



RESETTLEMENT TEAM

Help for vulnerable people
in housing need

**The Resettlement Team is part of
Hounslow Council's Community
Services Department.**

We work with vulnerable households who are being assisted by the Housing Department.

The team helps people move and settle into accommodation, both temporary and permanent.

Our Aim

We aim to provide short-term help to vulnerable people in housing need so that they don't lose their accommodation.

What we do

We provide practical help to support people find the right accommodation, move in and maintain their tenancies.

You will have a named Resettlement Officer who works with you to assess what support you need. They will work with you to draw up and carry out your own individual support plan.

Who we help

We can help you if you are vulnerable, aged 16 or over and being helped by the Council to find appropriate housing.

We have specialist officers with particular knowledge and experience in the following areas:

- Mental Health
- Young People
- Physical & Learning Disabilities
- Families
- Ex-Offenders & Substance Misusers

We can also offer support to you if you are vulnerable for a variety of other reasons e.g. due to old age, sleeping rough, domestic violence and other complex reasons.

To be supported by us you need to be capable of living independently and:

- moving into temporary accommodation provided by the Council; or
- moving into a permanent Council or Housing Association tenancy; or
- moving into a private tenancy under the Council's Let's Start scheme; or
- moving on from supported accommodation into independent accommodation; or
- suitable for a referral to certain supported accommodation schemes.

What help we provide

The Resettlement Team work closely with other agencies to provide short term support, usually for three to six months, to settle you into suitable accommodation.

If more support is needed, we will refer you on to other agencies for further support.

The support provided is designed to meet your personal needs, so will vary from person to person. Support plans can include anything you and your officer feel is right to help you keep the accommodation.

Typical examples of types of support include:

- regular welfare visits;
- help with claiming benefits, including Local Housing Allowance (Housing Benefit) and Council Tax Benefit;
- referral to appropriate supported accommodation;
- help with managing money;
- help with training and employment;
- assistance with bidding for properties on Locata;
- go with you to view properties;
- speak to other agencies working with you;
- refer to other agencies that can help;
- assistance with equipment to help you at home;
- assistance in setting up electricity, gas and water accounts;
- help with applying for money and where to go to get furniture and equipment;
- attend meetings; and
- help you register with a GP, schools etc.

How to access the service

You need to be referred to the Resettlement Team by an external agency such as:

- Community Mental Health Teams
- Hospitals
- Social Service Teams
- Connexions
- Probation Service & Prisons
- Hounslow Homes & Housing Associations
- Citizens Advice Bureaus and other advisory services
- Refuges

or another Housing team such as:

- Prevention and Advice Team
- Assessment Team
- Temporary Accommodation Team
- Housing Register Team

If you already have a housing officer or are working with another agency like those above, ask them to refer you to the Resettlement Team.

Referral forms can be downloaded from the council web site at **www.hounslow.gov.uk** or by calling the team on **020 8583 3942**.

This leaflet can be supplied in community languages, large print, audio tape/CD or Braille.

We welcome your comments and suggestions about communications.

Contact the Communications Team:

 **020 8583 3535**

 **hcscommunications@hounslow.gov.uk**