



## ***"Offering our community more than a home"***

### Tenancy Sustainment Policy – Draft

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#### **CHA Objectives:**

- To provide quality, affordable housing that meets the changing needs of our customers and to ensure fair access to housing within our area.
- To manage the houses provided, in a professional and cost effective manner, for the benefit of our local community and the environment.
- To provide a first class maintenance service which offers value for money and ensures the comfort and safety of our residents while achieving high levels of satisfaction

#### **Regulatory Standards:**

- The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these objectives.
- The RSL manages its resources to ensure its financial well-being and economic effectiveness.
- The governing body bases its decision on good quality information and advice and identifies and mitigates risks to the organisation's purpose.

***This policy can be made available on request in a variety of different formats, such as on tape, in large print and translated into other language***

## **Section 1 - Introduction**

This revised policy builds on the original tenancy sustainment policy formed in 2016. The initial policy focused on existing measures in place to help tenants sustain their tenancies. This policy introduces pro-active identification of tenants who may be struggling to sustain their tenancy for various reasons. The policy is supplemented by procedures which will allow staff to identify tenants with sustainment issues on an ongoing basis and put in place support, which it is hoped will allow the tenant to remain in their tenancy, reduce the number of tenancy ends, empty homes and associated costs.

Tenancy Sustainability is a term used to describe interventions aimed at preventing a failed tenancy. This understanding has been promoted by organisations such as Shelter who describe tenancy sustainability as:

***“preventing a tenancy from coming to a premature end by providing the necessary information, advice and support for tenants to be able to be able to maintain their tenancies”***

Tenancies which fail can be a drain on resources for the landlord and can also have negative impacts on tenants who, as a result, may end up as homeless, have difficulties securing alternative accommodation and potentially suffer a lower quality of life as a result.

Since 2008/09 Annual Return on the Charter (ARC) statistics have existed which look at the proportion of households allocated a permanent tenancy that remain in that tenancy 12 months later (this has extended over time from a focus on homeless lets to those from all sources).

The Scottish Social Housing Charter introduced in April 2012 outlines a series of outcomes that all social landlords need to show that they are achieving for their tenants, residents and other customers.

Tenancy Sustainability is one of these outcomes and the Charter states that social landlords should ensure that:

***“Tenants get the information they need on how to access support options to help them to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations”***

Improving tenancy sustainability should therefore be a key objective for all social landlords. To this end, as part of Clydebank Housing Association’s objectives, support is included. This can be evidenced in objectives 1 and 2:

1. To manage the houses provided, in a sensitive and cost effective manner, for the benefit of the local community.
2. To work in partnership with others, supporting our tenants and other customers, to maximise opportunities for regeneration in Clydebank.

Clydebank Housing Association realises that not all tenants who move into their home may be in a position to sustain their tenancy without assistance. This may come in the form of direct support from CHA, from a partner or from an external agency.

A common misconception when looking at tenancy sustainment is that the period of the tenancy, or the end of tenancy phase, is where a difference can be made. In actual fact, identifying and dealing with any issues from the very first contact stage (usually the housing application form) will prevent some issues developing further down the line. This should be supplemented by educating prospective tenants and providing understanding, support and encouragement.

This policy lists a number of identification and initiative measures which collectively offer a robust tenancy sustainment service for CHA tenants, prospective tenants and housing applicants in keeping with the above principles.

## **Section 2 - The Impact of failed tenancies on CHA**

The following section contains research analysis and observations on end of tenancies for the period April 2022 to March 2023. We analysed different aspects of the tenancy process, linking these to failed tenancies and demonstrating how these impacted (positively or negatively) on the Association. The analysis also forms the basis for some of the recommended service improvements contained in this policy. We have provided additional observations and recommendations where required.

### **Importance of Tenancy Failure to CHA**

- The social cost to the tenant and CHA staff
- Upset and disruption to tenants
- Increases the risk of homelessness

### **In addition there will be the following costs to CHA**

- Loss of rent
- Increased number of voids
- Rent arrears
- Costs to re-let property. A desk top study was carried out to calculate the costs of re-allocating an abandoned property. The average cost was £3,000 including staff time. This compares to an average of £1,500 for a non-abandoned property. Staff time is intensive.

### **CHA staff should be aware of the causes of tenancy failure**

- People who are vulnerable
- Life events which make people vulnerable

### **Who is vulnerable to tenancy failure?**

- Younger people
- People who have been homeless
- Single parents
- People with poor mental health and/or addiction
- People with low income

Success in tenancy statement is more about a landlord doing the right thing over and over again and making sure there are safety nets in place.

### **Positive and Negative Reasons for ending a tenancy**

Tenancy turnover is not always a negative indicator. There are many positive or natural reasons why a tenancy can come to an end for example moving for employment, finding a new or more suitable property or the death of a tenant. The table over the page outlines the end of tenancy reasons for the annual period between April 2022 and March 2023.

## Clydebank housing Association end of tenancy reasons April 22 to March 23

End of tenancy reasons	Number of tenancy ends	Percentage
Abandonment	7	10%
Acquired – Re-Let	0	0%
Buying property	6	9%
Deceased	20	30%
Eviction	0	0%
Financial	4	6%
Fleeing Violence	1	1%
Keys in no forwarding address	1	1%
Medical	2	3%
Moved away to work	1	1%
Prison	1	1%
Private landlord	3	4%
Residential care	5	7%
To live with or to be near family	6	9%
To other local landlord	2	3%
Transfer	10	14%
Unknown reason	1	1%
<b>Total</b>	<b>70</b>	<b>100%</b>

Source: Clydebank Housing Association Void Management Figures April-December 2019

As can be seen, there is a vast split between different end of tenancy reasons. Obviously negative factors such as abandonment or eviction do exist but are nowhere near the majority.

1. Tenancies can be ended for positive, negative or neutral reasons.
2. In 2022/23, the most common reasons for ending a tenancy were deceased, transfer and abandonment, together these account for 54% (37 out of 70) of all tenancy ends.
3. 7 homes have been abandoned.
4. 0 tenants have been evicted.

### Length of tenancy before being given up

Factors				Covid	Covid	Covid New B	New B
Year	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
< one year	11	9	19	7	6	13	4
1-5 years	29	39	42	36	27	40	27
5-10 years	22	16	19	15	17	18	13
10 years +	46	30	46	20	27	27	34
Totals	108	94	126	78	77	98	78

As can be seen from the table above, figures vary greatly over the last seven years, but a notable drop in tenancy ends can be seen from 2019/20 onwards. This period coincides with the Covid-19 pandemic, but also the introduction of our joint tenancy sustainment officer in December 2020. The number of tenants remaining in their home for more than one year has also risen since the introduction of the TSO.

Overall, these measures help paint a picture of tenancy sustainment. Sustainment stats are reported on quarterly and annually to measure how well CHA is tackling tenancy sustainment.

### **Section 3 – Identification and reporting of tenants who may need support to sustain their tenancy**

This section is an important part of the sustainment process as it looks at how Clydebank Housing Association identifies tenants who may be in need of support.

Tenants may be struggling for a number of reasons, many of which may be identifiable through contact with the Housing Association for related or unrelated reasons. These contacts along with data held in our systems enable us to pinpoint tenants with a view to helping them sustain their tenancy.

Some areas include, but are not limited to:

- Non-payment of rent or CHP and arrears over 2 months
- Anti-social behaviour (perpetrator or victim)
- Service of Notice of proceedings or legal action
- CHP disconnection or at risk of disconnection
- Failure to allow access to new tenant visits
- Non reporting of repairs for 2 years
- Excessive reporting of repairs or contact with CHA
- Failure to allow access for annual gas service
- Rechargeable repairs (consistent or wilful damage)
- Known health support issue, e.g. addiction, serious mental health etc
- Breach of tenancy
- Estate management issues
- Information from contractors/technology portals (smart technology)
- Poverty in general as identified through arrears interviews or similar
- Death of a spouse or family member
- Reporting of dampness – may indicate fuel poverty as not heating

All of the above scenarios may identify tenants who may be struggling to sustain their tenancy and are encountered by Association staff regularly.

In dealing with the above situations, staff are able to assess and identify those tenants most in need of support. Referrals can then be made to the tenancy Sustainment Officer.

All tenants receiving assistance will be entered into a sustainment register by the TSO, and appropriate support and assistance will be arranged. This will be a mixture of both CHA and partner agency support.

All staff will be expected to embrace not only this policy, but also the importance of sustainment and how their role fits in, e.g. visits to tenants, ensuring our contractors provide information, providing statistical information, offering support etc.

## Getting to know our tenants

Perhaps one of the most effective ways of identifying needs is actually knowing our tenant profile.

We commit to introducing a range of profiling methods during the lifespan of this policy, not just for tenancy sustainment purposes, but also to help us plan our future services and developments. Planning in this way will itself help us to provide services in tune with our tenant's needs, which should further assist sustainment.

We also commit to including tenancy sustainment measurement as part of all future CHA surveys where possible.

## Reporting

Quarterly tenancy sustainment figures are reported to the Housing Services Sub-Committee as part of the allocations report. As a minimum, the report will detail sustainment figures for the current year to date.

We will also provide a quarterly tenancy sustainment report to the HSSC, detailing the help and assistance provided by the TSO during each quarter and year to date.

This information will complement refusal of housing offers and end of tenancy information, which are already reported on.

Sustainment figures are also reported on at the end of each financial year as part of the Annual Return on the Charter (ARC) made to the Scottish Housing Regulator.



#### **Section 4 - Measures currently in place and ongoing plans:**

Having identified those tenants in need of help, this section details the support services available, either directly or through partnership working.

For this section, measures are grouped together by what stage of the tenancy process they happen at, i.e. Pre tenancy, Sign up stage or during the tenancy. Each measure is further broken down by its benefit to tenancy sustainment, what CHA are doing just now and what CHA plan to do in the future

#### **Pre Tenancy measures**

##### **1. Frequent review of the housing waiting list**

Benefit - This is essential in keeping information and applicant choice up to date. This in turn will assist the organisation in ensuring any offers made match, as far as possible, the applicant's requirements. This in turn will result in fewer accepted offers of housing where the housing applicant may not have wanted to live in a particular area or house type and subsequently gives up their tenancy.

What we currently do - Currently CHA reviews applications on an annual basis with a wide range of information being checked and cross checked as part of the process. We also record reasons for refusal of offers of housing and these are reported on a quarterly basis to the Housing Services Sub-Committee (HSSC)

What we propose to do - Moving forward, monitoring and if required changing the timescale of the review, improving the information requested and phoning applicants who fail to respond will further enhance this process.

##### **2. Accompanied viewings for offers of tenancies**

Benefit - Enabling choice for applicants is one thing, however without informed choice a tenancy may be less likely to succeed. Often, when applicants view the property they are being offered, they are emotionally caught up in the prospect and this can prevent them noticing crucial things about their potential new home which may significantly impact their ability to live there longer term or result in a refusal of the property for a reason which could have been easily addressed. They may also have a number of questions to ask during their visit which upon leaving may be forgotten or dismissed in the moment.

What we currently do – Since April 2019, we have carried out accompanied viewings for all offers of housing made. Initial statistics show that the number of refusals of housing have dropped during this year. Refusal statistics are reported as part of the HSSC Allocations report.

What we propose to do – We will continue to monitor and report on refusal statistics as well as monitor the impact on staff time for this function.

##### **3. Specialist housing application interviews**

Benefit - Identifying housing applicant issues and requirements is crucial. It is a fact that some categories of housing applicants are more likely to experience issues with their tenancy than others. These are deemed vulnerable groups. Generally young persons (16-21 years old), applicants requiring extensive medical adaptations,

applicants with support needs such as addiction, mental health issues etc would be considered as vulnerable groups.

What we currently do - Currently, on receipt of a housing application form, interviews are given to try and understand any requirements or issues which could impact the ability to sustain a tenancy. This information is then stored and appropriate support referrals made at the point of any offer of housing. Currently, all housing applicants have the option of requesting an application interview if they wish.

What we propose to do - Moving forward, rolling out individual interviews to all applicants would have the best impact, this is however a serious undertaking in terms of resources.

#### **4. Housing application form**

Benefit - The options available and information contained within the housing application form are crucial in enabling housing applicants to make an informed and accurate choice of housing.

What we currently do - To this end, our application form enables applicants to choose house types, areas, individual streets, floor levels, heating types, specialist adaptations and any other special requirements, e.g. a garden. The form also contains a summary version of our allocations policy and a newsletter detailing annual information on letting areas, turnover, how to prepare for an offer of a house etc. The idea being, that by providing all this information to a prospective tenant, CHA can tailor offers of housing to the applicants needs/aspirations as closely as possible. This coupled with the aforementioned review process should lessen the chance of an applicant refusing an offer of housing as well as lessening the likelihood of them giving up their tenancy after a short period of time because they deem it unsuitable.

What we propose to do - Moving forward, tying this in with applicant interviews and/or housing applicant self-assessments should further strengthen the process. This is however a large undertaking due to the resources required.

#### **5. Visits to all transfer applicants**

Benefit - This will assist in identifying any rechargeable repairs issues or breaches of tenancy with an aim to achieving an early resolution with the tenant. This will further assist in avoiding issues further down the line which may result in abandonment of tenancy or similar as well as identify support issues or similar which may affect the ability to sustain the new tenancy.

What we currently do – When a housing form is received from an existing tenant, an inspection is arranged in order to identify any issues within the tenancy which may prevent an offer of housing being made. Written notification of findings is then conveyed to the tenant with instructions as required to make good any works that the tenant has carried out without permission. A note is also made on the housing management system. Breach of tenancy procedures may also be invoked if serious damage or unauthorised repairs have taken place

What we propose to do – We will look at putting a measure in place to identify any positive tenancy sustainment achieved.

## **6. Energy supplier registration of new tenants**

Benefit - In doing this, the new tenant is immediately registered with an energy supplier and will not be faced with any energy supply debt as a result of not registering or association with previous debt from the property, which could cause financial hardship and impact their ability to pay rent, other bills and/or maintain their tenancy.

What we currently do - When a tenancy ends, we will automatically contact British Gas advising of the end of tenancy date. At this point the energy supply is automatically transferred to British Gas in the name of Clydebank Housing Association. When a new tenant signs up, we automatically register the new tenant's details with British Gas and they have the option of remaining with them on the cheapest available rate, or they can choose their own energy supplier.

What we propose to do – as well as up to date staff training, we will continue to look at new methods of addressing fuel poverty for our tenants.

## **7. Referral for welfare rights advice**

Benefit – This enables new tenants who may have demonstrated financial hardship, may be moving benefits or in a position to claim benefits they did not know about obtain relevant welfare rights assistance. This maximises income and ensures a solid financial footing at the start of the tenancy maximising rental income.

What we currently do – at offer stage we assess income of the potential tenant and we refer for welfare rights assistance and advice as required.

What we propose to do – we will develop methods to measure these referrals in relation to arrears and tenancy sustainment going forward.

## **8. Referral to Tenancy Sustainment Officer**

Benefit – This enables vulnerable or in need tenants to received either direct or signposted assistance to enable them to continue to live in their tenancy. This reduces end of tenancy numbers and improves the lives of residents.

What we currently do – we have in place a referral system whereby any member of staff can refer to the TSO. We also have in place a TSO budget of £4000 per annum, which can be used to purchase items and/or services which will directly help those most in need. To facilitate this and referrals, we employ a shared TSO, whose role is to facilitate the above and act as a conduit for funding streams and other support services available.

What we propose to do – we will continue to seek funding to keep the TSO post in place and ensure that our annual budgets include a provision for tenancy sustainment.

## **At Sign-up for the tenancy**

### **1. In house completion & verification of housing benefit forms**

Benefit - This process enables the Council to fast track the benefit application as well as allowing CHA to identify any issues that may prevent quick processing of the form, which can then, where possible, be addressed. Fast processing of any benefit due and payment of this, where possible, to the landlord, helps reduce rent arrears and any associated arrears action. This in turn should help the tenant maintain some kind of financial stability and lessen the risk of them potentially ending their tenancy.

What we currently do - We have a verification partnership agreement with West Dunbartonshire Council's Housing Benefit Department which allows us to complete the applications in house and carry out a basic verification of required information before sending the forms and information to the Council for processing.

What we propose to do – We will ensure that all staff dealing with new tenant sign up and rent arrears are fully trained in this process and that it is used to its maximum.

### **2. Identification of support needs**

Benefit - This process is crucial in assisting tenants in dealing with issues which may be preventing them from sustaining their tenancy or matters which could lead to this.

What we currently do - An ongoing theme throughout dealings with our tenants is the identification of support needs. A question asking customers about support needs is built into our arrears payment agreement forms, as well as our new tenants sign up process. At all stages of dealing with our customers we will always try and identify any issues causing them problems and put in place support, either directly through the TSO, or through referral/signposting to a partner agency. Our staff are trained in this process. Details of our partner agencies and the support services they provide can be found at Appendix A at the back of this policy.

What we propose to do – We will ensure that all our staff are aware of potential support issues through ongoing training.

### **3. Identifying digital inclusion needs**

Benefit - It is a well-known fact that an increasing amount of our lives involves using computers, tablets or smartphones and the internet. This can save time and money when dealing with matters of importance, financial or otherwise. More and more, some institutions are solely based 'online' and without internet access or the skills to use a computer, tablet or smartphone, some of our customers may not be in a position to access important services or institutions. This is likely to become more of a problem as time passes and technology/internet requirements advance/increase.

What we currently do - In view of this Clydebank Housing Association has a digital strategy. At sign up for a house, all new tenants are afforded the opportunity to be put forward for e-commerce training, designed to familiarise the new tenants with the online environment and train them how to use internet sites for bill payment etc.

What we propose to do - We undertake, as part of our strategy, to include an assessment of any new build to incorporate infrastructure for internet access where possible. We will also continue to ensure we are up to date with technology advances and use these where possible to improve our service and accessibility.

#### **4. Tenancy Starter Packs**

Benefit – these packs offer a number of useful items to new tenants with low incomes moving into their home. Cleaning products, crockery, utensils, 2 electrical items (e.g. kettle, toaster or similar), bedding, towels, personal toiletries are all provided. This ensures that the new tenant at least has the basics on moving in to their new home and this can often relieve a financial burden and get the tenant off to a positive start within their home.

What we currently do – From 1 April 2020, we will provide starter packs in conjunction with Starter Packs Glasgow to all new tenants claiming either housing benefit or universal credit and it is clear that they are likely to qualify for some benefit award. The packs are delivered straight to the tenant in their new home. This is at a small cost to CHA, but the potential help to the tenant and increased ability to manage/sustain as a result should cover the cost.

What we propose to do – We hope to introduce some kind of monitoring to link those given a starter pack to tenancy sustainment figures.

#### **5. Energy advice and assistance**

Benefit – This enables new tenants to ensure that they can apply for the most competitive energy deals on the market. This enables the new tenant to start their tenancy on a stable financial footing and help ensure that they do not fall into fuel poverty.

What we currently do - A trained advisor employed through a fully funded project through the Climate Challenge fund, will visit every new tenant who wishes to have advice on their energy. As well as getting permission from the new tenant at sign up, emails are sent to the advisor with the new address and contact details.

What we propose to do – We will monitor the effectiveness of this part of the project and explore ways to ensure that as many new tenants as possible receive a visit and advice.

#### **6. Promotion of healthy lifestyle to new tenants**

Benefit – There is a proven link between good mental health and exercise etc. In promoting health and wellbeing, we hope to equip our new tenants to deal with all aspects of their tenancy.

What we currently do – From 1 April 2020, all new tenants will receive a voucher providing them with one month's complementary Gym membership at Centre 81. This will be promoted through our publications and online.

What we propose to do - We will also be including a health and wellbeing article in each edition of Chit Chat going forward. We will continue to explore other ways of involving new and existing tenants in healthy lifestyles.

## **During the Tenancy**

### **1. Access to tenancies**

Benefit – As well as identifying general tenancy matters, frequent access to tenancies allows staff to identify any support needs or issues.

What we currently do - Generally, CHA staff frequently visit some tenants in their homes. Reasons include for repairs issues, rent arrears, estate management or similar. During such visits there may be evidence of tenancy sustainment problems, e.g. damage to the tenancy, poor standards of housekeeping, unauthorised alterations etc. Addressing these issues with the tenants concerned and identifying any contributing factors is essential in assisting the tenant in sustaining their tenancy. All staff will be trained on this policy as a matter of course and are required to embrace the ideals. The reports listed on page 7 of this policy also afford a list of tenants to be compiled and visits will take place off the back of this.

What we propose to do – We will monitor the effectiveness of tenancy sustainment visits and actions via our annual report from April 2021.

### **2. Welfare rights service**

Benefit - One of the main reasons for tenants being unable to sustain their tenancy is falling into rent arrears. Not only do arrears contribute to financial issues but often they can cause or contribute to other problems too which in turn can result in tenancies being given up or abandoned.

What we currently do - To complement the Associations robust arrears management policy, we will have in place a dedicated welfare rights officer (WRO) from May 2020. Our WRO will provide complete welfare rights advice to our tenants and prospective tenants. All of this increases the chances of tenants paying rent or addressing arrears quickly without the need for legal action and the potential risk of losing their home.

What we propose to do – We will monitor the effectiveness of this service on a quarterly basis through our arrears management reports.

### **3. New tenant settling in visits**

Benefit - As well as allowing the tenant to raise any issues, this visit also enables housing staff to ascertain how the tenant is coping with their new tenancy at an early stage and identify and address any support needs (either directly or via referral to a partner agency). Any unauthorised alterations or potential breaches of tenancy can also be highlighted, giving the tenant an opportunity to resolve these at an early stage. This early intervention may be the difference between resolving an issue before it becomes serious or not and thus improve the chances of the new tenant sustaining their tenancy in the longer term.

What we currently do - We attempt to carry out a settling in visit with all new tenants between 4 and 8 weeks of them moving into their new home.

What we propose to do – It is hoped that new tenant visits can be expanded/developed to include some of the other sustainment measure outlined in this policy.

#### **4. Breach of tenancy procedures**

Benefit - Although designed to deal with tenants breaking their tenancy agreements, these procedures offer another opportunity to ascertain if any support needs exist. Early intervention can also prevent a build-up of issues, which collectively, could be a trigger to a tenant choosing to give up or abandon their tenancy.

What we currently do - Strong ties exist between departments to ensure that breaches are noted and actioned. Staff are also trained in this process.

What we propose to do – We will develop monitoring systems to track all breach of tenancy actions and link these to tenancy sustainment.

#### **5. Quarterly Chit Chat magazine, CHA website and publications**

Benefit - Media and advertising offer the perfect vehicle to promote tenancy sustainment and this is recognised by CHA.

What we currently do - Articles are regularly posted relating directly or indirectly to tenancy sustainment.

What we propose to do - Moving forward, CHA commits to maximise the use of all up to date communication means to ensure as many of our customers as possible have access to information which could help them sustain a tenancy. We have already provided tablet access at our office reception and our digital inclusion policy provides a strategy for us to ensure we continue such initiatives.

#### **6. Partnerships with local business and service providers**

Benefit – By linking with external agencies and businesses, we are able to offer tenants services or goods to help them sustain their tenancy. Again this may afford tenants items or services they would otherwise not have access to.

What we currently do – As well as our wide range of partner agencies (details at the end of this policy), we have forged links with B&Q, Starter Packs Glasgow and the local recycle hub. This has enabled us to secure items for decoration and furnishings for free for tenants who have demonstrated hardship or lifestyle issues.

What we propose to do – We will expand the list of agencies and businesses that we work with. The reports and follow on procedure as demonstrated on page 7 will identify tenants who can benefit from these partner agencies/businesses.

#### **7. Use of technology and portals to gain information**

Benefit – This will streamline how we get information that may indicate if someone is in need of tenancy support. This will ensure faster response time in providing assistance and saving of time and money.

What we currently do – We have installed smart smoke detectors which indicate when power is cut. This data is available in real time to CHA staff who can then



contact the tenant to see that everything is ok. Often, power being cut can be an indicator of fuel poverty or similar.

What we propose to do – We will monitor the effectiveness of any smart systems and include data in our end of year tenancy sustainment reports. We will continue to identify technology that can assist us and our tenants in this regard.

## **Section 5 - Conclusion**

This policy shows that Clydebank Housing Association has in place a number of tenancy sustainment measures. It also makes a number of recommendations for improvement and/or expansion of measures.

This is now supplemented by ways of identifying tenants in need of support. The procedures that drive both identification and action are crucial in this policy operating effectively.

The reporting measures, both quarterly and annual will demonstrate how successful CHA is in addressing tenancy sustainment.

CHA sees tenancy sustainment as an ongoing culture and to this end the approval of this policy will be followed up by the following:

- Full staff and committee training on both the policy and its ethos
- Roll out of associated procedures and improvements

It is hoped that the above will result in this policy continuing to be built on over the coming years with a 'tenancy sustainment culture' being further enhanced within the organisation.

The document is also intended to be used by staff as a reference/guidance document. To this end the last section details a list of current support or partner agencies. It is hoped that through time complete support and service user agreements can be agreed with each agency as this will further enhance partnership working as well as the services afforded to our customers.

## **Section 6 - List of service providers and partner agencies**

<b>Support Agency Name</b>	<b>Support Category</b>	<b>Contact Details</b>
Social Work Department (WDC)	General social care for all ages and family types	WDC Tel: 01389 737000
Homeless Department (WDC)	Homeless advice and assistance, general tenancy sustainment	WDC Tel: 01389 738625
Y-Sort It	Youth diversionary programme for youths up to 21 years old	5 West Thomson Street, Clydebank G81 3EA Tel: 0141 941 3308
Police Scotland	Crime and disorder	50 Montrose Street Clydebank G81 2QD Tel: 101
Starter Packs Glasgow	Provision of essential items for new tenants through referral from CHA	47 Burleigh Street, Govan, G51 3LB Tel: 0141 440 1008
Environmental Health (WDC)	All environmental health issues	WDC Tel: 01389 737000
Women's Aid	Support and assistance in relation to domestic abuse	Tel: 0141 952 8118
Stepping Stones	Support with mental health and wellbeing issues	Unit A10 Whitecrook Business Centre,, 78 Whitecrook St, Clydebank G81 1QF Tel: 0141 941 2929
Goldenhill Resource Centre	Support with mental health and wellbeing issues	199 Dumbarton Rd, Clydebank G81 4XJ Tel: 0141 941 4400
DACA	Drugs and alcohol counselling and support	82 Dumbarton Rd, Clydebank G81 1UG Tel: 0141 952 0881
Working 4 you (WDC)	Mentoring and employment assistance service	WDC Tel: 01389 738296
Citizens Advice Bureau	Legal advice	63 Kilbowie Rd, Clydebank G81 1BL Tel: 0141 435 7590
Shelter	Homeless advice	Tel: 0344 515 2000
Throughcare	Supported living to enable a path to independent living for vulnerable young persons	WDC Tel: 01389 608172

Scottish fire and rescue	Advice regarding fire safety in the home	2 Kilbowie Rd, Clydebank G81 6QT Tel: 01389 385999
Housing Benefit (WDC)	Assistance with claiming HB	WDC Tel: 01389 737000
DWP	Assistance in claiming welfare benefits	
Cleansing (WDC)	Bulk uplift and refuge assistance	WDC Tel: 01389 737000

### **Equalities commitment**

“Clydebank Housing Association will ensure equality of opportunity across the full range of our activities, including both employment and service provision.

We will not discriminate on the grounds of Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex, and Sexual Orientation.

Accordingly, we will monitor the composition of our Governing Body, our Staff and our Tenants to enable positive action to be taken, where necessary, ensuring that our services are accessible to all.

The office premises of the Association are centrally located and we will regularly audit them to ensure that physical barriers do not exist, which may impede access to anyone.

Key policies, newsletters and other information will be made available on the Internet and in large print, Braille and foreign languages, on request.” – Please refer to Information in Different Formats Procedure.

### **For Office Use Only – Actions**

Customer Consultation Required/Arranged	No
Intranet Update	Yes
F Drive Update	Yes
Website Update	Yes
Leaflet change required?	No
Newsletter Promotion?	Yes
Other information updated, e.g. posters, automatic email responses, post cards, answering machine messages, etc.	No
Equality Impact Assessment completed	Yes

## Clydebank Housing Association Equality Impact Assessment Tool



Name of the <b>policy / proposal</b> to be assessed	Tenancy sustainment	Is this a <b>new policy / proposal or a revision?</b>	Revised policy
Person(s) responsible for the assessment	Joe Farrell (Head of Housing Services)		
<b>1. Briefly describe the aims, objectives and purpose</b> of the policy / proposal	To outline the need for tenancy sustainment within CHA, to highlight the costs on CHA for poor tenancy sustainment, to example current CHA practice and measures for tenancy sustainment, to recommend future sustainment measures/improvements		
<b>2. Who is intended to benefit</b> from the policy / proposal? (e.g. applicants, tenants, staff, contractors)	Housing Applicants, tenants and staff		
<b>3. What outcomes are wanted</b> from this policy / proposal ? (e.g. the benefits to customers)	To provide tenants with direct or indirect assistance in sustaining their tenancy and guide staff in the process of doing do.		

4. Which **protected characteristics** could be **affected** by the proposal? (*tick all that apply*)

- Minority Ethnic  
  Gender  
  Disability  
  Sexual Orientation  
  Age  
  Religion  
  Transgender /Transsexual  
  Marriage /Civil Partnership  
  Pregnancy /Maternity

5. If the policy / proposal is not relevant to any of the **protected characteristics** listed in part 4, state why and end the process here.

	Positive impact(s)	Negative impact(s)
<p>6. Describe the <b>likely positive or negative impact(s)</b> the policy / proposal could have on the groups identified in part 4</p>	<p>Support service (direct or indirect) will positively impact tenants by assisting them sustain their tenancy.</p>	
<p>7. What <b>actions</b> are <b>required</b> to address the impacts arising from this assessment? (<i>This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts</i>).</p>	<p>End of tenancy monitoring, time within tenancy monitoring, all through ARC return.</p>	

Signed: Joe Farrell

(Job title): Head of Housing Services

Date the Equality Impact Assessment was completed: 20 October 2023

***Please attach the completed document as an appendix to your policy / proposal rep***