

CASCADES BROCHURE



9 Prospect Close
Woodgrange Drive Estate
Southend-on-Sea
Essex
SS1 2JA

Cascades

The Building

Cascades is a purpose built scheme in Southend on the Woodgrange Drive Estate. The scheme consists of 35 individual one or two bedroom flats one of which is occupied by the scheme manager. Cascades has a fully-furnished communal lounge, kitchen, laundry facilities, toilet/bathroom and garden. Each flat has a lounge, bedroom, bathroom and kitchen. All tenants have their own meters for gas, electric and water and will be responsible for their own utility bills.

The Service

The scheme provides supported housing for elderly adults that require warden assistance property with low level support from the provider. As landlords of the property, Estuary Housing Association aim to provide housingrelated support through the Scheme Manager and through the Supported Housing Officer.

The Supported Housing Officer and Scheme Manager from Estuary Housing Association will work with tenants and give advice on housing and tenancy issues, benefits, maintenance issues etc. They will also hold regular tenants meetings. Supported Housing & Care Department are located at: Estuary Housing Association

9th Floor, Maitland House
Warrior Square
Southend-on-Sea
Essex
SS1 2JY

Tel: 01702 462246
Fax: 01702 616716

The Funding

Cascades is funded by a combination of Rental Income and Fixed subsidy Grant from Supporting People Funds.

The Rental Income is made up of the core rent and a service charge. The core rent covers the cost for maintaining the building, while the service charge covers the day to day expenditure for the scheme. Tenants are often awarded housing benefit, which can cover some if not all of these charges.

CASCADES ELIGIBILITY CRITERIA

The following criteria will be taken into consideration with all referrals for housing.

- Must be 60+ years of age.(consideration will be taken to those aged under 60 but must be registered disabled)
- Any person that requires warden assistance with low level support from the housing provider.
- Tenants would have there own individual care packages.(if necessary)
- Priority given to Tenants with high housing need. If they are homeless or at serious risk of homelessness or in temporary accommodation (which could include hospital, rehabilitation, hostel), and where they may be unable to return to their previous accommodation and/or it could be detrimental to their health. High housing need could be determined by the tenant at interview or prior to interview by Nomination Panel.
- Tenants will have housing support needs.
- Tenants should be able to have basic living skills i.e. cook a basic meal and complete basic domestic tasks i.e. cleaning and washing. They should also be aware of the need to and be able to maintain their own personal care.
- Tenants to have the ability to live independently and understand rights and responsibilities of tenancy (assistance/advice with budgeting, benefit, housing issues can be given from EHA).
- Tenants must be able to self medicate.
- Consideration will be given to the compatibility/balance with existing tenants. Issues that will be considered are; gender, age, life history, level of support, social compatibility (therapeutic value i.e. potential friendship/peer group support).
- Where Tenants have additional support needs i.e. personal care they must be identified and managed via the Social Worker etc or other outside agencies. Consideration will then be given to the tenant providing their additional needs do not impact on the other tenants.
- No time-scale will be implemented on tenants to move on from Cascades.
- EHA will support and work with the tenant if a greater need of support becomes apparent.

Referral, Selection and Allocation Process

Referral

Before considering an applicant for housing and support at Cascades, Estuary Housing require the following information to be provided.

- A Referral Form completed in full.
- A Medical information form completed by a Doctor

This information should be sent to:

**Louise Morrell- Supported Housing Officer
Estuary Housing Association
9th Floor, Maitland House
Warrior Square
Southend-on-Sea
Essex
SS1 2JY**

Selection

Once the information has been received the Supported Housing Officer/Scheme Manager will contact the referrer and arrange to conduct a housing and support assessment which links to the eligibility criteria and the support provided at the scheme.

Once this has been completed, a nominations meeting will be held with the Supported Housing Officer and the Scheme Manager to decide, with reference to the Selection and Allocation Policy, whether an offer of accommodation and support can be given.

The Scheme Manager will then write to the referrer confirming the decision of the nomination meeting. If the individual is unsuccessful they have the right to appeal within two weeks of the date of the letter.

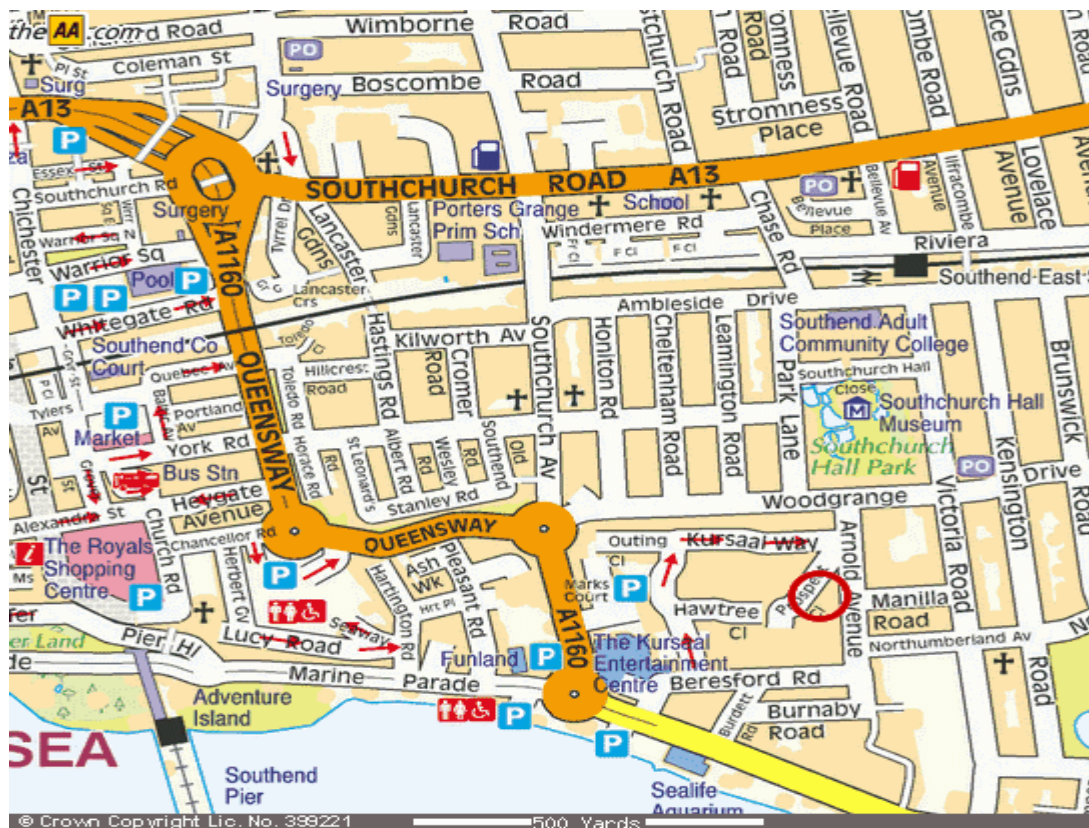
Allocation

It is important to note that the Supported Housing Officer may be in receipt of more than one application for accommodation and support. If this is the case the nomination meeting will decide which applicant has priority based on their housing need, their local connection and their need for support.

Once an applicant has been offered a place in the scheme, a series of meetings will be held with the Scheme Manager, the applicant and the referrer to work out a support plan. This support plan will set out short term and long term goals and the actions needed to meet those goals. On completion and agreement of the support plan, a date will be arranged for signing the tenancy agreement and moving into the scheme.

In this instance an Assured Tenancy will be entered into.

How to find us



Procedure for Reporting and Responding to Abuse / Suspected Abuse at Cascades

- Abuse is “physical, sexual, financial, emotional violation or neglect of a person unable to protect themselves or to prevent abuse from happening or to remove themselves from abuse or potential abuse by others”.
- If you suspect that you / another tenant / a member of staff is being abused you should report this as soon as possible. Incidents of actual or suspected abuse may be reported by the victim / a witness or third party.
- To report an incident of abuse / suspected abuse at Cascades you can contact the following organisations:

Estuary Housing Association
9th Floor, Maitland House
Warrior Square
Southend-on-Sea
Essex
SS1 2JY

www.estuary.co.uk
Tel. 01702 462246
Fax: 01702 616716

Adult Protection Team
Safeguarding Vulnerable Adults
01702 215008
or
www.southend.gov.uk
and type Safeguarding
Vulnerable Adults

- Alternatively, you may choose to contact the local police depending on the nature of the incident.
- At Cascades all reports of suspected / actual abuse will be taken seriously and treated in the strictest confidence. In accordance with the Guidelines, following an allegation of abuse the victim is entitled to receive support, treatment and education in accordance with their needs, regardless of any action taken against the alleged abuser.
- Following the receipt of a complaint of abuse an internal investigation meeting will be called and actions will be taken to ensure that the victim and the accused are both protected throughout the investigation process.
- Depending on the nature and seriousness an Alert may be raised using the Southend, Essex & Thurrock guidelines (SET.SAF)

Equal Opportunity and Anti-discriminatory Statement

Estuary Housing Association aims to ensure equality of opportunity in its employment practices and housing services and supports this aim with the following statements:-

- Estuary Housing Association is committed to being an equal opportunities employer, and providing equality of opportunity, treatment and development for its employees.

- Estuary Housing Association aims to ensure that active steps are taken to eliminate formal and informal barriers of access to its housing services. The Association is committed to implementing as far as practicable, the provisions of the CRE code of practice for rented housing. We will ensure that housing policies and procedures take account of the needs of all our communities by consulting with them; regularly reviewing policies, and ensuring that staff are appropriately trained to implementing the policies.

- The policy clearly states the rules and regulations, which govern the actions of those employed within the Association; customers; and the general public on behalf of Estuary Housing Association.

- The Human Resources Department and Housing Services will ensure the policy is implemented fairly and consistently on behalf of the Chief Executive and Board.

Fair Access and Diversity

- Estuary Housing Association is a Registered Social Landlord governed by the Housing Corporation.
- Estuary Housing Association use the CORE (COntinuous REcording) system to monitor the profile of our tenants and house-owners (e.g. economic status, ethnicity, source of referral etc), to monitor fair access and diversity.
- When a new tenant moves into one of our properties a New Lettings Log is completed, and all key information is passed to CORE for collation and analysis.
- CORE produces a yearly report of all statistical data to provide Estuary Housing Association with an overall picture of the current tenant population.
- Estuary Housing Association will use this report together with the local census to set targets for fair access and diversity.