



Delivering Quality Customer Support in  
Partnership with Disabled Residents

# Ability Housing Association

- Smaller Housing Association providing Housing, Care and Support to people with an impairment or disability in the South East of England
- Committed to the Social Model of Disability:  
*“The social model of disability says that **people are disabled by barriers in society, such as buildings not having a ramp or accessible toilets, or people's attitudes, like assuming people with disability can't do certain things**”*
- We express these through our Ability Positive commitments:



COMMITMENTS

VALUES

**We engage actively for feedback**

*We listen actively to our customers, colleagues and partners to help improve what we do and how we do it.*

**We value differences**

*We respect and value the individuality of each person.*

**We focus on ability not disability**

*We focus on what each person CAN-DO.*

**We demonstrate integrity**

*Our culture is one of openness, honesty and personal accountability.*



BEHAVIOURS

**Seek first to understand**

*I will listen actively to ensure I have the best possible understanding.*

**Think: CAN-DO**

*I will focus on what is possible and think about what I CAN-DO.*

**Give a positive response**


*I will work with you to agree a positive outcome, without excuse or blame.*

**Personal ownership**


*I will take full responsibility for making sure the agreed outcomes are achieved in good time.*

# What are the Aspirations of people with Disabilities?

- People with Disabilities have the same aspirations wishes, wants and needs as everyone else in society
- Some people require reasonable adjustments such as physical adaptations, a change in attitudinal thinking or tailored support to ensure they have control and autonomy over their lives
- It is essential for Housing Providers to see the Individual and personalise the service they deliver – co-production.
- The Light Bulb Test – Most housing providers do not change lightbulbs as a part of their maintenance offer Should we leave someone with a physical impairment in the dark?



Our  
commitments  
to delivering  
an excellent  
Customer  
Experience



- We will communicate well and resolve problems
- We will ensure the good state of your home
- We will provide a supportive, proactive, and responsive Housing Management Service
- We will have meaningful engagement with our customers
- We will provide a supportive and personalised service to our customers



We will communicate well and resolve problems

Know our customers

Specialist contact centre

Ability Plus service offer



# We will ensure the good state of your home

- 'Housing type' void standard
- Adaptations up to £1000
- The light bulb solution!
- Repairs reporting – seek first to understand



We will provide a  
supportive, proactive  
and responsive  
Housing Management  
service

- Detailed Housing Needs Assessment pre-letting
- Intensive Housing Management Service

## **Our Intensive Housing Management Service Offer**

The Intensive Housing Management service offer can be all or one of the following:

- Develop and agree an Intensive Housing Management Support plan annually (at a minimum)
- Help with completing housing benefit claims and reporting any subsequent changes;
- Providing advice and assistance on any bills and debts relating to the home;
- Helping our tenants to understand their rights and responsibilities in relation to the tenancy agreement;
- Always taking a sustainment first approach to any tenancy breach;
- Referring or signposting our tenants in finding required support from other agencies and working with other agencies as required
- Ensuring that the tenant is maintaining a safe and secure environment at home, and advising accordingly;
- Liaising with other Ability staff on behalf of the tenant as agreed; and to ensure that any repairs and rent issues are resolved;
- Assist with low level anti-social behaviour issues or any other concerns our tenant may have with their home or environment;
- Help with moving on to alternative accommodation as appropriate;
- Help to settle into your home at the beginning of a tenancy.
- Advocate on behalf of the customer to promote and sustain their wellbeing

Ability provides the IHM service through its team of Housing Support officers all of whom cover very small 'patches' of no more than 120 units in order to allow a high support intensity to be provided.

Ability also has specialist benefit advice and property maintenance support on hand to assist our customers to maintain their tenancy.

<b>Name of Tenant(s)</b>	<b>Date support plan reviewed:</b>
<b>Address:</b>	<b>HSO:</b>
<b>Does the customer need support in any of the following areas:</b>  <b>Aids/adaptations</b> <input type="checkbox"/> <b>Arrears/Debt</b> <input type="checkbox"/> <b>Maintaining Tenancy</b> <input type="checkbox"/> <b>Maintaining Property</b> <input type="checkbox"/> <b>ASB</b> <input type="checkbox"/> <b>Reporting Repairs</b> <input type="checkbox"/> <b>Agency referrals</b> <input type="checkbox"/> <b>Fire Safety</b> <input type="checkbox"/> <b>Personal alarms</b> <input type="checkbox"/> <b>Benefit applications</b> <input type="checkbox"/> <b>Money and budgeting</b> <input type="checkbox"/> <b>Utilities</b> <input type="checkbox"/> <b>Social Isolation</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/> <b>Details if other:</b>	<b>Risk Matrix Score for Customer</b>  <b>Very low</b> <input type="checkbox"/> <b>VISIT ANNUALLY</b>  <b>Low</b> <input type="checkbox"/> <b>VISIT ANNUALLY AND CONTACT TWICE ANNUALLY</b>  <b>Significant</b> <input type="checkbox"/> <b>VISIT QUARTERLY AND CONTACT MONTHLY</b>  <b>High</b> <input type="checkbox"/> <b>VISIT MONTHLY AND CONTACT FORTNIGHTLY</b>  <b>Very high</b> <input type="checkbox"/> <b>VISIT FORTNIGHTLY AND CONTACT WEEKLY</b>
<b>Support Need Identified</b>	<b>Actions to be taken by HSO and/or tenant (include timescales and actions already taken if matter addressed following previous review)</b>

Declaration

The details contained within this support plan are a true representation of what has been discussed as part of the IHM review.

<b>Tenant Name:</b>	<b>HSO Name:</b>
<b>Signed:</b>	<b>Signed:</b>
<b>Date:</b>	<b>Date</b>

Risk Scoring:

Impact

Level	Impact	Risk Description
1	Negligible	Risk of enforcement action but none to date Arrears are less than £500 Low level ASB Property in suitable condition
2	Marginal	Notice served. Arrears less than £1000 Risk of court action Low level ASB but persistent and 2nd warning letter issued Ongoing support needs and tenant has raised concerns about how they are coping Tenant experiencing some financial hardship Property in need of some attention
3	Critical	Court action underway and tenancy at risk Concerns about vulnerability and impact on protected characteristics Arrears increasing and not being managed effectively Not engaging Significant household debt and budgeting concerns Ongoing ASB Potential multiple breaches of tenancy Previous eviction/ability to sustain tenancy Property not being suitably managed, signs of neglect and repairs not being reported Suspicion of fraud
4	Catastrophic	Possession of property imminent and risk of homelessness Risk to health and welfare – safeguarding concerns Significant vulnerability Evidence of negative impact on protected characteristics High level debt Evidence Multiple breaches of tenancy Serious ASB Property in unacceptable condition (eg unsafe, unclean, hoarded) Clear evidence of Fraud / subletting

Level	Likelihood	Likelihood Description
1	Very Low	Unlikely to happen but there is a slight risk
2	Low	May occur, increasing risk but still low
3	Significant	Evidence that the risk might occur
4	High	More than likely to happen
5	Very High	Will most certainly happen

Risk Matrix

Likelihood	1	2	3	4
5	5	10	15	20
4	4	8	12	16
3	3	6	9	12
2	2	4	6	8
1	1	2	3	4
	Impact 1	2	3	4

Risk Score	Priority level
1 to 4	low
4 to 10	medium
12 to 20	high

We will have meaningful engagement with our customer



We will  
provide a  
supportive  
and  
personalised  
service to our  
customers



Property standard for general  
needs, supported housing, and care  
and supported housing



10 year long lasting light bulbs to be  
installed at void and when electrical  
safety checks completed



Ability Plus approach



Complete Tenancy Audits and IHM  
Support Plan visits

# Summary

- People with a disability want the same things as the rest of Society
- The service approach and supports need to be personalised to the individual resident
- know your residents – understand the areas where greater contact or timelier repairs are required.
- Engagement – Listen to your customers, but engage on their terms not just seeking to meet organisational KPI's or targets – and act on the outcomes!
- All links - The charter for social housing residents: social housing white paper