



RENTING PROPERTIES FOR SUPPORTED HOUSING

CARE PROVIDER'S
FACT SHEET

OUR VISION

Creating the
right home and
environment for
every person

OUR APPROACH

- Provide quality tailored housing to meet a person's needs
- Work with care providers who own or develop properties
- Encircle Housing can lease or manage a property to ensure the housing and support is provided separately
- All rent is guaranteed by Encircle Housing and deposits are paid in full by us to the care provider or head landlord
- Your property will be returned in the condition it was presented in (subject to fair wear and tear)
- We lease a property between 12 months to 7 years, and where possible with a break clause
- Encircle Housing provides tenancy related support for our tenants ensuring that any concerns or issues during the tenancy are dealt with promptly
- A dedicated Regional Housing Manager to offer advice and expertise
- Our dedicated repairs helpdesk is supported by specialist surveyors
- We have a 24-hours repairs 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 needs, sensory impairments, and/or physical disabilities. We also house the homeless and people leaving care homes.

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, the person/s, families, care providers, landlords and other professionals every step of the way from the referral to a person living in their new home.

RENTING FROM CARE PROVIDERS

Encircle Housing works with care providers who own their properties or lease from head landlords. We lease properties from 12 months up to 7 years, and where possible with a break clause, and pay rent directly to the care provider or head landlord. We have template leases and Service Level Contracts 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 to properties that may be required to meet the needs of a person. We also take responsibility for property compliance and maintenance. We work closely with care providers, local authority and health authorities to agree commissioning agreements.





STEP BY STEP GUIDE

STEP 1

REFERRALS FOR HOUSING

Most people requiring supported living accommodation are referred by 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 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.





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



CARE PROVIDER'S FACT SHEET

Encircle
HOUSING

WORKING TOGETHER WITH ACTIVE PATHWAYS LIMITED

Over £2 million has been invested on rebuilding the property into 13 one-bed luxury apartments for people requiring ongoing support with their own tenancies. The new supported living apartments are set in large grounds in the heart of Chorley, Lancashire.

Each of these brand-new apartments are not only self-contained but also generously spacious, ensuring the utmost comfort for all tenants. The design is considerate of a wide array of needs, incorporating various features such as accessible spaces for those requiring additional mobility support, as well as direct access to outdoor spaces.

The apartments incorporate the latest in assisted technology so people can maintain independence and receive support when they need it. Video door entry systems, provide an extra layer of security for all tenants. Plus, the apartments are technology enabled, including handy USB ports throughout each apartment allowing for the seamless integration of the latest smart home features, facilitating a living experience that is both modern and convenient.

The service offers communal areas for tenants to socialise, participate in group activities if they wish, along with additional benefits of gardens and courtyard. Some apartments have the benefit of private outside space, or patio doors offering living spaces which are truly special.

An enhanced support offer enables Active Pathways to support individuals with mental

"Our partnership work with Encircle Housing has been invaluable,"

**said Syd Coombes,
Director at Active
Pathways Limited**



health diagnoses, a learning disability and/or autism. As part of the Active Pathways local care pathway, they utilise the specialist resources of a wider clinical team. This pathway offers an enhanced and unique approach by offering the optional clinical expertise of Active Pathways' in-house MDT, including Occupational Therapy and Psychology.

Syd Coombes, Director at Active Pathways Limited said:

"Since Encircle Housing has become our housing provider, we have welcomed their help and guidance on property compliance along with their responsiveness and professional approach. Our passionate teams have been working closely to ensure people can transition into their new homes with ease."

Peter Aviston, Managing Director at Encircle Housing said:

"We were delighted to welcome the first tenant and look forward to more people moving in the near future. Having the right home and environment is important to our tenants. As a new support provider to Encircle Housing, we have been impressed with Active Pathways' model of care and their focus on ensuring the best spaces for people to call home."



CONTACT US

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

Call: 0330 390 0517

Email: contactus@encircleha.co.uk

2 High Street House, High Street, Yeadon, Leeds, LS19 7PP

Go to www.encircleha.co.uk

Twitter - @EncircleHA

Encircle Housing. Registered Provider of Social Housing number 4784 and Co-operative and Community Benefit Society FCA Number 8071. Encircle Housing has charitable rules.