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A company with a passion for communities

ENEHL: Identifying needs and vulnerability process



Tenants Guidance

Introduction to identifying needs and vulnerability

East North East Homes Leeds aims to support individuals to maintain independent living and assist them to sustain successful tenancies.

East North East Homes Leeds believes that by assessing needs and risks to vulnerable people at the earliest opportunity will allow us to make referrals to support providers and put interventions in place to assist you as effectively as possible to achieve safe and independent living.

The Independent Living Team was launched in July 2009 by ENEHL. The role and aim of the team is to make sure that referrals are made to the appropriate agencies and support is put in place to allow you to remain within your home safely and to help you live an independent lifestyle. Your Housing Support Officer will be there to ensure that your support in place is suitable for you and we will review this periodically.

We aim to provide a flexible approach to supporting individuals living within East North East Homes Leeds properties with a service that is tailored to meet your choice and needs wherever possible.

It has been identified that unmet needs may leave individuals vulnerable and at risk within their tenancy for example if you are not on all the correct benefits this may lead to financial difficulties, debt and struggling to pay your bills and rent.

ENEHL realises the importance of meeting the needs of our individual customers and this is in accordance with our equality and diversity procedures.

The Independent Living Team Aims

‘To underpin sustainable communities for ENEHL customers through need and risk assessments to maximise lifestyles and choice – and by overarching through the protection and safe guarding of children, young people and vulnerable adults’

Vulnerability Risk Assessment

We will need to spend time with you to ensure that we capture relevant information to enable us to contact agencies on your behalf.

The risk assessment will allow us to identify either your needs or anyone else within your household, we will discuss with you ways to overcome or minimise these risks including:

- Needing a benefit assessment
- Support in sourcing furniture
- Assessing physical and mental health issues to signposting and making referrals to support providers
- Arranging your home to be fitted with aids and adaptations.

The Vulnerability Risk Assessment will be completed at the pre tenancy interview by trained staff who will go through the form with you to agree support requirement and a planned approach to any support and assistance you may need and be entitled to.

By completing the form and accessing support will minimise any pressure that may leave you vulnerable within your new home. The specialised Independent Living Team oversee all the Vulnerability Risk Assessment's and work with support providers and yourselves ensuring your needs are being met.

In **extreme cases** we will override refusals for support and make the necessary referrals. This is if a serious issue is identified and the potential risk or harm is extreme such as imminent harm or danger to yourself and or others.

Support that has been identified is not provided by ENEHL. We pass on your information to the relevant support providers however their service may be assessed on a needs based criteria and they could find you to be unsuitable to access their services. If this happens we will look to access support from alternative providers.

Occasionally you may incur a charge for your support such as accessing help within the home, garden or personal care..

What if your needs change?

Your needs or that of someone in your household may change at any time throughout your tenancy and our Housing Support Officers are available through your local housing office to visit with you to make an assessment with you around your changes.

This could be adaptations to your home, financial difficulties or a change in your health, well being or personal circumstances.

Please contact your local housing office if this happens to alert us of your changes. They will spend time with you to complete the form and get as much information as possible to assist us with your support needs.

The Independent Living Team has developed a local directory of services for vulnerable people in the East North East Homes Leeds area

which identifies Support Agencies for the different client groups and the referral criteria.

The Independent Living Team works across departments and work in partnership with support agencies to develop a co-ordinated approach aimed at protecting those who are most vulnerable in the community.

Our aim to assess and identify appropriate support, monitor this through the Independent Living Team and ensure that the support outcomes for our customers are as appropriate and successful as possible – we will advocate on your behalf and work with support providers and care agencies to maintain and maximise a safe and independent lifestyle for you and your family.





Are we getting it right?

We're always trying to improve the quality of our information.

You can help us by filling in this form and:

- ✓ hand it in at any East North East Homes Leeds Housing Office
- ✓ send it to us at East North East Homes Leeds FREEPOST RRJX-YRTK-TACE Leeds LS7 3YY

Thank you for your help

What do you think about this booklet overall?

Please tick whichever applies.

Good Average Poor

What part(s) of it should we improve?

Did you understand the information?

Yes No

If not, please say what you didn't understand

Do you think the layout is

Good Average Poor

How could we improve it?

Your name _____

Your address _____

Your phone no. _____

Email address _____



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