

## **Springboard**

Springboard HA owns and manages over 6,000 homes of which over 2,500 are supported housing. With over 30 years experience, Springboard's capacity as a specialist supported housing provider is well recognised. This includes 1,500 homes for older people, providing varying levels of care and support, 1,100 homes for people with special needs, including people with mental health problems and/or learning disabilities.

St. Matthews Housing Association became a subsidiary of Springboard in May 2008. St Matthews Housing Association (SMH) was formed in 1973. They are a specialist provider of housing for single homeless people across Essex, East Anglia, Lincolnshire and Northamptonshire.

## **Special Needs**

We provide housing for people with mental health problems, learning disabilities, drug and alcohol problems, homeless families and those with other support needs. We provide a specialised service that our customers require, while encouraging and promoting independence. We liaise with our partners, including health authorities, supporting people teams and local authorities and promote good working partnerships. People are allocated properties following recommendations from local authorities, social services or health referral agencies.

## **Older People**

Older people's housing gives customers a degree of choice in the level of service they require. The three categories available, and the relevant service, are designed to meet the varying needs of the aging process. Our managers, along with our on-site senior staff teams, offer individual advice to customers of the scheme, housing services, benefits, social activities, local amenities, domiciliary/care providers, day centres and local shopping facilities. Most schemes are accredited as NVQ work places.

### *Category 1*

These properties, which are rented or leasehold, have the added protection and security of being connected directly to our own Call Centre, which will assist customers in dealing with an emergency 24 hours a day, 365 days a year.

### *Sheltered Housing (Category 2)*

Each of these schemes has staff on site for three to four hours per day, Monday to Friday and one hour on Saturday and Sunday. Outside of these times, our customers can contact our call centre for further assistance. This type of housing is available for both rented and leasehold customers.

### *Frail Elderly Housing (Category 2.5/Extra Care)*

This scheme offers highly sheltered housing, plus the benefit of a midday meal cooked on-site daily. Most schemes also offer a shopping service for customers, the costs of which are included in the service charges. The majority of our schemes are staffed from 9am to 5pm with sleep-in staff available from 9pm to 9am. In addition, a number of our schemes have staff on call 24 hours a day. Our customers can now benefit from a bespoke monitoring service designed to look after their needs. The Telecare system monitors their wellbeing and lets staff know if there are any problems. This means that we can respond quickly should something happen to one of our customers, for example, a fall. For more information on the monitoring system, please see the Telecare section in this document.

### **Support Services**

A reliable and flexible Home Care Support Service is currently available to customers in the Newham, Rochford and Southend areas who require additional support to maintain and enhance their independence. We are the appointed providers for social services in Newham. The support services we offer include personal care, hospital convalescence care, meal preparation, assistance with medication, domestic help, shopping, escort service, companionship and support for carers. Our support assistants are committed to care in the community, are fully experienced and competent and under-go on-going training programmes. A tailored and affordable care plan is agreed with each customer and a suitable support assistant selected.

### **Homeowner Services**

We are utilising our extensive experience in the housing industry by offering our services to homeowners. Staff can assist homeowners by helping those who are experiencing difficulty to relocate to homes that are more suitable. Springboard can help by purchasing a suitable property, chosen by the customer. We can sell customers a shared ownership lease and they can rent the remaining share, which is bought by Springboard.

### **Home Improvement Services**

Springboard is the approved agency for home improvements in Rochford and Uttlesford District Councils. We work on behalf of the district councils to help homeowners who are disabled or elderly with any aids and adaptations to their property which will enable people to stay in their own home for as long as possible

### **Telecare**

Our new bespoke Telecare package means that we can discreetly monitor the welfare of our customers. Not only that, but we can also provide the service to non-Springboard customers. We can provide customers with a whole range of products that will help them maintain an independent life, including sensors to monitor: falls, movement, temperature extremes, smoke and fire, carbon monoxide leaks, epilepsy attacks. In addition, we can offer customers extra peace of mind with bogus caller alerts, panic buttons and video door entry systems. We hope to roll the new system out during 2008, and will offer it to other members of the Group, fellow housing associations and local authority customers.

### **Floating Support**

We operate a floating support service, under Supporting People contracts, in Hertfordshire and Waltham Forest. The service aims to help residents manage their tenancy by helping with practical support such as budgeting, liaising with agencies and developing daily living skills. Residents living outside the aforementioned areas also have the opportunity to buy the support service.