

Community Welfare

Housing associations do more than simply provide housing, we work to build strong, cohesive communities and to ensure sustainable tenancies. Our Community Welfare Officers work with residents who are struggling, for whatever reason, to sustain their tenancies

Community Welfare Officers

can, with your permission:

- Help to maximise independent living by starting the process of getting aids and adaptations* in your home
- Organise referrals to Cottsway's assisted gardening and assisted decorating schemes
- Help with tackling issues like hoarding or where people can't cope with everyday household tasks
- Help eligible customers to downsize to more suitable accommodation via our Easy Move* scheme
- Refer you to other services so that you get help appropriate to your needs, for example, Social and Health Care, Connection Floating Support, Citizens Advice, occupational therapists
- Work with customers who need to be re-housed due to property improvements or re-development work
- Help with the practical and emotional aspects of dealing with domestic violence and other abuse
- Arrange for a benefit check with our partners at Citizens Advice to ensure you

are getting all the help you are entitled to

- Liaise with Cottsway's Income Officers, Neighbourhood Housing Officers, Customer Services or other staff as required
- Assist when there is a bereavement, to sort out benefits and gain support from other agencies
- We always work closely with your Neighbourhood Housing Officer to get the best outcome for you and are happy to come to your home to discuss your needs

Please contact us if you feel you, or someone you know, needs help.

*For more information please see our leaflets on Aids and Adaptations/Easy Move

Community Welfare Service Standards

Community Welfare Officers work with vulnerable tenants to help them sustain their Cottsway tenancy when they are struggling to cope with daily living. When you contact a Community Welfare Officer, or we receive a referral, we will:

Contact

- Contact you promptly, usually by phone, within one working day
- Arrange a home visit at a time to suit you;
- Complete a Welfare Referral Form with your contact details and information on the problems you are having
- Agree with you actions that we will take together
- Respond to phone calls, voicemails, emails and social media posts within one working day
- Respond to letters within a maximum of five working days

Home visits

- We will arrange to visit you at your home at a time convenient to you
- We will wear identity badges at all times
- We will offer you an information leaflet on the welfare service we offer

Partnership working

- We will identify partners who can help you deal with the problems you are having. This may include, for example, Social Services, Citizens Advice, SSAFA, Occupational Therapists and Age UK

Before contacting an external agency we will:

- Discuss your options with you and seek your agreement
- Ensure that you sign an Information Sharing Consent Form giving us permission to talk to other people on your behalf

Confidentiality

- We will ensure that your personal details and information you share with us is kept confidential at all times
- We will ensure we meet the requirements of the Data Protection Act 1998

Record-keeping

- We will record all contacts we have with you
- A copy of the information we hold is available to you on request

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www.cottsway.co.uk



Follow us on Twitter@Cottsway



Cottsway House • Heynes Place • Avenue Two • Witney • Oxfordshire OX28 4YG

T: 01993 890000

E: contact@cottsway.co.uk

Cottsway Housing Association is a registered society under the Co-operative and Community Benefit Societies Act 2014.
FCA No 30651R. HCA Reg No L4312.

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