

# Homelessness Prevention

Working with you to prevent  
and reduce homelessness



If you are at risk of losing your home or fear becoming homeless because you are unable to manage your tenancy then you should contact us as soon as you can. The Homelessness Reduction Act 2017 means that we have duties to prevent and relieve homelessness.

## Prevention duty

We have a duty to provide advice and assistance if you are:



**Eligible for assistance, which means you have the right to claim benefits and housing in the UK**



**At risk of becoming homeless within 56 days (eight weeks)**

This is called the prevention duty, and it means we must take reasonable steps to help prevent you from becoming homeless.

This duty lasts for 56 days.

## Relief duty

If we can't prevent you from becoming homeless during the prevention duty period, we will take steps to find you suitable accommodation that will last for at least six months. We have 56 days to find you accommodation during the relief duty period.

## Personal housing plan

We will provide a dedicated officer who will work with you to prevent and relieve your homelessness.

We will undertake a detailed assessment of why you are threatened with homelessness, your support needs and the type of housing you require. This assessment will form the basis of your personal housing plan.

Your personal housing plan is an important document, as it sets out all the reasonable things that you need to do and that we will do to help you. You need to co-operate with the steps set out in your personal housing plan to end your homelessness or the threat of homelessness.

## Homelessness decision

If you are still homeless when the relief duty period ends, we will make a decision about whether we owe you any further housing duty. We will usually only accept a full duty to house you for 12 months if you:



Are in priority need



Are not intentionally homeless



Have a local connection to Oxford

If you are not in priority need or are intentionally homeless, we may only have to offer you advice and information. We may be able to provide temporary accommodation for a short period of time, depending on your circumstances.

## Refusal to co-operate

If we think you are deliberately or unreasonably refusing to co-operate with steps agreed in your personal housing plan, we can end any prevention or relief duty. We will tell you before we do this, and if you disagree with our decision you have the right to ask for a review.

## What to do if you disagree with our decision

If you are not happy with a decision we have made, you can ask us to look at it again. This can include a decision about the steps we think are reasonable to prevent or relieve your homelessness, or that you have deliberately or unreasonably refused to co-operate over your personal housing plan.

# Making an appointment

If you are homeless or threatened with homelessness, appointments are available at St Aldate's Chambers:

**Monday to Thursday - 9.30am to 4pm**

**Friday - 9.30am to 3.30pm**

You will need to bring some documents to your appointment:



**Proof of identity for everyone in your household**



**Proof of income**



**Evidence of homelessness or threatened homelessness**



**Proof of local connection**

More details about what you need to bring with you are at:

[www.oxford.gov.uk/homelessappt](http://www.oxford.gov.uk/homelessappt)

## Contact us



**01865 249811**

Select the option for housing and then the option for homelessness



**[housingneeds@oxford.gov.uk](mailto:housingneeds@oxford.gov.uk)**



For up to date information and advice, visit  
**[www.oxford.gov.uk/housingneeds](http://www.oxford.gov.uk/housingneeds)**

If you would like this information in large print or another format, please let us know.

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