

Policy Statement

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**Please note that Procedures follow this
Policy Statement - see Page 8**

1 Purpose of the protocol

- 1.1 To provide a framework for the Local Authority and its partners to assist vulnerable and challenging residents within Basingstoke & Deane Borough to sustain the best possible level of independent living.
- 1.2 All members of the Housing Partnership Board (HPB) and other interested local agencies will use this protocol.
- 1.3 The prime purpose of this protocol is to provide a multi-agency approach to supporting applicants/people through any process of transition, for example from homelessness to temporary accommodation, from temporary accommodation to permanent accommodation, and in finding ways to support vulnerable residents and to sustain their tenancies.

2 Background and general

- 2.1 The Council is committed to ensure that all residents, both in the public and private sectors in the Borough, have every opportunity to sustain their homes, and that its Housing Association (HA) partners only use the tool of eviction as a last resort.
- 2.2 The Borough's aspirations are consistent with the Regulatory Code and Guidance issued by the Housing Corporation to HAs in January 2002, which require HA's to ensure that:
 - legal possession of a property is sought as a last resort (3.5a); and
 - vulnerable and marginalised residents are provided with appropriate responsive housing services. Support and care arrangements (including liaison with other agencies) are in place, where appropriate (3.5f).
- 2.3 This document acknowledges the Borough's 'Homeless Strategy'; the 'Supporting People Strategy'; and the 'Housing Joint Protocol for the Assessment of Homeless Young People aged 16 or 17, and Care Leavers' and is intended to compliment these documents.
- 2.4 It is recognised that the majority of residents, who take up tenancies with HA's, will need little or no formal tenancy support, however some, including young people aged 16 or 17 and care leavers, will need such support and members of the Housing Partnership Board are committed to finding ways to provide that support.
- 2.5 This document sets out a framework of involvement between the Council; each of the partner HA's operating within the Borough; and the various other agencies who have an interest in sustaining tenancies, to ensure that all residents have the appropriate support to assist them in sustaining their tenancy.

- 2.6 The Vulnerable Persons Protocol Review Group (VPPRG) will regularly review the working of the protocol (VPP) – to include both policy and procedures - and its terms, and report back to the HPB at least six-monthly. These reviews will include detailed analysis of actual past cases to identify good practice and promote continuous improvement. The VPPRG will also make recommendation for any changes to the protocol to the HPB.
- 2.7 Generally, all members of the Housing Partnership Board will take every opportunity to give a common message to residents and prospective residents. The message is:
- Members of the Housing Partnership Board recognise that an individual or household experiencing difficulties should be offered support to sustain their tenancy, and that where they are willing to accept that support, members of the Housing Partnership Board will work with them to assist them to sustain their tenancy and avoid eviction. This does not, however, mean that eviction will not take place if the individual or household will not co-operate and work with members of the Housing Partnership Board to resolve tenancy issues.***
- 2.8 The Housing Partnership Board (HPB) owns this protocol. Basingstoke & Deane Borough Council, as sponsor of the HPB, will ensure that the HPB regularly review (through the VPPRG) the protocol and associated monitoring frameworks.
- 2.9 Members of the HPB agree to share appropriate and necessary information to enable effective first stage and specialist assessment, referral and review of the support needs of vulnerable residents and potential residents. The permission of all residents and potential residents will be sought before information is disclosed, except in exceptional circumstances as governed by data protection legislation and guidance. The information disclosed will be sufficient, impartial and valid. The information will include an initial assessment of risk to self or others posed by the resident or potential resident.

3. Responding to vulnerability

- 3.1 Members of the Housing Partnership Board are committed to supporting individuals and families resident in the Borough to achieve and sustain the best possible level of independent living. In order to achieve this goal, it is important to recognise that some individuals or families will need additional support on a short term, longer term or permanent basis.

- 3.2 People from all walks of life can experience vulnerability at some point in their lives so any definition of vulnerability must cover a wide remit. The definition used in this document is:

An individual or household experiencing difficulties with everyday living on account of financial, educational, health, employment, learning, language, behavioural, family, social or other circumstances/issues - or any combination of these.

- 3.3 Vulnerability can be a variable state, and can occur at particular points in life such as bereavement. It can be temporary, episodic and recurring due, for example, to mental distress, can be ongoing or can increase over time. Within a housing career, the indicators or points of vulnerability can include:

- homelessness;
- hospitalisation;
- periods following discharge from hospital or other institutional care;
- periods of sustained illness at home;
- period of change from supported accommodation to independent living;
- evidence of neighbour harassment or abuse toward the individual or household;
- evidence of anti-social behaviour by the individual or household;
- arrears of rent or other debt problems;
- benefit claims;
- repeat homelessness; and
- during and following substance abuse.

- 3.4 It is essential, therefore, that consideration is given to potential vulnerability at all points of contact with residents and potential residents within the Borough. In addition to this basic aspect of customer care, members of the Housing Partnership Board are committed to:

A joint or common first stage assessment and review tool that can be used by non-specialist staff for identification of potential support needs and referral on to more specialist assessment and support services.

(An example is the referral form for CAB as attached at Appendix 1).

- 3.5 The following are potential points for carrying out such an assessment:
- key life cycle events such as bereavement or relationship breakdown;
 - applications for housing;
 - application for Housing/Council Tax benefit;
 - homeless assessments;
 - issue of notice of eviction;
 - home visits;
 - housing transfer inspections;
 - programmes of tenancy visits/audits;
 - ad hoc visits e.g. for rent arrears;
 - social/medical panels;
 - supported housing move-on recommendations;
 - requests for transfers/exchanges into the area;
 - nomination/allocation; and
 - tenancy sign-up.

- 3.6 There is a clear need to underpin this 'response to vulnerability' with appropriate training and development of staff.

Members of the Housing Partnership Board accept that:

- all newly appointed staff will be briefed on the protocol and will receive training in understanding and responding to vulnerability as part of their induction training. The briefing and training will be delivered in the first six weeks of their employment;
- all existing staff will be briefed on the protocol and will receive training in understanding and responding to vulnerability; and
- refresher training should be made available on a bi-annual basis and at any point of change of the terms of the protocol.

- 3.7 To assist in the commitment of 3.6, Stonham HA will develop a training programme designed to assist front-line staff to understand potential vulnerability and how to respond to it, using the VPP.

- 3.8 Stonham HA will take the lead on providing and delivering the course annually to two nominated trainers from each partner organisation. Other members of the HPB will assist Stonham in providing physical facilities and moral support during the training sessions.

- 3.9 The Borough, each partner HA and other partner agencies, through their nominated internal trainers, will ensure that the content of the training course (referred to in 3.7 and 3.8 above) is disseminated to appropriate front-line staff, operating within the Borough, in line with 3.6 above.

4 Other matters

4.1 Monitoring

Measurement of success of this protocol, will be based on:

- a reduction in the number of possession orders obtained;
- a reduction in the number of evictions carried out;
- a reduction in the incidence of neighbour complaints and anti-social behaviour;
- a reduction in repeat homelessness;
- a reduction in the number of significant recovery actions (e.g. service of Notice or court action) where benefit issues are outstanding;
- a reduction in the number of formal case conferences.
- **in addition, partners will need to demonstrate that the ethos of this protocol is intrinsic to their daily processes.**

In order for any measurement to be meaningful, it is essential that a baseline of performance be established in the areas referred to above for the period leading to the commencement of this protocol.

The Borough will request baseline data from partner HAs in a standard format and will provide timely feedback to members of the Housing Partnership Board on the statistical data received. Each HA will ensure that they provide the data requested in a timely fashion.

Please refer to item 2.6 regarding the involvement of the VPPRG in regular reviews to ensure continuous improvement.

4.2 Who provides the support?

The support may be provided by any agency involved, and will be determined by the pre-tenancy meeting, other contact between the various agencies, or by a case conference.

The landlord HA may provide some low level support. In other cases the support may be provided by the generic 'floating support' provider, Stonham HA, by Citizens Advice Bureaux, or where appropriate by one or more of the specialist agencies.

4.3 Who pays for the support?

Generally the payment for support services will be met from 'Supporting People' grant, although it is accepted that this is a limited resource.

Low level, or occasional one off support will generally be provided by a combination of the resident's landlord, and other statutory and voluntary agencies, from within existing resources.

Additionally, it will be necessary to consider what other sources of funding may be available, including:

- Social Services (Adult Services and Children's Services) funding;
- other resources available through the Borough Council;
- contributions from partner HAs;
- charitable funding;
- residents own resources;
- contributions from Primary Care Trusts;
- Drug Action Team funding;
- Community Safety funding; and
- ODPM (homelessness) funding.

4.4 List of partner Housing Associations

Downland Housing Association Ltd
HVHS Housing Group
Kingfisher Housing Association Ltd
Sentinel Housing Association Ltd
Sovereign Housing Association Ltd
Stonham Housing Association Ltd
Swaythling Housing Society Ltd

4.5 List of members of the Housing Partnership Board

Basingstoke and Deane Borough Council
Basingstoke Citizens Advice Bureau
Downland Housing Association Ltd
Government Office for the South East
Hampshire County Council
Hampshire Probation Service
Hampshire Supporting People Team
HVHS Housing Group
Housing Corporation
Kingfisher Housing Association Ltd
North Hampshire Primary Care Trust
ROCC
Sentinel Housing Association Ltd
Sovereign Housing Association Ltd
Stonham Housing Association Ltd
Swaythling Housing Society Ltd
Tadley Citizens Advice Bureau

Procedures

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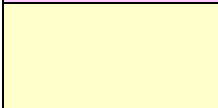

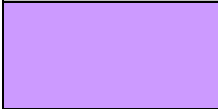




These procedures are, of necessity, a guide for a variety of local agencies to use. The document provides a framework of broad principles within which all agencies will co-operate with each other to find appropriate solutions to the issues that face vulnerable residents of the Basingstoke and Deane Borough.

It is not practical to produce a document that provides a detailed procedure that would cover every eventuality.

These procedures must be read in conjunction with the preceding Policy Statement

1 Overall responsibility

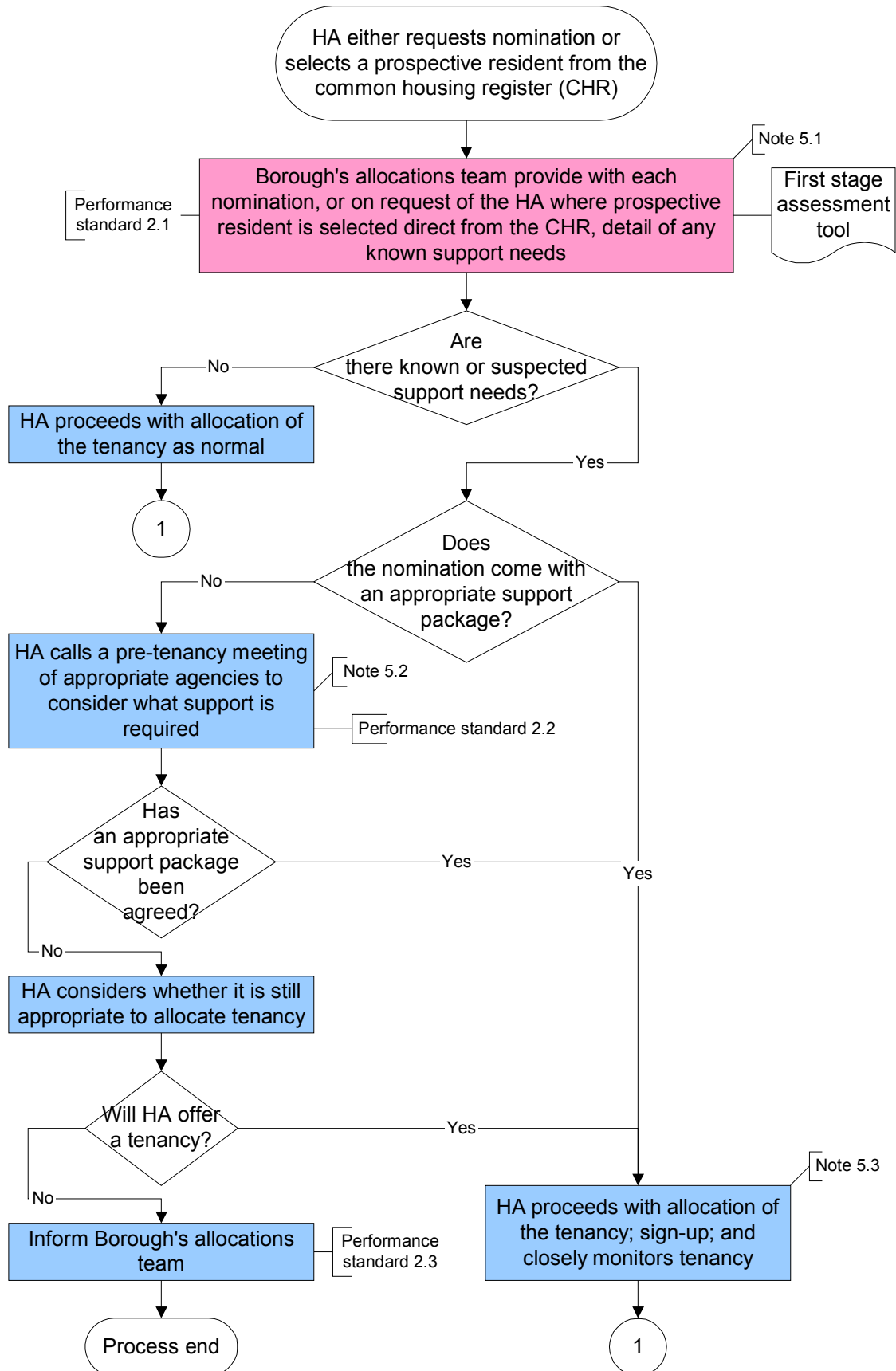
Each member of the Housing Partnership Board (HPB), together with other organisations that sign up to this protocol, agree to the performance standards (Section 2), to their involvement in the Process Maps (Section 3), will assume responsibility for the various tasks indicated in the Key roles and responsibilities (Section 4), and the content of the Notes (Section 5). The various actions are colour coded within the process maps as follows:

	Basingstoke & Deane Borough Council – Allocations team
	Hampshire CC - Social Services team
	Basingstoke & Deane Borough Council - Housing Benefit team
	Partner Housing Associations (HAs)
	Citizen's Advice Bureau
	Specialist Domestic Violence agencies
	Hampshire Probation Service
	Floating Support providers
	Youth Offending team
	Police
	Crime & Disorder Reduction Partnership (CDRP)
	Any local statutory or voluntary agency (includes all of the above, plus others)

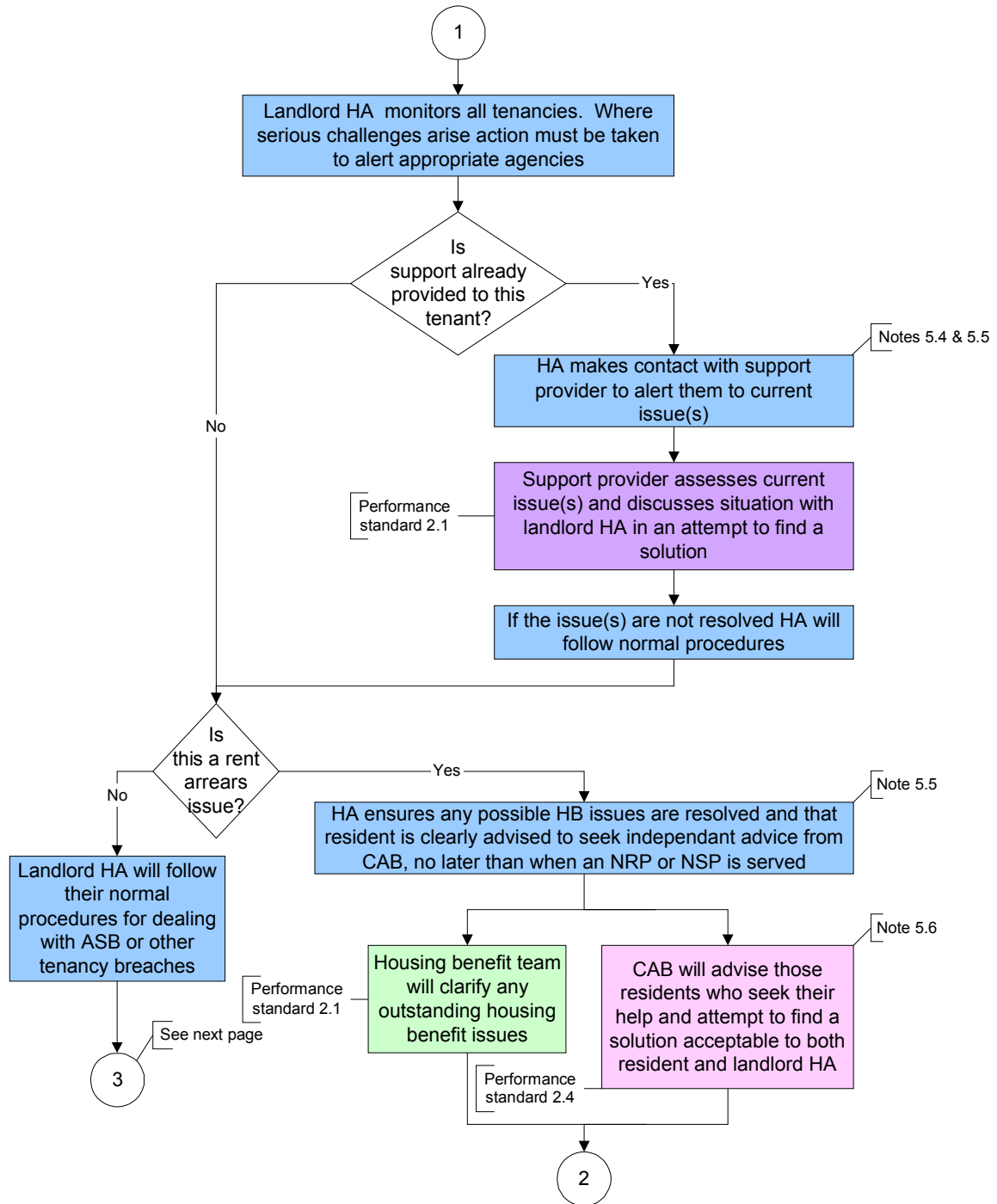
2 Performance standards

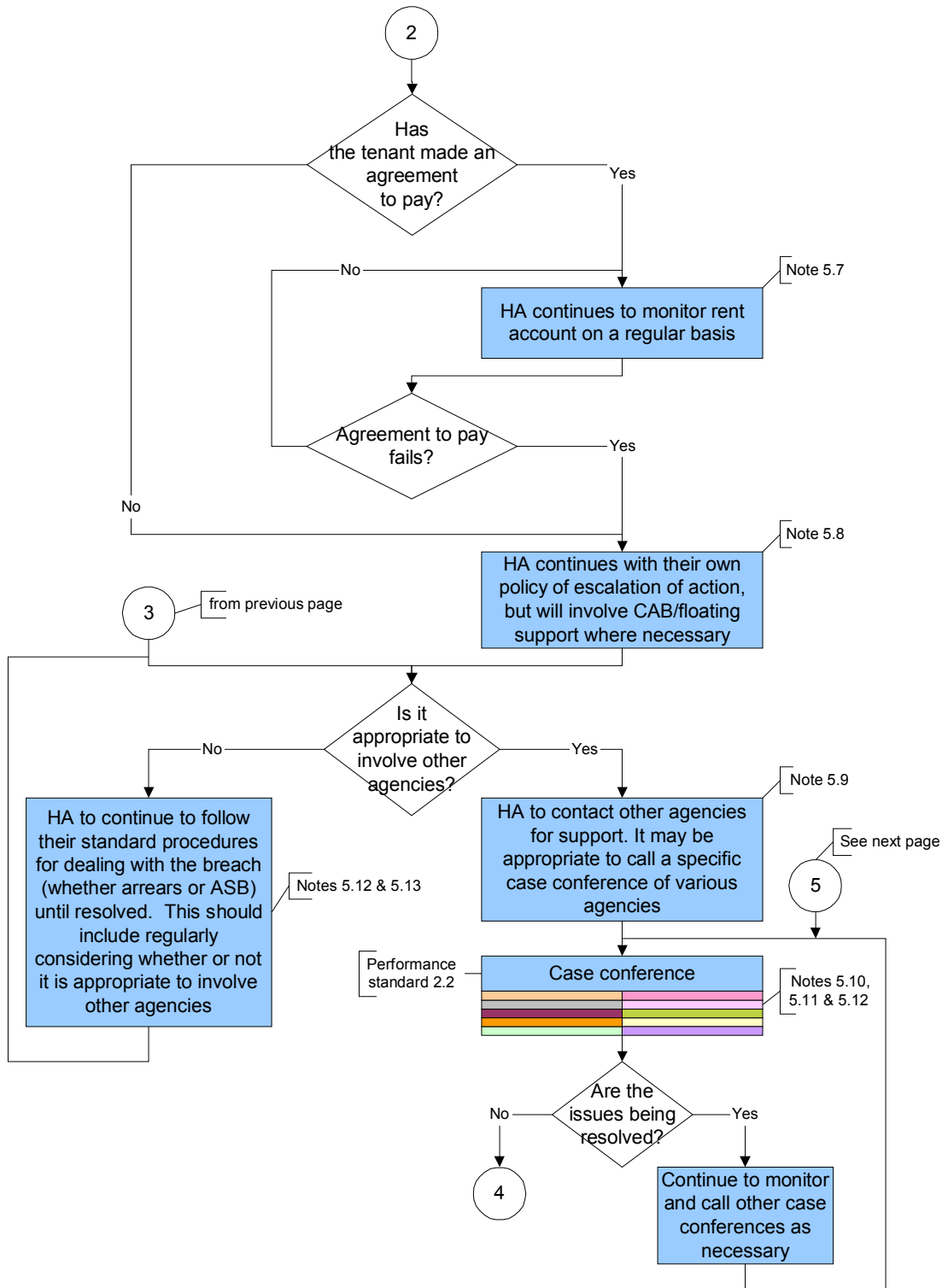
- 2.1 Generally, the various agencies involved in this protocol will respond to requests for information from partner agencies as quickly as possible. In any event such response will be within 5 working days. Specific exceptions will be listed below.
- 2.2 The various agencies invited to attend either a pre-tenancy meeting or a case conference will arrange for an appropriate representative to attend the meeting/conference given at least 5 working days notice. Every effort will be made by such agencies to meet earlier time scales where possible. (Where formal pre-tenancy meetings or case conferences are needed, initial contact should be by phone). See Appendix 2.
- 2.3 Where an HA decides it is inappropriate to allocate a tenancy to a nominee from B&DBC due to lack of an appropriate support plan, such decision should be communicated to the allocations team at B&DBC within 24 hours of that decision.
- 2.4 CAB/floating support will work with resident in an attempt to find an acceptable solution as quickly as possible. HAs agree to hold off taking further action for 28 days to allow CAB/floating support to undertake this work. See Appendix 1.
- 2.5 The HA should inform the Borough's housing benefit team (where HB payments have been made) within 24 hours of any eviction taking place.

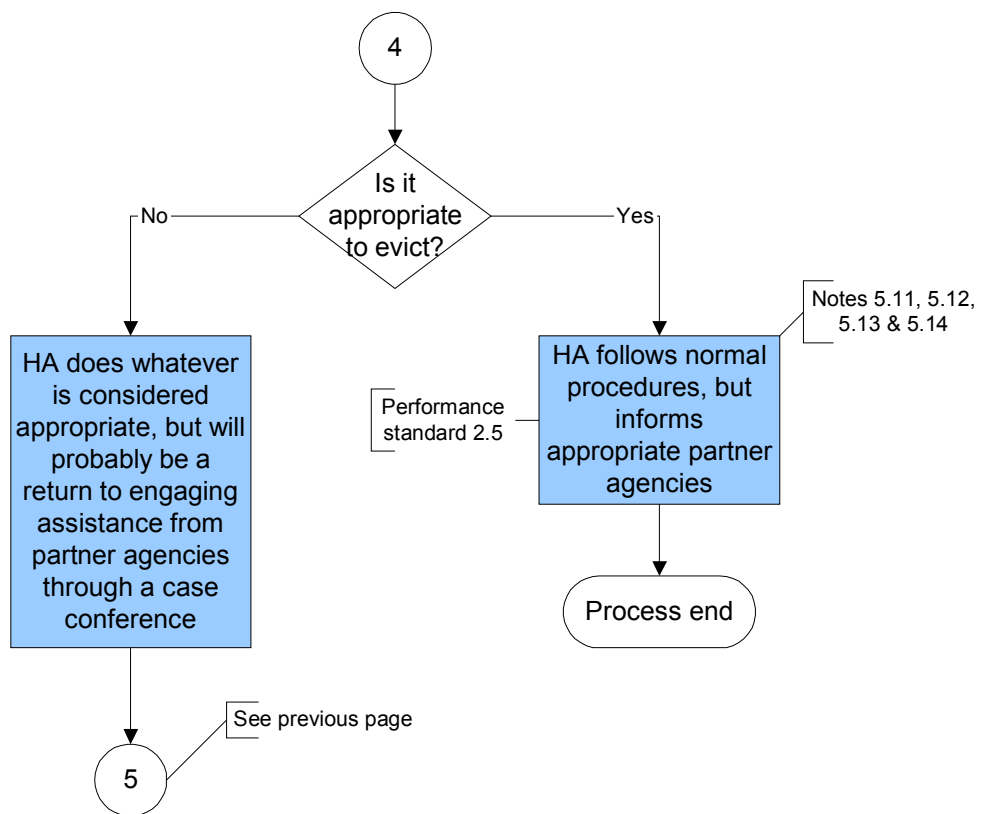
3. Process Map 1 – pre-tenancy and nomination stages (social housing tenancies)



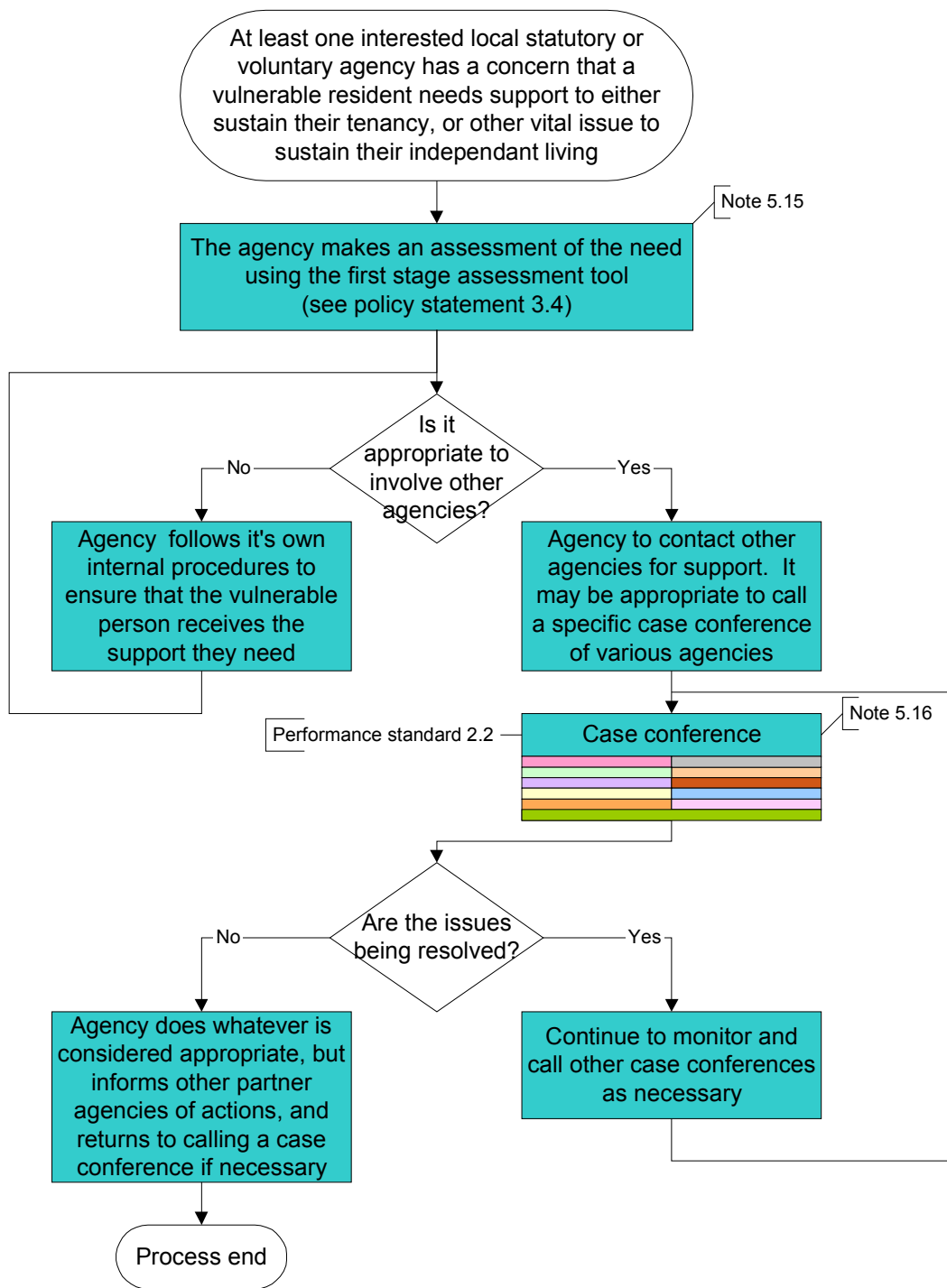
Process Map 2 – managing issues during social housing tenancies







Process Map 3 – Issues other than those related to nomination for or sustaining a social housing tenancy



4 Key roles and responsibilities

4.1 Basingstoke & Deane Borough Council will:

- ensure that all departments of the Authority work together, and in conjunction with landlords and other interested agencies, assist all vulnerable residents within the Borough to sustain their tenancies. Such landlords will typically, but not necessarily, be Housing Associations (HAs).
- monitor :
 - the number of Notices served upon residents and the reason for service;
 - number of possession orders obtained;
 - number of evictions, separately identifying:
 - those receiving support, and from what source; and
 - those not receiving support and whether due to:
 - lack of funding/resources; or
 - non co-operation or refusal of the tenant.
 - the incidence of neighbour complaints and anti-social behaviour;
 - the incidence of repeat homelessness;
 - the incidence of recovery actions where benefit issues are outstanding; and
 - the incidence of formal case conferences.
- request statistical data, to support the monitoring referred to above, from each HA partner, and will provide a standard format for such data;
- provide timely feedback to members of the Housing Partnership Board on the statistical data received;
- ensure that appropriate officers, whether existing or newly recruited, are fully conversant with the detail of this protocol and receive appropriate training as referred to in 3.6 and 3.9 of the Policy Statement;
- provide (subject to item 2.9 of the policy statement), when responding to a request from a partner HA for a nomination to a specific tenancy, or selection from the common housing register, detail of:
 - any tenancy support given to the nominee whilst in temporary accommodation;
 - any known involvement by any support agency with the nominee; and

- any concern that the nominee may need tenancy support, even if tenancy support has not previously been given and there is no involvement of any support agency.
- ensure that outstanding Housing Benefit claims (subject to all appropriate information being received from the claimant) are resolved within 5 working days of a request from a partner Housing Association, when they are considering application to the court for possession on grounds of arrears.
- Ensure that residents known to be vulnerable are personally visited at the time of housing benefit review. The purpose of this visit is to deliver the renewal form and assist the claimant in completing it. Housing Benefit (HB) staff will undertake the visit.
- Will accept from any partner HA, a referral of any resident that is considered to be vulnerable, for the purposes of the visit referred to in the preceding bullet point.

4.2 **Partner Housing Associations (HAs) will:**

- use the tool of eviction as a last resort in dealing with breaches of tenancy;
- seek clarification from the Borough's housing benefit team that there are no outstanding benefit issues, before taking significant recovery action such as service of notice, or possession action in the courts;
- seek the assistance of the various statutory and voluntary agencies in dealing with serious tenancy breaches;
- ensure that the Borough's homelessness team and the County's Social Services teams, as well as any other agency known to be directly assisting the resident, are aware of significant steps that are taken towards gaining possession of a home, including:
 - an application to the court for an order for possession; and
 - an application for a warrant of possession
- consider the views of the various departments of the Borough, as well as those of other interested statutory or voluntary agencies, and work with them to avoid, wherever possible, the eviction of a resident by ensuring that the resident has every opportunity to resolve all issues that threaten the sustainability of their tenancy;
- provide the Borough, on request, with appropriate data in a timely fashion. Such data to be used to monitor the effectiveness of this protocol; and
- ensure that appropriate officers, whether existing or newly recruited, are fully conversant with the detail of this protocol and receive appropriate training as referred to in 3.6 and 3.9 of the Policy Statement.

- ensure that only those residents who specifically require the personal visit by housing benefit staff (penultimate bullet point under 4.1) are so referred to the housing benefit team.

4.3 **Citizen's Advice Bureaux** will:

- provide advice to residents referred or signposted by HAs, particularly in respect of financial difficulties that lead to arrears of rent, and attempt to find an acceptable solution to both the resident and the HA;
- liaise with the Borough's housing benefit team and the appropriate HA where they are working with a resident to resolve financial difficulties; and
- ensure that appropriate officers, whether existing or newly recruited, are fully conversant with the detail of this protocol and receive appropriate training as referred to in 3.6 and 3.9 of the Policy Statement.

4.4 **Floating Support providers** will:

- provide appropriate tenancy support (dependant upon capacity available) to individuals who are identified at either a pre-tenancy meeting or case conference as needing such support. Priority will be given to people at points of transition;
- ensure that appropriate officers, whether existing or newly recruited, are fully conversant with the detail of this protocol and receive appropriate training as referred to in 3.6 and 3.9 of the Policy Statement.
- The nominated organisation will provide and deliver annually a training programme designed to assist front-line staff to understand potential vulnerability and how to respond to it (see 3.7 & 3.8 Policy Statement).

4.5 **Other local statutory and voluntary agencies** (including, but not restricted to: Hampshire Probation Service, Hampshire Social Services, Youth Offending Team), will:

- provide assistance to HA residents, who are also clients of the service, to enable them to sustain their HA tenancy;
- liaise with the HA and, where necessary and appropriate, attend pre-tenancy meetings and case conferences to assist in working out potential solutions to enable the resident to sustain their tenancy; and
- ensure that appropriate officers, whether existing or newly recruited, are fully conversant with the detail of this protocol and receive appropriate training as referred to in 3.6 and 3.9 of the Policy Statement.

5. Notes to Process Maps

5.1 Basingstoke & Deane Borough allocations team will provide (subject to item 2.9 of the Policy Statement), when responding to a request from a partner HA for a nomination to a specific tenancy, or selection from the common housing register, detail of:

- any tenancy support given to the nominee whilst in temporary accommodation;
- any known involvement by any support agency with the nominee; and
- any concern that the nominee may need tenancy support, even if tenancy support has not previously been given and there is no involvement of any support agency.

The first stage assessment tool, referred to in 3.4 of the Policy Statement, will be used for this purpose.

5.2 A pre-tenancy meeting may be called by the prospective landlord HA, or any other interested agency (this meeting may, in some circumstances, be merely a telephone discussion between two parties, if this is all that is required to resolve the issue). The organisation calling the meeting will arrange a suitable date and venue, and service the meeting. The purpose of such a meeting is to review the support needs of the proposed tenant and to decide on an appropriate support plan. It is expected that the representatives of the various agencies attending these meetings will collectively be capable of undertaking a detailed assessment of the support needs of the individual or household (see Appendix 2).

5.3 Care should be taken to ensure new tenant is fully aware of what is expected of them as a tenant. This will include ensuring that application for Housing and Council Tax Benefit are completed at sign-up. It may be appropriate in some cases for the agency providing the support package to be present at the sign-up interview. Consideration should be given to whether the Pictorial Tenancy document entitled 'You and your landlord' should be used in addition to the standard tenancy agreement.

5.4 The support provider could be any specialist provider, or indeed an in-house facility for some HAs.

5.5 Each landlord HA should, as a matter of good practice:

- clarify whether there are any outstanding housing benefit issues; and
- signpost residents who experience difficulties in meeting rent payments to an independent debt advice service such as the Citizen's Advice Bureaux (CAB). As part of this protocol, HAs agree to specifically advise such residents to contact their local CAB no later than at the point of service or a Notice Seeking

Possession (NSP) or a Notice Requiring Possession (NRP)-
(see Appendix 1).

If other issues seem to underlie rent arrears, it may be appropriate to move straight to **Process Map 3** (Is it appropriate to involve other agencies?).

- 5.6 Arrangements to pay should be over the shortest possible period and, where practicable, be designed to clear arrears within one year. HAs agree that where CAB/floating support have a specific referral, they will hold off further action for a period of 28 days to allow CAB/floating support to undertake their work (see Appendix 1).
- 5.7 HAs agree not to actively pursue action for possession in respect of rent arrears, where there is an arrangement to pay the debt with the resident, and the arrangement is up-to-date.
- 5.8 Where CAB/floating support have been instrumental in setting up an agreement to pay, the landlord HA will inform CAB/floating support that the agreement to pay has failed. The landlord HA will generally hold off taking action for possession for a period of 5 working days to allow CAB/floating support to attempt to help tenant to get up-to-date with the agreement to pay off the debt. If, however, the HA feel they have to proceed with an application to the court for possession before CAB/floating support have an opportunity to resolve an appropriate agreement, and an acceptable agreement to pay is subsequently arranged, the landlord HA agrees that they will either withdraw the application, or adjourn the application at the court and not require the resident to pay costs.
- 5.9 Borough's Housing Benefit team agree to ensure that all outstanding HB claims (subject to all appropriate information being received from the claimant and other sources, such as the Customer Management System and the Pension Service) are resolved within 5 working days of a request from a partner HA, where the HA is considering an application to the court for possession on grounds of arrears. In the absence of information from the claimant, the Customer Management System, or the Pensions Service, HAs will be made aware of the situation.
- 5.10 A case conference* should involve any agency that is likely to provide assistance to the resident to help them sustain their tenancy. For serious cases of anti-social behaviour, agencies could well include the police or the CDRP.

* A case conference, where circumstances warrant, may be merely a telephone discussion or email conversations between two or more parties, if this is sufficient to resolve the issue(s) – (see Appendix 2).
- 5.11 All appropriate agencies will work together until issue(s) are resolved (calling as many case conferences as is considered necessary) or until

it is felt that no further work can be undertaken to assist the resident and eviction takes place.

5.12 When any significant legal action is taken against the resident for possession, i.e.:

- application to the court for a possession order; or
- an application for a warrant of possession,

the landlord HA will inform the Borough's homelessness team, and the County's social services teams, and any other agency directly involved in providing support and assistance to the resident. This will enable any such agency to call a case conference to discuss the issue(s) – (see Appendix 2).

5.13 Whilst it is the aim of all partners to this protocol to sustain tenancies wherever possible there will be occasions when, despite our collective efforts, we are unable to persuade residents that it is in their interests to conduct their tenancies appropriately. In these circumstances eviction is likely to be inevitable.

5.14 If a resident is evicted, and they have been in receipt of housing benefit, the Borough's housing benefit team should be informed without delay. This will prevent an overpayment.

5.15 The assessment should include examining the need for housing/council tax benefit. For proposed new tenancies in the private sector, prospective tenants should always be advised to obtain a pre-tenancy determination of benefits, before sign-up to the tenancy.

5.16 A case conference* should involve any agency that is likely to provide assistance to the resident to help them maintain independent living.

* A case conference, where circumstances warrant, may be merely a telephone discussion or email conversations between two or more parties, if this is sufficient to resolve the issue(s).

All appropriate agencies will work together until issue(s) are resolved (calling as many case conferences as is considered necessary) or until it is felt that no further work can be undertaken to assist the resident (see Appendix 2).

List of initial partner contacts for setting up pre-tenancy meetings or case conferences.

Organisation	Who to contact	Contact details
Basingstoke and Deane Borough Council		
Housing Services -	Sue Alozie Assistant Manager (Needs & Nominations)	01256 845748 sue.alozie@basingstoke.gov.uk
	Ian Farr Assistant Manager (Homelessness and Advice)	01256 845422 ian.farr@basingstoke.gov.uk
Housing Benefit -	Nadine McKenzie Benefit Manager	01256 845387 nadine.mckenzie@basingstoke.gov.uk
	or	
	Terry Hunter Benefit Assessor	01256 845342 terry.hunter@basingstoke.gov.uk
Local (Council) Tax -	Lesley Relf Local Tax Manager	01256 845543 lesley.relf@basingstoke.gov.uk
	or	
	Alanda Monger Local Tax Team Leader	01256 845494 alanda.monger@basingstoke.gov.uk
'Supporting People' -	Cecilia Agbaje 'Supporting People' Co-ordinator	01962 826014 Cecilia.agbaje@hants.gov.uk
Hampshire Social Services		
<u>Childrens' Services</u> - Reception and Assessment (R&A)	Stephanie Howe R&A Team	0845 603 5620 csprofessional@hants.gov.uk
<u>Adults' Services</u> - Reception and Assessment (R&A)	R&A Team	0845 603 5630 asprofessional@hants.gov.uk
Probation Service	Jeffrey Cluff Senior Probation Officer	01256 464272 Jeffrey.cluff@hampshire.probation.gsi.gov.uk
Youth Offending Team	Jean Humphrey Area Manager	01256 464034 jean.humphrey@hants.gov.uk
Community Mental Health Team	Rosemary Clark Team Leader	01256 316300 rosemary.clark@southernhealth.nhs.uk

Drug Service	Aisling Gill	0238 063 4596 Aisling.gill@ssj.org.uk
Hampshire and IOW Police	Beat Officer - according to location in Borough	0845 045 4545
Citizens Advice Bureaux Advice Service Manager	Louise Paine	01256 329984 Louise.paine@basingstokecab.org.uk
Affinity Sutton Housing Association Ltd		0845 688 7717 richard.cox@affinitysutton.com
Sovereign Kingfisher Housing Association Ltd		01256 302302 kha@sovereign.org.uk
Sentinel Housing Association Ltd		01256 338800 sentinel@sentinalha.org.uk

NB. Inevitably these details are subject to change. Please advise Ian Farr, Performance Monitoring Officer at Basingstoke and Deane Borough Council, of any such changes - tel. 01256 845422 or email: ian.farr@basingstoke.gov.uk

Thank you

8 Signatories

This protocol has been signed on by all members of the Housing Partnership Board, who are each committed to supporting individuals and families resident in the Borough, to achieve and sustain the best possible level of independent living.

Signed:
Councillor Laura James, Chair of the Housing Partnership Board

Signed:

Date: