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.
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
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