

## **Engagement Activity**

### **Engagement activity to date**

The engagement activity to date has focused on what do the council needs to do to help Service Users, Carers, their families and other stakeholders understand the strategy. Questions have been asked of providers to make sure that the strategy 'ask' is appropriate and deliverable, service users have been supported to identify several 'I' statements identifying what good would look like for them and discussions have been had about the best way to present the document so that it is useful.

The feedback from the engagement events has been encouraging with the consensus being that it is good to have something written down which makes the councils offer clear and what we are asking for from providers and other partners. The carers spoken with to date have again been positive and they like having the clarity of the offer. Those carers that have been involved for a long time are still concerned about service users having tenancies for life and people having to move – however the strategy is very much about making sure that people have the right support at the right time in the right place. Service users themselves were more worried about being given the right information and having someone who would help them to work through the process when they were ready. A specific session for carers is planned on 26<sup>th</sup> April 2019.

### **Sessions held**

19<sup>th</sup> February 2019 – providers forum

27<sup>th</sup> February – Rumbletums – parents and carers group

19<sup>th</sup> March 2019 – SU group

26/29<sup>th</sup> March 2019 - Front line teams – Housing training including Housing with Support (HWS) strategy

### **Future activity**

The engagement work will continue and be used to help develop the implementation plan. Once the strategy has been approved by policy committee, a programme of events is planned involving service users, officers delivering the activity and carers to map out areas of interaction and the additional work that is needed to support individuals and their families throughout their journey towards greater independence.

### **Engagement responses**

#### **Providers**

- How do we help you to understand the HWS strategy and why the Council has needed to be clear about its HWS offer?
  - Agree with ethos of the strategy
  - Could invite core providers to meetings (like today) but share key points rather than just read it – need to know what it means in practice
  - How will it translate into reality?
  - More engagement with housing providers
  - How do we safeguard against people only being able to live in 'less favourable' areas?
  - No clarity on purpose for each service and locality.
- What is needed to help you to understand what it the HWS offer is and what it will mean for you?
  - Why only reviewing 18-50-year olds
  - Case studies, video links – less writing

- Follow up session since we have studied strategy in more depth
- Enabling understanding within council teams.
- Are there any words which we need to explain?
  - What is the Glossary – units, schemes, Housing with support, supported living
  - HWS/SA/SL – clarity needed for words
  - Enhance/standard/commission
  - What is the definition of HWS on properties
  - General definition of HWS in glossary
  - Interpretation of what SL is all about with families and expectations.
- Best way in which we can tell you about the strategy and what it means to you service?
  - leaflet for families and service users
  - Condense it (the strategy) to share with providers – this will help
  - Show good examples to enable clearer view of vision
  - Share full policy – done and beneficial
  - Breakdown into sections of how it will impact on providers, service users etc
  - Video profiles, aids, groups 1-2-1, discussions with service users
  - Label services for example 'move on' or 'long term'
  - What 'good' looks like.
- What does it mean for you (as a provider) who has properties that currently form part of the Council's HWS portfolio?
  - Smaller schemes are not cost effective – providers will welcome decommissioning
  - (providers or council?) Expect too much of care staff
  - Core providers can bring housing solutions
  - Big arrangements can be an issue of matching tenants
  - Housing needs to be of a good quality and in safe environments (the good district housing has been purchased)
  - Providers like lifeways in the past have developed housing (their housing arm has)
  - How are we planning to commission larger units?
  - Define relationship between housing provider and care provider and differences
  - Legacy providers – work less with – need to work more with around messages
  - Clarity for providers on referrals for aids and adaptations to get changes to property – need to make it easier to get assistive technology
  - Lifeways want people to be matched to their voids in a timelier way
  - If housing isn't fit for purpose – want to work with council to get a solution for individuals – need to future proof housing
  - Specification accommodation and care provision diversity
  - Issue for providers of slow progress fillings voids – SL team needs to move faster – we need timely processes
  - Need confidence that we'd fill the void or share the savings.
- What does it mean for you (as a provider) who has care staff that currently work throughout the Council's HWS portfolio?
  - Risks around decommissioning services
  - Providers be open and engage in process
  - Providers would like more time/money to transition and get to know someone.
  - Schemes need to reflect needs of people with mental health problems as well as learning disability (but mixed schemes don't always work)
  - No incentive to the provider to supply people to move on or reduce hours
  - Issue for providers where housing associations does not undertake the tasks they should. Need to be clear why paying such high costs.
  - When hours change it can be hard to recruit staff to split shifts. Shorter hours are harder to recruit to

- Budget viability and impact
- Need to do longer term planning
- Need to be able to be responsive and move in a planned way.
- Where should decisions be made about who should live where?
  - Can provider be involved in the decision about who moves in?
  - Have scope to say NO
  - Personalisation – too specific, irrelevant, expectational, movement of contract
  - Decision – users, carers, authority, providers – in that order
  - Providers know best re: who should move into services.
- What is the decision needed to be made and by who?
  - Do more through reviews to identify who can move on
  - What decision – mix support and needs, same v varied
  - Triage that helps families navigate the system.

### **Service Users – I statements**

- I am listened to and people know what is most important to me about where I live
- I know what the choices are, and I have the right information to make a choice
- I am given information in a way I can understand so it makes sense to me.
- I know who is helping me move or who can sort out a problem and I know how to get in touch with them.
- I know what I can do if I am not happy about where I am living.
- I am helped to be as independent as I can be
- I have a choice over who supports me
- I know who I will be living with and am helped to think if this is right for me.
- I have a choice over who I live with
- I know how much it is going to cost me to live in a place before I decide if it is right for me. I have a plan, so I know what is happening and when it will happen
- If I am moving home I get help to move in, if I need it.