

Project 101 Client Services

Client Support Service

We provide a dedicated client support service to young people experiencing housing issues and who may be homeless or threatened with homelessness. We offer support to all young people aged 14-25 within East Dunbartonshire and we provide our service in line with the Care Inspectorate and HomePoint Standards. The service aims to:

- > Provide information and advice on housing and related issues
- > Assist with homelessness prevention where possible
- > Liaise on young peoples' behalf to work with partner and support organisations
- > Make referrals to specialist agencies
- > Create support plans that reflect the needs of young people
- > Provide general counselling and emotional support
- > Assist to maximise young peoples' income.

In the past year over 1000 young people have used this service and on average we work with approximately 40 young people at any given time. We are currently working with 46 clients within East Dunbartonshire. The duration of the support we provide varies greatly and is dependant on a clients needs however there is no limit to the amount of support a young person can receive.

Within the past year the client support service has undergone a review to ensure it is operating within the latest Care Commission and HomePoint standards.

Budget Cookery Sessions

The need for the budget cooking sessions came about from discussions with young people over what skills they felt they needed developed to help with living independently. Many young people rely on convenience food and take away meals, this resulted in the young people struggling financially as this is an expensive way to eat, also this impacted on young people's health as they were not eating a balanced diet. Each set of sessions is developed around the individual young person and the sessions go at a pace suited to them. In the past year we have carried out 71 budget cookery sessions.

Project 101 Newsletters

Our quarterly newsletter contains information on Project 101, services and activities which young people can access across East Dunbartonshire. The newsletters are sent to young tenants and copies are available from schools, libraries, housing offices and various agencies around East Dunbartonshire.

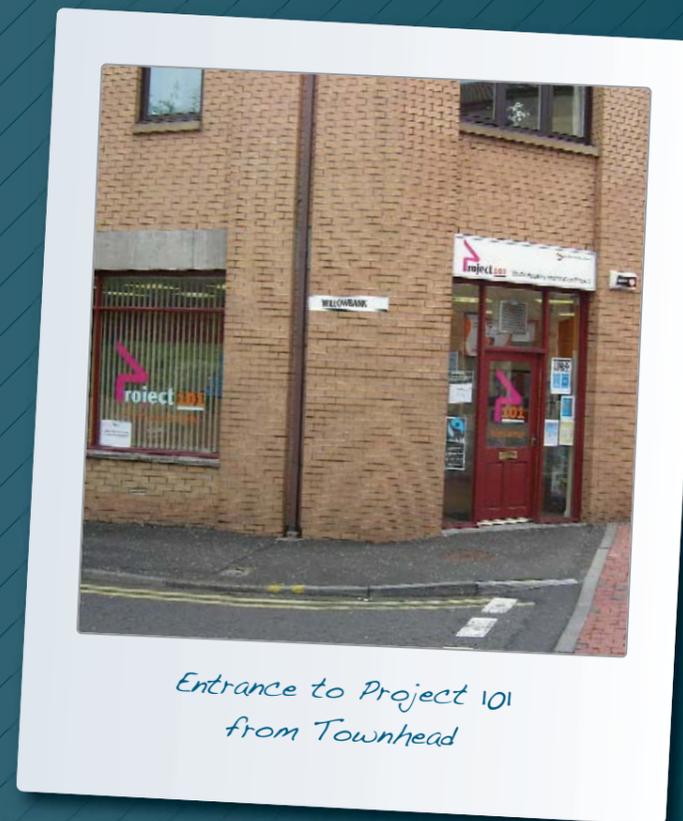
New Young Tenant Visits

All new young tenants of East Dunbartonshire Council and Hillhead Housing Association receive a New Young Tenant Visit (NYTV) from Project 101. This is a settling in visit carried out by Project 101 staff and all young people are given a starter pack containing essential household items such as cleaning products, crockery and cutlery. Young people are also given information packs about services in the local area and are offered continuing support from Project 101.

Aims and Objectives of NYTV's

- > To provide new young tenants with an introductory home visit.
- > To provide information and advice on the local area and services.
- > To provide the option/choice of accessing support services.
- > To lower the risk of Homelessness and assist young people in sustaining their tenancy

Over the past year we have carried out 68 visits.



How to contact us

Opening Hours:

Monday - Friday 9:30am to 5:00pm

Address:

Project 101,
101 Townhead,
Kirkintilloch,
Glasgow G66 1NX

Phone: 0141 777 3220

Text: 07810 856 660

Email: project101@eastdunbarton.gov.uk

Facebook: www.facebook.com and search for Project 101



Project 101 Youth Housing Information Project

Annual Review

2014
2015

**Project 101**

 sustainable thriving achieving
East Dunbartonshire Council
www.eastdunbarton.gov.uk

Meet the Staff



Linda McGuire
Client Case Worker
(October 2013 - present)
HomePoint Trained



Sean Dockery
Client Case Worker
(November 2014 - present)
HomePoint Trained



Sharon Mayes
Project Manager
Team Leader -
Homeless and Prevention



Gillian Lunn
Project Supervisor
Team Leader -
Housing Operations

Mission statement

Project 101 offers information, advice and practical support to young people aged 14 - 25 years on housing and related issues.

Funding

Project 101 is funded by Supporting People and East Dunbartonshire Council's Neighbourhood Services.

Partnership work

Over the past year we have worked with the following services to ensure young people in East Dunbartonshire receive all the support they require. We hope that we will continue to work together to provide the young people of East Dunbartonshire with high quality services in 2015/16.

- > EDC Housing Offices
- > The Homelessness Team and Prevention Team
- > Local Housing Associations
- > Canal Project Supported Accommodation (Action for Children)
- > Social Work
- > Kirkintilloch Learning Centre
- > East Dunbartonshire Addiction Team
- > Citizens Advice Bureau
- > Careers Scotland
- > Ferndale
- > Money Advice Service
- > Gambling awareness

Partnership working helped one of our Young People receive a bike kindly donated by Hillhead Housing Association. Pictured below is Ryan with Michael Cullen & Stephen McIntyre from Hillhead Housing Association. Michael is the Money Advisory Worker at Hillhead who works in partnership also with Project 101 and sourced the bike for our client.



Project Figures

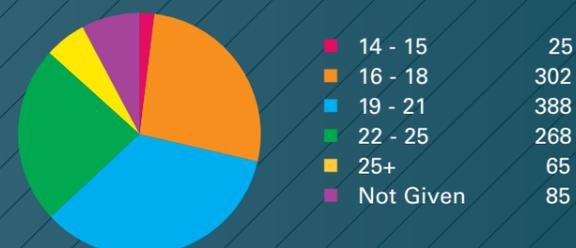
Over the past year Project 101 has provided information, advice and/or support to 1289 people. This breaks down as 1133 basic enquiries and 156 professionals.

Basic Enquiries

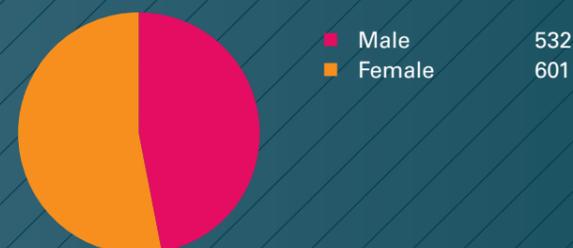
A basic enquirer is someone who drops in, phones, texts or e-mails the project for information or advice on housing or related issues. In 2014/15 the number of young people who have dropped in, text, e-mailed or phoned the project is 1133.

Basic Enquiries 2013/14 903

Age of the basic enquirers



Gender of the young people who enquired



The 5 top things enquired about to Project 101

- > Housing Options
- > Private letting
- > Homelessness
- > Housing Application
- > Budgeting

The top 5 ways young people found out about Project 101

- > Project 101 Literature e.g. poster or leaflet
- > Friend
- > Housing Officer
- > Social Work
- > Homelessness Team

The top 5 referrals made from Project 101

- > No referral needed (answer given at P101)
- > Homelessness Team
- > Local Housing Office
- > Furniture Project
- > Benefits Team

P 101 Information Services

Social Networking

Project 101 has over the years developed services to meet the changing needs of young people in East Dunbartonshire. Through discussions in schools and with project 101 clients the need for a project 101 facebook page was highlighted. This was implemented and at present we have 531 young people signed up to receive information on project services via facebook.

Young people can send us messages, view information on our pages and receive regular updates on housing and related issues.



Foodbanks

A foodbank provides food for local people in crisis. To receive emergency food from the bank, you first have to be issued with a voucher. Project 101 can issue vouchers to young people aged 16-25. The individual then takes the voucher to the foodbank where it is exchanged for three days supply of emergency food. Drop into Project 101 to find out if you meet the criteria to receive a voucher and find out foodbank locations and opening times. We distributed 32 vouchers in 2014/15.

Scottish Social Welfare Fund

Here at Project 101 we assist our young people with the Scottish Social Welfare Fund application forms, we also give advice and assistance about accessing the fund.

The Scottish Social Welfare Fund is the name of the scheme that has been set up to replace Community Care Grants and Crisis Loans (living expenses) under the Social Fund. The Scottish Welfare Fund is managed by local councils who will each receive an agreed allocation of funding.

We have helped 38 young people in 2014/15 to fill in Scottish Social Welfare Fund forms and helped a further 10 with information regarding them. The Scottish Social Welfare Fund form can be collected here at Project 101, The Hub in the Library or any Housing Office in East Dunbartonshire. Alternatively, you can contact them direct on 0300 123 45 10 or by e-mail scottish.welfare@eastdunbarton.gov.uk

The form can also be downloaded from the East Dunbartonshire Council website.