

**Cheshire West and Chester Council**  
**Housing Management**

**Tenancy Support Policy**

**1 MANAGEMENT INFORMATION**

Approval Date – V2	To be advised
Next Review Date	To be advised
Responsible Service Area	Strategic Housing and Commissioning
Responsible Director	Gemma Davies, Director Economy, Housing & Policy

**Aim of Policy**

This policy applies to all properties managed by ForHousing (Managed) under the Cheshire West and Chester Council (CW&C) Housing Management contract.

This policy aims to ensure that sufficient and reasonable support is available to Cheshire West and Chester Council tenants to ensure that they can maintain their independence and sustain their tenancies. Supporting tenants underpins the council’s core business priorities of rent collection, tenancy management and property maintenance. This policy also helps deliver the priorities of the ForHousing’s Strategy 2023-2028.

ForHousing’s mission is to “To provide safe, well-maintained homes and deliver customer focused, equitable and efficient services”, which will be achieved through showing Passion, Openness, Respect and Trust to tenants at all times.

**The Customer Strategy 2023-2028 encompasses:**

- A culture that places the tenant at the centre of everything we do;
- Listening and acting upon the tenant voice; and
- Improving customer experience through better use of resources, systems, and processes

**ForHousings’ Customer Commitment is HEART:**

- **H** – Having the right attitude
- **E** – Ensure they do all they can – own it
- **A** – Always deliver promises
- **R** – Recognise people are individuals
- **T** – Treat them with respect

## **ForHousing will achieve this through the following milestones:**

- Excellent and efficient customer focused services.
- Investment in front line service delivery to meet increasing customer demand.
- Meet the diverse needs of customers.
- Ensure that the tenant voice is heard and influences the customer experience.
- Ensure Effective and easy to access communication channels

This will help have a beneficial impact on the wider community, develop sustainable neighbourhoods, ensure safe and well maintained homes and ensure customer focussed and equitable and efficient services.

ForHousing will:

- Support tenants to maintain their independence in their own homes
- Support tenants to sustain their tenancies
- Identify any support needs that tenants may have as early as possible, especially those needs that will impact on their ability to manage and sustain their tenancy or to live independently
- Assist tenants to meet their support needs either directly or by signposting and referral to suitable external services
- Provide information and consult with tenants regarding their needs
- Ensure tenants' privacy and confidentiality is respected and that professional boundaries are maintained when identifying and meeting support needs.

## **Policy**

The preferred approach to deliver this policy includes:

- Carry out pre-tenancy assessments for new tenants, referring those at risk of not managing or sustaining their tenancy to appropriate support services;
- Have a starter tenancy procedure in place that identifies needs and offers support to new tenants throughout the 12 month probationary period;
- Frontline staff to refer tenants into support such as money advice, wellbeing, digital support or training and employment support, where tenants are struggling to pay their rent, financially/digitally excluded or having tenancy issues, they will be provided with a person centred approach;
- Proactively identify concerns about the welfare of individual tenants, ensuring all employees and contractors know how to recognise and report a concern for a tenant's welfare;
- The wellbeing service will carry out a wellbeing assessment to ascertain needs across four outcome domains, which are: Managing my home, health and wellbeing, financial wellbeing and tenancy crisis;
- Support will be provided according to need;
- Support needs of tenants will be met directly, or by signposting or referral to suitable agencies and external service.

## How the Policy will be delivered

There is no one type of tenant that would require the service, but groups for consideration would include:

- Tenants with no tenancy history or poor credit history such as previous debt remedies (Bankruptcy or Debt Relief Orders)
- Any tenant under 25
- Care leavers
- Tenants with a recent history of homelessness
- Tenants who may require support to continue living in their home independently
- Elderly tenants
- Those migrating to Universal Credit for the first time from a legacy benefit

Tenants exhibiting a need under one or more of the outcome domains.

## Related Documents

For Housing Strategy 2023-2028

## Equality Analysis

Date of approved EA	
Results of EA / Actions taken forward to mitigate any potential negative impacts	

## Data Protection Impact Assessment

### Data Protection Impact Assessment (DPIA)

Under the UK GDPR and the Data Protection Act 2018, you are required to carry out a DPIA when developing a new Policy or Procedure that will have a widespread or serious impact on data held on individuals. Careful consideration should be given as to whether the policy or process will have an impact on any processing of personal information that is large scale, involves profiling or monitoring, decides on access to services or opportunities, or involves sensitive data or vulnerable individuals. Information and support regarding this can be obtained from the Data Protection Officer (DPO).

Has a DPIA been completed?	To be advised
If a DPIA has been completed, was the DPO consulted?	To be advised
If a DPIA has been completed, were any risks identified?	To be advised

## Consultation & Business Intelligence

To be advised.

## Monitoring Arrangements

ForHousing adopt an outcome focused approach to measuring impacts. This is monitored on a monthly basis and will continue to be reported on the Contract Report.

## Control Data & Approval History

Policy Owner:	CW&C: Alison Amesbury, Strategic Housing & Commissioning Senior Manager
Next review date:	

Issue	Approved By	Date
Approval – V1	ForHousing SMT	30 <sup>th</sup> April 2018
Approval – V1	CW&C, Cabinet Member - Housing	8 <sup>th</sup> September 2018
Approval – V2	CW&C Cabinet Member – Housing, Planning and Climate Emergency	17 <sup>th</sup> February 2022

## Document Revision History

Date	Version Number	Key Changes
8 <sup>th</sup> September 2018	1	Original version
15 <sup>th</sup> March 2021	2	Removed reference to CIS strategy and replaced with reference to Wellbeing Strategy which runs from April 2020-April 2025. Updated monitoring arrangements section. Updated outcome framework actions and removed reference to tenancy sustainment KPI as this is no longer collected as a performance indicator. Updated CW&C responsible Director name and title.
April 2024	3	Removal of ForHousing Wellbeing Strategy and details and replacement with ForHousing Strategy 2023-2028 with associated details.