# **Personal Housing Plan - Veterans**

This is your Personal Housing Plan explaining the things that you and the Council need to do to help you from experiencing homelessness or to help you find alternative accommodation.

This plan sets out the actions the Council will take to help you. Importantly the plan also lists the actions we think you should take to try and resolve your housing problem.

You must regularly review this plan with your Housing Options Officer. Unless you tell us otherwise, we will presume you are happy with the content of this plan. If you feel that you are not able to progress any of your actions, please let us know as soon as possible.

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| Date Plan Issued |  |

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| **Customer’s Name** |  | **Date of Birth** |  |
| **Contact Number** |  | **Email** |  |

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| **Housing Options Officer’s Name** |  | | |
| **Contact Number** |  | **Email** |  |

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| **Your situation** |
| Officers to complete the reason for experiencing homelessness or experiencing threat of homelessness.  Any relevant information in relation to accommodation history.  If applicant is experiencing homelessness due to leaving armed forces include details below.  You are currently living at (insert address) and have been served with a 6 month Certificate of Cessation of Entitlement to Occupy Service Accommodation due to (insert details). Your right to occupy your current accommodation expires on (insert date).  Or if their homelessness is due to a different reason but their veteran status has been identified include below.  As you are a veteran of His Majesty’s Forces/as a member of your households is a veteran of His Majesty’s Forces there is a range of specialist services and support available, and we have included details of these services within your PHP. |

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| **What are your housing needs and the needs of anyone who will be living with you?** |
| Applicant’s and family’s needs in terms of size, location, any adaptations, and what type of accommodation would be suitable (i.e., supported, social, PRS), detail where children attend school if this impacts on areas they would like to rehoused in.  Also include applicant’s aspirations. |

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| **What are your support needs? (Including anyone else who will be living with you)** |
| Include here any support needs relating to physical health, mental health, substance misuse, offending, domestic abuse, welfare, budgeting, service history, etc.  Include details of any support the applicant is receiving in relation to any of these support needs. |

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| **Income** |
| Include income details, benefit, and details of debt and whether need to refer for money advice.  LHA entitlement – include rate eligible for  We have advised you that you are likely to be eligible for £[XXX] LHA per week/month. You should therefore look for accommodation that will be covered by this. We may be able to talk to you about what the options may be if there is a small shortfall. |

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| **What you would like to achieve** |
| Details applicant’s aspirations, both in relation to housing, support etc.  Where these aspirations are not realistic, i.e. a 3 bed social house in an area where there are none, include details of advice given. |

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| **Action Plan** |

**Our Promise:** We promise to work with you to try and prevent you from losing your current home. If you are already experiencing homelessness, we promise to work with you to try and help you to find alternative accommodation.

**Your Promise:** You promise to work with us to resolve your housing situation, including doing the actions that are set out in this plan.

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| **Actions To Prevent You From Experiencing Homelessness** |

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| **What We Will Do (Actions for the Council)** | **By Whom** | **By When** | **Completed** |
| Delete and add as appropriate. |  |  |  |
| Liaise with the MOD to see if any extensions to your current accommodation arrangements can be agreed to enable more time to find alternative accommodation. |  |  |  |
| Refer you to support to address any identified need (Include details here). |  |  |  |

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| **What You Will Do (Actions for You)** | **By Whom** | **By When** | **Completed** |
| Delete and add as appropriate. |  |  |  |
| Stay in regular contact with the Council and with any organisations that we refer to youm, and let them know if there is anything you need help with or are finding difficult. |  |  |  |

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| **Actions To Help You Find Other Accommodation** |

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| **What We Will Do (Actions for the Council)** | **By Whom** | **By When** | **Completed** |
| Delete and add as appropriate. |  |  |  |
| We willl work with you throughout the notice period to help to find you alternative accommodation to prevent you from experiencing homelessness upon discharge. |  |  |  |
| Assist in your application to join the Housing Register to apply for social housing. Social housing is affordable rented housing and is provided in (add in Council area) by (add indetails of social housing providers). Social housing is allocated through the the Housing Register. You need to join the housing register to be considered for social rented accommodation. |  |  |  |
| You may be entitled to additional priority for an allocation of social housing due to leaving the armed forces or due to your veteran status (edit to include specific details for client and policy). |  |  |  |
| Provide you with details of private rented accommodation available that is affordable for you. You have been advised that you are likely to be eligible for £[XXX] LHA per week. |  |  |  |
| Help you with a deposit and/or rent in advance to access private rented accommodation. |  |  |  |
| Refer you to supported accommodation at (details). |  |  |  |

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| **What You Will Do (Actions for You)** | **By Whom** | **By When** | **Completed** |
| Delete and add as appropriate. |  |  |  |
| Join the Housing Register and provide any documentation requested to ensure your application can be made live.  Bid for properties regularly. |  |  |  |
| Regularly search for private rented accommodation, including house shares and spare rooms. Accommodation in the private sector may be advertised by letting agencies, online, on social media, in local papers and in shop windows or notice boards.  Please regularly visit these websites:  [www.rightmove.co.uk](http://www.rightmove.co.uk)  [www.zoopla.co.uk](http://www.zoopla.co.uk)  [www.openrent.co.uk](http://www.openrent.co.uk)  [www.spareroom.co.uk](http://www.spareroom.co.uk) |  |  |  |
| Attend any viewings for available private rented accommodation we find for you. |  |  |  |
| Attend any interviews for supported accommodation that you are invited to attend. |  |  |  |

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| **Actions To Help You Get the Support You Need** |

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| **What We Will Do (Actions for the Council)** | **By Whom** | **By When** | **Completed** |
| Delete and add as appropriate. |  |  |  |
| Refer you for floating support with (insert details). |  |  |  |
| Refer you for support in relation to (insert details) to (detail agency). |  |  |  |
| Refer you for help with money advice/budgetting. |  |  |  |

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| **What You Will Do (Actions for You)** | **By Whom** | **By When** | **Completed** |
| Delete and add as appropriate. |  |  |  |
| Attend any appointments arrranged for you to access support. |  |  |  |

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| **Other Actions** |

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| **What We Will Do (Actions for the Council)** | **By Whom** | **By When** | **Completed** |
| Delete and add as appropriate |  |  |  |

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| **What You Will Do (Actions for You)** | **By Whom** | **By When** | **Completed** |
| Delete and add as appropriate |  |  |  |

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| **Information That You Need To Provide** |

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| **Please Provide the Following Information** | **By When** | **Completed** |
| List any information that the applicant needs to provide, i.e., proof of ID, bank statements, notices, etc. |  |  |

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| **Reviews** |

(Include details of all review dates and actions completed and any new actions agreed)

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| Date: |  |
| Actions: |  |

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| Date: |  |
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| **Useful Information** |

You may find the information of available services below useful.

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| **Support for Veterans** |

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| **Veteran’s Gateway** | The Veteran’s Gateway is the first point of contact for veterans seeking support and information on a range of issues including housing.  The Gateway can be accessed 24 hours a day, 7 days a week.  [www.veteransgateway.org.uk](http://www.veteransgateway.org.uk)  Text 81212 for a call back. | 0808 802 1212 |
| **Veteran Accommodation** | The Veteran’s Gateway hosts a link of vacant places in veteran-specific accommodation across the UK.  <https://support.veteransgateway.org.uk/app/finding_a_home> |  |
| **Veteran Accommodation** | The No Homeless Veterans campaign provides a directory of every single veteran specific accommodation and how to access it.  <https://www.stoll.org.uk/housing/vns/> |  |
| **Veteran’s Aid** | For Veterans experiencing street homelessness, the national service is provided by Veteran’s Aid.  [www.veterans-aid.net](http://www.veterans-aid.net)  Email - [info@veterans-aid.net](mailto:info@veterans-aid.net) | 0800 012 6867 |
| **Royal British Legion** | The Royal British Legion helps members of the Royal Navy, British Army, Royal Air Force, veterans, and their families.[www.britishlegion.org.uk](http://www.britishlegion.org.uk)Telephone lines open between 8am – 8pm | 0808 802 8080 |
| **Forcesline** | Forcesline is a free and confidential telephone helpline and email service that provides support for serving (regulars and reserves), ex-Forces, and for their families. | 0800 260 6767 |
| **Forces Online** | Information about available services.  <https://www.forcesonline.org.uk> |  |
| **SSAFA** | SSAFA provide lifelong support to those who are serving or have served in the British Army, Royal Navy, Royal Marines or the Royal Air Force, and to their families.  <https://www.ssafa.org.uk> |  |

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| **Useful Contacts** |

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| Update with local useful organisations and contact details |  |  |