

Supported living Market Position statement launch evaluation

30th August 12:30-4:30

Background

The Goal of this Session of work is to better understand the supported living market by engaging with providers and develop the scope of associated work packages. A web survey was initiated in June to gather information and support the development of Community Support Services (CSS) Tender, the Market Position Statement and future strategic commissioning. The survey address is <https://www.surveymonkey.co.uk/r/2CDQYYJ>.

A follow up to this survey was conducted by emailing all the supported living providers on the Community support provider list to invite them to a focussed event to launch the first work product from the Market Development of Supported living work-stream (MD4) and invite them to choose a preference of workshops based on the survey monkey feedback.

This event was also advertised on Pro-contract to ensure that it did not just focus on Bristol providers but took into account those organisations who may have an interest in doing business with Bristol in the future. Providers were encouraged to bring information on their service and other resources they felt useful to share.

A pre-meet took place with Voscur to see what scope there was for Voscur to support this group to meet again. Voscur agreed in principle that they could help with support and guidance for this group if they wanted to form a Supported living Forum but existing forums would need to be looked at first to make sure that this was a common-sense proposal.

This Supported living event did not focus on any part of the current commissioning exercise of community support services but did encourage providers to apply to be on the Framework.

The available topics for workshop were;

- A. Filling Voids and Matching individuals to shared accommodation.
- B. Assistive Technology – what is available? How can reduce dependence on services and increase health and well-being?
- C. Technical assistance for de-registering from a Care-home to a Supported living home.
- D. Property investors – have you been approached by a property investor offering you long-lease properties? What checks do you need to do to comply with legislation?
- E. Q&A with Housing benefit Expert and looking at different models of care and the impact of these models on housing benefit.

Providers choice ranked with (E) Q&A with Housing Benefit first, followed by (A) Filling Voids and matching individuals and (B) Assistive Technology. Enough interest was shown in the remaining topics to suggest they remain valid work-streams.

Supported living Event

Aim of event

1. To launch the 'Market Position statement' for Supported Living.

The Market Position Statement is designed to provide intelligence, information and analysis about the supply and demand of services to enable providers to;

- *Respond to gaps in the market and to prepare for projected future trends.*
 - *Support providers to shape their services to meet the needs of individuals*
 - *Support the 'personalisation agenda' locally by emphasising the importance of service users having choice and control in their care.*
 - *Share the Councils thinking and future commissioning intentions.*
2. To offer a space for Supporting living providers to network, develop learning/ best practice
 3. Form a strategy about how to communicate to share best-practice and knowledge that benefits all.

Agenda

1:00-1:20	Networking
1:20-1:45	Introductions
1:45-2:30	Presentation of Market Position Statement for Supported Living
2:30-3:15	Hot topic 1: Housing Benefit, Information giving exercise followed by Q&A
3:15-3:30	Break
3:30-4:15	'Gaps and Blockers' Group work exercise
4:15-4:30	Next steps and evaluation forms.

Housing benefit input

A brief walk through of the current situation in regards to how HB is assessed for private sector/profit making landlords. An explanation of Exempt and Managed Accommodation and the appropriate landlord status that needs to be fulfilled to fall into these categories.

Providing definitions and the scrutiny that would be applied to rent increases and re-constitutionalised organisations if they decided to do so following the changes to their support funding. Followed by Q&A

'Gaps and Blockers'

Group conversation from one of the following topics: Assistive Technology, De-registration of Care homes, Filling Voids and matching individuals to shared accommodation.

- Question 1 What do we do now (providers)
Question 2 What could we do differently (as an organisation)
Question 3 What can Bristol City council do to help us achieve this (following on from Q2)

Chosen subject: Filling Voids and matching individuals to shared accommodation

Question 1. What do you do now when you have a void you need to fill?

- Match individuals through other services we deliver (also runs outreach service)
- Contact Brokerage
- LISTENING. Engaging with all stake holders including support workers, previous providers, the individual and others that really know the individual well.
- Application of MCA principles
- Understanding who the 'decision maker' is. If this is the individual, do they have the relevant information, if they are not the individual such as a parent/carer – are they the right person to be able to be prescriptive about need.
- Collaboration. Liaison with other providers. Relationships with stakeholders is key
- Phasing in individuals to a new property but not leaving it too long. Being conscious of dynamics within shared accommodation.
- Keep communicating Brokerage as necessary to fill voids and to assist individuals in 'moving on'.
- Involve the individual, make sure they understand their support plan and check that they agree it is correct. Individual to sign the copy.
- Using the 'REACH' standards

Question 2. What could your Organisation do differently?

- Be clearer about the end game, what are we aiming to achieve.
- Being realistic about probabilities of success, not trying to shoehorn individuals into provision.
- Better management of expectations to Social worker, individuals and carers.
- Ownership of Golden key, better use of existing information and not assessing unnecessarily.
- Increased collaborative work between other services such as residential college placements.

Question 3. What could Bristol City Council do to help enable this?

- Bristol city council could support Transitions by ensuring where necessary, funding overlaps. Transitions that breakdown are costly for all.
- Bristol city council could have a clearer transitions strategy.
- Care management could improve quality of Transition planning/Move on plans by Social workers.
- 360 degree Assessments and Support plans. Input by individual, Social worker, Carers, previous providers and other people that know the individual well. Particularly when this is an individual from outside Bristol or who has been in and out of Hospital and may have come out with a different set of needs.
- Encourage Holistic thinking about planning Goals and ensure that this thread runs through all services to have a shared aim with Goals such as Day services and support to access the community.
- Involve the individual, make sure they understand their Care plan and check that they agree it is correct. Individual to sign the copy.
- Consistency of Social work practice. Providers value the knowledge that Social workers bring and value respectful challenge.
- Q&A visits bring a check and challenge that providers find useful and enable them to focus on Goal setting.

- Consistency of allocated Social workers, Good social workers who have only spent a few hours with an individual are unable to give the same level of input to a Social worker that really understands the needs and strengths of the individual they support.
- Social workers communicating well, responding to emails and when they say they will do something, for them to do this.

Summary

39 individuals booked onto the original session which was due to take place on the 22nd. Of those 39, 30 re-booked onto the new date of 30th August of which 24 attended.

Due to a reschedule, it was not possible to put on the Assistive Technology slot due to availability.

Attendees from the following organisations attended:

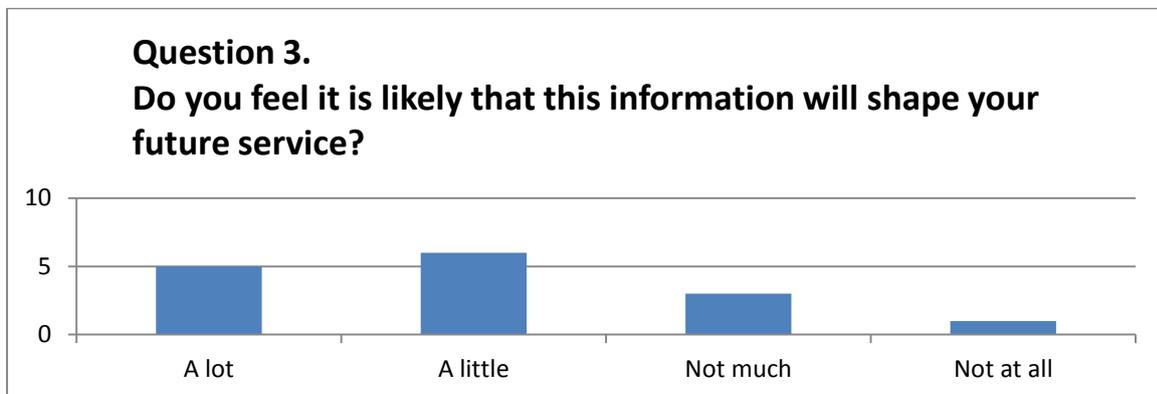
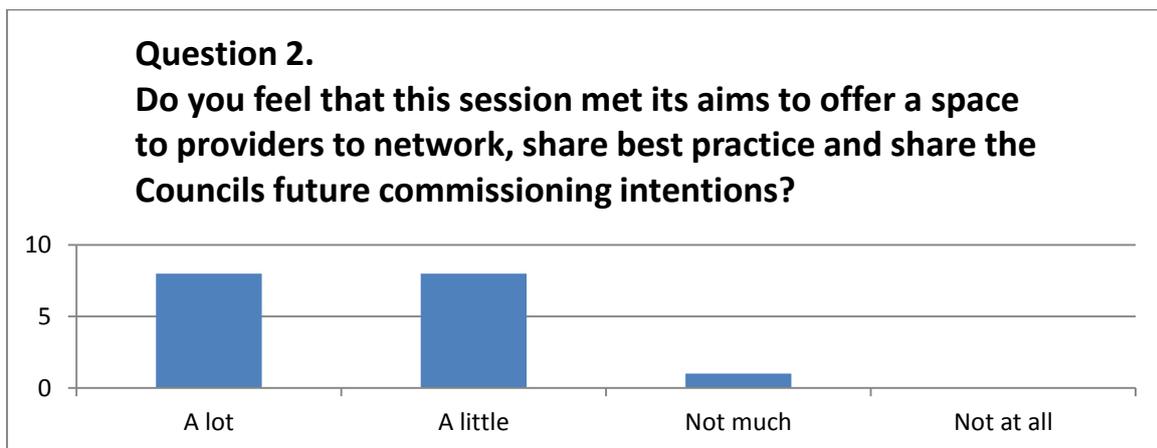
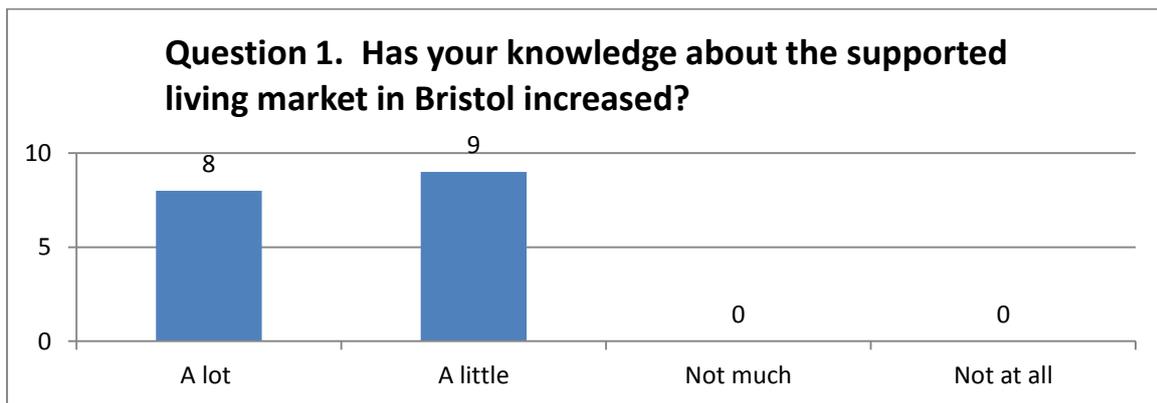
Aspirations Care	Homleigh-care
Three Trees	Home Group
Second step	Options support
NAS	Silva care
Manor community	UKICS
Options for living	Pulse Community Healthcare.
Aspirations Support Bristol Ltd	Housing and care 21
Embrace	Peopleplus
Options for living	Brandon Trust
Milestones	Bluebell Gardens
CTS homes	Cintre

Clarification questions were asked during the presentation with particular interest around the ward maps that show current spend in the city. Providers requested that in the second iteration of the Market Position statement, that there is also a clearer picture of need also; for instance where individuals may be waiting to be placed over a long period of time.

Other feedback during the event included the suggestion that there are more effective links between Bristol City Council and housing associations due to the impact of housing shortages for providers. One provider raised that this was a live issue for them, with the housing associations saying to them that they are unable to get the rents agreed in Bristol to be able to offer properties.

The second work-stream with in the Market development for Supported living (MD4) is Pathways into Supported living. This fits well with the response from providers who are keen to understand the current pathways in and out of Supported living.

Feedback from Evaluation forms



- Feedback shows that all of those responded felt they had increased knowledge of Supported living following the event.
- 47% of those that responded felt that the session met its aims 'a lot'. An equal number of respondents felt it had met its aims 'a little' (somewhat).
- 93% of respondents indicated that the information given would shape their service to some degree. 33% indicated that it would shape their service 'a lot'.

Response to; what were the most beneficial outcomes for you from today?

- Understanding Housing benefits changes.
- Understanding of Housing association links to Housing benefit.
- Housing benefit information - clarity on exempt accommodation.
- Discussions around Housing Gaps and BCC strategy
- Understanding the objective/aims of BCC
- Market position statement information - current provision information
- Information on existing provision - geographical spread
- Insight in where services are being received – we would like information on where need is.
- Confirmation of suspicions around provision density
- knowledge in areas of Bristol needing/not needing providers
- Hearing other providers are experiencing similar difficulties
- Finding out what BCC are looking to do with Supported living

Response to; What specifically did you learn that will help you with your work?

- The need to get on the 'Frame-work'.
- Market position statement information - current provision information.
- How the needs are distributed throughout Bristol.
- Housing benefit information.
- Calculation of Housing benefits especially new schemes.
- Willingness of team to look at H.B speculatively this will help financial modelling of new schemes.
- What benefits need to be applied for.
- Housing benefit information talk - applying ahead of time.
- Housing benefit officers happy to meet to cascade information.
- Housing benefit workshop, finding out what BCC are looking to do with Supported living.
- Information on existing provision and issues around matching needs of individuals to avoid Voids.
- Details regarding Housing Benefit and discussion re filling voids and matching.
- Knowledge about the Housing benefits timeline.
- knowledge in areas of Bristol needing/not needing providers
- Housing Benefit ratio re-assuring, very early engagement built into current process.
- BCC are asking too much of provider to cut cost
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Response to: Do you use Assistive Technology already, what products do you use?

- 'Focus'
- Ipad, keypad/thumbprint access to rooms in shared accommodation
- Not using in supported living and would like to meet providers of Assistive Tech.
- Mobile phone prompts, medication prompts, fire-safety/flooding/door entry
- 'Various products'

Response to: Would you be interested in a follow up event? If so what should this focus on?

- Linking all together/other agencies.
- Sourcing housing - help with this and access to get landlords on board with social services
- Pathways in Supported living (6 respondent's stated this)
- Setting up new supported living services, collaborative working with BCC
- Assistive technology

Response to: Have these meetings identified any future training and development needs for you and your organisation?

- We will improve our compatibility assessments.
- We will explore commissioning and other Bristol council procedures further.
- Housing benefit awareness of complexities for team leaders will be a essential and desirable for all social work staff.

Other comments from respondents

- Very useful - sorry to miss Voids - will be interested in outcomes of discussion.
- Concern remains with BCC intentions to re-commission all care packages irrespective of whether the accommodation is also owned by the provider or not. This makes us very cautious of investment in new schemes. Specialist schemes can be developed by us where scheme design facilitates care delivered by us. If we develop accommodation and care is delivered by another provider we could not operate it as a landlord only.
- We are a BANES provider, we didn't not feel that this related to us much
- It remains tough to break into BCC market via new CSS until MPS and info is more detailed.