

Policy Section	Suggested Change	Reason for Change
1.0 Scope	Wording amended: 'This policy applies to all tenants, leaseholders and applicants of Broxtowe Borough Council who require additional support to sustain their tenancy or lease or apply for housing. The term customer will be used in the policy, when it applies to all groups.'	For clarity, the policy covers support for those applying for properties and leaseholders as well as tenants
3.0 Aims and objectives	Wording added: 'The Council understands that many people who require additional support, would not describe themselves as vulnerable. However, as this term is used within the regulatory code and legislation, it is also included within this policy.'	To acknowledge that some people may not use the term vulnerable but the reason that this has been used within the policy.
	Change 'applicants and tenants' to 'customers'	Amended as support is also provided for leaseholders
	Change 'staff' to 'employees'	For consistency throughout policy
4.0 Regulatory Code and Legal Framework	Wording removed: 'a new duty'	This referred to the Care Act, which is no longer a new duty
5.1 Tailored Services	Change 'Retirement Living' to 'Independent Living'	Name of service has changed since original version
	Wording added: 'Tenancy Sustainment Service – provides one-to-one support to tenants that require additional support to sustain their tenancy'	Relevant service that was not included in original version
	Wording added: 'Financial Inclusion Service – provides financial advice and support to tenants that require assistance with financial matters'	Relevant service that was not included in original version

5.4 Training	Change 'staff' to 'employees'	For consistency throughout policy
7.0 Equality and Diversity	Change wording from Broxtowe Borough Council's Race Equality Statement to updated wording from the Equality and Diversity Policy	A new policy has been introduced since the original version of this policy
8.0 Related Policies, Procedures and Guidelines	Change 'Broxtowe Borough Council's Race Equality Statement' to 'Equality and Diversity Policy'	A new policy has been introduced since the original version of this policy
	Remove 'Tenancy Sustainment Strategy'	This document has been superseded by other documents
9.0 Review	Change ' 2 years' to '3 years'	The standard review period for housing policies is 3 years.