

DUNDEE CITY COUNCIL

Homeless Services

Agency Directory



Provision



Prevention



Support

www.dundee.gov.uk/housing

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INTRODUCTION

The purpose of this guide is to give agency workers information on services which may assist to prevent homelessness or deal with homelessness once it has occurred.

The guide contains information about temporary accommodation providers, support providers and others who will help with housing, budgeting, legal or health issues. We understand that being homeless or threatened with homelessness is difficult and traumatic, and staff should be equipped to assist with putting those who require additional assistance in contact with relevant agencies.

There is significant evidence following national research by the Homeless Monitoring Group of the Scottish Government to demonstrate that where possible homelessness should always be prevented and that those who are homeless require many services. These services should be working together to achieve the best outcome for the individual. That outcome is a sustainable resolution to their homelessness.

This guide provides information about projects, agencies and services that will assist you, when working with individuals, to establish the best pathway for them. It also gives contact details and how to make a referral.

To request a copy of **[Homeless Services - Agency Directory](#)**, or to add any additional items, please email the Homeless Strategy Team:

brenda.fenton@dundeecity.gov.uk

robert.moodie@dundeecity.gov.uk

pat.motion@dundeecity.gov.uk

Information on all Dundee City Council services can be found on the website:

www.dundeecity.gov.uk

Advice Agency information can also be assessed on:

www.dundeadvice.org

Chapter 1

ACCOMMODATION

DIRECT ACCESS

1. **LILY WALKER CENTRE (Dundee City Council)**

The Homeless Services Unit is the statutory Homeless Persons Reception Centre. All homeless applicants will be assessed and advised of their rights by the team based at this location. The Lily Walker Centre also provides temporary **direct access** supervised accommodation for homeless clients without children. Clients are assisted to move on to permanent accommodation or a resettlement hostel. The length of stay in this hostel should be kept to a minimum. There are 3 adapted flats which may be used for wheelchair users.

Contact: **Lily Walker Centre**
105 Ann Street, Dundee, DD3 7TG
(01382) 432001
Freephone Homeless Advice Line: 0800 633 5843

2. **RED ADMIRAL COURT (Dundee City Council)**

Within the temporary supervised accommodation at Red Admiral Court are three family flats used for emergency family accommodation. The intention is for this accommodation to be used for as short a period of time as possible. This will ensure availability for families at the time of crisis. All referrals for accommodation are through the Homeless Services Unit.

There are a further 23 flats (20x2 apt. and 3 bedsits) for single homeless clients. The clients are given assistance to move on to permanent accommodation or a resettlement hostel. The length of stay permitted in this accommodation is three to six months. Referral for this accommodation is through the Homeless Services Unit.

3. **HONEYGREEN (DCC)**

This is a temporary supervised accommodation block of 11 single person units. Clients are given assistance to move on to permanent accommodation or a resettlement hostel. The length of stay permitted in this supervised block is three to six months. Placement in this accommodation at Honeygreen is through the Homeless Services Unit.

4. **NETWORK FLATS (DCC)**

There are 107 Network Flats across the city in a variety of sizes and locations. There are 2 bedsits, 28 x 2 apartments, 58 x 3 apartments, 16 x 4 apartments and 2 x 5 apartments. There is also one 3 apartment that is wheelchair adapted. The clients are given assistance to move on to permanent accommodation. Clients may also be referred to a Housing Support provider if required. Referrals for Network Flats are through the Homeless Services Unit.

5. **REID SQUARE (DCC)**

This is temporary family supervised accommodation (8 x 3apt, 2 x 4apt). One 3 apt is wheelchair adapted.

6. ROSEFIELD STREET (Hillcrest Housing Association)

There are 9 x 4 apartment supported flats used for emergency family accommodation. The function of this unit is for short term temporary accommodation as this will ensure availability for families at the time of crisis. The clients are given support to move on to permanent accommodation. All referrals for accommodation are through the Homeless Services Unit.

There are also 5 x 1 apartment 'move on' flats from resettlement hostels where Short Scottish Secure Tenancies (SSST's) are provided by Hillcrest Housing Association. The purpose of these flats is to give the clients the skills required to live independently and sustain their own tenancies in future. Referral for this accommodation is through The Salvation Army.

The block is manned by a 24 hour concierge service with tenancy support provided by the Hillcrest Housing Association, Housing Support Team for the Family Flats and the Salvation Army for the single flats.

7. JESSIE DEVLIN CLOSE (Transform Community Development)

Jessie Devlin Close has accommodation for thirty three individuals in a **Direct Access** hostel. Individuals can either refer direct or through the council's Homeless Services Unit. Clients are given support by the hostel workers and assisted to move on to permanent accommodation or a resettlement hostel. The average length of stay in this hostel is up to 3 months.

Contact: **Jessie Devlin Close**
Tel: (01382) 322923
E-mail: jessiedevlinclose@tiscali.co.uk

8. STRATHMORE LODGE (Salvation Army)

Strathmore Lodge is a Direct Access hostel providing single accommodation for twenty five individuals. Referral for accommodation is through the council's Homeless Services Unit. Clients are given support by the hostel workers and assisted to move on to permanent accommodation or a resettlement hostel. The average length of stay in this hostel is up to 3 months.

Contact: **Strathmore Lodge**
Tel: (01382) 225448

9. DUNDEE SURVIVAL GROUP (DSG)

Dundee Survival Group has fourteen single person rooms. Clients are given support by the hostel workers and assisted to move on to permanent accommodation or a resettlement hostel. Referral for this accommodation is through the Homeless Services Unit.

Contact: **DSG**
Tel: (01382) 450303

10. COWAN GROVE (Action for Children)

An **Accelerated Access hostel** for roofless young people aged 16 – 21 to alleviate the need for vulnerable young homeless people to be entered into mainstream hostel or inappropriate B&B accommodation to protect young people from further harm.

The project also undertakes a comprehensive assessment of each referred young person's needs in partnership with the young people and to establish their future accommodation and support needs in order that they are matched with accommodation and services that will best meet those needs and afford them the opportunity to grow and develop.

Family mediation will also be considered and used where it is appropriate to do so.

Contact: **Cowan Grove**
Tel: (01382) 227036

11. DUNDEE WOMEN'S AID

Dundee Women's Aid offers support, information and safe refuge accommodation to women and their dependants who have experienced or are experiencing domestic abuse. They provide support within the refuges, which includes assisting women to access permanent solutions and this support continues once they have moved into their own tenancy.

The majority of referrals are received from the women themselves. Agencies such as Housing, Health, Education and Social Work can also make referrals.

Contact: **Dundee Women's Aid**
Tel: (01382) 202525 Text Line: 07971 727068
e-mail: dwa@dundeewomensaid.co.uk

12. DUNDEE HOMEFINDER SERVICE

Dundee Homefinder Service was established in 2008 with financial support from Dundee City Council. The service aims to facilitate access to the private rented sector by people who are in housing need.

It offers a property-matching service for clients who have disposable income and can pay the required deposit.

Where the client is unable to raise the deposit, Dundee Homefinder may provide landlords with a bond guarantee for a period of one year. This means that although no money changes hands at the onset of tenancy, the landlord is secure in the knowledge that they will receive any amount owed to them; up to and including the amount of the bond guarantee.

During this one year period the tenant is made aware that the full amount of the deposit must be saved, so that it can be passed on to the landlord in the normal way; thus securing the tenancy.

The benefits to landlords are:

- Dundee Homefinder can find a suitable tenant for the landlord without the need to advertise.
- Dundee Homefinder can assist to minimise the void loss for landlords.
- All potential tenants are interviewed and references taken up prior to the offer of a tenancy.
- Dundee Homefinder can provide short-term tenancy support in order to assist with the application for Local Housing Allowance if appropriate, and also to assist with any other issues in the early stages of the tenancy.
- Dundee Homefinder can visit the tenant at regular intervals throughout the first year of the tenancy.
- Provision of lease documentation if required.

Contact Details:

Dundee Homefinder
Tel: (01382) 465177
Fax: (01382) 461266

RESETTLEMENT UNITS

13. **BURNSIDE MILL (Salvation Army)**

Burnside Mill is a **Resettlement** Hostel providing support and accommodation in twenty flats. The hostel aims to help residents develop the skills needed to live independently and sustain their own tenancies in the future. The length of stay permitted in this hostel is up to six months. Support staff within the hostel will, as part of the resettlement, assist clients to access permanent accommodation.

Referral forms are available to this hostel where it is identified the client would benefit from resettlement.

Contact: **Burnside Mill**
Tel: (01382) 203278

14. **BREWERY LANE (Transform Community Development)**

Brewery Lane is a **Resettlement** Hostel providing support and accommodation for up to twenty two people. The project aims to help residents develop the skills needed to live independently and sustain their own tenancies in the future. The length of stay permitted in this hostel is up to six months. Support staff within the hostel will, as part of the resettlement, assist clients to access permanent accommodation.

Referral forms are available to this hostel where it is identified the client would benefit from resettlement.

Contact: **Brewery Lane**
Tel: (01382) 228849
E-mail: brewerylanedundee@googlemail.com

15. **SEAGATE PROJECT (Transform Community Development)**

The Seagate Project is a **Resettlement** Hostel and provides accommodation for up to fifteen people. It specialises in supporting individuals suffering from mental illness and it is recognised that resettlement may take longer with this client group.

Referral forms are available to this hostel where it is identified the client would benefit from resettlement.

Contact: **Seagate Project**
Tel: (01382) 223201
E-mail: seagateproject@googlemail.com

16. **DUNDEE SURVIVAL GROUP (DSG)**

DSG has ten single person fully furnished Rehabilitation flats where independence is encouraged. Support staff within the hostel will, as part of resettlement, assist clients to access permanent solutions. The average length of stay in the flat is up to six months.

Referral forms are available to this hostel where it is identified the client has a commitment to participating in a resettlement programme.

Contact: DSG
Tel: (01382) 450303

17. **JERICHO HOUSE (Alcohol Recovery Unit)**

Jericho House provides a **Supported Accommodation** unit for 11 men with alcohol issues.

The unit is an alcohol free environment which will assist residents to stabilise or withdraw from their alcohol issues and develop the skills needed to live independently and sustain their own tenancies in the future. The length of stay in this house is approximately six months.

Support staff within the house will, as part of the resettlement, assist clients to access permanent accommodation.

Positive social networks are encouraged and support continues once the client has moved into their own tenancy.

Referral forms are available to this hostel where it is identified the client would benefit from this service.

Contact: Jericho House
Tel: (01382) 223627

18. MCDONALD STREET (Action for Children)

This is a block of 10 self contained flats, where Short Scottish Secure Tenancies (SSST's) are provided by Hillcrest Housing Association, to allow young people to have a more realistic experience of independent living prior to taking up a tenancy of their own.

This project provides a service that offers protection, safety and security, allowing young people the opportunity to develop the necessary life skills at a pace conducive to their development in order that they can go on to live independently in the community. The service provides supported accommodation in self contained flats, delivering housing support services to homeless young people aged 16 and 17 (up to 21 where there is a vulnerability) who have been assessed as having a low – medium level of support needs and who would benefit from a protected environment in which to develop their life skills.

Access this Project through:
Cowan Grove
Tel: (01382) 227036

19. STREET LEVEL (Action for Children)

This project caters for the chaotic and complex needs of young homeless people who require intensive support over a longer period of time.

The aim of the project is to provide housing support and intervention to young people aged 16 – 21 years whose needs are currently not being met within existing services. In doing so, they provide accommodation with intensive support packages to meet the complex needs of the most vulnerable young homeless people. Accommodation is provided in intensively supported flats in a core block setting and within the community. Support is available on a 24 hour basis.

Contact: Street Level
Tel: (01382) 450052

20. DUNDEE FAMILIES PROJECT (Action for Children)

Dundee Families Project works in partnership with service users and Dundee City Council's Housing and Social Work Departments. The Project provides intervention, support and advice to families who are Dundee City Council tenants and are at risk of becoming homeless as a result of anti-social behaviour, or indeed, families who have been excluded from housing by Dundee City Council for anti-social behaviour.

Services may be offered through accommodation in one of the Project's 3 Core Block flats with intensive support on a 24 hour basis. Dispersed accommodation with a high level of visiting support or outreach support for families in their own tenancies is also provided. A referral form is available for this project to agencies and individuals.

Contact: Dundee Families Project
Tel: (01382) 828372

Chapter 2

SUPPORT

21. TENANCY SUPPORT

There are local tenancy support teams attached to both Dundee City Council Housing Department and local Registered Social Landlords (Hillcrest and Home Scotland). These teams provide services to help tenants cope with the challenges faced in everyday life. These services are funded from the Supporting People Grant by Dundee City Council. Services whose intended duration is less than 2 years, such as the Housing Support Service, are free to the service user.

1. Dundee City Council Tenancy Support Team

The Housing Support Team offers a range of support services designed to give people advice and assistance to help them to maintain their tenancy and live independently. It is a free service and is available to Council tenants and people in the process of applying for a tenancy.

The Housing Support Service can offer support in a number of ways such as setting up and managing a home, getting in touch with extra help and making the most of local communities.

If you would like to refer yourself or make a referral for someone else or would like more information, please contact:

Housing Support Team
West District Housing Office
3 Sinclair Street, Lochee
Dundee DD2 3DA

Tel: (01382) 307357

E-mail: housing.support@dundeecity.gov.uk

2. Hillcrest Housing Tenancy Support Team

The aim is to reduce the number of tenancies that fail because of a lack of understanding of tenant responsibilities, allowing individuals and families to sustain their tenancy who might otherwise not have.

The service is designed to help tenants achieve greater independence and to develop sufficient ability to retain a tenancy. We can assist people who are moving into their first home and need to furnish the property on a limited budget.

Tel: (01382) 346962 / 346963

E-mail: IStephen@hillcrest.org.uk

Website: www.hillcrest.org.uk

3. **Home Scotland Housing Support Team**

Home support provides needs community-based support for clients in their own homes.

Home Support Values

Individuals should be treated with dignity and respect. People should have the opportunities, support and encouragement to exercise control over their own lives and acknowledge their responsibilities towards others.

Home support is committed to providing services that ensure the right support is given to the right people at the right time. Support provided will be between 6 months and 2 years should enable individuals to gain the skills and confidence to be able to cope independently within the community. All service users have an outcome-orientated support plan agreed on an individual needs basis.

Tel: (01382) 502729

E-mail: alan.mcdonald@homegroup.org.uk

Website: www.homegroup.org.uk

Tenancy support is now an integral part of housing. Where a client is identified as having support needs a referral form should be completed and forwarded to one of the above teams.

22. POSITIVE STEPS

- **Housing Support**

This service aims to provide individuals with a history of homelessness or a need for housing related support who, because of a range of health and social welfare problems, require housing support at home and in group settings to maximise their potential to cope in the community. Referral forms are available and open to all agencies.

Contact: Positive Steps - Housing Support
Tel: (01382) 202463

- **Living Skills**

This service is provided in a safe and secure living, learning, leisure and working environment. It provides productive, creative, practical and fulfilling opportunities for personal development in a friendly and supportive environment, without pressure or embarrassment and at a pace that is right for the individual. Living Skills classes can be delivered in groups or to individuals, tailored to meet the needs of the Service User. The intention of these classes is to enable individuals to make informed lifestyle choices through mentoring and need based education. Through attendance at these classes positive relationships are forged and aspirations are realised.

Contact: Positive Steps - Living Skills
Tel: (01382) 203920

- **Evening and Weekend Service**

At times when a large section of Positive Steps Service Users are at their most vulnerable, this service provides a life-line, combating loneliness and offering an alternative to activities that may have originally led to their circumstances. This service also provides solutions to barriers of accessing services at times of crisis.

23. DUNDEE CITY COUNCIL HOUSING BENEFIT SECTION

The Housing Benefit Section assists people on low incomes to pay their rent, and is available to all tenants on low incomes who meet the specified criteria. Housing Benefit is paid every 4 weeks for the next 4 weeks previously.

Housing Benefit will in most cases be paid to the tenant direct, exceptions to this will be:

- The tenant has requested it be paid to the landlord (unless the claim has been assessed under the Local Housing Allowance Scheme - which can be only new claims registered on or after 7 April 2008).
- The tenant has rent arrears of 8 weeks or more, in which it will go direct to the landlord.
- It is considered by the Housing Benefit Section that it is in the tenant's interest that the benefit be paid to the landlord.
- If tenant has left and has rent arrears.

If a tenant has rent arrears then the landlord should inform the Housing Benefit Section (revenues.division@dundeecity.gov.uk), so then a decision about who the recipient of the Housing Benefit should be.

The landlord does not have the right to have decisions in tenants benefits reviewed. This is due to the fact that it is the tenant's Housing Benefit and only they have the right to have the decision reviewed. Landlords do have the right to ask the Housing Benefit Section to look at the decisions regarding:

- Who the benefit is paid to; and
- If there is a request for the landlord to pay back an overpayment.

Contact Details: Finance Department
6/7 City Square
Dundee

West District Housing Office
3 Sinclair Street
Lochee
Dundee

East District Housing Office
169 Pitkerro Road
Dundee

Telephone: Freephone 0800 250025

E-mail: revenues.division@dundeecity.gov.uk

24. **Financial Pre-Tenancy Service**

This project focuses on enabling people to sustain tenancies and preventing repeat homelessness by preparing homeless individuals for the transition from temporary accommodation into a permanent tenancy. It also aims to enhance the person's capacity to manage their lives, including their finances.

The advice and assistance that is provided includes:

- Assistance with Housing Benefit
- Advice in accessing furniture, white goods and floor coverings
- Energy Efficiency Advice (*social tariff*)
- Accessing Benefits, e.g. Community Care Grants, Budgeting Loans
- Assistance with the completion of applications and forms
- Applying to Benevolent/Trust Funds for financial assistance
- Budgeting and debt advice
- Maximising income
- Advice on affordable credit
- Assistance in accessing banking/saving products
- Signposting to employability-related services
- Identify any support needs and accessing other support agencies

Advice can be provided by telephone, e-mail or personal interview (including home visit).

Contact: Tommy Boyd

Telephone: (01382) 224083 D.O.: (01382) 346997

E-mail: tboyd@hillcrestha.org.uk

25. MONEY AND DEBT ADVICE

- **Money Advice Support Team**

The Money Advice Support Team will identify any benefits people may be entitled to and will assist in the completion of any application forms. They will support any individual from application to the decision stage in their claim including providing advocacy in any disputed claims. This service will provide independent, non judgemental advice on debts and Welfare Benefits.

The Money Advice Support Team, working within Financial Inclusion guidelines, aims to ensure that everyone (regardless of economic, ethnic or cultural background) has access to general financial services which allow convenient and inexpensive ways of paying for goods and services.

Advice and assistance can be given on the undernoted issues:

- **Advice on personal benefits available**
- **Council Tax Benefit**
- **Housing Benefit**
- **Welfare Rights**
- **Advice on affordable credit**
- **General money advice**
- **Advice on banking services**
- **Assistance with form completion.**
- **Negotiating with creditors on the individuals behalf**
- **Assistance with debts**
- **Fuel Poverty Advice**

Contact: Money Advice Support Team

Telephone: (01382) 432452

Fax: (01382) 432451

E-mail: mastadvice@yahoo.com

26. Dundee Citizens Advice Bureau

The Citizens Advice Bureau (CAB) aims to ensure that individuals are aware of their rights and responsibilities, and the services which are available to them. The services which CAB offers are free of charge, while at the same time are independent and confidential. Advice can be given on various issues such as:

- **Bankruptcy/sequestration**
- **Benefits**
- **Benefit disputes and how to appeal**
- **Tax Credits**
- **Debt advice**
- **Fuel poverty**
- **Assistance with forms/application completion**
- **Rent/mortgage arrears**
- **Welfare Rights**
- **Housing legislation/ tenants' rights**
- **Homelessness**
- **Legal advice and assistance (not criminal).**

Assistance with above services and more can be provided by telephone, e-mail or personal interview (office or home visit).

Contact: Dundee Citizens Advice Bureau

Telephone: (01382) 307494

Fax: (01382) 431590

E-mail: bureau@dundeecab.casonline.org.uk

27. WELFARE RIGHTS (Dundee City Council)

The Welfare Rights Team of Dundee City Council aims to ensure that individuals and families get appropriate professional information, assistance and support in areas such as:

- **Benefits**
- **Tax Credits**
- **Income Support**
- **Social Fund**
- **Rent Arrears and Evictions**
- **Advice on Bankruptcy/Sequestration**
- **Money Advice and Debt Counselling**
- **Debt Management Scheme**
- **Pension Credit**
- **Attendance Allowance**
- **Disability Living Allowance**
- **Incapacity Benefit**
- **Mortgage Arrears**
- **Assistance with Form Completion.**

Advice can be obtained by telephone, e-mail or personal interview at various outreach clinics via an appointment. Home visits can also be arranged if required.

Contact: Dundee City Council (Welfare Rights)

Telephone: (01382) 431167

Fax: (01382) 431191

E-mail: welfare.rights@dundeecity.gov.uk

28. SUPPORTED TENANCY INITIATIVE

The purpose of this project is to assist youths to live within the family home. The project will work with youths from the age of 12 to reduce and prevent antisocial behaviour by young people; enabling them to play a full and active part in their community.

This project will also assist young people in their first tenancy to develop the skills required to enable them to sustain and maintain their own tenancy.

This venture looks to contribute to the prevention of youth homelessness through individual tailored support packages to meet individual needs.

Referral to this project is through Action for Children Street Level.

Contact: Street Level
Tel: (01382) 450052

29. PARENTING PROJECT (Action for Children)

The purpose of this project is to improve parenting skills and ensure family cohesion. The intervention aims to reduce homelessness and sustain tenancies amongst families where there are identified difficulties related to the ability of the parents to provide a stable home environment for their children, and hence to exercise control over their children's behaviour, thereby keeping the family together.

This is a preventative project to ensure these families do not appear on the radar of mainstream services. Additional support will provide skills, knowledge and techniques, thereby increasing individual family member's ability to cope in their parental capacity.

Referral to this project is through a variety of sources including the Pre-referral Screening Group (Police, Social Work, Housing and Education), as well as Housing Support.

Contact: Parenting Project
Tel: (01382) 455709

30. DUNDEE HOMEFINDER SERVICE (Transform Community Development)

Crisis Intervention (Rough Sleepers)

Where an individual is rough sleeping the main point of contact is the Lily Walker Centre who will arrange emergency accommodation.

Where assistance at the location is required this team will be the main contact to assist. Where they receive information about an occasion of rough sleeping a Contact and Assessment Worker will attend to offer assistance.

Contact: Dundee Homefinder Service,
Tel: (01382) 465177
e-mail: info@dundeefinder.org

Chapter 3

HEALTH & SOCIAL SERVICES

31. MEDICAL ADVISORY SERVICE

This service provides Medical Priority for housing need where a housing or re-housing issue is dependent on medical or special needs factors, including physical disabilities. A Medical Self Assessment form is completed and returned with the Housing Application.

A full assessment can be carried out by the Health & Homeless Outreach Team to expedite the process.

32. HEALTH & HOMELESS OUTREACH TEAM (HHOT)

The team responds to the unmet healthcare needs of homeless individuals through an Outreach/Peripatetic service in a variety of locations within the community to engage directly with the client group. Service Provision includes:

- 1:1 consultation with a Nurse/Doctor
- Weekly clinics offering nursing and medical treatment
- Health advice and information
- Assessment of health & social care needs
- Health checks
- GP Allocation for those not registered with a Doctor
- Access to podiatry and dental treatment
- Improved access and referral to mainstream/specialist health services and other statutory/voluntary agencies
- Drop-in open access clinic every Wednesday 1pm-4pm at Wallacetown Health Centre, no appointment necessary
- A specialist health resource for staff from agencies within the city

Where there are unmet medical needs the team will assess the client and put the appropriate assessment to the Special Needs Housing Committee, to ensure the District Medical Officer has accurate information to make a prompt response. The Health and Homeless Outreach Team will ensure access to appropriate specialist services and fulfil health care duties until such times as mainstream services are engaged.

Access to the HHOT is by attending an outreach clinic; telephone referral; by staff from any agency or Self-Referral.

Contact: **Health & Homeless Outreach Team**
 Tel: (01382) 443526

33. COMMUNITY DENTAL SERVICE

Emergencies

If you have a dental emergency, please telephone (01382) 596990 at **8.30 in the morning** and we will try to see you the same day. We have only limited appointments and they are booked very quickly. Normal NHS charges apply for all treatment.

In the evenings and at the weekends and public holidays, please telephone **08454 24 24 24** for advice.

Routine Treatment

We have a waiting list for routine NHS Dental treatment. If you wish to be included on the list please telephone (01382) 596990. Normal NHS charges apply for all treatment.

Student Outreach Clinic

Patients who are suitable for student teaching may be offered a course of treatment on the student outreach clinic.

Service Opening Hours

8.30am - 5.00pm, Monday to Friday

Some clinics work on a part-time basis, but a call divert system is in use when a clinic is not staffed. Outwith these hours if you have an emergency, please call **08454 24 24 24** for advice.

Address for all Correspondence

**Community Dental Service
Kings Cross Dental Department
Hospital Street
Dundee**

Clinics and Treatment

Telephone: (01382) 596990

34. Social Work Access Team

Opening Hours:

Monday to Friday, 8.45am to 5.00pm

The Access Team provides a single point of entry for all new referrals and requests for social work services for people under 16. Following initial assessment, an enquiry may be dealt with within one or two appointments. If it becomes apparent that help is required over a period of time then a specific member of staff may be allocated to work with you. Where longer-term work is needed a referral is passed to the appropriate section/team within the Social Work Department and ongoing support is provided on an interim basis.

- **Children's Services**
- **Drug and Alcohol Team**
- **Mental Health Officers Team**
- **Physical Disabilities**
- **Criminal Justice Service**
- **Learning Disabilities**
- **Older People's Services**

Contact: Social Work Department
11 Castle Street
DUNDEE
DD1 3AA

Telephone: (01382) 434350

Fax: (01382) 200321

35. **ADDACTION DUNDEE**

Addaction provide **direct access addiction services** for those not currently in contact with other addiction services. This service is not age restrictive or for specific addictions. All referrals will be seen within 72 hours. Self or agency referrals are accepted.

This service will then refer to the appropriate service, such as Tayside Substance Misuse Service or Tayside Alcohol Problem Service, whichever is appropriate.

Contact: **Addaction Dundee**
Tel: (01382) 206888
Email: Dundeedirectaccess@addaction.org.uk

Chapter 4

OTHER SERVICE PROVIDERS

36. TRANSFORM FURNITURE PROJECT (Transform Community Development)

- This is an employability project which aims to give people the skills required to access and sustain employment.
- Clients who receive a Community Care Grant or Crisis/Social Care Loans should be encouraged to use this money to buy re-use furnishings here. They will get value for money.
- Clients who are on a low income or claiming means tested benefits can also purchase goods from Transform.
- Clients who are unable to access funding from any other source are able, through referrals from voluntary sector agencies, to access re-use furniture through the Voluntary Sector Furniture Fund.

Workers make referrals to Transform who will contact the client and the agency to arrange a suitable time to deliver items of furniture.

Contact: **Transform Furniture Project**
Tel: (01382) 225070
E-mail: transform4u@btconnect.com

37. STARTER PACKS DUNDEE

Starter Packs Dundee provides an invaluable service to clients by supplying 'starter packs' of essential household items, bedding, curtains, cleaning products and toiletries. Referrals forms for Starter Packs Dundee are available by telephone.

Contact: **Starter Packs Dundee**
Tel: (01382) 223977

E-mail: **starterpacks_dundee@btconnect.com**

38. DEEAP (Dundee Energy Efficiency Advice Project)

Free advice on all energy related issues including:

- Billing problems
- Heating demonstrations
- Energy saving tips
- Benefit checks
- Low energy light bulbs
- Dampness and condensation problems
- Fuel supplier issues

One example of how this project works is by identifying the cheapest fuel suppliers and discounted rates for specific groups, such as young people on limited budgets when working, elderly, etc.

Contact: Dundee Energy Efficiency Advice Project,
Tel: (01382) 434840

39. FARESHARE (Transform Community Development)

This is an employability project which aims, through supported volunteering, to give people the skills required to access and sustain employment.

This project creates opportunities for local people to contribute to their community, learn employability skills and through the delivery of food distribution service: reduce food poverty, preserve and promote good nutrition and health amongst people suffering from social, economic or emotional distress by:

- Minimising food going to waste.
- Improving the health and well-being of vulnerable people.

Contact: Fareshare
Tel: (01382) 200040

Chapter 5

EMPLOYABILITY. SOCIAL NETWORKS AND EDUCATION

40. EMPLOYABILITY

Discover Opportunities

Discover Opportunities is the Dundee Partnership's Employability Programme.

The Dundee Partnership deals with a wide range of issues effecting the lives of people in Dundee. Discover Opportunities Employability Programme aims to:

- Reduce the number of people in the City on working age benefits.
- Increase the number of people in work and who are able to stay in work.

There is a directory of services available on the website:

www.discoveropportunities.org.uk

Tel: (01382) 434460

Fax: (01382) 434464

E-mail: discover.opportunities@dundeecity.gov.uk

41. CRAIGOWL COMMUNITIES

- **Moving Forward Project**

Moving Forward is a six-week project which assists towards the prevention of homelessness, by raising awareness of the everyday tasks involved in running a household. Participants include many individuals who have their own tenancy, but who are struggling at the present time; as well as people currently resident in hostels who are waiting to take up their own tenancies.

The course includes:

- **Cookery skills**
- **Basic DIY**
- **Building flat-pack furniture.**
- **Developing positive social networks.**
- **Raising self-esteem.**
- **Providing a constructive use of time.**

Additionally, the course places great importance on exploring progression opportunities to community organisations, volunteering or employment which will be suitable to individuals' interests and needs and which will aid them in maintaining stability in their lives, including their tenancies.

Referrals to this project can be made by telephoning the number below.

Telephone: 07599 300 325

- **The Learning Place/Ormiston Learning Centre**

CraigOwl Communities operate 2 learning centres in the Hilltown and Whitfield areas of the city, from where they work with individuals aged 16+ on literacy, numeracy, lifeskills and employability skills through a range of mediums.

Again using the 'learning by stealth' approach, individuals' capabilities are increased and achievements gained. Both centres are Learn Direct Scotland accredited and participants can achieve both in-house and accredited qualifications.

Contact: The Learning Place

Tel: (01382) 205094

Ormiston Learning Centre

Tel: (01382) 508605

- **Skills For Success Project**

Craigowl Communities also runs an employability course called Skills For Success as part of the Dundee employability pipeline. Participants can learn essential skills such as interview techniques, how to put together a C.V., take part in a work placement and get help with job search. Skills for Success takes place in three of Craigowl's centres, but referrals can be made via the following contact:

Telephone: (01382) 205205

- **Open Doors**

Open Doors is Craigowl Communities Hospitality Academy. This project offers people the opportunity to gain hospitality experience and qualifications. The focus is on employability training and provides a springboard to successful employment. Participants gain confidence, learn new skills and are fully prepared to enter into employment.

Telephone: (01382) 828281

42. BREAK-THRU

BREAK-THRU is a project which provides a personal support service, for people aged 18 years and over who are experiencing multiple issues. This includes those who are facing chaotic lifestyles due to mental health problems, previous substance abuse, poverty, social exclusion, long term unemployment and other related issues. These issues can prevent them reaching their goals for a more positive future and realising their potential.

The project's 1:1 support service provides an intensive level of personal support for up to 6 months per individual. This support package is tailored to the individual and a realistic plan is agreed in the course of discussions between the individual and the BREAK-THRU Development Worker and, where necessary, additional service providers. The additional service providers include a counselling service which provides clients with access to professional counselling, offering a high level of therapeutic support to address issues and concerns.

BREAK-THRU also works in partnership with a range of support and advice specialists to provide a multi-agency approach to clients who experience barriers to moving forward due to the range of complex issues which may exist such as benefits, debt, housing and legal matters. People can be referred to BREAK-THRU by any organisation.

Contact: BREAK-THRU
Maxwelltown Information Service
Carnegie Street
Dundee, DD3 7EW

Telephone: (01382) 802627
E-mail: nikki@maxinfocentre.co.uk
Website: www.maxwelltowninformationcentre.co.uk

43. ETHNIC MINORITY EMPLOYABILITY PROJECT

The Ethnic Minority Employability Project, works with jobless ethnic minority adults who wish to make the transition from being unemployed to full or part-time employment. This is achieved by providing an intensive one-to-one support service to people aged 18 years and over who are experiencing multiple issues which place them furthest away from the job market, for example, an inability to communicate in English to a competent level. The support service is provided for up to 6 months per client and targets those who are not engaging in existing employability service provision and will act as the first link in the employability chain. The Project uses a holistic, person centred, as well as, a multi-agency approach, to enable people to address issues which prevent them reaching their future employment aspirations. The Project delivers basic skills training to make people more competitive in securing employment opportunities either direct from local employers or through employment recruitment agencies. Basic skills training includes English for Speakers of Other Languages (ESOL) as well 'World of Work' training which focuses upon understanding the local labour market, understanding the expectations of employers and competence in the job application process.

Contact: [Mitu Karim](#)
Telephone: [\(01382\) 802630](tel:01382802630)
E-mail: mitu@maxinfocentre.co.uk
Website: www.maxwelltowninformationcentre.co.uk

44. ADULT LEARNING in Dundee is based in Mitchell Street Centre

- **The Adult Learning Team** helps adults who would like to be better at reading, writing, spelling or maths. Classes are free and child care facilities can be available.
Telephone: 435808
- **Lead Scotland (Linking Education and Disability)** supports disabled adults and their carers so that they can access education and lifelong learning opportunities.
Telephone: 669532
- **Dundee Health Living Initiative** is a partnership project which offers a wide range of activities to promote physical, mental and social wellbeing.
Telephone: 435824
- **XPIore** helps young people aged 11-18 living in Dundee who are finding it hard to cope with a home, school, work, within their community.
Telephone: 435863

45. LIBRARIES

Take advantage of free computer and internet facilities, it is advisable to book. Computer time can be booked in ½ hour sessions up to 2 hours. Library staff will assist. Printing is available - 2 free black and white sheets, then 15p per sheet. All colour prints are 20p per sheet.

Opening Times

Central

Monday	9.30am	-	6.00pm
Tuesday	9.30am	-	6.00pm
Wednesday	10.00am	-	6.00pm
Thursday	9.30am	-	8.00pm
Friday	9.30am	-	6.00pm
Saturday	9.30am	-	5.00pm

Ardler/Charleston/Douglas/Fintry/Hub/Kirkton/Menziesshill/Whitfield Community Libraries

Monday	9.30am	-	7.00pm
Tuesday	1.00pm	-	7.00pm
Wednesday	10.00am	-	7.00pm
Thursday	9.30am	-	1.00pm
Friday	9.30am	-	5.00pm
Saturday	9.30am	-	1.00pm
All closed for lunch	1.00pm	-	2.00pm

Arthurstone/Coldside Community Libraries

Monday	9.30am	-	7.00pm
Tuesday	1.00pm	-	7.00pm
Wednesday	10.00am	-	7.00pm
Thursday	9.30am	-	1.00pm
Friday	9.30am	-	5.00pm
Saturday	9.30am	-	1.00pm

Blackness Community Library

Monday	9.30am	-	7.00pm
Tuesday	9.30am	-	7.00pm
Wednesday	10.00am	-	7.00pm
Thursday	9.30am	-	1.00pm
Friday	9.30am	-	5.00pm
Saturday	9.30am	-	1.00pm

Broughty Ferry/Lochee Community Libraries

Monday	9.30am	-	7.00pm
Tuesday	9.30am	-	7.00pm
Wednesday	10.00am	-	7.00pm
Thursday	9.30am	-	1.00pm
Friday	9.30am	-	7.00pm
Saturday	9.30am	-	5.00pm

46. VOLUNTEER OPPORTUNITIES

Volunteer Centre offers comprehensive information and matching service to individuals interested on volunteering as well as a support and advice service to organisations who involve volunteers.

Volunteer Centre Dundee
Number 10
10 Constitution Road
Dundee
DD1 1LL

Telephone: (01382) 305705

Fax: (01382) 305750

E-mail: info@volunteerdundee.org.uk

**47. DUNDEE CITY COUNCIL
ANTISOCIAL BEHAVIOUR TEAM**

Dundee City Council Antisocial Behaviour Team works closely with a variety of organisations to tackle antisocial behaviour across the City.

Antisocial behaviour happens when people act in a way that causes or is likely to cause fear, alarm or distress to others. Legislative powers are in place to stop antisocial behaviour.

The laws on antisocial behaviour apply to everyone - tenants and owners alike.

When contact is made to the Antisocial Behaviour Team (ASBT), an Investigating Officer will investigate in a polite, professional manner and handle all complaints in complete confidence.

If the Investigating Officer finds there is evidence to uphold a complaint they will discuss what action can be taken with the complainant to try to solve the problem.

Staff from the Antisocial Behaviour Team can also act as professional witnesses where those targeting by antisocial behaviour feel unable to come forward for fear of reprisal.

Reporting and Contact Details:

- In person at a District Housing Office.
- By calling Antisocial Behaviour Advice Line - 0800 169 3845.
- In writing to Antisocial Behaviour Team, West District Office, 3 Sinclair Street, Lochee, Dundee, or telephone (01382) 307366.
- Online at www.dundee.gov.uk/asb.

48. DUNDEE INDEPENDENT ADVOCACY SUPPORT

Offering independent advocacy to people living in the city of Dundee who have learning disabilities, mental illness, dementia, frailty of old age or a physical disability, and who are unable to act for themselves or have no-one independent to act for them.

Independent Advocacy will help with all sorts of issues and situations, for example: Health; Social Work; Housing; Education; Family Issues; etc; by ensuring that the voice of the individual is heard and their views are taken into account. Independent advocates will speak up for the individual when they cannot do so for themselves so that their rights and interests are protected.

Contact: Dundee Independent Advocacy Support (DIAS)
Tel: (01382) 205515

49. DUNDEE COMMUNITY MEDIATION

Community Mediation services seek to reduce neighbourhood disputes. Dundee Community Mediation provides trained mediators for neighbourhood disputes who assist the parties involved to identify suitable solutions. Mediation works in the vast majority of cases. Thousands of people from all over Scotland have found practical and peaceful solutions to problems with their neighbours by using this free service.

Contact: Dundee Community Mediation (Sacro)
Tel: (01382) 459252

50. DUNDEE NORTH LAW CENTRE

Dundee North Law Centre operates as a free legal advice, assistance and representation service for residents who reside within the undernoted areas:

- **Mid Craigie**
- **Linlathen**
- **Whitfield**
- **Kirkton**
- **Ardler**
- **Mill O' Mains**
- **Charleston**
- **Maxwelltown**
- **South Hilltown**
- **Lochee**

Areas where advice and assistance is varied includes the under noted (which is not an exhaustive list) on services provided.

- **Housing Issues** - Such as rent arrears, Housing Benefit claims, defending eviction cases and advice on individual rights.
- **Social Security Issues** - Advice, appeals, Tax Credit problems, representation, income maximisation.
- **Debt** - Ranging from negotiating with creditors and Council Tax arrears, to bankruptcy.
- **Mortgage Repossession** - Negotiating with the creditor and taking all steps to secure the individual's home.
- **Small Claim Action** - Such as return of deposits from landlords and other claims.

Advice can be provided by telephone or personal interview (by appointment) or home visit if required.

Contact: **Dundee North Law Centre**
101 Whitfield Drive
Dundee, DD4 0DX

Telephone: **(01382) 307230**

E-mail: dundeenorthlawcentre@dundeenorthlawcentre.co.uk

Website: www.dundeenorthlaw.org.uk

51. SHELTER – HOUSING AID CENTRE

- **Shelter Advice Services, Dundee**

Shelter Dundee provides a range of services to the public, agencies and target groups.

- **Shelter Housing Aid Centre (SHAC)** provides free, expert and confidential advice on a wide range of housing issues, such as homelessness, rent and mortgage arrears, evictions, repairs, landlords/tenants disputes, housing benefit and other related matters directly to members of the public – homeless people, homeowners, private tenants, social tenants, students and housing applicants. Shelters` telephone advice line, **0808 800 4444**, provides services Monday to Friday, 9.00 a.m. to 5.00 p.m. Online guidance is provided on www.shelter.org.uk/Scotland/getadvice – clients can also e-mail their enquiry through a link on the website and Dundee advisers will offer advice by e-mail. Shelter also provide free advocacy and casework to clients, face-to-face and by phone, primarily on an appointment basis – appointments are arranged using the same phone number.
- **The In-Court Advice Service** is part of the Scottish Housing Law Service. It is based at Dundee and provides legal representation to people attending Dundee Sheriff Court because action is being taken to evict them (primarily for rent arrears). A solicitor is available for a drop-in service at Dundee Sheriff Court on Monday mornings and by appointment at the Dundee office at 1 Courthouse Square on Monday afternoons, Wednesday mornings and on Friday. Telephone **0844 515 2410** for further information.

Contact: **Shelter Advice Services, Dundee**
1 Courthouse Square
Dundee
DD1 1NH

Telephone: **0808 800 4444**

Fax: **0844 515 2902**

Website: **www.shelter.org.uk/Scotland/getadvice**

Chapter 7

CRIMINAL JUSTICE

Many homeless clients are linked Criminal Justice Services. It is essential effective liaison work between all agencies involved with such clients is maintained, for the best and safest outcome for the individual to be achieved.

This is achieved by sharing appropriate working arrangements with partner agencies, for example Lone Working, where there an individual is identified through the Risk Register.

Referral to these services is through established links with the Scottish Prison Service and from within Criminal Justice Service. It is essential that partnership working and information sharing is a two way process place between this service, housing and others working with the individual.

52. THROUGH-CARE OUTREACH

Those being discharged from prison following a long term, over 4 years, sentence.

**Contact: Throughcare Outreach Worker
Public Protection Team
Tel: (01382) 435000**

53. RESETTLEMENT SERVICE/THROUGH-CARE ADDICTION SERVICE (TAS)

Those being discharged from prison following a short term, under 4 years, sentence.

**Contact: TAS
Tel: (01382) 435000**

54. EASTPORT HOUSE

Eastport House provides residential accommodation for 16 offenders for resettlement by court order. It is also an alternative to custody - clients being referred through Social Workers, Sheriffs and prisons.

**Contact: East Port House
Tel: (01382) 431441**

HOMELESS SERVICE STANDARDS

Temporary Accommodation which Meets your Needs

We may provide you with temporary accommodation either:

- To allow time for us to complete enquiries about your case, or;
- Until you can be permanently housed or;
- If you are found to be intentionally homeless, for a reasonable period, to enable you to find your own accommodation.

If we have to place you in temporary accommodation we will make sure that:

- It takes account of the welfare of your family.
- It is of a suitable size.
- It is in a reasonable and clean condition and if you are disabled you are able to gain easy access to it.

We will:

- Ensure that the temporary accommodation we provide is appropriate, taking into account household needs, education, work, etc.
- Maintain contact with you and keep you advised of the progress of your application.
- Ensure that time spent in temporary accommodation is as short as is practical, taking into account the availability of permanent accommodation.
- Only use Bed and Breakfast accommodation for families with dependant children in an emergency, or if there is no other suitable accommodation available.
- Arrange storage for any moveable possessions which cannot be taken into temporary accommodation with you.
- Advise you in writing when the Council's duty to provide temporary accommodation and storage facilities end.

If you are found to be in priority need and unintentionally homeless, we will seek to find suitable permanent accommodation for you through public, voluntary and private sectors.

If we do not accept you as a homeless person we will explain the reasons why. We will also explain how to appeal this decision. Should you wish to appeal, you will be able to stay in temporary accommodation and your belongings remain in storage, until the outcome of your appeal is known.