

Housing and Support Solutions Workshop 4 – Supported Housing

10 October 2023



Agenda

- 14:00 Welcome and purpose of the session
- 14:05 Cornwall Supported and Specialist Housing Strategy 2023 - 2050
- 14:10 Supported accommodation requirements for different primary needs
- 14:30 Group discussion
- 15:00 National Supported Housing Standards and the Regulatory Oversight Act
- 15:15 Group discussion
- 15:45 Tea/Coffee Break
- 15:55 Cornwall Homechoice Review – update
- 16:10 Group discussion
- 16:40 Wrap up / next steps
- 17:00 Close

Overview

Current contractual arrangements for Housing and Support services end in 2024.

We need to understand the current challenges and opportunities, to make the **future service model** fit for purpose and able to meet **increasing demand**.

The **coproduction** opportunities will shape how services will be commissioned and provided in the future.

The focus is on **supported living services** for people aged **16 to 64 years** with care and support needs related to learning disabilities, autism, mental health, drug/alcohol dependency and/or complex needs.

The new commissioning arrangements will replace:

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



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>

Cornwall Supported and Specialist Housing Strategy 2023-2050

Martha Reed

People Commissioning, Strategic Commissioning Lead
Mental Health and Empowering Independence

Vicki Allan

People Commissioning, Strategic Commissioning Lead
Learning Disabilities and Autism

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



Supported accommodation for people with serious mental health needs

Locality	Current supply of supported housing (units)	Est need for additional supported housing 2023 (units)	Est need for additional supported housing by 2028 (units)	Est need for additional supported housing by 2033 (units)	Est need for additional supported housing by 2040 (units)	Est need for additional supported housing by 2050 (units)
Mid Cornwall	30	14	38	52	80	118
North & East Cornwall	19	18	42	57	86	125
West Cornwall	38	8	31	46	74	112
Total (Cornwall)	87	40	111	155	240	355

Supported accommodation for people with serious mental health needs

There is a need for people with serious mental health needs to have better access to mainstream general needs housing and to be supported with visiting support to enable people to live within the community.

The estimated need for supported housing required in 2023/24 (c.40) could be provided by the following components of the housing pathway:

- Supported housing for people with complex mental health needs. Typically a small 'cluster' of flats (c.5-6 units) with 24/7 support, which can provide 'step down' accommodation for people being discharged from inpatient settings. Suggested requirement 1 supported housing scheme of c.5 units (e.g. Bodmin).
- Supported housing that is short to medium term accommodation (for example up to 2 years) consisting of a small number of self-contained flats (c.6-8 units). This is typically a small 'cluster' of flats with 24/7 support. Suggested requirement 2 supported housing schemes of c.6-8 units (e.g. Penzance and Bodmin).
- Additional small 'clusters' of self-contained supported housing (and/or shared housing) of c.8-10 units that provides supported housing (for example 3-5 years), both for people who no longer need 24/7 supported housing and people who need a supportive environment before moving to independent housing ('daytime support with night security'). Suggested requirement c.2-3 supported housing schemes of c.8-10 units (e.g. Falmouth/Penryn and Launceston).

Supported accommodation for people that are homeless with complex MH/D&A needs

Cohort	Locality	Current supply	High tolerance to D&A	Limited tolerance to D&A
Supported housing that accommodates people that are homeless with complex needs (commissioned by ASC)	Mid Cornwall	93	62	31
	North & East Cornwall	26	15	11
	West Cornwall	61	40	21
Total		180	117	63

People that are homeless that have one or more of the following primary needs:

- Mental health / emotional wellbeing
- Alcohol and / or drug dependency
- ARBD / ABI
- Self neglect

Cohort	Locality	Current supply	Estimated need for additional supported housing 2023 (units)	Estimated need for additional supported housing by 2028 (units)	Estimated need for additional supported housing by 2033 (units)	Estimated need for additional supported housing by 2040 (units)	Estimated need for additional supported housing by 2050 (units)
Supported housing exclusively for people in alcohol and/or drug related treatment	Mid Cornwall	N/A*	10	11	12	12	13
	North & East Cornwall		10	10	11	12	12
	West Cornwall		10	11	11	12	13
Total			30	32	34	36	38

Cohort	Locality area	Current supply	Estimated need for additional supported housing 2023 (units)	Estimated need for additional supported housing by 2028 (units)	Estimated need for additional supported housing by 2033 (units)	Estimated need for additional supported housing by 2040 (units)	Estimated need for additional supported housing by 2050 (units)
Supported housing that accommodates people with Alcohol Related Brain Damage (ARBD)	Mid Cornwall	N/A*	7	8	8	9	9
	North & East Cornwall		6	6	7	7	8
	West Cornwall		7	7	7	8	8
Total			20	21	22	24	25

Cohort	Locality	Current supply	Estimated need for additional supported housing 2023 (units)	Estimated need for additional supported housing by 2028 (units)	Estimated need for additional supported housing by 2033 (units)	Estimated need for additional supported housing by 2040 (units)	Estimated need for additional supported housing by 2050 (units)
Supported housing that accommodates women with multiple and complex needs	Mid Cornwall	N/A*	8	9	9	10	10
	North & East Cornwall		7	7	8	8	9
	West Cornwall		7	8	8	8	9
Total			22	24	25	26	28

*Supported housing provision is not currently specifically and exclusively designated for people with alcohol and/or drug related needs. There are currently 180 units of supported housing (commissioned by ASC) that accommodate people who are homeless with complex needs which are accessible to people who also have drug/alcohol related needs.

Supported accommodation for people that are homeless with complex MH/D&A needs

Contemporary best practice recognises the need for more self-contained accommodation and psychologically and trauma informed support services. Better access to mainstream housing also required for people ready to move on.

The estimated need for supported housing required in 2023/24 (c.70) could be provided by the following components of the housing pathway:

- Supported housing exclusively for people in alcohol and/or drug related treatment. 3-4 supported housing schemes providing short term accommodation (for example up to 12 months) delivering c.8-10 self-contained units and/or shared housing (total of 30 units - Penzance, Truro/Falmouth, Bodmin/Liskeard/Launceston)
- Supported housing that accommodates people with Alcohol Related Brain Damage. 3 supported housing schemes delivering c.6-7 self-contained units (total of 20 units - Penzance, Truro/Falmouth, Bodmin/Liskeard/Launceston)
- Supported housing that accommodates women with multiple and complex needs. 3 supported housing schemes providing short to medium term accommodation (for example up to 2 years) delivering c.7-8 self-contained units and/or shared housing (total of 22 units - Penzance, Truro/Falmouth, Bodmin/Liskeard/Launceston)

Recommended that existing provision / new provision reviewed in partnership to determine:

- Provision to meet needs of people with ongoing eligible social care needs in accordance with the Care Act
- Provision to meet prevention duty in accordance with the Care Act

Supported accommodation for people with learning disabilities and/or autistic people

Locality	Current supply of supported housing (units)	Est. need for supported housing 2023 (units)	Est. need for supported housing by 2028 (units)	Est. need for supported housing by 2033 (units)	Est. need for supported housing by 2040 (units)	Est. need for supported housing by 2050 (units)
Mid Cornwall	130	21	56	98	151	228
North & East Cornwall	138	18	48	84	129	195
West Cornwall	130	21	56	98	151	228
Cornwall (overall)	398	60	160	280	431	651

Supported accommodation for people with learning disabilities and/or autistic people

The estimated need for supported housing required in 2023/24 (c.60) could be provided by the following components of the housing pathway:

- Supported housing for people with complex care/support and/or complex housing needs. This is typically a small 'cluster' of flats/hub & spoke single story dwellings , robust builds that can be adaptive (c.5-6 units) with 24/7 support, which can provide for example 'step down' accommodation for people being discharged from inpatient/care home settings. Suggested requirement c.2 supported housing schemes of c.5-6 units
- Additional small 'clusters' of self-contained supported housing of c.6-8 units that provides accommodation for people who need 24/7 supported housing but who can live in 'mainstream' housing. Suggested requirement c.5-6 supported housing schemes of c.6-8 units.
- 5 units fully accessible, wider doorways for equipment if people have mobilisation needs, raise and fall kitchens to maximise independence skills, accessible wet rooms as part of the 'clusters' of flats proposed (above).

Good Practice Policy/guidance

- CQC requirements for people with learning disabilities and/or autism
- Building the Right Support-NHS England/LGA
- Sensory Needs/Neurodivergent & sensory processing needs
- Real Tenancy Test

Group discussion 1



Group Discussion 1 – developing a range of housing options

- What are the barriers / considerations for the following proposals?
 - Supported Living Schemes offer own front door but within a plot with mixed accommodation, flats, single floor dwellings, accessible units and some communal space
 - New supported living 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
 - Intergenerational housing & living options, whereby local communities become caring and compassionate
 - Support for providers to convert/refurbish where appropriate to ensure meeting needs
 - Modular Housing for short-term options for those in crisis/homeless
- What incentives are there – Council land; support for applications for national funding e.g. [Homes England](#)?

National Supported Housing Standards and Oversight Act

Nicky Mannell

Principal Housing Officer

Planning and Housing Service

David Williams

Assessment, Billing and Collection Manager

Customer and Billing Operations

National Supported Housing Standards and Oversight Act

- **Supported Housing (Regulatory Oversight) Act 2023**

- Introduction of new licensing requirements – supported housing schemes will be required to apply for a licence granted by the local housing authority. The details and scope of this will be decided through the consultation process in Autumn 2023.
- The Council will use the outcome of the consultation to inform how the Act will be implemented locally
- A further requirement of the Act is to deliver a Supported Housing Strategy and needs assessment to be reviewed every 5 years
- Revenues and Benefits have developed a property register which holds information to show the breakdown of services provided per accommodation and costs
- The Secretary of State published guidance in October 2020 known as the National Statement of Expectations (NSE) for supported housing. It sets out government's vision for ways of working in the sector and recommendations for standards in accommodation and is an important step in establishing what good looks like and how it can be achieved. This is part of the government's work to improve oversight, ensure quality and value for money.

National Supported Housing Standards and Oversight Act

- **Supported housing: national statement of expectations - minimum standards:**
 - **Assessing local need and planning effectively**
 - ✓ Collaboration between local councils, providers and local delivery partners to assess, plan and deliver supported housing
 - **Ensuring safe and good quality supported housing**
 - ✓ Housing is accessible, appropriate, safe and hazard-free
 - ✓ Landlords fulfil their role in compliance with all relevant guidance
 - ✓ Providers ensure staff are safe and suitable to be in contact with and work with vulnerable client groups
 - ✓ Communication and information for residents are appropriate to their needs
 - ✓ Residents are given the most secure form of tenancy compatible with the purpose of the housing and their needs and circumstances.
 - ✓ Quality standards are in place for response and repair times for both routine and emergency repairs
 - ✓ Referrals into supported housing involve two-way comms between referring orgs and supported housing providers on individual needs and suitability. The individual is involved in the referral process and their input is sought to address their objectives.
 - **Ensuring supported housing provides value for money**
 - ✓ Costs for rent and eligible services charges are transparent and reasonable.
 - ✓ Encourage supported housing providers to participate in sector-led accreditation and benchmarking schemes
 - ✓ Revenues and Benefits departments and commissioners to share knowledge and data internally
- **Decent Homes Standard** – expectation that providers will deliver to Decent Homes Standard as a minimum

Group discussion 2



Group Discussion 2 – supported housing standards

- The Council anticipate developing a multi-disciplinary team working across directorates including Revenues and Benefits, Adult Social Care, Community Services, Housing, Planning, Fire Service, Licensing etc. This is expected to include provider representatives as well as people with lived experience.
- National consultation taking place shortly by DLUHC (Department for Levelling Up, Housing and Communities)
 - The Council will talk to providers about how this will be implemented locally
 - Looking at Supported Housing Charters
 - We are looking at what other LAs have done
 - There may be a charge for accreditation
- Currently RPs, CICs and Charities in scope of the Act.
- What will be the impact to your organisation?
- What support do you anticipate needing from Cornwall Council?
- How do you as providers of housing and/or care/support want to be involved?
- What needs to be considered regarding a separation between the organisations providing the housing and the care, i.e., that tenants have security of tenure and a choice of care provider?

Cornwall Homechoice Review – Update

Joy Ashman

Housing Strategy

Partnerships and Engagement Officer

What is the Homechoice Partnership?



Homechoice - Context & Background

- Homechoice is the scheme used by social landlords who let homes in Cornwall to those in housing need

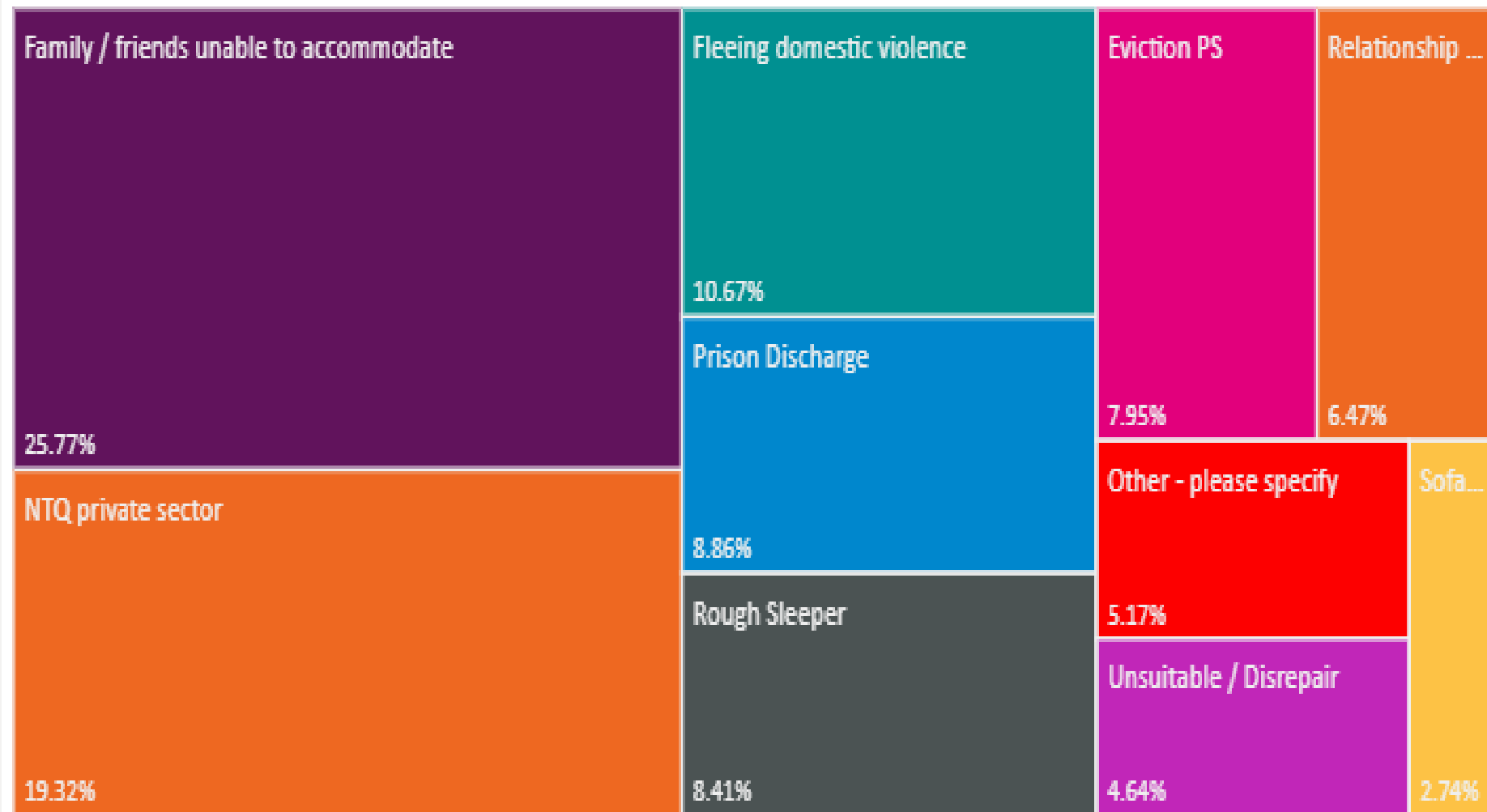
One Register – One Common Assessment Framework

under which

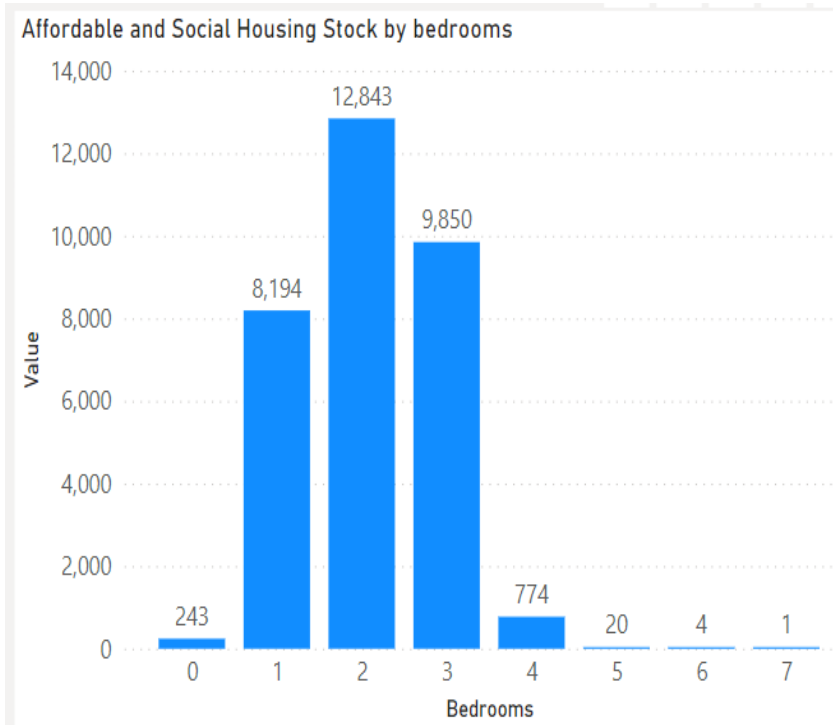
- **Partner landlords (including the Council)** each have their own allocation policies which set out the rules on how their vacant properties are let
- **The Council can nominate** a person to be a tenant of a partner landlord – this only applies to a proportion of a provider's homes – referred to as ‘nomination rights’
- And it is all “**choice based**”...

Key Statistics - Applications

Top 10 Approach category



Key Statistics – demand vs Lettings



Homechoice Applications by band and bedroom need

SOURCE: CORNWALL HOUSING LTD.

Bedrooms	A	B	C	D	E	Total
1	796	845	2825	1339	7972	13777
2	261	422	1252	1156	3594	6685
3	61	346	1526	190	1636	3759
4	16	218	688	16	161	1099
5	5	122	43		7	177
6		18	2		1	21
7		1				1
Total	1139	1972	6336	2701	13371	25519

Households achieving a letting in 2022

1,307

Homechoice lettings 2022

100 – 125

Typical lettings per month

20%

of Households that join the register will achieve a letting

Median average time spent on register

258 days

Current Applications

25,500

Stock

32,000

Turnover

4%



Issues

- Demand versus supply
- Inter-reliance between partners due to differing geographies
- Choice-based versus the practical need for direct letting in specific circumstances
- Choice-based versus varying suitability of homes
- General needs versus specialist housing
- Need versus local connection
- Variable local connection criteria
- System frustrations
- Many people on the list for whom it is the wrong answer
- Not reviewed for many years – so a degree of catching up and need for more iterative reviews in future



Main Themes for Change

- OSC agreed three themes, which stakeholders and partners explored in three sessions, and which went forward for consultation
- They were:
 - How we let homes (choice vs direct lets)
 - Local connection (housing need vs local connection, and how local is local)
 - Banding (Band E challenge and how to make best use of stock)
- And allied workstream on re-procuring IT system

Homechoice Review – Main Findings

- ❖ **83%** of respondents agreed the system should be mainly choice-based but **up to 20%** of lettings should be made through assisted choice/direct lets
- ❖ The top three cohorts identified for support through assisted choice/direct let are those **fleeing domestic abuse**, those with a **multiplicity of needs** and those needing **adapted homes**
- ❖ **80.2%** agreed Preference Labels were still useful labels to have on properties - and **78.5%** agreed they could be a useful label for alternative housing products such as extra care
- ❖ **73.2%** agreed that Band A should remain as it is with minor amendments to wording including specific reference to care leavers and those being discharged from hospital
- ❖ **73.7%** agreed that Band B should remain as is with minor amendments to wording, **including specific reference to types of move-on** and those experiencing serious damp & mould

How Homechoice can Support the S&SAS

- One Register of housing need
- Raising awareness and encouraging applying to Homechoice
- Clear pathways
- Allocations route
- Support to apply and bid
- Adapted housing register
- Prioritising and resourcing adaptations
- Assisted choice in relocation
- Assisted choice by cohort
- New development
- Collaboration

Group discussion 3



Group Discussion 3 – filling vacancies and move on

- What do you need from Homechoice to support move on and prevent silt?
- What other move on support/incentives exist / need to exist to help with move on?
- What is needed for effective void management and re-lets?
- What ideas are there to set the criteria for access / referrals routes to supported housing?
- How does data sharing work now and how could this be improved?
- How do we ensure the development of affordable / social rent models, that enable people to be employed in paid work and still able to afford the rental costs – including people moving on from supported housing?
- Should supported housing be allocated via Homechoice or a separate register?
- How will the need for care and support be prioritised?
- How will we ensure the most appropriate person accesses the supported accommodation. E.g., what is the support capacity? Does this affect the eligibility of the person and how it is allocated?
- How do we make sure supported housing allocations are transparently allocated? E.g., policy, panel (virtual/in-person)?

Next Steps

- **Engagement programme September – December 2023**
 - **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
- Governance for full business case November 2023 – February 2024
- Procurement exercise will commence February 2024
- A new contractual mechanism live from June 2024