Operational Policy Agreement for

 **(Scheme Name) -**--------------

Extra care housing scheme.

**SECTION ONE**

**Terminology**

**(Scheme Name)** is a mixed tenure development compromising of **(number of units)** apartments for affordable rent/social rent/shared ownership/outright sale **(delete as appropriate)**.

People living at **(Scheme Name)** will therefore be known as ‘residents’.

**Parties to the agreement**

The intention is that staff from both organisations, work together as one team. This requires achieving a balance between clarifying respective roles and boundaries on the one hand whilst ensuring that residents receive seamless, flexible, and responsive and tenant focused services on the other.

**(Housing Provider Name)** is the Registered Social Landlord for the scheme.

**(Care Provider Name)** is the provider of the on-site care service, meeting the planned and unplanned care needs of the residents.

The purpose of this document therefore:-

* Sets out the core commitments which underpin the service, to which both **Housing Team** (as owner of the scheme and provider of scheme management) and **Care Team** (as care provider) have agreed to comply with. This provides the basis upon which both organisations will work together to provide high quality service to residents.
* Provides an operational framework for staff by clarifying expectations at the interface between the two organisations.

**Working in partnership**

Effective partnership working is crucial to the success of **(Scheme Name)**. By bringing together a group of professionals who have a mix of perspectives, knowledge, skills and experiences and a genuine wish to achieve a common goal, then good outcomes for the residents of the service will be achieved and new solutions found.

However, to **make it happen** in reality, all staff must “cooperate” and, more importantly, put into practise the key components of partnership working. The partners must ensure that all staff members have access to training, coaching and mentoring where appropriate to ensure that these cultures are embedded.

The values listed below are essential to **making it happen**.

* **“Yes we can”** approach
* One team culture
* Trust
* Open and honest
* No blame culture with shared learning
* Willingness to share required information
* Understanding and appreciation of each other’s perspectives
* Clear and regular communication
* Discussing, planning and doing together
* Flexible
* Open to diverse and creative solutions
* Learning from each other
* Bringing together each other’s ideas, skills, and knowledge.
* **And above all be resident focused.**

**Service Overview**

**On site services**

Scheme management will be provided by the **Housing provider**. The strategic and operational management will be provided by a **Scheme Manager**. They will be responsible for the day to day management of the building and will ensure that all services are being delivered. The **Scheme Manager** will be ultimately responsible for the building and the grounds and will need to be consulted before any changes are made by other parties.

* Housing related support will be delivered by the **housing provider.**
* Reception and administrative support will be provided by the **housing provider.**
* Facilities management will be delivered by the **housing provider**. This will include the provision of a site officer, reception and administration, cleaning and nigh time concierge. **(Scheme specific)**
* Security and access to the scheme is everyone’s responsibility. CCTV monitoring will be in operation 24/7. **(Scheme specific)**
* This will be managed by the **housing provider.**
* 24/7 Domiciliary care will be provided by **(Care Provider Name)**. To include, monitoring and response to residents emergency alarms.

Activities will be arranged for residents. The **housing provider** will lead on this, with support provided by the **care provider** where possible to ensure that residents can access activities.

**Off-site services**

* The **housing provider** off site call response service will be available as and when required.
* Out of hours repairs for tenant of **(Scheme Name)** will be provided through their repair line **(phone number/contact details)**

**Ancillary Services**

* Window cleaning (communal areas) will be delivered by the **housing provider** through an external contract.
* Grounds maintenance will be delivered by the **housing provider** through a contract.
* Bistro and catering facilities will be operated through a contract with **(To be confirmed)**.
* Hairdressing and well- being services will be delivered through a contract with **(To be confirmed).**

 **Section two**

Extra Care housing schemes are specialist housing provision designed to offer a safe, private and secure environment. Residents are able to retain the independence of having their own home whilst enjoying the benefits of having staff on hand to provide planned and unplanned care and support. The aim of extra care housing is to provide high quality housing, support, and care services which enable, support and encourage people to live independently for as long as they so wish and are able to. This will include additional support and care to avoid admission to hospital or long term care where possible.

All applications will be assessed in line with the **housing provider’s** Extra Care housing allocation and sales policy. This policy sets out the **housing provider’s** vision of a balanced community with Extra Care. It recognises the range of dependency levels that people moving into vacant Extra Care housing apartments may have. It also considers the circumstances under which people living in Extra Care housing apartments may need to move in to other accommodation.

The **housing provider** will ensure the Allocations & sales policy is open and transparent and as easy for customers to understand as possible. **The Housing Provider** will ensure that literature is available to customers in order to help them understand the policy and processes involved in allocating any vacant properties.

Qualifying criteria for extra care housing with the **housing provider** is as follows:

* The applicant must be aged 55 or over (any partner should be 55 or over) Age will be the initial criteria, however, someone below this age with exceptional circumstances will be considered. Couples are eligible to apply where one or both meet the criteria.
* All applicants must demonstrate a local connection and should meet at least one of the following criteria:-
* A combination of housing, support and / or care needs, or are awaiting discharge from residential, nursing, hospital or other care settings, as identified by a local authority care needs assessment.
* Require assistance with their daily living tasks and / or personal care as identified by a local authority care needs assessment; have care and support needs due to a range of difficulties or disabilities as identified by a care needs assessment.

The housing service will include on-site care and support available 24 hours a day with daytime on site housing provider management presence during normal working hours.

**Confidentiality and Information sharing**

In line with relevant legislative considerations, the **housing provider** and **care provider** will work collaboratively and share information in order to allow each organisation to discharge its respective functions. Systems and procedures will be established to enable care and support plans to be shared on a need to know basis.

However, residents rights to confidentiality will be respected and if objections are raised by an individual resident, then information should not be exchanged unless in particular circumstances. For example, in response to a safeguarding concern or in relation to the prevention and detection of crime. Staff from the **housing provider** and the **care provider** will abide by each organisation respective confidentiality policy.

Residents will be advised that the non-exchange of information between each partner organisation, or other relevant agencies, may have implications for the delivery of care and support and the possible consequences will be explained.

Each organisation will hold its own records securely. Neither party should access these records without the explicit consent of the other. Both parties will agree an operational protocol in respect of accessing records out-of-hours.

Staff must only ever exchange information in private and only for the purposes of ensuring effective care and support services are provided, and never discuss one resident’s issues with another resident.

All staff must maintain compliance with their respective confidentiality policies and procedures at all times and comply with the Data Protection Act. Additionally all staff must adhere to the social media policy both on and off duty.

**Tenancy Agreements**

A tenancy agreement is a legal agreement between Landlord and tenant. As part of this agreement both parties have rights and responsibilities.

**Types of tenancy agreement**

There are two types of tenancy agreement available with the **housing provider.**

* Starter tenancies
* Assured covert tenancies

**Working relationships: Liaison and Communication between the teams**

Regular operational meetings will take place between the **housing provider** and the **care provider**.

A regular programme of meetings will also be scheduled between Manchester City council Directorate for children & Families, **the housing provider** and the **care provider**.

More formal weekly scheme meetings will take place between the housing management team and care team manager as required. The focus of these meetings will be to share good practice ideas, agree local protocols, for meeting the needs of the residents and agree joint policies and procedures.

Discuss any safeguarding issues openly and comply in reporting to Manchester Adult/Children Safeguarding Boards respectively.

Discuss any incident, accident or occurrence that is notifiable to the Care Quality Commission in line with Duty of Candor requirements.

The effectiveness of these meetings will be monitored on an ongoing basis by all parties and will be raised formally at the quarterly liaison meetings to ensure effective communication at all times. The frequency of meetings can be reviewed as required and agreed by all parties.

**Allocations**

An allocations panel will be established for the scheme to select residents for **(Scheme Name)** and will meet a minimum of a monthly basis or as necessary in accordance with the Extra Care Allocations Policy.

The purpose of the allocations policy is to ensure that all partners in the scheme are involved in the allocation process and that the necessary housing and support assessments have taken place. The policy will ensure that all lettings **(and sales**) are handled efficiently and effectively and have due regard to the economic management of void properties.

The allocations panel should, as a minimum consist of:

* The senior and / or Assistant Manager from the **housing provider.**
* A nominated Manchester social work team manager, preferably from the local district office/Integrated Neighbourhood Team
* Care Team Manager from the **Care Provider.**
* A representative of the Older People’s commissioning team
* A representative of Manchester Performance, Quality and Contracts Team

The senior manager of the **housing provider** will hold all referrals to **(Scheme Name)** observing and respecting the confidentiality of such information. Therefore referrals identified by other parties should be forwarded to the Scheme Manager for inclusion on the agenda for the allocations panel.

Applications for **(Scheme Name)** can be referred from any source including the individual. All applications should be considered with an up to date community care assessment and housing needs assessment. If either of these documents are not available, assessments should be conducted.

Prior to the allocations panel the Scheme Manager and the Care Team Manager may visit the potential residents to assess their suitability for the scheme.

When considering a referral the panel will take into account:

* The nominees housing and support needs.
* Local connection to the area
* Age
* Any factors that might influence the allocations process, for example carers needs, care hours available in the contract and overall balance of the scheme.
* The views and needs of the existing customers in the scheme if appropriate.
* The individual will then be nominated by either the Manchester City council or the **Registered Housing Provider.**

Extra Care schemes in Manchester operate a balanced mix of care needs and the allocations panel needs to be mindful of maintaining this balance when allocating places within the scheme. Where the balance of care requires low/no care needs, referrals that that do not require a care package element will be considered. In the event that there are no care hours available in the scheme only referrals without care requirements will be considered.

The allocations panel will discuss referrals and make a joint decision on offering a place at **(Scheme Name)**.

Once the referral has been accepted it is the responsibility of the Care Team Leader to arrange for the appropriate package to be out in place (if required). Then the **housing provider** will be responsible for arranging the tenancy sign up/sale process for the new resident.

In the event that the allocations panel identifies more suitable referrals than available places the Scheme Manager will hold a waiting list that will be drawn from when a property becomes available.

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| --- |
|  Panel decides to accept referral and scheme manager feeds back to relevant parties (If not present at panel meeting) |

|  |
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| Adult Social Care Team arrange for care package to be set up on Liquid Logic System and liaise with the **housing provider** and **Care Provider** regarding start date. |

|  |
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| The **housing provider** will arrange for tenancy sign up / sales process and liaise with Care Team Management regarding start date.  |

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|  Tenancy and care package arranged to start when person ready to move into the scheme.  |

**Staffing Arrangements.**

**(Scheme Name) Housing Team**

**Housing management team.**

The Scheme Manager (extra care will be the representative of the “public face” of the scheme, and as such, will have responsibilities for overseeing all aspects of service provision. Therefore, although not all staff working in the scheme will have direct reports to the housing management team, the Scheme Manager will have the right to:

* Be kept informed so they have oversight of what is happening in the scheme.
* Be informed of all complaints: unless there is a conflict of interest which would then require escalation as per the complaints policy.
* Oversee all complaints from an operational perspective, ensuring that lessons learned are considered and implemented as part of continuous improvement of the service and in line with requirements for Duty of Candor.
* Ensure that services in the scheme are delivered in a co-ordinated, seamless way.
* Monitor the services which residents receive to ensure quality assurance standards are maintained.
* Advocate on behalf of residents or their lawful representatives.

The **(Scheme Name)** management team will fulfil their function in the spirit of collaboration, mutual respect and understanding.

The **(Scheme Name)** management team will work Monday to Friday on a flexible basis to meet the needs of the service. The **housing provider** management team will reserve the right to carry out discretionary out-of-hours quality assurance monitoring visits.

The key responsibilities of the **housing provider** management team will include:

* Receive referrals to the scheme and co-ordinate the allocations panel.
* Ensure information and support is provided to meet all aspects of individual support requirements, planning support in collaboration with partners and **Care Provider**
* Refer to appropriate agencies in relation to housing support.
* Maintain accurate records and ensure these are available to partner organisations as appropriate.
* Provide, maintain and develop the support service in line with the standards of **Housing Provider Name**
* Provide data for performance indicator returns as required.
* Report maintenance issue, incidents and accidents using appropriate policy and procedure.
* Welcome, induct and assist in the orientation of new residents to the scheme.
* Assist in the implementation and development of comprehensive, individualised support package.
* Provide ‘one to one’ support to individual residents in line with their support plan.
* Maintain active links with relevant statutory and voluntary bodies in relation to the welfare of residents.
* Be responsible for promotional activities, events and literature at the scheme maintaining a positive profile to partners and the wider community.
* Encourage residents to participate in planned social activities and provide a forum in which ideas and suggestions for activities can be discussed.
* Report concerns using appropriate policies and procedures.
* Ensure safety and security of the building by conducting and recording regular Health and Safety checks of the communal areas and individual accommodation.
* Support residents to understand the conditions of their tenancy agreement and service charges.
* Managing and arranging lets and signing up new residents.
* Managing and supporting in such tasks as collecting rents and dealing with arrears.
* Managing and supporting housing related issues affecting resident’s e.g. anti-social behaviour in collaboration with other resident’s, the Care Team and other partners.
* All other tenancy / leasehold issues.

**The Housing Provider’s Site officer/Caretaker**

* Will be responsible for the management and the maintenance of the building, including co-ordinating the servicing of lifts, fire safety equipment, landscaping and furniture replacement.
* Will arrange for the repairs to be carried out in accordance with agreed timescales.
* Will carry out fire risk assessments and Health and Safety risk assessments for the building as a whole with input from the **housing provider** management team.
* Arrange for refuse / recycling collection from the scheme with the exception of clinical waste.

**Reception and Administration**

**Care Provider Responsibilities.**

**Care Team Manager and / or Registered Manager.**

The Care Team Manager will work alongside the Extra Care Scheme Manager ensuring the following takes place:

* To provide and maintain a framework of care that meets the standards of the domiciliary care, National Minimum Standards Regulations (Care Standards act 2000) and Care Quality Commission Fundamental Standards.
* Assess referrals against agreed criteria in partnership with the Directorate for Children and Families and the Registered Housing Provider.
* Co-ordinate and supervise a team of support workers (care) deploying resources effectively to meet the needs of individual resident’s and have staff presence on site 24 hours a day.
* Ensure staff are appropriately trained.
* Ensure care is provided to meet all aspects of individual support requirements, planning care in collaboration with the **housing provider** management, residents and the multidisciplinary care team.
* Referring to appropriate agencies, such as district nurses, GP, falls team etc.
* Maintaining accurate records and ensuring these are available to the Directorate for Children and Families housing team as appropriate.
* To report accidents and incidents using appropriate channels.
* Committed to ensuring that all the care team receive the right training to deliver the support needed.
* Work collaboratively with end of life care (EoLC) professionals to ensure EoLC is delivered in a joined up way and meets the needs of people nearing the end of their life.
* Commit to ensure that all staff follow a Code of Practice to ensure the support given is of the highest quality and that resident’s dignity and privacy is respected at all times.
* Commit to supporting the care team where there is downtime to support /assist in other activities within the protocol.

**Care Provider Carers**

Care team carers will work under the direct supervision and guidance of the Care Team Manager to ensure the following takes place:

* Provide care to individual residents in line with their care and support plan.
* Respond to resident’s calls via the call monitoring system **(time specified?)**.
* Respond to calls from **housing provider** staff concerning residents of the scheme.
* Maintain accurate and contemporaneous records.
* Report concerns using the appropriate policy and procedures.
* Work within local and corporate policies and procedures.
* Accept supervision.
* Attend training as required.
* Assist resident’s to maintain cleanliness, tidiness and hygiene with in their apartments.
* Respond to emergency calls relating to the building and premises. e.g. fire alarm.
* Assist new residents during the settling in period and provide support to participate in activities and social events during periods of inactivity.
* Attend and participate in all mandatory training as required e.g. training in relation to health, safety and security.
* Have a good working knowledge of the scheme including location of each apartment and access and egress to each block within the scheme.
* Adhere to joint policies for uniform standards, conduct at work and customer care standards.

**Care and Support Planning**

**Care and Support Practises.**

All care and support delivered at **(Scheme Name)** will be delivered according to the individuals own care and support plan, agreed with them, by a team of staff who have been recruited and trained in all aspects of the role to a high standard.

The Care Team Manager will supervise the day to day care delivery to ensure living standards remain and people receiving care and support are happy with the service they receive. The Care Team Manager will ensure reviews of care are completed on a regular basis and in response to residents changing needs. Consent to care and support will be obtained and documented with the involvement of the resident and/or their lawful representative.

**The Care Provider** will have all policies and procedures relating to care in place, reviewed and implemented as appropriate.

**Assessment and care and support plans.**

The housing provider will ensure that every person living at, or expressing an interest in living at **(Scheme Name)** has an initial assessment of needs completed, which may supply the basis for a care plan. This plan will detail all individual care needs, associated risks, the times and nature of care needed, and reviews of care. It will also detail the involvement of other professionals, emergency contacts and be signed up to by all staff delivering care. All care plans will be produced and retained by the **housing provider** with the individual’s permission and stored securely. All individuals and/or their lawful representatives, will have the opportunity to view, contribute to, and / or review their plan. Housing related support plan will be completed by the **housing provider** for every resident living at **(Scheme Name)**. This plan will detail the level of support required, associated risks and frequency of reviews. It will also detail the involvement of other professionals and emergency contacts, and be signed up by all staff responsible for delivering housing related support. All housing support plans will be produced and retained by the **housing provider**  with the individual’s permission and stored securely. All individuals or their lawful representatives will have the opportunity to view, contribute to, and/or review their plan.

**Arrangements to Deliver Person Centred Care and Support**

Residents supported by the **housing provider** and **care provider** will all have a person centred plan in place which reflects their individual care and support needs. A person centred plan is a way to help a person make choices and decisions about how they want to live. It can be used to detail how people want to live in the community, stay active, reduce support, maintain independence, gain or keep relationships or move on in a planned way. People can choose anyone they like to help make a person centred plan. A person centred plan can be used to support a change in care or support needs as agreed with a local authority. A person centred plan means just that, that the support people receive will be unique. It does not matter if it is a 15 minute visit or 24 hours, it will be support delivered how people want, and in a manner that makes them feel happy and comfortable. People can request a review of their care and support plan at any time from their funding local authority, the **housing provider** or **care provider.**

**Aims and objectives of the Service.**

Our vision for **(Scheme Name)** is to make sure older people are able to have an independent life, a good and ordinary life, in their own home, with the help they need to be able to do so.

Within the wider strategic context the service aims to:

* Increase the choices available to older people as part of a wider range of housing and social care services.
* Provide independent housing together with care and support services to promote independence, quality of life, a home for life (for most people) within a safe, secure and supportive environment.
* Provide flexible services, tailored to individual needs and responsive to changing needs.
* Enable older people to continue to have control over their own lives, with service provision reflecting choices, preferences and wishes.
* Provide a resource that is accessible and welcoming to older people in the wider community.
* Offer a value for money choice for older people.

The aims are summarised below. These should be promoted to both staff and residents in this format as it helps to promote the outcome-focused nature of the service. These are to ensure that residents have:

* A good quality of life.
* An independent life
* A home for life (for most people)
* An enjoyable life.
* High quality services.

Whilst it is crucial that all working staff at **(Scheme Name)** have a sound understanding of these aims, objectives and values, it is particularly important that these are translated into working practises. Unless these are actually put into practise by all operational staff, the service will not effectively achieve its aims.

**Service Description**

The service will include care and support who ate on site 24 hours a day, 365 days a year. An on-site management presence will be available Monday to Friday with evening, weekend and night time support.

The **housing provider’s** vision is to explore opportunities within Extra Care housing (where appropriate) to provide care, support, information and advice to those living in the scheme and also to older and vulnerable people in the wider community. This will promote a real opportunity for community inclusion as well as older and vulnerable people being able to access information and advice and to make informed choices on future planning to maintain independence.

**Scheme Details:**

The scheme offers **(Number of units)** apartments for affordable **rent/shared ownership/outright sale** **(delete as appropriate)** to older people with a care and/or housing related support need.

Residents can enjoy independent living in the privacy of their own self-contained apartment, whilst having the peace of mind of a permanent on-site care team and security. The scheme boasts excellent communal facilities, en-suite guest bedrooms, laundry facilities and attractive landscaped gardens with sitting out areas.

The safety and security of **(Scheme Name)** residents is our priority to ensure that they feel safe and secure in their own home at all times.

In the event of an emergency, such as a trip or a fall, residents can relax with the knowledge that immediate assistance is available at the touch of a button.

Residents will benefit from:

* Secure door entry system
* CCTV monitoring **(to be confirmed)**
* 24/7 on-site care team
* Night concierge
* Emergency call system

The scheme includes shared office and staff facilities.

**Scheme Location**

**Surrounding Area and Local Facilities**

E.g. proximity to local amenities, retail, doctors, dentists, post office, leisure, voluntary organisations, places of worship, etc.

**Transport: Road/Rail/Metrolink/Airport/Cycling/Bus**

**Housing Management, Building and Premises.**

**Tenancy Enforcement.**

**The housing provider’s** aim in managing ASB complaints is to intervene early and resolve the problem without the need for legal action. In the vast majority of cases this is achieved. Only the most serious of cases require the use of legal remedies to enforce the tenancy conditions. **The housing provider** has an in-house ASB neighbourhood team who will be a direct point of contact for any ASB issues. **(delete if not required)**

**Property and Building Repairs.**

During the first year **(Main Contractor Name)** will be responsible for making good defects and faults arising as a result of building and construction issues. After this period the **housing provider** will be responsible for day to day repairs in the communal areas, all external areas of the building and some repairs in rented apartments.

**Cleaning Arrangements**

**The housing provider** will provide in house cleaning to all communal areas of the building. Resident’s will be expected to clean their own apartments.

**Communal Gardening Arrangements**

**The housing provider** will organise landscaping and gardening services to ensure communal garden areas are kept free from weeds and the grass areas are mowed. There will be opportunities for resident’s to get involved in gardening activities.

**Viewing Arrangements and sign up**

Resident’s will be given the opportunity to visit the scheme before they are allocated a property. Once they are allocated a property they will be able to sign up on site.

**Pet’s policy**

All prospective residents will be made aware of the pet’s policy at point of enquiry. Resident’s will be given a copy of the policy at the sign up stage.

**Moving In**

Resident’s will be given a move in date and details of organisations that can assist them with moving. Resident’s will be given a personal induction to the scheme by a member of the **housing provider’s** staff, which will include details of how to operate the security and assistive technology systems and the fire procedures.

**The housing provider** will ensure that the **care provider** are informed of the moving in date and are involved in the process.

**Death of a Resident**

If a resident dies at home, the most senior person at the scheme at the time will notify the relevant authorities and any family members. A joint protocol will be agreed to deal with such events and will include a Death of Resident Policy.

**Emergencies and Unplanned Events**

In the event of an emergency or unplanned event, staff within the scheme will have clearly defined roles and will act accordingly. Examples of emergencies and unplanned events include accidents and incidents, issues with utilities and events that require the attendance of the emergency services. In extreme emergencies, the Business Continuity Plan (BCP) for both the **housing provider** and the **care provider** will be activated. Each organisations BCP will be readily available at all times.

**Key and Fob Policy**

Keys and fobs for the building will be kept in a locked storage box in the main office. All keys and fobs will be signed in and out of the box. A master fob will be kept in a key safe for emergency use only. These will be used in line with their key policy which is available on request.

**On Site Office Arrangements**

**The housing provider** and **the care provider** will share the office and staff areas in the building. **The Housing Provider** will make arrangements to install phone and data points to support communication and ICT requirements.

The **Care Provider** will pay costs as agreed with **The Housing Provider.**

**Communal Furniture provision**

**The housing provider** will replace all furniture and fittings in line with their renewals policy.

**Apartment Utilities**

Payment for communal utilities will be made through resident service charges.

**Building Systems**

**The Housing Provider** will be responsible for maintaining systems within the building. All repairs should be reported to the Housing team. **The housing provider** operate a 24 hour repair service 365 days per year and can be contacted on **(contact details).**

**Window Cleaning**

**The housing provider** will appoint a specialist contractor to clean external windows and all internal windows in the communal spaces. Resident’s will be responsible for cleaning their apartment windows internally.

**Appliance Checks**

**The housing provider** will carry out an annual check of all communal electric appliances.

**The housing provider** will ensure checks on any electrical appliances they wish to use in the building are completed.

**Housing Related support**

**The housing provider** will provide support to residents for:

* Budgeting
* Benefits advice
* Security
* Personal insurance
* TV Licence
* Referrals to the Occupational Therapy team for adaptations
* Referrals to Social Services for all residents.

**Refuse Collection and Recycling (Amend as appropriate)**

Residents will have access to limited recycling facilities in their apartments. Central refuse collection points are located in each block for the collection of general waste and recycling. Residents will be responsible for taking waste to these areas for collection. However, residents who are unable to take their refuse to a collection point will be supported by **the housing provider** and **the Care Team** by prior agreement.

The Site Officer will manage all aspects of refuse and recycling within the scheme. Residents will be given guidelines on re-use and recycling and times when their waste will be collected.

**Social Activities and Events**

**The housing provider** will co-ordinate and facilitate activities in the scheme. This will include encouraging resident’s to organise activities, co-ordinating volunteer help, consulting with resident’s about developing a wide range of activities and building links with other organisations. All staff within the scheme will also need to ensure that the needs of the individual residents are catered for so that everyone has fair access and that the nature of the activities are diverse and inclusive, taking into account particular needs including cultural, lifestyle and religious requirement.

**The housing provider** will co-ordinate the room booking system for activities.

**The Care Provider** will assist those residents who require support getting to activities as well as helping them join in and to help with any personal needs that may arise during events. This will be detailed in the individual’s care and support plan.

Activities and events organised by **the housing provider** and planned to take place outside the scheme, will be thoroughly risk assessed and agreed with all relevant managers before being approved.

**The housing provider’s** will promote the scheme as a resource for wider community use. For example, the use of the Bistro. A community user strategy will be agreed in due course.

Events and activities will be promoted through newsletters, notice boards and informal communication. Friends and relatives of residents living at the scheme will also be encouraged to join in events.

Support planning provides an opportunity for residents on an individual basis to have a say about all aspects of the service. However, other mechanisms will be established to ensure that residents and their relatives, carers or advocates are encouraged to have as say, give comments, feedback and be actively involved in the scheme. These include:

* Coffee morning events
* At social events
* Monthly scheme newsletters
* Information on noticeboards. Posters, leaflets and advertising events etc.
* Specific consultation meetings.
* The housing team and the care team will feedback procedures for complaints, comments and compliments.

Residents will be encouraged to establish a ‘social committee’ which will provide a framework for consultation and agreeing activities.

**Care Provision**

* All staff will receive safeguarding training. **The housing provider** will make the arrangements for all contractors, health and beauty staff to receive this training. The **Care Provider** will make arrangements for any additional safeguarding training required by their staff. A joint safeguarding protocol will be agreed and shared with all staff.
* Both the **housing provider and Care Provider** will make every effort to contact residents on a daily basis to ensure their health and welfare. Residents can choose to ‘opt out’ of daily contact and this will be clearly documented in their care and support plan.
* Residents who plan to be away from the scheme for an extended period of time, for example, whilst away on holiday will be asked to inform the **housing provider**. Residents who cannot be contacted and are presumed missing, next of kin or nominated emergency contact will be contacted in the first instance. If there is still concern about the health and wellbeing of a resident who is presumed missing, then it will be reported to the police without delay.
* If a resident requires help with medication this will be detailed in their care plan. Only the care staff can administer medication.
* The **housing provider and the care provider** staff **will not** routinely handle residents money. If residents required help with money this will be identified in the care plan and will be carried out by a designated appointed person.

**Miscellaneous.**

All staff will comply with their organisations relevant gifts and hospitality procedure.

If residents require assistance in the Bistro and other communal areas this will be identified in their care plan and support plan. **The care provider** will ensure residents receive an appropriate level of support as required.

**Fire Policy and Procedures including Fire Marshalls.**

**The housing provider** will develop a fire strategy and fire evacuation procedure for the scheme. All staff will receive fire evacuation training and the **housing provider** will carry out fire alarm testing in line with statutory requirements. Residents of the scheme will be made fully aware of fire and emergency procedures as part of their personal introduction to the scheme.

**First Aid Arrangements**

Both the **housing provider and care provider** will work collaboratively to ensure that trained First Aiders are available on site at all times.

**Health and Safety Arrangements**

The H&S policy for **the housing provider and the care provider** will be made available on request.

**Building and Premises Training and Induction.**

All staff will receive an induction before they commence work in the building. The induction will include fire procedure, assistive technology, security system, building layout and staff welfare facilities.

**Statutory Requirements**

**The Care Provider** are registered with Care Quality Commission and will ensure that the statutory requirements relating to the regular activity are met.

**Social Media Policy**

**To be added**

**Smoking Policy**

**To be added**

**Bistro Arrangements**

The restaurant will be run by a qualified caterer. They will be responsible for the preparation and cooking of all meals and the cleaning of the kitchen area. They will ensure the dining room is prepared for service. They will provide a delivery service for residents who would like to have their meals in their apartments. **The care team** will assist tenants to the restaurant as part of a residents care plan. The caterer will run consultation events with tenants to ensure that they are providing the correct levels of service.

**To be confirmed**

**Summary of Responsibilities.**

**The item listed in the left hand column shall be the responsibility of the party (or parties) that has a cross ‘X’ under their name corresponding to the list.**

|  |  |  |  |
| --- | --- | --- | --- |
|  **Item** |  **Resident**  |  **Care Team** |  **Housing Team** |
| Occupant Nomination |  | X | X |
| Assisting vulnerable disabled clients to view show apartment or future void properties  |  | X  | X |
| Assist Clients with identified care needs to gather the supporting evidence and documents to complete their property pool plus application |  | X | X |
| Arrange for occupants to move in  |  | X | X |
| Tenancy signing and support. |  |  | X |
| Assisting tenants with care needs as required, setting up appropriate arrangements to pay their rent and related bills |  | X | X |
| Rent and service charge setting and collection |  |  | X |
| Occupant/Neighbour Disputes |  |  | X |
| Occupant Consultation |  | X | X |
| Responsibility for voids |  |  | X |
| Support occupant to submit claim for other welfare benefits |  |  | X |
| Securing support funding |  | X |  |
| Building Insurance |  |  | X |
| Occupants contents Insurance | X |  |  |
| Termination of care agreement | X | X |  |
| Compliance with Health and Safety requirements | X | X | X |
| Assisting vulnerable tenants to report repairs to their landlords |  | X | X |
| Day to day repairs |  |  | X |
| Planned maintenance |  |  | X |
| To identify required repairs and maintenance and report to the landlord.  | X | X |  |
| The care provider will test the peripherals and dect handsets in various locations and additional testing of the assistive technology system. |  | X |  |
|  **Item** | **Resident** | **Care Team** |  **Housing Team** |
| To identify tenants who will benefit from additional AT peripherals and to add these to the tenants AT package from the landlords supply |  | X | X |
| Supply of peripherals and replacements for assistive technology, fob access, systems etc. |  |  | X |
| Social care and personal support |  | X |  |
| Response service to all assistive technology alarms for those tenants with identified care needs and those without |  | X | X |
| Supply of tenant information to the landlords off site call centre monitoring service |  |  | X |
| Enabling occupants to acquire educational social living and daily skills |  | X |  |
| Housing provider fixture and fittings (support maintenance) |  |  | X |
| Basic garden maintenance (tree pruning and or removal) |  |  | X |
| Communal furniture |  |  | X |
| Regulatory compliance with fire reform orders (as amended from time to time) |  |  | X |
| Equality Act Compliance (excluding internal and external adjustments to property) |  |  | X |
| General counselling and support |  | X |  |
| Support and personal services |  | X |  |
| Emergency and adhoc cleaning of communal areas, e.g.: if a client has an accident in a communal area, spilt tea, broken crockery etc. or if a bin is blown over externally the care providers staff are required to clean up.  |  | X | X |
| Cleaning of communal areas inside and outside of scheme |  |  | X |
| Reporting property related issues |  | X | X |

**EXTERNAL: BUILDING STRUCTURE AND FABRIC REPAIR MAINTENANCE AND REPLACEMENT.**

|  |  |  |  |
| --- | --- | --- | --- |
|  **Item** |  **Resident** |  **Care Team** |  **Housing Team** |
| Building structure and fabric (including brick and rendering) |  |  | X |
| Disabled facilities external ramps, grab rails, lifts |  |  | X |
| Door entry/nurse call system (RSL/provider supplied) |  | X | X |
| Drains (shared/private sewers/soakaways) |  |  | X |
| Draught proofing |  |  | X |
| External security: gates; fencing and lighting |  |  | X |
| External decoration |  |  | X |
| Fences |  |  | X |
| Flagstones |  |  | X |
| Garden lighting |  |  | X |
| Garden maintenance - Lawns |  |  | X |
| Garden maintenance – pruning trees and bushes |  |  | X |
| Garden maintenance – removing trees and bushes |  |  | X |
| Garden walls |  |  | X |
| Glazing replacement (CIC/ Occupant damage)  | X | X |  |
| Glazing replacement (provider damage)  |  |  | X |
| Gullies, guttering, downspouts (cleaning, repair, replacement)  |  |  | X |
| Outside Lights (except Lamps) |  |  | X |
| Outside taps |  |  | X |
| Paths and patio areas |  |  | X |
|  **Item** |  **Resident** |  **Care Team** |  **Housing Team** |
| Shared access and roads |  |  | X |
| Steps and handrails |  |  | X |
| Telephone lines to the property (notify utility company)  |  |  | X |
| Water supply and water meters |  |  | X |
| Windows and doors |  |  | X |
| To identify when communal areas run out of sundry items and to replenish from the landlords supply, e.g. changing low level light bulbs, putting toilet rolls in communal area toilets. |  | X | X |
| Supply of sundry items to communal areas such as toilet rolls, hand soap, paper towels, light bulbs etc. for communal area toilet and facilities |  |  | X |
| Window cleaning to communal areas and external apartment windows |  |  | X |

**INTERNAL – BUILDING STRUCTURE, FABRIC AND FACILITIES. REPAIR, MAINTENANCE AND REPLACEMENT.**

|  |  |  |  |
| --- | --- | --- | --- |
|  **Item** |  **Resident** |  **Care Team** |  **Housing Team** |
| Bath and shower repairs  |  |  | X |
| Bath and shower room replacement |  |  | X |
| Built in fixed furniture (wc’s, wash and hand basins, baths, shower and trays) |  |  | X |
| Carpets and flooring –common areas |  |  | X |
|  |  |  |  |
| Carpets and flooring – occupants rooms | X |  |  |
|  **Item** |  **Resident** |  **Care Team** |  **Housing Team** |
| Decorating common areas |  |  | X |
| Decorating occupants apartments  | X |  |  |  |  |
| Non-slip flooring in kitchens, bathrooms, laundry and other wet areas |  |  | X |
| Existing disabled adaptions and facilities |  |  | X |
| Extractor fans – replacement and maintenance |  |  | X |
| Fixed electrical equipment including consumer unit, wiring and supply |  |  | X |
| Fire place (gas, electric or other fuel types) |  |  | X |
| Communal furniture |  |  | X |
| Light fittings, plugs sockets and fittings |  |  | X |
| Internal blockages not caused by occupants |  |  | X |
| Internal doors |  |  | X |
| Internal fire doors / intumescent strips |  |  | X |
| Internal structures |  |  | X |
| Kitchen repairs |  |  | X |
| Kitchen replacement |  |  | X |
| Kitchen worktop |  |  | X |
| Light fittings/ communal |  |  | X |
| Light fittings/ occupant supplied |  | X |  |
| Plumbing: hot and cold water service and fittings |  |  | X |
| Occupants / staff accidental damage | X | X |  |
| Security alarm |  |  | X |
| Shower screens (fixed) |  |  | X |
|  **Item** |  **Resident** |  **Care Team** |  **Housing Team** |
| Shower hose and heads |  |  | X |
| Showers (electric) |  |  | X |
| Sink plugs and chain | X |  | X |
| Tap washers | X |  | X |
| Tiles (fixed) |  |  | X |
| Toilet seat | X |  |  |
| Telephone lines within the property | X |  |  |
| Thermostatic mixing valves- maintenance and replacement |  |  | X |
| Thermostatic mixing valves - adjustment |  |  | X |
| Window cleaning apartment internal  | X |  |  |
| Window cleaning inside And outside to communal areas |  |  | X |
| Window cleaning to external apartment window |  |  | X |

**SERVICE CONTRACTS, SERVICING, MAINTENANCE, TESTING AND REPLACEMENT**

|  |  |  |  |
| --- | --- | --- | --- |
|  **Item**  |  **Resident** |  **Care Team** |  **Housing Team** |
| Asbestos survey and reviews |  |  | X |
| Annual Gas and safety check |  |  | X |
| Clinical waste disposal | X |  |  |
| Commercial waste disposal |  | X | X |
| Commercial kitchen equipment |  |  | X |
| Emergency lighting |  |  | X |
| Fire alarm |  |  | X |
| Fire reform order compliance (as amended from time to time) |  | X | X |
| Fixed mains electrical testing |  |  | X |
| Additional sockets and fittings |  |  | X |
| Heating systems gas, electric or oil |  |  | X |
| Legionella controls, weekly/ monthly checks.  |  |  | X |
| Legionella controls, 2 yearly inspections/ checks |  |  | X |
| Mobile and fixed hoists, specialist baths and beds etc. |  |  | X |
| Portable appliance testing |  |  |  |
| Housing providers equipment |  |  | X |
| Service providers equipment |  |  | X |
| Occupants own equipment | X |  |  |
| Pest control |  |  | X |

**UPGRADES AND PROVISION OF NEW EQUIPMENT AND FACILITIES**

|  |  |  |  |
| --- | --- | --- | --- |
|   **Item** |  **Resident** |  **Care team** |  **Housing Team** |
| Crime prevention recommendations e.g. security alarms, lighting and locks etc.  |  | X | X |
| Fire officer report requirements |  | X | X |
| Identify grab rails and fixed equipment meet higher dependency needs |  | X |  |
| Kick plates / corner protectors and fixed shelving |  |  | X |
| Magnetic door hold open devices (If existing or installed by housing provider) |  |  | X |
| Energy performance certification requirements |  |  | X |
| Upgrade of building to meet energy efficiency obligations |  |  | X |
| Upgrades of building and services required by statutory agencies |  |  | X |

Review arrangements.

This arrangement should be reviewed annually by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signatories:

 Landlord.

 Sign \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Designation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Care Provider.

 Sign \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Designation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_