

## The Care Inspectorate

ASSIST is registered as a housing support service with the Care Inspectorate. This is a national organisation with a duty to ensure that anyone providing services like ASSIST, does so in keeping with national care standards. Care Inspectorate inspection reports for ASSIST can be accessed through the Care Inspectorate website. The local branch of the Care Inspectorate can be contacted as follows:

### Care Inspectorate

Johnstone House  
Rose Street  
Aberdeen  
AB10 1UD

Tel: 01224 793870  
Lo-call: 0345 600 9527  
Website: [www.careinspectorate.com](http://www.careinspectorate.com)

## Not happy with the service?

If you feel unhappy with any aspect of your service from ASSIST we would like to hear from you so that you can discuss this with us. We provide all ASSIST clients with details of our Complaints Procedure.

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For further information please contact

ASSIST  
Huntly House  
74 Huntly Street  
Aberdeen  
AB10 1TD

Tel: 01224 208540

Email: [info@assistproject.co.uk](mailto:info@assistproject.co.uk)



**GRAMPIAN**  
HOUSING ASSOCIATION LTD

Registered Scottish Charity No. SC042023

A member of



HAPPY TO TRANSLATE

**Sanctuary  
Scotland**



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We have **time** to  
**listen** and **help** you...



...with issues affecting  
your tenancy

FREE CONFIDENTIAL HOUSING SUPPORT  
SERVICE FOR ALL TENANTS OF



**GRAMPIAN**  
N LTD

**Sanctuary  
Scotland**

## How ASSIST could help you

ASSIST is a free service. Our support workers can help you with a variety of issues that may be causing you concern, for example

- **Becoming a tenant**
- **Social isolation and befriending**
- **Mental health**
- **Household maintenance/hoarding**
- **Health problems/disabilities**
- **Neighbour and/or family problems**
- **Alcohol and/or drug misuse**
- **Employment/training**
- **Benefits**
- **Rent arrears**
- **Budgeting**

ASSIST is a person centred service which means we will work with you to decide what specific help you need.



## What is ASSIST all about?

As responsible social landlords, we are committed to helping tenants stay in their own homes. The aim of ASSIST is to identify any extra help that you might need so this can happen, for example at the start of your tenancy to:-

- set up gas and electricity payments;
- manage your budget;
- source furniture.

For existing tenants, circumstances can change and new issues can present real problems that you need help to deal with. Our support workers can work through these issues with you.

ASSIST is funded from a variety of sources including The Big Lottery and Aberdeenshire Council as well as through contributions from Grampian Housing Association and Sanctuary Scotland.

The service covers Aberdeen, Aberdeenshire and Moray.

Information gained from any contact with tenants is treated in confidence and only shared with Grampian Housing Association and Sanctuary Scotland on a need to know basis.



## How do I get referred to ASSIST?

Speak to your Housing Officer about ASSIST or contact us directly. Our phone number and email address are on the back of this leaflet.

Tenants will normally be referred through their Housing Officer on a voluntary basis. However, in certain circumstances, tenants must be referred to ASSIST to prevent issues becoming worse.

## What happens after I am referred?

A support worker will visit you to carry out an initial assessment. This looks at the issues you have so that we can identify any support you could benefit from. This might be directly from ASSIST or we can refer someone onto more specialist help.

If support is to be provided by ASSIST, a more detailed needs assessment will be carried out and a support plan drawn up. This will outline the issues that need to be addressed and will let you know how the support will be delivered.