

Housing and Support Solutions Conference 2023



19 September 2023

People Commissioning

Adult Social Care and Together for Families

Karen Hooper, Head of Commissioning, Working Age Adults Services
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Housing and Support Solutions Conference September 2023

Agenda

Tea and Coffee on arrival

13.30 Welcome and Housekeeping

13.35 Overview and your key priorities for this afternoon?

13.40 Proposals and Key Lines of Enquiry

14.00 Round Table Discussions Part 1

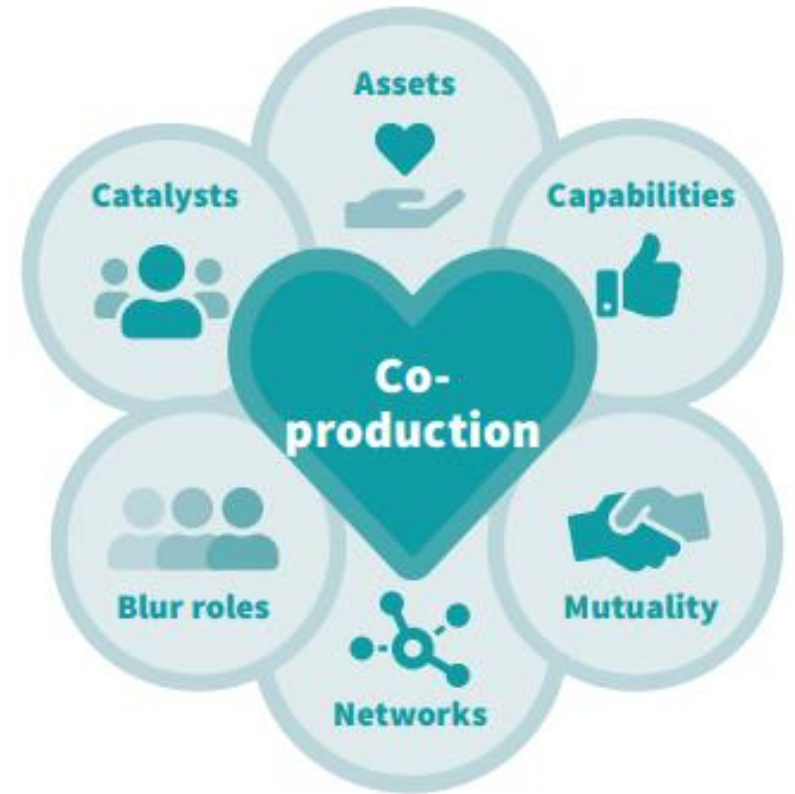
15.00 Tea break

15.15 Round Table Discussions Part 2

16.25 Next Steps

16.30 Close

Welcome and Housing Keeping



Overview

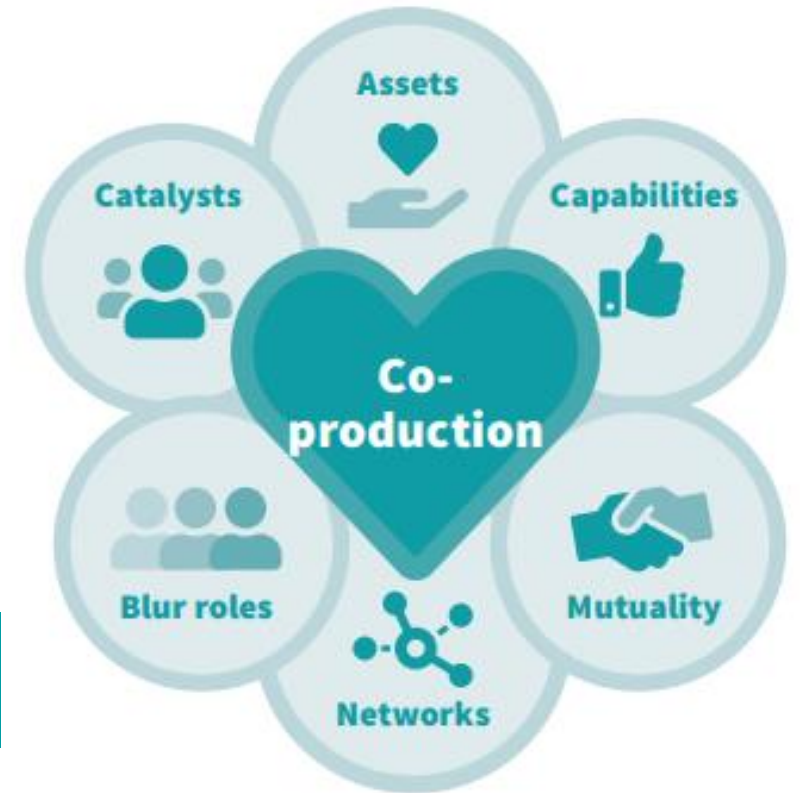
The current contractual arrangements for Housing and Support services will come to an end in 2024.

The aim is to move to an **outcome focussed** service model, giving people more flexibility.

The Council would like to understand the current challenges and opportunities, to help make sure the **future service model** is fit for purpose and able to meet **increasing demand**.

The programme of events and other planned **coproduction** opportunities will shape how services will be commissioned and provided in the future.

What is your key priority for this afternoon?



The Strategic Context

The Delivering Better Care Commissioning Strategies for Maximising Independence and **Better Lives** have been codesigned with our stakeholders and set out the key commissioning intentions for Adult Social Care (ASC).

The strategies include plans for achieving the right care, in the right place, at the right time.

Access to suitable accommodation with care and support is a key determinant of health and social care outcomes.

This project will help achieve two Council priorities for Cornwall as set out in the Outcome Delivery Plans:

- **Vibrant, safe and supportive communities**
- **A brilliant place to be a child and grow up**

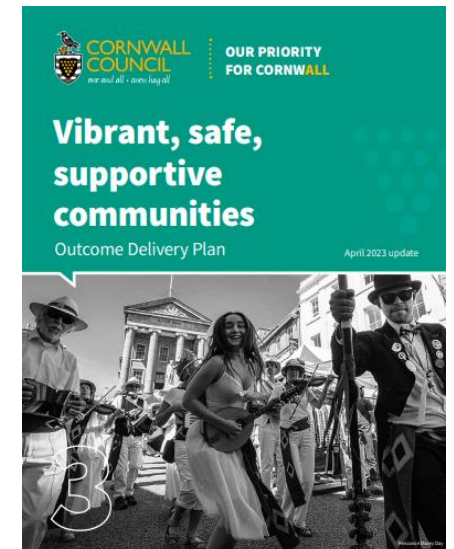
This outcome will in part be achieved through transformational commissioning of housing and support services for working age adults and young people in transition.

[Better Lives Strategy
\(cornwall.gov.uk\)](https://www.cornwall.gov.uk)



- ✓ **Priority one:**
Increased choice and control
- ✓ **Priority two:**
Improved health and wellbeing
- ✓ **Priority three:**
Accessing employment and day activities
- ✓ **Priority four:**
Living in independent housing with care and support
- ✓ **Priority five:**
Staying safe and managing risk
- ✓ **Priority six:**
Preparing for adulthood – transition

[Council Strategy and Business Plan -
Cornwall Council/](https://www.cornwall.gov.uk)



Cornwall Supported & Specialist Housing Strategy 2023 - 2050

Supported Housing (Regulatory Oversight) Act 2023 will give statutory responsibility to Local Authority Housing Departments to inspect, and license supported accommodation.

A further requirement is to deliver a Supported Housing Strategy and needs assessment to be reviewed every 5 years.

December 2022 - Cornwall Council commissioned the Housing Learning and Improvement Network (Housing LIN) to develop a Supported & Specialist Housing Strategy & Implementation Plan

- Cover a **wide variety of needs** for older people, working age adults and young people
- The aim is that the Council takes a **long-term, strategic approach** to the delivery of accommodation – i.e., right type, right place, right time
- The strategy will inform the next iteration of the **Cornwall Local Plan** providing greater information about the need for supported & specialist accommodation and its provision within future development
- The **implementation plan** will set out the key actions that should be taken by Cornwall Council and its partners to enable the delivery of the accommodation and care required
- Now engaging on the strategy prior to Cabinet approval November 2023



Housing and Support Solutions Project

Housing and Support Solutions Project is a workstream of the Community Based Support transformation commissioning programme under Delivering Better Care.

The focus is on **supported living services** for people aged **16 to 64 years**, including adults supported by Adult Social Care (ASC), and young people in transition from Together for Families (TFF) services into ASC.

These are services that are primarily for people with care and support needs related to learning disabilities, autism, mental health, physical disabilities and/or complex needs.

The key strategic aims are to:

- **Maximise opportunities** in the market to significantly increase supply
- **Set clear expectations** regarding standards of safe and good quality housing as well as care and support
- Focus on **promoting independence** and supporting people to achieve their full **potential**.



Scope and timescales

Purpose

Codesign the future service model and commissioning arrangements to replace:

- Supportive Lifestyles
- Empowering Independence
- Mental Health Housing and Support (spot purchased)
- Complex Housing and Support - 16/17 yr olds

Timescales

- Existing contracts will be extended to 2024.
 - Supportive Lifestyles June 2024
 - Empowering Independence Sept 2024
- **Engagement programme September – December 2023** - codesign the services with all relevant people and organisations. Focused on key lines of enquiry (KLOEs).
- **Governance for full business case November 2023 – February 2024**
- **Procurement exercise will commence February 2024** with new a new contractual mechanism live from June 2024.

We need to put people at the centre of the care and

focus on their strengths and abilities



Demand

Over **1,000** people aged 18+ accessed ASC commissioned housing and support services in 2022/23.

Care and support is accessed both in **supported housing** and **peripatetically in the community**.

There are currently **661 units** of supported housing where the support is commissioned by ASC.

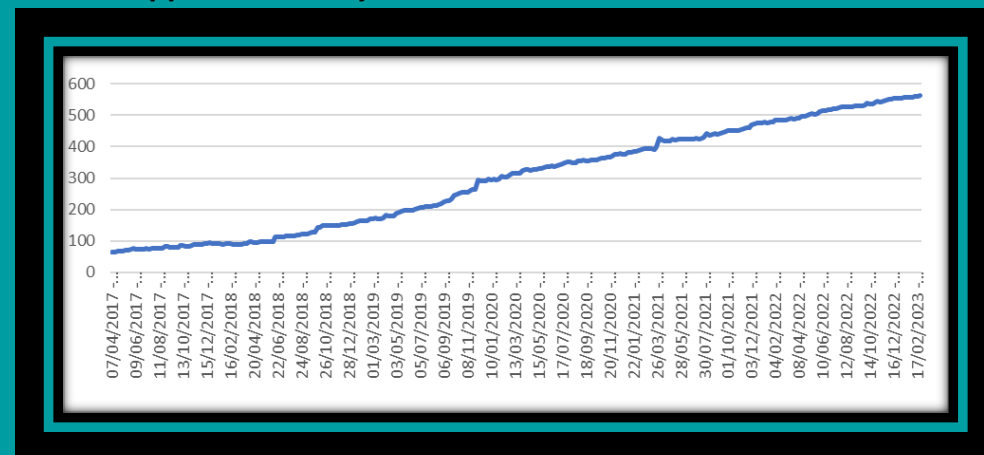
Demand for housing and support is currently **significantly outstripping supply** and is anticipated to continue to grow.

Cornwall Supported and Specialist Housing Strategy 2023-2050

Identified the need by 2033 to develop an **additional**:

- c.280 units for people with learning disabilities and/or autism
- c.155 units for people with serious mental health needs
- c.80 units for people with an alcohol and/or drug related need

Supportive Lifestyles – increase from 2017 -2023



Cornwall Council ASC Performance Framework

The new approach will enable service requirements and quality standards to be established that meet **both housing and care and support needs**.

Key Principles – Support Model

- **People are supported to live in their own home** wherever possible, with supported living services also delivering peripatetic (roaming) care and support
- **Young people are prepared for adulthood**, through a more clearly defined and increased service offer specifically for people aged 16-25 to ensure a smoother transition
- **Supported housing is the preferred model for working age adults** as opposed to care homes, and supported housing options are increased to meet demand
- **There's an aim to reduce the number of individuals entering supported housing at crisis point**, through ensuring a range of housing options to meet needs, improved transitions / contingency plans
- **Services promote independence and focus on personalised outcomes**, supporting people to maximise their daily living skills and achieve their full potential, including integration into the local community and access to employment opportunities
- **Quality, output and outcome measures are established for the care and support**, with a clear standardised approach to monitoring/action planning and links to CQC and Ofsted requirements where relevant

Building the Right Support (NHS England, ADASS, LGA) – people should have choice about where they live and who they live with.

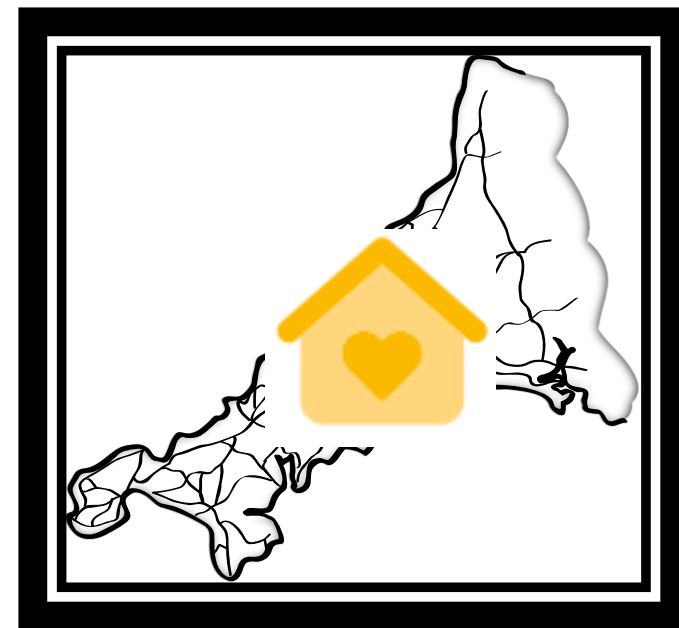
Building the Right Home (NHS England, ADASS, LGA) – everyone should have their own tenancy or own their own home.

REACH Standards (Paradigm) - ensure people are supported to live the life they choose.



Key Principles – Housing Model

- **New schemes are based on the 'cluster' model** with smaller schemes delivering 5-6 units, medium schemes 7-8 units, and larger schemes 9-10 units
- **Self-contained accommodation is increased**, enabling people to have their own front door with access to communal areas and community activities to prevent isolation
- **Use of shared housing (e.g. houses of multiple occupancy (HMOs)) is likely to reduce**, but available where appropriate e.g., young people in transition aged 16-25 and where a 'stepping stone' to independent living
- **A range of housing options are developed that include affordable / social rent models**, that enable people to be employed in paid work and still able to afford the rental costs
- **There are quality housing standards** that providers will be expected to meet to be commissioned by the Council in accordance with the [Supported housing: national statement of expectations](#) and the [Decent Homes Standard](#); as well as the [Guide to Supported Accommodation Regulations including Quality Standards for 16/17 yr olds](#)
- There is a clear **separation between the organisations providing the housing and the care**, i.e., that tenants have security of tenure and a choice of care provider

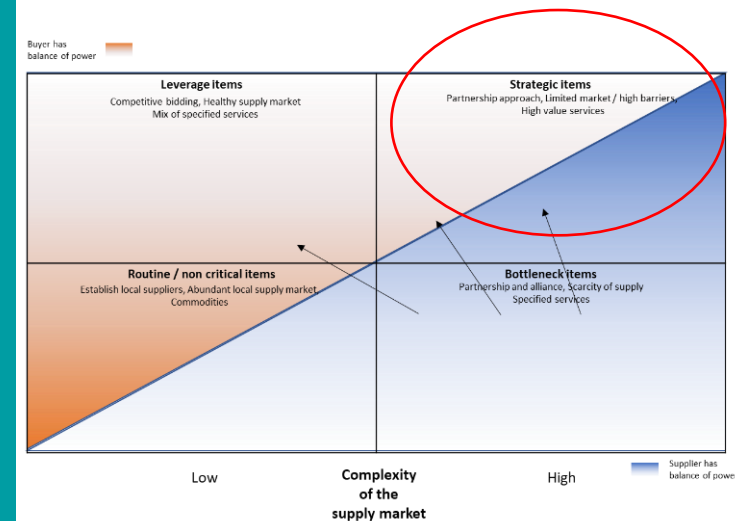


Key Principles – Commercial Model

- A longer contract term is established which provides a **light touch onboarding process**
- A more **flexible approach to call-off** for both supported housing or peripatetic support
- A **'core support' model** is used that is cost effective for all parties and meet the needs of individuals
- **Partnership arrangements between housing providers and support providers** are encouraged and supported through the new contractual mechanism
- The Council corporate **social value** position, its social value calculator, themes, outcomes, and measures (TOM's) - co-design of the social value approach with providers that will be used in the procurement documents.
- **One streamlined approach** with Council as lead commissioner, potential for the new contract to be utilised by various Council services and funding streams, and potential for third-party access for Health commissioners.



The Council needs to work with the market to create a healthy supply and a mix of providers that will collaborate around capacity as required to respond to need. This suggests a **partnership and collaborative approach** is required.



Key Lines Of Enquiry

KLOE	Description
<p>One integrated and unified service model for housing and support solutions</p>	<p>Codesign of Housing and Support Solutions service model to meet a range of care and support needs related to learning disabilities, autism, physical disabilities, mental health, drug/alcohol dependency and/or complex needs.</p> <p>Streamlined approach to accessing CQC and non-CQC reg services.</p> <p>Codesign of specialist young people services for 16–25-year-olds, and services for working age adults aged 18-64.</p>
<p>Services promote independence and focus on personalised outcomes</p>	<p>Services promote independence and focus on personalised outcomes, supporting people to maximise their daily living skills and achieve their full potential.</p> <p>This includes promoting integration into the local community and access to education and employment opportunities.</p>
<p>A streamlined commercial approach</p>	<p>Establishing a longer contract that provides a light touch onboarding process and a more flexible approach to call-off for both supported housing and peripatetic support. The preferred option is an Approved Provider List.</p> <p>Co-design of the social value approach that will be used in the procurement documents.</p>

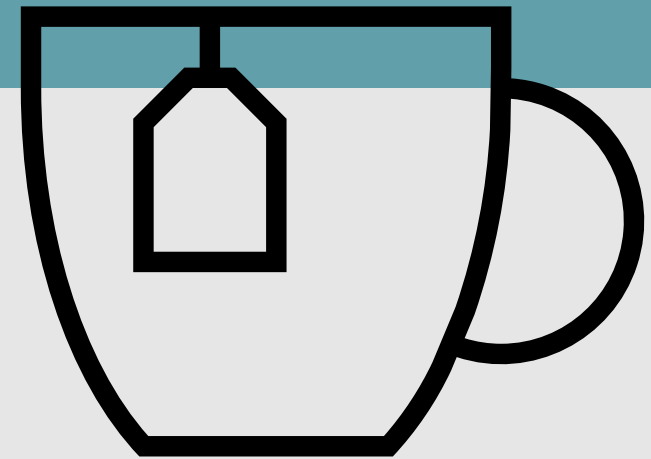
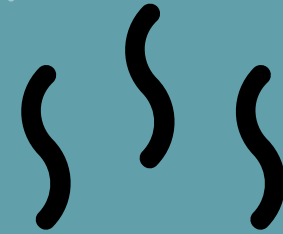
Key Lines Of Enquiry

KLOE	Description
<p>A range of supported housing that meets the needs of local people</p>	<p>Implementation of the additional supported housing requirements identified in the Draft Supported and Specialist Housing Strategy 2023 – 2050.</p> <p>Increasing supported housing through the new contractual mechanism, potential incentives and wider collaborative work required to increase supply.</p>
<p>Assurance of good quality care and support and good quality housing</p>	<p>Quality, output and outcome measures are established for the care and support, with a clear standardised approach to monitoring and links to CQC and Ofsted requirements where relevant.</p> <p>Quality housing standards in accordance with the Supported housing: national statement of expectations and the Decent Homes Standard; as well as the Guide to Supported Accommodation Regulations including Quality Standards for 16/17 year olds.</p>
<p>A clear pricing methodology and parameters</p>	<p>Pricing methodology for the new contractual mechanism to include calculation of staffing requirements as a whole to deliver required care and support within a setting.</p> <p>Rationalisation of non-care costs required for running the business and moving to gross payments.</p> <p>Implementation of checks to ensure rent levels are reflective of market position and not excessive.</p>

Round Table Discussions – Part 1



Break



Back in 15 minutes

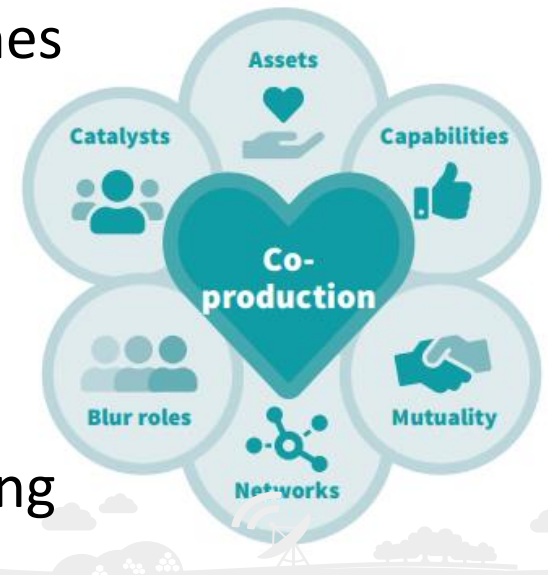
Round Table Discussions – Part 2



Next Steps

Thematic workshops on Teams during September and October

- **25th September 2023 - 9.30am-12.30pm**
One integrated and unified service model for housing and support solutions
- **28th September 2023 - 9.30am-12.30pm**
Services promote independence and focus on personalised outcomes
- **5th October 2023 - 9.30am-12.30pm**
A streamlined commercial approach
- **10th October 2023 - 2pm-5pm**
A range of supported housing that meets the needs of local people
- **13th October 2023 - 9.30am-12.30pm**
Assurance of good quality care and support and good quality housing
- **16th October 2023 - 9.30am-12.30pm**
A clear pricing methodology and parameters
- **20th October 2023 - 9.30am-12.30pm**
Open Session: Opportunity to feedback on all topics



Final questions / comments?

Thank you for your time, your considered comments and your suggestions.

Please do not forget to add your views on our Let's Talk Cornwall pages and contact us to book onto the upcoming workshops.

More info:

<https://www.cornwall.gov.uk/health-and-social-care/adult-social-care/adult-social-care-commissioning/housing-and-support-solutions/>

Contact us:

adultscommissioning@cornwall.gov.uk

Have a safe journey home.

Thank you

