

Vulnerable Residents and Reasonable Adjustments Service Standard

The council is committed to ensuring that vulnerable residents experience fair and equitable outcomes when accessing landlord related services.

1. We aim to achieve good outcomes for our vulnerable residents

The council has developed and published a Vulnerable Residents and Reasonable Adjustments Policy. This Service Standard summarises key aspects of the delivery of this Policy. It applies to all services delivered by the Landlord Service and all recipients of our services.

We will make sure our tenants get the help and support they need to sustain their tenancies

We will make it easy for residents to give us their views and opinions and take part in opportunities to get engaged and influence decision making

We will make it straightforward for residents to complain about the quality of our services or the way we deliver them.

2. To achieve fair and equitable outcomes for vulnerable residents we will:

- respond flexibly and ensure our services are accessible, consistent and transparent
- ensure residents are well informed about the range of support services available from the council and external agencies
- ensure staff understand how their role contributes to ensuring fair outcomes and treatment of vulnerable residents and they have the tools to recognise, record and respond appropriately
- consider vulnerable residents and take their views and needs into account as part of service design and re-design
- ensure our systems can effectively note and retrieve information about a resident's needs
- empower staff to escalate where our adopted processes and procedures do not provide the right outcome for vulnerable residents
- ensure our communications and information about services for vulnerable residents are easy to understand and where possible are offered via multiple channels so there is choice.



3. Who does our approach apply to?

Our commitments apply to staff across the Landlord Service, contractors and partners who work with us to deliver landlord services, as well as to tenants and leaseholders.

This approach ensures connected and supportive services across our landlord operations.

4. Our definition of 'vulnerability'

Our definition recognises the impact vulnerability may have on a person's ability to access our services and their ability to live independently:

'Residents who, due to their personal characteristics, circumstances or life experiences are either currently, or permanently, less likely to achieve equal access to landlord services, or equal outcomes when accessing those services.'

We know it is important that each tenant's unique circumstances are acknowledged and understood, and that services and support are tailored accordingly.

5. What our staff will do to secure the support and assistance residents need

Personal contact with a tenant will be viewed as an opportunity to proactively identify vulnerability or any changes in vulnerability. The periodic 'tenant welfare checks' are a good example of this. We also welcome tenants and leaseholders telling us about any vulnerabilities they may have and how it impacts on them in terms of accessing our services and the outcomes they need.

Where appropriate we will seek information from leaseholders regarding vulnerabilities associated with their sub-tenants.

Our staff groups who meet residents will be trained to understand their responsibilities in identifying and recording vulnerabilities.

Vulnerability information will be reviewed annually, or sooner if there are significant changes in a tenant's circumstances.

When a resident is identified as being vulnerable, staff will record the nature of the vulnerability and how they have been assisted to ensure that when there is any future contact, staff will act appropriately.

With your consent, staff will use and update our database (Housing NEC system) with information on vulnerability using data fields designed to capture information which is relevant and consistent.

Access to vulnerability data will be protected through role-based permissions within NEC so only authorised staff can access and change information.

6. Requesting a reasonable adjustment

If you have a vulnerability which you believe is impacting on your ability to access our services or live independently, please contact us. You can discuss your circumstances in confidence with your Neighbourhood Housing Officer.

@ tenancymanagement@hillingdon.gov.uk

☎ 01895 250784

7. Support for vulnerable adults

We will make changes to how we provide services so that vulnerable residents are not disadvantaged. These changes (reasonable adjustments) help to ensure equality of outcome.

We will decide what adjustments are needed on a case-by-case basis following discussion with the vulnerable resident and/or their nominated representative.

We will not make assumptions about whether a reasonable adjustment is needed or about what the adjustment should be.

We will aim to agree and deliver the required reasonable adjustment with a minimum of delay.

We will consider lots of factors when deciding what reasonable adjustments to make including:

- how effective an adjustment might be to prevent the disadvantage
- whether it is possible to make the adjustment in an easy way

- whether the resources required to carry out the adjustment are proportionate to the impact.

Reasonable adjustments made will be recorded on NEC, so staff are aware. We will review reasonable adjustments every 12 months, or sooner if there is a material change in circumstances, to ensure they are still effective and are needs the individual's needs.

When a member of staff identifies a vulnerable adult, they will seek to signpost or refer the person to appropriate support if needed.

Where staff identify a safeguarding concern, they will follow the council's adult safeguarding procedure and make a referral to Adult Social Care or Children's Services. This is the agreed pan-London process for managing safeguarding referrals.

When a safeguarding concern is reported by a contractor, it should be reported to the service for referral.

8. Support for staff

To ensure staff feel confident in identifying and appropriately responding to the range of vulnerabilities which may present, we will introduce mandatory annual refresher training for relevant staff groups from 2026/27.

Our main contractors are expected to be aware of the signs of vulnerability and report concerns into the Neighbourhood Housing team.

We will support contractors in fulfilling this role by requesting they attend appropriate training and by collaborating in council training events.

We will record related training undertaken by staff groups and our main contractors.

We will ensure that our contractors are made aware of any reasonable adjustments which they need to take when delivering services or undertaking works on behalf of the council.

We will also report on the number of reasonable adjustments recorded in NEC from 2026/27.

9. If you're not satisfied

We realise that sometimes things can go wrong. If they do, we want to hear from you so we can put them right and learn from what has happened.

You can make a complaint through our online complaints process at  www.hillingdon.gov.uk/complaints.

You can also submit a complaint by:

- sending a letter to  Hillingdon Council, Civic Centre, Uxbridge, UB8 1UW
- calling us on  01895 277800
- visiting  Hillingdon Council, Civic Centre, Uxbridge, UB8 1UW or speaking to one of our staff members.

If you're still not satisfied, you can contact the Housing Ombudsman by visiting  www.housing-ombudsman.org.uk.

10. Accessibility

If you would like this document in another language or format, please tell us by using the contact details above.

Our aim:

We will identify and appropriately record vulnerabilities and make tailored changes to the way we provide services to help ensure equality of outcome.