

# **Housing Process**

New Supported Living Schemes

**A great place to live and work.**

Version Number	Date	Author	Change Reference	Sent for Review by
0.1	20/09/21	Claire Langford	Initial Draft	Richard Farrow
0.2	11/11/21	Claire Langford	Additional key considerations  Colleague responsibilities	Richard Farrow Jane Moakes
0.2	April 2022	Tracey Inkster	Review of V2 CL created in Nov 21	Richard Farrow Rebecca Price
0.3	May 2022	Tracey Inkster	Review of V3 following suggested amends from RF/RP	Richard Farrow Rebecca Price
0.4	Sept 2022	Tracey Inkster	Updated document	ACNS Board
0.5	Oct 2022	Tracey Inkster	Updated following feedback from ACNS Board	Richard Farrow
0.6	Dec 2022	Tracey Inkster	Updated following feedback from RF	Richard Farrow
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0.8	July 2023	Tracey Inkster	Updated document following feedback from colleagues	Governance Board July Mtg
0.9	Oct 2023	Tracey Inkster	Updated following feedback from Governance Board Mtg	Kate Delaney Richard Farrow
10.0	Jan 2024	Tracey Inkster	Clean version for publishing	Richard Farrow ASC Policy Hub

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## 1. Introduction

- 1.1 The Council's [Accommodation Strategy](#) for adults with Care and support needs (2022-2027) identifies the need to increase the provision of good quality supported living schemes across Central Bedfordshire and describes the strategic intentions.
- 1.2 The purpose of this Housing Process document is to set out clear roles and responsibilities across Adult Social Care and Housing Services to meet these strategic intentions and ensure colleagues work collaboratively to co-ordinate and set up new schemes.
- 1.3 Vision: The overwhelming evidence from people with care and support needs is that they have the same aspirations as everyone else: a nice place to live, gainful employment, rewarding relationships, a place in their local community and freedom to choose how they live their lives.

## 2. What is Supported Living?

- 2.1 Supported Living is a person-centered approach to housing, care and support services. It is based on people having a tenancy or license agreement offering the right to remain in their own home and have choice and control as to who delivers their care and support and who they live with.
- 2.2 Services are designed to offer innovative care and support adopting a 'Strengths Based Model' that considers the persons own strengths and capabilities and encourages people to access support that may be available from their wider support network or within their community that enables the person to achieve good outcomes and personal goals.
- 2.3 Supported Living differs from Supported Housing as the personal care is provided under a separate agreement to the person's accommodation contractual arrangements, whereas Supported Housing offers accommodation/housing as part of the care and support provided.
- 2.4 Supported Living can be:
  - Shared houses, usually with 2 to 5 tenants living together with their own bedrooms and sharing a communal space,
  - Single occupancy units, where people have their own property within a group of other single occupancy properties,
  - In some cases, occupancy units suited to those in relationships will also be considered,

- 2.5 The Landlord and support provider are separate, with Central Bedfordshire Council being the landlord, and Adult Social Care commissioning appropriate care and support. The care and support provider may at some schemes, provide 24/7 onsite care and support.

### **3. CBC Adult Social Care (ASC) Supported Living Group**

- 3.1 The Supported Living Group will meet twice a year, and includes the following roles from within the Social Care Health and Housing Directorate:
- Principal Strategic Commissioning Officer for Adult Social Care
  - Neighbourhood Housing Manager
  - Senior Housing Property Manager
- 3.2 Meetings are to be arranged and led by the Strategic Commissioning Team, and the group may invite other colleagues to the meetings as required, and if appropriate. Group members to save all information relating to new schemes and meeting notes in shared file on SharePoint, click [here](#) to access.
- 3.3 The purpose of the group is:
- To be a forum for discussion and to share information among colleagues of Supported Living requirements based on local need in accordance with the Accommodation Strategy for adults with care and support needs
  - To identify opportunities for new Supported Living schemes either through new developments or existing buildings
  - To update colleagues on progress of new schemes
  - To discuss any issues or concerns with existing schemes once established
  - To oversee and review this process

### **4. Demand for Future Supported Living Schemes**

- 4.1 The Accommodation Strategy and subsequent Investment Prospectus set out the demand, current supply, and established gaps for Supported Living accommodation in Central Bedfordshire.

### **5. Referrals**

- 5.1 Referrals to the Supported Living schemes will be made via Adult Social Care and will be for adults who have been assessed under the Care Act 2014 as needing care and support, which may include people with Learning disabilities, mental health illnesses, or Autism. Younger

people transitioning to adulthood may also be referred. People with physical disabilities may also be referred depending on the suitability of the property.

- 5.2 An individual's Care Manager will ensure the individual has capacity to sign Tenancy / License Agreement, or that a Deputy or Attorney is able to sign on their behalf. This includes representatives within CBC, who may need to sign agreements on behalf of the individual.

## 6. Key Considerations

- 6.1 For new Supported Living schemes to be established in accordance with the model described in the Accommodation Strategy for Adults with Care and Support Needs.
- 6.2 Housing management resources available or required to support and manage new supported living schemes effectively.
- 6.3 Specific scheme requirements, such as sufficient waste disposal, parking, security, furnishings, white goods etc.
- 6.4 Neighbouring properties and vulnerabilities / risks.
- 6.5 Housing pathway for residents of the Supported Living scheme.
- 6.6 Tenancy / License terms, such as confirmation payment of utilities will be through CBC Housing with a service charge to residents, garden maintenance responsibilities and whether pets are allowed etc.

## 7. Roles & Responsibilities – Scheme Set Up

- 7.1 Information to be saved in shared scheme folder when action complete.

	Action	Responsibility
1.	Identify new potential opportunities for Supported Living Scheme and advise Principal Strategic Commissioning Officer	Development Team – new build Business Transformation Manager Neighborhood Housing Manager

2.	Identify customer care, support and accommodation needs	Principal Strategic Commissioning Officer
3.	Identify any communal areas, shared space and areas to be dedicated to the care and support workforce	Principal Strategic Commissioning Officer
4.	Identify and agree model of service (i.e., supported living / outreach), and number of units	Principal Strategic Commissioning Officer
5.	Engage with key stakeholders to discuss new scheme requirements, such as Housing Initiatives Team , Housing Estates Team, Facilities, Legal, ASC Operational Teams, Brokerage, IT.	Supported Living Group
6.	Liaise with ASC Operational/Brokerage colleagues to identify the cohort of customers to be considered for the scheme and potential repatriations from out of area	Principal Strategic Commissioning Officer
7.	Consider and agree suitability based on key considerations	Supported Living Group
8.	Approvals to proceed	Heads of Service
9.	Set up new scheme folder in shared file. Complete ' <a href="#">New Supported Living Scheme Details Form</a> ' and set up project plan with anticipated timeframes	Principal Strategic Commissioning Officer
10.	Prepare rent and service charge information	Senior Finance Business Partner
11.	Check rent charges for property with Housing Benefit	Senior Finance Business Partner
12.	Notification of rent and service charges to Housing Team and Finance & Inclusion Manager	Senior Finance Business Partner
13.	Confirm that works will be arranged to ensure all Specialist Supported Housing requirements are met and anticipated handover / ready to let date. Initiate all required works.	Development Team Neighborhood Housing Manager / Team Leader
14.	Liaise with ASC Operational/Brokerage colleagues to identify people for the	Principal Strategic Commissioning Officer

	scheme deemed to lack capacity in relation to their housing needs who will ensure a capacity assessment is completed and due process followed in respect of Best Interest Assessment (BIA) and Court of Protection (CoP)	
15.	Confirm Care & Support Provider or liaise with Procurement to agree procurement timeline if to go out to tender.	Principal Strategic Commissioning Officer
16.	Prepare and agree Service Level Agreement between Housing Services, Adult Social Care and Care & Support Provider, using generic template as starting point.	Supported Living Group
17.	Arrange for utilities to be set up on corporate accounts where required and confirm details	Business Transformation Manager
18.	Identify a lead Neighborhood Housing Officer and Income Management Officer for new scheme	Neighborhood Housing Manager
19.	Provide copy of Tenancy / License Agreement to be used, in accessible form if required	Neighborhood Housing Manager
20.	Prior to handover, facilitate potential viewings and meeting of the client if appropriate.	Supported Living Group
21.	Connect Care & Support Provider with Neighborhood Housing Officer and Income Management Officer	Principal Strategic Commissioning Officer
22.	Arrange for furnishings / white goods as detailed on New Scheme Details form	Neighborhood Housing Manager
23.	Provide copies of all relevant certificates for scheme file (gas, electrical etc.)	Housing Property Manager
24.	Provide Supported Living Group with two weeks-notice of handover and availability of keys	Estate Officer
25.	Site visit prior to handover to sign off any required works and confirm all	Business Transformation Manager



	supported living standards and fire regulations are met (particularly in case of house of multiple occupation HMO). Photographs for scheme file and record of meter readings at handover captured on ' <a href="#">Handover Form</a> '.	Housing Property Team Estate Officer
26.	Arrange regular mobilisation meetings with all relevant colleagues	Principal Strategic Commissioning Officer

## 8. Roles & Responsibilities – Scheme Handover / Mobilisation

8.1 Information to be saved in shared scheme folder when action complete.

	Action	Responsibility
1.	Make Contracts Team aware of the scheme for ongoing quality monitoring	Commissioning Officer
2.	Arrange regular performance monitoring meetings with Care and Support Provider	Commissioning Officer
3.	Provide Care and Support Provider with all relevant documentation	Commissioning Officer
4.	Set up scheme / properties on housing system and flag as Supported Living	Neighborhood Housing Officer
5.	Prepare paperwork for occupancy sign-up pack (i.e., Authority to Disclose, details of costs not to be covered by HB, specific scheme information etc.)	Neighborhood Housing Officer
6.	Add scheme to regular maintenance contracts as required (i.e., landscaping, external window cleaning, cyclical and planned repairs)	Housing Property Team
7.	Prepare communications for Council Members and CBC staff	Commissioning Officer
8.	Prepare and send communications to neighbouring properties if required	Supported Living Group and Care & Support Provider
9.	Arrange sign-up appointments within one week of receiving new resident details, liaising with care management and care	Neighborhood Housing Officer

	and support provider to ensure smooth transition into the scheme	
10.	Sign up new residents(s) with support of Care & Support Provider and care management to ensure the person understands their responsibilities as a tenant and confirm method of rent payment	Neighborhood Housing Officer

## 9. Roles & Responsibilities – Established Scheme

9.1 Information to be saved in shared scheme folder when action complete.

	Action	Responsibility
1.	Review process of scheme set-up to establish any lessons learned	Supported Living Group
2.	Check rent account 4 weeks after sign-up. Regular monitoring of accounts in accordance with CBC Rent policy and procedure	Income Management Officer
3.	Manage Tenancy issues in accordance with the Tenancy / License Agreement and SLA. Liaise with Care & Support Provider as required where Authority to Disclose has been signed	Neighborhood Housing Officer Income Management Officer
4.	Escalate concerns regarding Tenancy or rent account to Housing Manager who will inform Commissioning Officer	Neighborhood Housing Officer Income Management Officer
5.	Co-ordinate Multi-disciplinary meeting if required to discuss any escalated concerns	Commissioning Officer
6.	Co-ordinate any concerns or issues arising in respect of the contract with the care and support provider	Commissioning Officer
7.	Ongoing contract monitoring of the care and support that is aligned to the agreed service specification. Accommodation to be regular agenda item and Housing Estates Officer invited.	Commissioning Officer Neighborhood Housing Officer Care & Support Provider

8.	Arrange annual review of SLA for the scheme	Supported Living Group
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## 10. Review & Signature

10.1 This document will be reviewed annually by the Supported Living Group

10.2 Signatures:

SIGNED: \_\_\_\_\_ Principal Strategic Commissioning Officer for ASC

NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

SIGNED: \_\_\_\_\_ Neighborhood Housing Manager

NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

SIGNED: \_\_\_\_\_ Senior Housing Property Manager

NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

10.3 Next Review Date:

# **Central Bedfordshire in contact**

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