

<b>Officer responsible</b> Director of Policy	<b>Author</b> Margaret Macadam
Corporate Plan Output: Policy Advice	

The Committee considered a report from Margaret Macadam, Social Policy Analyst, on a review of tenant support from the City Council’s housing service.

The report gave background to the review, consultation process employed, review findings, detailed the internal resource constraints and policy development, and the parameters for City Council involvement.

A draft policy, together with the principles and policy implementation issues was detailed.

The policy statement as detailed in the report was:

**TENANT SUPPORT POLICY (CITY HOUSING)**

- **Tenancy Liaison Officers will facilitate support by monitoring the needs of their tenants and referring on to other agencies as appropriate. This will be achieved through:**
  - **interviewing all prospective tenants;**
  - **visiting tenants at least once per year, and more frequently as necessary;**
  - **maintaining networks with, and an up to date knowledge of, the wider support system in the city.**
  
- **City Housing will put mechanisms in place which maximise the ability of Tenancy Liaison Officers to facilitate the support of their tenants. It will ensure that adequate training and resources are made available to enable the Tenancy Liaison Officers to perform this role.**
  
- **City Housing will ensure that there are formal mechanisms in place that enable tenants to communicate their views/concerns (for example, satisfaction surveys, tenant meetings).**
  
- **Activities Co-ordinators will contribute to the social well-being of City Housing tenants by providing/encouraging social and recreational opportunities.**
  
- **City Housing will work with other Council Units with a view to encouraging community development initiatives within the complexes.**
  
- **The Council will work with other agencies to identify and document gaps in support provision, and lobby relevant government agencies and departments for increased resources to meet these needs.**

- **The Council will work with other agencies to attempt to address issues raised by gaps in the support system, and will investigate the potential for further joint initiatives.**

### **Principles**

- The ultimate aim of support facilitation is to enable tenants to live independently, maintain their tenancy, and achieve a good quality of life.
- City Housing staff should work to empower tenants (by enabling tenants to help themselves).
- City Housing staff should assist tenants to solve their own problems, by referring them to the appropriate agencies.
- Referrals should be made only at a tenant's request and/or with the tenant's consent unless her/his physical or mental health dictates otherwise.
- The principles of the Privacy Act should be applied in all referrals.

**Recommendation:** That the above policy be adopted and the relevant existing resolutions regarding Council housing welfare services (Policy Register, 31/12/98) be replaced by the new policy.