

NORTH LANARKSHIRE COUNCIL

REPORT

TO: Social Work Committee	Subject: Strategy For Housing And Support For Vulnerable Young People
FROM: Jim Dickie Director of Social Work	
DATE OF COMMITTEE: 6th October 1998	
REPORT AUTHOR: Stephen Rankin	
REF: JD/SR	

1 PURPOSE OF REPORT

- 1.1 The purpose of this report is to seek Committee approval for the Youth Housing Strategy which will assist in the co-ordination, planning and provision of services for young homeless people.

2 BACKGROUND

- 2.1 The provision of services for young people experiencing the effects of poverty and disadvantage is identified in the Council's Corporate Plan as a priority under the Council's Social Strategy.
- 2.2 To meet the needs of many vulnerable young homeless people, the provision of a tenancy needs to be accompanied by appropriate support. Accommodation without adequate support can result in the breakdown of a tenancy and begin a cycle of homelessness, often making it difficult for the young person to obtain accommodation at a later stage.
- 2.3 The Housing Department and the Social Work Department are working together to provide accommodation and support services for vulnerable young homeless people and have developed a Strategy For Housing And Support For Vulnerable Young People. This provides a framework within which appropriate housing and support services for young people can be developed.
- 2.4 The Strategy, which is appended to this report, was approved by Housing Committee on 2/9/98.

3 THE STRATEGY FOR HOUSING AND SUPPORT FOR VULNERABLE YOUNG PEOPLE

3.1 The main elements of the Strategy relate to:

- ◆ the legislative background;
- ◆ agreed roles and responsibilities of the Housing and Social Work Departments;
- ◆ agreed strategic aims and priorities;
- ◆ an assessment of existing needs;
- ◆ a description of current services; and
- ◆ strategic objectives with action plans.

3.2 An essential element of the Strategy is the Joint Assessment Procedure which is now being implemented, following initial joint training with housing and social work support workers. Joint assessment identifies:

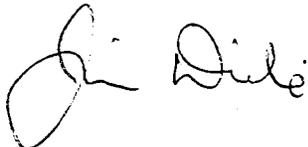
- ◆ a young person's accommodation and support requirements;
- ◆ an action plan to meet their needs which is reviewed at regular intervals; and
- ◆ other related issues such as health, employment, training, benefits, leisure and social activities.

3.3 The Strategy contains a Joint Protocol which outlines the procedure to be followed when a young person is ready to live independently, albeit with ongoing support. This aims to ensure that young people are not inappropriately housed and will enable housing and social work staff to co-ordinate any ongoing support or assistance required.

4 RECOMMENDATIONS

4.1 Committee is asked to:

- a) approve the Strategy For Housing And Support For Vulnerable Young People and;
- b) note the contents of the report;



**Jim Dickie -
Director of Social Work
16th September 1998**

For further information on this report please contact George McNally, Principal Officer, Strategy Section (TEL: 01698 332063)

NORTH LANARKSHIRE COUNCIL

STRATEGY FOR HOUSING AND SUPPORT FOR VULNERABLE YOUNG PEOPLE

STRATEGIC FRAMEWORK AND OBJECTIVES

1 INTRODUCTION

- 1.1 This paper proposes a strategic framework and strategic objectives for housing and related support for vulnerable young people in North Lanarkshire.
- 1.2 Vulnerable young people are of concern to North Lanarkshire Council for a number of reasons. The Council:
- is developing a Social Strategy which identifies vulnerable young people as one of its key concerns and priority groups;
 - has assumed major new corporate responsibilities for young people through the implementation of the Children (Scotland) Act 1995;
 - has statutory responsibilities for homelessness, and is faced with a high level of youth homelessness;
 - recognises that it has special responsibilities for the very substantial proportion of young people who have been cared for by the Council and become homeless after leaving care.
- 1.3 North Lanarkshire Social Work Department and Housing Department have jointly produced this strategic framework and strategic objectives. This is the first stage in the development of a comprehensive strategy for meeting the housing and related support needs of vulnerable young people in North Lanarkshire. The second stage will be to engage with representatives of young people in the area, and with voluntary sector agencies who are active in North Lanarkshire in providing advice, support and housing for young people, in order to develop a full strategy. This strategy will include:
- a comprehensive assessment of housing and related support needs of vulnerable young people;
 - agreement about the level and type of housing and related support required;
 - a review of existing services provided or funded by the Council;
 - an inter-agency action plan to tackle the housing and related support needs of vulnerable young people with targets set for each agency;
 - liaison and consultation arrangements for the strategy's implementation;
 - monitoring arrangements to ensure best value.

2 LEGISLATIVE BACKGROUND

2.1 The strategy is informed by the statutory responsibilities and powers that the Council has. These include:

2.2 Children (Scotland) Act 1995

Section 17

The local authority has a duty to provide advice and assistance with a view to preparing a child for when he or she is no longer looked after by the local authority.

Section 19(3)

Assistance may include assistance in kind or in cash.

Section 22(1) Welfare Principal - Children In Need

The general provision to promote and safeguard the welfare of children in need.

Section 25(1)

The local authority has a duty to provide accommodation for children aged under 18 if no-one has parental responsibility for them, they are lost or abandoned or the person caring for them is prevented from providing suitable accommodation and care.

Section 25(3)

A local authority may provide accommodation for any person within their area who is at least 18 years of age but not yet 21, if they consider that to do so would safeguard or promote his or her welfare.

Section 29(1)

The specific duties and powers to provide aftercare applied where the child was being looked after at a school age leaving age or thereafter. The local authority has a duty unless they are satisfied that the young person's welfare does not require it, to advise, guide and assist such a young person in their area who is not yet 19 years of age.

Section 29(2)

The local authority is empowered to assist the same category of young people as set out in Section 29(1) who are at least 19 but less than 21 and who require assistance from the authority. The authority may provide assistance unless they are satisfied that their welfare does not require it.

Section 30

The local authority is empowered to give financial assistance towards the expenses of education or training of a young person under the age of 21 who at the time of ceasing to be of school age was being looked after by the local authority. Contributions can also be made to the cost of accommodation and maintenance of such a person where he or she may be receiving such education or training. These powers are exercisable until the young person reaches the age of 21 or, if over 21, until he or she finishes the course of education or training. If after he or she has reached 21, the course is interrupted, assistance may only be continued if he or she resumes the course as soon as practical.

Section 31(1)

The local authority has a duty to review the cases of children who are looked after.

2.3 **Housing (Scotland) Act 1987**

Under Part II of the Housing (Scotland) Act 1987 the Council has a duty to ensure that accommodation is made available for unintentionally homeless people who are in priority need.

Section 25(1) defines the categories of applicant who must be considered to be in priority need. These include:

- pregnant women;
- a person with dependent children;
- a person made homeless through flood, fire or other disaster;
- a person who is vulnerable as a result of old age, mental illness, learning disability, physical disability or another special reason;
- young people aged under 21 years who were looked after by the council at school leaving age.

The Code of Guidance on Homelessness (1997) to which Councils must have regard to when considering homeless applications, states that homeless people who may be considered vulnerable for a special reason include:

- young people under 18, due to the likely risk of sexual or financial exploitation or involvement in drug or solvent abuse;
- other young people at risk of sexual or financial exploitation or involvement in serious drug, alcohol or solvent abuse because of the circumstances in which they are living;
- young people previously looked after by a local authority.

In terms of the duty to provide accommodation the Code of Guidance states:

“local authorities should adopt long-term solutions which minimise the risk of homelessness recurring, and always seek to secure the provision of permanent accommodation which has security of tenure.”

3 **ROLES AND RESPONSIBILITIES**

3.1 The Council has wide statutory responsibilities and discretion powers to assist vulnerable young people with housing and related support. Voluntary organisations are active in the area in providing advice, support and housing for vulnerable young people.

3.2 **North Lanarkshire Housing**

The Housing Department is responsible for managing a stock of 52,500 properties through a decentralised service from 12 area offices and 9 neighbourhood offices. Housing Services provided by area offices include:

- estate management;
- arrears;
- housing benefit;
- allocations;
- homelessness;
- repairs.

As part of its direct provision, the Housing Department manages a total of 107 accommodation units for young single homeless people.

In addition to its role as provider, the Housing Department is responsible for assessing housing need across North Lanarkshire, and developing strategies to meet future housing requirements. It has an enabling function in relation to promoting activity of other housing providers in line with Council strategies. The Housing Department is responsible for the production of the Housing Plan which outlines the Council's strategy for addressing housing needs, including homelessness, in the area.

3.3 North Lanarkshire Social Work

Social Work has responsibilities as previously defined, in terms of the Children (Scotland) Act 1995. This includes a duty to promote the welfare of young people and to provide advice, assistance and guidance.

The services provided by the Social Work Department through six area offices include:

- assessment of young people's needs;
- advocacy on their behalf;
- liaison with other agencies;
- practical advice and support.;
- to prepare individuals to live independently with the community.

Throughcare is the process by which the local authority plans and prepares the young people they are looking after for the time when he or she will cease to be looked after. Aftercare is the provision of advice, guidance and assistance when a young person ceases to be looked after.

- 3.4 It is however recognised that the thrust of this document is to highlight dual responsibilities and that both departments need to complement the roles of each other.

3.5 Voluntary Sector

The main voluntary sector agencies who provide accommodation and support services for young people in North Lanarkshire are Blue Triangle Housing Association, Viewpark and YMCA/YWCA, Cumbernauld.

4 STRATEGIC AIM

- 4.1 North Lanarkshire Council's aim is to ensure that young vulnerable people receive the advice, support and assistance required to enable them to successfully live as independently as possible in permanent settled accommodation.

5 STRATEGIC PRIORITIES

- 5.1 The Council's social strategy recognises that disadvantaged young people in North Lanarkshire face particular problems in relation to poverty, unemployment, and access to training opportunities. For some, these problems are compounded by a history of care, poor health and homelessness.

5.2 The Housing and Support Strategic Framework for Vulnerable Young People is developed within the context of the Social Strategy. The following groups are the priorities for joint and co-ordinated action:

- care leavers aged 21 years and under;
- vulnerable young people aged 16-17;
- vulnerable young homeless people up to the age of 21 years;
- young people with community care needs, such as mental illness, learning disability, physical disabilities or addictions.

6 NEEDS ASSESSMENT

- 6.1 At March 1998, there were 80 young people aged over 15 years looked after and accommodated. Many of these individuals will have a successful resolution of their case at home and will not require accommodation in the future. It is anticipated that around 40 will have some form of future housing need. These figures do not include people formerly looked after and accommodated to whom the Council has a responsibility.
- 6.2 The number of homeless applications from 16-17 year olds in 1997/98 was 153. During 1997/98, approximately 180 young people aged 16-21 were accommodated in the Council's supported accommodation units.
- 6.3 Information on needs will be refined as the aggregation of information processed through implementation of the joint protocol takes place.

7 CURRENT PROVISION

7.1 Housing Department

- *Area Offices*

Airdrie North, Bank Street, Airdrie
 Airdrie South, Broomknoll Street, Airdrie
 Bellshill, Motherwell Road, Bellshill
 Coatbridge North, 195 Main Street, Coatbridge
 Coatbridge South, 124 Main Street, Coatbridge
 Kilsyth, Parkfoot Street, Kilsyth
 Moodiesburn, Blackwoods Crescent, Moodiesburn
 Forgewood, Kylemore Crescent, Forgewood
 Motherwell, Merry Street, Motherwell
 Shotts, Station Road, Shotts
 Viewpark, Burnhead Street, Viewpark
 Wishaw, Main Street, Wishaw

- *Supported Accommodation Units*

Airth Court, Motherwell
 Walkerburn Drive, Wishaw
 Old School Court, Coatbridge
 Manse Avenue, Coatbridge
 Pentland Court, Airdrie
 Thrashbush House, Airdrie

There are also furnished and unfurnished properties which cater for homeless families dispersed throughout North Lanarkshire.

7.2 Social Work Department

- **Area Teams**

Coats House, Gartlea Road, Airdrie
 Emma Jay Road, Bellshill
 Bank Street, Coatbridge
 Annan Way, Cumbernauld
 Merry Street, Motherwell
 King Street / Robert Street, Wishaw

- **Throughcare Teams**

Coats House, Gartlea Road, Airdrie
 Merry Street, Motherwell

The Social Work Department also directly provides or funds a wide range of information, counselling and advice services which can be accessed by vulnerable young people throughout North Lanarkshire.

7.3 Voluntary Sector

- Kildrum House, Tarbolton Road, Cumbernauld
- Blue Triangle, Old Edinburgh Road, Viewpark

In addition, the YMCA/YWCA supports a small number of dispersed flats in the Cumbernauld and Kilsyth areas, and operates Foyers in the Cumbernauld and Wishaw areas which provide accommodation, support and practical assistance to young people seeking employment. The voluntary sector also provides a broad range of information, counselling and advice services which can be accessed by vulnerable young people

8 STRATEGIC OBJECTIVES AND ACTION PLAN

8.1 Strategic Objective 1

To assess the housing and support needs of young, vulnerable people, to assist with future joint planning.

Action Plan

- Establish joint Housing / Social Work database for aggregate needs assessment.
- Establish recording and monitoring system within supported accommodation units to gather information to be used for future service planning.
- Effectively monitor implementation of Joint Assessment Procedure for young, homeless people.
- Establish consultation arrangements with young people to inform future service planning.

8.2 Strategic Objective 2

To ensure that young, vulnerable people receive a seamless service from the Council to meet their individual housing and support needs.

Action Plan

- Agree and implement the Housing Protocol (Appendix 1) to ensure young, homeless people gain access to suitable accommodation with appropriate support.
- Fully implement the Joint Assessment Procedure for young, homeless people (Appendix 1B) and review after one year.
- Further develop the range of accommodation available to young people based on an analysis of future needs, including provision of temporary lets of furnished flats which, if successful, could become permanent tenancies.
- Review and develop the support arrangements for young people, including the consideration of weekend and out-of-hours support.
- Establish a joint training programme for Housing and Social Work and other staff who work with young, vulnerable people.
- Establish service agreements with voluntary and independent sector providers.
- Ensure 'early warning' systems are established to minimise risk of tenancies breaking down and homelessness re-occurring.

8.3 Strategic Objective 3

To ensure that young people 'looked after' by the Council receive the necessary support and assistance to prepare them for independent living and ensure that no young person has to leave care without appropriate accommodation having been arranged for them.

Action Plan

- Ensure all relevant staff receive appropriate training to implement revised Throughcare Procedures.
- Housing and Social Work Departments to carry out joint assessment of young people prior to them no longer being looked after by the Council.
- Consider conversion of accommodation within residential units to provide a small number of self-contained flats.

8.4 Strategic Objective 4

To ensure that inter-agency collaboration takes place to co-ordinate services and provide access to information and advice on housing, health, employment, training, education, benefits and leisure activities.

Action Plan

- Consider outcome of pilot programme to promote 'healthy living' and consider extension to all supported accommodation units.
- Establish multi-agency forum to co-ordinate service provision for young, vulnerable people.
- Ensure that information and advice is readily available in accessible formats for young people.
- Consider further development of Foyer service to improve links between employment and accommodation.

8.5 Strategic Objective 5

To ensure that young people with special needs and young, lone parents receive appropriate support and assistance.

Action Plan

- Liaise with other housing providers to secure specialist accommodation where required.
- Ensure appropriate support is available to meet identified needs.

JOINT PROTOCOL

1 Summary of Procedure to be Followed

Attached as Appendix 1A.

2 Joint Assessment Procedure

Attached as Appendix 1B.

3 Referral to Area Housing Office

- 3.1 When the young person is ready for independent living, albeit with continued support, a referral should be made by the Accommodation Officer to the Area Housing Manager for the area where the young person wishes to settle.
- 3.2 The young person, if they have come through the joint assessment procedure, will be entitled to priority for housing as a homeless referral.
- 3.3 Joint meeting with Assistant Area Manager (Housing Services), Accommodation Officer and Throughcare worker/Social worker, involving Senior Social Work where appropriate, to discuss accommodation and support requirements taking account of support networks and the local environment which could affect the success of the tenancy. The level of social work, or other support to be provided should also be agreed and be in written form as a contract including an action plan.
- 3.4 If appropriate, consideration should be given to the provision of a temporary let for a furnished scatter flat which, if successful after 6 months, could result in the young person being granted a secure tenancy for the property.
- 3.5 If it is agreed the young person is ready for independent living with a tenancy of his/her own then the Area Office should make offer of housing in accordance with allocation procedure for Priority Homeless cases or make a nomination to a Housing Association.
- 3.6 Prior to making the offer of housing to the young person it should be agreed by the Throughcare Worker, Accommodation Officer and Assistant Area Manager (Housing Services).

4 Appeal Procedure

- 4.1 If, after 3 months, a suitable offer of housing has not been made the case should be referred to the Local Liaison Meeting between Area Housing Managers and Area Service Managers.
- 4.2 If agreement cannot be reached the case should be referred to the District Housing Managers/Area Social Work Managers meeting.
- 4.3 A final appeal can be made to the Heads of Service Liaison Meeting if agreement cannot be reached.

5 Follow-on Support and Assistance

5.1 The provision of support and assistance should not cease when the young person obtains permanent accommodation. Social Work, Housing and other relevant agencies should work together to maintain regular contact with the young person and ensure early intervention should any problems occur, e.g. arrears; housing benefit; neighbour complaints.

- *Housing*

The Housing Officer should visit the young person on a regular basis (minimum every 3 months) for the first year of tenancy and record in the house file.

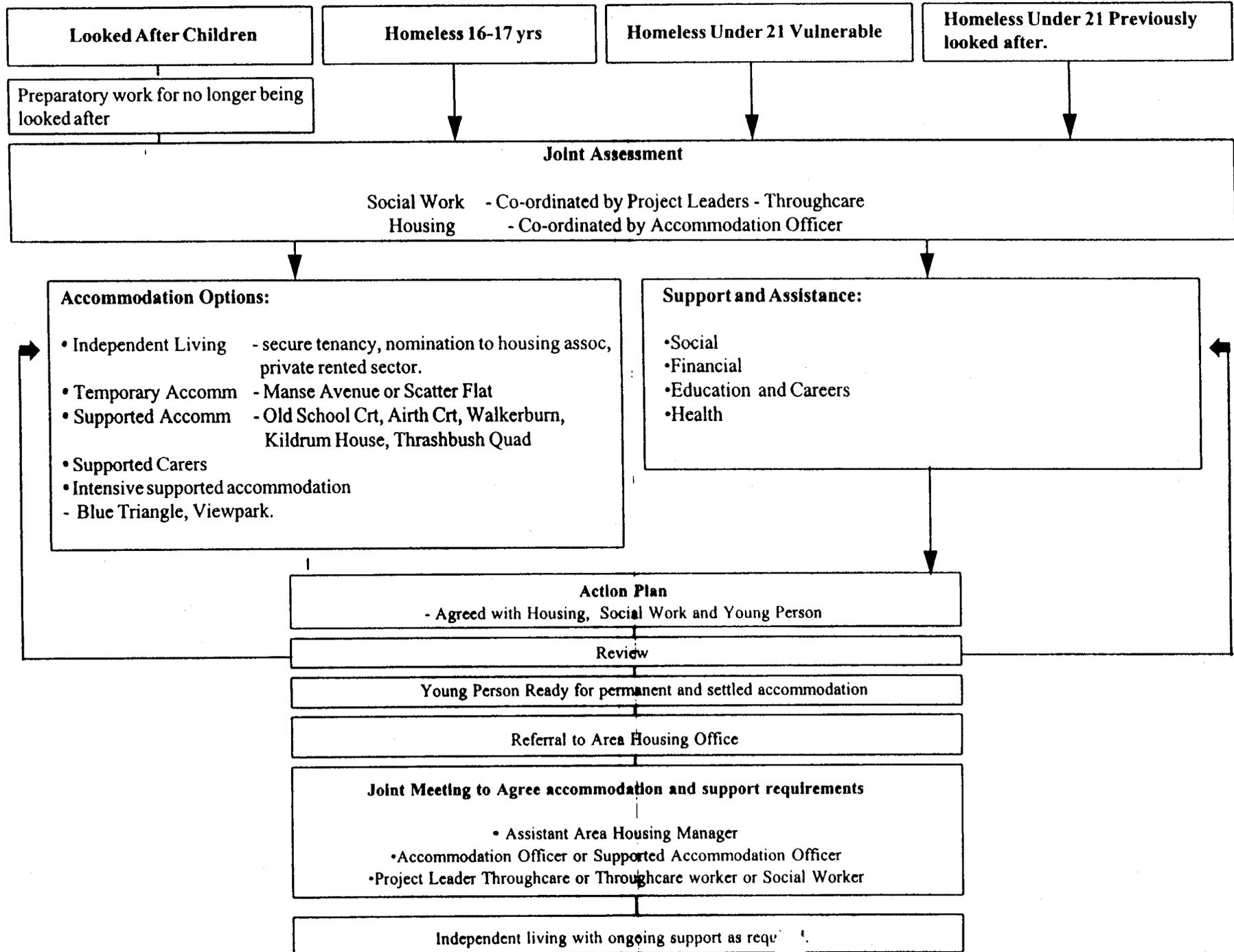
Should any problems arise regarding the tenancy early action should be taken, in the form of a house visit, to try and address any issues quickly.

The Housing Officer should contact the designated Throughcare or Social Worker if problem persists and **always** prior to a Notice of Proceedings being issued or legal action to recover tenancy, in accordance with agreed protocol.

- *Social Work*

Social Work should respond to any referrals made by housing, or others, where it is felt that the young person is in need of support and assistance. Social work should ensure that, while respecting the young persons privacy, he or she has access to a designated contact who can provide practical, emotional and social support if and when required.

**Fourth Housing Strategy
Joint Protocol**



JOINT ASSESSMENT PROCEDURE FOR YOUNG, SINGLE HOMELESS PEOPLE

1 Introduction

- 1.1 The purpose of carrying out joint assessments between Housing and Social Work for young, single homeless people is to ensure that a co-ordinated package of housing and support services is provided which reflects the needs of the individual.

A co-ordinated approach is not only in the interests of the young people but should also help prevent a cycle of homelessness and future tenancy breakdowns.

The purpose of this procedure note is therefore to identify the client group which will require joint assessment and outline the procedure which should be followed when undertaking assessments.

2 Legislation

- 2.1 All homeless applications should first be assessed in terms of Part II of the Housing (Scotland) Act 1987 and then, if no duty to accommodate is determined, the Council's obligations in terms of the Children (Scotland) Act 1995 should be considered (see Appendix 1).

2.2 *Housing (Scotland) Act 1987*

In terms of Part II of the Housing (Scotland) Act 1987 a local authority has a duty to secure the provision of accommodation for a homeless applicant if the person meets the following criteria:

- i) is homeless or threatened with homelessness;
- ii) has a priority need;
- iii) is not intentionally homeless;
- iv) has a local connection (unless fleeing violence).

Appendix A provides further details on the homeless assessment process and the Council's duties towards homeless applicants.

The Code of Guidance on Homelessness recommends that 16-17 year old homeless applicants should be deemed to be vulnerable and therefore in priority need due to the risk of violence, sexual abuse or exploitation. In addition, young people under 21 who were 'looked after' by the local authority at school leaving age or later must also be regarded as vulnerable and in priority need.

2.3 *Children (Scotland) Act 1995*

The Children (Scotland) Act 1995 places a number of duties on the local authority which are relevant in the context of homeless young people.

- Section 25 (1)

Duty to provide accommodation for children, under 18, residing, or having been found within their area if:

- no-one has parental responsibility for them;
- they are lost or abandoned;
- the person who is caring for them is prevented from providing suitable accommodation and care.

- Section 22 (1)

Duty to safeguard and promote the welfare of children who are in need and, so far as is consistent with that duty, promote the upbringing of such children by their families.

- Section 17 (1)

Duty to safeguard and promote the welfare of children while they are being looked after by the local authority.

- Section 17 (2)

Duty to provide advice and assistance with a view to preparing the child for when he/she is no longer looked after by a local authority.

- Section 29 (1)

Duty to provide aftercare to a young person previously looked after by the local authority up to the age of 19 (provided he/she was looked after at, or after, the age of 16).

- Section 31 (1)

Duty to review cases of children looked after by the local authority.

3 Client Groups

3.1 In order to fulfil statutory obligations and promote good practice it is recommended that a joint assessment should be carried out for the following homeless or potentially homeless applicants:

- 16 and 17 year olds;
- care leavers aged under 21;
- other young people up to age 21 where young person has been deemed vulnerable in terms of the Housing (Scotland) Act.

4 Principles of a Joint Assessment

4.1 The following basic principles should be adhered to when carrying out a joint assessment:

- The consent of the young person should be given prior to the assessment taking place.
- The views of the young person, his or her parents, other people with parental responsibilities and rights, and any other person deemed relevant should be taken into account when determining services to be provided.
- The assessment should be needs, rather than service-led.
- The young person should be given a copy of the assessment.

5 Procedure for Carrying Out Joint Assessment

5.1 *Joint Assessment Co-ordinators*

All joint assessments should be co-ordinated by:

- Social Work → Project Leader, Throughcare Support Team, Motherwell and Airdrie.
- Housing → Accommodation Officer.

The Housing and Social Work Co-ordinators are responsible for arranging the joint assessment and for ensuring that all relevant people are notified.

If a young person approaches a Housing area office, or Social Work area office, for accommodation the area office staff should contact the relevant co-ordinator to arrange for a joint assessment to take place.

The staff most likely to be involved in carrying out an assessment are:

- Social Work → Resource Worker, young person's Social Worker.
- Housing → Supported Accommodation Officer.

A list of contacts is provided in Appendix B.

5.2 *Young People Leaving Local Authority Care*

Whenever possible a joint assessment should be arranged while the young person is still being looked after by the local authority. Again, the young person's Social Worker should contact the Project Leader of the nearest Throughcare Support Team to arrange an assessment.

5.3 *Emergency Accommodation*

If immediate accommodation is required the area Housing office should arrange temporary accommodation, in liaison with the Accommodation Officer, and the joint assessment should follow as soon as possible thereafter. The Social Work department must be notified by the first working day following the young person being accommodated.

5.4 *Carrying Out the Assessment*

The joint assessment should, whenever possible, be carried out within 7 days of the young person presenting as homeless at the Housing/Social Work office or a request being made by the Social Worker of a young person who is being 'looked after' by the local authority.

5.5 *Implementing Recommendations*

The joint assessment will identify appropriate accommodation and support requirements.

If the more intensive supported accommodation provided by Blue Triangle in Viewpark is considered the most appropriate option, a referral should be made to the Social Work area team for supplementation funding to be approved.

The Resource Worker and Supported Accommodation Officer are responsible for arranging for the appropriate services to be put in place, resources permitting.

It is proposed that young people who are 'looked after' by the Council should have a phased move from residential to supported accommodation over a gradual period.

If a service cannot be provided due to lack of resources, ie: the type of support or accommodation required is not available, this should be clearly recorded and can be used for service reviews to identify gaps in provision.

6 **Review**

6.1 The regulations and guidance for children looked after by local authorities state that reviews of cases of children looked after by the local authority should be carried out at the following intervals:

- 1st Review → no later than 6 weeks;
- 2nd Review → no later than 3 months later;
- Subsequent Review → 6 monthly.

Although not all young people accommodated by the Council will be 'looked after' in terms of the Children (Scotland) Act 1995 a review should still be carried out at the intervals outlined above. It should however be noted that these reviews can be relatively informal in cases where no particular problems have been identified and where the child has not been accommodated under Section 25 of the Children (Scotland) Act.

A monitoring system will be established to ensure this takes place.

7 **Monitoring**

7.1 A copy of the assessment form should be provided to the following people:

- the client;
- Accommodation Officer;
- Project Leader, Throughcare Support Team.

The Joint Assessment Co-ordinators are responsible for monitoring all cases and ensuring that reviews take place at the appropriate intervals.

It is recommended that a date for review is set at the joint assessment meeting for ease of monitoring.

The Co-ordinators will be responsible for providing reports on a regular basis detailing:

- number of assessments;
- age of applicants;
- number previously 'looked after';
- accommodation provided;
- support provided;
- gaps in provision;
- number of reviews carried out within timescale.

8 Other Young People Aged Between 18 and 25

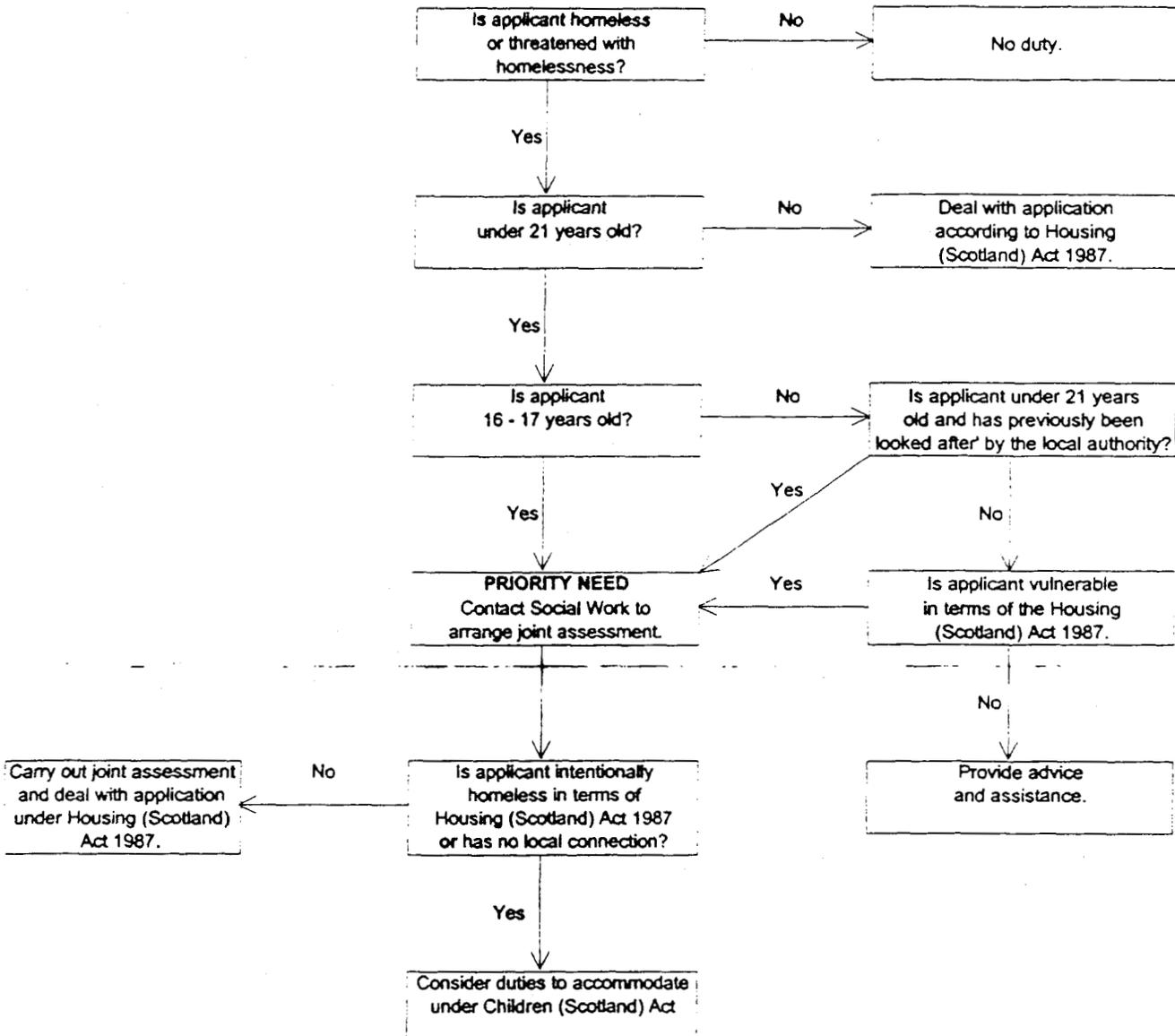
8.1 All other young people aged between 18 years and 25 years who are not included in the client groups specified in Section 3 should present themselves to their local area office to be assessed as to whether they are in priority need of temporary accommodation. The application should be dealt with according to the Housing (Scotland) Act 1987.

If the young person is found not to be in priority need of accommodation then a referral should be made to a Housing Supported Accommodation Officer to ascertain if other temporary accommodation is available, eg: hostel, bed and breakfast etc, and the necessary advice, assistance and guidance will be provided.

If a Housing Supported Accommodation Officer feels that a young person is in need of ongoing support they should contact a Social Work Resource Worker for that area. Support or advice may be provided by the Throughcare Support Teams.

Youth Homelessness

Flowchart



KEY CONTACTS

Social Work Department

Maxine Hawthorn, Project Leader Throughcare and Support Team Coats House, Airdrie	Tel: 01236 757000
Marianne Henshaw, Project Leader Throughcare and Support Team Merry Street, Motherwell	Tel: 01698 266364
Margaret Lewis, Resource Worker Coats House, Airdrie	Tel: 01236 757000
Arlene Mooney, Resource Worker Coats House, Airdrie	Tel: 01236 757000
Peter Sweeney, Resource Worker 144-148 Merry Street, Motherwell	Tel: 01698 266364
Jim Finnan, Resource Worker 144-148 Merry Street, Motherwell	Tel: 01698 266364

Housing

Chris McAteer, Accommodation Officer Manse Avenue, Coatbridge	Tel: 01236 431331
Karan McBennett, Supported Accommodation Officer Manse Avenue, Coatbridge	Tel: 01236 431331
Pat McGuire, Supported Accommodation Officer Thrashbush Quadrant, Airdrie	Tel: 01236 760120
Eleanor Rusk, Supported Accommodation Officer Airth Court, Motherwell	Tel: 01698 259509 / 275825
Jim Robertson, Supported Accommodation Officer Walkerburn Drive, Wishaw	Tel: 01698 386780
Siobhan McKenna, Supported Accommodation Officer Kilsyth Area Housing Office Parkfoot Street, Kilsyth	Tel: 01236 823290