

Independent Living Policy

In this policy, 'Flagship Group/' ('we') includes Flagship Homes and the housing associations trading as Newtide Homes, Samphire Homes, and Victory Homes.

This policy outlines our approach to the provision and management of accommodation where additional services or support are in place for those who live there.

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| Department | Housing |
| Policy Owner | Housing Managing Directors |
| Approved Date | February 2025 |
| Date for Review | February 2027 |
| Approving Body | Customer Committee |
| Equality Impact Assessment Date | 5 February 2025 |
| Version Number | 1 |

Introduction and purpose

This policy outlines our approach to managing accommodation where tenants receive a service beyond standard housing management provision.

These services are provided so tenants with support needs, and who are eligible for these accommodation types, may thrive and live as independently as possible. These arrangements are overseen by Flagship's Independent Living Team.

This policy may also assist existing and prospective tenants with making choices over the suitability of accommodation we provide and how they can access this.

Customers who live in the accommodation described below will be supported to live independently and thrive in their home and community whilst having access to on site services suitable for their needs.

Further detail

Flagship work with partner organisations to provide the following accommodation types:

- Accommodation for older people who may also require care and support.
Care and support is provided on site by organisations outside Flagship who are appointed by the relevant Local Authority.
- Accommodation where an independent living service is provided by Flagship.
This is let to tenants who fall within a specified age criteria and includes a service which is provided on site by an independent living officer.
This service does not include any provision for care and support but does provide access to a member of staff who can assist tenants with housing, tenancy and welfare related enquires and issues.
Our independent living officers at this accommodation will work in a way which encourages our tenants to feel part of a community and empowers them to thrive.
- Accommodation for tenants who require support of a specific nature to ensure their needs are met and they are able to live independently. Flagship do not provide any care or support services, and all support is provided by external organisations with specialist skills. Examples of this include, but is not limited to:
 - Safe accommodation for survivors of domestic abuse
 - Accommodation with provision of support for tenants with learning disabilities or mental illnesses.
 - Accommodation for young adults to empower them to gain skills to live independently.
 - Accommodation for those who have recently been homeless or rough sleeping to empower them to live independently and adapt to having a home.

For all above accommodation types, eligibility and assessment for suitability is completed by relevant local authority.

Responsibility for tendering, commissioning and provision of support services for tenants also lies with the local authority. We will work with local authorities to ensure they are aware of relevant information about our accommodation throughout these processes.

Flagship will put in place appropriate contractual arrangements with support providers to ensure roles and responsibilities are clear and that tenants are living in safe and well-maintained homes.

The provision of support will always be the responsibility of the support provider and local authority but these agreements will set out the approach to housing management, repairs, and building safety.

Flagship will monitor contract compliance through visits to sites and by holding periodic meetings with support providers to maintain excellent relationships.

Our partner support providers will be responsible for ensuring they comply with relevant regulatory bodies and requirements. In the event of an unfavourable grading, we expect support providers to have a clear plan for improvement.

Measuring effectiveness

The effectiveness of this policy will be measured in the following ways:

- Contract compliance monitoring and resulting actions.
- Feedback from support providers and/or local authorities.
- Customer feedback and satisfaction.

EIA statement

An Equality Impact Assessment was undertaken for this policy on 5 February 2025. It identified a number of positive impacts and any negative impacts have been mitigated.

Review period

This policy will be reviewed at least every three years or sooner to reflect changes in legislation or operational approach.

For Internal Use Only

Version Control

Note: minor updates approved by delegated authority increase version number by 0.1; major updates and formally approved versions increase version number by 1.0.

| Version | Detail | Approved by | Date |
|---------|--------------------|--------------------|------------------|
| 1.0 | <i>First issue</i> | Customer Committee | 16 February 2025 |