

Shelter



SCOTLAND

Advice and Assistance to Homeless Applicants with 'Challenging Behaviour'

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OBJECTIVE OF WORKSHOP

To explore approaches to providing advice and assistance to homeless applicants with ‘challenging behaviour’.

Method

- 1. Summarise the statutory requirements on local authorities to provide advice and assistance:– identify what is advice, and what is assistance.**
- 2. Briefly identify some of the health needs of homeless applicants that can lead to ‘challenging behaviour.’**
- 3. Provide practical case study examples.**
- 4. Explore imaginative approaches to providing advice and assistance.**

Section 31

Part II Housing (Scotland) Act 1987 (as amended).

Section 31 duties to persons found to be homeless.

- 1) This section applies where a local authority are satisfied that an applicant is homeless.
- 2) Where they are satisfied that he has a priority need and are not satisfied that he became homeless intentionally, they shall, unless they notify another local authority in accordance with Section 33 (referral of application of local connection) secure that permanent accommodation become available for his occupation.
- 3) In any other case, they shall –
 - a) Secure that accommodation is made available for his occupation for such a period as they consider will give him a reasonable opportunity of himself securing accommodation for his occupation.
 - b) Furnish him with **ADVICE** and **ASSISTANCE** of such a type **AS MAY BE PRESCRIBED**, in any attempts he may make to secure that accommodation becomes available for his occupation.

Section 32

Part II Housing (Scotland) Act 1987 (as amended).

Section 32 Duties to persons found to be threatened with homelessness.

- 1) This section applies where a local authority are satisfied that an applicant is threatened with homelessness.
- 2) Where they are satisfied that he has a priority need and are not satisfied that he become threatened with homelessness intentionally they shall take reasonable steps to secure that accommodation does not cease to be available for his occupation.
- 3) In any other case they shall furnish him with **ADVICE** and **ASSISTANCE** of such type **AS MAY BE PRESCRIBED** in any attempts he may make to secure that accommodation does not cease to be available for his occupation.

**SCOTTISH STATUTORY INSTRUMENT 2002. NO
414.**

**The Homeless Persons Advice and Assistance
(Scotland) Regulations 2002.**

CAME INTO FORCE: 30/9/02.

**Details types of Advice to be provided by Local
Authorities.**

- 1) Housing Advice.
- 2) Social Issues.
- 3) Financial Advice.
- 4) Legal Advice.

1.HOUSING ADVICE

- 1) Availability of Permanent Accommodation.
- 2) Availability of Temporary Accommodation.
- 3) Advice on Nomination Procedures and Waiting Lists.
- 4) Advice on Specialist, Supported or Furnished Accommodation.
- 5) Advice on Estate Agent and other Accommodation Provider Agencies
- 6) Advice on Owner Occupation, including availability of grants (improvements, repairs and adaptations). Shared ownership.

2. ADVICE ON SOCIAL ISSUES

**Advice on specialist agencies or bodies dealing with:
HEALTH
WELFARE
or other SOCIAL issues.**

3. ADVICE ON FINANCIAL ISSUES

- 1) Advice on the availability of personal benefits, grants and loans directly or indirectly related to the provision of Housing.**
- 2) Advice on rent and mortgage arrears and the financial implications of home ownership**
- 3) Advice on the management of personal finance.**
- 4) Advice on rent guarantee and deposit schemes.**
- 5) Advice on specialist agencies providing financial advice to individuals.**

4. ADVICE ON LEGAL ISSUES

- 1) Advice on Court Proceedings.**
- 2) Advice on Legal Rights including:**
 - a) Advice on the availability of Legal Aid.**
 - b) Advice on the availability of Independent Advice and Advocacy.**

TYPES of ASSISTANCE.

- 1) Providing a **PERSONAL INTERVIEW** at such time and place, and with a Local Authority Officer of such sex as the applicant may reasonably request.
- 2) Providing an **INTERPRETOR** or an independent personal representative for an applicant at any interview if a request is made by the applicant to that effect.
- 3) Providing a **WRITTEN RECORD** of any interview held under this regulation in an appropriate form for the applicant including Braille, translation or large print.
- 4) Providing for a **FOLLOW UP INTERVIEW** to review progress.
- 5) Arranging and facilitating interviews and appointments with **OTHER INDEPENDENT PROVIDERS** of Housing, Financial or Legal Services.
- 6) Provide access to **MEDIATION SERVICES** for family and neighbour disputes and harassment.

SUBSTANCE MISUSE and MENTAL DISORDER Among HOMELESS PEOPLE in GLASGOW

Office of National Statistics Survey 1999.

Survey based on interviews with over 200 Homeless People.

KEY FINDINGS

- 1) Overall one quarter showed evidence of some form of **DRUG DEPENDANCE**, with **18% HERION DEPENDANT**.
- 2) **54%** reported **HAZARDOUS DRINKING**.
- 3) **6%** were considered likely to have a **PSYCHOTIC DISORDER**, such as **SCHIZOPHRENIA**.
- 4) **44%** were assessed as having at least one of the other psychological disorders (**ANXIETY, DEPRESSION, PANIC/PHOBIAS, NEUROTIC DISORDERS**) of which 1 in 4 required treatment.
- 5) 1 in 4 reported **POOR PHYSICAL HEALTH**.

OVERALL

- 1) **43%** reported **PHYSICAL ILLNESS**
- 2) **15%** reported **MENTAL ILLNESS**
- 3) **7%** reported **BOTH**.