

Press Release



clydebank housing association

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Community Support Service Provides Outstanding Support to Clydebank Tenants

Clydebank Housing Association, Knowes Housing Association and Dalmuir Park Housing Association are delighted to review the amazing support provided by their Community Support Officer over the last year, the first year of an exciting 3-year support project.

Fiona Campbell, Community Support Officer, provides tenancy sustainment services across the 3 Housing Associations in West Dunbartonshire, funded by the National Lottery.

The end of year report highlighted that 649 tenants were supported, with a monetary value of £43,325.

The role includes working with households at the beginning of their tenancy, especially young and vulnerable people taking on their first tenancy and working with households adversely affected by the cost-of-living crisis, housekeeping or hoarding issues and mental/physical health issues.

Fiona has set up invaluable partnerships and works in close collaboration with welfare support and community services. A highlight is Fiona's partnership with SSPCA Pet Aid to provide pet food to people who are struggling to feed their pets. This support is enhanced by also providing dedicated weekly sessions with the Citizens Advice Bureau for tenants.

Joe Farrell, Head of Housing Services at CHA, said, *"Fiona has been outstanding in her efforts to support our tenants to stay in their homes, improve their wellbeing, and access critical resources. She has played a pivotal role in helping our tenants feel supported and secure in their home. This success reflects our ongoing commitment to ensure tenants have access to the help they need."*

Dougie Wilson, Customer Service Manager at DPHA. Said *"Fiona has played a vital part in our ongoing efforts to help our tenants access support and welfare advice when times are increasingly tough. She has helped some of our most vulnerable tenants be able to live more comfortably in their homes, not only accessing food & fuel vouchers but providing other much needed non-judgmental support. She has also assisted hundreds of our tenants in the roll out of £19,000 of funding to provide our tenants with energy efficient items including: 172 energy efficient appliances, 100 bedding sets, 230 energy saving items including LED bulbs, draught excluders and radiator panels and curtains."*

Fiona commented, *"It is vital to the success of the project that the approach adopted must be non-judgemental, kind, supportive and empathetic. A person can come to*

you with one issue and using this approach allows them to open up to you and tell you the whole situation so you can deal with everything.”

Residents have praised the Officer’s empathetic and compassionate approach, commenting, *“Fiona assisted me in getting practical help and assistance. The service has been invaluable for my physical and mental health and wellbeing.” “The service has helped me identify other areas in my life I can work on to improve my situation like budgeting. Great relief to be listened to, supported and not judged.”*

Tenants across the 3 Housing Associations in need of assistance are encouraged to contact Fiona in confidence, on 07494 170426 or fiona.campbell@clydebank-ha.org.uk.

Photocall: Photo of Fiona enclosed.

Notes to Editor:

<https://www.tnlcommunityfund.org.uk/>



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