

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE Housing and Property Vulnerability Policy (draft version)	
REPORT OF The Director of Housing and Director of Property Management	
FOR SUBMISSION TO Disability Oversight Panel	DATE 5/03/2024
<p>SUMMARY OF REPORT</p> <p>This report shares the draft version of the Housing and Property Vulnerability Policy for comments and recommendations from the Disability Oversight Panel. The Policy details our proposed definition of vulnerability alongside a person-centred framework designed to improve recognising, recording, and responding to vulnerabilities across Housing and Property Management services.</p> <p>Local Government Act 1972 – Access to Information</p> <p>The following documents have been used in the preparation of this report:</p> <p>Housing and Property Vulnerability Policy (draft version)</p> <p>Contact Officer:</p> <p>Lydia Roberts, Housing Policy and Change Lead Lydia.Roberts@camden.gov.uk 5 Pancras Square, London N1C 4AG</p>	
<p>RECOMMENDATIONS</p> <p>That the Panel notes and comments on the report, including the draft version of the Vulnerability Policy (Appendix I).</p>	

Signed:

Date: 24/02/2025



1. Purpose of Report

- 1.1. The report is being presented to the Panel to hear directly from disabled residents about their experience and, based on this, any comments or recommendations they may have regarding the draft version of the policy (Appendix I) or related improvements which can be made to Housing and Property Services.

2. Background

- 2.1 Housing and Property Management are working together to review our landlord's approach to working with residents experiencing vulnerabilities who may face barriers to accessing support.
- 2.2 At present, varying definitions of vulnerability are used across Housing and property management, and this has resulted in multiple and sometimes contradictory ways of tailoring our services to meet residents' needs.
- 2.3 We aim to broaden our capacity for enabling equitable access to our services through the development of a Vulnerability Policy (appendix I). Within this policy, we aim to bring services together under a definition of vulnerability and a person-centred framework we will use in recognising, recording, and responding to residents' additional needs.
- 2.4 Within this context, we are also responding to the new regulatory framework laid out by the Social Housing Regulator and recommendations from the Housing Ombudsman to improve the identification and support of tenants experiencing vulnerability to living well independently.
- 2.5 So far, the following engagement has taken place as part of the review and policy design:
 - Benchmarking and research with other Local Authorities, Registered Providers, and Voluntary and Community Sector partner
 - Housing and Property staff workshop
 - Housing and Property Resident Panel workshop
 - Structured research interviews with colleagues from Council Services
 - Thinking Together session with other services
- 2.6 After the presentation at the Disability Oversight Panel, the draft policy will be presented to the District Management Committees, and once a final version has been confirmed, an Equalities Impact Assessment will be completed. We will be working closely with colleagues in Data Protection, Legal, and Finance throughout the process.
- 2.7 We are further developing an implementation plan to improve service practice in line with the Policy.

- 2.8 Success will be measured through improved recording of vulnerability information, staff confidence in the recording of this information, and residents' satisfaction with service delivery.
- 2.9 The final version of the policy will be shared online alongside an easy-to-read version and British Sign Language (BSL) video.

3. Finance Comments of the Executive Director Corporate Services

The Executive Director Corporate Services has been consulted and has no comments at his stage.

4. Legal Comments of the Borough Solicitor

This is a draft version of the policy for comment only by the panel. Legal Services will input into the policy as it develops further.

5. Environmental Implications

The proposal has no environmental impacts.

6. Appendix 1: Vulnerability Policy - Housing and Property Management (draft version)

REPORT ENDS