

1.1. Statement of Intent

1.2. Saffron Housing Trust Ltd (Saffron) is committed to ensuring that it considers the specific needs of different groups of tenants in considering the range and quality of services it provides. Saffron will provide services that promote independence, quality and enable older people and people with disabilities to live within their own home with the knowledge that assistance is available if required.

1.3. Saffron will consult with tenants and work with its statutory commissioning partners to increase the housing options for older people and those with disabilities.

1.4. Saffron will consult with tenants appropriately on this policy and any changes to the policy.

1.5. Saffron will consult with tenants on the service they receive and any changes to the service.

1.6. Saffron will train The Wellbeing and Partnerships team on all policies & procedures including Safeguarding Children & Vulnerable Adults, Domestic Abuse, Anti-Social Behaviour and Hate Crime, and Risk and Compliance.

1.7. Within this policy an older person is defined as over 60 years of age, although Independent Community Living Plus schemes are for people over 55, and consideration will be given to those between 55-60 for Independent Community Living Schemes where there is a need for this type of accommodation.

1.7 Within this policy a disabled person is defined as under the Equality Act 2010, having a physical or mental impairment that has a substantial and long-term negative effect on your ability to do normal daily activities.

1.8 Within this policy a vulnerable adult is defined as someone who for any reason is unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

2. Purpose

2.1 This Policy is designed to set out Saffron's position and approach to services for older people and/or those with disabilities.

3. Detail

3.1 Saffron will:

- provide the service in a sympathetic and caring manner tailored to meet individual needs.
- provide a range of housing related services for older people and those with disabilities.
- liaise and jointly plan with tenants and other agencies providing services for older people and other client groups.
- facilitate awareness of and access to the services provided to both the tenants, leaseholders and the wider public.
- positively promote the benefits of Independent Community Living, Independent Community Living Plus and Specialist Housing in enhancing the quality of people's life.
- promote awareness of special needs and community care issues including Safeguarding and Hate Crime issues.

3.2 Saffron will facilitate adaptations to its properties, to enable improved access and living conditions for its tenants or members of the tenants' household who are disabled subject to the specific provisions within the organisation's Adaptations Policy. (See 6 below)

3.3 Liaison will be undertaken with social services and other relevant agencies to secure resettlement support for tenants who need it, such as those having difficulties living independently and people discharged from hospitals.

3.4 Saffron will liaise and have referral arrangements with social services, health authorities and other relevant agencies to secure appropriate ongoing support for tenants with support needs.

3.5 Identification of any support needs or vulnerability of tenants will be undertaken, and with their agreement, details will be recorded on file so that relevant staff can be made aware of these as appropriate for the delivery of service.

3.6 Saffron has procedures, which will provide wellbeing services to persons with support needs, which include:

- Arrangements with social services for contributing to the preparation and review of individual community care assessments.
- Obtaining, with tenant's consent, an independent expert assessment of the medical condition of applicants, where this is relevant for their housing needs.

Services for Older People and/or those with disabilities.

- Assisting tenants with wellbeing and support services that enable them to live independently.
- Identifying tenants having difficulty managing their tenancy and arranging appropriate support.
- Assessing and regular review of the housing and support needs of individual tenants with support needs to:
 - check their satisfaction with their housing and wellbeing services.
 - check whether the services provided are still appropriate to their requirements.
 - identify any changes needed.

4.0 Independent Community Living

Saffron will provide a consistent high level of service in our Independent Community Living schemes for older people aimed at supporting tenants' own independence. The Wellbeing Schemes includes housing designated for older people and/or those with Disabilities.

4.1 The role of the Wellbeing Co-Ordinator is to:

- Make regular contact with each tenant to check on their welfare.
- respond to all calls from tenants ensuring that the caller receives the appropriate help.
- promote and encourage the professional attitude of staff to ensure we adhere to the service values of privacy, dignity, confidentiality, and quality support.
- Saffron will consider, and after consultation with scheme tenants, making facilities at the schemes available to the wider community with the aim of providing more integration between older people. This will include the use of any special care facilities and making lounges available for appropriate activities and, where possible and desirable, basing community facilities on schemes.
- respect the right to privacy. Confidential matters concerning tenants will not be discussed except, when necessary, with professional staff and with the permission of the individual concerned, always training staff to observe General Data Protection rules.

4.2 Independent Community Living Plus

Saffron, in partnership with Norfolk County Council (NCC), will provide Housing with Care schemes for those over 55 with a care need. NCC will commission an on-site care provider to provide care to tenants and residents, to enable them to live independently based on their individual needs. Saffron employs a Specialist Housing Officer for the schemes to provide tenancy management and support. Each scheme will provide tenants and residents with the social care and support they need to remain as independent as possible,

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with the aim of providing each tenant or resident with a home for life.

5. Specialist Housing

5.1 Saffron is committed to developing housing options for people with Learning and Physical Disabilities in consultation with tenants or residents and their families/carers and in partnership with the strategic commissioning authorities, including nomination agreements to existing stock and the development of new models of housing provision.

6. Aids and Adaptations

6.1 As part of the Aids & Adaptation program, Saffron will, within the constraints of its budget, carry out any minor adaptations to its dwellings to cater for the needs of those with physical disabilities or frailty, subject to practical considerations concerning the adaptability of the home and the availability of more appropriate solutions. Major adaptations, where appropriate, may be applied for through the Disabled Facilities Grant, tenants may be required to make a financial contribution as part of the Disabled Facilities grant financial assessment which is carried out by the appropriate local authority and is subject to means testing.

7. Consultation

7.1 Saffron will consult with tenants living in Wellbeing schemes, recognised tenants and residents' groups, voluntary organisations, Social Services, local health authority, local authority and staff in the operation of this policy.

8. Review

8.1 This policy will be reviewed every three years.

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