

## Case Study of South Essex Homes

South Essex Homes has taken a strategic approach to ensuring that vulnerable residents are receiving the support they require.

<p><b>Team and lead officer</b></p>	<p><b>Strategic implementation/Traci Dixon</b></p>
<p><b>Name of event</b></p>	<p><b>South Essex Homes Vulnerability Strategy</b></p>
<p><b>Date of event</b></p>	<p><b>Feb 2008</b></p>
<p><b>Summary of event</b></p> 	<p>South Essex Homes has developed a strategic approach to ensuring that vulnerable residents are receiving the support they require. A Vulnerability Strategy has been developed and implemented. A Vulnerability leadership group has been developed and is sitting on a monthly basis to ensure that the strategy is being implemented on a consistent basis.</p>
<p><b>Intended outcome</b></p> 	<p><b>Improvement to service</b> To ensure future vulnerable residents of South Essex Homes are receiving the support they require to enable them to sustain their tenancy.</p> <p><b>Budget allocated</b> A Tenancy Sustainment Officer post has been established to ensure vulnerable residents are receiving the appropriate support and referrals. The officer also provides support to high priority residents who may be in crisis and require immediate assistance.</p> <p><b>Change to policy</b> All South Essex Homes residents will receive a consistent approach to support. A Vulnerability Needs Assessment is completed for new residents at point of access to the company, highlighting any support issues identified. Neighbourhood Service Officers will complete the assessment when identifying existing residents with support needs, on the estates.</p> <p><b>Customer input to review</b> Residents were consulted on the Vulnerability</p>



Strategy and the Vulnerability Needs Assessment was developed with assistance from the Black, Asian, Minority, Equality Focus Group

**Increased resident accountability**

Vulnerable residents are encouraged to complete an action plan, to act on the support measures that are agreed to assist them.

**Increased resident skills**

Residents are given more support and advice to increase their confidence and skills

**Savings to budget**

Government statistics show that every failed tenancy costs the local authority £20,000. There were 47 failed tenancies in the last financial year. By providing support it is hoped that South Essex Homes can reduce failed tenancies

**Actual outcome**



**How do we measure this outcome to residents**

Through a performance indicator tracking how the supported resident maintains their tenancy.

**Is there a positive impact for Equality and Diversity?**

Vulnerable residents are being supported to ensure they are not disadvantaged.

**Supporting evidence (quotes, improvement to service, VFM etc)**

Vulnerability Strategy, minutes of meetings, Vulnerable Needs Assessment, Insight article

**Resources involved**

Salary of TS Officer

**Lessons learnt**

By providing officers with consistent information of support agencies and networks available, it has increased skills and encouraged a culture change towards providing support to our residents.