

# What Influences How You Currently Provide Supported Living?

- Individuals – try and buy houses if can find group of people to move in
- Commissioners – not enough guidance, forward planning, strategic plans not making it to the front line, closing down of residential services but not saying what needs, who's coming through transitions, different ages, forward planning for housing – some hours would go down if in a different environment, invaluable for commissioners to visit different schemes, people out of county, using no closed door to identify people
- Community – Is there community support and staffing?
- Staffing – Seasonal, agencies expensive
- Other models out of county
- Financial viability
- Finding housing providers
- Peoples needs
- Property
- Balanced flexible approach, outcomes
- Changing needs and finding property to match needs
- Risks and managing
- Funding and joint funding arrangements
- Would prefer a strategic approach to solutions
- Management of voids
- Confidence carers/person – worry and think
- More people
- Change building round – crisis etc
- Where do we take innovation
- Know the data and demand
- What local authority comes to us with normally (although North Yorkshire tends to be support provider
- Work with families and to a specification
- Market (housing market and benefits)
- Available hours
- Getting younger people from college
- Developing independence

## Give Us Your Thoughts...

- Outcomes Vs Services

- Needs Vs Capacity

- Want to be more outcome focussed, interlinked with the support for the individual, need the right information to be able to provide the right services, relationships with the council, understanding the people in services and realistic outcomes (no always about moving people on to other services)
- Individual support planning, time and task is good in a new service
- One support plan, could this be joint?
- Assessment given in craven, too much paperwork
- Practice of support services
- Mapping of people, properties, voids, friends
- Can't offer everything
- Needs to be viable but have a balance
- Have to be realistic in terms of peoples needs and situation change and need to respond to this

## How Do You Work With Housing Providers And Housing Authorities To Identify Properties? How Does This Effect Efficiency?

- Not working as much with district/borough councils to identify housing
- Housing providers pulling out and then asking for long term ten year lease with no novation
- Limited number of housing providers
- Other local authorities have preferred housing provider lists
- Need more joined up approach to facilitating conversations with housing providers
- Varies between housing provider as to how much effort is put in
- Some aren't flexible
- Specification of service users needs and work with providers to find properties in appropriate locations
- Liaise with care managers
- In North Yorkshire tends to come from providers not NYCC – Housing
- Would do assessment then liaise with housing association
- Sometimes approached by commissioner who are working closely with housing association
- Investors approach providers and housing associations to identify properties
- Efficiency – Housing associations would want to be involved in earlier discussions
- Providers get phoned with queries about the person which is not appropriate to the placement or support
- Would be easier for housing associations to have agreement in place with commissioners before going to care providers
- Range of solutions, family, leasing, direct, RSLs
- Initially needs led – risk avenue in terms of housing
- Breadth of partnerships
- 2019 reforms
- Long leases
- Work with local authorities – identified Darlington
- Knowing what is appropriate
- SP model
- Partnership approach to locality focus

# What Would Represent A Viable, Efficient And Quality Supported Living Model? (The Best Possible Model!)

- Needs led
- Around the person
- Housing and care
- Flexibility to meet needs
- Rigidity of model
- Allow support provider to have opportunities – outcomes money going
- Pooling peoples budget for a house (used to do this)
- Complexity of direct funding arrangements (26 Local Authorities)
- Business model and profit
- Counter productive
- Housing associations having agreements with commissioners first
- Realistic expectations
- Assessments are correct and compatibility of people living in home has been checked
- The right property and support available#
- Joint working and communication
- Quality of housing
- Totally lead by the person rather than providers
- More choice – real choice for the person
- Having a choice of shared support
- More effective use of shared support
- More prevention measures rather than letting crisis happen

# What Are The Challenges And Barriers To Get To The Best Possible Model?

- Staffing
- Training
- Housing Quality/Availability
- Having Time To Plan
  - Funding
  - Recruitment – uplifts not allowing enough to attract over other industries
  - Transport between areas
  - Working together better
  - Procurement – ability to speak to providers who are interested in investing
  - More open and honest conversations
  - Housing benefit
  - Lack of joint working between local authority and health
  - Standard void/nomination agreement
  - Steer from the local authority in terms of demand
  - Ensuring contracts are correct – delays in payment and time implication
  - Delays in court of protection and signing tenancies
  - Process take too long for someone to act upon change in need particularly deterioration in need
  - Education around parents, providers and care managers
  - What is a good model
  - Budget cuts
  - Budget costing models
  - More strategic view
  - Isolation
  - Working together
  - Approach to process – some paper documents shared way

## What Needs To Be Put In Place To Overcome The Barriers?

- Joint working and communication with everyone involved
- Standard void/nomination agreement
- Clearer guide from council in terms of demand
- Contracts being correct at time of issue
- Acknowledgement from local authority to agree to commission the scheme ie. having a framework agreement for housing associations and council being aware of housing benefit and rentals
- Forward planning – figures of what is needed
- Use of individual service funds