

General counselling/emotional support:

- We provide a listening ear and support you through a crisis.
- We encourage clients to address the underlying issues that have resulted in their homelessness to prevent it happening again.
- We will help to access specialist agencies who provide particular types of support (Women's Aid, Scottish Association for Mental Health, Citizen's Advice Bureau etc).

Record keeping and confidentiality

Your personal information will be kept secure and Perth & Kinross Council will respect your confidentiality. If you require a copy of your support file, this will be provided on request.

Data Protection Act 1998

In terms of the Data Protection Act 1998, you are entitled to know what personal information Perth & Kinross Council hold about you, on payment of a fee of £10. Application should be made to the Executive Director (Housing & Community Care), Housing & Community Care, Perth & Kinross Council, Pullar House, 35 Kinnoull Street, PERTH PH1 5GD.

Quality of our service

Perth & Kinross Council Homeless Support Service is regulated by the Care Commission - a copy of the most recent inspection report is available on request or can be accessed at:

www.carecommision.com

Making a complaint

If you are unhappy with the service that you receive from the Homeless Support Service and wish to make a complaint, please contact:

*Homeless Support Manager
Housing Advice Centre
Housing & Community Care
Perth & Kinross Council
10-16 York Place
PERTH
PH2 8EP*

You may also make a complaint to the Care Commission who is the regulatory body for Perth & Kinross Council's Homeless Support Service.

The Care Commission can be contacted at:

*Central East Region
South Suite
Ground Floor
Largo House
Carnegie Avenue
DUNFERMLINE
KY11 8PE*



enquiries@carecommission.com

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting Customer Service Centre on 01738 475000.



Council Text Phone Number 01738 442573

All Council Services can offer a telephone translation facility

Designed by Chief Executive's Service (2010103 - Jun 10)

Homeless Support Service



...the key to a successful tenancy



Homelessness matters

The aims of the Homeless Support Service

- To prevent homelessness through the provision of person centred housing support.
- To support households in temporary accommodation.
- To assist and support households to settle into permanent accommodation and minimise repeat homelessness.



Accessing the Homeless Support Service

This service is accessed by a referral from the Homeless Advice Team at York Place.

You have a right:

- to be treated politely and with respect at all times;
- to make decisions about the support you want;
- to have your privacy and confidentiality respected;
- to have your cultural, racial and spiritual needs valued and respected;
- to complain if any of the above rights are being taken away.

Your Homeless Support Officer

You will have a named Homeless Support officer who will ensure that you are offered all the support you need from Perth & Kinross Council Homeless Support Service and will refer you to external support providers as appropriate.

The type of support you can expect:

Help with claiming Welfare Benefits:

- Support to claim Housing Benefit (where applicable).
- Practical help with form filling.
- Referrals to Welfare Rights services to maximise income.
- Support in dealings with DWP.

You have a responsibility:

- to meet with your Homeless Support Officer at the pre-arranged times;
- to refrain from the misuse of substances before pre-arranged meetings with Homeless Support staff;
- to treat Homeless Support staff with respect;
- to work in partnership with your Homeless Support Officer to achieve a successful outcome.



Advice and help setting up home in the community:

- Resettlement and tenancy support to enable you to sustain your tenancy.
- Advice about rent arrears.
- Finding a GP and accessing other agencies.
- Assistance and support with Council Tax/Utilities.

Advice and help with safety and security:

- Advice on reporting repairs.
- Advice on fuel poverty.
- Advice on home security.
- Support for those affected by domestic violence/anti-social behaviour.

Help with budgeting and domestic skills:

- General advice on cooking and nutrition.
- Advice on household maintenance.
- Advice on maintaining a property in good repair.

Help with developing social skills and behaviour management:

- Support to address underlying issues that may be affecting your personal confidence or behaviour.
- Referrals to other agencies who can provide specialist support.
- Support to access a range of activities such as voluntary work and adult learning.
- Work with careers services to provide advice and access to training and employment.