



Do you need support?

The Tenancy Support Officer will complete a support assessment with you and discuss what support may be required and complete an action plan of support needs.

This may include assistance in completing benefit claims, attending appointments, managing correspondence, and completing housing applications.

In addition, you may benefit from being referred to partner agencies who can provide specialized support. This may include agencies such as the Advice shop, health services, social policy and employment advisor.

Youth Housing Support

The Youth Housing Support Service aims to ensure that housing support is available for all young people aged 16-25, who require assistance in order to help them sustain their current accommodation. Whether they are residing in emergency accommodation, temporary accommodation, still at home, or sofa surfing.

Housing support covers a wide range of support needs, ensuring a person-centered approach for each individual.

We strive to provide a high-quality service to those who need some additional assistance during their homeless journey, whether it be for a short time to get through a crisis or longer-term support.



**YOUTH HOUSING
SUPPORT - ARE
YOU HOMELESS?
WE CAN HELP**

Tel no. 01506 283 450
[YouthHousingSupportTeam
@Westlothian.gov.uk](mailto:YouthHousingSupportTeam@Westlothian.gov.uk)
Monday-Friday



"I am so grateful for all the support I received this has helped me get my own place and start a college course"

What kind of support can we provide?

- Benefit claims /management of finances
- Education, employment, training opportunities
- Managing correspondence
- Moving accommodation /resettlement
- Engaging with welfare services/professionals
- Advice on maintaining a safe & secure home
- Accessing foodbanks
- Advocate on your behalf
- Mediation with family/friends
- Access Health services
- Help to manage current living situation
- Signpost to specialist services

How to access this support?

If you are in emergency accommodation, you will either be automatically allocated a tenancy support officer (aged 16-18) or contacted via our duty service to discuss potential support (aged 19-25).

If you are not allocated a support worker, support can be accessed through our duty service, by contacting us via email or phone. You can also access support if you are still at home or self-accommodating via your housing options officer.



What happens next?

Once a referral is received, an officer will contact you directly to arrange a visit to discuss your support requirements, and agree on a support plan tailored to your needs.

The officer will provide the support and meet with you on a regular basis completing a review of support needs every 3 months to make sure the correct support is in place.

If you are homeless and living in temporary accommodation, support can continue until there has been a permanent housing outcome and you have settled in your new home.