



**TRAFFORD**  
COUNCIL

# Trafford Council

## Supported Housing Strategy 2023-2028 Consultation Report

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# Consultation Feedback

Trafford Council undertook a period of public consultation to obtain views, comments, and feedback from a range of interested parties, organisations, and individuals on the new Trafford Supported Housing Strategy (2023-2028). Formal consultation began on the Draft Trafford Supported Housing Strategy on Monday 5<sup>th</sup> September 2022 and ran for a period of six weeks until Sunday 16<sup>th</sup> October 2022.

An online survey was created with questions relating to the Strategy's proposed priorities and the recommendations required to deliver them. A copy of the survey, Draft Strategy and appendices were available on the Council's website following a press release and social media publicity via Facebook and Twitter.

In total, 23 responses were received to the online survey with 39% representing personal views of residents and elected members. 61% of the responses were made on behalf of an organisation, such as housing associations, and private sector organisations including voluntary sector/charity.

## Trafford's Draft Supported Housing Strategy (2023-2028)

The Draft Supported Housing Strategy sets out the priorities for addressing the housing requirements of Trafford residents with support needs.

The vision for the Draft Strategy is:

*"Work collaboratively to provide a range of quality supported housing, and housing related support, to enable those with support needs to live independently in Trafford"*

To help achieve this vision the Draft Strategy is structured around four clear priorities.

### Strategic Priorities:

1. Enable people with support needs to live as independently as possible within Trafford.
2. Ensure an adequate supply of quality, accessible and affordable supported housing, and move-on accommodation, is in place.
3. Establish closer working relationships with external services, organisations, and charitable bodies to ensure appropriate support is available and easily accessible.
4. Ensure housing advice is promoted and easily accessible to those with support needs in Trafford.
5. Explore and review good practice in other Local Authority areas in relation to supported accommodation and support services and implement within Trafford where possible.

**Question 1: Do you agree with the proposed strategic priorities?**

100% of the survey respondents agreed with the proposed strategic properties.

**Question 2: Of the five priorities identified, which are the most important to you?**

The three most important priorities were recorded as:

1. Ensure an adequate supply of quality, accessible and affordable supported housing, and move-on accommodation, is in place.
2. Enable people with support needs to live as independently as possible within Trafford.
3. Establish closer working relationships with external services, organisations, and charitable bodies to ensure appropriate support is available and easily accessible.

**Question 3: Do you have any comments on the five priorities?**

Four respondents made additional comments regarding the identified Strategic Priorities:

- *It's important to be aware that we have many disabled people who have variable conditions like M.E. (of which Trafford has no support or referral of its own), and autism which is where ability isn't necessarily proportional to learning academic abilities.*
- *Tenancy Support Team needs more generic tenancy support workers as the waiting list in increasing.*
- *It's good to see the use of quality supported housing and the move-on accommodation as it provides longer term support which in turn means we are less likely to see repeat referrals. It is also good that Trafford are focusing on partnerships and good practice that could be happening in other areas.*
- *Supported Housing needs to be safe and secure to ensure the safety of those who are vulnerable.*
- *Partnership working to provided additional support across Trafford is essential for clients' wellbeing and enables multi-agencies to continually identify and address these additional needs.*
- *Need to recognise to what level independence is the goal of the individual and what they see as independence, as this means something different to everyone.*

## Response

The Council would like to thank all those that responded to the survey.

We are pleased there is clear support for the strategic priorities proposed. We have noted that ensuring an adequate supply of quality, accessible and affordable supported housing and move-on accommodation is in place within Trafford stands out as the most important priority followed by enabling people with support needs to live as independently as possible within Trafford.

The Council also recognises the importance of inclusion of all types of support needs within the Strategy, ensuring services are staffed to a level that is proportionate to demand, that safety and security are paramount, and that 'independence' will look different for everyone. We believe these views are captured within the Supported Housing Strategy. In addition, there is a focus throughout the Strategy on partnership working and collaboration.

## **Priority 1: Enable people with support needs to live as independently as possible within Trafford.**

Enabling people with support needs to live as independently as possible in Trafford is central to the Strategy's vision. The following recommendations should be delivered to help us achieve this priority:

- Consider whether victims of domestic abuse should have additional priority awarded to their Trafford HomeChoice applications.
- Explore options to increase the availability and accessibility of welfare benefits and budgeting advice to victims of domestic abuse
- Explore options to provide additional provision of floating support for ex-offenders in general need housing.
- Investigate opportunities to promote budgeting and benefit advice services to ex-offenders.
- Explore what support can be offered to those on remand to maintain their tenancy/mortgage until their case is concluded.
- Consider amendments to the Council's Allocation Policy so that those with a diagnosis of autism can be given more priority on the Council's housing register.
- Explore the effectiveness of using TeleCare and other technology as a means of support for those with lower-level needs.



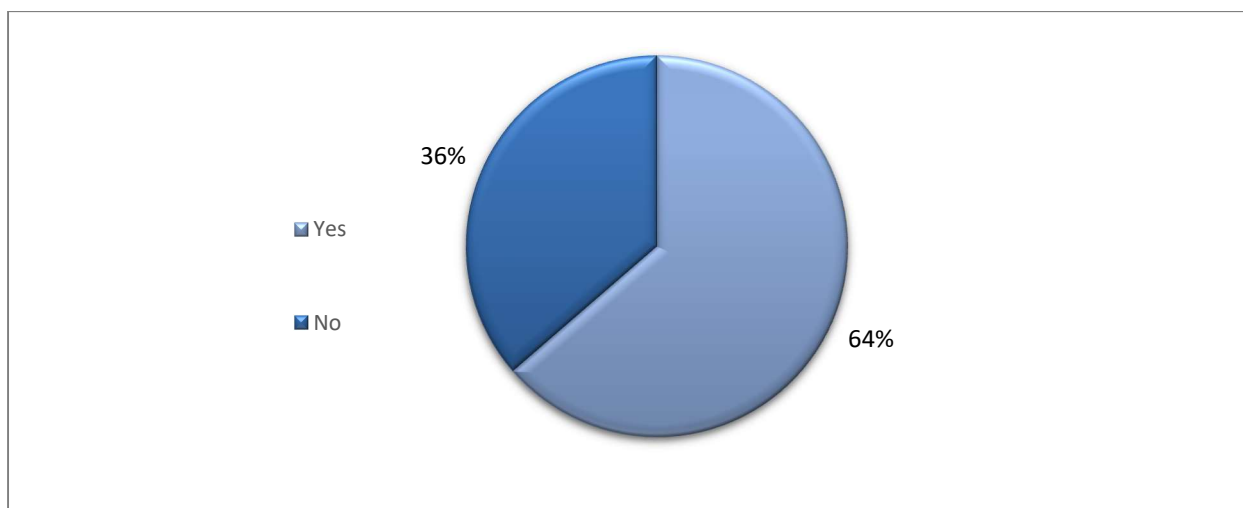
- Investigate the potential to introduce Good Neighbour Schemes for those with learning disabilities and autism across the borough.
- Conduct a review of individuals in residential accommodation with a view to promoting a return into community settings.
- Explore innovative and creative ways of using self-directed support and personal budgets.
- Work with Trafford HomeChoice to explore whether the wait-time for medical points to be added to housing applications can be reduced.
- Investigate the effectiveness of Good Neighbour Schemes for those with physical and sensory disabilities and consider how to introduce them across the borough.
- Consider additional provision of floating support for young people who are living independently for the first time in general need housing.

**Question 4: Do you agree with the Priority 1 recommendations?**

100% of the respondents agreed with the proposed recommendations to enable people with support needs to live as independently as possible within Trafford. Comments submitted alongside question 4 can be found below:

<i>There are a number of housing associations, care agencies, and charities who have done a lot of research and continue to develop working models for providing independent living. I would highly recommend speaking to these agencies and learning from their experience as a priority for Trafford.</i>
<i>I agree with these recommendations but would be good to know what "explore" means as will exploring mean action?</i>
<i>These are all matters that need to be addressed to prevent crisis and repeat homelessness.</i>
<i>I think age should be taken out of everything. My "young people" 40-year-old would be living independently for the first time too. There's quite a lot of elderly parents with previously neglected adults through late diagnosis, needing support and time is running out for them.</i>
<i>Whilst I agree with the recommendations, I do have concerns around where the individuals who have substance misuse will be placed.</i>
<i>Anything that allows an individual to be as independent as possible but with a good 24-hour support network in place has to be a good thing</i>
<i>Not just autism but for those with complex and additional needs, head injuries, broken spines, neurological conditions who may need live in care, hoists, lifts, ramps etc.</i>
<i>Comprehensive list of recommendations. It is important that all partnership teams working in Trafford maintain regular communication and continually update each other so that the best possible help and support is provided, and to ensure that work is not duplicated.</i>

**Question 5: Are there any other recommendations we need to consider to meet Priority 1?**



36% of the respondents stated there were no other recommendations required to meet Priority 1. However, 64% of the respondents suggest there are other recommendations to be considered. The following comments, including suggested recommendations, were provided by the respondents:

<i>Too many properties state over 55 only. People who need support are not always in this age group.</i>
<i>People with health conditions and disabilities should also be considered.</i>
<i>Good communication - there is a lot of prejudice around some of those that need support and need to ensure that they integrate successfully into the community.</i>
<i>Services that deliver the support need to be adequately staffed.</i>
<i>More support is required to develop a more diverse range of groups/ clubs/ associations within Trafford that are accessible for adults with L.D. and all types of mobility issues. There is a desperate need for suitable purpose built adult themed day care provisions again that are able to support with low to high level/complex needs and mobility issues. A wider range of respite options is also required possibly using a D.P. to pay for a short break for the client and main carer and client.</i>
<i>Appropriate adaptations within houses to allow for independent living.</i>
<i>Consider additional provision of floating support for young people who are living independently for the first time in general need housing. In addition to the above, it would be valuable to consider additional floating support provision to anyone who's had a history of homelessness/failed tenancies/first time tenant/other vulnerabilities - not just young people.</i>
<i>Increase supply of supported accommodation that would enable families to be able to continue to reside together.</i>
<i>Increase the range of supported accommodations provided or pathways available. High need / low need - general need / mental health need / will accept pets.</i>
<i>The many who have M.E or now, long Covid, who also can't work enough hours to pay rent or move out of the family home.</i>

*Review individuals in long-term rehab and hospital and the likelihood of them returning to their homes. There are many vacant properties, that remain vacant for many many months with no prospect of the individual returning.*

*Ensure all staff/volunteers providing support are trained to assist individuals with addition or sensory needs and to understand what it's like for those individuals on a daily basis and the challenges they face.*

*Half care/housing support for people that find keeping a tenancy difficult but who fall outside of mental health, alcohol recovery services.*

*Identify any barriers people may have to accessing the help and support available to them and identify way of overcoming these barriers.*

*Involving people with support needs in the wider decision-making process. Not just around their own lives/housing but also in shaping provisions that are available and strategy.*

### Response

The Council would like to thank all those that took part in the survey, and we are pleased to note the support for Priority 1. We welcome the additional recommendations made for our consideration; and have decided that the following recommendation will be included under Priority 1:

- *Explore opportunities to involve those with support needs in the wider decision-making process e.g. seeking advice on style of accommodation and type of support required.*

All suggested recommendations have been noted but following consideration, the Council believe all other suggestions are already captured within this and other existing Strategies.

## **Priority 2: Ensure an adequate supply of quality, accessible and affordable supported housing, and move-on accommodation, is in place.**

There is a limited stock of supported accommodation in Trafford, which has low turnover rates due to difficulties in securing appropriate move-on accommodation for those with support needs. The Strategy acknowledges the importance of ensuring there is enough accessible quality supported accommodation within the borough to achieve the Strategy's vision.

The following recommendations should be delivered to help us achieve this priority:

- Explore opportunities to develop supported housing/refuge accommodation that is suitable for victims of domestic violence with unique needs relating to protected characteristics.
- Develop a Sanctuary Scheme, considering guidance such as the government's "Sanctuary schemes for households at risk of domestic violence" and the Sanctuary Scheme Toolkit created by the Domestic Abuse Housing Alliance.

- Explore funding opportunities to increase the provision of target hardening.
- Strengthen the relationship between domestic abuse services and private investors/landlords within Trafford with the aim of increasing the housing portfolio for those fleeing domestic abuse.
- Explore options to provide support and safe housing for domestic abuse victims who have no recourse to public funds.
- Investigate opportunities to reduce the move-on time to enable victims of domestic abuse to access a settled independent home as quickly as possible.
- Increase partnership working between housing providers and probation services regarding risk management of ex-offenders.
- Explore ways to increase provision of supported accommodation for high risk/schedule 1 offenders.
- Explore opportunities to provide settled housing to newly released ex-offenders where there is a barrier to them returning home.
- Seek opportunities to increase the availability of affordable one-bedroom properties across Trafford.
- Investigate the differing needs of female ex-offenders and explore options to create female-only provision if a need is identified.
- Explore opportunities to provide more age-appropriate supported accommodation for those with learning disabilities and/or autism.
- Explore the demand for autism specific accommodation for Trafford.
- Review the criteria of existing extra-care schemes to determine if there is potential to integrate younger adults with learning disabilities and/or autism.
- Explore possibility of requiring developers to provide supported housing as part of requirement to deliver affordable housing where appropriate.
- Investigate the potential to provide accommodation that can support high-level behavioural needs in Trafford to reduce out of borough placements.
- Ensure the shortage of affordable 1-bedroom properties and bedsits within Trafford continues to be highlighted as a gap with relevant departments and agencies.
- Consider whether Council owned assets, on disposal, could be suitable for supported accommodation.



- Establish how many people currently supported by family/carers are likely to require alternative accommodation within the next 10 years, and what their accommodation and support needs are likely to be.
- Explore options to increase the provision of floating support for those in general need housing.
- Explore the possibility of expanding crisis and emergency provision for those with mental health conditions to reduce the need for admission.
- Explore options for a 'step-up and step-down' model of supported housing in Trafford.
- Explore whether supported housing can be integrated into the mental health care pathway.
- Identify and resolve specific issues with the availability of 'move-on' accommodation for those with mental health related support needs.
- Explore the possibility of extending floating support provision for those with mental health needs, including community-based teams and wraparound services.
- Ensure that any demonstrated need for adapted properties for larger families is captured within future strategic housing assessments/planning.
- Work with housing providers and relevant commissioners to identify the local level of need for accommodation for those with a physical disability and/or sensory impairment.
- Explore ways of increasing the availability of accessible supported accommodation through existing properties and future developments. This should include the provision of short-term accommodation for rehabilitation and respite care.
- Consider building (or requiring developers to build) 1 and 2-bedroom flats which are on the ground floor or have lift access to accessibility standards.
- Assess the need for supported accommodation specifically designed for those with substance misuse needs as part of the resettlement route.
- Review the provision of move-on options and ongoing support available to those with substance misuse needs to reduce the risk of relapse.
- Engage with individual Care Leavers to utilise all move-on options to promote independence.
- Explore bespoke wrap-around care provision for young people with complex/higher-level needs.
- Review the success of Trafford's Staying Put Arrangements with a view to increasing the success of such arrangements.
- Investigate the differing needs of females with complex needs and explore options to create female-only provision if a need is identified.

- Investigate opportunities to develop a specific scheme to accommodate those with high-level/complex needs.
- Explore opportunities to continue to operate a Housing First model in Trafford.

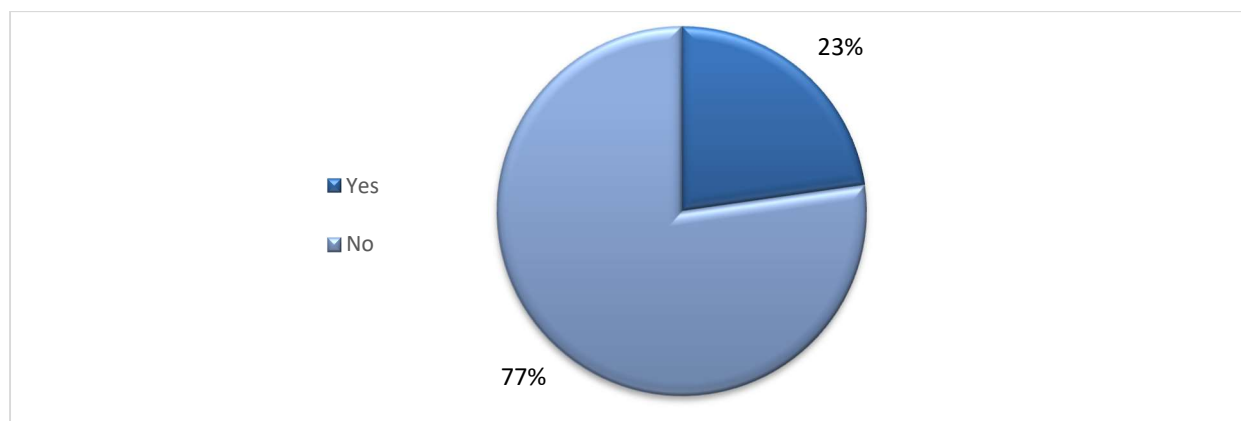
**Question 6: Do you agree with the Priority 2 recommendations?**

100% of the respondents said they agreed with the recommendations to ensure an adequate supply of quality, accessible and affordable supported housing, and move-on accommodation, is in place.

The following comments were made in relation to this question:

<i>While support is needed for those with substance abuse and those offenders. Trafford need to deal with those they house that continue to offend and or cause a nuisance because of addiction.</i>
<i>Emphasis on Housing First/RSAP approach to rehouse entrenched or complex rough sleepers.</i>
<i>I agree with part of it. I do think people with permanent disability should have some ownership and stability and not necessarily be on the move unless they want to. Autistic people find change very difficult and disruptive. Offenders, and domestic abuse victims hopefully can get support and become independent.</i>
<i>You appear to have covered most vulnerable groups but not the elderly. What's the plan for them?</i>
<i>Supported accommodation should be available for those who are able to make provision of it. However, I do feel that it might be better to have dedicated blocks of housing units for those most vulnerable rather than individual homes scattered here and there - from a conversation I had recently with someone with sensory needs, they commented that where they were living there were a number of vulnerable people within the flats who appeared to hang around outside which made him feel unsafe and vulnerable on certain occasions. Therefore, consideration has to be taken for the whole community when building new homes.</i>
<i>(Affordable) accommodation is a basic requirement, even more so for people experiencing mental or physical health issues as they are less likely to be in secure employment, thus limiting the amount of funds available to finance a mortgage.</i>

**Question 7: Are there any other recommendations we need to consider to meet Priority 2?**



77% of the respondents stated there were no other recommendations required to meet Priority 2. However, 23% of the respondents suggest there are other recommendations to be considered. The following comments, including suggested recommendations, were provided by the respondents:

<i>Move on accommodation is great but take into account a lot of people can't move on and will require longer term options where they can develop skills on an ongoing basis</i>
<i>Consider whether Council owned assets, on disposal, could be suitable for supported accommodation. For respite and day care too. Also look to renovating existing 2-bedroom properties into 3, and 3 into 4, as there appears to be a shortage, maybe extensions or roof/attic rooms. There is also a number of parents that have no choice and feel that their son/daughter requires supported living because their current home is not suitably adapted and if it was, they would be able to continue to provide support in the family home.</i>
<i>Some groups need "homes" not just temporary accommodation that is transitional.</i>
<i>Landlord liaison to improve engagement with private sector.</i>

**Response:**

Increasing the availability and range of suitable housing options for people with support needs within Trafford is critical, and we are pleased to note the support among the respondents for Priority 2.

We gratefully acknowledge the suggested recommendations provided to help meet this priority and feel the suggestions are captured within the existing recommendations. The Council also acknowledges the importance of providing adequate housing for older people, and as such developed the [Older Peoples' Housing Strategy](#) which was launched in 2020.

### **Priority 3: Establish closer working relationships with external services, organisations, and charitable bodies to ensure appropriate support is available and easily accessible.**

The Strategy found there was a need for the Council to form closer working arrangements with support agencies and charities in the borough to enable those that require support to access it without delay.

The following recommendations should be delivered to help us achieve this priority:

- Explore options to offer training on domestic abuse to both internal and external frontline housing staff. This should focus specifically on supporting victims with moving out of a property and ending an abusive relationship safely.
- Investigate whether Trafford Registered Providers are DAHA accredited and explore options to assist those that aren't to achieve the accreditation.
- Build stronger relationships between HOST and organisations that support LGBTQ+ victims of domestic abuse with a view to creating referral pathways and opening discussions around commissioning of services.
- Develop stronger links with the Probation and Prison service to ensure there is early identification processes of housing needs for those given a custodial sentence, so assistance can be offered prior to release.
- Increase partnership working between housing providers and the Probation service to reduce the risks associated with housing ex-offenders.
- Consider what support needs ex-offenders have and are currently unable to address and explore whether these gaps can be met by facilitating better access to existing services.
- Work more effectively with private sector landlords on their plans for accommodation for people with learning disabilities and/or autism in Trafford.
- Work with external services to explore opportunities to provide activities/workshops in supported housing schemes taking account of the hobbies and interests of residents.
- Foster better relationships with local employers, job centres, and educational institutes to ensure support includes access to education, training, and employment.
- Explore options to offer training on learning disabilities and autism, mental health, substance misuse, and complex needs to both internal and external frontline housing staff.
- Work with partners across GM to access funding opportunities for supported housing and support provision.

- Ensure there is early identification of housing needs for those admitted to mental health wards/units to enable these to be addressed prior to discharge. This might include creating a housing advice service within, or actively promoted by, local NHS Trusts.
- Work with Homes England to access funding opportunities for supported housing and support provision.
- Work jointly with commissioners and external services to increase the provision of low-level housing related support available to those with physical disabilities and/or sensory impairments.
- Develop a protocol for use by local housing providers, private landlords, and adult social care to encourage early notification to HOST if tenants with a physical disability and/or sensory impairment are at risk of eviction.
- Work with local housing providers and commissioners to facilitate better access to the support services available to those with physical and/or sensory disabilities.
- Facilitate access to information and training for support providers to help identify residents who may benefit from aids or adaptations (minor or major) and support the application of such.
- Increase partnership working between drug & alcohol services and frontline Council staff to provide the best possible services for those with substance misuse needs.
- Work with partners to identify what the short, medium, and long-term accommodation needs are best to treat, aid, and maintain recovery from drug and/or alcohol addiction.
- Encourage greater partnership working between existing supported accommodation providers in Trafford and drug and alcohol services.
- Explore opportunities to provide activities/workshops around independent living skills to young people in supported housing schemes.
- Facilitate links between young people support services, education/training organisations, and housing providers.
- Communicate the needs of young people to housing providers and commission services with the right expertise and types of accommodation to support young people.
- Explore the possibility of specific complex need commissioning whereby commissioners from each department work together.
- Consider developing a Complex Needs team to sit within HOST comprising of housing, mental health, domestic abuse, and substance misuse specialists.

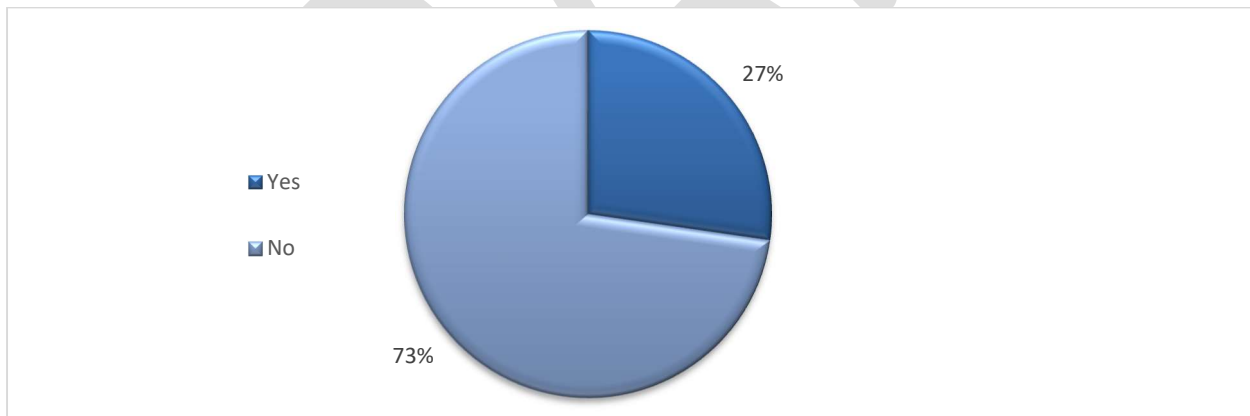


**Question 8: Do you agree with the Priority 3 recommendations?**

100% of respondents agreed with the recommendations proposed to establish closer working relationships with external services, organisations, and charitable bodies to ensure appropriate support is available and easily accessible. The comments below were submitted alongside the responses to question 8:

<i>Drug/alcohol services need to work hand in hand with mental health.</i>
<i>Linking into other boroughs where successful housing schemes are in place, difficulty is Trafford's house prices which deters RSL moving into the borough so consider using out of borough schemes linking in with other authorities' commissioners.</i>
<i>It is so important that all services work collectively to ensure accommodations do not break down and increase the risk of homelessness. Probation services, prison releases need to work more closely with Local Authorities and partners to ensure all needs are met prior to release to prevent reoffending.</i>
<i>Agree in principle, but there's an assumption "partners" are present and functional.</i>
<i>The services we deliver can only be as good as the background support we put in place.</i>
<i>Partnership working within Trafford is essential if we are to provide the best possible support for clients. Naturally the easier it is to access the more likely clients are to use the services available to them.</i>

**Question 9: Are there any other recommendations we need to consider to meet Priority 3?**



73% of the respondents stated there were no other recommendations required to meet Priority 3. However, 27% of the respondents suggest there are other recommendations to be considered. The following comments, including suggested recommendations, were provided by the respondents:

<i>Mental health services could be more flexible when working with customers with addiction issues.</i>
<i>All carer providers require mandatory training would be beneficial if the L.A. requested and supported this. Spot checks and monitoring of all service providers including day care and respite.</i>

*Probably could establish a coordinator with powers to question standards of partners and providers.*

*This is all very blue sky - what about relationships with the police for the abusers of other residents. There needs to be a recommendation around protecting the residents and a strategy for moving on new and re-offenders.*

*Ensure all involved understand and have experience across the board of dealing with vulnerable, disabled and those individuals with additional needs.*

*Establish a locality housing partnership - it's important that all the power doesn't just sit with the local authority. Partnership working at the level of delivery is important, and this would help, but also allowing other stakeholders to be involved in strategic decision making.*

### Response:

There is a notable majority support among the respondents for the recommendations listed under Priority 3.

We gratefully acknowledge the suggested recommendations provided to help meet this priority and feel the suggestions are captured within the existing recommendations.

## **Priority 4: Ensure housing advice is promoted and easily accessible to those with support needs in Trafford.**

The Strategy found there was a further need for support services to be more widely advertised and accessible. The following recommendations should be delivered to help us achieve this priority:

- Ensure HOST is widely promoted among all external support organisations and charitable bodies, including information on how reasonable adjustments can be made.
- Periodically remind external services of the Duty to Refer.
- Promote HOST to all residents to ensure victims, and family and friends of victims, are aware of the housing options and support available. This could include a housing campaign aimed to raise awareness of the links between housing and domestic abuse and where to access support and advice.
- Explore how HOST details and housing advice can be promoted to reach 'hidden' victims of domestic abuse e.g. displayed in GP surgeries, nurseries, public restrooms etc.
- Explore possibility of adding an 'exit site' button to housing advice webpages as demonstrated on the Women's Aid website.

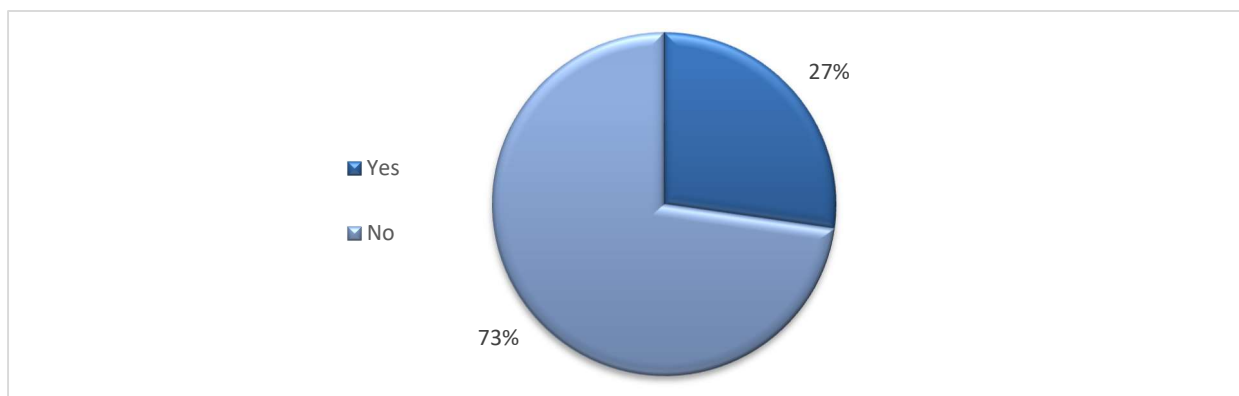
- Ensure housing information and advice is available to offenders before and on release from prison.
- Ensure housing information and advice is available to those with learning disabilities and/or autism through charities and external agencies as well as Council services.
- With the help of internal and external care/support providers, ensure family/carers of those with learning disabilities and/or autism are aware of the supported housing options within the borough and how to access them.
- Explore how Trafford’s housing advice webpages can be adapted to meet the needs of those with sensory disabilities, learning disabilities and/or autism.
- Consider how housing advice can be accessed by those with support needs who are digitally excluded.
- Promote the financial assistance available to those with physical and/or sensory disabilities in relation to housing e.g. HOLD scheme, Disabled Facilities Grant etc.
- Develop general housing advice materials to be distributed to local schools/colleges, foster carers, and children’s residential units.
- Explore the possibility of developing general housing advice materials to be distributed to all external support organisations/services, with clear information on where to sign-post.

**Question 10: Do you agree with the Priority 4 recommendations?**

100% of the respondents agreed with the recommendations proposed to ensure housing advice is promoted and easily accessible to those with support needs in Trafford. The below are comments submitted alongside the responses to question 10:

<i>It might not be a good idea to mix autism and learning disabilities with ex criminals.</i>
<i>Organisations should have a member of staff available to talk to individuals on the phone or visit in person. Organisations shouldn't assume that everybody has access to technology or even wishes to use it!</i>
<i>Communicating what's available is great, and really important.</i>

**Question 11: Are there any other recommendations we need to consider to meet Priority 4?**



73% of the respondents stated there were no other recommendations required to meet Priority 4. However, 27% of the respondents suggest there are other recommendations to be considered. The following comments, including suggested recommendations, were provided by the respondents:

<i>Physical support is very important to support people that struggle with finding information and form filling, C.L.O.'s and the community prevention officers could support more.</i>
<i>Look at the barriers people often face when obtaining housing advice - could be through consultations as this could shape what advice is given and how this is given.</i>
<i>Make known the pathways for those with additional needs to get advice from HOST - i.e. chaotic rough sleepers who do not have phones or keep appointments.</i>
<i>Again, nothing for the elderly.</i>
<i>Good training and understanding for all staff, empathy, and consideration at all times.</i>
<i>Maybe some sort of consultation to understand why there are barriers or people aren't aware of what is available to them.</i>

**Response:**

There is a notable majority support among the respondents for the recommendations listed under Priority 4. We gratefully acknowledge the additional recommendations offered by the respondents, and are pleased to include the following recommendation within the Strategy:

- *Consult with those with support needs to understand barriers to accessing advice and how best to resolve these.*

*The Council acknowledges the importance of providing adequate housing for older people, and as such developed the [Older Peoples' Housing Strategy](#) which was launched in 2020.*

## Priority 5: Explore and review good practice in other Local Authority areas in relation to supported accommodation, and support services, and implement within Trafford where possible.

There is a discrepancy across the country in the supported accommodation provision and support services available in each area. To achieve the Strategy's vision, Trafford are keen to learn from other areas to improve the provision of supported accommodation and support services. The following recommendations should be delivered to help us achieve this priority:

- Investigate the effectiveness of Sanctuary Schemes in other areas and look to replicate good practice in Trafford.
- Explore good practice within other Local Authorities for the provision of floating support for those with support needs in general needs housing.
- Evaluate the effectiveness of the autism specific supported accommodation model and consider replicating in Trafford if there is sufficient demand.
- Investigate whether practice from other Local Authorities of developing new models of supported accommodation for those with mental health needs can be introduced in Trafford.
- Explore how assistive technology is being used in other areas to enable those with support needs to live more independently.
- Review the findings of the *Raising Accessibility Standards for New Homes* and ensure recommendations are implemented in Trafford.
- Explore good practice within other Local Authorities of supported accommodation and floating support provision for those with physical and/or sensory disabilities and consider implementing such practice in Trafford.
- Review good practice in the use of telecare and other technology as a means of support for those with lower-level physical and/or sensory needs.
- Explore the various models of supported housing for those with drug and/or alcohol addiction across the UK to find good practice that can be replicated within Trafford.
- Complete The House Project pilot in Trafford, evaluate, and consider further roll-out.
- Explore good practice for supporting those with complex needs and establish whether these practices can be implemented in Trafford.
- Review the effectiveness of the Making Every Adult Matter (MEAM) toolkit in delivering co-ordinated interventions to those with multiple/complex needs with a view to implementing in Trafford if appropriate.

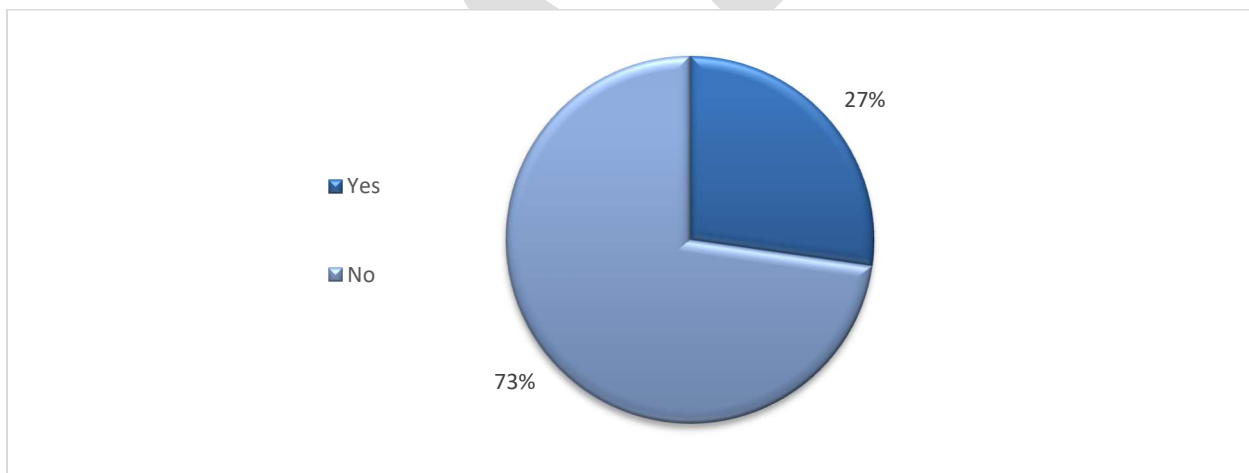


**Question 12: Do you agree with the Priority 5 recommendations?**

100% of the respondents agreed with the recommendations proposed to ensure housing advice is promoted and easily accessible to those with support needs in Trafford. The below are comments submitted alongside the responses to question 12:

<i>Complex needs schemes in other boroughs are more widely available than in Trafford, either link in and use out of area or develop within Trafford, particularly focusing on Learning Disability services.</i>
<i>It is important for Trafford to continue to engage with other local authorities due to lack of housing stock for single homeless people. As well as promoting greater working relationships within other areas outside of Trafford.</i>
<i>Start of a small scale and learn and develop from there.</i>
<i>Sharing information with each other is essential. Ongoing communication between support services is the only way we can monitor the successes and failures or what is being offered.</i>
<i>Exploring becoming a MEAM partnership.</i>

**Question 13: Are there any other recommendations we need to consider to meet Priority 5?**



73% of the respondents stated there were no other recommendations required to meet Priority 5. However, 27% of the respondents suggest there are other recommendations to be considered. The following comments, including suggested recommendations, were provided by the respondents:

<i>Explore the housing first model.</i>
<i>Also take a look at good practice in relation to the GMCA's commissioning of Housing First and RSAP, and the approaches/good practice of those services.</i>
<i>Had a talk years ago from a Leigh housing person at an autism carers' meet. They had a "good neighbour" rent scheme where lightly dependent adults would have a designated neighbour who would just check in occasionally, in exchange for a reduced rent or other incentive.</i>
<i>Client feedback.</i>

*Engaging with wider Greater Manchester Networks such as the Food Security Action network, GM Housing Providers Network and Greater Manchester Housing Action Network.*

**Response:**

There is a notable majority support among the respondents for the recommendations listed under Priority 5.

We gratefully acknowledge the suggested recommendations provided to help meet this priority and feel the suggestions are captured within the Strategy and existing recommendations.

## Additional Comments

The respondents were given the option to make any final comments on the Draft Supported Housing Strategy at the end of the survey. The below are the comments submitted:

*Those aged 18-45 with additional needs are currently being failed by Trafford as there is no available housing for that age group.*

*Tenancy support service needs more staff to cope with demand.*

*My concerns for this are that the housing prices are high in Trafford, where can we get affordable housing? Do we have a stock of housing that can be specifically for complex needs as the population in Trafford of people with LD and complex needs moving forward is not going to be met within our current housing stock, more independent living flats with onsite staff and communal areas is required, particularly Autism focused. Can we link into authorities on the border and access their housing stock as more affordable housing in these areas creates more opportunities?*

*I think the proposed strategy for Trafford's housing etc. covers most areas and looks to be a step in the right direction.*

*There's also a scheme, I think The Netherlands ran where suitable students could be offered a room in an elderly person's spare room. This could reduce loneliness and occasionally be mutually supportive in some groups of people.*

*This does appear to be a good strategy however please don't forget the old folk!*

*The views of those service users who might wish to live in supported accommodation should be taken into account and not just the provision of new fancy homes but being realistic around the needs, disabilities and vulnerabilities of those individuals who may benefit from this scheme*

*I think making sure there are opportunities for people outside of the council to have a say in decision making at every level. Including people with lived experience, and charities who are delivering support.*

### Response:

The Council would like to thank all those that responded to the survey. Overall, the submissions about the Draft Supported Housing Strategy are positive, and respondents support the priorities identified to address the housing needs of those with support needs in Trafford.

The Council acknowledges the importance of providing adequate housing for older people, and as such developed the [Older Peoples' Housing Strategy](#) which was launched in 2020.

We also acknowledge the comments provided regarding the Intergenerational Senior Residence scheme in the Netherlands and note an action to replicate this scheme was included in Trafford's Older Peoples' Housing Strategy 2020-2025. However, following investigation it was decided it would not be viable to replicate the scheme in Trafford following learning from the Covid-19 Pandemic.

We have noted there appears to be strong support for inclusion of those with support needs in the decision-making process, particularly around the type and style of both accommodation and support provision. Following the comments made, the below recommendations have been included within the Supported Housing Strategy Action Plan:

- *Explore opportunities to involve those with support needs in the wider decision-making process e.g. seeking advice on style of accommodation and type of support required.*
- *Consult with those with support needs to understand barriers to accessing advice and explore how best to resolve these.*

## Equalities Monitoring Information

Resident respondent profile is summarised below:

### **By Gender**

89% of the respondents were women, and 11% preferred not to disclose their gender.

### **By Age**

44% of the respondents were aged 55+, 22% preferred not to disclose their age, 11% were aged 25-30, 11% were aged 41-50, and 11% were aged 55+.

### **By Ethnic Group**

89% of respondents classified themselves as being White British, and 11% preferred not to disclose their ethnicity.

### **By Sexual Orientation**

78% of respondents classified themselves as being heterosexual, and 22% preferred not to disclose their sexual orientation.

### **By Employment Status**

67% of respondents were employed, 11% were unable to work due to illness and/or disability, 11% were unemployed, and 11% preferred not to disclose their employment status.

### **By Current Living Situation**

44% of the respondents were living in a property they own, 22% were renting from a housing association, 22% preferred not to disclose their current living situation, and 11% were renting from a private landlord.