

Molly Hood

Date: **07 January 2021**

Our ref: LBH/10572720

Email: xxx@xxxxxxxx.xxx.xx

Dear Ms Hood,

Internal Review of the Freedom of Information Act request reference LBH/10488420

Thank you for giving us an opportunity to review the response we have sent to your Freedom of Information request.

You have requested a review of your previous response, in which you requested and were given information related to Personalised Housing Plans (PHPs), including a copy of the procedure document currently in use. You have requested a review on the grounds that not all of the information you requested was provided as there was no response to your question about our Monitoring Officer's name and contact details.

You have also asked for further clarification on Homes for Haringey's procedure related to PHPs, as follows:

The legislation required this work to have been done since April 2018, yet response says done since Dec 2019. This would imply that the LA was not legally compliant. Is this the case? Has this been reported to monitoring officer?

Lastly, you have noted that the procedure document we provided is dated 25 November 2020, and you have asked what document was in use from April 2018.

I have spoken with Homes for Haringey's Housing Demand service about the response they provided previously, and requested from them further information to address your enquiries. My response is as follows:

Our current Interim Monitoring Officer is John Jones, who can be contacted via email at xxxx.xxxxx@xxxxxxxx.xxx.xx. On behalf of the service I apologise that this was missed from your initial response, which I am assured was an unintentional omission.

I have asked Homes for Haringey (HfH) to provide their response to your additional enquiries which is as follows:

The authority is satisfied that since the relevant legislation came into force, it has complied with it. Applicants have received written notification of the assessment and details in writing of any changes to their assessments. It is sufficient to notify changes in writing, by providing applicants with revised written assessment or other written notification of the changes, for example in correspondence.

There is no requirement therefore, to provide a new PHP to applicants who have been approved for the full housing duty. All applicants who have approached HfH after 03 April 2018 and were later accepted will have been issued with a PHP once the authority was satisfied that they were eligible, homeless or threatened with homelessness during the prevention and/or relief stages.

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Once an assessment has been carried out, any further notifications about matters raised in or related to the assessment past the point of acceptance can be in the form of a revised assessment, i.e. a revision of the pre-existing one, or, importantly, otherwise. HfH completes 'Move-On' assessments when we are made aware of, or are already aware of any changes in the applicant's circumstances, and this is followed up in writing. This has been standard procedure prior to 03 April 2018, and includes within it the applicant's circumstances, needs and wishes. Other than having to be in writing, as far as we are aware there is no prescribed format for this assessment or revision of need.

Consequently, we do not believe that we are legally obliged to provide applicants with a new PHP once they are owed the s193 duty, and feel that legislation and recent case law supports this belief. HfH started to complete and issue PHPs to accepted cases in conjunction with their Move-On assessment in December of 2019 as an exercise of good practice, rather than because we were previously uncompliant with the law. As a result, we have not reported this to the Council's Monitoring Officer.

Lastly, no such written procedure existed from April 2018 to November 2020. As stated, the organisation started issuing PHPs to accepted customers from December 2019 as we felt it would benefit our tenants. Training and advice was given to Officers on a one to one basis and as a group, and progress was supervised during performance monitoring meetings. The written procedure formalises the advice already provided to staff on how to complete a Move-On assessment and PHP.

I hope that you are satisfied with my response to your request for a review. If you are dissatisfied, you may complain to the Information Commissioner, who may be able to help you. Please note that if you wish to refer this case to the Information Commissioner, they normally ask that you do so within two months of our response to you.

You can contact the Commissioner at:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
casework@ico.org.uk
www.ico.org.uk

Yours sincerely

Claire Gilmour
Corporate Feedback Officer