

# Stevenage Borough Council

## About this document

This document explains how Stevenage Borough Council supports residents who may need extra help.

It tells you what we will do, and how you can get support.

## Supporting Residents who need extra help

### We want to help

- Some people need extra help at different times in their lives.
- This help might be short-term or long-term.
- We are here to support you in your home.

✓ We will listen

✓ We will treat you fairly

✓ We will try to meet your needs

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## What does “Vulnerable” mean?

Being vulnerable will not affect your tenancy or your rights. It just helps us understand how to support you better.

- It means someone may need extra support.
- This can happen because of:
  - Physical health needs
  - Mental health needs
  - Disability
  - Bereavement
  - Money problems
  - Problems managing a tenancy
  - Domestic abuse
- Anyone can become vulnerable at any time.

You do not need to describe yourself as “vulnerable” to get support.

If you need help, we are here for you.

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## How we know someone may need help

We may find out because:

- You tell us
  - A family member or carer tells us
  - We see something during a home visit
  - You apply for housing
  - You contact us about repairs or rent
  - Another service (like police or support workers) tells us
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## Our staff are trained

Our staff learn about:

- Safeguarding
- Equality and diversity
- Mental health
- Conflict management

This helps them understand and support you.

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## We follow three important steps

- **Recognise**  
We will listen and understand when someone may need support.
  - **Respond**  
We adjust our service to meet their needs.
  - **Record**  
We keep secure notes, so we remember how to help.
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## How we can adjust our services

We may:

- Give you more time to answer the door
- Arrange a visit with your support worker
- Send a male or female officer if requested
- Call to explain a letter
- Provide large print or easy-read letters
- Arrange an interpreter

These are called **reasonable adjustments**.

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## **Working with other Services**

Sometimes we work with:

- Health services
- Police
- Fire service
- Support agencies
- Social care

We will usually ask for your permission first.

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## **If someone speaks for you**

You can choose someone to speak to us for you, like:

- Family member
- Friend
- Advocate
- Local councillor

If someone cannot make decisions for themselves, we will speak to the person who legally represents them.

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## **Extra tenancy support**

If you are struggling, we can:

- Visit your home
- Check your tenancy details
- Help with rent problems
- Offer advice and support
- Refer you to specialist teams

Our specialist officers can help with:

- Mental health
- Disabilities
- Rent arrears
- First tenancies
- Domestic abuse
- Hoarding

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## **Your information is safe**

- We keep your information secure.
- We only use it to support you.
- We follow data protection laws.

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## **We treat everyone fairly**

We will:

- Not discriminate
- Promote equal opportunities
- Treat everyone with respect

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## **If you are not happy**

- You can make a complaint.
- We will explain how to do this.
- We will take your concerns seriously.