



# KEY PROJECT



## Housing Support Service

# The Prologue

- Increasing number of tenants with vulnerabilities
- Role of Housing Officers
- Effect on sustaining tenancies
- Application to Community Fund
- Development of Key Project 2001-2003
- Supporting people



# Supporting People

- Funded by Aberdeen City Council from 1 April 2003 for 60 hours of housing support per week in Aberdeen
- Ongoing development of service in Aberdeenshire using residual Community Fund
- Funding secured from Aberdeenshire Council to provide 18 hours of housing support per week in Aberdeenshire





# Numbers

- Hours of Housing Support:

<b>Aberdeen City</b>	<b>60</b>
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<b>Aberdeenshire</b>	<b>18</b>
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<b>Total</b>	<b>78</b>
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- Staff : 3 part time staff

<b>2 Housing Support Workers x 28 hours</b>	<b>56</b>
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<b>1 Housing Support Officer</b>	<b>22</b>
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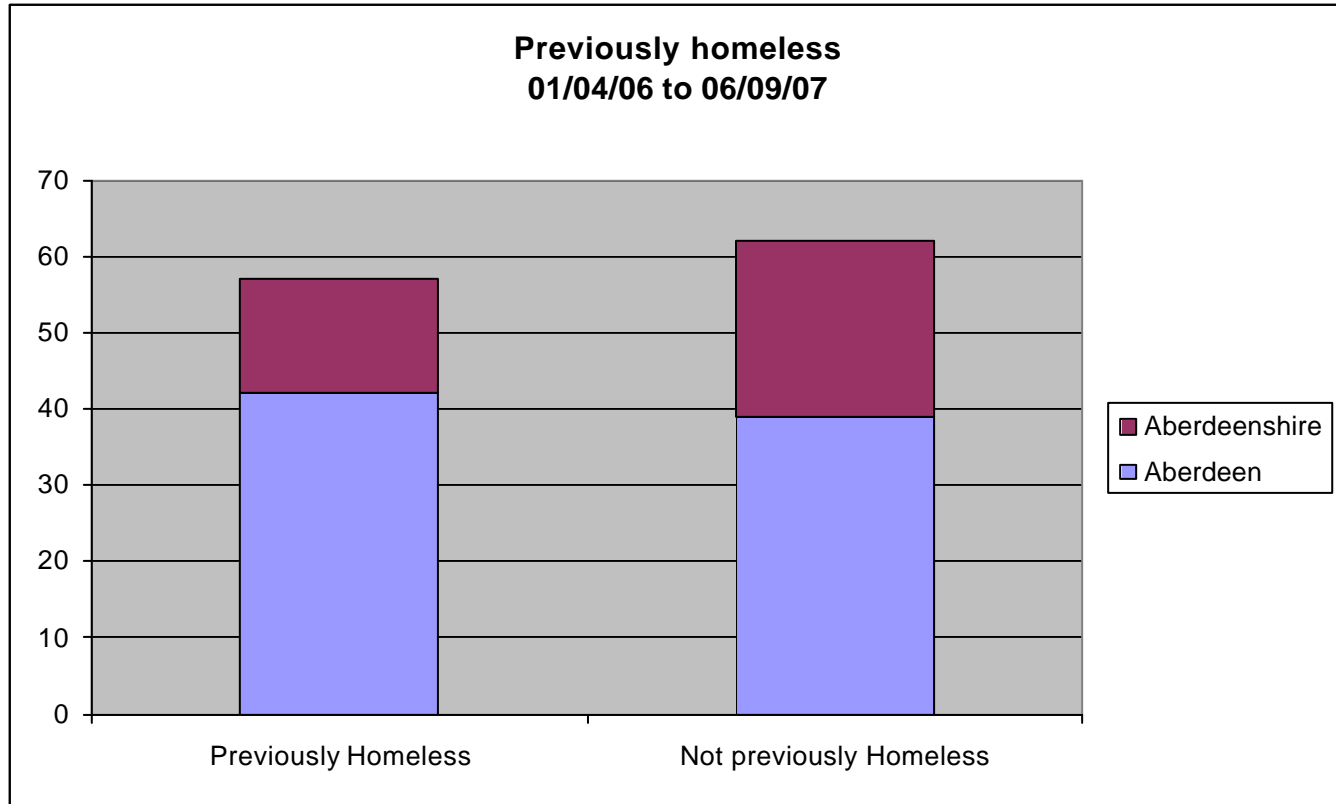
<b>Total</b>	<b>78</b>
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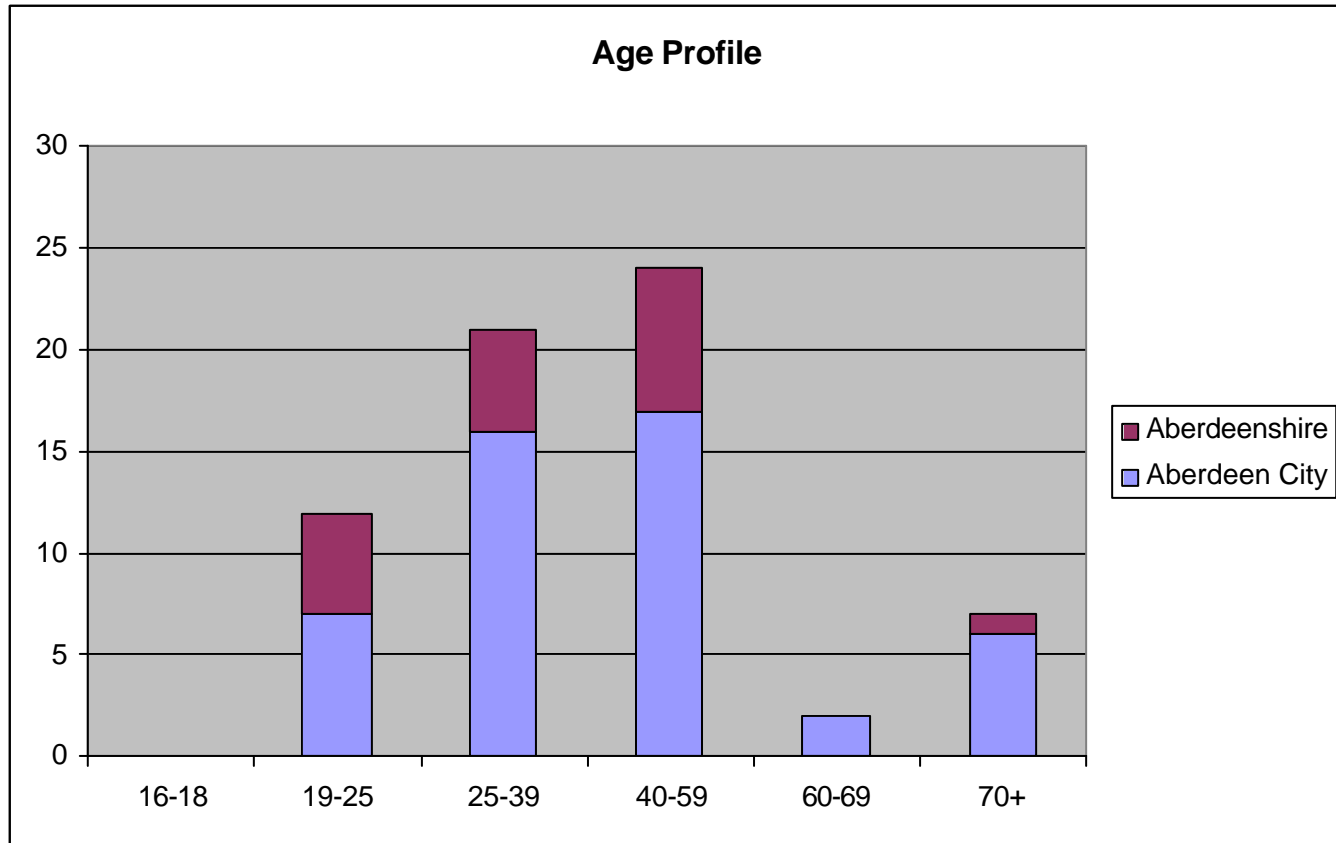
# More Numbers

- Over last 18 months, Key Project has provided housing support in  
**81 tenancies in Aberdeen City** and  
**38 tenancies in Aberdeenshire** **Total 119**
- Currently we are working in  
**48 tenancies in Aberdeen City** and  
**18 tenancies in Aberdeenshire** **Total 66**
- In a year we might expect to offer support in approximately **10%** of general needs housing stock

# Who do we offer Housing Support to?



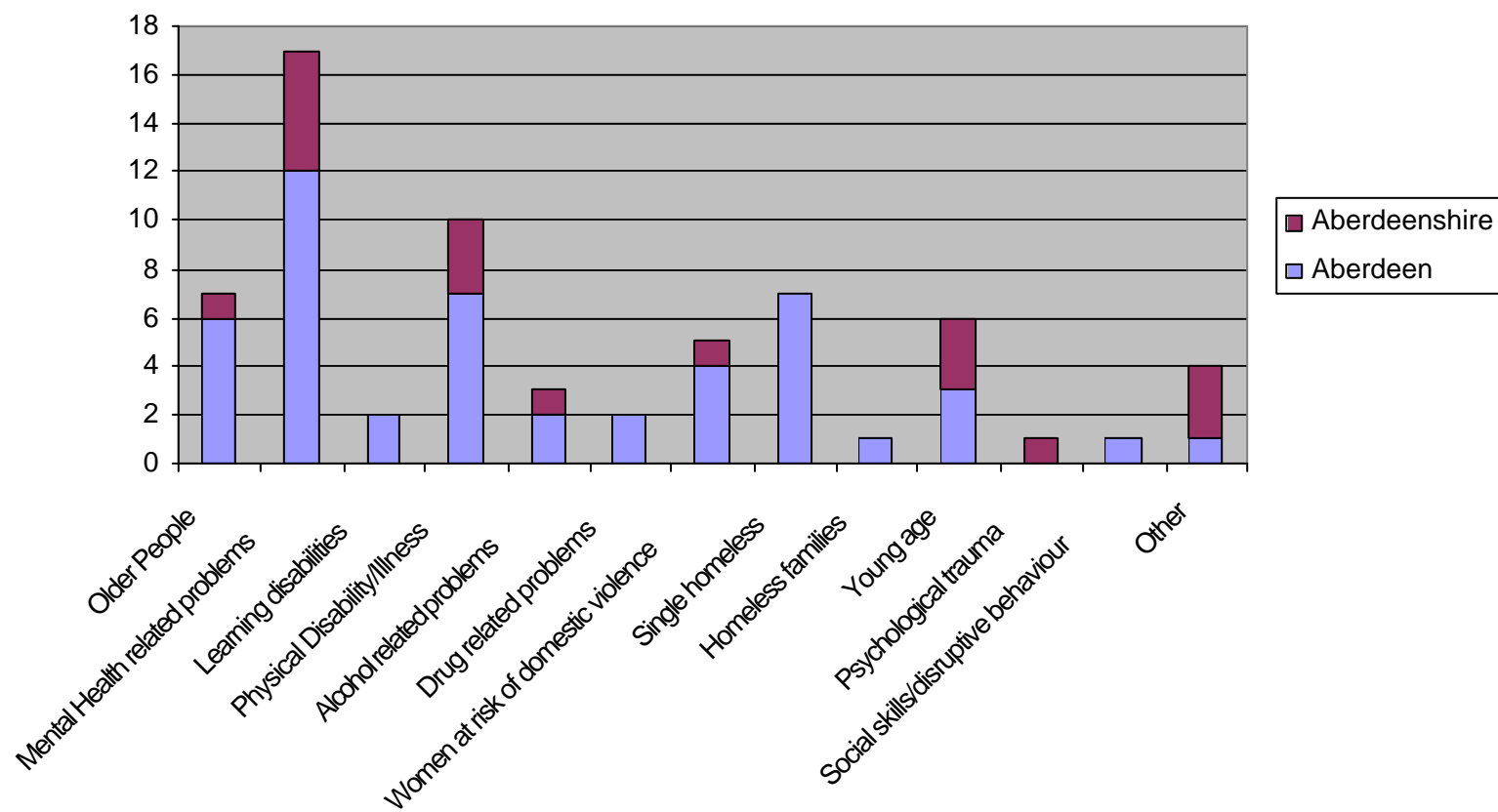
# Age Profile Current





# Profile of Need Current

Profile of Need





# Extra Numbers

- 66% female, 34% male
- There is currently little ethnic diversity with 97% of tenancies supported being white
- Income generated for individuals

Approx **£20,000** in last year

# What do we do?

## A-N of Housing Support

- Advocacy
- Benefits
- Community Care
- Grants
- Debts
- Education
- Furniture
- Grants
- Housing Benefit
- Isolation
- Job seekers
- Keeping appointments
- Liaise within CHA and other agencies
- Managing tenancy
- Neighbours



# O-Z

- Opportunities
- Partnership
- Quick Response
- Repairs/Resettlement
- Safety
- Tenancy  
rights/responsibilities
- Understanding mail
- Value -self
- Weekly contact
- Xmas
- Young people
- Zen – No, not really!



# What do tenants think

- “Grateful for all the help and support”
- “I can argue with you as I wouldn’t be able to with anyone else”
- “Model for how things can be”
- “Just knowing someone else is there makes a difference – and not judging you”
- “Like that you don’t shout at me”
- “98% compatible”





# A tenant's view

- Previously homeless for 6½ years
- Moved from another local authority area
- Tenant of Castlehill for 18 months
- Furnishing
- Payment cards/Credit Union
- Registration with GP
- Monitoring



# The Future

- Small is beautiful but demand is such that expansion of hours should now be considered. Project working at capacity
- Link with new developments. More homeless nominations leading to more need for housing support
- Funding – strategically linked with vulnerability and homelessness