

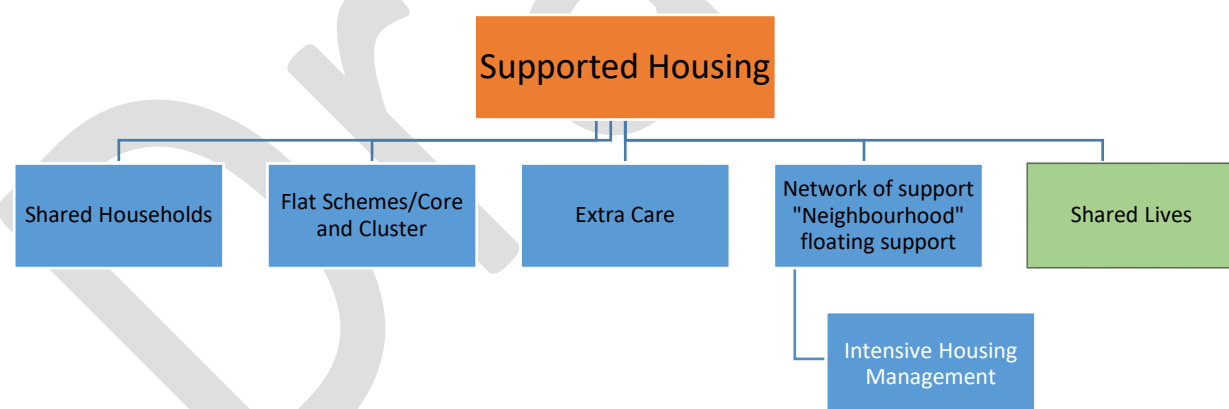
GUIDANCE PACK FOR HOUSING PROVIDERS

Contents:-

1. LCC Vision for Care and Support in Supported Housing in Lancashire

Our vision is that the county council will work with its partners to offer a range of supported housing options which will result in people being enabled to live independently and to be healthier, happier, safer, more independent and supported in their communities.

Supported Housing will be a generic term which is not service user category specific and can be accessed from a 'menu of provision' according to the environment and setting which best fits the needs of the individual/s



The current supply does not represent the above mix of provision. The vast majority of supported housing is currently represented by shared households. Therefore there is a clear need to redress the balance.

66% of Service Users with a Learning Disability are sharing houses for between 2 and 5 people. Shared households represents provision which has been in existence for decades and whilst this provision is still the best way of meeting need for some people, there is a need to modernise. The county council recognises that many people's expectations are now to live in their own self-contained accommodation with their own front door and with good access to community facilities. Compatibility of people within a shared house is a major issue and

whether people have an informed choice over who they live with. Often a choice is based on current availability.

The county council's aim is to provide a better offer of care and support in accommodation that meets people's current and future needs (subject to availability) which will enable people to have choice and control over where they live, who they live with and the support they receive.

2. [Housing Care & Support Strategy 2018](#)

Our ambition is to work with our key partners to develop a range of high quality "Housing with Care and Support" schemes across Lancashire by 2025 for both older adults and younger adults with disabilities. This will enable many more people to remain safe and independent in a suitable home environment that connects them to other people, their community and the services they need or might need in the future.

"Housing with Care and Support" is accommodation which has been designed, built or adapted to facilitate the care and support needs that its tenants or owners may have now or in the future.

For adults with disabilities, it means new apartment schemes with each scheme usually incorporating around 12 homes.

3. [HOUSING LIN 'Housing Needs Report'](#)

To underpin the strategy LCC worked with [the Housing LIN](#) to develop a population housing needs assessment model, which provides an estimate of the amount of supported housing needed as a guide to future supported housing development, alongside the identification of unsuitable property.

Firstly, existing data relevant to potential future need was reviewed, and then used to develop estimates of future need for housing or accommodation using existing data, alongside reasoned assumptions, drawing on local intelligence considering agreed county council policy intent.

Data sources used included a combination of the Short and Long Term Support (SALT) returns and LCC's internal data on service user numbers.

- Population baseline
- Current housing & accommodation status
- Projecting the future population of people with learning disabilities

The likely impact of LCC's housing with care commissioning intentions. In particular:

Planned decrease in the use of residential care.

Where the use of residential/nursing care is already at or below this target it is assumed that the intention is to reduce this use by a further 1% by 2030/31.

A trend towards further supported housing provision. There is assumed to be a reduction in the use of shared houses and growth in the use of self-contained flats based on one scheme in most

districts by 2021. The projection is for 2 schemes in most districts by year five, 5 schemes by year 10. This assumes there are between 10-12 people living in each scheme.

It is assumed that there will be some ongoing need for access to mainstream housing with care/support packages and for more cost-effective supported housing where people are living alone with 24/7 care packages.

A likely gradual decline in people living with older family carers because of changes in expectations of people with learning disabilities as well as older carers being less likely to provide ongoing care.

Lancashire intend to refine these assumptions using local qualitative intelligence, including the housing preferences of people with learning disabilities.

Outcome from the needs assessment

Between 18% and 44% of adults with Learning Disability and Autism are supported in shared housing at present across the 12 districts. Using the population needs assessment work LCC have modelled the following likely phased reduction in use of the older type of shared housing over next 10 years by this group.

District	Current % pop in shared housing 2019/20	Estimated % pop use of shared housing by 2030/31	Anticipated % Change
1	18%	16%	2%
2	42%	39%	3%
3	44%	40%	4%
4	29%	25%	4%
5	33%	29%	4%
6	20%	15.5%	4.4%
7	22%	19%	3%
8	35%	22%	13%
9	24%	14%	10%
10	43%	40%	3%
11	34%	29%	5%
12	28%	23%	5%

Considering the population needs assessment and decommissioning plans LCC estimate future requirements are for up to an additional 498 units of accommodation. As a result, the council set the following targets to make sure assumptions and progress can be monitored.

by 2020/21	118 additional units of supported housing for people with learning disabilities will be required in Lancashire
by 2025/26	280 additional units of supported housing for people with learning disabilities will be required in Lancashire.
by 2030/31	498 additional units of supported housing in total for people with learning disabilities will be required in Lancashire.

[4. Overview of current accommodation - Younger adults with disabilities](#)

Current supply of Housing with Care and Support is not equitable across Lancashire – there are too many properties for shared households and not enough modern apartment schemes which is restricting choice.

Shared households provision has been in existence for decades and, whilst this still represents one of the best ways of supporting some people, there is a need to offer more apartment schemes. This is because many people expect to be able to live in their own self-contained accommodation with their own front door.

There is also a need to shift to a model of Housing with Care and Support which is more financially sustainable when publicly funded and which enables opportunities for improved independent living. This includes an alternative to residential care settings, which can easily lead to a home for life, institutionalisation and create unnecessary dependence.

There are people currently living in residential care who may want to progress to be more independent in a community setting, but there is a lack of availability of suitable accommodation, such as Flat Schemes.

Key facts

- In the LCC area there are over 1,500 adults with a learning disability/autism receiving care and support in over 700 settings (mainly shared households with an average gross weekly cost of £928 per person).
- There are already 40 apartment schemes, in the 11 of the 12 district council areas, however very few match with LCC's strategic intentions.
- LCC has Housing Management Agreements with 9 landlords.
- Some HMAs have an Early Sales Clause.
- Approximately 50% of support providers invoice LCC for support voids, so the potential full costs could be more significant.
- LCC has a large adult disability supported housing service with vacancies.

5. [Positive Living Options Team](#)

Two Service Managers with housing backgrounds have been appointed alongside the Positive Living Options Team ("PLO Team") to support the implementation of the Housing with Care & Support Strategy for younger adults with identified needs which will be met via supported housing.

The aim of the team is to manage the pathway into supported housing for people with care and support needs through the development of a range of accommodation in Lancashire. This will provide a wider offer of accommodation for service users and will also reduce the costs of properties that are no longer financially viable by:

- a) the PLO Team to work with service users, families, advocates to identify alternative accommodation in new apartment schemes or other shared houses with a vacancy;
- b) Undertaking a Housing Allocation Forum with a focus on allocating vacancies in existing settings and new schemes – therefore reducing void costs for which LCC is liable;
- c) develop new apartment schemes of between 6-12 apartments;
- d) develop other accommodation according to identified need including where appropriate 4 bedroom and larger shared houses;
- e) to decommission unsuitable care and support arrangements based particularly in:
 - Under occupied shared houses as part of the Maximising Occupancy Policy. Many have been vacant for a considerable length of time with no realistic hope of ever filling the vacancy ; and
 - Smaller 2 and 3 bed shared houses where people's needs are to be reviewed.

Decommissioning Plans

The service managers will review the data from the housing need assessment referred to in section 3 to identify any properties with vacancies which are no longer financially viable from a County Council perspective, or are no longer suitable due to health and safety or fire safety reasons. This will include a review of any Housing Management Agreements where LCC has to pay either a rent cost or support cost. There may also be an early exit clause which requires the balance on a sale deficit to be paid. A decision will be made on a case by case basis on each property to decide if they should be decommissioned.

6. [Maximising Occupancy Policy](#)

The Maximising Occupancy Policy was approved by Cabinet in July 2020.

There are in the region of 700 properties classed as 'supported tenancies' across Lancashire, with approximately 160 of those properties carrying one or more vacancies (approximately 225 vacancies in total according to 2019 figures). Vacant tenancies place a financial strain on the remaining tenants and sometimes on the housing and support provider, and on the resources of the county council.

The number of vacancies in supported housing look set to rise as some households will not meet the needs of an ageing population as

- tenants will pass away as they age,
- some tenants will move out; and
- as alternative options are developed some tenants will choose to move on to alternative solutions, leaving former co-tenants behind.

Strenuous efforts continue to be made to find suitable people to fill these vacancies. Many have been vacant for a considerable length of time with no realistic hope of the vacancy ever being filled.

The Maximising Occupancy Policy provides a mechanism to review the sustainability of supported housing and decommission properties that are no longer viable to minimise under occupancy and utilise public resources more effectively.

7. Approved Provider List

Lancashire County Council (LCC) currently purchases care services in supported housing to support people across different client groups such as mental health and physical disabilities, but the majority of provision is with learning disability and autism. This service area represents a significant proportion of the council's expenditure in this area and the current annual spend on supported housing is £73m.

- There are approximately 1,500 people with learning disabilities and/or autism living in more than 700 shared households at an average gross weekly cost of £928 per person.
- There are 242 people with mental health needs in shared households or Apartment Schemes.
- In March 2019, there were 247 adults with learning disabilities and autism in long-term residential care at an average gross weekly cost of £1,424 per person.
- In March 2019, there were 268 adults with mental health needs in residential care, which is very high when compared to other councils, at an average gross weekly cost of £1,007 per person.
- In 2017/18, the number of council-supported long-term admissions of younger adults to residential or nursing care homes per 100,000 population was 19.2 in Lancashire – higher than both the shire counties average of 14.3 and the England average of 14.0.
- N.B. There is variation in the profile at a district level in Lancashire.

Supported housing is accommodation that has been designed, built or adapted to facilitate the care and support needs that its tenants or owners may have now or in the future.

The APL will provide updated, fit for purpose, contractual arrangements with the mechanisms to deliver service improvement. Market management will be undertaken during the period that the APL, service contracts and service development proposals are in place and may lead to a reduction in the number of service providers actively delivering services.

The APL will be an open list whereby providers, including new providers, can apply to join at any time. The majority of current providers are anticipated to apply. Providers that have been rejected will have the opportunity to reapply by submitting an improved application at any time.

The APL will remain in effect for 7 years with the option to extend for up to a further 3 years. Service contracts with providers for existing support services or those awarded as call-off contracts from the APL will be up to 10 years in length, with initial periods, break points and potential extensions configured to balance the stability of care for service users and manage service provider performance.

LCC intends to take a flexible approach to procurement that will seek to minimise disruption to service user's current care and support arrangements whilst being compliant with procurement regulations where it is required that:

- Specification requirements are met.
- The council can be assured regarding the cost and quality of proposals.
- Time limited.
- Responsive to new need and demand in response to matters raised by service users.
- Number of pathways to deliver supports for existing and new service users.

LCC will be monitoring the performance of APL providers in delivering care and support services. We will adopt the 'Progression Model' to embed our strengths based approach to assessing individual need and improve outcomes for younger adults with disabilities. We will be identifying what people's capabilities and level of need and will task our APL providers to deliver support which enable people to continue to learn and develop skills and manage risks positively. The approach must support the wider system of care and support a focus upon enabling each individual with disabilities to progress to higher levels of independence. Over time we will be reviewing the level of progress made in achieving the identified service and individual outcomes.

APL providers will be required to produce an Annual Service Development Proposal (ASDP) to respond to the changing needs of existing service users and to manage the growing problem of vacancies in shared houses. This result in an identified need for alternative accommodation which reflects the Housing with Care and Support Strategy.

Following a successful application to be part of LCC Approved Provider List (APL) for the supply of Care Services in Supported Housing the appropriate legal agreements will be entered into with providers for existing support services.

Please note however this Agreement means you are eligible to take part in the processes described at Section 5 of the Invitation to Participate and the Call Off procedure set out in document Appendix 6 which will be used for new business and placements.

This likely to be call off for new supported housing developments to deliver the Housing with Care and Support Strategy objectives.

Being accepted onto the APL does not guarantee any level of future business.

[8. New Developments & Appointing a Care Provider](#)

Once accepted on the APL and a service user is identified to enter your setting the relevant Care provider will sign a Service Level Agreement or Management Agreement with the Housing Provider.

The Housing Provider will set out tasks and responsibilities the appointed APL provider is expected to undertake including the range of onsite duties e.g. signing up new tenants, managing rent account, reporting repairs, managing any ASB and legal frameworks, undertaking health and safety and fire safety compliance issues.

Care provider will be liable for voids – usually the Housing Provider builds in a void period – 4-8 weeks where the void is covered etc. Each agreement will vary and will be included in the competition information.

The appointed APL Providers for new service may also be required to undertake health and safety and fire compliance checks as part of the contract.

The PLO team will work to identify tenants in advance of scheme opening via priority groups and through the Housing Allocation Forum.

9. [LCC Housing Portal](#)

The [Housing Portal](#) is web based with the link available to APL providers and agreed housing providers to support the process of sharing detail regarding vacancies in properties for people the county council has identified with care and support needs.

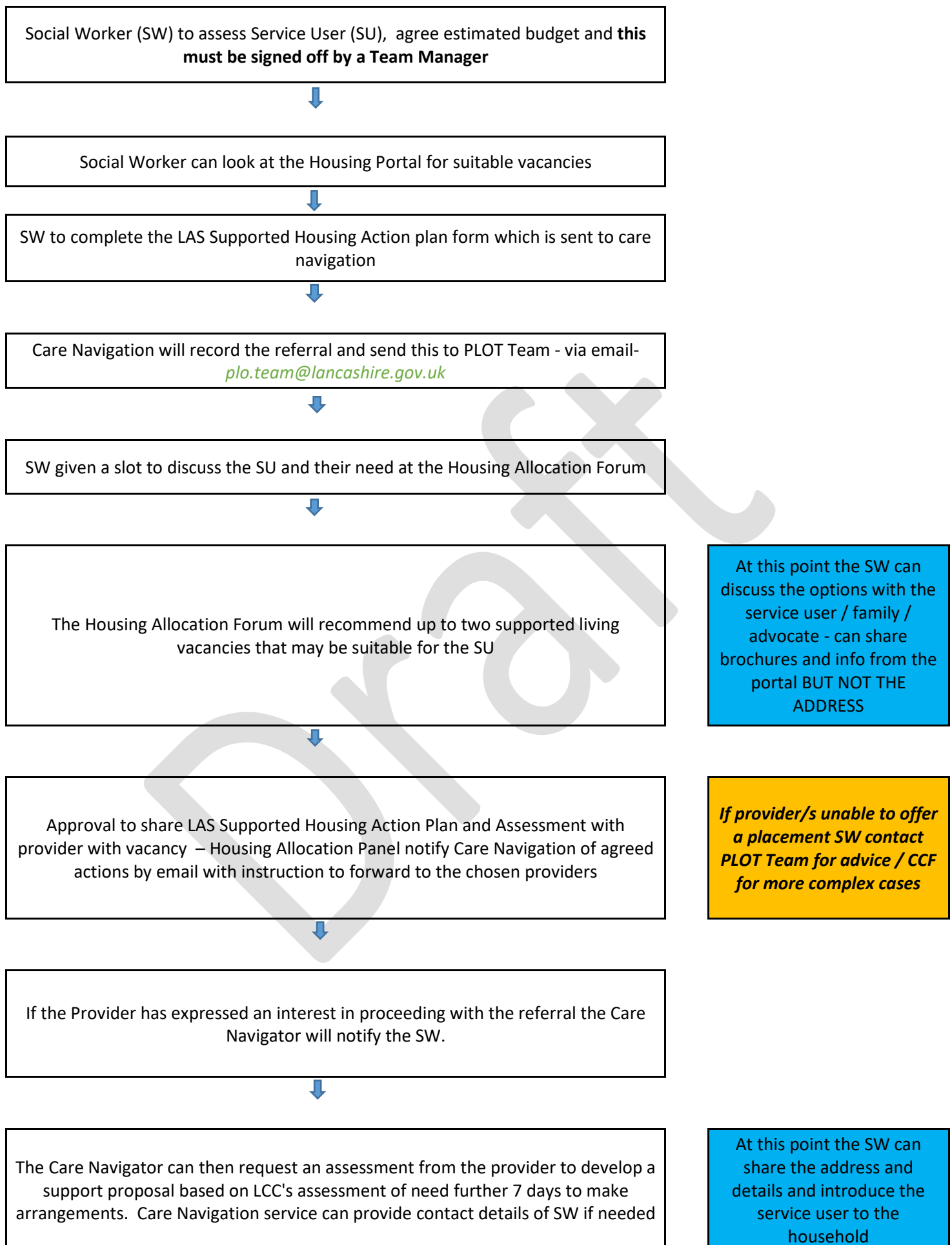
Housing Provider to upload all their properties – including photographs of exterior, interior, shared spaces, bedrooms, bathrooms and gardens etc. onto the Housing Portal.

The Housing Provider must specify details of the access to the building – e.g. wheelchair accessible, first floor or ground floor bedrooms, lifts, stair lifts etc.

We will ask the care provider to provide an anonymous pen profile that specifies the interests and lifestyle of the existing tenants as well as their age and gender, to ensure prospective tenants are compatible.

When a vacancy arises, we request that the Housing Provider contacts the PLO Team so that the vacancy can be made "live" on the Housing Portal and shared with social workers looking for accommodation for service users.

Appendix 1 Guidance for LCC Workers on Making a Referral to Supported Housing Vacancies





Provider to return their support proposal and if relevant Package of Care costings to Care Navigation service to record and this is forward to PLOT and SW



Social Worker must book a place at the Complex Case Forum / weekly panel to get approval for the PoC



If this is approved at CCF the SW can arrange to introduce the service user to the setting, other service users and provider



SW to update Care Navigation and the PLO Team on the proposed start date and costs to enable the agreed PoC to be commissioned by Care Navigation



The property details will be removed from PENDING on the Supported Living Database / Housing Portal by PLOT and the SW is responsible for updating LAS changing principle address

Building Spec – appendix 2

Assistive Technology – appendix 3

Model of Care – shared care & support – appendix 4