



Priority Needs Policy

Version 1.5
August 2016



Responsible officer: **Head of Operations (Triathlon Homes)**

Author: Policy and project officer

Approved by: Head of Operations

Date approved: September 2016

Date of Equality Impact
Assessment (EIA): December 2015

EIA review date: December 2017

Effective date: Immediate

Policy review date: September 2018

Policy Review Statement - This policy will be reviewed at the date mentioned above or following legislative, organisational, or changes to good practice if sooner.

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1. Introduction

- 1.1 Triathlon Homes recognises that some of our residents, for a variety of reasons (such as, but not limited to; age, disability or vulnerability), may require additional help in order to access the services we provide and obtain the greatest benefit possible from these services.
- 1.2 Where appropriate, Triathlon Homes may tailor its services to meet individual resident's needs. These may be relatively minor changes to the way we provide our services but these enhancements, make a big difference to these residents. For example, a resident on dialysis has a priority need to have their heating and hot water fixed as quickly as possible.
- 1.3 Triathlon Homes LLP ('Triathlon Homes') is the owner of 1,379 homes within East Village and is landlord to the occupiers of these properties and has appointed a Managing Agent to manage the properties on its behalf. Both Triathlon Homes and the Managing Agent are members of the Housing Ombudsman Service.

All of Triathlon Homes' policies are its own, but are implemented by the Managing Agent on its behalf. Triathlon Homes' policies are required to comply with the Regulatory Standards of the Homes and Communities Agency.

2. Policy Statement

- 2.1 The aim of this policy is to:
 - Set out how we will Identify a resident who may need an enhanced service or an extra helping hand on occasions; and
 - Establish when and how Triathlon Homes should adapt service delivery to assist these residents.
- 2.2 This policy applies to all Triathlon Homes residents; Social Rent tenants, IMR tenants and Shared Owners.
- 2.3 This policy is not about the well being and safety of vulnerable people, this is covered in our Safeguarding Children and Adults at Risk Policy.
- 2.4 Our approach is to look at the individual needs of our residents and, where possible and appropriate, adapt how we deliver those services in order to meets the needs of the individual resident.
- 2.5 We will ensure that our resident profiling information, which identifies any particular needs or vulnerability that our residents may have, is up to date and accessible to staff who require it in order to deliver services appropriately. This information includes identifying those residents who may need extra help and support to access or use our services. We will use this information in order to tailor our services to meet those needs.
- 2.6. We will record on our IT systems information that will help us identify residents who will be in need of additional support in a crisis or emergency situation.

- 2.7 We will be proactive in working with partner agencies to identify support services that are available to residents and we will “sign post” residents to these services.

3. Context

Legislation

Disability Discrimination Act 1995/2005
 Mental Capacity Act 2005
 Domestic Violence, Crime and Victims Act 2004
 Data Protection Act 1990/1998

Links to key Triathlon Policies

Triathlon Homes Reactive Repairs Policy
 Triathlon Homes Recharge Policy
 Triathlon Homes Vehicle Parking Allocation Policy
 Triathlon Homes Safeguarding Children and Adults at Risk Policy
 Triathlon Homes Aids and Adaptations Policy
 Triathlon Homes Equalities and Diversity Strategy

4. Method Statement – The process

4.1 Identifying Residents needs

We will use a number of different touch points with residents to identify residents who may require additional support, this could be through:

- Initial allocations interview / pre tenancy assessment;
- Tenancy sign up;
- Tenancy verification visits;
- Annual property inspections;
- Maintenance appointments;
- Welcome / settling in visits;
- General day to day contact with the Triathlon Homes Team or Customer Contact Centre

We will refresh this information through our regular contact with residents and at tenancy verification visits to ensure that the information we hold is current and informs how best we continue to deliver services that meet residents changing circumstances and needs.

All recording and access to information will comply with Data Protection Requirements and best practice.

4.2 Adapting Service Delivery

- 4.2.1 We ensure staff have appropriate access to the information to enable us to adapt service delivery, for example, by prioritising a particular type of repair or providing alternative heating or drinking water supplies should these services break down or fail for any extended period of time. We will share information with our contractors where residents have given consent either within their tenancy or lease agreement or within another specific disclaimer.
- 4.2.2 We will as far as possible provide help to residents identified as being in need of additional support where there is an emergency situation and liaise with other agencies to prioritise resources to assist them.
- 4.2.3 We will proactively contact residents that we have identified as needing additional assistance or those that may be deemed vulnerable due to age, illness or disability, if they have not been in contact with Triathlon Homes for over 6 months just to check on their general wellbeing.
- 4.2.4 Triathlon Homes is committed to providing residents with the information they need in ways that they can access or understand. To help this we can provide:
- Documentation translation and interpretation services on request;
 - Documents in large print and Braille or audio format on request; and
 - Signers for the hearing impaired.

4.3 **Car Parking Allocation**

We will give priority for car parking spaces within the East Village to those households that have a family member with a disability or health problem that impacts on their mobility. Where ever possible, we will also prioritise a parking space within the under-croft parking area or adjacent to the Block, that is close or easy to access from the resident's home.

4.4 **Responsibilities and Recharges**

Where we recognise that a resident is either vulnerable or in need of additional help or support, we may agree to carry out repair works that are the resident's responsibility where the resident is unable to do so. We may, depending upon the circumstances and the nature of the repair work, recharge the resident for the cost of this work where we consider it reasonable to do so.

4.5 **Working with partners**

We work with partner agencies, including the local authority, to identify support services that are available in the area for East Village residents.

5. **Monitoring the policy**

This policy will be monitored by the Head of Operations who will review this policy periodically as set out above capturing best practice, customer feedback and legislative changes to inform this review.

The success of this policy will be measured by customer feedback on this process.

6. Equality Needs Impact Assessment

An equality impact assessment of this policy will be undertaken by December 2015.

7. Glossary

Residents – Social Rent Tenants, Intermediate Rent Tenants and Shared Owners.

8. Accessibility of information

This policy is available on the Triathlon Website.