



Housing and property vulnerability policy

The Vulnerability Policy applies to social housing tenants



In this policy vulnerability means a situation where a person or household finds it hard to use our housing and repairs service

Some of the things that can cause this are:

Life events



- care experience (as a child or young person)

- pregnancy



- domestic abuse or gender-based violence (DVA)



- suicidal thoughts

- hate crime or discrimination

Life circumstances



- terminally ill



- disability

- respiratory condition (affects breathing)



- transgender

- refugee or asylum seeker



- learning disability



- debt

Housing factors



- overcrowding



- damp and mould



- block utilities off



- unhealthy conditions

- rent arrears



As a social landlord, we have a responsibility to support tenants experiencing vulnerability and support their safety and well-being

We aim to work with people experiencing vulnerabilities to:



- **Understand** and know our residents



- **Consider** the different things (social, financial, personal) that might affect a person's experience of housing



- **Identify** the barriers that someone might be experiencing



- **Recognise** people's strengths and support them to overcome barriers by working together and making reasonable adjustments



- **Enable** equal and fair access through tenant participation and working well together



We will do this by recognising, recording, and responding to vulnerability.

Recognising

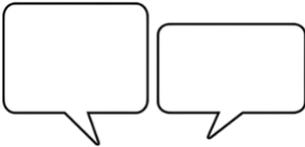
We will recognise problems and barriers through:



- self-reporting



- referrals from or information sharing with other services or agencies
- reviewing case notes



- conversations with tenants and household members



- noticing possible signs of vulnerability, e.g. frequent no-access

Recording

We will record any vulnerabilities that we become aware of



We will also record information on reasonable adjustments including any communication or access needs and share this information as appropriate



We will record whether there is a nominated advocate to speak to us on someone's behalf

Responding



We aim to put in place reasonable adjustments required to ensure equal and fair access to our services



Reasonable means that we can consider whether such an adjustment would be practical and affordable and the resources available



We work with other organisations and teams to provide support



We train our staff to make sure they can recognise, record and respond to vulnerability



We also involve tenants in decision making and community improvements to help others overcome barriers faced



You can learn more about the way we involve residents in our services on [our website](https://www.camden.gov.uk/get-involved-housing)
camden.gov.uk/get-involved-housing



When developing this policy, we worked with the Residents Panel