

Druids Heath Residents' Charter



Housing Offer:

Dedicated Housing Officer

A dedicated Housing Officer starts in June and will cover all aspects of support to residents.

Dedicated Rehousing Officer

A dedicated Rehousing Officer starts in July.

Local Lettings Plan

The local lettings plan is being reviewed to include offers to owners as well as improved offer to tenants.

Neighbourhood Offer:



Health

Working with the local GP surgery and Integrated Care service to improve the facilities enabling them to expand the services they offer.



Digital Inclusion

Working with the Council's Digital Inclusion lead to look at digital offer on the estate and opportunities to work with community groups to offer hardware, training and other opportunities. The team are also looking at what the area needs to encourage more digital access and work with the money advice and early interventions teams recognising how services can be accessed online.

Bringing together services

Bringing together services in one location and creating a bespoke place based approach for Druids Heath. This will include services such as employment skills and training, homes and money advice, neighbourhood advice and information service, access to employment, mental health support, and more.

Money Advice Service

Did you know that you can access the **Neighbourhood Advice and Information Service** at Druids Heath Library? BCC advisers are on hand to give free benefits assessments as well as fuel and debt advice. Just drop in to the library on a Thursday to find out more about the service and speak to a member of staff.