



**What is
the** Resettlement and
Support Service?

**Who can get
help from
the** Resettlement and
Support Service?

**How can I get
this help?**

The **Resettlement** and **Support Service**

A guide to what
we can do for you,
who is eligible for
help and how to get
access to our service

www.kingston.gov.uk



What is the Resettlement and Support Service?

The Resettlement and Support Service is part of Kingston Council's Housing Services. The Service works with accepted homeless applicants in Kingston and people, with a variety of vulnerabilities, who have been housed by the Council's Housing Options and Advice Team in private accommodation. The Service helps them when they move in to their new homes (temporary or permanent) and to help them maintain their tenancy.

The Service provides advice and practical support based on an individual assessment and support plan to enable people to successfully settle into and maintain their own home.

Who can get help from the Resettlement and Support Service?

We can offer eligible tenants help, guidance and advice if they are aged 16 or over and have one of the following vulnerabilities:

- Mental health problems.
- Drug and alcohol problems or are recovering.
- Have been in, or are fleeing, a domestic abuse situation.
- Have a learning disability.
- Are vulnerable due to poor physical health/disability.
- People who are vulnerable due to age, with complex needs.

You have to be:

- Moving in to temporary housing provided by the Council or private accommodation provided by the Council's Housing Options and Advice Team.
- Moving in to permanent housing provided by the Council (including housing association tenancies for up to three months short term support).
- Or, be at risk of losing your council accommodation, or the accommodation you are renting through the Tenant Finder Service, due to rent arrears, neighbour disputes or other issues, and have a vulnerability as listed above.

How can I get this help?

All applicants have to be “referred” to the Resettlement and Support Service. We do not accept people who apply directly. Referrals generally come through:

- Homelessness Assessments Team
- Allocations Team
- Estate Management
- Housing Advice and Options Service
- Tenant Finder Service
- Social Services Teams/GPs
- Citizens Advice Bureau (CAB) or other advisory teams
- Women’s Refuges
- Other support agencies (statutory or voluntary).

You can ask any of the above housing teams, social services departments or support agencies to refer you to the Resettlement and Support Service. They can download a referral form from www.kingston.gov.uk/housing/housing_options/prevention_of_homelessness/resettlement_service or, if they phone 020 8547 5003 and ask to speak to a member of the Resettlement and Support Service, the form can be emailed, faxed or posted to them.

Examples of what we can help you with

- Help with setting up gas/electricity accounts and arranging the installation of gas/electric meters where appropriate.
- Help in applying for Housing Benefit or Local Housing Allowance (LHA) and Council Tax Benefit and monitoring the progress of these claims.
- Help in applying for benefits, grants and loans from the Department of Work and Pensions (DWP) and applications to charities where applicable.
- Help in finding second hand furniture.
- General advice on budgeting.
- Help in finding and accessing other support services including referrals to social services where requested and applicable.

- Help in registering with GPs/ dentists etc.
- Help with accessing college training and return to work schemes.
- Support and advice with managing security, health, and safety risks.
- Advice and support to improve quality of life and wellbeing.



To contact us, please
phone 020 8547 5003
and ask to speak to
the Resettlement and
Support Service

The Resettlement and Support Service is a **free** service available to those detailed in this leaflet. All accepted clients are allocated a Resettlement and Support Worker. A support plan is agreed with you and your allocated worker to look at your support needs. This plan is reviewed every six months or when requested, to make sure your support needs are being met.

If you feel you could benefit from our help, please ask one of the housing teams, social services departments or support agencies listed on the previous page to refer you.

Alternatively, if you want further information on the work of the Service, go to www.kingston.gov.uk/housing/housing_options/prevention_of_homelessness/resettlement_service or phone 020 8547 5003 and ask to speak to a member of the Resettlement and Support Service.

If you have difficulty reading this document because of a disability or because English is not your first language, we can help you. Please call our helpline on 020 8547 5000 or ask someone to call on your behalf.

