



**SERVICE USER GUIDE TO SPIRITA'S
ASSISTED LIVING SCHEMES FOR OLDER PEOPLE
AND THE SERVICES OF THE ON SITE
HOME CARE AND SUPPORT AGENCY**

WHAT IS AN ASSISTED LIVING SCHEME?

Assisted Living Schemes provide assured tenancies designed to help older people (usually aged 55 years and more) live as independently as possible in their own homes.

Each flat or bungalow has an entrance hall, lounge and kitchenette or separate kitchen, bedroom and bathroom (many with walk in showers). Key features include temperature controlled hot water, lever taps, an emergency call system in all rooms, electric power sockets at a convenient height, central heating, low surface temperature radiators, and a delivery shelf outside the flat door. There is a fixed amenity charge, for most flats, which includes all fuel, electricity, heating, hot water and water rates.

WHAT FACILITIES ARE AVAILABLE ON THE SCHEMES?

The schemes have laundry facilities, comfortable lounge areas, computer and internet access, landscaped gardens and social clubs with a wide range of activities and pastimes for tenants to enjoy. There are also restaurant facilities, which will be open to tenants, friends and family at lunchtime.

Regular hairdressing and library services are available on the schemes.

SMOKING

Please note that smoking is not permitted in any communal area. In addition to this we also ask that if you receive services from our staff team in your flat that you do not smoke whilst staff are present.

WHAT KIND OF ASSISTANCE IS AVAILABLE?

The Facilities Managers and their staff are responsible for maintenance issues and will assist Service Users to organise repairs required in their homes. They are also be responsible for maintaining all the communal facilities to a high standard and will assist Service Users in the use of these facilities.

WHAT ARE HOME CARE AND SUPPORT SERVICES?

The Home Care & Support Team call Service Users daily, via the intercom system, to check on well being and will assist Service Users to access any services, which they might require, (e.g. GP, District Nurse Social Worker).

The purpose of the Home Care and Support Service is to work with Service Users to promote, maintain, encourage and support ability to live independently. This will mean that all services are planned individually with each person and that Service Users with similar service levels may very well receive different services. The Home Care and Support Agency Manager is responsible for ensuring that Service Users receive all the personal care and support in their own homes to meet assessed needs. The Home Care & Support Agency Manager is supported by the Support Manager for Assisted Living and assisted by the Care and Support Team Leaders and Care and Support Workers who provide care and support services at the schemes.

A full assessment of needs and an initial risk assessment will be carried out prior to an applicant moving into an Assisted Living Scheme and this will be reviewed regularly. A Care and Support Agreement will be drawn up in consultation with the Service User and his/her supporters detailing needs and the way in which these will be met by the Agency staff, family or friends and the Service User. This agreement will cover the care and support needs that have been identified and reference areas of particular risk or concern. Services provided may be personal care, domestic care or social care and will seek to engage with the service user to maintain self care and improve or regain previous skills

Personal care tasks **may** include:

- Assistance with getting up, washed and dressed
- Prompting to take prescribed medication
- Assistance with bathing (This may be in your own flat or using the assisted bathing facilities on site.)
- Assistance with getting undressed and into bed.

Domestic support tasks **may** include:

- Food preparation
- Cleaning
- Laundry
- Shopping
- Collecting pensions and paying bills
- Minor repairs carried out by a Handyperson

Social support tasks **may** include:

- Listening and support
- Assistance/advice on life skills
- Assisting with home management tasks such as budgeting
- Assistance with form filling
- Assistance to access professional help such as GP, Nurse or Social Worker
- Assistance to arrange repairs, servicing of appliances and adaptations to cope with disabilities
- Checking on general welfare, safety and security
- Assisting with social activities and interests
- Liaising with other professionals and services.

ARE THERE ANY NEEDS, WHICH CANNOT BE MET?

The philosophy of the schemes is to maximise and support independent living in the individual's own home whilst allowing for the changes in health that can be brought about by advancing age. **Please note that this is an open door scheme, meaning that tenants are free to come and go at will.**

There will therefore be some needs we cannot meet from the outset and some circumstances in which the scheme cannot meet the increasing needs of an existing tenant.

We will not be able to offer tenancies to: -

- Individuals in need of nursing care beyond that which is the remit of the Community Nursing service;
- Individuals who are unable to move around their flats without constant assistance;
- Individual's with cognitive impairments who require 24-hour supervision in order to maintain a high standard of safety and a good quality of life;
- Individuals requiring a highly structured environment in order to give focus and direction to daily living activities (would typically have either cognitive impairments due to the ageing process or maybe mental health issues).

The schemes will work best where the Service Users' frailties are physical rather than mental / cognitive. (It is important to note that where someone has a lack of awareness of their need and where continuous supervision is needed to help maintain a good quality of life this can be very difficult to achieve in an environment in which you can choose to shut yourself away behind your own front door and where the main door to the scheme is not secured and gives access to a main road).

The Service Manager or Home Care and Support Agency Manager would be happy to discuss individual circumstances in further detail to determine whether the scheme could offer the level of care and support required.

LEVELS OF NEED

Individuals may have differing levels of need for care and support services and we have grouped these as follows:

The Core Service (preventative)

This will consist of:

- Intercom call/personal visit as necessary
- Assistance with a basic flat clean
- Advice and problem solving
- Emotional and social support (including access to social and recreational facilities)
- Access to community facilities (restaurant, library, laundry etc.)

- Promoting healthy living
- Night support in emergencies only
- Assistance with accessing Social Worker and Welfare Rights advice
- Assistance with accessing Health Services

There is **no** care element at this level.

Level One Support (supportive)

Building on core services, level one support provides services which promote feelings of wellbeing and allow for independence. Assistance will be primarily around maintaining a good living environment and inputs will generally be in the nature of “once a week” type tasks. This may mean:

- Access to core services plus:
- Assistance to control finances
- Assistance with shopping
- A little more cleaning
- Access to meals or assistance with buying in meals
- Maybe a weekly bath

Level Two Support (supporting independence)

At this level support is provided to assist people to maintain their independence and this assistance is generally of a daily nature. Care tasks required are of a self contained/ discreet nature and once done would stay done.

Below is an idea of the kind of services that might be provided within the level but it is important to note that where an individual can do something, support will not be available by virtue of being assessed as requiring this level of service as the ethos of the scheme is to promote and not to undermine independence.

- Access to core services and level one services plus:
- Help to get up, washed, dressed and to go to bed
- Assistance to access meals service
- Assistance to prepare breakfast or tea
- Reminders to take prescribed medication
- A weekly laundry service (including ironing)
- Assistance to access external community

At this level the 24 hour service will support wellbeing by virtue of its presence but a 24 hour care need has not been identified

Level Three Support (maintaining quality of life)

When individuals are in need of support at this level the aim of the service is to enhance quality of life by the provision of daily personal care whilst maintaining as many independent living skills as possible. Assistance at this level may include:

- Access to core services and services at level one and two plus:
- Support to access to toilet facilities and maintain continence/ manage incontinence
- Assistance with drink preparation
- Assistance with lunch in the restaurant
- Prompting/ assistance with medication
- Laundry services as necessary

At this level the need for a 24 hour environment will be identified.

Level Four Support (maintaining quality of life)

These services are only available to existing Service Users in receipt of a home care service. The essential difference for people requiring this level of assistance would be the intensity and regularity of the support requirements. There would be a requirement for constant supervision/ attendance and tasks once done may need to be repeated. In some circumstances, this support may be intensive (e.g. during terminal illness) and generally applicable for individuals in the last few months of their lives where it is appropriate and possible for services to be received in house.

When the point is reached where care at this level means that the individual faces an unacceptable degree of risk or their behaviour impacts on the public areas of the scheme, a full review will be needed. On a personal level, there may be insufficient resources available to safely manage the person's requirements and there may be issues on a public level such as:

- Difficult to manage continence issues
- Inappropriate behaviour

- Lack of awareness of surroundings leading to invasion of other tenants' homes and/or leaving the building without the ability to return safely

It may be that the scheme and the agency staff are no longer able to offer an appropriate service to the individual.

It is important to note that within in each level there is a limit to the time available to provide services. Whilst someone's needs may progress within a level and the same charges apply this may depend the amount of support family and friends have agreed to provide and whether all tasks requested from the agency can be managed in the time available.

We always wish to work in partnership with Service Users and their existing support, to keep existing support on board and to add quality services to the picture.

HOURS OF COVER

Care and Support Workers are on duty and available at the schemes 24 hours a day. Management cover is available on a shift basis over a seven day period with an on call service providing out of hours support. Normal office hours being 9.15am to 5.15pm Monday to Friday.

MEDICATION

Wherever possible Service Users take charge of their own medicines. When Service Users have difficulties coping with this and family and friends are unable to assist, help can be arranged via the Home Care & Support Agency Manager. Care and Support Workers may assist by prompting Service Users to take their prescribed medication. In certain circumstances an agreement may be drawn up, with the Service User's GP and the Home Care and Support Agency Manager for Care and Support Workers to assist more closely with prescribed medication.

FINANCES

Service Users are encouraged to manage their own finances. Where Service Users need support with their financial affairs, this will be identified in their assessment of needs and provision made for assistance with this via their Care/Support Plan.

HOME CARE AND SUPPORT AGENCY CONTRACT

All Service Users residing at an Assisted Living Scheme enter into a contract with the Agency. This outlines the weekly charge for the service payable by the tenant, how service levels can be increased or decreased, insurance cover, complaints procedure. It is important to note that if services are altered on a temporary basis for a temporary reason (e.g. unwell with a cough or cold, or absence from the scheme such as a holiday or hospital stay) that there will not be change in charges and the normal fee is payable for the first four weeks.

QUALITY ASSURANCE

The Agency is committed to the provision of a Quality Service and to support this aim has adopted the Quality Assurance Audit Framework established by The Office of The Deputy Prime Minister for Supporting People Contracts.

KEY POLICIES AND PROCEDURES

Everyone working at the Assisted Living Schemes and providing services for tenants through the Agency operate within a framework of policies and procedures designed to protect the rights of our Service Users and staff and include our philosophy of maintaining the independence, privacy and dignity of our service users, preserving confidentiality, living and working in a non discriminatory manner, dealing with emergencies, maintaining health and safety and protecting vulnerable people from abuse.

We encourage all Service Users to become involved in helping us to shape our policies and procedures, to contribute to the life of the scheme and to take opportunities to be involved in shaping and feeding back on the work of Spirita.

EMERGENCIES

In each room of the flat and in other locations round the buildings there are alarm cords. Triggers, which can be worn on the wrist or as a pendant, are also available if required. These provide a direct link to the staff on scheme, should help be required.

MEALS

Each flat has its own cooking facilities so that meals can be prepared as required. The Restaurant provides cooked meals, which can be purchased at lunchtime by tenants, their friends and families. The menus are varied and there are choices for main courses and sweets. (Please note that visitors would need to book in advance to allow for adequate catering arrangements to be made.) As a consequence the Agency does not provide a service in Service Users flats to prepare a midday meal. Any Service User not wishing to use the restaurant should be able to prepare meals unaided or will access a meal at home service or equivalent.

ARE THERE ANY RESTRICTIONS ON VISITORS?

Each Service User is able to let his or her visitors into the scheme via the front door intercom system. There is no requirement for visitors to leave the scheme at a certain time but we would ask that all tenants and their visitors have consideration for others when entering and leaving the scheme. Each Service Users agrees, as a condition of the tenancy agreement, that they will not cause, or allow their visitors to cause, noise or nuisance, which annoys neighbours. In particular, between 11pm and 7.30 am when noise must not be heard outside the flats. There is a guestroom for friends/ relatives to use for over-night stays. This can be booked with the Facilities Manager. There is a small charge for use of the guestroom. (Please ask at the schemes about how to book and any restrictions on length of stay)

WHAT SOCIAL EVENTS OCCUR AT THE ASSISTED LIVING SCHEMES?

There is a wide range of activities including darts, dominoes, sing-a-longs, and a variety of outside entertainers, bingo and quizzes.

Service Users will be asked what activities/interests they have and the Activities Co-ordinator will assist Service Users to arrange these individually or as a group activity. Support will be given to enable Service Users to pursue interests in the community. Once more it is our intention to engage with Service Users to enable independent activity or tenant managed activity and not to foster a culture of staff led events.

WHAT ABOUT SECURITY AT ASSISTED LIVING SCHEMES?

Each flat key is unique to that flat and also opens the main front door and back door. There are master keys held on site for use in emergencies. Service Users will normally let Care and Support staff into flats. If necessary, the Home Care and Support Agency Manager will discuss alternative access arrangements with Service Users when drawing up their Care/Support Agreement. The main front door is connected to a CCTV system (Woodvale Only at this time) to enable Service Users to see who is calling before opening, from their flat, the front door to visitors. Glenstone Court has CCTV in place monitored from the Home Care Office.

HOW MUCH DOES IT COST TO LIVE AT AN ASSISTED LIVING SCHEME?

The charges for living at the Assisted Living Schemes are weekly and will vary according to individual care / support needs and individual circumstances.

- Rent levels vary slightly from flat to flat according to size and aspect (the actual amount of rent you pay will depend on whether you qualify for Housing Benefit).
- The Assisted Living Premium is a fixed weekly charge payable by all Service Users
- The care and support charge to Service Users will depend on the banding level of their care and support needs, whether they are entitled to some funding from Social Services for care needs.

A full financial assessment will be carried out at the same time as the assessment for care and support needs.

Eligibility to Attendance Allowance or middle and higher rate Disability Allowances will be critical (please see charging structure).

Housing Charge

If you are in receipt of income support or guaranteed pension credit then housing benefit will pay the full weekly rent apart from the weekly ineligible service charge (i.e. heating and hot water, electricity and water charges). The support charge will also be paid in full by Supporting People (NCC).

- If your savings are over **£16,000** you will only be eligible to claim housing benefit if you receive guaranteed pension credit.

- If your savings are over £16,000 but under £20,500 you may qualify for financial assistance via Fairer Charging for the support charge element of our costs.
- If you are in receipt of Savings Credit we recommend you take advice about housing benefit and monitor savings levels closely to ensure you claim as soon as you become eligible for additional benefits

Care Charges

The care charge could be funded in part with your Attendance Allowance or Disability Living Allowance. If you are not in receipt of either benefit, or are unsure whether you might be able to claim, we may be able to advise on your eligibility to claim.

Social Services Funding

If you are not currently in receipt of Social Services funding for services, you may qualify for some financial assistance towards your care and support costs. If you have savings and / or capital of **£20,500** or more you will be regarded as a self funder in relation to the care charges. (You may still qualify for housing benefit and should seek advice on this matter.)

Social Services Care Assessments will be carried out for individuals requiring services at levels 2 – 4. Such assessments may be available for self funders in some circumstance and we will be able to advise you on this matter.

Subsidy and Fairer Charging

Assisted Living Schemes have not yet been subjected to fairer charging assessments. (Fairer Charging is the government's way of ensuring that people paying for services such as these have sufficient remaining income to live their lives). Until this process has happened Spirita is offering a subsidy against the care charges shown below and further information can be supplied. It is important to note that the unsubsidised costs represent the true charges of the service at this time

Additional items which tenants will need to fund

- Council Tax (all flats are classed as band A properties. The amount you have to pay will depend on your financial circumstances)
- Food/meals
- TV license (TV licences for the over 75's are free. Concessionary TV licences are £5.00 per household per annum)
- Telephone bills
- Transport costs
- Clothing
- Household tenant responsibility costs e.g. decorating
- Leisure cost

WEEKLY CHARGES FOR SELF FUNDING SERVICE USERS AT WOODVALE

Base level charges (paid irrespective of care level) from April 2008

Housing Related Charges	
	Terraced bungalow / flat
Rent	£54.00 (+/- £2.00)
Counselling and support charge (Supporting People element)	£50.31
Service Charge	£31.95
Ineligible Service Charge e.g. personal heating and water)	£13.83
Care Related Charge	
Assisted Living Premium	£49.44
Total Weekly Charge	£199.53 (+/- £2.00)

Care Charges (paid in addition to the above)

Core Services	No additional charges
Level 1 Services	£49.28
Level 2 Services	£98.56
Level 3 Services	£147.84
Level 4 Services	£147.84 (+12.52 per hour for every hour over 12 hours)

Sample charges due from tenant

Base level charges + core	£199.53
Base level charges + level 1	£248.81
Base level charges + level 2	£298.09
Base level charges + level 3	£347.37
Base level charges + level 4	£347.37 (+ £12.57 as above)

Possible subsidy not shown here

Please note that care charges have not yet been reviewed for 08/09 and may be subject to an increase.

WEEKLY CHARGES FOR SERVICE USERS IN RECEIPT OF FULL HOUSING BENEFIT AT WOODVALE

Base level charges (paid irrespective of care level) from April 2007

	Terraced bungalow / flat	Personal Contribution to Charges (when in receipt of full housing benefit)
Rent	£54.00 (+/-£2.00)	£0.00
Counselling and support charge (Supporting People element)	£50.31	£0.00
Service Charge	£31.95	£0.00
Ineligible Service Charge e.g. personal heating and water)	£13.83	£13.83

Care Related Charge	
Assisted Living Premium	£49.44

Total Weekly Charge	£63.27
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Care Charges (paid in addition to the above)

Core Services	No additional charges
Level 1 Services	£49.28
Level 2 Services	£49.22
Level 3 Services	£76.84
Level 4 Services	£76.84

Sample charges due from tenant

Base level charges + core	£63.27
Base level charges + level 1	£112.55
Base level charges + level 2	£112.49
Base level charges + level 3	£140.11
Base level charges + level 4	£140.11

Possible subsidy not shown here

Please note that care charges have not yet been reviewed for 08/09 and may be subject to an increase

If you only receive partial housing benefit please contact Rachel Pengelly (contact details given at end of brochure) to discuss impact on charges.

Information for potential tenants and Social Services personnel

All charges indicated above are payable by the Service User. Nottingham City Social Services will make the following contributions to costs for none self funding Service Users. Panel approval is required before we can commit to a place on our waiting lists.

Level	Social Services Contribution
Core	£0.00
Level 1	£0.00
Level 2	£51.34
Level 3	£73.87
Level 4	£73.87 (+ £13.08 per hour for every day care hour over 12 hours)

WEEKLY CHARGES FOR SELF FUNDING SERVICE USERS
AT GLENSTONE COURT

Base level charges (paid irrespective of care level) from April 2007

Housing Related Charges		
	Standard Flat (32 – 51)	Large Flat (1 – 30)
Rent	C £52.50 - £54.50	C £54.00 (+/- £2.00)
Counselling and support charge (Supporting People element)	£50.31	£50.31
Service Charge	£32.52	£31.73
Ineligible Service Charge e.g. personal heating and water)	£21.67	on own meter / pay own water and electricity bills

Care Related Charge	
Assisted Living Premium	£49.56

Total Weekly Charge	£206.56 - £208.56	£185.60 (+/- £2.00) plus own bills as above
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Care Charges (paid in addition to the above)

Core Services	No additional charges
Level 1 Services	£50.28
Level 2 Services	£100.56
Level 3 Services	£150.84
Level 4 Services	£150.84 (+ £12.57 per hour for every hour over 12 hours)

**Sample charges due from Service User
(Self funding tenant at Glenstone Court)**

	Standard Flat (32 – 51)	Large Flat (1 – 30)
Base level charges + core	£206.26	£185.60 (plus own bills as above)
Base level charges + level 1	£256.84	£235.88 (plus own bills as above)
Base level charges + level 2	£307.12	£286.16 (plus own bills as above)
Base level charges + level 3	£357.40	£336.44 (plus own bills as above)
Base level charges + level 4	£357.40 (+ £12.57 per hour for every hour over 12 hours)	£336.44 (+ £12.57 per hour for every hour over 12 hours and own bills as above)

Possible subsidy not shown here

Please note that care charges have not yet been reviewed for 08/09 and may be subject to an increase.

WEEKLY CHARGES FOR SERVICE USERS IN RECEIPT OF FULL HOUSING BENEFIT AT GLENSTONE COURT

Base level charges (paid irrespective of care level) from April 2007

Housing Related Charges			
	Standard Flat (32 – 51)	Large Flat (1 – 30)	Personal Contribution to Charges
Rent	C£52.50 - £54.50	C£54.00 (+/-£2.00)	£0.00
Counselling and support charge (Supporting People element)	£50.31	£50.31	£0.00
Service Charge	£32.52	£31.73	£0.00
Ineligible Service Charge e.g. personal heating and water)	£21.67 (due uplift)	on own meter / pay own water and electricity bills	Either £21.67 Or pay own water and electricity bills

Care Related Charge	
Assisted Living Premium	£49.56

	Standard Flat (32 – 51)	Large Flat (1 – 30)
Total Weekly Charge	£71.23	£49.56 + own water and electricity bills

Care Charges (paid in addition to the above)

Core Services	No additional charges
Level 1 Services	£50.28
Level 2 Services	£51.22
Level 3 Services	£79.84
Level 4 Services	£79.84 (+ £12.82 per hour for every hour over 12 hours)

**Sample charges due from Service User
(Statutory funded tenants at Glenstone Court)**

	Standard Flat (32 – 51)	Large Flat (1 – 30)
Base level charges + core	£71.23	£49.56 + own water and electricity bills
Base level charges + level 1	£121.51	£99.84 + own water and electricity bills
Base level charges + level 2	£122.45	£100.68 + own water and electricity bills
Base level charges + level 3	£151.07	£129.40 + own water and electricity bills
Base level charges + level 4	£151.07	£129.40 + own water and electricity bills

Possible subsidy not shown here

Please note that care charges have not yet been reviewed for 08/09 and may be subject to an increase.

If you only receive partial housing benefit please contact Rachel Pengelly (contact details given at end of brochure) to discuss impact on charges.

Information for potential tenants and Social Services personnel

All charges indicated above are payable by the Service User. Nottingham City Social Services will make the following contributions to costs for none self funding Service Users. Panel approval is required before we can commit to a place on our waiting lists.

Level	Social Services Contribution
Core	£0.00
Level 1	£0.00
Level 2	£51.34
Level 3	£73.87
Level 4	£73.87 (+ £13.08 per hour for every day care hour over 12 hours)

HOW DO I FIND OUT MORE ABOUT APPLYING TO LIVE AT AN ASSISTED LIVING SCHEME?

- A visit to the scheme would allow you and your relatives to look at the facilities and the services available. Please ring the Facilities Manager to arrange a convenient time for you to visit, this can be in the week or at weekends (telephone numbers are given at the end of this leaflet). Staff will be happy to show you around the communal areas answer questions and introduce you to tenants.
- If, after visiting the scheme, you would like to apply for a place on the waiting list then you should complete a standard housing application form, indicating that you would like to be considered for a place in one of the Assisted Living Schemes (either Woodvale or Glenstone Court).
- The completed application should be forwarded to the MHT offices for processing.
- A copy of this will then be passed to the Home Care and Support Agency Manager who will contact you to arrange to visit to assess your care and support needs and to tell you about services that might meet these needs.
- The Home Care and Support Agency Manager will advise you whether it will also be necessary for a member of Social Services staff to assess your needs. (This may be the case if Social Services are to pay a contribution towards the charges for the service.)
- The completed application and assessment will then be registered on a waiting list for a tenancy at the appropriate scheme.
- There is a Panel comprising members of the Council's Social Services and Housing departments, a medical advisor and the Home Care and Support Agency Manager. The role of the panel is to consider applications, monitor waiting lists, monitor quality of services and to ensure that a balance is maintained between the levels of need of tenants in each scheme.
- You will be advised by letter if your application has been registered on the waiting list and, if possible, given an indication of how long it is likely to be before an offer of accommodation is made.

**Rachel Pengelly – Service Manager –Assisted Living
- 0115 9887172**

**Jocelyn Pettitt – Acting Care and Support Agency Manager
- 0115 9409135 – Answer phone facility**

**Sarah Hudson – Facilities Manager Woodvale - 0115 9286689
Glenstone Court – 0115 9792959**

Alternatively, if you have any queries about Woodvale and Glenstone Court or any of the other schemes owned by Spirita, you can contact our Customer Services department at Raleigh House on **0115 988 7100 between 9.15am and 5.15pm Monday to Friday.**

Spirita’s Home Care & Support Agency is accredited by:

**Nottingham Social Services
The Gate House
Hounds Gate
Nottingham
NG1 6BB
Tel: (0115) 915 5555**

And is registered with: -

**The National Care Standards Commission
Edgeley House
Riverside Business Park
Nottingham
NG2 1RT**

Tel: - 0115 934 0900

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