

Other useful information

- ☑ We are here for young people to support them to live in their own community safely.
- ☑ Our service operates 52 weeks of the year and can provide support between 9am and 9pm, 7 days a week.
- ☑ We can assist you to apply for funding / household goods.
- ☑ We can work with you to make sure you are getting the income / benefits you are entitled to.
- ☑ We are registered with the Care Inspectorate and adhere to the National Care Standards for Housing Support Services.
- ☑ We welcome feedback, good and bad, at any time.
- ☑ Keep an eye on our Facebook and Twitter pages for helpful advice and links.

For further information, to provide feedback or to report a complaint contact:

Mhairi Cunningham

Action for Children Practice Manager

Telephone: 01506 433 736

Email: mhairi.cunningham@actionforchildren.org.uk

Customer Care and Complaints Manager

Action for Children

3 The Boulevard

Ascot Road

WATFORD, WD18 8AG

Who Cares?

Scotland Advocacy and support for young people who are or have been looked after

www.whocaresscotland.org

Care Inspectorate

National Enquiry Helpline

Telephone: 0845 600 9527

www.careinspectorate.com

actionforchildren.org.uk

 [wlohss](https://twitter.com/wlohss)

 [wl.ontrac](https://www.facebook.com/wl.ontrac)

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West Lothian Outreach Housing Support Service Working Towards Independent Living



We take **action** for young people.

West Lothian Outreach Housing Support Service (On-Trac) has been running since 2014 and is funded by West Lothian Council. We have a team of Young Person Practitioners who work with young people aged 16-25 to help them independently manage a tenancy by working together on building skills and knowledge.

Our staff can also work with 15 year olds for up to 2 hours per week to help prepare them to become independent or to help keep their current and future living environment.

Young people can be referred to our service by another agency or professional or by a young person who is staying with friends or struggling to get, or stay in, more permanent accommodation.

Our aim

The overarching aim and objective of the Service is to prevent homelessness or repeat homelessness. This will be achieved by supporting young people, aged between 16 to 25 years, via the provision of housing support and assistance. The service will seek to maximise independence and generate living skills so that young people are effective citizens, neighbours, tenants and live independently.

What do we do?

We work with young people who may be in temporary accommodation or in independent accommodation and at risk of becoming homeless.

We can support you to develop skills in:-



If you are struggling with any issues we can't support you with, we can still help you by referring you to other local services who can.

How we work with young people...

You will be allocated one of our Young Person Practitioners who will contact you within 3 working days to make arrangements to meet and discuss how we can support you. Our staff can meet you in your tenancy or within the community if convenient for you.

To support you we will look at building positive relationships and listen to your individual views and aspirations, whilst being open and honest.

We can work with you in a number of ways:-

- 1:1 meetings at convenient locations
- Support via telephone or Skype
- Group sessions
- Weekly drop in sessions

After you have settled into your tenancy and are living independently, we continue to offer telephone support for a limited period of time to ensure you continue to manage. Any young person can attend our weekly drop in sessions without an appointment should any issues arise.

If English is not your first language, we can access local translators to ensure you understand what you need to do to be able to live independently.