

## Support for Vulnerable Groups

### The following support is planned:

- Information in simple and plain English
- Developing simple symbols and easily understood touchscreens
- Briefings for social workers, Occupational Therapists, Council staff
- Bidding Hotline' offering a choice of up to 12 community languages and a fast and simple bidding process to be developed
- Talking Heads' on website offering video and speech in up to 12 community languages and British Sign Language
- Magazine advertising lettings delivered to network of support agencies
- Magazine can be mailed direct at no charge to vulnerable applicants and will be obtainable from a range of easily accessible outlets
- A 'vulnerable applicants list' to be developed and a referral procedure
- Monitor participation in the scheme (or non-participation) and follow up non-bidders as required
- Provision for direct offers is included in the new policy for applicants unable to bid (due to serious physical or mental illness etc)
- Officer advice and information will be available at outlets and by telephone including Housing Options support for those who have difficulty accessing service - including those with sensory difficulties, those who are vulnerable or have mental health issues, people with learning disabilities, people with language difficulties and barriers
- Regular training sessions on the bidding process for other housing staff, social workers, voluntary agencies and other relevant support workers such as CAB etc to enable them to support their clients (this part of the service to be guided by proposed vulnerable persons strategy referred to below)
- Bidding by proxy