

Title	Tenancy Support Policy
Document Owner	Director of Health and Wellbeing
Review Date	December 2018
Corporate Aim	<p>Take every opportunity to delight our customers</p> <p>Improve health and prosperity where we work</p> <p>Create great neighbourhoods where homes and communities flourish</p>

1. Policy Aims and Purpose

- 1.1 A sustainable home provides a solid platform for a healthy and fulfilled lifestyle. Whilst many people are able to maintain their homes without help whg recognises that many of our customers have additional support needs and provides a range of services to help customers sustain tenancies, remain independent and maintain their wellbeing.
- 1.2 This Policy outlines how whg will identify vulnerable customers in need of support and the interventions we will make to enable tenancies to be sustained and prevent homelessness.
- 1.3 whg will ensure access to our support services is fair, equitable and transparent. Our colleagues will always aim to achieve the best possible outcomes for the customer with an emphasis on supporting independence wherever possible.

2. Our Policy

Support for whg customers

- 2.1 A customer may require support at any point in their lives and there are many factors that can lead to customers becoming vulnerable. The factors can be short term, such as suffering bereavement or fleeing domestic violence or long term such as ill health, disability or learning difficulty. Our support teams will provide support to vulnerable customers in a broad range of circumstances including those affected by drug and alcohol misuse, ex offenders, care leavers and homeless applications.
- 2.2 All new customers will be subject to a pre-tenancy assessment and may undertake training in preparation for taking on a whg tenancy. Support Teams will engage with new customers as part of this process

and identify customers who may require additional support. whg will also profile all new customers and review records of support requirements in order to tailor our services to customers needs. Customer profiling information will be stored on CRM.

- 2.3 Where existing customers develop additional support needs after starting their tenancy these will be identified as soon as possible by our Housing Advisors and any necessary interventions put in place. whg operates a proactive approach to tenancy management with the aim of identifying additional needs at the earliest possible opportunity. Our support teams will also take referrals for whg customers from other agencies such as social services.
- 2.4 All customers applying for and in receipt of support will be treated with respect and courtesy in accordance with the standards set out in the Customer Excellence Policy. All information supplied will be kept strictly confidential in accordance with the Data Protection Policy.
- 2.5 whg is committed to working as efficiently as possible and to providing value for money. If support is already being provided by another body we will work with them to ensure the customer's needs are met and will not duplicate existing services.
- 2.6 Our support teams aim to support customers to overcome any challenges they face in maintaining their tenancy. This could include arranging adaptations to the home, support with managing bills or help with arranging medical appointments.
- 2.7 The service is not there to provide personal care or carry out household tasks but can support customers in building the skills and confidence to undertake tasks for themselves or help customers to access services that provide more intensive support.
- 2.8 whg offers different models of tenancy support depending upon the customer's specific needs and funding arrangements. Once a customer has been identified as requiring additional support whg will work with them to determine the most appropriate model of support available.
- 2.9 whg also runs health and employment and training programmes to help improve customer's employment prospects and health and wellbeing. Customers receiving help from our support teams will be signposted to these programmes where appropriate.
- 2.10 All colleagues delivering support services will have been appropriately trained and will have been subject to a DBS check.

Externally funded services

- 2.11 Periodically whg will tender for contracts to provide support services, or become part of a framework of services. Contracts may be with

Walsall Clinical Commissioning Group or other agencies in the West Midlands including Local Authorities and Public Health authorities. All bids or tenders for funding will be undertaken in accordance with the requirements of the awarding authority and in compliance with relevant regulatory bodies.

3. Performance Measures and Targets

- 3.1 whg support teams will produce regular performance reports for the Group Executive Team, funding bodies and commissioners which give a comprehensive overview of the services provided and outcomes achieved against key performance indicators.

4. Monitoring and Review

- 4.1 whg support teams will be monitored on a regular basis to ensure provision continues to meet the needs of customers and our corporate value for money requirements.
- 4.2 This Policy will be reviewed every three years or sooner in the event of significant legislative, regulatory or other changes such as the provision of new services or in the event of new requirements from funders.

5. Associated Documents

Care Act 2014

Memorandum of Understanding to support joint action on improving health through the home (2014)

Helping to build Better health – opportunities to improve the contribution of housing associations to the health of the population (NHF, 2012)

Connecting Housing and Health (NHF, 2014)

On the Pulse – housing routes to better health outcomes for older people (NHF, 2015)

Three Year Business Plan for improving the health and wellbeing of the people of Walsall (Walsall Joint Commissioning Unit, 2013-16)

Improving Health and Wellbeing for Walsall (Walsall Clinical Commissioning Group, 2014-19)

whg Customer Excellence Policy

whg Data Protection Policy

whg Safeguarding Policy

