

*Making a Difference*

# *Living better*

Health and Wellbeing Strategy  
2025-2030



**watford**  
community  
housing



We know we have the opportunity to change **lives** for the **better**.

Through the homes and services we provide, and the neighbourhoods we help to create and manage, we can play our part in supporting the physical health and mental wellbeing of people in our communities.

Our Health and Wellbeing Strategy sets out how we will deliver homes that are safe and secure – helping our customers to stay healthy – and how we will provide a range of support through our services and our partnerships with others, to help people live well.





# *Happy at home*

Our communities should be places where people can feel safe, secure and well.

This starts with us providing a decent home and making it easy to access our everyday services – but we will also do more to provide tailored support and promote healthy living.





### ***The right environment***

We know that people's physical health and mental wellbeing are closely tied to their environment. By making sure that the homes we provide are safe, secure and well-maintained, we can help residents to prosper.

Across the sector, there is an increased focus on the quality of housing and the government has confirmed that Awaab's Law will come into force from October 2025, protecting residents against unsafe homes and making it easier for people to hold landlords to account.

We strongly support these aims, and we will continue to take pride in maintaining our homes to a high standard, carrying out regular checks to ensure that they remain safe. We'll make it easy for customers to request repairs and we'll act quickly if people raise concerns – especially when they relate to issues that have a direct impact on residents' health, like damp and mould.

Beyond the four walls of the home, we'll also play our part in helping people to live more healthily. By maintaining our high-quality estate services, we'll nurture positive environments that promote healthy living, with outdoor spaces for exercise, play and relaxation. Our community hubs will continue to host a wide range of fitness and wellbeing activities that benefit people in the local area.

**'We'll nurture positive environments that promote healthy living, with outdoor spaces for exercise, play and relaxation.'**





### ***Mental health support***

Our aim is to be a visible and active force for good in our communities, giving reassurance to all our customers and being on hand to provide extra support for those who need it.

To help people live happily and independently, we will work with residents to tackle common issues that affect mental health, such as social isolation, hoarding and challenges relating to physical health and mobility.

We will also draw on the expertise of our local partners, working together to tackle more complex problems and ensure that residents can access specialist support.



‘Our aim is to be a visible and active force for good in our communities, giving reassurance to all our customers.’



# ***Services that work for everyone***

We know that everyone's needs are different. We will make sure that our services work for all our customers, from people who may be vulnerable to those who just need a bit more support to manage their tenancy and get the best out of their home.





### *Living comfortably*

We want everyone to get the best out of life. For customers who have additional needs, we will do all we can to help them live comfortably and independently in their homes.

We will continue to support people facing challenges with their mobility, to ensure they have a home that helps them to live well. We will commit **£350,000** per year to our aids and adaptations service, so that we can carry out reasonable adjustments in our customers' homes to make day-to-day living easier.

Where more significant changes are needed to help people remain independent, we will work with our local authority partners to maximise the use of Disabled Facilities Grants, unlocking funding so that we can do more.

If a move to a more suitable home might be in a customer's best interests, we will be clear about the options available, and we'll provide support every step of the way. Through our rightsizing service, we will make it as easy as possible for people to move to a home that is affordable and meets their needs.

'We will commit £350,000 per year to our aids and adaptations service, so that we can carry out reasonable adjustments in our customers' homes to make day-to-day living easier.'







***Services that are easy  
to access for all***

Everyone should find it easy to engage with us and access the services they need, including those who need a little extra support. This will include improving access to translation services, so that key information can be provided in alternative languages and formats that meet our customers' needs – making use of demographic data to help identify those who are more likely to require them.

Where our customers encounter more complex problems or are unable to deal with challenges on their own, we'll ensure that they have access to support services from independent external agencies, who can assist with issues such as the risk of eviction.



## *Understanding individual needs*

We are committed to meeting the diverse needs of our customers and communities. To help us provide appropriate and carefully targeted support, we'll gain a better understanding of people's circumstances through customer reviews, feedback and demographic data.

We'll ensure that the information we hold is safe and up to date, so that we can identify any individual needs – and we'll use this knowledge to offer the right services and to direct customers to other organisations who can provide further support when it's needed.

By listening to people and making use of data-driven insights, we'll also understand the unique needs of each of our neighbourhoods, so that we can work with our partners to meet these community challenges head-on.



'We are committed to meeting the diverse needs of our customers and communities.'



# *Trusted to support*

We specialise in providing good-quality homes and housing-related services that help people live well, but we know we can't do everything.

For those who would benefit from additional support beyond our areas of expertise, we are committed to working with other service providers and local partners, ensuring that people in our communities have the help they need.





### ***Making connections***

To prevent people suffering in silence, we will build trust with our customers, giving them the reassurance that we can help them to find specialist support when they need it. By providing a personal service, we will be aware of our more vulnerable customers so that we can make sure we are meeting their needs.

Through our extensive network of local partners, we can help people in our communities to access an array of valuable services and resources for a wide range of everyday challenges – such as mental health problems, addiction, relationship breakdown, and money worries.

By working closely with occupational therapists, we will help to ensure that people with disabilities have homes that meet their needs. We will help families who have children with special educational needs to access extra support by jointly funding roles for family support workers – and we'll work with local agencies to agree action plans.

We will also jointly fund roles such as community navigators, who can help to build relationships within families and work with other organisations and professionals, supporting people with an array of problems such as relationship breakdown, addiction and poor mental health.



## A well-trained team

To deliver a more supportive service to our customers, we will continue to equip our housing officers with the information and training they need in order to recognise the challenges people may be facing and direct them to the best source of support. We will raise awareness of some of the difficulties faced by people in our communities, including mental health problems and domestic violence.

We recognise that our customers may already be under additional stress when they need to talk to us, especially if they are struggling to manage their home or pay their rent or bills. We will ensure our teams are trained to be understanding and professional, so that they can provide the appropriate support and reassurance.

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# *Productive partnerships*

Every community has challenges around health and wellbeing.

We will work in partnership with local healthcare providers and other stakeholders to respond to the emerging health needs in our communities.



### ***Supporting health initiatives***

Effective partnership working is central to our success. We will work closely with the organisations who lead on public health initiatives, such as our NHS partners and local authorities, to help make our communities healthier places to live.

By sharing insights and having a voice at the table, we will help to make a real difference to residents' wellbeing, especially where health issues are influenced or impacted by people's homes and neighbourhoods. Where possible, we will support wider infrastructure projects in our communities that help people to live more healthily, such as green spaces that promote outdoor activity.

We'll also provide funding to partner-led initiatives which ensure that independent advice and reassurance is available to people in our communities. These include Citizens Advice, which provides a range of guidance, and Healthy Hubs Hertfordshire, which offers people support around challenges such as losing weight, reducing drug or alcohol use, quitting smoking and general fitness and mental wellbeing.

### ***The homes our communities need***

We specialise in providing homes for those who are most in need, so we are uniquely placed to support our local authority partners in meeting their housing priorities. We will work with them to help identify and deliver the types of homes they need to meet local demand – building communities that support healthy living and wellbeing.

**'We will help to make a real difference to residents' wellbeing.'**





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