

Report of the Chief Executive

CUSTOMERS WITH ADDITIONAL SUPPORT NEEDS POLICY1. Purpose of report

To seek Committee approval for updated Customers with Additional Support Needs Policy.

2. Background

Housing Committee originally approved the policy in November 2017. A review has been undertaken.

3. Detail

The aims of the policy are to:

- Provide tailored services to customers who have additional support needs
- Request and manage up to date data which identifies customers who have additional support needs
- Develop effective partnerships with support agencies
- Ensure employees have access to appropriate support, training and services which will enable them to provide a tailored service

The Customers with Additional Support Needs Policy is included in appendix 1, a summary table showing the changes made is included in appendix 2 and an Equalities Impact Assessment is included in appendix 3.

4. Financial implications

There are no financial implications arising from this report. All work is included in existing budgets.

Recommendation

The Committee is asked to RESOLVE that the Customers with Additional Support Needs be approved.

Background papers

Nil