

# Reveille Community Homes Ltd

The Reveille Care Resource, 70 Cheriton High Street, Folkestone Kent, CT19 4HF

## **Details of the Selection and Referral Process of Prospective Occupies**

The plan agreed by the officers of Reveille Homes Ltd is one that will include the use of existing support networks that deliver care, such as; The Army Benevolent Fund (ABF) and SSAFA to advertise the availability of the Reveille Community Homes Ltd resources at Cheriton. There will also be open access to potential clients via website promotion.

This website will detail the facility and its ethos and will provide a description of the services provided at the resource and the required role of any clients that will use the facility. Any potential client wishing to use the facility will need to submit an application form providing information on themselves and why they are seeking assistance at the resource. This information will be treated as confidential and will require substantiation by professional care consultants or practitioners, such as; The NHS, Social Services or similar agencies. The suitability of prospective clients to be offered a place at the resource will be assessed by an independent care practitioner and then decided upon by the officers of Reveille Homes Ltd. All potential clients offered places will need to enter into contract with Reveille Homes Ltd and the managing Housing Association to ensure that the ethos of the resource is maintained.

There will be clear contract definition to allow the removal and relocation from the resource, of any client that substantially breaches the contract of care.

Any client awarded a place at the resource will, as part of their contract of care, enter into a process and goals programme which will detail the expectations of both parties. This is an important and integral part of the care programme for each client engaged upon the care programme. Each care plan is agreed with individual clients and assessed by external consultants with final approval from the officers of Reveille Homes Ltd.

All care plans are reviewed every six months with the assistance of the external advisors.

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## **Details of the day to day operation of the proposed facility**

All clients that are awarded a place at the above resource must contract by way of a formal agreement to the Terms of Occupation. Please see attached. (Document 1a11)

The management of the resource will be dealt with on a day to day basis by the two residential care staff who will occupy two of the studios. The access to and from the property will be by way of an electronic coded fob key. A strict adherence to rules concerning visits to the resource will be maintained by the management staff. This will be complimented using both internal and external CCTV. Within the contract of occupation, clients will be advised on visiting times for friends and/or family to attend the resource with the emphasis on visiting times clearly marked towards Saturdays and Sundays. Visiting during the week will be limited to early evening hours, ideally between 7pm and 9pm.

All clients using this facility will have their own studio accommodation which will incorporate a separate shower and toilet space and a substantial storage place for clothes within the entrance lobby to each studio (please see drawings). Approximately 75% of the internal studio space is given over to a sleeping and living space with 2ft 6 by 6ft beds as standard issue to all clients attending this resource.

The principle restrictions for clients to observe will be that of no smoking or naked fires within the building. There will be an allocated smoking space to the rear of the building. Clients will contract to observe the rules on noise levels especially with regards to music and televisions within their rooms with the emphasis being that no noise should disturb other clients. A further rule for clients will be to agree not to invite more than one friend to the building at one particular time within the set hours and, in particular, it will be a rule by way of occupation that no visitors will attend the premises or the adjoining two roads within a 100-metre perimeter with a motor vehicle or motorcycle. There will be cycle rack to the side of the building for 20 cycles which are available to the clients staying at the resource.

A key factor in the support programme for all clients is that they will attend various workplaces to assist with the programme devised for both individuals and groups. This is part of the care package and will be assessed for each individual client to ensure suitability. The external work placements are likely to be with other similar ex-forces personnel, but with a strong emphasis on assisting community matters wherever possible. Clients staying at the resource are asked to provide some 20 hours of support to community issues afforded through liaison and direction of Reveille Homes. This is aimed at clients that are unemployed or retired. Those that have employment will be asked to devote any time they feel they can offer on a voluntary basis. The key to assisting all clients staying at the resource is to procure a sense of camaraderie similar to that they experienced in the forces. We see this as the main part of our plan to establish clients back to a level of wellbeing that they enjoyed within the armed forces community.

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## **'Move on' advisories**

All clients that attend the above resource will be offered upon successful completion of their care package, the opportunity to move on to another resource managed by Reveille Community Homes. The types of 'move on' resource will be dealt with through the designated Housing Association who will be responsible for the management of all fees and rents collected for services provided at the above resource. Similarly, they will be responsible for managing other care facilities that RCH will be developing in the Kent area.

The types of resource will vary but will include a firm emphasis on supplying homes that can accommodate five or six clients within one home as a shared facility. These types of homes may well be registered as HMO's or small care homes dependent upon the legislation and the local authority's position. RCH will also be providing studio and one bedroom homes for ex-service personnel at other locations in Kent and again these will be managed by an appointed Housing Association. It is likely that the care package will change after the initial 18-36 months of attendance at the above resource after which we would hope that the clients would have gained sufficient confidence in staying in smaller facilities and/or within a single studio or one bedroom flat. At this stage, the care package would have hopefully proved successful in bringing about a degree of normalisation to the clients lives allowing them to function as a member of the community but with the ongoing support of a reduced care package through RCH.

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## **Details of the support package offered by Reveille Homes and how it will be funded.**

Clients staying at the above resource will be able to claim any benefits that they are entitled to through normal process and this will be either through their pensions or through other funding such as housing benefit and various top ups that are available. Many of the clients staying at the resource will be able to provide their own monies for the cost of the care package but this will need to be assessed on an individual client basis. We anticipate that the monies that will be raised by Reveille Homes and its supporters such as Atlas Partners Group, will provide around 20% of the costs required to run the resource. RCH will be advising Atlas Partners Group of its agreed costs to run this resource once we have the full building costs agreed with the contractors who will be providing a 'turnkey' development for RCH.

It is further projected that the support package will be assisted by the use of raising monies through its services to the local community such as providing technicians and construction workers to assist with community housing and other projects requiring assistance almost as an agency style arrangement. We have already had an agreement with three developers that would allow the clients attending the above resource to work with them on new housing projects in the Canterbury area which are to be built in conjunction with the designated Housing Association and several key funding partners.





## Folkestone Nepalese Community

Mr Nicholas Brown  
Chairman  
Atlas Partners Ltd  
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Business Centre  
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Willesborough Road,  
Ashford, Kent  
TN24 0BP

3<sup>rd</sup> January 2017

Dear Mr Brown,

**RE: The White Lion Hotel, 70 Cheriton High Street , Folkestone, CT19 4HF**

Thanks very much for spending the time to meet with me and my colleagues. We are of course a group of ex-service personnel that are supporting local community needs and confirm our support for the conversion of the White Lion Hotel into a care resource for ex service personnel.

We would welcome the opportunity of referring many of our members who are all ex service personnel to you, as we believe your proposed project would benefit many of these people. We understand the primary objective of the resource is to assist veterans who are seeking short term assistance. Your proposed resource would provide comfort and fraternity to our members.

We currently have in excess of 150 persons seeking care and accommodation packages, and we also have a need for permanent housing. You mentioned that the housing association you are working with would be able to provide our veterans with permanent housing and this would greatly enhance ex service personnel's chances of prioritisation for housing as is referred to in the Armed Forces Covenant.

Yours sincerely

Folkestone Nepalese Community



## **A GUIDE TO TENANT SELECTION & PROPERTY ALLOCATION**

Haig Homes was established as a Charitable Trust in 1929 as a memorial to Field Marshal Earl Haig of Bemerside in recognition of his work to improve lives of ex-Service personnel.

The object of the Trust is to provide housing assistance to ex-Service people. Currently this object is achieved by letting homes at affordable rents. To be considered for housing with Haig Homes, applicants must therefore have **'a British Armed Forces connection and be in housing need'**.

This leaflet summarises the eligibility criteria and the allocation policy for housing with Haig Homes.

### **How to apply**

Please read this leaflet carefully. If you think you are eligible for housing with Haig Homes and would like to apply, you can:

- Download an application form and other supporting documents from our website: [www.haighomes.org.uk](http://www.haighomes.org.uk)
- Request an application form to be sent to you by post by leaving your details on an answerphone message service on 020 8685 5782 or by emailing [haig@haighomes.org.uk](mailto:haig@haighomes.org.uk)



## Application Information

### Who can apply?

**To apply to Haig Homes for housing, an applicant must have a Regular Armed Forces connection – any rank or rating – and be in need of housing and have:**

1. Served for a minimum of three years (if enlisted before 2001) or four years (if enlisted from 2001). Priority is given to people with the strongest Service connections
2. Been discharged early through redundancy/medical grounds. Priority will be given to people with injury as a result of the Service
3. Been given a discharge date within six months, if currently still serving
4. Served in the Merchant Navy and Fishing Fleets in a campaign afloat during hostilities (this would normally be recognised by the award of a campaign or service medal) and the need for housing arises from that Service
5. Served in the Territorial Army and the need for housing arises from that Service

**Applications may also be considered from:**

1. A Widow/er (with or without dependants) of a person who would have been eligible under the conditions above
2. A separated or divorced spouse/ partner/ civil partner of a Serviceperson (serving or former) with dependants from the relationship permanently resident with them and their housing need arises as a direct result of the breakdown of that relationship

### Definition of Housing Need

To summarise: Applicants may be homeless, threatened with impending homelessness, inadequately or inappropriately housed or in other housing need and are without the financial resources to make their own provision by renting in the private sector or buying their own home. Current housing will be assessed and taken into account.



### **Why an applicant may not be eligible**

Applicants will not normally be considered for housing by the Trust if they have serious criminal convictions, proven antisocial behaviour or previous breaches of tenancy conditions or if they supply false information or references.

Applications will not normally be accepted from applicants with a financial or legal interest in a property or sufficient income and capital to rent or buy property of a size to meet their needs, in the area in which they need/prefer to live.

Only one tenancy may be granted for each period of service in HM Forces.

### **Why an applicant may be eligible but we may not be able to help**

To avoid raising unrealistic expectations, an applicant may be rejected for reasons such as:

- We do not have appropriate sized accommodation for the applicant
- as a 'general needs' housing charity, we do not provide supported housing
- we do not have housing in the area the applicant wishes to live
- the applicant's circumstances result in a 'Low Priority' status on the points system used to determine 'housing need'

If the applicant's circumstances change significantly it is acceptable to reapply.

### **Referees/Interview**

All applicants will be required to provide two appropriate referees with their application form and applicants may be interviewed.

### **Type of Tenancy**

The Trust normally grants assured tenancies.

## Allocation Information

### Assessing priority

Applications for housing by the Trust exceed properties available. Applications are normally assessed by the use of a Points Scheme which combines Service Points and Need Points (this would include medical priority points where supported by relevant documentation).

### Allocation priority

In allocating accommodation, priority will be given to applicants in eligibility categories 1-5 (see page 2). If properties cannot be filled by these applicants, those in categories 6 and 7 may be considered.

### Factors affecting allocations

The Trust needs to ensure appropriate use of the housing stock and to create balanced communities; therefore the Trust does not adopt a rigid approach to the allocation of houses and flats. In some circumstances housing may be offered to applicants with lower points. Other factors affecting allocations may include:

- **Varying demand for individual estates**
- **Property size** - the Trust's properties range from one-bedroom to four bedrooms, but the majority are three bedroom properties. The size of property will be matched to the applicant's need.
- **Adaptations to properties** - Some properties have equipment and adaptations suitable for people with disabilities and will be allocated to applicants who need the adaptations.
- **Affiliations** - some properties have been funded by specific regiments or Service and applicants with relevant links will usually be given priority for housing in these properties.

## Fair Treatment

Details of all applications and tenancy allocations will be recorded and monitored to ensure that there is no unfair discrimination. Decisions to accept or reject an application or to offer accommodation will normally be made by two representatives of the Trust.