

Complex Needs Protocol

Complex Needs cases that require the development of bespoke dwelling should normally be incorporated into planned schemes early in the design process and in years 2 or 3 of the Social Housing Development Programme. There are however times when urgent cases emerge that require bespoke dwellings be introduced into current year schemes. In these cases a balance needs to be drawn between meeting the urgent needs of client and the potential impact on costs and timescales that result from late changes to a scheme. The following protocol should be used when progressing bespoke dwellings in current year schemes.

1. When an urgent need is identified the Regional Planner should identify potential current year schemes and discuss these with DPG to assess the likely impact on delivery.
2. If a suitable scheme can be identified the Regional Planner should contact the relevant Association and ask them to consider the inclusion of a bespoke unit. When such cases arise the point of contact in identifying and agreeing any changes to the scheme will be the Regional Planner.
3. If the Association has submitted their planning application and/or issued their tender documents and if as a result the Association believe that the scheme will be delayed significantly and/or that their costs will rise disproportionately then they are under no obligation to include a bespoke unit in the proposed scheme and the Housing Executive corporately will support their decision.
4. All requests asking associations to consider the inclusion of a bespoke unit must come via the Regional Planner and that associations can reserve the right to contact the Regional Planner if the request is made by another party.
5. That any request for the inclusion of a bespoke unit is accompanied by an up-to-date and appropriately detailed Occupational Therapist's report. Without this the association has the discretion not to include the bespoke dwelling in the scheme