

Housing

The Access Place

Edinburgh **Health and
Social Care** Partnership



Housing times:

Monday	9am - 5pm
Tuesday	10am - 5pm
Wednesday	9am - 5pm
Thursday	9am - 5pm
Friday	9am - 4pm
Closed daily	1pm - 2pm



6 South Gray's
Close
Edinburgh
EH1 1NA

0131 529 5015

HOUSING SERVICE

The Access Place is a 'one stop shop' offering support to people who are homeless and have additional needs.

If you are roofless, sofa surfing or have been asked to leave your current accommodation you can attend our daily housing drop-in service. Please attend as early in the day as possible and ask to speak to one of our housing officers.

We can help you to access temporary accommodation if this is available, provide housing advice and if appropriate carry out a homelessness assessment.

If you already have an open homeless case with us, you can attend for housing advice. We can also support you to bid for permanent housing.



HOW IT WORKS

- The housing officer will ask you questions to identify if you have additional needs such as a history of rough sleeping, drug and alcohol use and criminal justice involvement. This will help us to work out if you are at the correct housing office. The housing officer may direct you to one of the 4 locality housing offices.
- If appropriate, a homeless assessment will be carried out on the day you present. If you would like someone to accompany you to your homeless assessment, please let us know.
- As part of your assessment you will be asked to complete a housing support plan to help you consider whether you would benefit from further support.
- We have 28 days to provide you with a decision on whether you are considered homeless. This may, however, take longer depending on your specific circumstances.
- You may be provided with temporary accommodation until you receive a permanent housing offer.

THE TEAM

We have 6 housing officers and a team leader based at The Access Place.

The housing officer who will work with you is normally the person who carries out your homelessness assessment.

All staff are trained in trauma informed care.

TYPES OF ACCOMMODATION

The different types of temporary accommodation you may be offered are:

- Bed and Breakfast / Shared House
- Supported unit
- Non council managed accommodation (Bethany, Hillcrest, Dunedin)
- Temporary Flats
- Resettlement Flats (East Adam Street, Dryden Street)

We cannot offer you Rapid Access Accommodation such as: Salvation Army, Hopetoun Guest House, and Spring Gardens. This accommodation can only be accessed through Streetwork.

ADDITIONAL SUPPORT

As part of your assessment we may suggest that you consider additional housing support services.

There are also many other services available to you within The Access Place, including healthcare, social work and welfare benefits advice. Please ask one of the team for more information.

EDINDEX

You will be asked to complete an Edindex form as part of your homeless assessment.

Forms are available at this office. There is also an online version of this form and support can be given to complete this if required.

You will be allocated an Edindex number. Please take a note of this as you will need it to bid for permanent housing.

'Key to Choice' is the website where you can bid for properties. Support guides on how to register on Key to Choice and bid for housing are available from your housing officer. We can support you with making bids for housing if you would prefer. We recommend you bid on 3 properties a week.

The average waiting time for permanent housing is 2-3 years.

LOCALITY OFFICES

North East - 101 Niddrie Mains Road, Edinburgh EH16 4DS

North West- 8 West Pilton Gardens, Edinburgh EH4 4DP

South West - 10 Westside Plaza Edinburgh EH14 2ST

South East - 40 Captains Road Edinburgh EH17 8HQ

USEFUL CONTACTS

Housing Out of Hours - 0800 032 5968

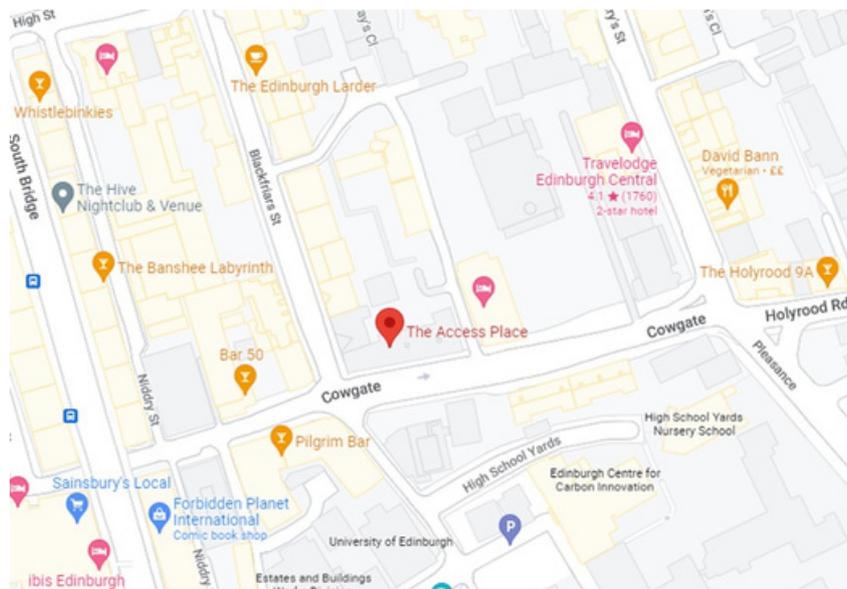
Social Work Out of Hours - 0800 731 6969

Streetwork 24hrs - 0808 178 2323

Temporary Accommodation - 0131 529 7125 or Homeless.support@edinburgh.gov.uk

Edindex Team - 0131 529 5080 or edindex@edinburgh.gov.uk

LOCATION OF THE ACCESS PLACE



Housing Out of Hours: 0800 032 5968
5pm - 9am Daily. All day Saturdays and Sundays

FEEDBACK & COMPLAINTS

You can make a complaint, pass on a compliment or make a comment about the service either to the Duty Manager or Edinburgh Health & Social Care Partnership



sh.supportservice@edinburgh.gov.uk



0131 529 6847



Edinburgh Health and Social Care Partnership
Level 2, Waverley Court
4 East Market Street
Edinburgh
EH8 8BG

