

# Our policy on Vulnerable residents

We believe every resident has the right to privacy, dignity, independence and choice. They must also be able to live free from abuse. This policy sets out how we support our most vulnerable tenants, when they live in general needs homes.

## Introduction

Our policies aim to make sure that every resident gets equal benefit from our services – including people who are vulnerable. We also support residents to make sure they can maintain their tenancies.

Sometimes we offer a slightly different service to support vulnerable tenants – for example, a faster repairs service.

We work with other agencies, who can help to protect the rights of our residents and/or take referrals from us.



## How we support people

We aim to identify people who may be vulnerable, at an early stage – for example, during the lettings process.

We record that someone is vulnerable, so that staff know to be supportive. We allow staff to be flexible when they are providing services.

We follow the law and best practice in our dealings with vulnerable people, including in the way we share information.

If the person agrees, we can refer them to another agency for support.

We recognise the role of carers, care workers, advocates and other personal representatives and we take their views into account when we are consulting with vulnerable residents.

## Who is vulnerable

People can be vulnerable for a number of reasons and there may be more than one vulnerable person in one household.

They could include people who have been homeless, unwell, victims of abuse or anti-social behaviour, have debt problems or problems with substance misuse.

To be consistent, we will treat you as vulnerable if our enquiries show that you:

- were previously homeless, or
- are experiencing domestic abuse.

We will also treat you as vulnerable if you have one of the personal difficulties shown opposite and you are struggling to cope, in at least one of the ways listed.

Personal difficulty	Person is struggling to cope
Mental health illness	Lives alone and is self-isolating
Learning difficulties, such as autism or Asperger's Syndrome	Partner/carers unable to provide support with current problems
Aged over 65 years	No or inadequate support/advice
Alcohol/drug/substance misuse	Self-neglect
Recent history of street homelessness	Unable to perform self-care tasks
Experiencing difficulties managing new tenancy	Difficulty with significant daily tasks
Refugee/asylum seeker	Significant problems with finances/budgeting
Ex-offender	Difficulties in sustaining tenancy and at risk of losing their home
Care leaver	No previous/recent experience of successfully managing independently
Lone parent under 25	Severely impaired mobility and/or risk of falls
Severe physical health problems, debilitating illness or disability	Sensory impairment
	Language/literacy difficulties
	Frail
	Difficulties with childcare responsibilities

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### Balancing support and risk

We recognise that the right to an independent life can sometimes come with risk. We will respect the wishes of a vulnerable person who understands the risks involved. We will work with other agencies to help protect them from harm and exploitation.

### Confidentiality, consent and information sharing

We will respect confidentiality at all times. We will not pass on information given in confidence unless the person involved is seriously at risk or the law says we must.

If we are concerned about someone, we will talk to them and explain why we might need to share information about them. We have strong partnerships with other agencies.

### Safeguarding policies

We have separate policies around the safeguarding of vulnerable adults and children. These policies cover people living in all our property types.

*This leaflet provides a summary of our policy.*

**For more information** send a message through your 'My Corner' account, or email [customerservices@thch.org.uk](mailto:customerservices@thch.org.uk)