

APPENDIX B

Report detailing results of the supported accommodation stakeholder survey, January 2017

Purpose of the Report

The purpose of this report is to present the findings of the Stakeholder Consultation, relating to the future accommodation needs of Working Age Adults with a Disability and to highlight key themes, challenges, opportunities and identified gaps.

Background

Leicestershire County Council's Adult Social Care Department and partners gathered views on the current supported accommodation/living sector requirements during December 2016/January 2017. This was to help inform a new joint Strategy for Leicestershire, which will focus on the accommodation needs of working age adults, who are eligible for adult social care support as a result of a disability.

The strategy aims to form:

- A shared vision and understanding on future accommodation needs for vulnerable people
- A plan that sets out what accommodation options we want to see developed in Leicestershire and the standards we would expect it to meet
- An evidence base that can support and inform business plans and individual strategies

Survey Approach

This survey was designed to provide a snap shot of views from organisations and stakeholders that have an interest in supported living/accommodation, in lieu of a face to face stakeholder meeting. Due to restricted timescales and the concurrent re-procurement of the existing Supported Living Framework of care providers, a short informal online survey via email was chosen as the best approach. The survey was not intended for service users, families, carers or members of the public. Separate engagement with these groups has been undertaken and more is planned for the future.

The survey was distributed on 14th December 2016, to all Leicestershire County Council adult social care team managers, CCG contacts, partners in all 7 District/Borough Councils, associated property companies, landlords, care providers and relevant voluntary and community sector organisations, with a request for the survey to be forwarded to any appropriate additional contacts. Deadline for submission response was just over 4 weeks later on 13th January 2017. A total of 37 responses were received, with 3 reminders being sent via email.

The survey concentrated on 5 specific areas:

- a) Service User Groups – Barrier and Needs

- b) Accommodation Models
- c) Types of Accommodation
- d) Design Standards
- e) Challenges and Opportunities

Of the 37 respondents, 61% were Leicestershire County Council Adult Social Care staff. A breakdown of all participants is shown below:

- Leicestershire County Council Children's and Family Services staff (-)
- District Council staff (1) 3%
- Staff from the NHS (1) 3%
- Staff from a local authority (3) 8%
- City, County or District Councillor (-)
- Representative of a housing organisation/provider (4) 11%
- Representative of an organisation providing Supported Living care services (3) 8%
- Representative of a voluntary sector organisation, charity or community group (2) 6%

Summary of Survey Responses

a) Service User Groups – barriers and needs

Participants were asked what particular barriers or needs, if any, do the following service user groups face in accessing Supported Living and how can they be overcome?

(learning disability, physical disability, mental ill health, acquired brain injury, autism, sensory impairment, young people with SEND transitioning from Children and Family Services to Adult Social Care)

Several general barrier and needs emerged across all referenced service user groups;

- A lack of suitable, well located and affordable housing that can be used as supported accommodation was cited as the core problem. Properties within existing stocks are not deemed appropriate to the needs of service users, could potentially place adults in a vulnerable situation and an overall reluctance to rent to those people with a disability is further restricting access.
- Self-contained properties with on-site support are needed across all groups, alongside capital investment, to increase capacity within the market.
- Matching and compatibility of potential housemates is very difficult and risk of break down over time. Needs of individuals within this cohort vary considerably.
- Individuals and Services often face concerns from their family about living independently in their own accommodation.
- Concerns from housing providers that tenancies are appropriately supported so they can be maintained by the individual in the long term.

Specific responses to particular cohorts:

Learning Disability:

- Individuals with a learning disability are often treated as a homogenous group, which can lead to inappropriate 'matching' of individuals within shared accommodation
- Lack of skilled local care providers who can manage complex cases and those people with behaviours that challenge
- Risk of unsafe locations of existing housing stock and potential isolation in the community once housed, especially if not within reach of family networks and/or 'core support'.
- Lack of suitably adapted, accessible accommodation with a 'clean' environment

Physical Disability:

- Lack of suitably adapted accessible ground floor accommodation
- Complexities of Disabled Facility Grant system, long waiting times for adaptations, inefficiencies in accessing aids, equipment, assistive technology
- Lack of sharing options. Individuals with physical disability may not want to share with adults with mental health issues and/or learning disabilities
- Housing providers cite additional costs associated with properties for individuals with physical disability making them harder to secure

Mental Ill Health:

- Misconceptions and stigma associated with mental health leading to discrimination and/or illogical fear, from providers and the public creates significant barrier to securing accommodation for this group
- Fluctuating needs must be effectively managed in order to support an individual when they are well and when they are unwell to maintain the security of their tenancy
- Greater risk of homelessness for this group, need to make links with homelessness services.
- Step-up, step-down and 'crash' facilities needed to prevent hospital admissions
- Difficulties around shared accommodation, more self-contained accommodation with support on site required.

Acquired Brain Injury:

- Lack of knowledge on the needs of this group
- Reference to specialist provider such as The Disabilities Trust and Headway to explore needs and tools, such as the BINI Assessment recommended in the Care Act

Autism

- Individuals often require space, bespoke adaptations/environmental conditions which can only be accommodated within self-contained properties.
- Lack of understanding from staff, providers and housing partners around the needs of this group, particularly the challenges everyday life may pose

Sensory Impairment

- Access to innovative aids, equipment and assistive technology

Young people with SEND transitioning from Children and Family Services to Adult Social Care (please note that no responses were received from Children and Family Services)

- Perception that young people and their families are not prepared within Children's services to live independently. Lack of information, pre-planning for families
- Those living at home are not seen as a priority for housing
- Lack of co-ordination between Children's and Adult services before transition

Other groups which should be considered for supported accommodation:

- Those in need of short-medium terms supported accommodation (as a result of domestic violence, hate crime, rehabilitation)
- Those with alcohol and substance misuse
- Early onset dementia
- Dual diagnosis
- Care leavers
- Transgender

b) Accommodation Models

The following graphic shows which accommodation models they felt were most needed in Leicestershire. Self-contained accommodation, where support can be shared, which is rented from a housing association is thought to be most in demand. This correlates with findings from the survey across all individuals of working age who need support. Respondents also felt that step-up/step-down/reablement/move on provision was needed; as well more remodelling of existing stock, shared accommodation for under 35's with low needs and more access to shared ownership.

Q6: On a scale of 0-10 (0=No need, 10=Urgent need), what is the level of need for the following accommodation models in Leicestershire?

Number
Q6

% of respondents
0% 53%

	Average score	0 - No need	1	2	3	4	5	6	7	8	9	10 - Urgent need
Individuals live in accessible/adapted homes	8.9						2 7%	1 3%	2 7%	3 10%	6 20%	16 53%
Individuals rent a home from a housing association	8.2		1 3%				1 3%	2 7%	5 17%	6 20%	6 20%	9 30%
Individuals live in a Cluster/Sheltered Housing Scheme	8.1				2 7%		2 7%	1 3%	3 10%	7 23%	7 23%	8 27%
Individuals live in a Key Ring type Scheme	7.8				1 4%		1 4%	2 7%	8 29%	7 25%	4 14%	5 18%
Individuals share accommodation and rent from a housing association or private landlord	7.3		1 3%	1 3%	1 3%	1 3%	1 3%	1 3%	8 28%	4 14%	6 21%	5 17%
Individuals live in an Extra Care Scheme	7.1	1 4%				1 4%	6 22%	3 11%	2 7%	5 19%	4 15%	5 19%
Individuals live with another family some or all of the time (Shared Lives)	6.6			3 11%	1 4%	2 7%	2 7%	5 19%	1 4%	6 22%	3 11%	4 15%
Individuals rents from a private landlord	6.6		2 7%	1 4%		1 4%	3 11%	3 11%	6 22%	4 15%	6 22%	1 4%
Individuals become owner occupiers	4.2	2 8%	2 8%	5 19%	1 4%	1 4%	7 27%	3 12%	3 12%	2 8%		
Individuals live in residential accommodation	3.8		2 8%	6 25%	4 17%	6 25%	2 8%	1 4%		2 8%	1 4%	

c) Types of accommodation

The following graphic shows which type of accommodation models it was felt were most needed in Leicestershire. Self-contained accessible accommodation was most desired. Again, this correlates with findings from the survey across all individuals of working age who need support. Suitable accommodation designated as step-up/step-down/reablement/move on was also highlighted, as above.

Q8: On a scale of 0-10 (0=No need, 10=Urgent need), what is the level of need for the following types of accommodation in enabling Supported Living in Leicestershire?

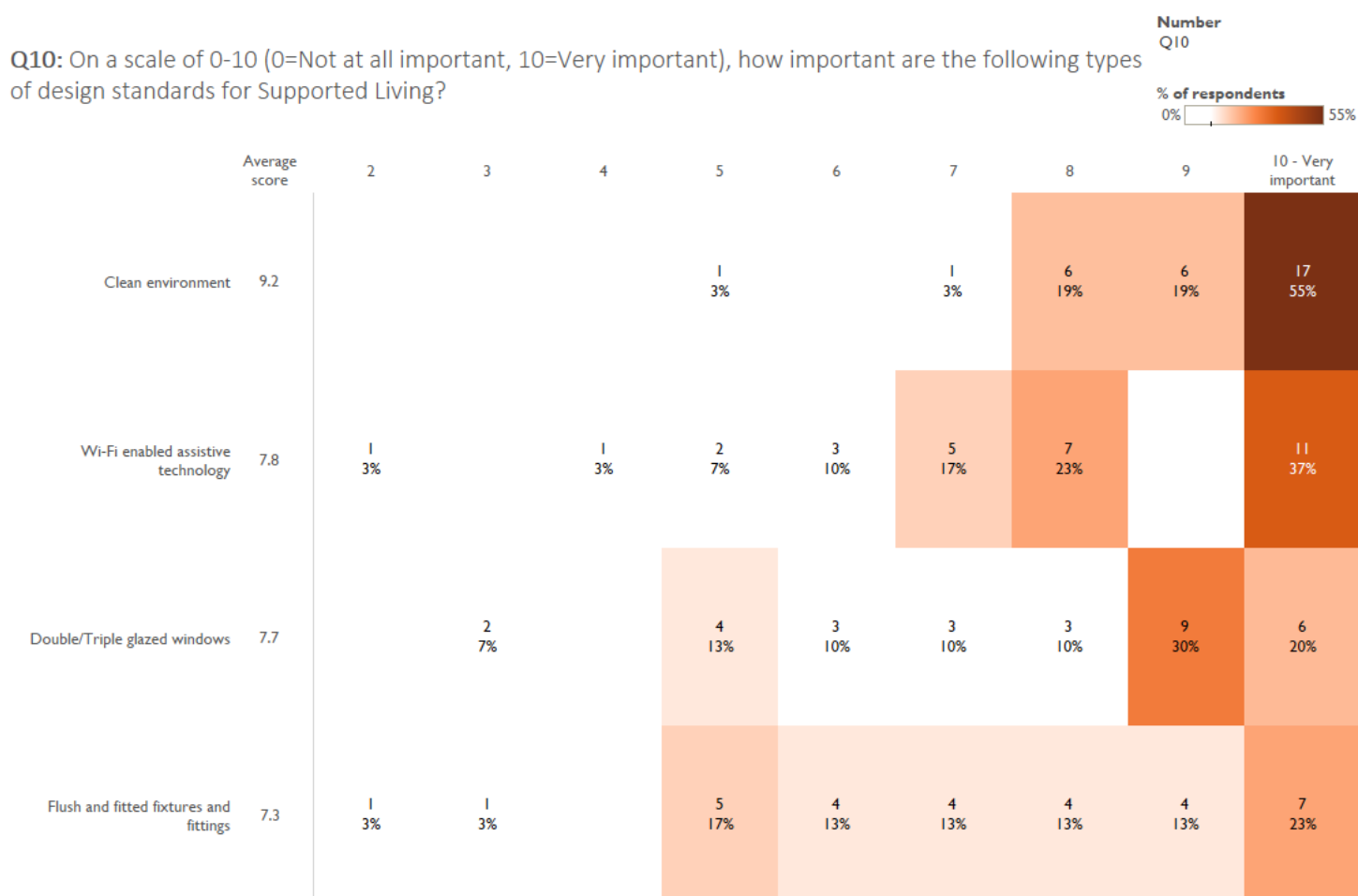
Number
Q8

% of respondents
0%  33%

	Average score	0 - No need	1	2	3	4	5	6	7	8	9	10 - Urgent need
Level access properties	8.6							2 7%	3 11%	7 26%	6 22%	9 33%
Self-contained flats in the vicinity of central on-site support (core and cluster)	8.6						1 3%	1 3%	4 14%	6 21%	8 28%	9 31%
Bespoke adapted properties	8.4						1 4%	4 15%	2 7%	4 15%	7 26%	9 33%
Self-contained flats	8.0	1 3%			1 3%		3 10%		2 7%	6 21%	7 24%	9 31%
Bungalows	7.9	1 4%			1 4%		1 4%	1 4%	3 11%	9 33%	4 15%	7 26%
Small blocks of flats (no more than 10 units)	7.4		1 4%	1 4%			2 7%	5 18%	5 18%	4 14%	3 11%	7 25%
General needs houses	7.1	1 4%				2 8%	4 16%	1 4%	3 12%	6 24%	5 20%	3 12%
Reconfiguration of existing residential care homes into Supported Living accommodation	7.1	1 4%	1 4%	2 7%	1 4%		1 4%	2 7%	4 15%	3 11%	5 19%	7 26%
Larger house individual can share	6.8	1 4%	1 4%		2 7%	1 4%	3 11%	1 4%	5 18%	6 21%	5 18%	3 11%

d) Design standards

Design standards most required by respondents are shown below. All given options were cited as 'important' or 'very important', however, availability of a 'clean environment'¹ was considered of most need. Proximity to local amenities, accessible garden space, wheelchair adapted, 'smart' heating/lighting/door controls, security feature in built, mobility car parking, emergency call facilities and the need for a non-clinical feel in all properties was highlighted.



¹ A clean environment within supported accommodation is where all fixtures and fitting are built in/flush. There are no hard or sharp edges.

e) Challenges and Opportunities

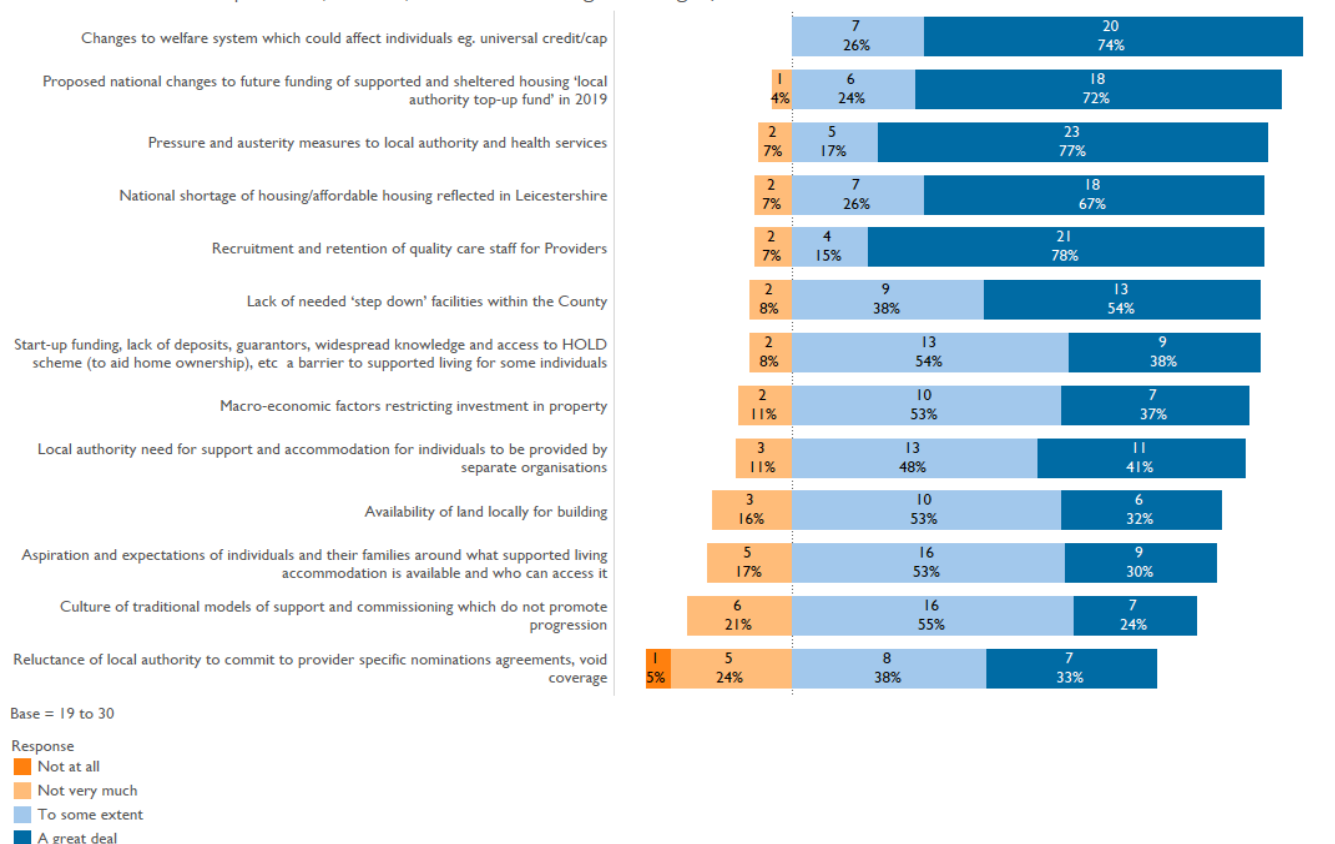
Finally, a series of known challenges to the provision of supported accommodation were given and respondents asked to rank which they felt were the most problematic. Results are shown below.

The top five issues seen as the most problematic are all challenges which are reflected across the Country and which cannot easily be controlled or influenced locally. National reductions in the supply of housing, particularly social housing, proposed welfare reforms, changes to the way supported housing rents are calculated and funded from 2019, ongoing austerity cuts and pressures to statutory services, which also affect the recruitment and retention of skilled local care staff, present significant difficulties for the whole supported accommodation sector and are not easily mitigated.

Leicestershire County Council and partners are however able to review and explore the lack of step-down facilities across the County, to providing more accessible information to families around supported accommodation, encouraging more outcomes based commissioning for individual service users and evaluating current policy on nominations agreements it holds with housing organisations.

Additional challenges were highlighted as: lack of adequate resource within the adult social care department to arrange, commission and support individuals and families through the process of supported living, lack of future demand available.

Q13: How much of a problem, if at all, are the following challenges/issues in Leicestershire?



Solutions offered, in priority order:

- Leicestershire County Council investment in building or acquiring suitable land/accommodation and contribute to the reconfiguration of existing schemes to supported living. Possibility of co-investment with Health partners.
- Reallocation of resources to increase the capacity of a dedicated supported living/accommodation team, with a link to each locality team
- Strategic and operational joint working with District, Children and Family Services, housing and care providers to plan for the medium to long term
- Work with families earlier to prepare the idea of supported living and identify older carers to make contact with those living at home who may need to move in the future
- Move away from shared accommodation to self-contained units with shared on-site support facilities.

Conclusion

Key themes from feedback received can be summarised as follows:

- Lack of suitable, well located and affordable supported housing across the County across all groups
- Self-contained properties with on-site support are favoured (core and cluster)
- Capital investment, to increase capacity within the market is key
- Accommodation design to incorporate 'clean' environment'
- Difficult national picture affecting local provision
- More internal resources needed to facilitate supported living
- More step-down provision needed
- The key role of Information and advice for families

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