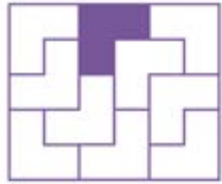




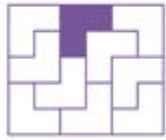
Our 2024 - 2029 plan for:



**Customers with
vulnerabilities**

Date of issue: November 2024





Customers with vulnerabilities

Homes and Wellbeing promise 2024-2029

Vision statement

We'll know our customers and be confident in delivering services which meet their needs, and the needs of the wider community. Customers will be able to live independently and be vulnerable, especially for a short period, without experiencing detriment because we didn't fulfil our obligations.

The BIG challenges

- 1 Knowing our customers**

In order to offer our customers the individual services and support they're going to find helpful, we need to have a better understanding of their needs, including any vulnerabilities. Our housing management system allows us to capture some of this information, but we recognise that we can do more.
- 2 Supporting customers to live well**

Many of our customers are facing challenges that they need help with. We need to support them to access complimentary services, whether in the statutory or voluntary sector, in order to help them sustain their homes and lives.
- 3 Colleague wellbeing**

Supporting our colleagues who work with customers who present challenges, upskilling and improving confidence to meet customer need.

Where are we now?

- We have a Customers with Vulnerabilities Policy
- We capture information on customer vulnerabilities in order to inform service adjustments. Customers are able to view and amend this directly on the MyNCHA portal.
- We've launched a self-help resource for customers (known internally as 'Pathways to Support') to provide information and help directly to customers online for mental health support, digital and financial inclusion, and employability help. Colleagues will be trained to support customers with this information directly if they are unable to access it online.
- We have a fuel poverty register in place and annual support offered to customers including purchase of domestic items and Green Doctor service.
- We have an in-house Community Support Team, specialist debt advice, and a Domestic Abuse Support Co-ordinator. Teams have access to rent rescue and tenant welfare funds to support tenancy sustainment.
- We've delivered 'Tone of Voice' training, Trauma Informed Practice and Customer Service training to all appropriate colleagues.



Key objectives

One year

- Develop specific service standards or adjustments to landlord housing and repairs services for customers with vulnerabilities
- Enhanced resolution for customers who have frequent contact/ complaints/ disrepair issues
- Deliver Pathways to Support (phase one and two) – helping customers self-serve and colleagues signpost to additional services
- Care and Support family charter to be developed
- Deliver 'Happy at Home' – a project offering support for tenants over 75 commences May 2024.

Two year

- Support for our colleagues – increasing knowledge, skills and resilience in working with customers who present challenges
- Developing a sector best practice approach to 'no access' – gaining access for stock condition surveys or tenancy audits
- Tenancy audits – how do we identify and reach out to our more vulnerable customers, and how do we find the silence of people who we don't hear from?
- Develop the Customer Support Team to meet a broader range of needs.

Five year

- Knowledge, information, management – using data about the condition of our homes and the households to have targeted action in line with national good practice guidance developed as part of the Better Social Housing Review.

Delivering the plan

Our Director of Homes and Wellbeing has overall accountability for delivery of the plan, and gives oversight to Board and Customer Committee.

Monitoring and reporting

The plan delivery will be overseen by the 'Our Customers' steering group. An annual review will be presented to the Customer Committee in August 2025, with a full review of the plan in 2026.



Glossary

Vulnerable –

Any condition or circumstance, temporary or permanent, that puts an individual or household at risk of losing their home, or any situation which, without support or intervention, places them at risk of abuse, neglect or causes detriment to their overall wellbeing.

Digital inclusion –

Equal access and use of digital technologies for all people.

Financial inclusion –

Access to useful and affordable financial products and services.

Employability –

Skills and abilities that allow you to be employed.

Resilience –

The capacity to recover quickly from difficulties.

Stock condition –

A detailed visual inspection of the inside and outside of a property.

Our business delivery strategies

Being the best we can be for our customers and colleagues by always listening and striving to improve, in an environment that is supportive, inclusive and wellbeing focused.

Alongside the Group Corporate Plan sit five **'Business Delivery Strategies'**, which are relevant to all departments. These are:

- Environmental Sustainability Strategy
- Social Impact Strategy
- Value for Money Strategy
- Our Customers Strategy
- Our Places Strategy.



Taken together, these strategies provide us with the opportunity to pause and reflect on what we've been doing, and then to refocus on the future.

Taking inspiration from these five business delivery strategies, this plan sets out our ambitions for customer experience for the next five years.