

Terminology Workshop

Supported Living

- Like CQC, NYCC and housingandsupport.org
- Don't like NHS Choices
- Not just about housing from Registered Social Landlords
- Joint approach for housing
- Define a range of housing solutions
- Shared element and individual tenancies
- Whose expectations are we supporting? Terminology should manage expected choice
- Definition may need to differ depending on the audience
- Easy read for service users
- Explain the split between housing and care
- Are you a care provider in a supported living setting or a supported living provider?
- NYCC's refers to a combined packages which may not be true
- Do they need a support requirement?

Tenancy

- Don't need to be registered
- Could use the phrase "on behalf of"
- Single tenancies are still supported living
- Needs to be clear that you rarely get housing benefit when under licence
- Quite often old supporting people phrases used
- Depends on what is being offered
- Would need a scoping exercise with housing organisations as to whether would want to use a licence

Voids/Vacancies

- Changes depending on who the housing provider is
- Void is housing terminology, vacancy is more care based
- Possible confusion with care homes who use vacancies rather than voids
- Void would be the universal term
- See vacancy separate to void
- Would use void rather than vacancy
- See vacancy more in relation to staffing
- Nomination agreement:
 - Fund so many weeks
 - Providers should manage
 - All do it differently
 - Need to focus on strategic property rather than vacancy
 - Working collectively

Shared Support/ Shared Hours/ Background Support/ Floating Support

- Query that floating support might mean something slightly different historically
- Shared support more efficient
- Would prefer shared hours rather shared support
- Core – could this be procured separately, Kirklees use core as a dummy

Management Agreements/ Nominations

- Management agreement formal housing manage menu role
- Would prefer Service Level Agreement to management agreement
- Quite clear management and nominations agreement should be separate
- Nominations agreement are less used recently