

ONE CIC

Housing & Support



STANDARDS AND
POLICIES GUIDE

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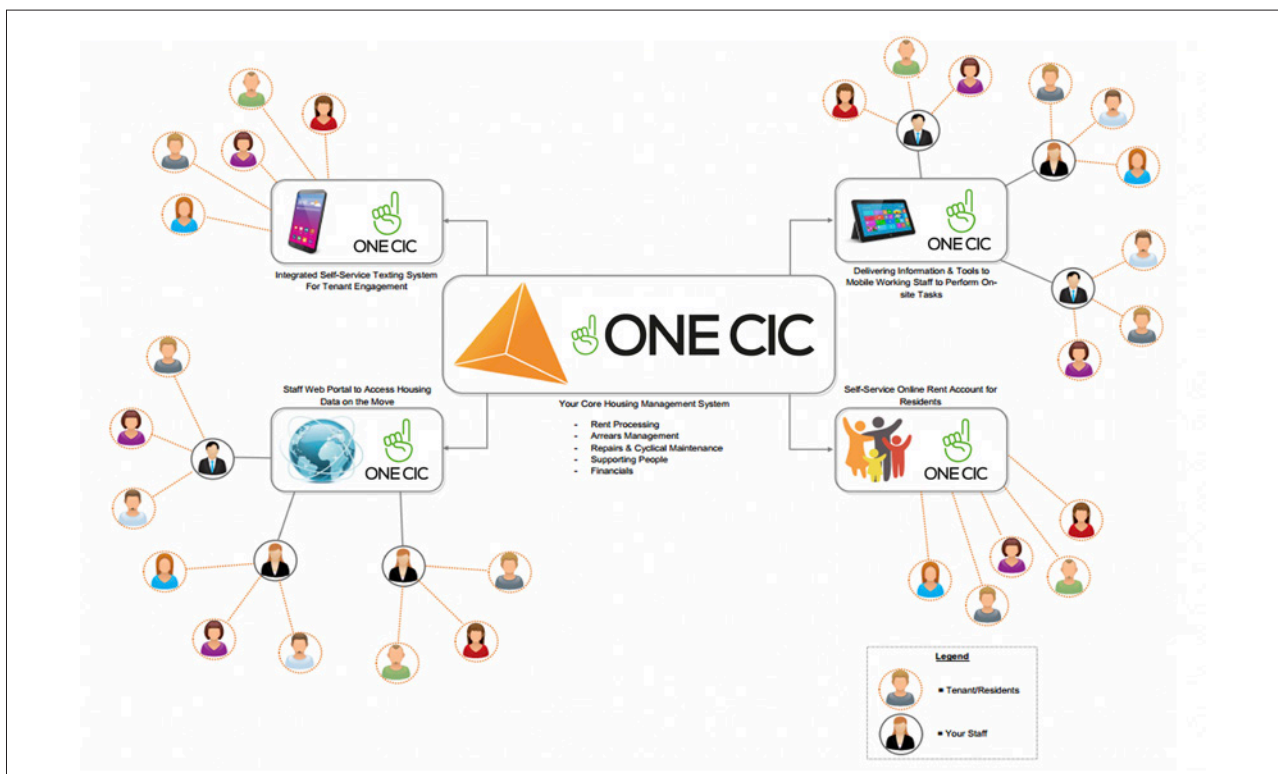
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INTRODUCTION

Since its formation in June 2020, ONE (housing & Support) CIC has been on an ambitious journey to develop a portfolio of properties and provide high quality accommodation within regional bases and deliver intensive support to vulnerable and homeless communities.

To support our strategic plan the focus has been to implement and develop the infrastructure needed to create a dynamic, efficient and financially sustainable organisation. With this in mind we have recruited a core team of highly qualified and committed people, each one dedicated to their area of expertise and with over 150 years combined experience in housing and management. Underpinning the day-to-day management of the portfolio is the newly acquired and state of the art Housing Management System. The housing management software is designed specifically for the social housing sector and promotes greater productivity through the use of integrated application software for rent accounting, repairs and maintenance, as well as client management and support.

The software is centred around the core suite along with options for remote working, mobile device access, plus staff and tenant web portals, to encourage digital inclusion and the use of modern technology.



The core system provides a library of standard reporting tools that have been developed to meet the data analysis, KPI requirements and information extraction for our Board and Stakeholders.

The relationship with stakeholders and third parties is critical to our success and therefore the in-depth reporting element and seamless interfaces of our systems will allow for timely and accurate information to be shared whilst creating a transparent environment. This Guide outlines the Standards and Policies that govern our service provision, management and support of our staff and the support service to our tenants.



ONE CIC

Housing & Support

LEADERSHIP
AND MANAGEMENT

LEADERSHIP & MANAGEMENT

ONE CIC has developed a strong and highly experienced Board of Directors, Senior Management Team and front line support staff to provide the highest standard of housing and intensive support.

The team have worked together to bring their expertise into developing and implementing a comprehensive range of services and support to enable tenants to thrive, whilst ensuring that robust policies and plans are in place to govern the processes and procedures.

STAFF AND TEAMS

The company operates a Values Based Recruitment Policy to ensure that the core values of the organisation are embedded within the day to day practices. This process begins at recruitment level and runs in parallel with assessments to ensure that all staff have the appropriate knowledge, experience and skills required for the specific role. All staff have an up to date DBS clearance certificate and these are checked as part of the recruitment process along with health and reference checks. Policies include:

Policy	Summary	Reference:
Recruitment Policy & Process	Complete checklist of all recruitment procedures	RECPOL01.1
DBS Checks	DBS Clearance on all staff	Available on request
Reference Checks	Staff referenced prior to contract	Available on request
Person Specification	Each role has a specific one	Available on request
Staff Induction	Comprehensive induction plan	INDPOL01.1

SAFEGUARDING

The supply of housing and intensive support is a complex service with a diverse range of demands and needs. The safeguarding of staff and tenants is of critical importance at all times and is monitored and evaluated at every Teams, Management and Board Meeting along with specific and consistent audits of policy, procedure, compliance and risk.

A range of policies and procedures are in place to ensure that staff and tenants are appropriately safeguarded and these include:

Policy	Summary	Reference:
Safeguarding	Safeguarding Policy & Procedures	SAFPOL01.0
Accident/Incident Reporting	Process for reporting & review	ACCPRO01.1
Safeguarding Training	Part of Induction & Staff Training	INDPOL01.1
Risk Assessment	Risk Register	RISKREG01.1
Keeping People Safe	Managing Difficult Behaviour Policy	KSPOL01.1
Emergency Situations	Lone Worker Policy & Emergency Reporting	EMERPOL01.1

DATA COMPLIANCE

We tell the tenant what we are doing with their data – Data is processed lawfully, fairly and in a transparent manner in relation to individuals.

We ensure that data is not used elsewhere unless advised and not just system generated out-comes – Data is collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes.

We only ask for data we'll actually use – Data is adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.

We ensure that tenant data is correct and kept up to date – Data is accurate and, where necessary, kept up to date; every reasonable step is taken to ensure that personal data that is inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay.

We only keep the data for the appropriate time and we are aligned to GDPR – data is in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals.

We keep data safe and secure – Data is processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

Policy	Summary	Reference:
Data Protection Policy	Data Guidelines & Process	DATPRO01.1
Data Management	Systems, Consent Forms, Data Impact	DATPRO01.2
GDPR Training	Embedded within Induction	INDPOL01.1
Information Storage	All files password protected and Stored in locked cabinets at HQ	



EQUALITY, DIVERSITY & INCLUSION

ONE CIC is committed to promoting equality for all staff and tenants. We aim to create an environment in which all individuals are able to make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit.

We do not discriminate against staff or tenants on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation.

The principles of non-discrimination and equality of opportunity also apply to the way in which staff treat tenants, visitors, clients, customers, suppliers and former staff members.

All staff have a duty to act in accordance with this policy and treat colleagues and tenants with dignity at all times, and not to discriminate against or harass other members of staff or tenants, regardless of their status. Our policies outline these:

Policy Name	Summary	Reference:
Equality Policy	Included within EDI Policy	EDIPOL01.1
Induction Plan	Included in Induction	INDPOL01.1
Support Planning	Included within EDI Policy	EDIPOL01.1
Continued Resources	Further training available dependent on need and specific incident	Assessed on review

STAFF SUPERVISION

ONE CIC supports tenants through a strengths based model that identifies an individuals needs and aspirations and nurtures the development of their interests to build confidence and self belief.

ONE CIC believes that 'We are all one' and this ethos is embedded within all of the support that we provide. Housing Support Officers work on a ratio of a maximum of 15 tenants per Housing Officer and each Officer reports to a Housing Manager who in turn reports to the Head of Service. The ratio may differ where tenants potentially have more complex needs and therefore require greater supervision.

The Housing Management System (HMS) records all of the interactions and housing elements within the database to enable Housing Officers to be informed at all times and for line managers to monitor caseloads and performance. Caseloads and support are reviewed on a monthly basis to ensure that support staff are able to provide the right level of support and that they feel supported by their manager with regard to the work. Guidelines are in place to govern support and include:

Policy	Summary	Reference:
Training & Supervision	Training Plan for each member of staff	TRANPOL01.1
HMS	HMS System records all support data	Available on request
Housing Review	Monthly/Regional Review by Line Manager	HMS Report
Staff Handover & Comms	HMS records all interactions and case notes	Available on request

TRAINING & DEVELOPMENT

All support staff within ONE CIC are carefully selected for their experience, attitude and aligned ethos to supporting vulnerable tenants. Staff attend initial induction training that presents an overview of the company and procedures with further information regarding the specific role and its impact on the organisation.

We provide person centred care and are needs led. Therefore it is critical that all staff are full trained, informed and supported to be able to deliver this level of support at all times. Training includes PIE Training, Safeguarding, Trauma Informed Care, Assessing Risk, Mental Health Awareness and Drug Awareness.

Policy	Summary	Reference:
Safeguarding	ONE CIC Safeguarding Policy Access to Local Authority Policy	SAFPOL01.1
Trauma Informed Care	Training by approved provider	Staff Training Plan
Assessing Risk	Risk Register reviewed monthly	RISKREG01.1
Mental Health Awareness	Training by approved provider	Staff Training Plan
Drug Awareness	Training by approved provider	Staff Training Plan
PIE Training	Training by approved provider	Staff Training Plan
Anti Social Behaviour	Training by approved provider	Staff Training Plan

A man and a woman are sitting at a wooden table in an office setting. The man, on the left, is wearing a light blue button-down shirt and is looking down at his hands, which are clasped together. The woman, on the right, has blonde hair with bangs and is wearing a patterned top. She is smiling and looking towards the man, with her hand resting on the table. In the background, there is a window with blinds and some office equipment.

ONE CIC

Housing & Support

REFERRAL, ASSESSMENT
AND SUPERVISION

REFERRAL, ASSESSMENT & SUPERVISION

The standard of accommodation that ONE CIC provides is of the highest quality. Refurbishments of properties take on average between 8 and 10 weeks dependent on the scale of the project. It is critical to the success of the provision that we assess the needs of the tenant and review the tenant mix within each property and/or HMO. All information regarding the status of the accommodation is registered on our Housing Management System and regular internal audits and inspections are carried out on all properties within each region

Once a unit is available within a property it is logged onto our system ready to match with a potential tenant through our referral process. The system has a clear alert element in place with bold symbols indicating the various elements of potential risk, health, safety and tenants welfare. Staff can instantly see against each tenant record what the potential risks and considerations are in order to be fully informed and prepared.

REFERRAL & SUPPORT

During the property fit out phase or the turnaround of a potential unit of accommodation the referral process is already adopted. ONE CIC works closely with referring agencies and local authorities to alert them to the timescales of occupancy and to assess the needs of the tenant to match the right level of support. Clear guidelines are in place to govern the type of people who may be housed through the ONE CIC Housing & Support Service and this includes information on the level of support provided, suitability of the accommodation / tenant and how the support will be delivered. The guide outlines the number of hours of support and how this is provided along with contact details and any out of hours service provision and general house rules/protocols.

The referral service needs to provide ONE CIC with detailed information in order for us to assess the needs of the tenant and to place them in the right environment to receive the best and most relevant level of support. ONE CIC therefore provides the agencies with a comprehensive Referral Form that captures the information needed to make an informed and appropriate decision. Information is available through our Head Quarters and is also available on our website and through social media channels ie. Facebook. Agencies and Authorities have access to our information and are fully informed of our procedures, assessments, standard of accommodation and the level of support provided. Guidelines include:

Policy	Summary	Reference:
Housing Support Guide	Information regarding our level of support, eligibility and process for referral.	HOUSEG01.1
Website	Housing Support Guide as a download booklet	Website
Referral Form	Comprehensive form governing the referral process	REFFOR01.1
Messages	Answerphone message clearly stating process	Available

REFUSALS

ONE CIC tries at all times to house and support people who have been referred should they meet the criteria outlined. However, there are times when we are unable to accommodate a person or we believe that they do not meet the criteria or could pose a potential threat to existing tenants or staff.

We therefore reserve the right to refuse support and accommodation on such occasions. Within our referral guidelines there is a clear statement about our right to refuse and the details about this policy. Where a person is refused by ONE CIC we ensure that the communication is provided clearly and without discrimination. The reasons for the refusal are documented and kept on the HMS system and available for relevant and authorized parties. Documents include:

Policy	Summary	Reference:
Refusal Policy	Contained within the Referral Guide	REFROR01.1
Recording of Refusals	Logged within the HMS system	Screenshot available

ALLOCATION & RISK

It is critical that when assessing a new tenant that allocation processes are in place to manage risk and support needs when potentially accepting someone. We must consider the current tenants already situated within the property and whether the new tenant could pose a threat or create any situation that would compromise the other people at the location as well as the Support Officer.

Housing Officers and the Managers involved will assess the information and tenant during the referral process and ensure that actions are taken to reduce or mitigate any potential risks to the tenant, other tenants, neighbours and staff prior to moving into the accommodation. Support staff are trained and experienced at managing difficult behaviour and there are clear guidelines in place to govern this.

As part of the Strengths Based Model support staff will be focused on what has been achieved by the tenant and what can be built upon rather than re-living and re-telling of the 'old story'. The team will then work with the tenant to ignite that inner sense of belief and support them to start making positive changes.

In order to safeguard the physical environment for tenants, the property is checked weekly by Housing Support Staff and regularly by our Health & Safety team to ensure that all checks have been completed and reported/logged onto the HMS system. Staff are also trained and aware of Health & Safety issues and how to manage and report risk and report an incident. Policies include:

ALLOCATION & RISK (continued)

Policy	Summary	Reference:
Tenant Risk Assessment	Plan and checklist to ensure potential risks identified prior to move in	TENRIS01.1
Managing Difficult Behaviour	Policy for Support Staff & Training	MDB01.1
Property H & S Check Form	Property check form for Health & Safety, Fire etc	H&SPOP01.1
Managing Risk	HSO induction training	INDPOL01.1
Strengths Based Plan	HSO produce plan to identify areas of positive progress	SBP01.1



REFERRAL TIMELINE

When someone is initially referred to ONE CIC for housing and support they are registered onto our housing management system and from there the assessment process begins. Our Housing and Support Co-Ordinator is responsible for liaising with the agency and ensuring that the referral form is completed and all of the necessary information is collated. Any potential risks are also identified at this point and the referral is assessed according to the level of support and accommodation required and what we have available.

At times accommodation may not be available immediately and therefore the referral would be held on our system and informed/advised regarding the proposed timeline for availability. We try not to keep people waiting on a list pending accommodation for too long as this can be stressful and disappointing for the proposed tenant. However, we keep all parties up to date and ensure that communication is clear and timely so that everyone is kept informed of progress.

There is a clear allocation process and this is outlined in our Referral Guide. Agencies are advised regarding the status of allocation and potential timescales and any contact with potential tenants and agencies is recorded as evidence on our Housing Management System.

Policy	Summary	Reference
Referral List	Logged onto HMS System	Screenshot available
Recording of Refusals	Referred to in Referral Guide	HOUSGO01.1

WORKING WITH EXTERNAL AGENCIES

In our experience of working with supported housing tenants we understand that it can be extremely distressing for the tenant to have to repeatedly tell 'their story' about their present and past circumstances. In some cases this can trigger a trauma response and keep them held in a headspace where they feel they cannot move on from the past.

It is therefore critical that ONE CIC obtain as much information from other agencies prior to the tenant arriving and can complete any plans and records without going over 'old ground' with the tenant. With this in mind we work closely with all agencies to ensure that we have as much information as possible and will always provide clear information where we have consent to do so.

Prior to any accommodation being offered we will meet with the proposed tenant and the referring agency to explain the processes, where possible show the standard of accommodation and also meet the Housing Support Officer. This is an informal, friendly and re-assuring meeting and the details are logged on our housing management system.

Once we are supporting a tenant we will, at times, work with external agencies who provide specialist care and support for specific areas of identified need. If this is the case we will obtain the consent of the tenant and the information and communication will be recorded on our HMS. Policies include:

WORKING WITH EXTERNAL AGENCIES

Policy	Summary	Reference:
Referral Form	Information stored as part of the referral process	REFROR01.1
Consent Form	Tenant to provide consent to share information	CONSEN01.1
HMS Support Area	Referral information and meetings recorded	HMS

HOUSING MANAGEMENT SYSTEM

ONE CIC has implemented a state of the art housing management system to record all of the tenant and property information along with the support provided and impact data. The housing management software is designed specifically for the social housing sector and promotes greater productivity through the use of integrated application software for rent accounting, repairs and maintenance, as well as client management and support. The software is centred around the core suite along with options for remote working, mobile device access, plus staff and tenant web portals, to encourage digital inclusion and the use of modern technology. The core system provides a library of standard reporting tools that have been developed to meet the data analysis, KPI requirements and information extraction for our Board, Agencies and Stakeholders.

Scheme Details - Pyramid Central (4)

Cost Centres: 4 - Pyramid Central

Scheme Group List

Units

48 Breakdown / 0 Void / 4 Communal

Accommodation

2 x Studio
4 x 1 Bed Flat
42 x 2 Bed Flat
4 x Maintenance Common Areas

Charges

£4,664.08

Balances

£-7,948.96

Collection

Charged

£ Collected

% Collected

Voids

MTD

10,721.37

8,275.20

77.18%

0.00

YTD

66,388.40

65,767.36

99.06%

65.96

Charge Breakdown

Rents

Service

Other

Total

Current

4,210.10

453.90

0.00

4,664.08

Void Units

Average Relet Days

Repairs Reported

Repairs Completed

Repairs Outstanding

MTD

0

0

0

YTD

1

6

43

26

32

Arrears Analysis

Current Tenants

Former Tenants

Occupancy

Rental Days

Occupied

Voids

6,824.61

7,756.94

93060

93054

6

71.15%

28.85%

99.99%

0.01%

Arrears Banding

< £250

£251 - £500

£501 - £1,000

£1,001 - £1,500

£1,501 - £2,000

£2,000+

Total

Households

25

8

1

2

0

26

% of Total

25.51%

8.16%

1.02%

2.04%

0.00%

36.73%

% of Rental Income

1.97%

1.54%

0.53%

1.35%

0.00%

5.40%

Total Debt

3,501.53

2,740.59

943.45

2,405.98

0.00

9,591.55

Arrears Banding

0-4 Weeks

5-8 Weeks

9-12 Weeks

12+ Weeks

Total

Personal

11

2

0

1

26

HB

1,504.08

845.36

0.00

4,553.20

6,902.64

Other

26

2

1

0

29

3,285.69

637.85

660.10

0.00

4,583.64

0.00

0.00

0.00

0.00

Personal Arrears

Personal Prepay

HB Arrears

HB Prepay

Other Arrear

Other Prepay

Total

Current

5,050.12

2,162.76

3,155.85

253.19

0.00

0.00

5,290.00

Former

4,395.50

1,633.81

1,923.48

2,037.33

0.00

0.00

2,658.81

Joint

0.00

0.00

0.00

0.00

0.00

0.00

0.00

Booking

0.00

0.00

0.00

0.00

0.00

0.00

0.00

Total

9,445.62

3,796.57

5,079.33

2,790.52

0.00

0.00

7,948.96

Number

Tenants in Arrears

% In Arrears

Arrears Annual %

Average Arrears

Current

26

32

66.67%

3.84%

213.27

Former

0

4

8.00%

1.56%

691.74

Joint

0

0

0.00%

0.00%

0.00

Booking

0

0

0.00%

0.00%

0.00

Total

26

36

36.73%

5.40%

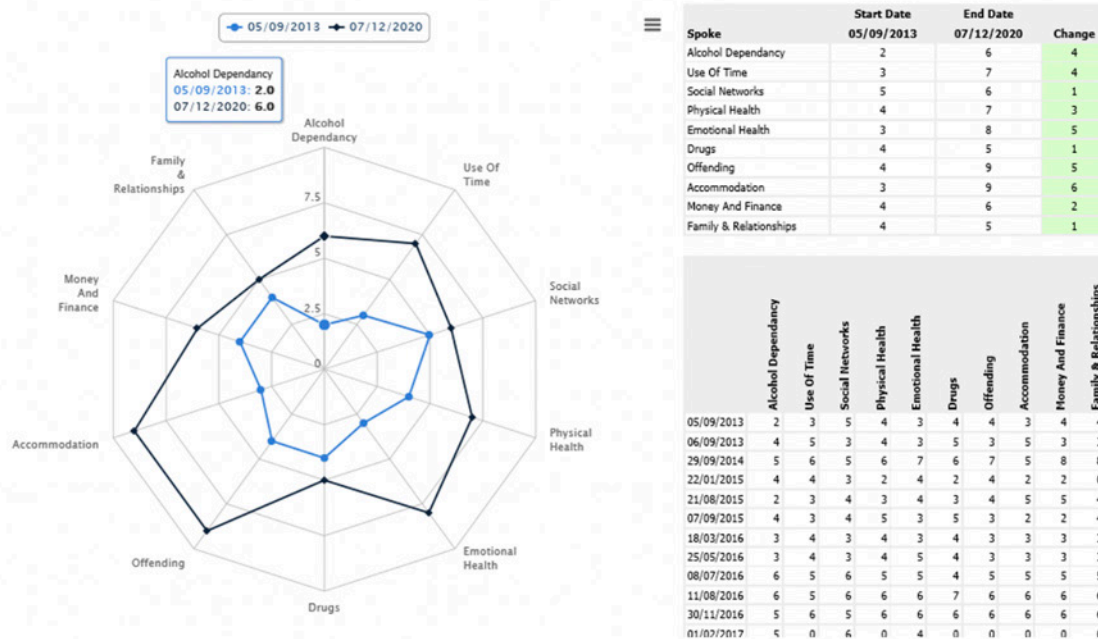
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HOUSING MANAGEMENT SYSTEM (continued)

Tenants information is kept up to date within the system and all elements are recorded and monitored along with the ability to demonstrate progression. Staff are trained to complete the records and their performance and KPIs are interwoven with system and record compliance.

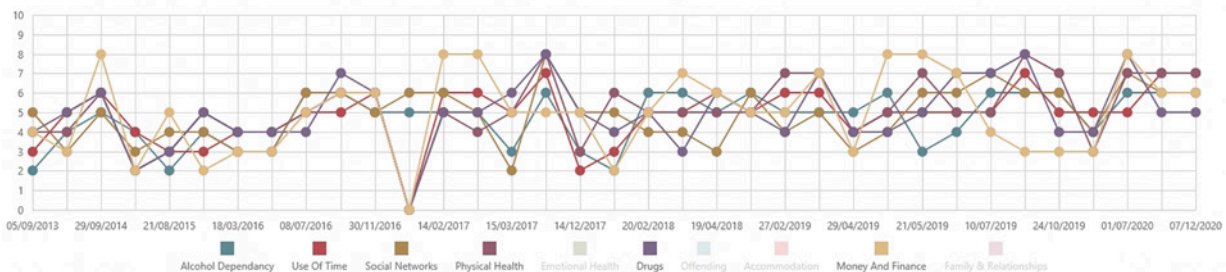
It is key to the success of our support that all records are accurate and kept up to date to ensure continuity and standards of service and support and staff are made full aware of this during their induction programme and training.

Alcohol Dependency Outcome Web Charts - Mr D Lamberton (LAM002)



Also displayed as their journey in a line graph format, with the ability to turn on/off the various measurement points.

Supporting People - CASHP Chart
(LAM002 - Mr D Lamberton)



ONE CIC

Housing & Support



STANDARDS
FOR TENANTS

STANDARDS FOR TENANTS

At ONE CIC we greatly value the relationship with our tenants and ensure that every step in the journey for our tenants is provided with clarity, understanding and empathy.

We place the tenants needs at the heart of every element of our housing and support. Our tenants come from a diverse background with a range of often complex needs. It is therefore critical that every tenants story is heard and respected and the appropriate level of support provided to enable people to thrive independently. We seek to empower people not impoverish them and with this key aim in mind the implementation of a strength based model of support and the highest quality accommodation combines to achieve this.

We understand the importance of communication. Communication works both ways and therefore we work closely with our tenants and our housing support teams to ensure that all parties are kept informed and are given the level of support they need at each stage.

We engage with a number of specialist support agencies and have highly trained and experienced Housing Support Officers to deliver a range of tailored solutions to meet the needs of each tenant. This level of support is recorded consistently and evaluated regularly to ensure the highest standards of service delivery.

TENANT INFORMATION & SUPPORT

Once a tenant has been referred and their needs assessed, we will allocate an appropriate accommodation unit to suit their needs with consideration of the tenant mix and impact on others. Once accommodation has been allocated the tenant will meet with our team and will be provided with all of the relevant information they need to ensure that their tenancy is a success and contributes to their progress.

The tenant will also be provided with the name of their dedicated Support Officer and introduced to the member of the team accordingly.

It is critical that a tenant understands the parameters of their tenancy and our comprehensive Tenancy Handbook outlines all of the relevant and important information to support this.

Within the Handbook it clearly outlines the tenants Rights and Responsibilities and our Housing Support Team ensure that tenants have a clear understanding and agreement with regard to the house rules for their tenancy. Policies include:

TENANT INFORMATION & SUPPORT (continued)

Policy	Summary	Reference:
Tenants Handbook	A comprehensive overview including: Licence Agreement Health & Safety Issues Out of Hours Reporting Repairs Local Amenities Maintenance Complaints Policy	TENHAN01.1
Tenant Licence	Licence and Rent Breakdown	TLICENCE01.1
Rights & Responsibilities	Contained within Tenant Guidebook communicated by HSO at handover	TENHAN01.1
Tenant Support	Introduction to Support Officer & recorded on Housing Management System	HMS

STATUTORY & VOLUNTARY SERVICES

Our tenants have a diverse range of needs and therefore we work closely with a number of specialist support agencies within the local community to deliver specific elements of support and care. Once a tenants support has been assessed this is also monitored regularly as their journey progresses and support needs change. Our Housing Support Team meet regularly with tenants to ensure we are providing the right level of support at the right time and specific to the need.

Tenants are provided with the details and information relating to a number of specialist support services. The Housing Support team have close working connections with a number of specialist agencies and meet with these to ensure the standards of support are in line with the ONE CIC core values and that the services are creating a positive impact for the tenant. We value the collaborative working model with other support agencies and we work to ensure that communication with these agencies is consistent and regularly reviewed. Evidence of these is included in:

Policy	Summary	Reference:
Support Agency Info	Available from HSO and in Guide Book	TENHAN01.1
Details of Agencies	Included in Housing Management System and advised during induction training	HMS / INDPOL.01
Agency Testimonials	Available on request	As required

TENANT INVOLVEMENT

We believe that it is vital for the tenant to be involved in creating the best possible environment in which to thrive. We ensure that our tenants have an active role in helping to shape and create the environment and support. By working closely with the Housing Team tenants are encouraged to feedback on any issues and concerns that they may have as well as positive suggestions to improve the way in which the support is provided.

Our Housing Teams hold regular 'House Meetings' where all tenants are given the opportunity to contribute to discussions and influence ideas and suggestions. We value the need to build trust with our tenants and ensure that they feel supported and heard at all times.

Where we feel the need to share information regarding the tenant and their support we will obtain consent first and share the relevant outcomes of any positive referrals to external agencies. Policies supporting this include:

Policy	Summary	Reference:
Resident Feedback	Included in House Meetings with HSO	HMS
Evidence of Meetings	Recorded on Housing Management System	Screenshot available
Consent Form	Tenant consent to share information to other support agencies	CONSEN01.1
Outcomes	Recorded on Housing Management System	HMS

TENANT SAFETY

We place the safety of our tenants as the highest priority and ensure that all of our tenants have essential information and are kept informed of any important contacts needed in relation to their health & safety.

These procedures and processes are regularly reviewed and our tenants and staff trained and informed accordingly. Our dedicated Health & Safety officer ensures that the accommodation and the tenants health & safety are compliant, communicated and reviewed effectively and efficiently.

Tenants have specific health & safety information contained within the Tenant Guidebook, along with contact details of relevant parties and our out of hours numbers and service support. Policies are contained within:

Policy	Summary	Reference:
Tenant Guidebook	Specific Health & Safety Information	TENHAN01.1
Health & Safety Guidelines	Company Health & Safety Directives	CH&S01.1
Health & Safety Checks	All monitored and recorded on Housing Management System	HMS

	Prop Key	Address Line 1	Address Line 2	Item No	Type Txt	Qty	Location Txt	Last Inspec	Interval	Next Inspec
101		Address Line 1 - 5 The High Street								
102	HED5904	5 The High Street	59 Headley Drive	1	Gas Boiler	1.00		30/01/2020	12	29/01/2021
103	HED5904	5 The High Street	59 Headley Drive	3	Fire Risk Assessment	1.00		01/01/2021	24	01/01/2023
104	HED5904	5 The High Street	59 Headley Drive	4	Fire Extinguishers	1.00		01/01/2021	12	01/01/2022
105	HED5904	5 The High Street	59 Headley Drive	5	CO2 Alarm	1.00		01/01/2021	12	01/01/2022
106	HED5904	5 The High Street	59 Headley Drive	6	EICR	1.00		20/02/2015	60	20/02/2016
107	HED5904	5 The High Street	59 Headley Drive	7	EPC	1.00		10/10/2015	120	10/10/2025
108	HED5904	5 The High Street	59 Headley Drive	8	General Property Inspection	1.00		01/01/2021	3	01/04/2021
109	HED5904	5 The High Street	59 Headley Drive	9	Estate Inspection	1.00		01/01/2021	6	01/07/2021
110	HED5904	5 The High Street	59 Headley Drive	12	PAT Testing	1.00		26/05/2020	12	26/05/2021
111	HED5904	5 The High Street	59 Headley Drive	13	Emergency Lighting	1.00		01/02/2021	1	01/03/2021



CONCERNS & COMPLAINTS

We operate a clear Equality, Diversity and Inclusion policy and practices within ONE CIC. Support staff and managers are advised and trained on a range of policies and procedures to ensure that tenants are protected from discrimination or harassment and are not disadvantaged in any way when and if they need to raise concerns or complaints.

We have a clear policy in place to handle any complaints or concerns and tenants are given clear guidelines regarding the process to raise these and the appropriate channels in which to do so.

The procedures clearly address the process, timeline and the relevant staff who will be involved at each stage. Outcomes are carefully managed and clearly and positively communicated to the tenant and all parties involved and all elements recorded on our systems. Information is contained within:

Policy	Summary	Reference:
Equality, Diversity & Inclusion Policy	Included in House Meetings Comprehensive policy and guidelines	EDIPOL01.1
Complaints Policy	Included in Tenants Guidebook	TENHAN01.1

MOVE ON POLICY

The key to our support and strength based model is to work towards empowering our tenants to live and thrive independently. With this aim in mind when tenants get to a stage where they are ready and willing to move on to longer term or independent accommodation we work closely with the tenant to support this transition.

Our Housing Support Team are trained and experienced in helping tenants to move on to other accommodation and therefore will provide all of the necessary evidence and support to enable this. Working with other agencies and authorities, ONE CIC can provide evidence and case studies to support the 'Move On' process. The 'Move On' process includes surveys, exit interviews and tenant feedback and this is monitored and recorded on our Housing Management Software with the consent to share with other relevant parties. Once agreed and in place, our support staff can be involved in the handover meeting with a new provider when and if appropriate. We make every effort to ensure that any move on process is handled positively and with the tenants support and needs at the forefront. Evidence of this is provided in:

Policy	Summary	Reference:
Move On Policy	Details of the Move On process	MOVON01.1

USE OF I.T.

ONE CIC has implemented a state of the art housing management system and this includes the use of mobile technology to enable tenants to access their rent account and manage their tenancy and support information.

We encourage our tenants to utilise technology to support their progress and therefore our Housing Support teams will encourage and support the use of technology to access services and support. Tenants are shown how to access support services and benefits services via the internet along with the ability to seek relevant and interesting activities and groups to aid their progression.

ONE CIC work with a number of external providers to provide access to training and specific support and therefore can provide IT training and potential qualifications to assist tenants as part of their support plan. IT equipment is provided within our HMO accommodation and community hubs. Details of this is included in the Tenants Guidebook and accommodation guides:

Policy	Summary	Reference:
Tenants Guidebook	Includes access to IT Equipment	TENHAN01.1
Tenants Support Plan	Specific to each tenant – evidence available on request & on system	HMS
Mobile Access	As part of Housing Management System	Screenshot available

ONE CIC

Housing & Support

We have a range of policies and procedures that govern the service and support that we provide. This Standards and Policies Guide outlines these policies and we are happy to provide evidence upon request along with specific and relevant reports from our Housing Management System.

All policies and guidelines are regularly reviewed and updated. We will provide an updated guide as and when appropriate. Please do not hesitate to contact us should you require any further information.



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