

Person-Centred Service Delivery Policy

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Distribution	Internal: All Home Group colleagues, volunteers and agency workers. Communicated via Home World Intranet, and Workplace External: Home Group website.
Key search terms	Person-centred; Human-centric; Reasonable adjustment; Unacceptable behaviour
<ul style="list-style-type: none"> For the full version history of this policy, click HERE Please avoid referring to printed versions of this policy or saving it on shared/ individual drives. All policies and supporting resources can be found under 'Policy and Procedures' on the intranet. Printed and saved versions may quickly go out of date- contact policy@homegroup.org.uk for support and advice 	

1.0 Person-centred Service Delivery - Policy Statement

- 1.1 At Home Group, we believe in treating every customer with fairness, care and respect. Whether allocating or repairing properties, handling complaints, tackling anti-social behaviour, or delivering any of our other services, we are committed to making sure that we understand and meet the needs of every customer.
- 1.2 We understand that sometimes customers might need some adjustments to get the most out of our services. This might be due to temporary or longer-term circumstances such as disability, old age, language barriers or pregnancy - or other situations, such as experiencing domestic abuse or having young children.
- 1.3 This policy sets out the standards we expect our colleagues to achieve to make sure everyone gets a good service and help us to deliver on our customer promise to
 - Provide a Safe Place to Live
 - Deliver a Reliable Repairs Service
 - Care About you
 - Help Communities Grow
 - Tell You Where Your Money Goes
 - Work Together With Customers And Partners.
- 1.4 It should be read together with other related policies including our policies on
 - Equity, Diversity, Inclusion and Belonging
 - Safeguarding
 - Domestic Abuse
 - Complaints, Compliments and Comments
 - Data Protection
 - Tackling Anti-Social Behaviour
- 1.5 Further details of our approach to providing person-centred services for customers in receipt of regulated care or housing related support can be found in our Clinical Practice and Regulated Care policy and Support Practice policy.

2.0 Policy scope

This policy applies to all Home Group colleagues, volunteers, agency workers and others directly involved with delivering Home Group activities.

2.1 Compliance Requirements

This policy complies with current legislative and regulatory requirements including, but not limited to:

- Landlord and Tenant Act 1985
- Housing Act 1996 and the Homelessness (Priority Need for Accommodation) (England) Order 2002
- Human Rights Act 1998
- Housing Act 2004 – with particular reference to Health and safety standards for rented homes and the Housing Health and Safety Rating System (HHSRS)
- Equality Act 2010
- Renters Rights Act 2025 – with particular reference to Awaab's Law
- Regulator of Social Housing (England) Regulatory Consumer Standards, with particular reference to the Tenant Involvement and Empowerment Standard
- Scottish Social Housing Charter

3.0 Standards

Standard 1: Awareness and sensitivity

We're always on the lookout for signs that a customer might need us to offer services differently or offer other services which would help them. Every contact with a customer is a chance to build our understanding of their circumstances and determine how we can adapt our services to best suit their needs.

We provide the right training for colleagues to help them recognise the signs that someone might need an adjustment to our usual services, or support from another agency, and the form this could take.

Standard 2: Clear and respectful communication

We communicate with our customers in a clear and respectful way. We ask about their circumstances with sensitivity and ensure that our language is welcoming and non-stigmatizing. We explain how we use the information that customers provide to improve service delivery and help meet individual needs.

We take care to understand and respond to any specific communication requirements that a customer might have, for example, to have documents presented in another language or format. In our regulated care services, we meet the Accessible Information Standard.

Standard 3: Taking a fair and consistent approach

We understand that people sometimes act out of character when dealing with difficult situations and we remain committed to treating all customers fairly and with honesty, consistency and professionalism. This commitment extends to people who may engage in

unacceptable behaviour, such as making derogatory or threatening remarks to our colleagues (and anyone else delivering services on our behalf), or making unreasonable demands.

Whilst fulfilling our commitment to delivering a compassionate and fair response, we might also need to take steps to protect our colleagues from the impact of unacceptable behaviour. We aim to agree informal arrangements wherever possible to manage unacceptable behaviour. Where this is not possible, we might take more formal steps such as limiting contact with a customer to a single format (such as, in writing) or frequency (such as, once a week).

We take care to ensure that any actions we take due to unacceptable behaviour are appropriate and proportionate to the circumstances, taking account of individual needs, for example in relation to mental health or learning disability.

We make sure that customers are informed of any contact restrictions, the reasons for them, and their right to appeal. We regularly review restrictions and remove them as soon as possible in line with our written procedures for managing unacceptable behaviour.

We offer training and support for colleagues to help them manage difficult situations effectively and to safeguard their wellbeing.

Standard 4: Prioritising and adjusting services

We take the time to listen and understand how each customer's situation might affect their current needs. This helps us find ways to prioritise and adjust our services to best support them.

We proactively offer adjustments to our usual service offer that we believe might be effective in reducing risk or disadvantage to an individual or household. We also encourage customers to tell us about adjustments they need to our usual services, including when they might need to be prioritised.

We work out whether a requested adjustment is reasonable by considering if it is likely to be effective in reducing any risks or disadvantages the customer may face. We also take account of how practical it is to implement and whether we have the resources to make it happen.

If we decline a request for an adjustment, we will always clearly explain to the customer the reason why and work with them to explore alternatives to help meet their needs. We will always do our best to adjust services when requested to meet an individual customer's needs.

Standard 5: Partnership working

We work together with customers and other agencies to make sure customers get the best support. This might include coordinating with emergency services, energy companies, the local council, healthcare agencies or other support agencies to make sure customers' needs are met.

We also work with family members, elected members (such as MPs and councillors) and other advocates who are acting on behalf of a customer. We take care to identify where someone has the legal authority to make decisions on behalf of a customer, such as power of attorney.

We always ask the customer's permission to talk to other people or agencies on their behalf, except in specific circumstances where legally allowed and in the customer's best interests, following our Data Protection policy.

Standard 6: Record keeping

We keep secure and accurate records of customers' current situations, related risks and necessary service adjustments. These records are shared with Home Group colleagues on a 'need to know' basis, so that anyone working with a customer knows and understands their situation and is able to adjust their service delivery accordingly. Records are regularly reviewed and updated, in line with our Data Protection policy.

4.0 Key definitions

Word / phrase	Definition
Accessible Information Standard	A specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of people with disabilities who are using health or regulated social care services.
Awaab's Law	Named after Awaab Ishak, a little boy who died after prolonged exposure to damp and mould in his housing association home, Awaab's law refers to section 42 of the Social Housing Regulation Act 2023. This law applies in England and requires landlords to respond to hazards in properties within strict timeframes. Landlords are also required to take account of any vulnerabilities experienced by customers when assessing the potential impact of a hazard and risk to individuals' health or safety. Awaab's law is expected to come into effect in phases from October 2025.
HHSRS	The housing health and safety rating system (HHSRS) is a risk-based evaluation tool to help local authorities identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings. It was introduced under the Housing Act 2004 and applies to residential properties in England and Wales
Reasonable adjustment	A legal duty under the Equality Act 2010 for service providers and employers to make changes in their approach or provision to ensure that services are accessible to disabled people as well as everybody else.
Unacceptable behaviour	Behaviour that is so demanding or persistent that it places unreasonable demands on Home Group in carrying out its functions and impacts the level of service that can be offered to others. Behaviour will not be considered unacceptable just because a person is assertive or determined.
Vulnerability	A changeable state that is influenced by multiple factors, experiences and personal characteristics such as age, disability, bereavement, mental health, pregnancy, domestic violence, and poverty. Having a particular characteristic does not necessarily make someone vulnerable, but failing to understand a person's individual circumstances and take them into account when delivering services can make that person more vulnerable to harm or unfair treatment. Making reasonable adjustments to our approach to accommodate a person's individual circumstances can reduce vulnerability and risk of harm or unfair treatment.

5.0 **Supporting documents**

In order to comply with Home Group’s approach to Person-centred Service Delivery and achieve the standards set out above, the relevant processes and policy compliance notes must be followed in line with stated roles and responsibilities. Colleagues should refer to our internal index for the full list of supporting documents.

6.0 **Version history**

Version Number	Effective Date	Amendment made by (job title)	Version approved by (job title)	Description of Changes
1.0	24/4/25	Policy Manager	Home Group Board	New policy