

Support When You Need It

Understanding and addressing our resident support needs effectively



Introduction

We know that sometimes, our services can be difficult to use, especially if you're going through a tough time or facing challenges. This guide is here to help.

The examples of vulnerability that we give aren't a full list. Everyone's situation is different, and we understand that not all needs are visible or easy to explain.

We also know that our systems and technology don't always work for everyone. If something isn't working for you, please speak to a member of staff. We'll do our best to support you, even if it's something we haven't thought of yet.

This guide builds on our Vulnerability Policy, which you can find here, along with some more information about Vulnerability: https://www.royalgreenwich.gov.uk/housing/our-responsibilities-council-landlord/get-extra-support-meet-your-housing-needs

Understanding Vulnerability



What is Vulnerability?



Definition of Vulnerability

Vulnerability includes conditions that hinder managing housing or accessing services, both temporary and long-term.

Dynamic Nature of Vulnerability

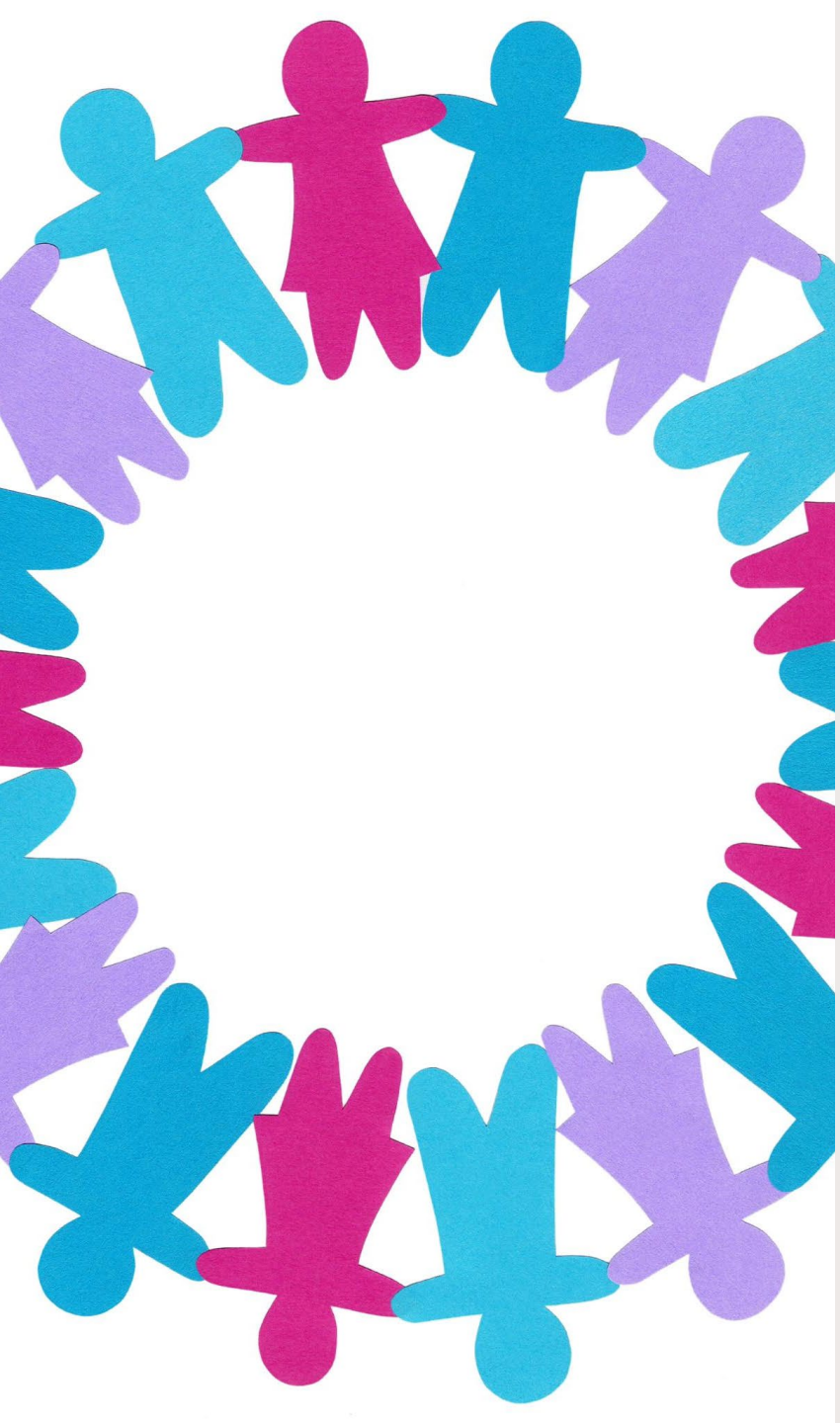
Vulnerability is not static and can change over time, requiring adaptable support from our services and staff.

Factors Causing Vulnerability

Health, financial hardship, language barriers, bereavement, and social isolation contribute to vulnerability.

Our Commitment

Royal Greenwich offers tailored, needs-specific services and adjustments to ensure fair, compassionate treatment for all our residents and service users.



Examples of Vulnerability

Age-Related Challenges

Vulnerability can arise from being an older person or very young, affecting individuals' daily activities and service access.

Health and Disabilities

Physical, mental health conditions, and sensory or cognitive impairments influence residents' ability to access services and maintain tenancies.

Social and Economic Factors

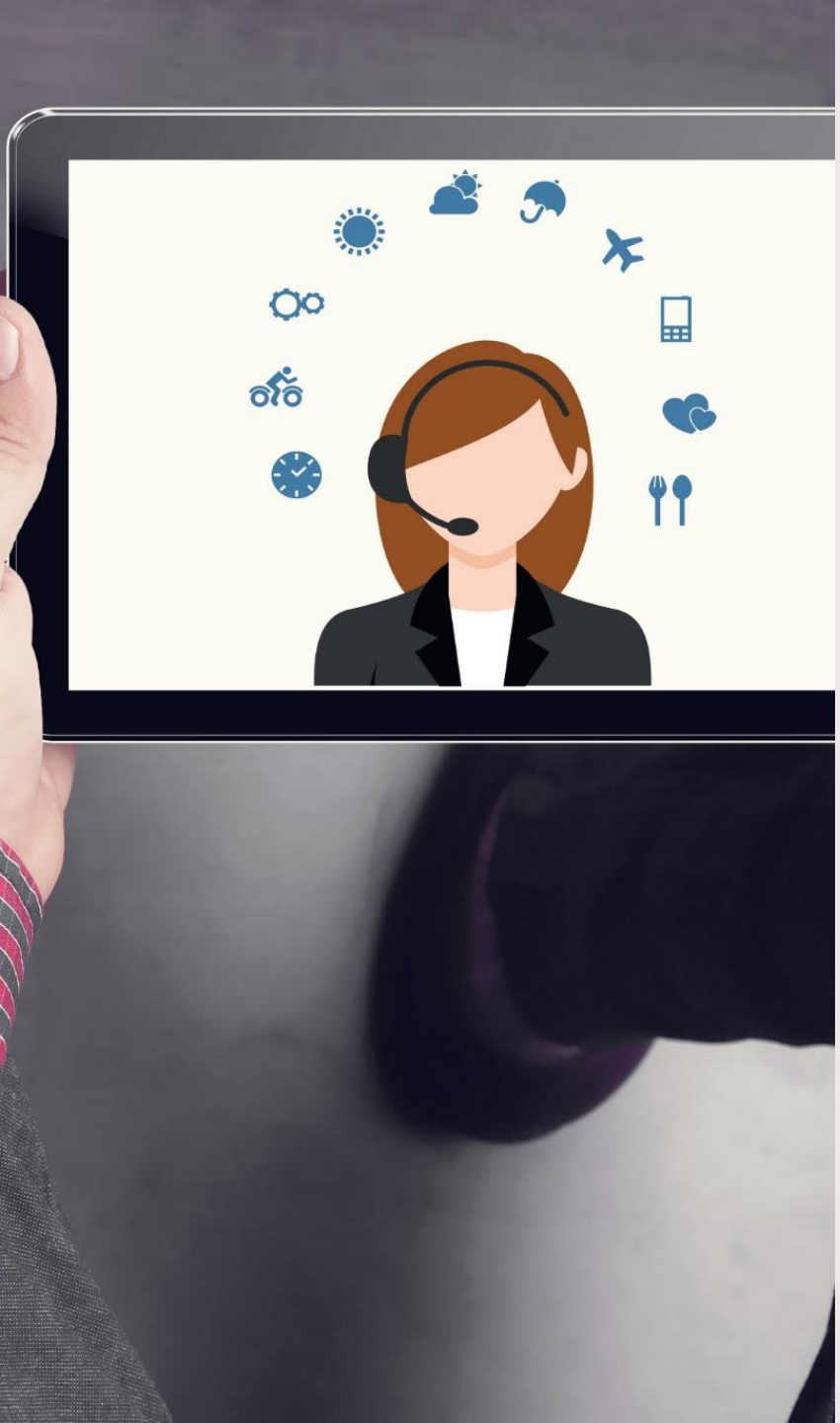
Issues like domestic abuse, substance dependency, unstable housing, financial hardship, and discrimination can arise from or increase vulnerability.

Communication and Isolation

Language barriers, limited literacy, trauma history, bereavement, and social isolation can hinder service engagement.



Support Services Overview



Customer Services

Frontline Support Role

Customer Services act as the initial contact for residents and service users needing help with housing-related issues.

Identifying Vulnerabilities

Our staff are trained to recognise vulnerabilities such as language barriers and health conditions to provide proper assistance.

Accessible Communication

The team ensures communication is accessible using formats like large print, braille, machine-readable digital formats and translated materials.

Support and Referral

Customer Services arrange interpreters, assist with forms, support carers, and refer residents to specialised teams.



Repairs & Investment (R&I)

Prioritising Vulnerable Residents

The repairs team prioritises vulnerable residents for relevant repairs - for example damp and mould response for people with asthma.

Resident-centred Service Adjustments

Services include flexible appointments, female operatives on request if available, and tailored evacuation plans for mobility impairments.

Support During Major Works

Our Resident Liaison Team assign officers to provide bespoke assistance and scheduling accommodations during major repair works.

Safeguarding and Referrals

Operatives are trained to recognize safeguarding concerns and refer cases to proper services.

Disability & Home Improvement Team (DHIT)



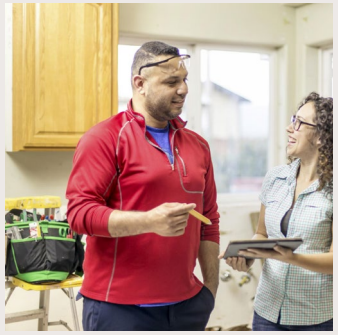
Home Adaptations for Accessibility

DHIT collaborates with occupational therapists to install adaptations like stair lifts and grab rails that meet residents' needs.



Minor Adaptations and Independence

The Handyperson Scheme help with odd jobs around the home for older or disabled homeowners, private tenants and council tenants to maintain safe and independent living.



Ongoing Support and Advice

DHIT provides ongoing review of adaptations, helps match residents to homes that suit their needs, and refers to additional support schemes and grants.



Allocations Team

Resident Support and Assessment

The team sends vulnerability questionnaires to understand individual support needs and provide tailored advice for housing applications.

Officer-Led Bidding and Direct Offers

For residents unable to bid effectively or need extra support, the team intervenes with officer-led bidding or direct property offers to ensure fair access.

Safety and Accessibility Considerations

Safety measures such as evacuation procedures and fire safety are prioritised, especially in high-rise housing allocations.

Accessible Communication and Advocacy

The team uses accessible communication and collaborates with advocates to support vulnerable residents throughout the process.



Housing Inclusion & Support (HIS)

Tenant Support Services

HIS assists residents at risk of homelessness through home visits and welfare checks tailored to individual needs.

Assistance with Welfare and Referrals

The team helps with benefits, health registrations, and referrals to education or employment services to support tenant stability.

Support for Disabilities and Older People

HIS provides emergency accommodation and tailored support for residents with disabilities and those aged 55+, addressing trauma and digital exclusion.

Coordinated Case Management

Complex tenant needs are met through collaborative case management involving multiple services and professionals.



Tenancy Services

Resident Support and Risk Assessment

Officers conduct new tenant visits to assess needs and identify vulnerabilities for tailored support.

Flexible Service Delivery

Tenancy team adapts support through home visits and deadline extensions for requests, for examples, in times of personal crisis, change in circumstances or inconvenience.

Collaboration and Safeguarding

Team collaborates with other agencies to manage anti-social behaviour and safeguard vulnerable residents.

Targeted Help and Legal Measures

Focus on engagement and support for issues like hoarding and security in a holistic, tenant-specific basis; legal action is last resort.



Income Team

Tenant Support Services

The Income Team helps tenants facing financial hardships manage their rents and charges through income and benefit assessments and flexible repayment plans.

Specialist Referrals

Referrals to Welfare Rights, Universal Credit, and Money Advice teams provide specialised financial assistance and help with tasks like applying for benefits.

Legal and Ethical Practices

The team follows legal protocols to prevent discrimination and work to avoid eviction and support vulnerable households

Holistic Financial Wellbeing

Income Services coordinate with other agencies and offer extra help like hardship funds to improve tenant financial wellbeing.



Sheltered Housing / Extra Care

Support Services

Sheltered housing provides 24-hour alarms, daily welfare checks, and on-site staff to support independence.

Practical Assistance

Residents receive help with contacting GPs, reading letters, and accessing benefits to enhance wellbeing.

Extra Care Features

Extra care schemes include personal care, medication support, and coordination with external services.

Community and Safety

Sheltered housing promotes safety, wellbeing, and social connections among older and vulnerable residents.



Private Rented Sector & Environmental Health

Home Inspections and Safety

The team checks private rental homes to make sure they meet health and safety standards. If they see a resident might need extra help (like mobility issues or unsafe conditions), they record it and arrange support or referrals.

Tenant Support Services

Officers provide home visits and support for mistreated private tenants, coordinating with other services for joint visits.

Fire Safety and Referrals

Fire safety checks like the Safe and Well visits are promoted and referrals to the Fire Service are made to ensure occupant safety in rental properties.

Community Protection Patrols

The Community Protection Team conducts proactive patrols and adjusts services to address vulnerable residents' needs. The service also works with the Police and other teams to protect vulnerable residents.



Other Support Services

Live Well Greenwich



Comprehensive Resident Support

Live Well Greenwich offers comprehensive support tackling non-medical challenges to improve resident wellbeing.

Flexible Service Delivery

Support is provided through home visits, community centres, or phone calls, ensuring accessibility for all needs.

Collaborative Health Partnerships

Live Well Greenwich collaborates with health services like the NHS and promotes essential schemes for resident benefit.

Accessible Referral Options

Residents can access support through self-referral, GP referral, or partner agencies easily.

Greenwich Supports



Comprehensive Resident Support

Greenwich Supports offers coordinated help for financial hardship, housing insecurity, and other resident vulnerabilities.

Tailored Services for Refugees

Dedicated support is provided for refugees, migrants, and asylum seekers to address their unique needs.

Collaborative Network

The initiative unites RBG services, charities, and community organisations to deliver comprehensive assistance.

Accessible Support Channels

Residents can access services through the Royal Greenwich website or Live Well Greenwich, ensuring easy and direct help.



Greenwich Carers Centre

Emotional and Practical Support

The Centre provides emotional support, practical advice, and dementia-friendly groups to assist unpaid carers effectively.

Befriending and Companionship

The Carers Link Befriending Programme offers companionship to isolated carers, enhancing social connection and reducing loneliness.

Training and Digital Inclusion

Staff training focuses on sensitivity to vulnerability and promoting digital inclusion among carers for better access to resources.

Collaboration and Wellbeing

The Centre collaborates with other services to link carers with wider networks, promoting wellbeing and independence.

METRO GAD – Greenwich Association of Disabled People



Welfare Rights and Accessibility Support

METRO GAD provides specialist welfare rights advice for disabled residents.

Support with Personal Independence Payment (PIP) applications and other benefit claims are also provided.



Inclusive Practices

The organisation promotes inclusivity through use of pronouns and displaying safety symbols for disabled residents

Advice is tailored for accessibility challenges, including navigating physical barriers in estates.



Disability Awareness

The organisation's staff are trained in disability awareness and lived experience informed practice.

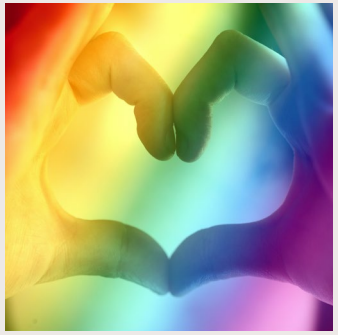
METRO GAVs - Counselling and Inclusion Services



Comprehensive Support Services

METRO GAVs offers counselling, mentoring and emotional support for LGBTQIA+ residents and those living with HIV.

Up to 12 weekly counselling sessions (online or in-person), tailored to individual needs, as well as initial assessments and onward referrals for longer-term support.



Inclusive Practices

METRO GAVs promotes it's LGBTQIA+ inclusivity through pronoun use, rainbow flag display and creating emotional safe spaces for trans and non-binary residents.



Community Connection

METRO offers referrals to food banks, housing support, and crisis services helping residents feel safe and connected.

Mentoring for young people aged 13-25 focusing on identity, relationships, and wellbeing.

Resident Rights and Equality





Your Rights

Legal Framework

The Equality Act 2010 ensures fair treatment of all residents and prohibits discrimination on protected characteristics.

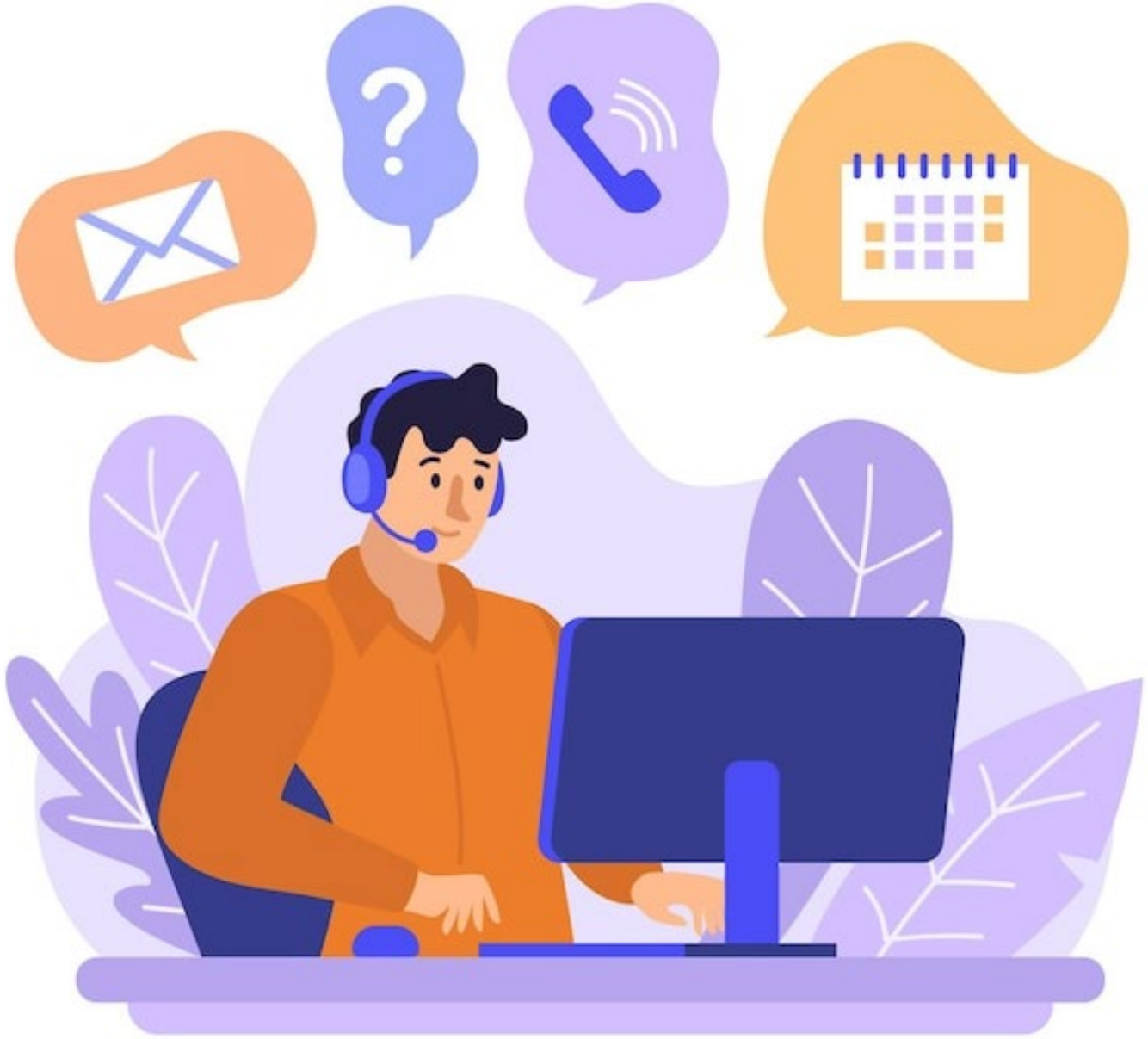
Reasonable Adjustments vs Suitable Adjustments

We have a legal duty to make reasonable adjustments to our services for people with certain needs, like a disability.

But we know that some people might still need extra help, even if they don't meet the legal definition. That's why we go further; offering support and suitable adjustments to anyone who needs it, so that everyone can access our services fairly.

Resident Rights

Residents have the right to accessible services, support in vulnerability, and protection from discrimination.



Contact us:

Contact Royal Greenwich on:
Tel: 020 8854 8888.

Email: contact.centre@royalgreenwich.gov.uk

In-Person: The Woolwich Centre and the The Eltham Centre

Website: https://www.royalgreenwich.gov.uk/

Some other services that can support you:

Live Well Greenwich: https://livewellgreenwich.org.uk/

Greenwich Supports:
https://www.royalgreenwich.gov.uk/supporting_you

Greenwich Carers Centre:
https://www.greenwichcarers.org/

METRO GAD and GAVs:
https://metrocharity.org.uk/

https://metrocharity.org.uk/services/community-gad

https://metrogavs.org.uk/