

## **Appendix 2: Single Adults with Support Needs Stakeholder Feedback**

### **Adults with Support Needs Pathway, Key Stakeholder & Provider consultation**

For the re-commissioning of Lewisham's adults supported housing services in 2021 providers and key stakeholders were consulted. There was also a direct consultation with LBL Housing which covered all 2021's support housing commissioning.

A full breakdown of the findings from the consultation is available.

### **Method**

#### **Online Questionnaire**

The council's online platform was used for the professional's consultation. Consultees were asked to comment on 4 areas by responding to 12 question. The areas were:

1. Support. What support tasks should supported housing focus on. How well this support is done. How the support could be improved.
2. Buildings. What the quality of the buildings is like. How the buildings could be improved. What type of accommodation was missing?
3. Needs. What supported housing do we need more of, for example female only provision.
4. Equality and Diversity. Is any group disadvantaged in accessing supported accommodation? How can equality of access be improved?

#### **Focus Group**

The views of colleagues from LBL Housing are crucial for making decisions about what supported housing to commission. To maximise the amount of LBL Housing colleagues' views heard a focus was carried out over Microsoft Teams. This focus group was in addition to stakeholder feedback via the council's online platform. The group was asked about all supported housing, including the young persons pathway, adults pathway, and mental health pathway.

The questions were asked were similar to the stakeholder questionnaire:

- Support. What support tasks should supported housing focus on. How well is this support done. How the support could be improved.
- Buildings. What the quality of the buildings is like. How the buildings could be improved. What type of accommodation was missing?
- Needs. What supported housing do we need more of, for example female only provision.
- Equality and Diversity. Is any group disadvantaged in accessing supported accommodation? How can equality of access be improved?
- Communication. What is the groups view on the communication from supported housing.

The session was attended by 12 people.

## **Provider Consultation**

Commissioning officers met with representative from the Adults supported housing services. All providers were invited, representatives from 8 attended. The meeting happened over Microsoft Teams.

A series of 9 questions were asked about the adults supported housing.

## **Key Findings of Adults with Support Needs Consultation**

- Supported Housing is seen as performing well in areas of benefits, emotional support, coordinating support networks, and physical health. Improvement is needed in areas of mental health, substance misuse, meaningful use of time, moving to independent accommodation, and ETE. Service design should look to preserve and improve on these identified areas
- Adults supported housing should have the goal of supporting clients into independent accommodation. It should also be a focus to set up support networks around substance misuse and mental health
- There should be a recognition that there is a high level of mental health need within the adults supported housing pathway and often dual diagnosis. Service design should reflect this.
- Sharing accommodation is difficult for many clients, where possible more self-contained units should be commissioned.
- Improving the PIE nature of the services should be added to any service design.
- There is worry about maintaining levels of move on. How building quality is assessed is dependent on move-on. If move-on slows acceptable quality of accommodation would be higher because people will stay there longer.
- Additional higher needs supported housing is needed for adults with complex needs. Specialist services are needed for substance misuse, female only, alcohol and dual diagnosis. A small higher needs service would be beneficial.
- Supporting clients with hoarding is increasingly important, expert advice should be sought for service design.
- People in work and who have complex needs but are not single are disadvantaged in access in supported housing. The reasons for this disadvantage seem to be systemic. This should be explored in re-commissioning, bearing in mind some of the systematic causes will be beyond the commissioning scope.
- The 2 year target stay is seen as unhelpful. Service design should consider changing the target to 5 years. Monitoring the target should be set up to better understand what the real world demands and pressures are on length of stay.
- There is a suggestion that LGBTQ people are disadvantaged in accessing the adult supported housing services, this should be looked into as a priority.