

Practice Example

Something's Not Right – Coast and Country Housing

The Something's Not Right (SNR) initiative was launched in December 2012. It is an internal initiative aimed primarily the frontline workforce but anyone with any concerns can feed into the process.

For the launch:

- Merchandise was printed including – poster, mugs and coasters that outlined how any concerns could be reported
- Reporting cards were printed and distributed to front line staff
- A dedicated e-mail address was set up as a single point of contact then referrals are signposted to the most relevant person (Tenant Advisor / Money Advisor / Social Worker / Troubled Families Programme / Tenancy Management Officer or other)
- A database was set up for recording name / address / who signposted to / outcomes / urgency etc.
- All teams were briefed
- An article was placed in the weekly brief and on the intranet

The basis of the initiative and the briefing was:-

Something's not Right is a confidential way for those working for the Company to let us know of any situation or concern that they might have about a tenant, a resident or a property. There are numerous areas of concern that you may come across whilst doing your job and these may include:-

- *Property or Garden Condition*
- *Vulnerable Child or Adult*
- *Safeguarding on children or adult concerns*
- *Debt or money issues*
- *Poor living conditions*
- *Anti-social behaviour / Harassment*
- *Health and Safety*
- *Support Needs*
- *No gas or electric*

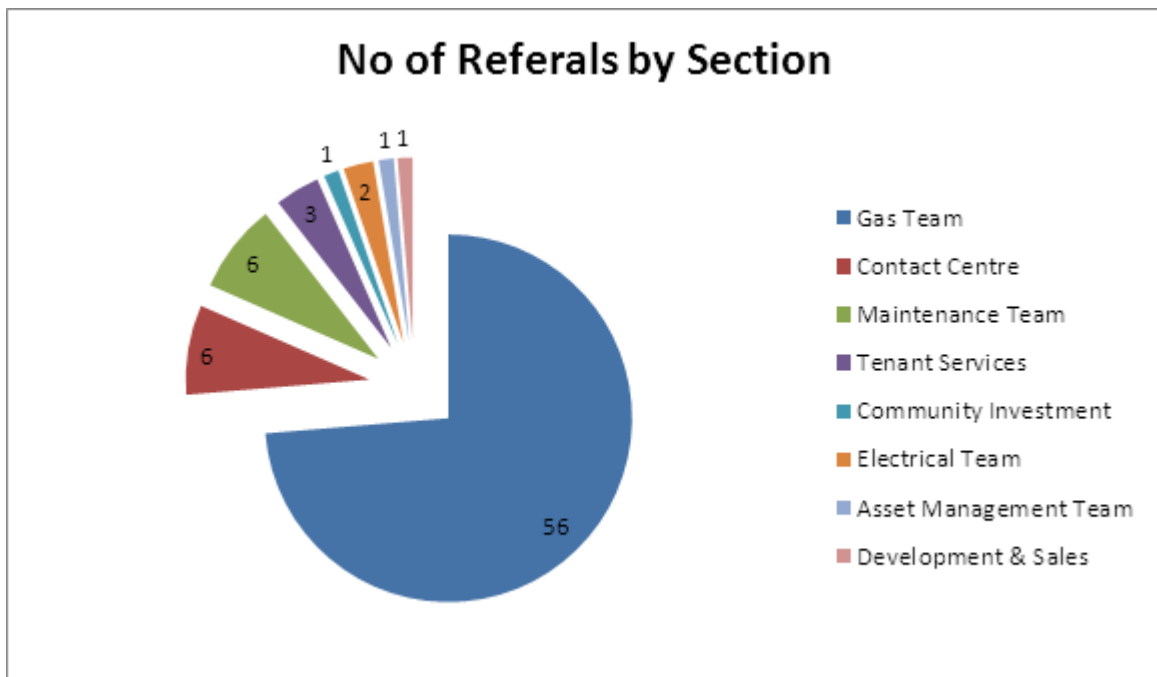
*If you have **ANY** concerns you need to **LET US KNOW**... this can be by phone, email, a text, a card, a chat.... It is your responsibility to be aware of situations where "Something's not Right" and to share this information with us.*

Evaluation statistics

Referrals

76 Referrals were received for the period 3/1/12 to 3/1/13

65 of those referrals have been via property and assets



Reason for Referral

