

HOMELESS OR ABOUT TO BE

A GUIDE TO GLASGOW CITY
COUNCIL'S HOMELESSNESS SERVICE



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What to do if you are homeless or about to be

The purpose of this leaflet is to explain how Glasgow City Council provides its Homelessness Service, how it can be accessed and how it works. This is a brief guide and if you would like more information about our services please contact any of our offices listed at the back of the leaflet or visit www.glasgow.gov.uk/housingoptions



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Every year Glasgow City Council provides services to households who find themselves homeless or about to be homeless. Having a home is very important to everyone and it can be distressing to be homeless. That is why Glasgow City Council try to ease this situation as much as possible by:



- providing free advice and information to people who are homeless or threatened with homelessness
- preventing homelessness where possible
- helping people find somewhere to live
- providing support where required
- making sure people know about the services and support we provide
- making sure people get temporary accommodation when they need it
- making sure people do not have to stay long in temporary accommodation.

You can get help from Glasgow City Council if you feel that you are homeless or are about to become homeless. If you are threatened with homelessness, we will try to prevent you from losing your home where possible.

You are threatened with homelessness if you will lose your home within the next two months.

If you think that you are homeless, or at risk of becoming homeless, we will make sure that you are offered an interview at your local Community Casework Team, or outwith normal office hours at the Hamish Allan Centre.

If you have nowhere to stay, or are not able to stay in your home and are eligible for homelessness assistance, we will offer you temporary accommodation. We have different types of temporary accommodation throughout Glasgow including assessment centres, projects, temporary furnished flats, supported accommodation and at times Bed and Breakfast type accommodation.

Where to go if you are homeless or threatened with homelessness

The Council has 5 Community Casework Teams based in area social work offices across Glasgow. You can make a homelessness application at local Community Casework Team or go and get advice and assistance. You will be able to talk in confidence and privacy to one of our Caseworkers.

If you find yourself homeless outwith normal office hours then you can phone or call into the Hamish Allan Centre. There is a free phone number at the end of this leaflet which you can use 24 hours a day.

The addresses and telephone numbers of the Community Casework Teams and the Hamish Allan Centre are at the back of this leaflet.

When you contact us we will:

- offer you a private interview with a trained Caseworker
- offer you temporary accommodation if appropriate
- provide an interpreter or sign-language service if you need one
- offer you an interview with a Caseworker of the same sex.

You will be required to provide identification for all members of your household, so if you can bring this along with you to your initial interview it would be useful. If you work, proof of income will be required. If it will help, you can bring someone with you to the interview, for example a friend, relative or adviser.

We will arrange an interview on the day you contact us. If it is out of hours, we may offer you temporary accommodation and arrange for a full interview for the next working day.

Why do you need an interview?

The interview is to help us assess the best way to help you. We need to find out whether you are homeless or threatened with homelessness.

We will ask you a number of questions, as required by legislation; this is called a Homelessness Assessment.

Your answers to these questions will allow us to assess your application and find out how we can help you.

Your Caseworker will explain this process and tell you what enquiries we may need to make to reach a decision on your application.

The questions are about the following things:

- Are you homeless?
- Are you in priority need?
- Are you intentionally homeless?
- Do you have a local connection to Glasgow?



Who is homeless?

You can be homeless if:

- you do not have anywhere to stay
- your house is not safe to live in
- you are fleeing domestic violence
- your landlord has stopped you accessing your house
- your house is overcrowded and a danger to your health
- you are at risk of abuse or threats of abuse
- you are living in a hostel or bed and breakfast
- it is not reasonable for you to continue living in the accommodation.

What is priority need?

You will have a priority need if you:

- have dependent children living with you
- have children who could reasonably be expected to live with you
- are pregnant (or anyone living with you is pregnant)
- are vulnerable because of:
 - old age
 - mental illness
 - a learning disability
 - a physical disability
 - chronic (long term) ill health
 - having a miscarriage or a termination
 - leaving hospital, prison or the regular armed forces
 - or any other special reason
- are aged 16 or 17
- are aged 18 to 20 and at risk of financial or sexual exploitation or of misuse of drugs or alcohol
- are aged 18 to 20 and previously looked after by Social Work Services
- are at risk of domestic abuse
- are homeless or at risk of homelessness because of fire, flood or other disaster
- are at risk of violence or harassment because of your race, religion, sexuality, colour or ethnic or national origin.

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We will consider carefully whether you fall under any of these categories. To help us make this decision we might need to contact other people (for example your GP or Social Worker). We will only do this with your permission.

If we decide that you do not have a priority need, we still need to give you advice and assistance on how to find somewhere to live. You will still get temporary accommodation if you require it for a reasonable period of time, until we have given you the advice and assistance that you need to find alternative accommodation.



What does intentionally homeless mean?



You are intentionally homeless if you deliberately do anything or fail to do anything which results in you ceasing to occupy accommodation which was available and reasonable for you to occupy.

If we decide that you have become homeless intentionally, we still need to give you advice and assistance to find somewhere to live. You will get temporary accommodation if you need it for a reasonable period of time to enable you find somewhere to stay. We will provide you with advice and assistance to support you to do this.

What is Local Connection?



You will have a local connection to Glasgow if you:

- have lived in the area for at least six months
- have lived in Glasgow for six months of the last year or three of the last five years
- have close family living in Glasgow
- work or attend further education in the area
- require specialist health treatment in the area.

If you need to live in Glasgow for other reasons we will take these into account. However, this does not guarantee that we will accept that you have a local connection.

If you do not have a local connection to Glasgow we may refer you to the local authority where we believe you have a connection. If you have a local connection to more than one local authority, we will discuss with you which local authority area you want to live in and make a referral on your behalf.

What you can do to help

To help us make the right decision, and give you the information and advice you need, you should:

- give us as much information as you can about your circumstances – the more you tell us the better
- tell us your circumstances as they are – you don't need to make your situation sound any better or worse than it is
- come along to appointments – remember that you can bring someone with you if you don't want to come alone
- cancel appointments that you cannot make – don't worry, we can arrange another appointment
- let us know if your circumstances change. For example, do you want to add someone to your application or take someone off it? Do you have medical reasons that you want us to consider now?

The help we can offer you

We are here to offer you advice about your housing options and, if needed, help you to find somewhere else to live.

If you need support to manage your home, we have a Housing Support Service that we can contact on your behalf. We can also put you in touch with other services that can offer you help and support.

The Council also has a legal duty to protect your property if you are awaiting a homelessness assessment or have been assessed as homeless or threatened with homelessness. This duty includes the storage of belongings that you are temporarily unable to look after. For example, this may be because there is insufficient space within your temporary accommodation to store your furniture. If this is an issue please speak to your Caseworker.

What happens next?

We aim to make a decision within 28 days of your interview. We will always tell you our decision in writing. If we are not able to make a decision within 28 days we will write to let you know why.

We will always keep a copy of the letter at our office for you to collect if you do not have an address that we can send it to.

If we decide that you:

- are homeless
- have a priority need
- are not homeless intentionally and
- have a local connection

we will make arrangements for you to be offered permanent accommodation from a housing association in Glasgow.

Although we will take account of the areas you want to live in, we cannot guarantee that it will be possible to offer you housing in the areas that you want. This depends on whether there is suitable housing available in these areas. You will get more information about this from your Caseworker.

If we decide that you are not homeless, your Caseworker will discuss your housing options with you and give you advice.

Your right to a review if you do not agree with our decision

The Council will notify you of the outcome of your Homelessness Assessment in writing. If you are unhappy about the council's decision, you can ask the Council to review its decision. You must do this within 21 days after you

receive your decision letter or the offer of either temporary or permanent accommodation.

Details of how to make an appeal will be contained in your decision letter.

What if I am not happy with the service I get?

You can make a complaint if you are not happy with our service. We take complaints very seriously and will deal with them in confidence.

You can get a copy of our complaints procedures at any council office including our Community Casework Teams and at the Hamish Allan Centre.

Where else can I get advice?

GAIN Network for Independent Advice

If you require independent legal advice regarding any aspect of the services we provide you should contact GAIN (Glasgow Advice and Information Network). They will give free and impartial advice on a wide range of issues

including debt, benefits and housing issues.

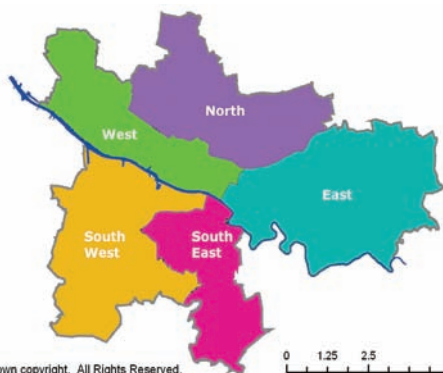
They can be contacted on 0808 801 1011 on Monday – Friday 2pm till 8pm and Saturday 10am till 2pm.

Contact details

If you are homeless or threatened with homelessness please call into your local office. The 5 Community Casework Teams, their addresses, telephone numbers and the areas they cover can be seen below. Outwith normal office hours please contact the **Hamish Allan Centre** on **Freephone 0800 838 502**.

Hamish Allan Centre

180 Centre Street
Glasgow G5 8EE
Open 24 hours a day.
Freephone
0800 838 502
or phone 0141 287 1800



East Area

**East Community
Casework Service**
33 Burnmouth Road
Glasgow G33 4RZ
Phone 0141 276 6153

**East covers the
following areas:** Auchinlea,
Baillieston, Barlanark,
Bishop's Wood, Braidfauld,

Bridgeton, Broomhouse,
Calton, Camlachie, Carmyle,
Carntyne, Cathedral,
Craigend, Cranhill, Crosshill,
Dalmarnock, Dennistoun,
Easterhouse, Fullarton,
Garrowhill, Garthamlock,
Gartloch, Greenfield, Haghill,
Hogganfield, Mount Vernon,
Parkhead, Queenslie,
Riddrie, Ruchazie,
Sandyhills, Shettleston,
Springboig, Swinton,
Tollcross and Wellhouse

North Area

North Community Casework Service
30 Mansion Street
Possil
Glasgow
G22 5SZ
Phone 0141 276 6169

North covers the following areas: Balmore, Balornock, Barmulloch, Blackhill, Cadder, Colston, Dawsholm, Firhill, Germiston, Gilshochill, Hamiltonhill, Kelvindale, Kelvinside, Keppoch, Maryhill Park, Maryhill, Millerston, Milton, North Kelvinside, Parkhouse, Petershill, Port Dundas, Possil, Possilpark, Provanmill, Robroyston, Royston, Roystonhill, Ruchill, Sighthill, Springburn, Stobhill and Summerston

South East Area

South East Community Casework Service
Twomax Building
187 Old Rutherglen Road
Glasgow
G5 0RE
Phone 0141 276 8201

South East covers the following areas: Battlefield, Carmunnock, Castlemilk, Cathcart, Croftfoot, Crossmyloof, Dumbreck, Gorbals, Govanhill, Hutchestontown, King's Park, Langside, Laurieston, Mount Florida, Oatlands, Pollokshields, Queen's Park, Shawlands, Simshill, Strathbungo and Toryglen

South West Area

**South West Community
Casework Service**
27 Brockburn Road
Pollock
Glasgow
G53 5BG
Phone 0141 276 6180

**South West covers
the following areas:** Arden,
Bellahouston, Carnwadric,
Cessnock, Corkerhill,
Craigton, Crookston,
Darnley, Deaconsbank,
Drumoyne, Govan, Hillington,
Hillpark, Ibrox, Kinning Park,
Linthouse, Mansewood,
Mosspark, Muirend,
Newlands, Nitshill, Penilee,
Pollok Park, Pollok,
Pollokshaws, Priesthill,
Shawbridge, Shieldhall,
South Cardonald, Southpark
Village and Tradeston

West Area

**West Community
Casework Service**
20 Dunkenny Square
Drumchapel
Glasgow
G15 8NB
Phone 0141 287 3158

**West covers the
following areas:** Anderston,
Anniesland, Blairdardie,
Blythwood, Broomhill,
Broomielaw, Charing Cross,
City Centre, Cowcaddens,
Dowanhill, Drumchapel,
Finnieston, Garnethill,
Garscadden, Hillhead,
Hyndland, Jordanhill,
Kelvingrove, North
Knightswood, Park, Partick,
Partickhill, Scotstoun,
Scotstounhill, St Enoch,
Temple, *Townhead

Note: (* this area will
be serviced by East)

This leaflet can be made available in braille, large print, disc and tape. For further information contact Glasgow City Council's Homelessness Service on 0141 276 4852. If you require the information in this leaflet in other languages, please contact Glasgow Translation and Interpreting Service on 0141 276 6850, who will give advice.

