






Do you feel we can help you?

If you feel that you meet our criteria, see over leaf, and would like to see if we can support you or you would like to discuss your situation with us please contact us on 0191 428 3354.



If accepted on to the project you will be expected to:

-  Pay the rent on time
-  Return Housing Benefit applications on time including any information requested
-  Keep the terms of your Tenancy Agreement
-  Report repairs promptly
-  Tell us if you have any problems
-  Not upset or offend other people by your behaviour



Church Urban Fund

Community Foundation
serving Tyne & Wear and Northumberland

Confidentiality Policy

Information you give about yourself will be treated confidentially and held securely but may be shared on a **need to know** basis within the staff team.

You have the right to see information held in your personal file but you must make an appointment during office hours (*giving 24 hours notice*).

It is a criminal offence if you do not inform the Benefits agency of any change of circumstances. Staff are legally obliged to take appropriate action.

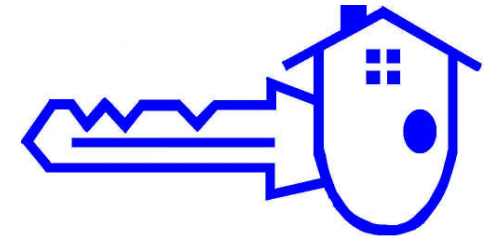
A copy of our complaints procedure will be given to all service users.

For further information contact:

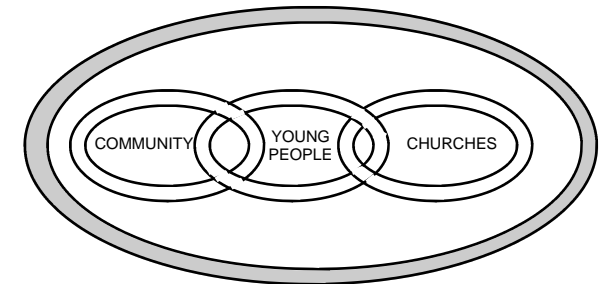
South Tyneside Churches' KEY Project
St. Mary's Centre
Whitehead Street
South Shields
Tyne & Wear
NE33 5LZ
Tel. 0191 496 9710

Registered Charity No: 1108921
Company Limited by Guarantee No: 5031398
Registered Offices as above

If you need this leaflet in other formats please let us know.



South Tyneside Churches' KEY Project








Tenant Support Project

Assisting young people to live independent and successful lives





What is the KEY Project?

KEY works in partnership with other agencies to help young people.










To be eligible for support the young people must meet the following criteria:

-  Aged 16 to 25 years
-  Living in South Tyneside
-  Vulnerable and in need of support
-  Agreeable to accepting support from KEY, or if appropriate, from other agencies
-  Classed as low to medium risk

Consideration of all of the above factors will be taken into consideration when a referral is received.

-  Staff will complete a Risk Assessment Form with the young person
-  Staff may also contact other agencies for additional information if required
-  If there is a support place available, we support the most needy first
-  If there is no space the young person is placed on the waiting list and will be reconsidered when a support place becomes available

What KEY will do ...





-  Provide a Starter Pack of food, toiletries and cleaning materials
-  Help to obtain furniture and furnishings for new tenancy
-  Help with Benefit claims and finance
-  Help to establish personal safety
-  Develop domestic and life skills
-  Help to make social contacts
-  Offer counselling and advice
-  Offer small grants to help with training or finding a job
-  Help find a new place to live

We will help with:

-  Personal Development Plans
-  Support to meet individual needs
-  Assistance with budgeting
-  Advice on benefits
-  Raising service user's awareness abilities and rights
-  Helping to obtain services
-  Acting as advocates
-  Achieving independent living



Plan for personal development and support

KEY will help you draw up a Personal Development Plan that will:

-  Be drawn up at the start of the tenancy
-  Identifying aims, goals and aspirations relating to your tenancy and other concerns
-  Agree the kind of support you need to help aid your personal development
-  Be reviewed every six months

Be treated with respect

You will:

-  Be offered advice and support on housing, benefits and budgeting
-  Receive help accessing the same facilities and services as any other person, including registration with a GP and Dentist