

Retirement Housing and Extra Care Housing -Derbyshire

Housing&Care21's overriding objective is to provide excellent homes for our residents through the delivery of quality Extra Care villages and services. However, we recognise that our responsibility extends into the local communities surrounding any of our Retirement and Extra Care Housing schemes. We therefore incorporate a range of measures to ensure positive contributions are made within the regions where we deliver our services.

WORK EXPERIENCE & VOLUNTEERING

Our aim is to start as we mean to go on and our commitment to local employment and training starts with the construction process.

Our chosen construction partner will agree to working with local stakeholders and agencies throughout the course of the Extra Care projects and hopefully further into the future. On a site delivered in Sunderland as an example in, a "snap-shot" of the workforce demonstrated that where there are 150 operatives on a site, only 3 people were travelling from outside the borough to work.

As part of our commitment to building "dementia friendly" communities, Housing&Care21 will commit to delivering Dementia Friends awareness raising sessions to all on-site construction staff who are able to take part.

Whilst it is notoriously challenging to properly estimate the multiplier effect of construction spending and service delivery expenditure, we are clear that by adopting the approaches outlined above we will achieve £ms of indirect and direct spend within the local supply chain and into the local community in perpetuity due to the longevity of our buildings and the service provision.

Once built, Housing&Care21 operate a 'Work Experience Placements' policy which defines our procedure for offering students the opportunity to experience the day-to-day operations within a care environment. We offer placements to local students for a minimum of one week and a maximum of two weeks.

Should we be awarded the contract to provide Extra Care services, we will immediately look to open dialogue in regards to a potential relationship with local schools, the colleges and the University.

RECRUITING DERBYSHIRE RESIDENTS

Housing&Care21 commit to aiming to employ 100% of staff within our schemes from the immediate local communities. As an example of scale, for a 71 units Extra Care scheme we would recruit 42 people. We can assure South East Derbyshire Council that any recruitment strategies will prioritise candidates with a borough postcode who have a clear connection to the region.

Not only will we recruit Derbyshire residents, we will also ensure they undergo our rigorous Extra Care training courses. Please see the below screenshot of the induction all care staff under this potential contract will undergo:

Program	Course	Delivery Method	Carer	Senior Carer	Care Team Leader
Induction Essentials	Day 1				
	Manager Welcome and Toolkit Orientation	Line Manager Meeting	✓	✓	✓
	By week 12				
	Assisted People Moving	Workshop + eLearning	✓	✓	✓
	Awareness of mental health, dementia and learning disability	Workshop + eLearning	✓	✓	✓
	Safeguarding of Vulnerable Adults	Workshop + eLearning	✓	✓	✓
	Nutrition and Hydration	Workshop + eLearning	✓	✓	✓
	Medication Awareness and Administration	Workshop + eLearning	✓	✓	✓
	Infection, Prevention and Control	Workshop + eLearning	✓	✓	✓
	Reporting and Documentation	Workshop	✓	✓	✓
	Basic Life Support	Workshop	✓	✓	✓
	Health and Safety	eLearning	✓	✓	✓
	Handling Information	eLearning	✓		
	Information Governance	eLearning		✓	✓
	Fire Safety Awareness	eLearning	✓	✓	✓
	Working Relationships	eLearning	✓	✓	✓
	Diversity and Inclusion	eLearning	✓	✓	✓
	Pressure Sore Awareness	eLearning	✓	✓	✓
	Lone Working	eLearning	✓	✓	✓
	Practical Skills Mentoring Checklist	On the Job + Toolkit	✓		
	Observations of Practice	On the Job + Toolkit	✓	✓	✓
	Reflection	Toolkit	✓	✓	✓
	Personalised Support Planning and Risk Assessment	Workshop		✓	✓
	Medication for Managers	Workshop		✓	✓
	Conducting Observations of Practice	Workshop		✓	✓
	Toolkit completion and Sign off	Line Manager Meeting	✓	✓	✓
Development	Post week 12				
	Appraisal and Personal Development Plan	Line Manager Meeting	✓	✓	✓
	Care Certificate Train the Trainer	Workshop		✓	✓
	Assisted People Moving Train the Trainer	Workshop		✓	✓
	Leading to Excellence	Workshops and Work Based Project		✓	✓
	Dementia Intermediate	Workshop	✓	✓	✓
	Mental Capacity Act/DoLS	Workshop (external)	✓	✓	✓
	MS Excel – Using Effectively	Workshop	✓	✓	✓

Our commitment to continuous professional development and quality induction processes ensures Derbyshire residents will develop skills and abilities that will positively affect their long-term employability prospects.

Derbyshire is a high priority area for growth for Housing and Care 21, our target is to deliver Extra Care Schemes across the County that will positively impact on the local economy, supply chain and work force.



APPRENTICESHIPS AND TRAINEESHIPS

Housing&Care21 have vast experience offering apprenticeships and traineeships within our organisation. The apprenticeships available to our staff will enable us to develop up the skills, abilities and employability of Derbyshire residents, making a positive economic impact as a result.

We currently offer the following apprenticeships at Housing&Care21, which range in length from 12 months to 48 months depending on the subject and hours worked per week by the employee:

- 21 Level 2 Housing & Property Management
- 21 Level 3 Housing & Property Management
- 21 Level 4 Housing & Property Management
- 21 Level 5 Higher Apprenticeship Care Leadership & Management in Adult Social Care

We have a partnership with training provider Centre for Housing Support (CHS) to deliver housing apprenticeships on behalf of Housing&Care21. We utilise their expertise to improve housing management skill-set within the business through a blend of e-learning, seminars and face-to-face sessions with individual Assessors.



LINKING TO COMMUNITY RESOURCES

Upon award of planning, we will task our Care Managers with liaising with local employment and recruitment hubs such as job centre plus.

We will provide job descriptions and communicate our desire to only employ residents from within Derbyshire for our available roles, this local employment is imperative for the sustainability of the scheme.

Housing&Care21 will also look to establish a relationship with local colleges to offer apprenticeships and traineeships to its students. The intention will be to form a relationship whereby we provide an agreed number of opportunities to students per annum. Our Care Managers will work closely with the College to identify candidates who have displayed an interest in the housing and care industries, offering them the chance to view our Extra Care properties to assist them in making their decision.

Housing&Care21 wish to develop the economic impact we are having within Derbyshire even further through the production of new jobs with a vast range of training opportunities to

	increase skills and experience. We are therefore happy to discuss in detail working with any further community resources the Council believe it is of benefit to its community. Opportunities for Local Entrepreneurs The restaurant, shop, hairdressing salon, therapy suites, and other commercial opportunities within the business will be offered to local people as a new business opportunity, providing ready made and high spec accommodation for each business, and the opportunity to generate profit, as well as to provide new leisure, wellbeing, and day to day retail opportunities for the local community. Where possible we embrace opportunities to work with social enterprises and community groups to set up the commercial businesses. We worked with Pallion Action Group in Sunderland, supporting them as a local employment creation organisation, to run: - • The local community shop – where no purchase is too small and a resident can purchase a single carrot, or a full shop. Shop is staffed by a trainee who's employment is grant funded • Home delivery service – again an employment opportunity for a local person • The therapy suite – training two people as beauty and alternative therapists, embracing the opportunity of a ready fitted suite within a small ready made community, and offering people a safe chance to run their own business • Social activities – karaoke, reminiscence, music workshops. At Meadowfields in Thirsk we are working with a small community organisation who have branched out to take on the restaurant service and who will be bringing along community lunch clubs from the town to enhance the vibrancy of the court. Supporting Social Enterprises and SMEs Where possible and viable, Housing&Care21 prioritises working with local social enterprises and SMEs. For example, our Responsive Repairs procedures now allow local managers to hire local contractors rather than using a national database. Elsewhere we have worked with charities that provide opportunities for young people to gain work experience in a safe environment, and we will explore such potential partnerships through engagement as the scheme develops.
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Economy: Develop a strong and competitive local economy

Support Local economy (over the initial 10 years of the scheme)

- Business support/advice offered to local micro businesses/SME's/social enterprises

- On average £60K per annum is spent on procuring services from locally based micro businesses, SME's, or social enterprises over the first 10 years of the scheme. I.e. grounds maintenance, care services outside of our usual provision, community events etc.

People have the skills for work & Businesses have access to a locally skilled workforce

- Local people supported to achieve NVQ (Level 2) qualification – 40 per extra care scheme
- Local people supported to achieve NVQ (Level 3) qualification – 10 per extra care scheme
- Professional development opportunities offered to local people i.e. BTEC, City & Guilds (Level 2) or equivalent – 4 per extra care scheme
- Professional development opportunities offered to local people i.e. BTEC, City & Guilds (Level 3) or equivalent – 4 per extra care scheme
- Apprenticeships (Level 2) offered to local people – 6 per extra care scheme
- Apprenticeships (Level 3) offered to local people – 6 per extra care scheme
- Professional development opportunities (Level 4+) offered to local people – 1 per extra care scheme
- Work experience opportunities offered to local people – 1 per extra care scheme per year
- Career awareness programmes offered to local schools and colleges – 2 per extra care scheme per year

More local people in work

- Job opportunities offered to local long term unemployed – 1 per extra care scheme per year
- Full time job opportunities offered to local people currently working less than 16hrs p.wk – 20 per extra care scheme
- Job opportunities offered to local 18-24 yr olds not in employment, education, or training (NEET) – 20 per extra care scheme
- Job opportunities offered to local people with disabilities – 1 per extra care scheme
- Job opportunities offered to local Ex-offenders – 1 per extra care scheme (subject to DBS Clearance)

Social: Support the health, wellbeing and independence of local residents

Empowered, effective and resilient voluntary and community groups

- Commercial support offered to local voluntary and community groups – 6 hours per extra care scheme per annum
- Facilities offered for use to local voluntary and community sector groups – 2 hrs per month per extra care scheme
- Time allowed for staff to volunteer locally i.e. employer supported volunteering scheme – 10hrs per employee per year (based on average 25 employees per scheme)
- Fundraising activity and donations offered to locally based voluntary and community groups - £100 per extra care scheme per annum

People are healthier and are supported to live independently

- Support offered to local priority groups to help them live independently – 6 hours per extra care scheme per annum
- Initiatives to improve social connectedness and reduce isolation for local priority groups – 100 hours per annum per extra care scheme
- Promote digital inclusion and increase digital awareness for priority groups – 4 hours per extra care scheme per annum

Businesses are socially responsible and engaged with local communities

- Value that will be spent with locally based voluntary and community groups - £500 per extra care scheme per annum
- Resources targeting areas of local need to deliver community benefits and develop community resilience - £500 per extra care scheme per annum
- Sponsor initiatives to increase awareness and promote the delivery of social value locally - £100 per extra care scheme per annum

Environment: Protect and preserve the local environment and natural resources in the area

Businesses operate sustainably and accept responsibility for their environmental impact on local communities

- Commitment to reduction in operational carbon emissions against a 3 year baseline – 1 ton per year per extra care scheme
- Commitment to carbon savings made during the year due to use of renewable energy – 1 ton per year per extra care scheme
- Environmental programmes with local groups, schools and colleges – 10hrs (2 x 5hr) per court per year

Innovation

Business led initiatives delivering real social value locally that is high value to residents and relatively low cost to businesses

- Local initiatives to support economic growth and sustainability - 10hrs (2 x 5 hr) per extra care scheme per year
- Local volunteering initiatives - 20 hrs per extra care scheme per year
- Initiatives to deliver social value locally – 10 hrs per extra care scheme per year.

As a result of employing 100% of our staff directly, all of the above commitments are set as our Court Manager's targets and are delivered nationally across our schemes.

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Multiplier Effect of £1m spent

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