

**Babergh and Mid Suffolk District Council
Housing Solutions Personal Housing Plan
(as part of the Homelessness Reduction Act 2017)**



SAMPLE PERSONALISED HOUSING PLAN

SOME INFORMATION REDACTED TO PRESERVE CONFIDENTIALITY

Dear *Name*,

ASSESSMENT AND PERSONAL HOUSING PLAN (as part of the Homelessness Reduction Act 2017)

I am writing further to our recent discussion about your housing problem. You said you wanted our help because you are at risk of losing your accommodation.

My name is Susie Farrer and I am a Housing Solutions Officer at Babergh and Mid Suffolk District Councils. I will now be your Case Officer and will work with you to try and find a satisfactory resolution to your housing problem. I can be contacted on 0300 123 4000 or on email at housingsolutions@baberghmidsuffolk.gov.uk. I will work on all aspects of your case and will keep in regular contact to monitor the progress made. Unfortunately, I have a large number of cases to manage so I may not always be able to respond to your enquiries on the day unless it is urgent, for example your circumstances have changed, and you are homeless immediately.

Understanding your housing problem

Your Housing Circumstances
Officers will add in a summary of the clients current housing situation, including why they are looking for accommodation, i.e. a notice from a private landlord.
Your Housing Needs
I am satisfied after assessment that a 1 bedroom property meets your accommodation needs and that ground floor accommodation would be best for you.
Your Support Needs
Officers will add in any support needs already identified and make reference to any organisations already involved with the client and the support they are offering. They will also include any referrals made to support providers, such as Home Group.

Following our discussion, I have carried out an assessment to see how I can best help you. I want to do all I can to help you to solve your housing problem and I am pleased to provide you with your Personal Housing Plan (PHP).

This plan sets out the actions the Council have taken, and will consider taking, to help you. Importantly the PHP also lists the actions we think you should take to try and resolve your housing problem. The plan has been put together following my assessment of your housing needs and circumstances and taking into account any support needs identified.

I think it is important to tell you the facts about just how difficult it is to find somewhere to live in the Babergh and Mid Suffolk Districts for anyone who may have to rely on benefits to pay all or some of their rent. We therefore need to work together to try and help you keep your accommodation or, if that is not possible, to help you find somewhere affordable for you to live.

I understand how much you and many other families and individuals facing homelessness would like to receive an offer of a Council or Housing Association property through the Housing Register. This is always the preferred solution and would allow you to settle and plan your future from the security of long-term social housing.

However, we are only able to help a small number of the families and individuals who become homeless with an offer of accommodation through the Housing Register, this is because so few properties become available. A small number of households, mainly families including children, can sometimes receive an offer of a Council or Housing Association property after spending some time in temporary accommodation. However, we are predicting that the number of these successful families will reduce considerably due to the expected increase of new families presenting to us, and the numbers already waiting for a home, compared to the number of homes that become available.

If you were to become homeless and are assessed as being in something called *priority need*, we would have a duty to make sure that you have somewhere to stay but we would not have a duty to offer you a Council or Housing Association property.

People referred to as being *in priority need* are families with children and pregnant women. Priority need is also given to some single people we assess as being vulnerable using a legal test we must apply. It is also important to let you know that even where an applicant is assessed as being in priority need, the Council does not have a duty to find everyone accommodation where we think their homelessness has resulted from something they deliberately did. We won't know whether we owe you any accommodation duty until we have been able to fully assess your case. Where a duty is accepted many households will have that duty ended through an offer of a privately rented home. You need to be aware that this may be outside of our district depending on what you can afford and what we can find.

I understand how hard it is to hear these facts. I want to help you keep the accommodation that you live in now if possible. If this isn't possible then I have a duty to help you try and find somewhere alternative to rent, I will advise where you are most likely able to afford and explain the resources available to search for accommodation.

Please now take time to carefully read your Personal Housing Plan that has been put together following my interview with you. Please start as soon as possible to carry out your actions listed in the plan as this will give you the best chance of not losing your current home or finding somewhere else to live.

Where a solution requested by yourself cannot be met, I will have informed you of this and explained the reasons why.

If you are not clear on what to do, please read your plan again. If you are still not clear, then you should email us at housingsolutions@baberghmidsuffolk.gov.uk and we will be happy to explain anything that you do not understand. Please be aware that we are dealing with a large number of cases and therefore, we will aim wherever possible to respond to any emails within 3 working days.

I hope you find your plan helpful.

Yours sincerely

S.Farrer

Susie Farrer

Your Personal Housing Plan

Name	Clients Name	Housing Solutions Officer:	Susie Farrer
Plan agreed:	29 October 2018	Next review date:	

Pending and completed actions**Action: Application for Gateway to Homechoice**

What we will do:

Housing Solutions Officer will arrange a telephone appointment for Gateway registration to be made over the phone.

Who: Us When we will do it by: 31 October 2018

Status: Pending

Task agreed: Yes

Progress so far:

Action: Temporary Accommodation

What we will do:

Housing Solutions Officer will make enquiries into availability of suitable temporary accommodation with the Temporary Accommodation Officer.

Who: Us When we will do it by: 5 November 2018

Status: Pending

Task agreed: Yes

Progress so far:

Action: High Award for the Housing Register

What we will do:

Housing Solutions Officer to explore the possibility of awarding a high priority banding once gateway application is active.

Who: Us When we will do it by: 5 November 2018

Status: Pending

Task agreed: Yes

Progress so far:

Action: Complete Gateway Application - Household

Required action - this is an action that we expect you to take

What you need to do:

You can complete an application to our housing register if you wish to be considered for social housing properties. The link to apply is <https://www.gatewaytohomechoice.org.uk/>

Who: You When you need to do it by: 13 November 2018

Status: Pending

Task agreed: Yes

Progress so far:

Action: Gather Evidence of Support Needs – Officer

What we will do:

Your Housing Solutions Officer will be making contact with your support providers to gather information regarding your support needs. This will be used alongside the information you provided about your household support needs to complete an assessment to determine any future needs.

Who: Us When we will do it by: 13 November 2018

Status: Pending

Task agreed: Yes

Progress so far:

Action: Proof of Homelessness

Required action - this is an action that we expect you to take

What you need to do:

Applicant to provide confirmation that he is/will not able to remain on the tenancy at their former matrimonial home at XXX.

Who: You When you need to do it by: 13 November 2018

Status: Pending

Task agreed: Yes

Progress so far:

Action: Return all requested verification documents for GTHC – Household

Required action - this is an action that we expect you to take

What you need to do:

You are required to return all verification documents that have been requested by Gateway to Homechoice, to ensure that your housing register application can be assessed and made active as quickly as possible.

Who: You When you need to do it by: 19 November 2018

Status: Pending

Task agreed: Yes

Progress so far:

Action: Search for properties in the private sector – Household

Suggested action - this is an optional, but recommended, action we suggest you take

What you should do:

You need to search for affordable properties in the privately rented sector as discussed with your Housing Solutions Officer. Please be mindful of Local Housing Allowance rates if you will be making a claim for Housing Benefit.

Who: You When you should do it by: 19 November 2018

Status: Pending

Task agreed: Yes

Progress so far:

Action: Apply for Rent Deposit Guarantee Scheme – Household

Suggested action - this is an optional, but recommended, action we suggest you take

What you should do:

You need to complete the Councils Rent Deposit Guarantee Scheme application form in order to be considered for financial assistance to secure a suitable and affordable property in the privately rented sector. This needs to be completed once you have found a property that you and your Housing Solutions Officer are confident will be suitable and affordable for your households needs.

Who: You When you should do it by: 19 November 2018

Status: Pending

Task agreed: Yes

Progress so far:

Action: Assist with search for properties in the private sector – Officer

What we will do:

Your Housing Solutions Officer will assist you with the search for affordable and suitable accommodation in the privately rented sector.

Who: Us When we will do it by: 19 November 2018

Status: Pending

Task agreed: Yes

Progress so far:

Action: Assist with application for Rent Deposit Guarantee Scheme – Officer

What we will do:

Your Housing Solutions Officer will assist you with the completion of a Rent Deposit Guarantee Scheme application. This application will be considered for financial assistance in order to secure accommodation that is suitable and affordable for your household in the privately rented sector.

Who: Us When we will do it by: 19 November 2018

Status: Pending

Task agreed: Yes

Progress so far:

Applicant's Declaration
I understand that this Personal Housing Plan has been produced in line with the requirements of Section 189A of the Housing Act 1996 (as amended).
We hope that you agree with the proposed reasonable steps that both the Council and you will take to resolve your housing issue.
Applicants have a right under s202 of the Housing Act 1996 (as amended) to request a review of the reasonable steps the Council has included within this Personal Housing Plan, within the Prevention and Relief states.
We would like to work with you if you disagree with any of the steps listed in your plan, prior to you submitting a request for a review.