



Young Persons Housing Support Service in East Renfrewshire



Housing Services



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這份文件可以使用其他的語言解釋,亦可以提供其他形色的版本,例如大字和凸字。請聯絡客服務 (Customer First) 索取進一步的資料。
電話:0141 577 3001或電郵
customerservices@eastrenfrewshire.gov.uk

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Connor Road

1. Who is this leaflet for?

This leaflet is for young people aged 16-25 who require supported accommodation or who require support in their current accommodation.

The leaflet will:

- Explain about East Renfrewshire Council's **supported accommodation** project at Connor Road
- Explain about East Renfrewshire Council's **supported outreach project** based at Connor Road
- Advise how to access our services

This leaflet is part of a series of leaflets designed to offer information and advice regarding housing options in East Renfrewshire. Other leaflets in the series include:

- 'Housing Options in East Renfrewshire'
- 'Private Renting in East Renfrewshire'
- 'Applying for Social Rented Housing in East Renfrewshire'
- 'Homeless or Threatened with Homelessness in East Renfrewshire'
- 'Low cost Home Ownership in East Renfrewshire'

While this leaflet offers advice and information on our Young Persons Support Service, the other leaflets in this series provide detail on other housing options in East Renfrewshire.

Our young persons housing support service is **inspected and regulated** by the [Care Inspectorate](#)

2. Young Persons Housing Support Service

In order to address the problems that young people often face in setting up and sustaining a tenancy, East Renfrewshire Council has a designated **Young Persons Housing Support Service**. The Connor Road Housing Support Service offers help and support to all young people aged 16-25 within East Renfrewshire.

There are two types of Young Persons Housing Support Service available, both aimed at the 16-25 age group. They are:

- **Connor Road - Supported Accommodation**
- **Outreach Service**

Referrals to the supported accommodation project are usually made by our Housing Advisors following a Housing Options/Homelessness interview. Referrals can also come from other workers from agencies such as other parts of Housing Services, Careers Advisors, Health & Social Care Partnership (HSCP) - Health Visitors or Social Workers.

Referrals to the Outreach Service can be made by: Individuals, friends, family members, or other workers who may be working with the client.

To discuss a possible referral to either part of the Young Persons Housing Support Service, staff at Connor Road can be contacted at any time by telephone on **0141 577 4069**.

3. Connor Road Project - Supported Accommodation

Our supported accommodation project, based at Connor Road, provides safe and secure supported accommodation for vulnerable young people aged 16-25 years in East Renfrewshire. The accommodation consists of 9 one bedroom flats and 2 two bedroom flats, all of which are self-contained. The project is staffed on a 24 hour basis with support staff on a daily rota and a concierge on nightshift.

A significant aim of the project is to help young adults learn how to manage and effectively sustain a tenancy when they are ready to move on from Connor Road into a tenancy of their own. Young people are supported in any area where they require help, however, the main areas of support provided include:

- Housing
- Benefits
- Managing a home
- Fitting into a community
- Family/relationships
- Health
- Education, training and employment
- Legal issues

In addition to addressing a young person's housing needs, some young people receiving support may have experienced previous difficulties such as substance misuse, health problems or legal issues. Where appropriate, project staff will link closely with appropriate statutory agencies for referral and assessment.

The service has been designed with the intentions of providing an individualised package of support based on the young person's needs. Support Packages and Risk Assessments are reviewed regularly together with the young person and any other agency involved in their support package. **Support continues to be offered on an outreach basis when the young person moves on to their own tenancy in the community.**

4. Young Persons Outreach Support service

The Outreach Support Service provides housing information, support and advice to young adults aged between 16 and 25 years within East Renfrewshire who are:

- Staying In their own homes (rented or bought)
- Staying In temporary accommodation
- Currently homeless
- Threatened with homelessness
- Wanting to apply for their own tenancy

The Service also helps young adults to:

- Apply for a council home
- Explore other housing options available
- Secure privately rented accommodation
- Manage money
- Apply for benefits
- Apply for grants to help furnish their flats
- Pay bills
- Deal with debts
- Deal with rent/council tax arrears
- Support to avoid eviction
- Signpost to other services i.e. counselling services

4. School visits

Members of staff at the Connor Road Project regularly visit schools within East Renfrewshire to speak to 4th year pupils. The aim of these school visits is speak to every young person in order to give them information about housing and homelessness.

These discussions include items such as homeless prevention, awareness of the support service and realistic facts about managing a home and the associated challenges for a young person.

You can contact the:

Young Persons Housing Support Service

By telephone at:

0141 577 4069

Our **Housing Advice & Homelessness Team** can be contacted
at:

Telephone: **0141 577 3001** (office hours)

E-mail: customerservices@eastrenfrewshire.gov.uk

Our opening times are:

Mon – Thurs: 8.45am - 4.45pm

Friday: 8.45am - 3.55pm

Our **Customer First Team** is also available at any time
between 8.00am–6.00pm on 0141 577 3001

You can write to us at:

East Renfrewshire Council

211 Main Street

Barrhead G78 1SY

You can also obtain independent advice from:

East Renfrewshire Citizens Advice Bureau

216 Main Street, Barrhead G78 1SN

Telephone 0141 881 2032

Mon-Fri 9.30-15.30 (+ Wed 15.30-18.00 (by appt.))