



TAI CANOLBARTH CYMRU MID-WALES HOUSING

Yn barod **amdani** **Equal** to the challenge

Supported Housing Policy

Strategic Aim:	To continue to provide high quality affordable housing, this aims to meet the needs of local people and communities through innovation, dedication and commitment to excellence.
Reference No:	
Date Of Issue:	From July 2015
Next Review Date:	July 2018
Departments Affected:	All Departments
Approved By/Date:	Board of Management July 2015
Lead Officer:	Aidan Ackerman, Director of Customer Services
Statutory Compliance:	Supported Housing Policy (May 2015)

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Title: SUPPORTED HOUSING POLICY

1. Introduction

1.1 The Association provides a significant proportion of its housing stock to supported housing clients. The client groups include older persons, those escaping domestic violence regardless of gender, people with learning difficulties, those suffering from substance misuse, those with mental health problems accommodation with training for young people (foyer), physical disabilities and other client groups. The list of client groups within the policy is not exhaustive nor does it exclude additional client groups being provided with accommodation by Mid-Wales Housing Association

2. Definitions

- 2.1 “**Supported Housing**” is any housing where the individual tenant requires some form of support in order to maintain the tenancy, or to remain within the property in safety and security.
- 2.2 Support will range from the very low level provision of community alarm services delivered to the Association’s tenants through community alarm equipment and monitored by a community alarm centre in Pontypridd to more intensive support such as that for people with learning difficulties.
- 2.3 For the purpose of this document “**support**” is defined as support in maintain the tenancy. Those tenants receiving support may also be receiving “care” or “health” services, as well.
- 2.4 “**Support Provider**” is any agency with whom the Association works in partnership to ensure that tenant can sustain their tenancy.

3. Policy Statement

- 3.1 The Association will provide housing for tenants who also have support needs, so long as the relevant support can be provided to enable the tenant to maintain their tenancy.
- 3.2 Where an existing tenant develops support needs the Association will do what it can to ensure the tenant accesses the required support, including “signposting” and or acting as advocate as appropriate, the objective being to ensure the tenancy remains sustainable.
- 3.3 Except in the following circumstances, the Association will not usually provide the support itself, but will instead work in partnership with specialist agencies operating within the area, the exceptions being:
- 3.3.1 The provision of a community alarm service; and
- 3.3.2 The provision of an on-site warden at two leasehold schemes for the elderly in Aberystwyth, which it has acquired.
- 3.3.3 The Association may develop new services in the future, such as an Extra Care Scheme with the approval of the Board.
- 3.4 The Association will ensure that the obligations of those agencies providing support is clearly documented in a formal **management agreement**, that the level of support is adequate, and that sufficient funding is available to the support provider to provide the required level of support.
- 3.5 Where required, and where practicable, the Association will endeavour to ensure that a coterminous agreement is also in place between the support agency and relevant local authority/health authority.
- 3.6 Training will be provided to staff where appropriate.

4. Management Agreement

- 4.1 This is the agreement which the Association enters into with a support provider who will manage the support needs of the tenant. The agreement explains the policies and responsibilities of each party. The agreement will state:
- Who each party is;
 - What each party is responsible for and how they will do these things;
 - How the agreement will be reviewed and confirmation of annual inspections;
 - What to do if the agreed responsibilities are not adhered to, how to amend or terminate the agreement.
- 4.2 The Association will collect, via the tenancy agreement, a “**Support Provider Charge**” in relation to items of housing related support which is eligible for housing benefit.
- 4.3 The agreement is signed by both parties and will include other details such as the main contacts for each property covered by the agreement and also the main contact details of each party.

Strategic Risk Factors	<ul style="list-style-type: none"> - Changes to supporting people legislation or processes: BSR11EI001. Risk score 6. - Supporting people procurement: BSR11EI001. Risk score 9. - Support provider partnerships: BSR11EI007. Risk score 9. - Agency Managed Schemes – viability of the scheme affected by availability of revenue funding. Risk score 9. 	
Value for Money	<i>“Doing the right thing, in the best way for the best price”.</i>	The “right thing” is to ensure that “less able” people have an equal opportunity to live in the Association’s homes. The best way is to ensure appropriate support is provided by specialist partners, and the best price can be attained by ensuring access to support (statutory or other) provided at no (or little) cost to the Association.
Equality Impact Audit	<i>How does/will this policy ensure needs are met fairly, particularly with regard to race, gender, disability etc.?</i>	This policy assists the Association in delivering supported housing services in accordance with its Equality and Disability requirements and helps to deliver accommodation across a wide spectrum of housing needs.
	<i>Is it felt that this Policy might affect different groups adversely? If so what is the justification for this, and is it legally permissible?</i>	This policy assists different groups in accessing accommodation.

	<i>Have any representative groups in the locality been asked for their opinion and if so what was the outcome?</i>	The policy was taken to the Tenants' Policy Review Workshop of the Tenants' and Residents' Forum on 29 th September 2014. The support provider networking lunches held on 8 th July 2013 and 9 th May 2014 discussed changes to the management agreements in terms of coterminous agreements.
Tenant Engagement	<i>How does/will this policy ensure the needs of tenants are met?</i>	The policy was taken to the Tenants' Policy Review Workshop of the Tenants' and Residents' Forum on 29 th September 2014.
	<i>How is it felt this Policy will impact on the rights and obligations of tenants?</i>	There should be no adverse impact on tenants. Leaseholders will have to be consulted on any amendments to service provision which impacts on service costs.
	<i>Have tenants been consulted and were the outcomes of that consultation taken into account when considering the introduction of this Policy?</i>	The policy was taken to the Tenants' Policy Review Workshop of the Tenants' and Residents' Forum on 29 th September 2014.