

Vulnerable Residents Policy

1.0 Policy Summary

Stonewater recognises that some customers may be vulnerable for a number of reasons and is committed to meeting their needs through the provision of suitable accommodation, and appropriate, responsive landlord services.

This policy provides guidance in relation to the definition of vulnerability, and sets out the general approach that Stonewater will adopt in relation to the provision of accommodation and services to customers in such circumstances.

2.0 Policy Objectives

2.1 The objectives of this policy are:

- By recognising the potential effect of vulnerability in terms of the design and provide a housing management service to vulnerable customers in line with statutory obligations;
- To build and maintain sustainable communities by delivering appropriate support services to vulnerable customers either directly or indirectly through suitably recognised third party organisations;
- To set out Stonewater's commitment to collecting and recording information relating to customer's vulnerabilities from them and using this to review and modify service delivery in line with best practice requirements.

3.0 Policy Details

3.1 Definition of vulnerability.

It is not possible to accurately define every situation or circumstance where a customer could be vulnerable, nor whether is this a temporary or permanent state. There are however 3 broad categories of vulnerability, with examples set out below:

- Protected characteristics (Equalities Act 2010), including customers with physical / mental health disabilities, or frail older people.
- Functional ability evidenced by self neglect, a chaotic lifestyle, physical frailty or self harming, or unable to protect against significant harm or exploitation
- Lack of support networks such as living alone perhaps following a relationship breakdown, self isolation or access to adequate support services.

3.2 Policy Provisions

In meeting the objectives of this policy Stonewater will:

- Develop and participate in customer engagement activities to address a wide range of local needs;
- Aim to identify customers and potential customers who are or may at a later date are more likely to become vulnerable. This will be achieved through profiling exercises and self assessments for customers applying for housing with the assistance of staff and other agencies where appropriate;
- In any situation where a child or vulnerable adult is suspected or known to be at risk of abuse notify the relevant statutory authority immediately in accordance with the Safeguarding policies and procedures.

As part of the general approach to vulnerable residents Stonewater will:

- Liaise with appropriate agencies to assist in meeting the needs of vulnerable ;
- Make appropriate referrals to agencies to provide relevant support to vulnerable customers;
- Subject to the availability of resources and funding adapt our properties to meet the disability needs of customers and where appropriate, assist them to obtain disabled facilities grants:

- Assist customers to obtain disability aids from social services and other agencies:
- Assist customers who need translations, interpreters, signers, audio tapes, braille and large print documents.
- Comply with relevant legislation and recognised best practice;
- Ensure that staff are trained effectively in responding to issues of vulnerability, disability awareness and confidentiality
- Recognise the role of carers, advocates and personal representatives and where appropriate will take their views into account when consulting vulnerable customers on issues that affect them.

4.0 Key Outcomes

Stonewater will take appropriate steps to identify and record the vulnerabilities of customers and design service delivery processes that where possible meet their needs and requirements.

5.0 Equality and Diversity

We will apply this policy consistently and fairly and will not discriminate against any person on grounds of their race, colour, ethnic or national origins, religion, sexual orientation, disability, gender, age or any other matter that may cause a person to be treated with injustice.

6.0 Version

Version	Date	Description
2.0	5.9.17	Reviewed by Housing Committee and confirmed as remaining fit for purpose.