



WELCOME
TO ENCIRCLE
HOUSING

Our **vision**, **mission** and **values** underpin everything we do at Encircle Housing. We live them on a daily basis.

OUR VISION

Creating the right home and environment for every person.

OUR MISSION

To provide more homes that meets specialist supported housing needs nationally, with advice and support to enable our tenants to thrive in their lives.

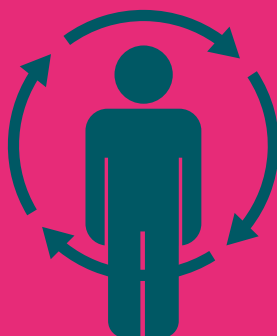
OUR VALUES

We are **honest**, respectful and open about everything we say and do

We **understand** people's housing needs and do our best to help people achieve their goals

We are committed to help our tenants find a **personalised** housing option

We are **approachable** and passionate about everything we do





ABOUT ENCIRCLE HOUSING

WHO WE ARE

Established in 2018, Encircle Housing provides high-quality specialised supported housing for people with a range of needs, including a learning disability, mental health needs, sensory impairments, physical disabilities, people experiencing homelessness and people leaving care.

We are a registered provider and regulated by the Regulator of Social Housing. We currently employ over 30 staff across housing and property management, finance, and new business development.

WHAT WE DO

- Provide specialised supported housing in local communities
- Work with tenants, support providers and partners to create homes that reflect individual needs, choices and aspirations
- Help tenants understand their tenancy, including their rights, responsibilities and how to manage their home
- Deliver repairs, maintenance and tenancy support, including guidance around rent and service charge payments
- Respond to housing enquiries, feedback, compliments and complaints in a helpful and supportive way
- Listen to tenant feedback and use it to improve homes, services and the overall tenant experience



We are so happy with our outdoor makeover; it means so much to us. You have created a shared place where we can come together and have conversations. Being surrounded by these beautiful plants makes such a difference, it is so relaxing,

Encircle Housing tenant



WHAT IS SPECIALISED SUPPORTED HOUSING?



Specialised supported housing is housing designed for people who need extra support to live safely and independently in their home and community. It is different from general needs housing because the home, environment and housing support are matched to the person's needs, and the work is often done in partnership with families, care providers, local authorities, health services and other professionals.

For some tenants, specialised supported housing can be an alternative to living in a care home, hospital or unsuitable accommodation. The aim is to give people the right home, the right environment and the right housing support so they can build confidence, maintain their tenancy and be part of their community.

All of our tenants are referred to us by either the local authority or the health authority and have an assessed care and support need.

CREATING HOMES

Encircle Housing delivers a range of housing solutions that are shaped around each tenant's individual needs, preferences and aspirations. All our tenants are supported by a care provider and receive personal care and support.

Our tenants live in the community and we offer a range of housing including bungalows, houses, and apartments.

- **Sharing your home:** You have your own bedroom, often with an ensuite bathroom and live within a shared property with other tenants.
- **Living on your own:** Some tenants need to live on their own.

- **Adapted accommodation:** Homes that are specially adapted to meet physical, sensory and/or accessibility needs.
- **New property solutions:** Where a suitable home is not already available, we work with the tenant and partners to identify the right property and environment.
- **Move-on or community-based housing:** Housing solutions that support people leaving hospital, care settings, homelessness services or unsuitable accommodation to live more independently.

WORKING TOGETHER

By working closely with tenants, families, care providers and other professionals we ensure that we provide the right home and care for our tenants to thrive and live independently.

Partnerships are central to everything we do. We work with over 50 care provider partners across nearly 70 local authorities across England, Wales and Northern Ireland. We also work with investors, developers, and social care and health authorities.

Tenants Talk events have been a real success, bringing tenants together in relaxed settings to enjoy activities, have tenancy support and share honest feedback. These conversations help us listen, learn and shape services around what matters most to tenants,

Emma Peploe, Head of Housing



WHAT IS SPECIALISED SUPPORTED HOUSING?

HOW DO WE HELP OUR TENANTS?

- **Safe and secure homes:** Encircle Housing aims to provide the right home and environment so tenants can feel settled and supported.
- **Support throughout the tenancy:** New tenants receive follow-up visits after moving in, including checks at around six weeks and three months to see how they are settling in. We provide ongoing tenancy and housing support that helps tenants understand their tenancy, manage housing matters, stay safe and manage their home.
- **Tenancy support:** Housing colleagues get to know tenants' housing needs and goals, then provide tailored support to help them sustain their tenancy.
- **Tenants Talk events:** Encircle Housing supports tenants with housing matters and wider wellbeing, including regular supervision where needed.
- **Tenant voice:** Tenants can help shape services through a voice to our Board, focus groups, events, information, stories and feedback.

HOW TENANTS CAN GET INVOLVED

Tenant involvement begins from the first enquiry and continues throughout a tenant's time with Encircle Housing.

Our Tenant Experience Strategy explains how tenants can share what matters to them, have their say and help shape the services they receive. Built around four pillars - listening and sharing, having your say, our services and tenancy support - it offers a range of ways to take part.

Our tenants can join focus groups, share their stories, help with information, attend Tenants Talk events, support local and national events, and give feedback. Every contribution helps us listen, learn and improve our homes and services.



GET IN TOUCH

If you would like to know more about Encircle Housing and how we can help you, get in touch with us,
call **0330 390 0517** or email **contactus@encircleha.co.uk**

Everyone is really pleased with the decorating. The colours look fantastic and give the space a fresh, modern feel. The new carpet finishes the room off perfectly and looks great. We're also looking forward to getting a round table soon, as it will be much easier for one of the tenants to use due to his mobility needs. Thank you for arranging all of this,

Care provider partner



CONTACT US

GENERAL ENQUIRIES

0330 390 0517

contactus@encircleha.co.uk

REPAIRS

0330 094 0142

repairs@encircleha.co.uk

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4784 and Co-operative and Community Benefit Society FCA
Number 8071. Encircle Housing has charitable rules.