

## Support when you need extra help

### How we will understand what you need and shape our service around you

#### Overview

We know anyone can need a tailored service at different times. Your needs may be short term, long term or permanent. We will listen, treat you with respect and make reasonable changes to tailor our service where we can. This information applies to customers of Sanctuary Housing and Sanctuary Supported Living, including household members who may be affected.

### When you might need a different service

You may need a different service because of changes in your health, your home life, money worries, a recent change or something else happening in your life. This may affect how you contact us or the help you need. It can also affect someone else in your household. These changes may affect you permanently or for a shorter time.

#### This could include:

- Health and Well-being:
  - o Short-term health conditions and significant life changes, for example:
    - Recent hospital discharge
    - Bereavement
  - o Long-term and chronic health conditions:
    - Physical disability or illness
    - Mental health
  - o Victim of domestic violence/abuse
- Tenancy:
  - o Issues with utility provision/financial instability
  - o Overcrowding
  - o Change in behaviour over a short period of time (for example, ASB)
  - o Repeated no access to the home.
- New home:
  - o First tenancy, particularly if under 21
  - o First 12 months of a tenancy
  - o Prison leaver
  - o Care leaver.

These examples are not a full list. We will consider your individual situation and the support you need.

### What you can expect from us

- We will listen with care and ask appropriate questions so we can understand your needs.
- We will consider reasonable changes to the way we provide our service or communicate with you.
- We will aim to give you appropriate choices in how you interact with us.
- We will record the information that helps us support you, so you do not have to keep telling us the same thing.

## • How to tell us you need support

You can tell us what you need when you contact us by phone, in writing, by email, on social media or in person. A member of your household or someone else can also raise a concern. Sharing clear and up-to-date information helps us give you the right support.

## What happens when a concern is raised

1. We will listen and ask questions to understand your circumstances.
2. We will consider what reasonable support or changes to our service could help.
3. We will decide whether a referral to a specialist service or another type of support is needed.
4. We will explain what happens next and keep you updated where we can.

## Fair and respectful service

We aim to provide fair access and fair outcomes. We will consider reasonable adjustments where appropriate and respond to your needs. We want you to feel respected and supported.