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Policy:	Particular Needs Policy
Legal Requirements:	Equality Act 2010
Regulatory Standards:	<p>The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management.</p> <p>This policy evidences that the following Regulatory Standards are being met:</p> <p>Standard 2. 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 priorities.</p> <p>Standard 5. The RSL conducts its affairs with honesty and integrity.</p>
Notifiable Events Guidance:	In compiling this policy, consideration has been given to the Notifiable Events Guidance issued by the Scottish Housing Regulator and the impact of that guidance on the policy.
Equality and Diversity:	<p>The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy.</p> <p>In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.</p>
Complaints:	Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.
General Data Protection Regulation (GDPR):	The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.
Policy Author:	Kevin Freeman
Policy Review:	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every three years in the month of August.
Policy Approval:	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 24th of June 2021.



Statement of Policy Aims and Principles

5 The Association aims to ensure that applicants / tenants with particular needs are housed within properties that can meet their needs. Where possible the Association aims to work in partnership with relevant agencies to ensure that tenants with particular needs can remain in their own home.

The Association will comply with the relevant legislation, guidance and good practice and has taken consideration of the outcomes and standards within the Scottish Social Housing Charter (SSHC). The outcomes and standard that covers this policy are:

10 Equalities – Social landlords perform all aspects of their housing services so that:

- Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

15 Tenancy Sustainment – Social landlords ensure that:

- Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

20 Policy Details

Equal Opportunity

25 The Association treats all services users equally and will not discriminate between any persons on grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.

Mainstream Housing

30 Where possible the Association will accommodate those with particular needs in mainstream housing as a means of ensuring that such tenants are integrated within the community. Where possible the Association will respond to tenants changing needs over time by offering and introducing the necessary support to ensure that they can remain in their current home.

Design Standards

35 The Association will endeavour to apply housing for varying needs to all new developments and to agree minimum standards which will allow people to minimise their dependence on others and maximise their choice in their everyday life.

Affordable Charges

40 The Association attempts to produce rents and service charges which are affordable to those in low paid employment and seeks to avoid penalising people with particular needs through high service charges.

The Needs and Rights of People with Particular Needs

45 People with particular needs should have as much control as possible over their homes. Their needs and rights should be encouraged to the extent of participating in the management of the Association.

Confidentiality

50 On the basis that people with particular needs can be stigmatised if their condition is known, strict confidentiality will be maintained between staff and tenants at all times. Staff will only divulge information with the consent of the tenant.



Policy Details (continued)

Complaints

5 If an applicant or tenant with particular needs feels that they are being unfairly treated as a result of their need, they have the right to complain in accordance with the Association's Complaints Handling Procedure.

Working in Partnership

10 The Association will work in partnership with all relevant agencies to ensure that tenants receive the necessary support to enable them to remain in their tenancy.