personal information in connection with this request please see our Privacy Notices at www.scotborders.gov.uk/CASSPrivacyNotices If you would like a printed copy you can contact us via telephone on 0300 100 1800.

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Housing Support Service

Providing accessible, flexible and personalised support to individuals in critical need to enable them to secure, establish, manage and maintain their home.



The Housing Support Service is part of the Council's Homelessness and Financial Support Team. Our objectives are:

- Prevent homelessness through the provision of person centered housing support.
- Prepare individuals/households for independent living, and help them maintain their housing independence.
- Assist and support households to secure suitable, affordable, sustainable permanent accommodation.
- Support households regardless of accommodation status i.e. in temporary accommodation, at home and no fixed abode etc.
- Promote the health, wellbeing and social integration of homeless households.

WHAT IS HOUSING SUPPORT?

Housing Support offers short term support to individuals to live independently within the local community. This support covers a wide range of activities that help people to secure, set up and maintain suitable accommodation.

HOW CAN HOUSING SUPPORT HELP ME?

We can help support you in your current home, help you in maintaining your current tenancy or find you a new tenancy if appropriate. we can support you to address your housing difficulties

We can help you if:

- You are aged 16 or over,
- Homeless or potentially Homeless,
- Experiencing Housing Difficulties

HOUSING SUPPORT PLAN

The service focuses on creating a Housing Support Plan with you, which is specific to your individual needs and goals. This plan will only contain things that you feel you need help and support with and are directly related to avoiding or resolving your housing crisis.

These might include:

- Searching for a property & bidding;
- Signing for a tenancy and arranging rent payments;
- Setting up utilities (electric, gas, TV licence, Council Tax);
- Maximising your benefits (e.g. Child Tax Credits)
- Help with budgeting, making payments and energy efficiency;

- Access grants/funding to secure essential furnishings;
- Accessing employment and support services,
- Accessing recycled furniture, white goods and repairs & restoration
- Registering with a local GP and dentist;
- Help to access drug/alcohol services;
- Help to access mental health services;
- Access support for victims of violence or harassment;

WHAT THE HOUSING SUPPORT TEAM CAN'T HELP YOU WITH

The team will engage in a wide range of activities to support you setting up and maintaining your tenancy. However, there are some things that we can't do, such as:

- Assistance with personal care, nursing or administering medication;
- Safeguarding your possessions or money;
- Cleaning, decorating or gardening;
- Cooking, ironing or washing on your behalf;
- Specialist drug and alcohol counselling;
- Specialist relationship or bereavement counselling.

If you do need help with any of these things we are happy to refer you to someone who can help.