



TAILORED HOUSING

COMMISSIONER'S
FACT SHEET

OUR VISION

Creating the
right home and
environment for
every person

OUR APPROACH

- We provide quality tailored housing to meet a person's needs
- We have a personalised approach to provide tenancy related support
- We ensure we meet regulatory requirements for specialised supported housing
- We work closely with local authorities and health authorities to develop housing in line with the need outlined in their strategic housing requirements
- We dedicate a Regional Housing Manager to offer advice and expertise
- Our dedicated repairs helpdesk is supported by specialist surveyors
- We have a 24-hour helpline for our tenants



ABOUT ENCIRCLE HOUSING

Encircle Housing is a specialist housing association working across England, Wales, and Northern Ireland.

We are currently working in collaboration with over 40 local authorities and over 30 care providers offering a range of supported living solutions for people with a learning disability, mental health need, sensory impairment, and/or physical disability. We also house the homeless and people leaving care homes.



PARTNERSHIPS

Together with local authorities and health authorities across the country we help to provide the right housing for people that are in line with their strategies and priorities.

We want to make sure a person moves into a suitable home, and they have support to maintain their tenancy. We work closely with social services, tenants and their families,, care providers, landlords and other professionals every step of the way from the referral to a person living in their new home.

SUPPORTED LIVING

Supported living enables adults to live independently in their home and community. Our tenants are normally nominated through the local authority or health authority. Housing and support are provided by separate organisations. A care provider supports a person in their daily life. The person's home is tailored to their needs and they choose where they live, with whom and how they are supported in their life.

As a specialist landlord, we engage and involve tenants and their families or appointees in matters that affect their home and tenancy.



HOUSING OPTIONS

RENTING FROM LANDLORDS AND DEVELOPERS

Encircle Housing works with private sector landlords and developers to provide the right housing solutions for our tenants. We lease properties from 12 months up to 7 years, with a break clause where possible, and pay rent directly to the landlord. We have template leases that can make it quicker and less expensive to set up new arrangements.

Our experienced team offer advice on the type of alterations and adaptations properties may require to meet the needs of a person. We also take responsibility for property compliance and maintenance.

NHS SCHEMES

Encircle Housing works in collaboration with local authorities to find the right housing solutions for people moving from hospital to supported living.

DEREGISTRATION FROM REGISTERED TO SUPPORTED LIVING

We work with care providers to deregister residential care homes to supported living. Encircle Housing becomes the landlord and provides tenancy related support to our tenants.

HOUSING AND SERVICES UNDER ONE ROOF

To support the local authority to meet the demand in the area we can look for a large property that lends itself to multiple uses all under one roof. With supported living accommodation and different services such as life skills and activity spaces within the same property, we can meet various people's needs.





STEP BY STEP GUIDE

STEP 1

REFERRALS FOR HOUSING

Most people requiring supported living accommodation are referred to us by the local authority or health authority. We ensure the funding of a person's care package has been agreed and rent will be paid by Housing Benefit where applicable before we progress too far.



STEP 2

HOUSING WAITING LIST

The person looking for housing, needs to put their name down on the local housing waiting list. Being on a social housing waiting list may not result in housing, however, it is important that the local authority understands the needs within their area. It can also help with demonstrating that there is no suitable alternative accommodation, and the cost of housing may be higher than what would normally be the case.



STEP 3

HOUSING REQUIREMENTS

We gather information about the person's housing requirements and personal support.

Care provider

The local authority often arranges a care provider to support the person in their daily lives. Where required, we can help a person to find a care provider to meet their needs. Alternatively, we may be approached by a care provider for a new service or to re-provide a service from an old or unsuitable property, in which case we work with commissioners as we make plans.



STEP 4

ABOUT THE PROPERTY

Finding the right home

We look for a suitable property for a person, or group of people, and explore the viability in detail so that we can confidently enter a commitment knowing that every foreseeable risk is considered. We look carefully at options with commissioners and care providers to ensure where possible a property will meet needs long term.

Property standards

Every home we develop meets our property standards. Most people want to live in an area they know well. We look for appropriate properties that meet our standards including room size, number of bathrooms required, adaptation works where necessary, location, and access to local amenities within the area.

Rent

We use a rent setting model and ensure the rent can be paid by the person and support them to claim any housing related benefit entitlements. We ensure that rents we set are reasonable, can be supported by a RICS rental valuation, and we will share how we arrive at rents through an open book approach with housing benefit departments.

Leasing a property

We take out a lease on the property from the head landlord for between 12 months and 7 years, and where possible with a break clause. The property is sublet as supported living housing to our tenants.

Housing to our tenants

We have a template Service Level Contract that we would discuss and agree with care providers early in the process. For every specialist property we would request a Nomination Agreement.





STEP BY STEP GUIDE

CONTINUED

STEP 5

ENCIRCLE HOUSING TENANT

Signing a Tenancy Agreement

We grant a tenancy to the tenant, enabling us to manage the property to our standards and offer tenants our full range of housing services.

When a person moves into their home our Regional Housing Manager visits them so they can sign their tenancy agreement and answer any questions they may have. Where a tenant has been assessed as lacking capacity we work closely with professionals, appointees, and family members to make sure all necessary documentation is completed.



Keeping in touch with our tenants

We keep in contact with our tenants and carry out regular settling-in and wellbeing visits in the first 12 months of their tenancy. The purpose of these visits is to ensure that our tenant's transition into their new home is successful and that they feel happy, safe and that needs are being fully met by the care provider. We also undertake regular meetings with care providers to check safety aspects of our tenants' homes.

Helping people to maintain their tenancy

We engage and involve tenants and their families or appointees in matters that affect their home

and tenancy. Our key duties and responsibilities include the delivery of specialist housing management services in relation to tenancy management, repairs and adaptations, rents and income collection and recovery, management of housing vacancies, allocations, and lettings.

Intensive tenancy related support

Our team provides intensive housing and tenancy support throughout the lifetime of a person's tenancy. We attend regular tenant meetings at their home and keep in touch through our wellbeing calls. We support tenants to claim Housing Benefit and Council Tax entitlement by managing applications on their behalf as part of our holistic tenancy support offer.

We help our tenants to raise safeguarding concerns and alerts and engage in regular best interest meetings with local authorities and other professionals.

People sometimes express themselves through their behaviour. We work together with the person, their care staff, and other professionals by giving housing support to help the person resolve a challenging situation and maintain their tenancy. We proactively initiate Multi-Disciplinary Meetings to give our tenants every opportunity to remain living in their home.



PEOPLE'S STORIES



COMMISSIONER'S FACT SHEET

Encircle
HOUSING

"I love my flat. I've got more freedom here and enjoy socialising with friends,"

says Stephen, Encircle Housing tenant

CHESHIRE EAST

- Person/s:** 6 People
- Property:** Large detached property
- Scheme type:** Short-term leased property
- Need:** Learning disability and mental health
- Outcome:** Specialised supported housing to enable people to learn and develop independently living skills in their home and community



WORCESTERSHIRE

- Person/s:** 1 Person
- Property:** Bungalow
- Scheme type:** Short-term leased property
- Need:** Learning disability and mental health
- Outcome:** Specialised supported housing to enable the person to learn and develop independent living skills in their home and community

GREATER MANCHESTER

- Persons:** 3 People
- Property:** Semi-detached house
- Scheme type:** Short-term leased property
- Need:** Learning disability and mental health
- Outcome:** Specialised supported housing to enable people to learn and develop independent living skills in their home and community





CONTACT US

To arrange a meeting or for more information about Encircle Housing:

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