



# Housing Support Service



*Serving Aberdeenshire from mountain to sea – the very best of Scotland*

## **What is Housing Support**

Our Housing Support Outreach Service is a free short term service. We can carry out an assessment of your circumstances and provide low level housing support that can help you resolve a crisis and/or improve your skills and confidence to take control of your life and make your own decisions about your future.

If you require longer term support we can arrange to have you assessed by a Housing Support Assessment Officer who may be able to commission a longer term housing support package designed for your individual needs. This service is available if you have been assessed as requiring assistance in order to make sure you can stay or become independent in your own home. There is a charge for this type of housing support, but you can request a financial assessment. This assessment may cancel out or reduce the cost of the service chargeable to you.

## **Who can receive support?**

If you are aged 16+ and living in Aberdeenshire you may self refer or be referred to the Housing Support Service by your Housing Officer, Careers Officer, Social Worker or any other person who may be working with you.

You can be living in any type of accommodation in Aberdeenshire.

## What can the Housing Support Service help you with?

Depending upon your assessed needs, housing support can:

- » Help you to manage your budget;
- » Settle you into a new home, for example sorting out your gas and electricity supplier;
- » Signpost you to other services;
- » Assist you with reporting repairs, sorting out rent and other tenancy issues;
- » Help you to arrange and prompt you to attend appointments and meetings;
- » Assist you with filling in forms and writing letters;
- » Support you to engage with leisure, skills, and employment opportunities;
- » Prompt and support you to develop or maintain independent living skills.



## What the Housing Support Service cannot help you with:

- » Manage your finances for you;
- » Pay your bills for you;
- » Give you personal care or help with washing and dressing.  
[We will help you to apply for home care services;](#)
- » Do housework, cooking or carry out repairs for you.  
[We will help you to report repairs or apply for home care services;](#)
- » Bring prescriptions to your home or give you medicines or tablets;
- » Do your washing or ironing;
- » Go with you on outings or social events;
- » Give counselling.  
[We will help you to access counselling services;](#)
- » Settle disputes between you and other people.  
[We will help you access mediation services.](#)



## The role of your Housing Officer (Support)

Your Housing Officer (Support) will carry out an assessment by talking to you to find out what your needs are and what sort of support would be best for you. We will talk to you about your circumstances, your past experiences, your situation now and what you would like to achieve in the future. Your Housing Officer (Support) will help you put a support plan together. The plan will list your goals, such as changes that you want to make. Your Housing Officer (Support) will aim to help you improve your skills and confidence and achieve the best outcomes for you. Your Housing Officer (Support) will carry out a review of your support needs on a regular basis to ensure the support you are getting is what you need.

### Our Aim:

*“To provide a quality housing support service to all new, existing and vulnerable individuals, to enable them to resolve their housing issues, sustain suitable accommodation and promote their independence and to improve on their quality of life.”*

### We will:

- » Do what we have agreed in your support plan, such as the kind of support we will give you, and for how long;
- » Try to meet your personal, religious and cultural needs and wishes;
- » Meet legal health and safety standards by training our staff properly and giving them the equipment they need to do their job safely. If your needs change, we will agree with you how to change the support you receive.

If you do not believe we are meeting these standards, please speak to your Housing Officer (Support).

Our Housing Support Outreach Service is registered with the Care Inspectorate – details of the service can be viewed on their website at [www.scswis.com](http://www.scswis.com)

You can also contact them in writing or by telephone –

Johnston House  
Rose Street  
Aberdeen  
AB10 1UD

Tel: 01224 793870

## **Complaints Procedure**

If you have a complaint or are unhappy with any aspect of the service you can speak to the Team Leader in your area. They may be contacted through your Local Housing Office.

## **How to contact the Service**

If you have any questions about our Housing Support Service please contact us on 03456 08 12 03.

## Local Housing Offices

Team Leader  
Options and Homelessness  
55 Mid Street  
**Fraserburgh**  
AB43 9EP  
Tel 03456 08 12 03

Team Leader  
Options and Homelessness  
Town House  
34 Low Street  
**Banff**  
AB45 1AY  
Tel 03456 08 12 03

Team Leader  
Options and Homelessness  
Buchan House  
St Peter Street  
**Peterhead**  
AB42 1JL  
Tel 03456 08 12 03

Team Leader  
Options and Homelessness  
Gordon House  
Blackhall Road  
**Inverurie**  
AB51 3WA  
Tel 03456 08 12 03

Team Leader  
Options and Homelessness  
16/22 Allardice Street  
**Stonehaven**  
AB36 2BR  
Tel 03456 08 12 03

Team Leader  
Options and Homelessness  
25 Gordon Street  
**Huntly**  
AB54 8AN  
Tel 03456 08 12 03

**If you have any further questions or if you would like this information in large print, braille, audio tape or a language other than English please contact Housing on 03456 08 12 03**

