Local Lettings Plan
between
LiveWest
and
Plymouth City Council and South Hams DC

Sheltered and ILS Schemes LLP

March 2024

Property Breakdown	
Scheme Address	Charnhill, PL9 8ER Bond Spear Court, PL1 3BN Castlehayes Gardens PL7 1GB Castle Barbican PL7 1YZ Courtenay House, PL5 3PL Cremyl View, PL1 3QA DCHA House, Laira Bridge Road PL4 9LW David Southgate Court, PL1 3HL Greenbank Court, PL4 8NP Drake Court, PL5 2TL Keyham Court, PL2 2BR Ladysmith Court, PL4 7NA Pentyre Court, PL4 8RP St Maurice Court, PL7 1NH St Therese's Court, PL1 4TA Venn Court, PL8 2AX Whitleigh Court, PL5 4AA
Properties Numbers Affected	17-25 Charnhill Close 21-46 Charnhill Way 1-9 Renoir Close 3A-12C Bond Spear Court 1-23 Castlehayes Gardens 1-22 Castle Barbican 1-18 Courtenay House 1-12 Cremyl View 82-86 DCHA House 1-28 David Southgate Court 2-41 Greenbank Court 1-12 Drake Court 1-17 Keyham Court 2-18 Ladysmith Court 1-11 Pentyre Court 1-10 St Maurice Court 100-140 St Therese's Court 1-42 Venn Court 1-29 Whitleigh Court

Property Types	Predominantly bedsits, 1 and 2 bed flats. 3 bed warden flats are present at some schemes; these may be under occupied to make the best use of the stock.
Age Restriction	All schemes require customers to be at least 55 years or older
Preference	
Behaviour	*Please note that applicants are not required to disclose spent convictions. The time taken for a conviction to be spent (known as the rehabilitation period) is determined by the sentence given, rather than by the type of offence. Some convictions, depending on the nature of the offences and the sentence given, will never be termed as spent.* *You can find out more regarding when a conviction is spent online at: Rehabilitation Periods - GOV.UK (www.gov.uk) or by accessing Unlock Criminal Record Disclosure Calculator.* *If there is a history of behaviour or conduct that may pose a risk to our staff, our customers or the sustainability of the tenancy, we would expect to be informed of this regardless of whether it lead to enforcement action or conviction.* Preference to applicants who, in the last 12 months, have not been cautioned or had enforcement action taken against them, for: • Violent crimes of anti-social behaviour • Harassment • Drug abuse Types of enforcement action may include but not limited to, Criminal Behaviour Orders or Acceptable Behaviour Contracts. Preference to applicants who have not been prosecuted, convicted or are under investigation for a serious offence in the last 2 years for: • Violent crimes of anti-social behaviour • Harassment • Substance abuse Those under investigation will be reviewed on a case by case basis. Preference to applicants who have not, in the last 2 years, caused antisocial behaviour or nuisance which has resulted in enforcement action against a tenancy. This could include action from any: • Housing Association • Social Housing Landlord • Environmental health • Planning legislation • Local Authority Please note that this does not include spent convictions. The time taken for a conviction to be spent (known as the rehabilitation period) is determined by the sentence given, rather than by the type of offence.
Justification	

Justification for Behaviour Restrictions	• To reduce management issues • Ensure a sustainable tenancy • Promote a peaceful community. • To reduce tenancy turnover • *To meet the requirements of the ILS support contract* • *To protect the aging community* The schemes covered by this LLP have increasing levels of ASB and tenancy turnover due to ASB. This is having a considerable impact on our customers, staff, support agencies, police and the wider community in Plymouth. Often the perpetrators of the ASB are known across multiple schemes in the city centre and have associates in several locations. The residents at these schemes have the right to live peacefully in their home or use shared areas without interference of their comfort or safety. LiveWest are committed to providing homes and community that people love to live in. This letting plan is intended to work alongside the Safer Plymouth initiative https://new.plymouth.gov.uk/safer-plymouth Safer Plymouth are a working partnership involving: - Devon and Cornwall Police Devon and Cornwall Probation Trust Devon & Somerset Fire & Rescue NHS Clinical Commissioning Group Plymouth City Council The Police and Crime Commissioner
Matching our Sheltered homes with support services to those who need them most	We will always aim to make the best use of our stock, especially where we have enhanced facilities or additional support services which are vital to many older people being able to live independently. To ensure we do this, we may not consider bids from applicants who do not need the full extent of the services provided at the schemes, even though the age restriction is met. Where a refusal is made in these cases, we will explain to the applicant that as they will not be needing the support services provided, alarm systems, scheme manager support or communal living facilities, a general needs property would be more appropriate for them to consider. The appendices of this LLP give further detail of the Scheme Manager job profile and Independent Living Service provisions for customers within these schemes and the facilities and support they provide.
Equality and Diversity	This lettings plan is intended to work alongside our Equality and Diversity policy. It should ensure that the assessment and nomination process does not discriminate against households and enables applicants with diverse needs to access accommodation to these schemes.

Review	
Date Completed	March 2024
Date to be Reviewed	February 2025
Justification for Review Period	This LLP is intended to balance our sheltered communities where we have some of our must vulnerable customers in need of support services. Its use is to ensure that the right applicants are being offered tenancies at these schemes and making best use of the support services and communal facilities so they can continue to live independently.
Date Reviewed	June 2026
Comments following review	NEXT REVIEW JUNE 2027.

Appendix 1.

What is Sheltered Housing today.

Sheltered housing is accommodation specifically designed for older people to allow them to live independently.

It usually consists of self-contained flats with communal facilities. Schemes vary in size, but most offer a range of self-contained apartments or bungalows on one site.

Customers have their own self contained property with kitchen and bathroom. The scheme may have separate facilities which the customer can use such as communal rooms, laundries, gardens etc.

The main advantage of sheltered housing is that residents have help at hand if they need it. Most schemes have level access and offer additional support, such as: A 24-hour emergency alarm system within each property, so that residents can call for help if they need to.

A scheme manager visits the scheme regularly, at least once a week, and provides an enhanced service giving advice to residents, the Scheme Manager will also ensure that communal areas are clean, and arrange maintenance and repairs in the communal areas while also completing some Health and Saftey checks.

Sheltered housing schemes require residents to have a certain level of independence. We don't provide help with personal care, should this be needed then care is provided by family, friends or care agencies.

Sheltered Housing Scheme Managers job description:

The role requires working collaboratively with colleagues across LiveWest to provide the on-site management of the tenancies and communal facilities at schemes for older customers. The priority being the safety of all LiveWest Customers.

Which include:

- Ensure the security, cleaning and general maintenance is kept to a high standard in all areas of the scheme, which will include working with contractors and continual monitoring of performance to ensure value for money.

- Ensure furniture and fittings in communal rooms are fit for purpose. The guest room and communal areas should be managed and prepared for bookings and charges arranged and processed where necessary.

- Conduct viewings and welcome new customers. Carry out induction to the scheme assisting with preparation of benefit and support claims. Organise property inspections and arrange for any repairs and improvements (where possible) to be carried out.

- Work with housing management colleagues to provide first contact housing management advice and signpost to colleagues for Housing Benefit and other welfare benefits advice.

- Ensure customers understand and abide by their tenancy agreements including addressing any breaches of tenancy and managing anti-social behaviour in line with our ASB policy, working with our tenancy enforcement team and taking action where necessary.

- Ensure that all regulatory and legal requirements are adhered to including equality and diversity, confidentiality, professional boundaries and safeguarding people.

- Welfare checks to be carried out as an emergency where there is cause for concern.

- Liaise with the internal and external stakeholders to promote and enable social and leisure activities within the scheme for customers and the local community.

- Collaborate with fellow colleagues to identify positive practice and new ways of working to deliver on-going service improvements and better outcomes for customers.

- Build and maintain relationships with colleagues, councillors and other statutory/voluntary agencies; maximise partnership work in the delivery of great customer service across our schemes.

- Provide advice and guidance to residents on how they can access a range of external services including obtaining a personal alarm where required. Health and safety checks, scheme risk assessments and visual fire inspections on the scheme are regularly undertaken and relevant records are maintained.

- Act to ensure all recommendations on Fire Risk Assessments are carried out including updating Property Register, Personal Emergency Evacuation Plans (PEEPS) and Personal Care Fire Risk Assessments as needed.

We provide support both in the community, to people in their own homes, and through accommodation-based support projects which aim to enable people to live independently.

What can we do for you?

We aim to work with you to help you live and enjoy your life in the way you want to live it and to support you to do the things you want to do. The following are examples of the kind of support we can provide:

- support to set up and maintain a home
- support or signpost to develop domestic and practical skills
- support to develop social skills/manage behaviour
- advice, advocacy and liaison with statutory agencies
- support or signpost to manage finances and deal with benefit claims
- emotional support, signposting for general counselling and advice
- support to gain access to other services
- support to establish social contacts and activities
- support to establish personal safety and security
- provision of community alarm services
- monitoring of health and wellbeing
- help in finding other accommodation.

Support plans and risk assessments

Support staff will spend time with you and agree a support plan. You may wish to include other agencies who support you, or your family or friends, in achieving your support plan goals. Your support plan will be reviewed annually unless you would like it reviewed more often.

The level of support will be agreed and documented in your support plan. A risk assessment will also be completed when you start using our service, this too will be reviewed from time to time.

What do I do if I am having problems with a member of the support staff?

If you are unhappy about the support that you are receiving from any of the support staff please talk to the Team manager who is responsible for the overall running of the support service.

Independent Living Service (ILS) contacts

Your Team manager is: Bernadette McHugo-Crawford
Address: Devonport Views, 2 Wall Street, Devonport, Plymouth
PL1 4FW
Tel: 01752 566 460

Your support officer is:
Address: Devonport Views, 2 Wall Street, Devonport, Plymouth
PL1 4FW
Tel: 01752 566 460
Email address for your support team is:
ILS.supportteamplymouth@Livewest.com

Your Scheme Manager is:
If you wish to contact them in writing. Their address is: LiveWest, Skypark, 1 Wellington Way, Clyst Honiton, Exeter, EX5 2FZ

Tel: 0300 123 80 80

Your Contact Centre number for reporting repairs direct is:

0300 123 80 80

Important information

Complaints procedure

If you aren't happy about our services please let us know – We promise that you will be fully supported by our staff.

We promise that we will:

- investigate any complaints fairly
- respond to you promptly
- make sure that we learn from our mistakes.

You can make a complaint in person, in writing, by phone or by email. We will try to sort out any complaints as quickly as possible and if we can we will put things right there and then.

Your complaint will be treated seriously and every effort will be made to investigate and resolve it as soon as possible. You should always be informed of the response to your complaint within a reasonable period of time.

Confidentiality policy

We are committed to protecting the confidentiality of our customers. Normally before giving out any information about you to someone else, staff will talk to you about:

- what information has been asked for
- why it has been requested
- who has requested it.

We will discuss with you the implications of giving out the information.

In some circumstances, staff have to give information to other agencies including the courts, the police and statutory officers eg the council tax registration officer.

There may be times when staff may share information with other people if they feel that there is risk of harm to yourself or others. Staff will tell you if it is important to share information in exceptional circumstances.

Staff will make every effort to ensure that people who request information are who they say they are, and we will not give out information if we are in any doubt about the identity of a third party. We will normally ask enquirers to put their request in writing.

Equality and diversity

We are committed to the elimination of harassment, discrimination and prejudice experienced by individuals and groups within the project on the basis of their age, disability, gender, marriage status, pregnancy or maternity, religion or belief, race, or sexual orientation.

We will take action against anyone (including Livewest staff or contractors) who is found to be discriminating against others. These are examples of discrimination:

- physical or verbal attacks on individuals or groups on any of the above grounds
- discriminatory name-calling, insulting remarks, jokes or threats
- writing such remarks on walls on notice boards or any other place
- encouraging other people to harass or discriminate against any other individual.

If you feel that you are being harassed, whatever the reason, please speak to your support officer or the manager in confidence.

If you have a disability that means you need any of our information in a different format, such as large print or tape, please contact project staff. If English is not your first language we can provide a translation service.

Safeguarding vulnerable people

Everyone has the right to live their life free from violence, fear and abuse, but we know that not everyone does. Sometimes people are harmed or exploited by family members, friends or other people that they trust, such as key workers. Examples of this sort of abusive behaviour include:

- physical or sexual violence
- sexual, racial or any other harassment
- bullying
- threatening, intimidating or aggressive behaviour or language
- emotional and psychological abuse (including humiliation and degradation of an adult or a child and verbal abuse)
- financial abuse
- neglect of service users or children.

We are committed to providing an environment that is free from abuse and we will work with you to prevent any kind of abusive behaviour - regardless of the age, status or position of the perpetrator. If staff hear or believe that a child or a vulnerable adult is being abused they would have to report this to their line manager who would decide if further action is needed. In other cases staff would support the victim to protect themselves. We have a procedure which clearly explains what would happen.

If you feel that you are being abused, or think that someone else may be, please let a member of staff know. If you think that a member of staff is an abuser please contact the Team manager immediately.

Personal files

We need to keep personal information about you to ensure we can give you the appropriate support. Such information will only be kept on file if it is relevant to the support you are receiving.
Should you wish to see any of the information we hold on file then you will need to contact is data.protection@livewest.co.uk
They will need to know the details of what information you wish to see.
The 1998 Data Protection Act will be observed in relation to keeping of records. All personal/confidential information will be kept in a secure area or locked cabinets except when actually in use. Electronic records are stored securely.

Information on other local services

We have developed a list of local resources and places where you can get support.
Please talk to your support officer if you want a copy of this list, or to get further information about a particular support service.