

This factsheet explains how we deliver inclusive housing services, so that all residents – including those with additional needs - or those who wish to contribute – feel respected, supported, and involved in their community.

People – We see every resident as an individual, with their own story, strengths and needs. We listen, make adjustments, and celebrate contributions that help build a strong community.

Places – We create safe, welcoming environments where people feel proud to live – and where shared spaces are respected and enjoyed by all.

Partnerships – We work together with residents, staff, families and local services to support wellbeing and independence at every stage.

1. Our Approach: People, Places, Partnerships

What You Can Expect from Us

We aim to provide housing and support services that are inclusive, fair and responsive. This means recognising your needs, listening to what matters to you, and making sure services are accessible to everyone.

Our Commitment to You

We will:

- Make adjustments if you need help accessing our services (e.g. large print, longer appointments, or a trusted person you choose to speak for you (like a family member or support worker, if that makes it easier for you)).
- Keep your needs and preferences recorded and up to date (with your consent).
- Treat you with respect and act promptly if you are at risk or need support.
- Involve you in shaping services and improving your scheme if you wish to contribute.
- Recognise and value residents who help bring schemes to life – through volunteering, social events, gardening or simply being a good neighbour.

Working Together

We see residents as partners in wellbeing – not just recipients of services. We encourage working together between residents, our staff, and the wider community to create schemes that are safe, welcoming and full of community spirit.

2. How This Supports Our Legal Duties

Our inclusive service approach helps us meet the following standards and expectations:

- **The Regulator of Social Housing's Consumer Standards (2024), including:**
 - **Safety & Quality** – We help you stay safe and independent in your home – through timely repairs, support with aids and adaptations, or helping you find a home that suits your needs.
 - **Transparency, Influence and Accountability** – listening to residents and keeping you informed, explaining our decisions, and making it easy for you to give feedback or raise concerns.
 - **Neighbourhood and Communities** – working with residents to shape better places.

- **The Housing Ombudsman Complaint Handling Code**
 - Making sure our complaints process is fair, accessible and adjusts how we respond if you need extra help.

3. Need Help or Want to Get Involved?

If you need support, want to request adjustments, or would like to get involved in your scheme, please contact a member of our team – we're here to help.