



## Havebury Housing Partnership

# HOUSING RELATED SUPPORT

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Author	Jez Robbins, Supported Housing & Income Manager
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Status	Approved
Accountable Director	Director of Operations
Tenant Consultation	19 <sup>th</sup> March 2018
Equality & Diversity Impact Assessment	To be undertaken

## **1. Responsibility**

- 1.1 Operational Board is responsible for approval and oversight and the Supported Housing & Income Manager; Supported Housing Co-ordinator; Project Manager (Tayfen) and delegated staff are responsible for delivery.

## **2. Definitions**

N/A

## **3. Aims and Objectives**

- 3.1 To have a comprehensive policy on the provision of Support Services for elderly, vulnerable and other tenants with special needs.
- 3.2 To seek, either by direct provision or by working in partnership with others, to meet the needs of the above client group, to ensure that services are available as necessary to support vulnerable residents.
- 3.3 This policy extends to all tenants living in sheltered accommodation, members of their household, Tayfen House residents and other tenants who may need access to support services e.g. Floating Support.

## **4. Policy Statement**

- 4.1 Services in Tayfen House, are commissioned by Suffolk County Council, via the Housing Related Support service. Several of our managed by others property also rely on support funding from the County Council
- 4.2 There is risk associated with any loss of funding either because services are not competitive on costs or because a service is perceived to no longer meet local needs or priorities. Loss of funding could result in the decommissioning of some services.
- 4.3 Should services be decommissioned, Havebury in consultation with relevant other agencies and partners, would consider alternative services which could be provided from the site at minimal capital investment. If supported housing was considered to be inappropriate or unnecessary at a site, conversion or redevelopment of the site would be considered.

## **5. Legislation and Regulation**

The Care Act 2014  
Health & Safety at Work Act 1974  
Equality Act 2010  
Quality Assurance Framework  
Control of Substances Hazardous to Health 2002 (CoSHH)

## **6. Service Standards**

- 6.1 Havebury will ensure the following services and amenities are provided at its sheltered schemes as appropriate:-
- i. 24 hour Alarm cover; Normal office working hours by a member of the Independent Living Advisor Team and an 'out-of-hours' service by our Community Alarm Contractor
  - ii. Support from the ILA team to live independently and access other services
  - iii. Entry systems to external doors.
  - iv. A secure but congenial environment which encourages elderly people to live their lives independently.
  - V Housing Proactive service which allows call by telephone according to residents needs
- 6.2 Havebury will implement the appropriate quality framework as required by Suffolk County Council, as stipulated as part of the grant funding.
- 6.3 Havebury will ensure that its Independent Living Advisors are properly inducted into the Supported Housing Service and receive ongoing training in relevant areas.
- 6.4 Havebury will ensure that each sheltered scheme is visited at least once every six-months by the Supported Housing Co-coordinator to check that all relevant Policies and Procedures are being properly applied within the scheme, the Quality Framework requirements are being followed and any Health & Safety issues are dealt with. Any serious concerns will be reported back to the Supported Housing Manager or to a Senior Manager. Regular one-to-ones and ad hoc meetings will ensure there is proper liaison with the Independent Living Advisors.
- 6.5 Havebury will develop the Independent Living Advisor Service to allow delivery of support to others in the community through the Willow Support Service.
- 6.6 As part of this initiative, we will be implementing, as appropriate, to the sharing of some of the activities at schemes within the wider community e.g. exercise groups.

## **7. Tayfen House Service Standards**

- 7.1 Tayfen House will provide short term accommodation based support to single homeless people, both in Tayfen House as well as outlying properties. This service shall meet the requirements of the appropriate quality framework as required by Suffolk County Council who commission the Housing Related Support service.

- 7.2 This service will be provided by project staff and support workers in collaboration with all relevant partner agencies as appropriate for the needs of the individual, with Havebury maintaining 24 hour building management at Tayfen House. The aim of Tayfen House is to work with the individual to stabilise life-styles and move on into independent living accommodation.
- 7.3 Havebury will ensure that all Tayfen House staff are appropriately qualified to provide the service and will arrange ongoing training in relevant areas as necessary.
- 7.4 Tayfen House shall provide an annual report to be considered by the Operational Board.

**8. List of related internal documents (including procedures relating to the Policy)**

HS 007 Income Collection & Debt Recovery policy  
HS 019 Aids & Adaptations policy  
HS 035 Allocation & Tenancy policy  
P002 Income Collection & Debt Recovery procedure  
P034 Tayfen House procedure