

NORTH LANARKSHIRE COUNCIL

REPORT

TO: Social Work Committee Housing Committee	Subject: JOINT SOCIAL WORK AND HOUSING OPERATIONAL PROCEDURES (HOMELESSNESS)
FROM: Jim Dickie, Director of Social Work Gavin Whitefield, Director of Housing	
DATE OF SOCIAL WORK COMMITTEE: 6th October 1998 DATE OF HOUSING COMMITTEE: 21st October 1998	
REPORT AUTHOR: Stephen Rankin	
REF: JD/SR/AG	

1 PURPOSE OF REPORT

- 1.1 The purpose of this report is to seek Committee approval for Joint Operational Procedures (Homelessness) which are aimed at improving liaison arrangements between the Housing and Social Work departments.
- 1.2 The report is presented for consideration by Housing and Social Work Committees.

2 BACKGROUND

- 2.1 North Lanarkshire Housing and Social Work departments are committed to working in partnership. The aims of joint working on the issue of homelessness are to:
 - ◆ Work towards developing joint practice to assist, whenever possible, in the prevention of homelessness;
 - ◆ Ensure effective liaison between both Departments to work in partnership and to engage in good working practice to assist homeless families and individuals in North Lanarkshire;
 - ◆ Ensure early identification of homeless families and individuals who require both accommodation and support;
 - ◆ Undertake a joint approach to alleviate difficulties, wherever possible, to homeless families and individuals who require both accommodation and support and;
 - ◆ Develop training programmes which promote a joint understanding and working.
- 2.2 Joint working practice currently exists in respect to young people (aged 16-25 years). A joint assessment can be undertaken involving Housing Department Supported Accommodation Officers and the Social Work Department Throughcare Team. The Joint Operational Procedures (Homelessness) concentrates on families and vulnerable individuals over the age of 25 years.

- 2.3 Housing and Social Work Departments, in co-operation with health agencies, currently successfully participate in a joint protocol to assist people who have a mental health problem and are part of the Care Programme Approach. The number of individuals receiving a service through the Care Programme Approach is relatively low.

3 OPERATIONAL PROCEDURES

- 3.1 The operational procedures describe the:

- ◆ Legislative background;
- ◆ Roles and responsibilities of each Department;
- ◆ Objectives of joint working;
- ◆ Definitions of people who are vulnerable;
- ◆ Liaison procedures and;
- ◆ Monitoring arrangements.

- 3.2 The procedures introduce:

- ◆ Monthly operational meetings at an area level between first line managers and their staff. These meetings will progress cases in which there are vulnerable homeless individuals and families and/or those at risk of becoming homeless who require extra help to maintain their status in temporary or permanent housing;
- ◆ Provide guidance on joint working practice and timescales for action and;
- ◆ Reflect the Council's new commitments through recent legislation including the Children Act (Scotland) 1995 and incorporates joint practices recommended in the Scottish Office's Guidance on Homelessness.

4 RECOMMENDATIONS

- 4.1 Committee is asked to :

- a) approve the joint Social Work and Housing Operational Procedures (Homelessness) which are appended to this report;
- b) note that the implementation of the protocol will be the subject of further reports; and
- c) otherwise note the contents of the report.



Jim Dickie
Director of Social Work
17th September 1998

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

NORTH LANARKSHIRE COUNCIL

JOINT HOUSING / SOCIAL WORK

**OPERATIONAL PROCEDURES
(HOMELESSNESS)**

October 1998

NORTH LANARKSHIRE COUNCIL

JOINT HOUSING/SOCIAL WORK OPERATIONAL PROCEDURE

TITLE: Homelessness

REF NO:

ISSUED BY:

IMPLEMENTATION DATE:

LEGISLATION AND OTHER SOURCE MATERIAL

NATIONAL ASSISTANCE ACT 1948

SOCIAL WORK (SCOTLAND) ACT 1968

CHRONICALLY SICK & DISABLED PERSONS (SCOTLAND) ACT 1972

DISABLED PERSONS (SERVICES, CONSULTATIONS & REPRESENTATIONS) ACT 1986

MENTAL HEALTH (SCOTLAND) ACT 1984

HOUSING (SCOTLAND) ACT 1987 PART II HOMELESS PERSONS

HOUSING (SCOTLAND) ACT 1987 PART 2 OF SCHEDULE 3 (PREVENTION)

NATIONAL HEALTH SERVICE & COMMUNITY CARE ACT 1990

COMMUNITY CARE - THE HOUSING DIMENSION (ACT 1994)

CHILDREN (SCOTLAND) ACT 1995

CODE OF GUIDANCE ON HOMELESSNESS (SEPTEMBER 1997)

NORTH LANARKSHIRE COUNCIL RENT ARREARS PROCEDURES

CIRCULATION

For advice on implementation contact:

Housing: Aileen Gormley, District Manager
John Lockhart, Tenancy Services and Accommodation Manager

Social Work: George McNally, Principal Officer Strategy, etc.
Bobby Miller, Area Manager, Airdrie Social Work Area Team

Joint Operational Procedures for Homelessness

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APPENDIX 5	Social Work Area Team Staff	(Social Work)

1. INTRODUCTION

1. North Lanarkshire Housing and Social Work Department are committed to working in partnership in a range of matters of common concern which will in turn benefit the Council & Communities served.
2. Homelessness is an area of considerable concern to the Council. The Housing and Social Work Department require to develop knowledge, understanding and expertise in promoting the best service for homeless individuals and families.
3. These procedures describe a process whereby both Council Departments will establish a structure which encourages a joint approach through sharing relevant information identifying the most vulnerable in the community and pooling of resources to tackle the problems.
4. Joint working practice currently exists in respect to young people, between the age of 16 years and 21 years. A joint assessment can be arranged which will involve Supported Accommodation Officers and Resource Workers from the Social Work Throughcare Team. This procedure guide therefore concentrates on families and vulnerable individuals over the age of 21 years.
5. The procedures outlines the significance of a monthly operation meeting at area housing and social work levels between first line managers and their respective staff. As the catchment for the social work area team may encompass more than one area housing office's geographical area, liaison meetings will involve area housing offices with social work area teams which cover the same catchment area. One of the main objectives of the meeting will be to discuss vulnerable homeless people and families and/or those at risk of becoming homeless, or housing problems which require extra help to maintain temporary or permanent housing.
6. The procedures also provide guidance on the joint working practice and the appropriate timescales for action.
7. The procedures reflect the Council's new commitments as a result of recent legislation, in particular, The Children (Scotland) Act 1995 , which places a responsibility on the local authority in respect to children looked after and accommodated, and endorse the joint practices recommended in the code of guidance.

8. A joint protocol is already in existence to enable a joint approach by Housing, Social Work and Health to ensure best joint practice in assisting people suffering from a mental illness who are on the Care Programme Approach (C.P.A.). The number of people receiving a service via the Care Programme Approach is relatively low, as this service is targeted at individuals leaving hospital care who require a co-ordinated approach by health and social work.

9. Due to the sometimes complex issues pertaining to homelessness and mental illness, a distinct joint procedure is currently being devised, to assist staff in offering the best services to all people recognised as suffering from a mental illness. This will also involve a review of current procedures for homeless people leaving short term psychiatric care.

2. OBJECTIVES OF JOINT WORKING

1. To work towards developing joint practice to assist, whenever possible, in the prevention of homelessness, and in particular for those deemed vulnerable.
2. To ensure effective liaison between both departments to work in partnership and to engage in good working practice to assist homeless families and individuals in North Lanarkshire.
3. To ensure early identification of homeless families and individuals who require both accommodation and support and determine a joint approach to assist in alleviating difficulties, where possible.
4. To develop training programmes which promote and encourage a joint understanding and assist in progressing a joint approach by Housing and Social Work.

3. DEFINITION OF VULNERABILITY*

- A. Families with dependent children.
- B. Young people up to the age of 21 where they have been deemed vulnerable in terms of the Children (Scotland) Act 1995 and/or the Housing (Scotland) Act 1987.
- C. Pregnant women and women fleeing violent situations.
- D. Elderly people.
- E. People with a diagnosed mental illness, both acute and chronic and those suffering from a recognised personality disorder.
- F. People with a significant learning disability who have a permanent condition which is categorised by;
 - (i) intellectual functioning which is below average;
 - (ii) marked impairment in ability to adapt to the cultural demands of society.
- G. People with a physical disability.
- H. People with HIV/AIDS
- I. People with community care needs arising from addiction to alcohol or drugs who are committed to a planned course of treatment and/or a residential rehabilitation programme.
- J. People experiencing racial harassment.

4. ROLES AND RESPONSIBILITIES

1. The Housing and Social Work Department require to develop knowledge, understanding and expertise in joint working practice that will promote the best service for homeless individuals and families.
2. The primary responsibility to provide advice and assistance to homeless and potentially homeless people lies with the Housing Department. The Housing Department's role in the prevention of homelessness is crucial.
3. Local area housing offices have responsibility for assessing those individuals and families who require to be considered under the Homeless Person's Legislation.
4. The person applying as homeless should call to the local office which covers their last area of residence. The local housing office operates a duty worker system to assist immediately with any homeless enquiries, and to arrange temporary accommodation if required. In some housing offices the duty officer will be responsible for making enquires and processing the application and in others the homeless application is passed to the Housing Officer for the person's last area of residence, to carry out appropriate enquires and assistance. It is the duty of the Supported Accommodation Officers to arrange temporary accommodation following requests from the Area Housing Officers. **(Appendix 4 outlines the relevant contact within the Housing Office)**
5. In broad terms, the general principle should be that the ongoing responsibility for addressing and supporting issues for a homeless person lie within the area where they normally reside. There will be exceptions to the rule, where people have come from outwith North Lanarkshire, or where a person is fleeing domestic violence. In such circumstances the local office facing the presenting problem should ascertain the urgency of need and vulnerability to ensure wherever possible, people are not passed between a selection of offices.
6. All homeless applications are assessed by the Housing Officer/Senior Housing Officer and then passed to the Area Manager or Assistant Area Manager (Housing Services) for a final decision on the assistance that will be offered. **(An outline of the homeless assessment procedure is given in Appendix 1)**
7. Homeless applicants who apply outwith office hours require to do so through the Homeless Standby Officer, who will make a full assessment and arrange temporary accommodation if required. The Homeless Standby Officer will then refer the details to the relevant Area Housing Officer. **(For contact details please refer to Appendix 4)**

8. Within the Housing Department management systems exist whereby an overview of homeless accommodation is managed by the Accommodation Officer. The temporary homeless accommodation is managed locally by the Supported Accommodation Officers. **(Please refer to Appendix 2 for contact details for the Accommodation Officer and Supported Accommodation Officers)**
9. There is close liaison between the Housing Officer at the local housing office and the Supported Accommodation Officer/Support Worker, particularly in relation to highlighting difficulties that families or individuals may be experiencing.
10. If a housing officer requires information to help establish a person or families vulnerability in terms of the Housing (Scotland) Act 1987 Part II. The duty social worker should be contacted. If the person/family has a current social worker this worker will provide information (subject to the person's agreement) by completing and returning the pro-forma requesting this information. If the department has some previous but no current knowledge, the duty Senior Social Worker will arrange for the pro-forma to be completed and returned. This information should be faxed back to the housing office within 4 working days. **(See attached Appendix 3)**
11. In some instances people who experience homelessness will require support and guidance beyond the routine and it is in such instances that Housing and Social Work staff require to pool their resources to ensure the best service and outcome for vulnerable individuals and families.
12. In such situations where homeless families or individuals are deemed to be vulnerable and require social work support e.g. emotional support, counselling, access to homecare, a referral should be made to the social work area team which covers the area of the person's last known residence. Equally, if difficulties arise after someone has been accommodated in temporary accommodation then a referral should be made to the social work area team for a joint assessment. The tenancy services and accommodation staff should discuss the situation with the duty social worker and agree what action is appropriate. Where difficulty occurs in agreeing the correct course of action, the Accommodation Officer and Duty Senior Social Worker should resolve the situation or refer onto the Tenancy Services and Accommodation Manager and Area Social Work Service Manager. **(Appendix 4 & 5 outlines the contact numbers within housing & social work area teams)**
13. If a homeless family or individual seeks assistance from the Social Work Department they will be referred to a duty worker, or the named social worker, if currently an 'open case'. If the social worker is not available, the enquiry should be referred to the duty worker. An assessment of the individual's needs will be made to establish whether or not the individual or family require social work help to access and utilise homeless support and resources. The duty worker/social worker will liaise with the appropriate area housing staff to facilitate the assessment of need and provision of immediate assistance. Problems in agreeing how to proceed should be taken up by the relevant line managers as in 12 above.

14. Where a Housing Officer/Supported Accommodation Officer has concerns regarding the vulnerability of a homeless family or individual, who they consider may require some support from social work, they should contact the duty social worker in the area team for the person's last area of residence, to seek/request assistance or advice as necessary.
15. Initial and urgent enquires/requests for assistance will be dealt with immediately by the Duty Officer. If the homeless person is deemed to need ongoing support, the case will be allocated to a Social Worker to provide ongoing support and facilitate the help offered by Housing.
16. Early referral for someone experiencing difficulty in homeless accommodation is essential so that crisis decisions excluding people from homeless accommodation are avoided wherever possible. If issues or concerns arise outwith office hours the homeless persons standby officer should in the first instance contact social work standby to advise on situation. Social Work Standby will endeavor to assist, however, will be instructed by North Lanarkshire social work department to seek immediate guidance from the appropriate Social Work Area Manager/ Area Service Manager if possible. Following the agreed action for issues arising outwith office hours the accommodation officer should then contact the local social work office the following working day to agree what further joint action may be necessary.
17. Staff in housing and social work should be aware that children or other vulnerable people becoming roofless is likely to cause the Council to incur greater expense. In the event of families with dependent children or other vulnerable people being excluded in a crisis from temporary accommodation, resolution of the issue will be sought as a matter of urgency by the Tenancy Services and Accommodation Manager and Social Work Area Manager, who will jointly refer the matter to the Head of Local Housing Services if necessary.
18. The Scottish Office Code of Guidance on Homelessness makes reference to the fact that individuals should not be discharged from hospitals into homelessness. In some instances people being discharged from short stay wards of Psychiatric Hospitals may be homeless and in need of advice and assistance from Housing, and perhaps some short term/long term support from Social Work. Due to the, sometimes complex issues pertaining to homelessness and mental illness, a distinct discharge protocol is currently being devised to assist staff in offering the best services to people suffering from a mental illness.

5. LIAISON PROCEDURES

1. To assist in a joint approach to issues of homelessness, rent arrears etc. monthly meetings are to be established involving Assistant Area Housing Manager/Senior Housing Officer and link Social Worker with a small number of relevant staff in attendance. Tenancy Services and Accommodation staff should be in attendance where this is deemed relevant and appropriate. The main aims of the liaison will be to deal with vulnerable cases, particularly those facing potential eviction or homelessness.
2. The purpose of the liaison will be to determine, monitor and review joint collaborative actions, in respect to homelessness, rent arrears, along with other common areas affecting vulnerable people which can also be addressed in this forum
3. Where social work staff become aware that a person is homeless or potentially will be homeless then the case can be raised through the monthly meeting for the respective areas. Early alert of potential difficulties should help both departments develop strategies and resources to meet difficulties on a more planned basis.
4. When Housing are dealing with a vulnerable person who is experiencing difficulty accessing or utilising housing facilities, a referral can be made at the monthly meeting with Social Work staff and advice/assistance sought.
5. If the case cannot wait for a scheduled meeting both Social Work and Housing staff should seek advice or input at the earliest possible time, as outlined within the Roles and Responsibilities Section.
6. Where cases cannot be resolved by appropriate joint collaborative actions the Assistant Area Housing Manager/Senior Housing Officer in consultation with the link Senior Social Worker to advise Area Housing Manager/Area Service Manager Social Work.
7. If resolution cannot be reached, the District Housing Manager and the Area Social Work Manager to deal with the matter.
8. Failure to achieve resolution at District/Area level may result in the case being referred to the respective Head of Service in either or both Departments.

6. MONITORING

1. To assist in monitoring of joint working practice, a monitoring form has been devised for completion by Assistant Housing Manager/Senior Housing Officer and link Senior Social Worker respectively.
2. The monitoring form should be completed on a quarterly basis and returned to the named officer, on the monitoring form, for each respective department.
3. The monitoring form will assist in the development of collaborative working, where information recorded can highlight potential areas for joint training and any amendments that may be required within the operational procedures.

APPENDIX 2

JOINT HOUSING/SOCIAL WORK LIAISON MEETINGS

Monitoring Form

For the period ending:

AREA COVERED

1. Number of Cases in last quarter:-

2. Total number of cases discussed:-

CATEGORIES	TOTAL NUMBER OF ONGOING CASES FROM WHEN REFERRED		
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	1 - 3 months	3 - 6 months	over 6 months
Homelessness			
Rent Arrears			
Anti-social behaviour			
Equipment and Adaptations			
Others			

3. Please outline in the space below any additional comments you may have regarding the effective operation of the Joint Housing/Social work Liaison Meeting:-

4. Please return this form to:- Aileen Gormley, District Housing Manager, Kilsyth Housing Office

George McNally, P.O. Strategy, Scott House, Social Work HQ

Please return by:- 31st of Months (quarterly cycle)

APPENDIX 3

North Lanarkshire Council

Housing Department

Housing (Scotland) Act 1987 part II - Homeless Persons

From ----- Housing Office

To ----- Senior Social Worker

Request for information from Social Work Department in relation to an application for assistance from -

Name ----- Date of Birth -----

Last Address -----

Please enclose a copy of the mandate signed by the applicant, which confirms the applicant's consent to the request for information.

APPENDIX 4

HOUSING AREA TEAMS

Moodiesburn Area Office
Blackwoods Crescent
Tel: 01236 874664

Area Housing Manager - Joe Biggam
Assistant Area Manager - Alison Meenagh

N/A	Senior Housing Officer
Siobhan McKenna	Supported Accommodation Officer (based at Kilsyth 01236 823290)

Kilsyth Area Office
Parkfoot Street
Tel: 01236 823290

Area Housing Manager - David Dymock
Assistant Area Manager - Gordon Fletcher

David Rae	Senior Housing Officer
Siobhan McKenna	Supported Accommodation Officer

Abronhill Neighbourhood Office
5 Main Road
Tel: 01236 458210

Area Housing Manager - (based in Kilsyth) David Dymock
Assistant Area Manager - (based in Kilsyth) Gordon Fletcher

Anne McKnight	Senior Housing Officer
Siobhan McKenna	Supported Accommodation Officer (based in Kilsyth)

Condorrat Neighbourhood Office
5 Main Road
Tel: 01236 458210

Area Housing Manager (based in Kilsyth) David Dymock
Assistant Area Manager - (based in Kilsyth) Gordon Fletcher

Anne McKnight	Senior Housing Officer
Siobhan McKenna	Supported Accommodation Officer (based in Kilsyth)

Motherwell Area Office
67/71 Merry Street
Tel: 01698 332233

Area Housing Manager - Robert Gordon
Assistant Housing Manager - George Russell

Liz Lafferty	Senior Housing Officer
Joyce Barclay	Senior Housing Officer
Eleanor Rusk	Supported Accommodation Officer (based in Airth Court, 01698 275825)

Carfin Neighbourhood Office
15 Maryknowe Road
Tel: 01698 362210

Area Housing Manager - Robert Gordon
Assistant Housing Manager - George Russell

Liz Lafferty	Senior Housing Officer
Eleanor Rusk	Supported Accommodation Officer (based in Airth Court, 01698 275825)

Wishaw Area Office
236 Main Street
Tel: 01698 302920

Area Housing Manager - Elaine McHugh
Assistant Area Manager - Pauline Poole

Gillian Whitehead	Senior Housing Officer
Jim Robertson	Supported Accommodation Officer (based in Walkerburn Drive 01698 386780)

Coltness Neighbourhood Office
84 Innerleithen Drive
Tel: 01698 386743

Area Housing Manager - Elaine McHugh
Assistant Area Manager - Pauline Poole

Jim McGill	Senior Housing Officer
Jim Robertson	Supported Accommodation Officer (based in Walkerburn Drive 01698 386780)

Craigneuk Neighbourhood Office
46 Laurel Drive
Tel: 01698 361433

Area Housing Manager - Elaine McHugh
Assistant Area Manager - Pauline Poole

Ann Smith	Senior Housing Officer
Jim Robertson	Supported Accommodation Officer (based in Walkerburn Drive 01698 386780)

Gowkthrapple Neighbourhood Office
7 Linghope Place
Tel: 01698 359182

Area Housing Manager - Elaine McHugh
Assistant Area Manager - Pauline Poole

Ina Stewart	Senior Housing Officer
Jim Robertson	Supported Accommodation Officer (based in Walkerburn Drive 01698 386780)

Newmains Neighbourhood Area Office
55 Isla Avenue
Tel: 01698 383614

Area Housing Manager - Elaine McHugh
Assistant Area Manager - Pauline Poole

Maureen Millar	Senior Housing Officer
Jim Robertson	Supported Accommodation Officer (based in Walkerburn Drive 01698 386780)

Shotts Area Office
162 - 64 Station Road
Tel: 01501 821104

Area Housing Manager - Brendan Sherry
Assistant Area Manager - Julie McNeill

N/A	Senior Housing Officer
Jim Robertson	Supported Accommodation Officer (based in Walkerburn Drive 01698 386780)

Viewpark Housing Office
135 Burnhead Street
Tel: 01698 332340

Area Housing Manager - Vacant Post
Assistant Area Manager - Alison Clark

N/A	Senior Housing Officer
Eleanor Rusk	Supported Accommodation Officer (based in Airth court, 01698 275825)

Bellshill Area Office
26 Motherwell Road
Tel: 01698 332340

Area Housing Manager - Joe Keen
Assistant Area Manager - Lorraine Anderson

Gordon Heng	Senior Housing Officer
Fiona Cameron	Senior Housing Officer
Eleanor Rusk	Supported Accommodation Officer (based in Airth court, 01698 275825)

Holytown Neighbourhood Office
18 Spruce Way
Tel: 01698 734700

Area Housing Manager - Joe Keen
Assistant Area Manager - Lorraine Anderson

Fiona McDermot	Senior Housing Officer
Eleanor Rusk	Supported Accommodation Officer (based in Airth court, 01698 275825)

Forgewood Neighbourhood Office
97-107 Kylemore Crescent
Motherwell
Tel: 01698 275053

Estate Manager - Ian Curran

N/A	Senior Housing Officer
Eleanor Rusk	Supported Accommodation Officer (based in Airth court, 01698 275825)

Airdrie South Area Office
Broomknoll Street
Tel: 01236 758000

Area Housing Manager - Bob Brownlie
Assistant Area Manager - Jim Smyth

Claire Morrison)	Senior Housing Officer (Job Share)
Maxine Foy)	Senior Housing Officer (Job Share)
Pat McGuire	Supported Accommodation Officer (based at Thrashbush Quadrant, 01236 760120)

Chapelhall Neighbourhood Office
9-11 Park Place
Lauchhope Street
Tel: 01236 753361

Area Housing Manager (based in Airdrie South) - Bob Brownlie
Assistant Area Manager (based in Airdrie South) Jim Smyth

Lynn Little	Senior Housing Officer
Pat McGuire	Supported Accommodation Officer (based at Thrashbush Quadrant, 01236 760120)

Airdrie North Housing Office
Bank Street
Tel: 01236 767755

Area Housing Manager - Carol Henderson
Assistant Area Manager - Stephen Llewelyn

Donna Sloan	Senior Housing Officer
Audrey Johnston	Senior Housing Officer
Pat McGuire	Supported Accommodation Officer
	(based at Thrashbush Quadrant, 01236 760120)

Coatbridge North Housing Office
195 Main Street
Tel: 01236 812530

Area Housing Manager - Brian McNutt
Assistant Area Manager - Joe Dewar

Jamie Pettigrew	Senior Housing Officer
Yvonne Quinn	Senior Housing Officer
Karen McBennett	Supported Accommodation Officer
	(based in Manse Avenue 01236 431331)

Coatbridge South Housing Office
195 Main Street
Tel: 01236 710068

Area Housing Manager - Hugh McGhee
Assistant Area Manager - Jim Farrell

Angela Burns	Senior Housing Officer
Karen Haggerty	Senior Housing Officer
Karen McBennett	Supported Accommodation Officer
	(based in Manse Avenue 01236 431331)

**Tenancy Service
51 Manse Avenue
Coatbridge
Tel: 01236 431331**

**Tenancy Services & Accommodation Manager - John Lockhart
Accommodation Officer - Chris McAteer**

APPENDIX 5

SOCIAL WORK AREA TEAMS

**Airdrie Area Team
Coats House
Gartlea Road
Airdrie
ML6 9JA**

Tel : 01236 757000

**Area Manager - Bobby Miller
Area Service Manager - Jane Sparham**

Dennis McLafferty	Senior Social Worker - Community Care
Gordon Simpson	Senior Social Worker - Community Care
Claire Twigg	Senior Social Worker - Community Care
Tom Cowan	Senior Social Worker (PT) - Criminal Justice
Bert Walls	Senior Social Worker - Criminal Justice
Margaret McInnes	Senior Social Worker - Child Care
Jim McCreanor	Senior Social Worker - Child Care
Maxine Hawthorn	Senior Social Worker - Throughcare

**Bellshill Area Team
8 Emma Jay Road
Bellshill
ML4 1HX**

Tel : 01698 841022

**Area Manager - Brian Emmerson
Area Service Manager - Sandy Anderson**

Fiona Brown	Senior Social Worker - Community Care
Sinclair Laird	Senior Social Worker - Community Care
Jack Young	Senior Social Worker - Child Care
Paul Boyle	Senior Social Worker - Child Care
Terry O'Neil	Senior Social Worker - Criminal Justice

**Coatbridge Area Team
122/128 Bank Street
Coatbridge
ML5 1ET**

Tel : 01236 622100

**Area Manager - Richard Fowles
Area Service Manager - Jackie Donnelly**

Alison Findlay	Senior Social Worker - Community Care
Sharon Gandy	Senior Social Worker - Community Care
Liz Bell	Senior Social Worker - Child Care
Edith Spencer	Senior Social Worker - Child Care
Owen Smith	Senior Social Worker - Criminal Justice

**Chryston Social Work Sub Office
2 Lindsaybeg Road
Chryston
G69 9DW**

Tel 0141 779 2291

**Area Manager - Richard Fowles
Area Service Manager - Jackie Donnelly**

Deirdrie O'Hara	Senior Social Worker
Sandy Watt	Assess / Care Manager - Mental Health & Dementia

**Cumbernauld Area Team
Carron House
Annan Way
Cumbernauld
G67 1DP**

Tel : 01236 784000

**Area Manager - Safaa Baxter-Ameen
Area Service Manager - Mike Burns**

Carol O'Sullivan	Senior Social Worker - Community Care
David Fletcher	Senior Social Worker - Community Care
Sheena Brown	Senior Social Worker - Child Care
Jess Belshaw	Senior Social Worker - Child Care
Tom Cowan	Senior Social Worker - Criminal Justice

**Motherwell Area Team
Scott House
73-77 Merry Street
Motherwell
ML1 1JP**

Tel : 01698 332100

**Area Manager - Eleanore Murray
Area Service Manager - Jim Cameron**

Walter Brunton	Senior Social Worker - Community Care
John Butcher	Senior Social Worker - Screening Team
Cheryl McDowall	Senior Social Worker - Child Care
Frances Ross	Senior Social Worker - Child Care
Terry O'Neil	Senior Social Worker - Criminal Justice

**Wishaw Area Team
King Street Centre
King Street
Wishaw
ML2**

Tel : 01698 307646

**Wishaw Area Team
Robert Street
Wishaw
ML2**

Tel : 01698 358214

**Area Manager - Tom Sage
Area Service Manger - Clare Mullen**

John Hunter
Renee Graham
Jacqui Ralston
Fiona Swift

Senior Social Worker - Community Care
Senior Social Worker - Community Care
Senior Social Worker - Child Care
Senior Social Worker - Child Care

**Shotts Area Team
Dyfrig Street
Shotts
ML7**

Tel : 01501 823082

**Shotts Area Team
167 Station Road
Shotts
ML7 4BQ**

Tel : 01501 824700

**Area Manager - Tom Sage
Area Service Manger - Clare Mullen**

Kate McCallum
Theresa Armstrong

Senior Social Worker - Community Care
Senior Social Worker - Child Care