



Our support offer and standards

We want you to enjoy living independently in your home. However, when things aren't going as well as they could you may need advice and support. Our support offer and standards show how we're here to give you the support you need, when you need it, and the level of service to expect from us.

We will....



provide a range of ways of how we can [support you](#), including;

- supporting you with your benefits,
- helping you with money management,
- helping you with digital skills and accessing the internet,
- helping you to find work or work experience,
- supporting you in managing your tenancy and where your tenancy is at risk,
- [wellbeing support](#), supporting you with your mental health and in continuing to live independently in your home.



respond to referrals for support within 2 working days, discussing with you in more detail your specific support needs or signposting you to other support available.



allocate you a named support officer who will contact you to:

- develop a support plan with you, with goals tailored just for you.
- work with you for the duration of your support plan.



let you know when we are closing your support case.

We know we've been successful in delivering our offer and standards to you when....



we recover more than £5 million each year in unclaimed benefits for our customers.



we support more than 200 customers into training or employment.