



Bassetlaw

ACTION

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CASE STUDY – HOUSING

April 2021



Background

Mrs P was referred to Housing Choice by her family. She lived alone in a 3 bed detached cottage which she owned in a small village. Due to the location of the property, Mrs P would become isolated in the winter months and was regularly left without running water, electricity supply and a telephone connection. Although Ms P had become used to this over the years, her family was concerned about her changing health needs.

How could Housing Choice help?

Housing Choice

An initial appointment was booked with our Housing Choice Caseworker in liaison with Mrs Ps family. All of Mrs Ps options were explained to her and her family at length. Her options included making changes to her existing property or she could consider moving to a more suitable accommodation. This could be somewhere smaller, nearer to family and friends or housing specifically for older people such as sheltered housing.

It was agreed that Mrs P and her family would go away and discuss all of the options available to her and then they would let us know which options they thought would be best for Mrs P.

After the discussion with her family Mrs P came back to us to say that she had decided that, the best option for her was to move to accommodation that is more suitable.

What Happened Next

- ✓ Registered with Bassetlaw District Councils social housing register.
- ✓ Registered with a charity housing group local to Retford.
- ✓ Requested medical needs assessment.
- ✓ Benefit check.
- ✓ Advice and support given on the moving process.
- ✓ Weekly assisted bidding on properties.
- ✓ Support with local trades men.
- ✓ Local estate agents arranged to value her property.
- ✓ Weekly safe and well calls.





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Financial support

We provided a benefit check and made applications for both Attendance allowance and Pension credits, both of those applications were successful.



New Home



After bidding on sheltered accommodation, Mrs P was successful and viewed the property with her family. Mrs P has now moved in and has made herself at home, she has also been to the communal room, chatting with other residences and planning future trips out. She had ordered a new bed and a new chair and was very excited about her new home she said, *“the flat is lovely, warm and full of light with lots of storage”*.

What Mrs P had to say:

“Thank you for everything you are doing for me, I do appreciate all your help and I love talking to you, it’s so easy”

“I cannot thank you enough for everything you have done, you have just sorted everything out for me we would be lost without your support. I shall always remember you”

“I have a much safer home now and that’s all down to you”

For more information, please contact:

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