

# Extra Care Housing

## KEY

### Extra Care Housing

Well designed, self-contained homes with communal facilities and with housing and care services to maximise residents' independence and wellbeing.

### Care Provider

A dedicated Care Provider supporting residents with planned personal care and other support and on-site 24 hours a day for emergencies.

### Service Level Agreement

Sets out the responsibilities between the Care Provider and the Housing Manager, so they can work in partnership to deliver the best possible outcomes for all residents.

### Licence Agreement

Sets out the basis on which the Care Provider can have access to Extra Care Housing facilities to deliver its services.

### Housing Manager

With supporting staff, responsible for the administration, maintenance, activities and housing services for Extra Care Housing residents.

### Care Contract

Sets out Surrey County Council's expectations of the Care Provider so that they deliver high quality and effective care and support services.

### Lease Agreement

Sets out the responsibilities between the Housing Manager and Surrey County Council.

### Surrey County Council

Commissions the Care Provider to help residents stay independent, safe, well and live the lives they want to, and monitors the Housing Manager through the Lease Agreement.

### District and Borough Council Housing Officers

Meet housing needs on behalf of their local housing authorities.

### Nominations Agreement

Sets out Surrey County Council's relationship with the Extra Care Housing operator, the Care Provider and the Housing Officers for the letting of Extra Care Housing flats.



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