

HOUSING CASEWORKER SERVICE



Our approach to providing a housing caseworker service

Sometimes tenants need extra support and advice to help them manage their homes or sort out a serious problem. Our housing caseworker is available to support these residents or put them in touch with agencies that can help.

If you, a loved one or someone that you provide care for would benefit from support from the housing caseworker, then please contact us.

What we mean by housing caseworker

Our housing caseworker helps tenants who need extra support to sort out a serious problem. It is available to anyone who needs support and assistance in managing their home and life, perhaps due to financial difficulties, physical or mental health needs or a disability.

What you can expect from our service

The housing caseworker can assist you in a number of ways:

- ▶ **Managing money:** we can help you deal with rent arrears or debt, sorting out bills and claiming benefits. We can put you in touch with independent, free advice from the Citizen's Advice Bureau.
- ▶ **Items for your home** – if you are finding it hard to provide essential items for your home, like a fridge, furniture or floor coverings, we have links with several charities who could help. We can also put you in touch with organisations if you need a link alarm for emergencies or aids to help you manage better in your home such as grab rails or a hearing loop system. We can sometimes also help to find funding for educational items such as books or computers.



- **Contacting people on your behalf** – we can help you write letters and make phone calls, for example to chase up your energy company, find out about a repair, or contact other organisations.
- **Alcohol or drugs** – if you have problems with alcohol or drugs, the caseworker can put you in touch with specialist agencies who will be able to assist you.
- **Anti-social behaviour (ASB)** – if you are involved with anti-social behaviour and are vulnerable, we can help to support you while we investigate your complaint.
- **Feeling isolated** – we have information about local services and activities to connect you with groups who can help.
- **Getting a job or finding a training course** – we can refer you to agencies that can help you find the job or training you need.

What will happen after I contact you?

Many people are referred by their neighbourhood or income officer but residents are welcome to contact the housing caseworker directly. The caseworker also visits new residents after they have moved in to assess whether they need support.

When our housing caseworker knows that you need help, they will visit you at home to find out what you need. They will then put you in touch with the right local agencies and help you make the most of the services on offer.

The service is designed to help you to manage on your own, so usually the caseworker will work with you for no more than three months.

If you need regular support to stay independent, especially if you are frail or older, have a learning disability, or suffer from mental health issues, they will refer you to our floating support service or another similar service in your area.

Making sure we are succeeding

We make sure that we are providing a high quality service by asking for feedback on your satisfaction with the service that you receive.

How to contact the housing caseworker

If you would like to find out more about this service, please contact our housing caseworker on the number at the bottom of this factsheet.

Please contact us if you need any part of this information in Braille, on audio tape or explained in a different language.

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