

Key Project

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**Castlehill HA
4 Carden Place
Aberdeen
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What is the Key Project?

The Key Project is a housing support service for tenants of Castlehill Housing Association. The main aim is to help tenants to sustain their tenancy, in other words, to 'keep the key' and to help tackle any risk which may threaten the tenancy.

Sometimes housing support is offered right at the beginning of a tenancy. For example, this might be because it is the first time a



person has taken on a tenancy or if someone has no furniture to move into a property.

However, it may be that things become difficult during a tenancy and again the Key Project can offer housing support. This can mean a variety of things, but usually it

involves some sort of housing difficulty, for example, problems with housing benefit, money worries, health concerns, etc.

The Key Project was set up in April 2001 and was originally financed by the Community Fund. It is now funded by the local authorities of Aberdeen City and Aberdeenshire. There is no charge for housing support from the Key Project.

The Key Project is registered with SCSWIS (formerly Care Commission).

What is SCSWIS?

Social Care and Social Work Improvement Scotland is a national body which makes sure that housing support standards are being met. The Key

Project is registered as a housing support service with SCSWIS. This gives protection to the individual and ensures that the Key Project is offering

housing support which meets national standards. You can read the most recent Inspection report at 4 Carden Place.

Key Project

What can you expect?

If you decide that housing support might be useful to you, your housing support worker will complete a short form with you asking for basic personal details and the kind of support you are requiring.

As the Key Project is part of Castlehill Housing Association, it is governed by the policies and procedures of the organisation. Your tenants' handbook describes how to find out about these.

You will also find your rights and responsibilities as a tenant in the handbook and the following describes what you can expect from the Key Project housing support service.

"I like having the security of knowing I can call and speak in confidence about any problems I have"

Key Project client



Sounds like things going out of control?

Every attempt will be made by staff of Key Project to make sure that you stay in control.

It is always your decision whether you accept housing support or not. You

may not know at the beginning whether housing support will be useful to you but at any stage you can opt to end the housing support contact.

Housing support staff will help you complete

a Housing Support Plan which gives you an opportunity to say the things which are most helpful to you. We aim to do this 4-6 weeks after our first contact and this will be reviewed at regular intervals.

Key Project

How safe is it to talk?

You have the right to discuss matters in confidence and the right to be treated fairly, equally and in the knowledge that your cultural beliefs will be respected.

The Key Project offers a confidential service and you can ask for a copy of our

Confidentiality Policy.

It says that we will only share information with others if you agree that we can, unless there are concerns about the welfare of a child or where there are serious concerns about an individual's safety.

Very occasionally, the local authority or SCSWIS may have access to information but this only to check that the Key Project is offering appropriate support.



"I cannot express adequately the help and support the Key Project has given to me. It has been an absolute godsend and I could not have coped without the help and support. I shall always be grateful"

Key Project client

Not happy with the Key Project?

If you feel that you have reason to complain about the Key Project housing support service, you can do so through Castlehill Housing Association's complaints procedure. You will find details of how to do this in the tenants' handbook.

Or you can contact the Local Authority:

**Aberdeen City Council
Supporting People
Housing & Environment
Business Hub 11
Marischal College
Broad Street
Aberdeen
AB10 1AB
Tel. 01224 523791**

**Aberdeenshire Council
Principal Policy Officer
(Housing Options &
Estate Management)
Housing & Social Work
Gordon House
Blackhall Road
Inverurie
AB51 9WA
Tel 01467 620981**

**Or the local office of
SCSWIS (Care
Commission)**

**Johnstone House
Rose Street
Aberdeen
AB10 1UD
Tel 01224 793870**

Key Project

When the staff were asked what was a typical day was like in the Key Project, they replied by saying...

“What is that? In the Key Project housing support service, you can have a plan for the day, a full diary and then, just one phone call from a tenant in crisis and the whole day has to change. What constitutes a crisis can vary greatly...at one end of the scale you might be informed that neighbours are concerned that they haven't seen a tenant for several days. A visit at this point can be a genuine life saver and may involve contacting emergency services and following up by securing the property and hospital visits. Very often the tenants with whom the Key Project has contact have no relatives, are socially isolated and may not have a phone. Whereas at the other end of the scale no television reception can be equally distressing when someone relies on this for their only source of company”.



What are the best aspects of the job?

“Making a real difference to a person's income, for instance a successful community care grant application or accessing trust funds. Knowing that tenants trust you to do the best job you can for them. Helping tenants to gain control, so that they are managing their tenancy independently”.

And the worst?

“When the support fails and the tenants start hiding and problems escalate. Rock bottom is when a tenant either abandons or is evicted from a property. Then, there are the freaky Fridays when things go belly up just when you are leaving for the weekend!!



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Some areas the Key Project can help with

- *Help with form filling*
- *Letter writing*
- *Home visits*
- *Housing benefit*
- *Advice & information*
- *Home management*
- *Getting to appointments*
- *Education and training*
- *Organisational skills*
- *Working with housing or other debts*
- *Budgeting help*
- *Drugs & alcohol*
- *Accessing trusts or other funding agencies*
- *Employment signposting*
- *Benefits advice*
- *Getting furniture*
- *Accessing community resources*
- *Advocacy*
- *Family/relationships*