



Policy Outline

TENANCY SUPPORT POLICY

OVERALL PURPOSE

West North West homes Leeds Tenancy Support Policy outlines our commitment to work with and support vulnerable people. This policy also outlines our aims to work alongside support providers to enable vulnerable people to live independently in their homes.

INTRODUCTION

West North West homes Leeds will:

- Deliver a needs led support service
- Identify and assess the support needs of new and existing council tenants
- Provide a multi-skilled team of staff to deliver a needs led focused support service
- Consult with tenants to ensure that they are aware of and have access to support services throughout their tenancy
- Liaise with support agencies to ensure customers have the appropriate support plan in place to meet their individual needs
- Ensure that local performance targets are met as assessed through the Quality Assessment Framework
- Promote independent living

West North West homes aims to ensure choice to all customers with the provision of feedback and performance information regularly, supporting all other related legislation, policy and procedures.

West North West homes is committed to the values of diversity and inclusion, and is committed to equal opportunity ensuring that the aims of the supported tenancy service are considered and applied through the Leeds city council lettings policy, supporting all other legislation policy and procedures.

West North West homes will deliver a high quality of customer care at all times, ensuring that we are committed to all our customers.

PERFORMANCE MEASURES

1. We will visit you to assess your support needs and offer advice within 28 days of your referral being received.
2. We will visit you 4 times a year with your support provider to monitor and update your changing needs.
3. We will measure your satisfaction with the service you are receiving from the Supported Housing team and your identified support provider.

PERFORMANCE MEASURES

We will monitor the implementation and delivery of services through this Policy through:

- Number of Support Referrals made within 5 working days of initial assessment being completed
- Percentage of assessments completed within 28 working days of receipt
- Percentage of live cases with support in place
- Percentage of Quarterly Reviews completed
- Customer Satisfaction of Service Delivery
- Number of Complaints Received
- Percentage of complaints responded to within timescales
- Number of Compliments

Tenancy Support Policy

1. Statement of Intent

- 1.1 West North West homes aims to achieve an excellent support service and early interventions to ensure customer and community safety, supporting all new customers and existing tenants to achieve successful long term tenancies

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- 1.2 West North homes aims to ensure that the ALMO fulfils our legal requirements in relation to lettings, ensuring customers are given clear information on the lettings policy which includes the statement on choice and outlines how the council and ALMO assess customers housing need; ensuring customers in need are given priority for rehousing and the necessary support to obtain accommodation
- 1.3 We will provide a high quality of service to all customers regardless of whether they have a current tenancy, making contact with and identify any individual or groups who may be in need of support

2.0 Outline of Service

West North West homes will:

- 2.1 Provide every customer with an accompanied viewing with the Warden or Rehousing Officer and support provider where appropriate, providing advice and details of the support plan and the support provider responsibilities, if appropriate.
- 2.2 Risk assess customers applications to identify any vulnerability or support needs and develop a support plan tailored to the customers needs with support providers and other agencies to assist in identifying the appropriate accommodation and sustain tenancies long term
- 2.3 Commit to working in partnership with supporting agencies in order to help our customers to achieve and sustain the best possible level of independent living. To ensure that through such partnership working, the best level of support, advice and service possible be delivered to each customer
- 2.4 Aim to achieve an equitable, transparent and efficient customer focused service to ensure consistency throughout. Thus ensuring errors are kept to a minimum and are responded to promptly.
- 2.5 Ensure that our staff will be suitably trained and supported in order to be effective.
- 2.6 Ensure customers are aware of West North West homes Vulnerability Strategy and Policy
- 2.7 Recognise that vulnerability can be a variable state and can occur at particular points in life such as bereavement and can also be temporary and intermittent, due for example to mental distress. We will be aware of the need to be flexible and to update any support plans that we adhere to on a regular basis, depending on each individual or groups varying needs.
- 2.8 Encourage effective customer engagement, and involve customers in shaping how our organisation develops its services.
- 2.9 Aim to ensure that our service is appropriate and responsive to each of our customer's specific needs and expectations.

- 2.10 Will meet our customers regularly and liaise with the appropriate support provider to monitor and review customer's support needs and update tenancy management and/or the referrer.
- 2.11 Provide or signpost residents advice and assistance on housing related benefits and arrange home visits where requested
- 2.12 Develop good working relationships with other agencies and voluntary groups working in conjunction with a number of other corporate and departmental strategies and policies listed in section 8.1. We will promote the adoption of the Network Sharing Agreement which has been devised in consultation with these support providers. .

3.0 Specific Needs

- 3.1 West North West homes Leeds will take into account the specific needs, which may arise, of older and vulnerable people, disabled people and black and minority ethnic groups, in a manner that promotes equality and inclusiveness ensuring all customers are treated equally and fairly taking into account race, disability, gender, gender identity, sexual orientation, age and religious belief.

4.0 Consultation

- 4.1 West North West homes Leeds will seek the views of tenants on this policy in a variety of different ways through our Customer Involvement mechanisms.

5.0 Implementation

- 5.1 Members of West North West homes Leeds Board, the Chief Executive and Heads of Services are responsible for ensuring that this policy is implemented.
- 5.2 It is the responsibility of all West North West homes Leeds's employees to ensure that their work is carried out in line with this policy and procedures relating to it.
- 5.3 We will introduce all the necessary information and procedures into all our training packages with staff. Tenant Support training will form a part of induction training for all new starters at WNWHL.

6.0 Monitoring

- 6.1 West North West homes will monitor our Tenant Support processes and obtain customer and tenant satisfaction levels to ensure all client groups are being considered to assist West North West homes in the development of healthy neighbourhoods and communities

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- 6.2 We will measure our level of effectiveness through our local performance indicators and service standards.
- 6.3 We will ensure that any inherent risks to our customers are assessed on a consistent and comprehensive basis to ensure that needs are met and continually reviewed to facilitate positive outcomes.
- 6.6 West North West homes Leeds is committed to ensuring that we keep up to date with current policy, strategy, research and examples of best practice in order to best improve the service that we provide.

7.0 Review

In preparation for delivering this policy during 2009 West North West homes Leeds has reviewed and taken into account new or emerging government legislation and government and council policies.

As a result, this policy now fully reflects, and is inclusive of the issues arising from those policies and legislation, and considers the impacts arising.

- 7.1 West North West Homes Leeds will seek to involve our customers in developing and monitoring this policy, using a range of customer involvement mechanisms.
- 7.2 Tenant Support Policies will be reviewed, Equality Impact assessed and will be reduced to allow equal opportunity and access to service.

8.0 Legislation

New or emerging legislation and new policy for 2009 has been taken into account when reviewing this policy and amended where appropriate.

- 8.1 West North West homes aims to develop good multi agency working with partner agencies working in conjunction with a number of other departmental policies which include the following
- Domestic Violence Policy
 - Anti-Social Behaviour Policy
 - Vulnerability Policy
 - Empty Property Policy
 - Tenancy Support Policy
 - Customer Care Policy

 - Vulnerability Strategy
 - Homelessness Strategy
 - Leeds BME Strategy
 - Valuing People Strategy
 - Supporting People Strategy

- Customer Involvement Strategy
- Housing Act 2004
- Mental Capacity Act 2005
- Data Protection Act 1998
- Disability Discrimination Act 1995 & amendments 2005
- Equality Act 2006

This Policy was approved and implemented June 2008. This Policy has been reviewed and approved in July 2009. The next review date will be July 2010

