

Date: 8th August 2019

Ref: FOI12889

Dear Requester

Thank you for your request for information clarified on the 11th July 2019 about vulnerable tenants. We have dealt with this under the Freedom of Information Act 2000.

Response

(1) A FULL copy of any and all vulnerable tenants policies and protocols that apply across the housing directorate.

We are sorry but we do not hold any policies which relate specifically to vulnerable tenants

(2) All screenshots of electronic records across the housing directorate whereby this status can be flagged (e.g. show the page where the information is stored). –

We are sorry we are unable to supply you with a screen shot of an example flagged status this is because we cannot make an example record without inputting a lot of data into this for this to show the flagged status information you are seeking this will then be counted in stats as there is no way of deleting the record once this is created. We can inform you that there are many different instances for a flag due to vulnerability: hearing, mobility, MH issues and where these are recorded they flash up on the system when a person's details are accessed.

There is a system in place where we are aware of vulnerability so that any staff liaising with service users aware. This information is also used in the event of an emergency such as power outage or evacuation so we can easily identify any residents who may need additional support or assistance.

(3) Provide details of safeguarding training council housing management undertake including at what level and who provides and how often.

Safeguarding training is compulsory for all housing staff as it is for all staff who work for the Council. In addition to the mandatory training that all staff have, particular roles may have more detailed training for example because they have a casework element to their role or training may be designed around particular job roles in the way that bespoke training has been delivered to our caretaking staff. In addition training which is not designated safeguarding training will often include a safeguarding dimension (for example benefits training will often set out to raise awareness of financial abuse and staff guidance about dealing with noise issues reminds officers to be alert to the possibility of domestic abuse). There is also training designed for managers and specialist training for staff in specific safeguarding related roles.

Staff are asked to refresh their safeguarding training at least every three years.

The Council does not yet have a reliable central system for recording all safeguarding related training that staff undertake. In the past this has been audited by looking at all individual roles within housing services, identifying the appropriate level of training for that role and asking managers to confirm attendance. Given how many different roles there are and the pace of

change, the current focus is on individual managers identifying the appropriate training for their teams beyond the mandatory e-learning module that all staff complete

(4) Provide details of the repairs policy and the priority categories that apply when a repair is ordered AND the tenant is recorded as vulnerable.

Please see enclosed the 'Tenant's Handbook' which details our repairs policy, repair priorities & timescales (see pages 91-122).

(5) Provide details of the redecoration policy as it applies to vulnerable and disabled tenants whereby damage is caused to the property outside 'wear and tear' and the tenant is unable to themselves redecorate

Camden repairs only redecorate in exceptional circumstances.

In the event of decorative damage caused to the home of a vulnerable or disabled resident, Camden repairs will make enquiries with the resident to determine if the work can be undertaken by someone able-bodied on their behalf i.e. friends, family, etc.

If the resident is unable to obtain help through these channels, Camden repairs will make its own internal enquires to help support our decision to redecorate.

As part of our enquires, we need to be satisfied that the resident is clearly not capable of redecorating.

If we're unable to support this through our own enquires, we may request to see medical evidence/documentation from the resident to support our decision to redecorate.

We strongly encourage all our residents to have home insurance cover to protect themselves, as our policy clearly stipulates that 'decorations' is the residents responsibility.

Please see attached application form for our home insurance, with cover costing as little as 47 pence a week.

(6) Camden offer redecoration vouchers to some tenants including tenants in the above categories. In the FULL knowledge they can not manage this and that the Origin handyperson service no longer decorates.

Given this and in light of the fact that this policy puts vulnerable and disabled tenants at disadvantage solely due to their disability, please provide a copy of the Equality Impact Assessment required for such a withdrawal of support.

Please also denote which committee of sub committee or working group approved the policy whereby disabled and vulnerable tenants would be refused decorations. Including for eg where they have been flooded out by poorly maintained roofs, gutters and where property damage is caused by severe rising damp (common eggs)

It is not the council's policy to refuse decorations whereby damage has been caused through no fault of the resident or through our own negligence.

As mentioned in point 5, we will only consider redecorating for a resident who isn't able-bodied which can be supported with evidence.

All other residents are issued with a decoration voucher at our discretion.

Further Information:

Why not check our Portal [Open Data Camden](#) before making a new request as your question may already be answered by a previous [FOI response](#) or in one of our many useful and interesting datasets.

Your Rights

If you are not happy with how your response was handled you can request an Internal Review within 2 months of this letter by email to foireviews@camden.gov.uk or post: Information and Records Management Team, London Borough of Camden, Town Hall, Judd Street, London WC1H 9JE. Please quote your case reference number. If you are not satisfied with the Internal Review outcome you can complain to the Information Commissioner's Office at casework@ico.org.uk telephone 0303 123 1113, or post to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. The ICO website www.ico.org.uk may be useful.

Yours sincerely

Tanya Bryant
Information & Records Management Officer
E-mail: foi@camden.gov.uk
Phone: 020 7974 2850