

Glasgow Simon Community.

Resettlement and Housing
Support Service.

Simon Weir/Sylvie Jellie.

Glasgow Simon Community

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About Glasgow Simon Community

Glasgow Simon Community is a charity working with people experiencing homelessness in 6 Local Authority areas, providing Street work, Supported accommodation, Resettlement & Tenancy Sustainment, Education, Training and Volunteering opportunities.

Aims of RHSS.

To support people 18 + years who are experiencing homelessness to move into their own tenancy

and

Supporting people at risk of homelessness to remain in their tenancy and local community.

Stages of support/finding a home/sustaining a tenancy

Factors affecting service users that require support when applying for housing or maintaining a tenancy is wide and varied.

Some examples are lack of emotional support, substance misuse, mental/physical health problems and practical issues/life skills.

People with a history of drug or alcohol misuse are seen as being particularly under threat.

- Pre-resettlement/returning to home
- Resettlement
- Sustainment

Engaging with service users pre-tenancy

- Assessment and agreement of needs and goal setting
- Resettlement plan
- Information/advice on housing options and rights
- Applying for housing where required
- Advocacy/communication
- Benefit claims
- Viewing housing
- Support for families
- **Joint working**
- Early intervention
- Prevention model

Resettlement

- Applying for grants/support with budgeting
- Access furniture
- Registration for electricity/gas/advocacy
- Link in to local services e.g. GP, CAT
- Integration into community/combat social isolation
- Develop skills/interests
- Support planning
- **Joint working**

Sustaining a tenancy/building & maintaining a home

- Continued maximisation of benefits
- Maintaining tenancy
- Support and links into education, training and employment
- Volunteering
- Advocacy
- Promotion of door control and personal safety
- **Quality joint working**
- Promoting independent living skills

Home not house!

- Quality/standard of tenancy
- Building relationships
- Support options – befriender
- “Wellbeing”
- Increased social activities
- Better standard of furnishings/decor
- Integration with family/building community relationships

Prevention model

- Appropriate and accessible support identified pre-tenancy or while in treatment and/or returning to tenancy
- Early intervention or crisis support
- Relapse prevention
- Informative and relevant financial advice and access to benefits
- Suitable tenancies and better living conditions
- Higher standard of housing
- Co-operation and open dialogue between housing and service providers
- Work with and address rent arrears
- Family support
- Choice based letting
- Tackling anti-social behaviour – victims and perpetrator

Investigating Tenancy Sustainment in Glasgow Report – Heriot-Watt University – April 2006

The way forward

- Co-operation between housing providers and support services
- Appropriate and relevant supports
- Continuity of service provision/consistency
- Open communication between agencies
- Networking/staff training
- Evaluation
- Service user involvement
- Prevention

The end

Thank you for listening

Contact

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