

Melton Borough Council – A Framework for Independent Living

DRAFT – PENDING FINALISATION AS PART OF HOUSING SUPPORT REVIEW



At Melton Borough Council, we want to support tenants to live and age well, and to live independently for as long as possible.

The Framework for Independent Living has been designed to provide a summary which sets out the support provided by the council as a landlord for:

- General Needs Housing: General Housing Officer Support
- Sheltered Housing: Independent Living Support Service
- Extra Care Housing at Gretton Court: Wellbeing Service

General Needs Housing

The majority of our properties are classed as 'general needs'. There are no support charges applied to these properties. As a general needs tenant, you will have an allocated housing officer, and you will be provided with their name and contact details.

Our housing officers cover 'patches' and will have approximately 500 properties on their 'patch'.

If at any time you feel you need some extra support, for example, you are unable to pay your rent, need help to understand your rent statement, or are experiencing anti-social behaviour or any other issues affecting your tenancy, your housing officer will be able to advise you on the advice and support available from the council and from other organisations, based on your specific circumstances.

Your housing officer can also advise you on how to access other support and services, for example, advice and support on income and benefit maximisation, or lifeline and assistive technology services.

Housing officers work flexibly across their housing patches, Monday to Friday between the hours of 9am and 5pm. To arrange to speak with your housing officer, or another member of the housing team, please contact the Council via the switchboard on 01664 502502.

There are separate arrangements for accessing support in an emergency outside of these hours.

Sheltered Housing: Independent Living Support Service

Sheltered housing is a type of housing with support; designed for individuals who want to live independently but may require additional assistance and support, often through a designated officer, with access to 24-hour emergency assistance also provided. Typically, there will be access to communal areas and gardens which are maintained by the Council as a landlord, but unlike care homes, care services and meals are not provided.

We operate an Independent Living Support Service across our Sheltered Housing Schemes. 83 of our priorities are classed as 'sheltered' housing. The majority of these are flats, but some are bungalows. The following properties fall into this category:

- Bradgate Flats (21 properties)
- Wilton Court (21 properties)
- Granby House (31 properties)
- Bradgate Lane Bungalows (10 properties)

The Independent Living Support Service is paid for by tenants through a weekly service charge of £19.46. This will appear on your rent statement as XXXX. The

weekly service charge pays for the provision of support and a lifeline. You may be eligible to receive help towards these costs from Housing Benefit or Universal Credit.

Please note: The Independent Living Support Service charges will be phased-in over a two-year period, with a discounts on elements of the charge that are not eligible for housing benefit (ineligible charges) being offered in 2024/25 (20%) and 2025/26 (10%). The full charge would apply in 2026/27.

The aims of the Independent Living Support Service are:

- To ensure the voices and views of tenants are heard by the Council as a Landlord.
- To support and empower more vulnerable tenants to live independently.
- To support and connect tenants with information and support relevant to their needs.
- A clear, consistently delivered, transparent and accountable service.
- Sufficient and resilient staffing arrangements to provide the agreed service offer.
- To enable access to a digitally enabled lifeline system.
- To ensure a welcoming and supportive environment within communal areas, to support and encourage engagement and participation.
- To 'know our tenants'

As a tenant sheltered housing tenant, you will be supported by our Independent Living Officers. There are 2 Independent Living Officers, who provide this support across the sheltered housing schemes. They are supported by a Senior Housing Officer, and they work closely with the Housing Officers and wider housing team.

Independent Living Officers help tenants to live independently and will ensure that your voice is heard clearly by the council as your landlord.

Independent Living Officers will work flexibly across the sheltered schemes and in-scope bungalows. Their typical working days will be Monday to Friday 9am to 5pm and they will have a daily presence across the sheltered housing sites. They can be contacted if you need support, advice or information.

Independent Living Officers will make direct contact with you once every two weeks, unless you tell us you would prefer them not to. This will involve a knock at the door, or a telephone call to check in with you and to see how you are.

As part of the Independent Living Support Service, there will also be drop-in sessions for tenants on a fortnightly basis (alternated with 'check in' visit weeks). The drop-in sessions are an opportunity for you to meet with council staff, tenants and other organisations, and you will be able to let your Independent Living Officers know if you have any ideas or suggestions for the drop-in sessions.

As part of the Independent Living Support Service, our officers will be able support you to check that you are accessing any financial assistance that you are entitled to, for example, Housing Benefit, Attendance Allowance, Carers Allowance, Single Person Council Tax Discount.

Independent Living Officers will also carry out visual checks on communal areas such as communal lounges, storage areas and laundry facilities. They will provide feedback to other teams as required, for example, if tenants need assistance to report repairs.

The Independent Living Support Service includes a lifeline system, providing 24-hour access to support in an emergency.

Extra Care Housing

Gretton Court is an Extra Care scheme for residents who would benefit from additional support to live independently. To be eligible to access housing at Gretton Court, residents need to be assessed by adult social care as needing a minimum of 3 hours care per week and need to apply to Melton Borough Council to join the housing register.

There are 43 flats at Gretton Court, and each one is equipped with a lifeline to enable 24-hour access to emergency support. On-site care is provided to tenants by Diamond Home Care, and this is commissioned by Leicestershire County Council.

Melton Borough Council also provides a Wellbeing Service to tenants at Gretton Court, which is intended to support tenants to live independently, and to facilitate and help residents to get involved in a range of social activities and events at Gretton Court. There is an Independent Living Officer on site at Gretton Court who coordinates this and oversees the general running of Gretton Court.

There is a weekly charge for the Wellbeing Living Service of £XXXXXX. This charge is applied to all flats at Gretton Court. This will appear on your rent statement as XXXX. You may be eligible to get some help towards this cost from Housing Benefit.

On site there is a laundry room, communal lounge with large garden and seating area. A midday meal is provided on a daily basis in the communal dining area, for which there is an additional service charge.

The Independent Living Officer is available 37 hours per week and works flexibly across the whole week (including occasional weekends to coordinate the delivery of events and activities).

Out of Hours

The Council has an out of hours service in place, to respond to emergency situations for example, serious incidents or emergency repairs. If your call is an emergency,

outside of our office hours, please call 01664 502 502 but select option 1 to speak to our emergency contact centre. If lines are busy there will be an option to leave a message, which will be followed up. There are arrangements in place for calls requiring escalation or urgent attention. Please note, this does not replace lifeline services which should be used if assistance from family members or blue light services are required.

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