

## Supported Housing strategy

### Draft action plan

<b>Commitment 1:</b> We will tailor our service to ensure it meets the individual needs of our tenants.		
Action	Responsible	Target
We will collect and use our tenant's data to help us to develop services. This will include communication preferences and equality, diversity and inclusion data to ensure that services are accessible.	Supported Housing manager	Ongoing
Critique our service against other providers so we can stay abreast of changes and best practice in the sector.	Supported Housing manager	March 2025
Focus on how tenants benefit from services by capturing outcomes rather than focusing on support.	Supported Housing manager	September 2025
Engage regularly, and by a variety of means, with our tenants, prospective tenants and stakeholders to shape the service they receive.	Supported Housing manager	Ongoing
Through regular, agreed contact with our tenants, monitor the level of support that is needed.	Supported Housing Lead Officers	Ongoing
Introduce a 'Menu of activities', based on what our tenants want.	Supported Housing Lead Officers	Ongoing
Explore funding opportunities for regular activities / engagement sessions	Corporate graduate	February 2025
Continue to work with the voluntary sector and community groups to increase their involvement in the service.	Corporate graduate	Ongoing

<b>Commitment 2:</b> We will provide accommodation that meets the needs of our supported housing tenants both now and in the future.		
Action	Responsible	Target
Provide appropriate community alarm equipment for our tenants.	Supported Housing manager	Ongoing
Improve the energy performance of our properties.	Supported Housing manager	Ongoing
Develop the Dacorum 'standard' of Supported Housing.	Head of Housing Operations	March 2025
Make sure our tenants are aware of opportunities through the mutual exchange policy and are supported through this process.	Supported Housing manager	April 2025
Develop a scheme-by-scheme approach to refurbishment of communal areas.	Supported Housing Lead Officers	June 2025
Identify opportunities to improve schemes as part of the strategic asset review.	Strategic Asset Project Team	Ongoing
Enhance external spaces.	Supported Housing Manager	Ongoing

**Commitment 3:** We will review the suitability of our supported housing stock.

Action	Responsible	Target
Use information about our schemes to plan investment and improvements.	Head of Housing Operations and Supported Housing Manager	June 2025
Review our schemes to see how they support access to the following: <ul style="list-style-type: none"> <li>• Shops</li> <li>• Public transport</li> <li>• Health services</li> <li>• Community services</li> <li>• Leisure services</li> </ul>	Supported Housing Lead Officers	August 2025
Develop scheme rating to identify where there are concerns about long term viability, and, through the Strategic Asset review – identify opportunities to de-commission or repurpose.	Head of Housing Operations	Ongoing
Consider supported housing stock through the strategic asset review.	Head of Housing Operations	Ongoing
Identify opportunities for new supported housing and / or flexi care schemes through the strategic asset review	Head of Housing Operations	Ongoing

**Commitment 4:** We will enhance our partnership working to deliver the best services possible.

Action	Responsible	Target
Develop the relationship with statutory services and identify joint working initiatives.	Head of Housing Operations and Supported Housing Manager	Ongoing
Work in partnership with Hertfordshire County Council (HCC) to identify opportunities for additional flexi care schemes	Head of Housing Operations and Supported Housing Manager	Ongoing
Work with HCC and other providers at a borough level to improve how we work together	Head of Housing Operations and Supported Housing Manager	Ongoing
Work with HCC to achieve their goals in providing social care to residents of the borough.	Head of Housing Operations and Supported Housing Manager	Ongoing
Participate and support initiatives that focus on health and wellbeing.	Head of Housing Operations and Supported Housing Manager	Ongoing