

# YOU SAID, WE DID

## Your Views Matter – Vulnerability and Inclusive Services Policy

### You said

### We did



*“I understand the documents, but please take into consideration those who are vulnerable or who might have learning disabilities”*



We have produced an easy read version of the policy document that will be available for tenants to access via our website or from a member of staff



*“The message sounds positive but staff do not appear to be adequately trained in your processes”*



All customer facing staff across Housing Services have received some form of training or briefing, from toolbox talks for our repairs operatives to more detailed training and awareness sessions for Housing Officers and Independent Living Staff



We will continually review the impact and effectiveness of this policy through our performance reporting to involved tenants and the Housing Committee, both in terms of tenancy sustainment and take up of support services

Stroud District Council is committed to ensuring that, through the Vulnerability and Inclusive Policy, the needs of our residents are being met and that all is done to help them thrive in their homes and communities.

Your feedback has helped shape how we will achieve this.

## Other Ways to Get Involved!

There are lots of ways for you to get involved and have real influence on the types of services we provide and the role we play in your community.

Your views matter to us and there are several ways in which you can have your say or get involved. If you would like to get involved please contact the Resident Engagement Team [resident.involvement@stroud.gov.uk](mailto:resident.involvement@stroud.gov.uk) or call 01453 766 321. You are also able to complete the [attached form](#). Thank you