

THE SAFE AND WELL STRATEGY

A simple idea with a big impact

Introduction

EastendHomes Homes is committed to assisting vulnerable people to sustain independent living. Where an individual needs a structured support package, they are referred to the tenancy support team or other specialist support agency who carry out assessments, provide support or liaise with other agencies.

However, some individuals may not require a referral but would still benefit from an organisation primed to keep a watchful eye on their well being. The range of individuals who would benefit from this service is wide-ranging and could include, for example, the active elderly or isolated lone occupants. The strategy is therefore to include anyone who feels they would benefit from a regular structured contact arrangement from a caring landlord service. Apart from ensuring well-being generally, this strategy seeks to close a key service access gap for vulnerable groups, whose service access issues will be proactively probed by the landlord, EEH.

Detail

The "Safe and Well" trigger question is embedded in the resident profiling questionnaire. This is completed by update exercise and at tenancy sign up, and right to buy sale or resale. Residents can also be included on a request basis at any time during their tenancy or on a referral by officer or relative with the individual's agreement. Additionally, the scheme will be promoted on a regular basis in EastendHomes newsletters.

Where an individual has requested "Safe and Well" contact, their details are entered into the "Safe and Well" database, along with their contact frequency preference. Individuals are then sent a questionnaire which obtains a range of detailed information which will inform future contact arrangements, for example, family members to check with if no contact is established. All individuals who are joining the register will be asked to complete a form (with assistance/ translation if required) which will detail what action they want us to take if we are unable to establish contact with them. Copies of the reply form are held centrally but also filed on the house file.

A "Safe and Well" flag is included on the Orchard integrated housing management IT system and will appear when a front line member of staff enters the property record for any reason. Where a resident on the Safe and Well lists contacts EEH on any matter, including rents, repairs or tenancy management enquiries, the "Safe and Well" flag will appear and the staff member will note with the resident that they are on the safe and well register and check their wellbeing. The front line officer will then enter details of the

date, time and reason for contact on the “Safe and Well” database. The database is reviewed by a designated central officer on a weekly basis and contact made with individuals who have not contacted the organisation, as per their frequency preference. When the contact arrangements have been embedded, individuals on the register may well maintain contact with the central point of contact in any case. A strategy to deal with non-contact will be agreed on an individual basis with individuals on the list as part of their agreement to join the scheme.

The central officer will not have a service delivery role but where individuals report a need for a service they will make contact with the relevant officer on the residents behalf. Where a home visit is required, it will be conducted by the relevant housing office staff.