

Trafford Council

Supported Housing Strategy 2022-27

Summary Statement



TRAFFORD
COUNCIL



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Introduction

Trafford Housing Strategy 2019-2023 highlighted a need to draft a Supported Housing Strategy to determine current and future need for supported housing in Trafford. The Supported Housing Strategy covers the five years from 2022 to 2027. It forms part of a suite of specialist housing strategies that sit under the main Housing Strategy 2019-2023 and is intended to support and complement other strategy documents such as Trafford Council Homelessness Strategy 2019-2024 and Trafford Older People's Housing Strategy 2020-2025.

Supported housing provides a vital service for vulnerable people and has a critical role in supporting people who are vulnerable and disadvantaged because of age, ill-health, disability, or their circumstances and cannot live independently. Appropriate housing is a crucial element of preventative services and is necessary to allow those who require support to receive it in a settled and secure environment.

This statement will provide a summary of the Supported Housing Strategy 2022-2027.

Vision

The Supported Housing Strategy 2022-27 vision 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”

Strategic Priorities

Following the review of Policy, supported accommodation and those with support needs in Trafford, consultation with residents and stakeholders, and analysis of the data, the following strategic priorities have been identified.

- 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.

Each Strategic Priority has several key recommendations which the Council and its partners must deliver to achieve the overall vision of the Strategy. These recommendations are listed at the end of the Summary Statement and will be used to create an Action Plan to facilitate the delivery of the Supported Housing Strategy.

Stakeholder & Resident Consultation

An online consultation was conducted to collect both resident and stakeholder opinions on the supported accommodation portfolio in Trafford. The consultation ran for a period of 1 month, from 20th September 2021 to 21st October 2021, and responses were received from 30 residents and 17 Stakeholders (from 11 organisations) across Trafford. The findings from the consultation were used to shape the contents of the Draft Supported Housing Strategy.

A copy of the consultation surveys and analysis can be found within Appendix 1 and Appendix 2 of the Draft Supported Housing Strategy 2022-27.

Summary of Findings

It is important to recognise that although the findings give an indication of resident and stakeholder opinion in relation to supported accommodation in Trafford, caution should be taken when generalising the findings due to the low response rate. However, the findings drawn from the consultation suggest:

- A combination of self-contained and shared supported accommodation is required so individual need and preference can be catered to. It was noted that the risk of social isolation associated with self-contained supported accommodation could be mitigated by the inclusion of communal spaces.
- The criteria for accessing supported accommodation in Trafford needs to be reviewed and a more flexible approach should be taken when deciding on placement.
- There is a lack of suitable emergency/crisis accommodation in Trafford for those with support needs, challenges posed by unaffordable rents, and no provision for male or LGBTQ+ victims of domestic abuse or victims without recourse to public funds.
- There is a lack of supported housing options for those with low-level mental health needs.
- There is need for greater provision of move-on accommodation in Trafford for all cohorts but particularly for ex-offenders and those with mental health needs.
- There is an insufficient supply of supported accommodation within Trafford. For victims of domestic abuse, those with multiple and complex needs, and those with lower-level mental health support needs the demand is deemed to be higher than the supply of appropriate supported housing.

- The geographical spread of supported accommodation across Trafford is appropriate.
- There is demand for more affordable and social rented housing across Trafford. This would assist those who are able to live independently with floating support to do so, while also providing greater move-on options for those who are ready to step down from a supported accommodation setting.
- Greater forward planning is required to allow those with support needs to access supported accommodation when they want to, rather than when they need to/are in crisis.
- There is a lack of supported accommodation options for those with autism, meaning they are often accommodated in supported schemes that were designed for a range of learning disability needs or in supported settings that limit their opportunity for independence.
- Most Trafford residents diagnosed with autism are under the age of 35.
- The most common support needs are daily activities (such as cooking, cleaning, and getting around), engaging in social activities, and budgeting / managing finances.
- Almost all of those with support needs rely on family and friends for support, even when receiving support from Social Services or NHS Services.
- A large majority of those with support needs live with their parents / family members in either owner-occupied or social rented properties. However, most would prefer to live independently.
- A large proportion of those with support needs are considering moving in the future, and half of those with support needs are considering a move into supported accommodation in Trafford.
- Half of those who require supported accommodation would be willing to consider shared housing.
- The majority of those who require supported housing in Trafford would like a 1- or 2-bedroom property in either Sale, Altrincham, or Urmston.
- The preferred type of support provision is 24-hour onsite support. Options for floating support or a combination of floating and on-site support being less favoured.

Individual Analysis

The Individual Analysis section of the Supported Housing Strategy contains a breakdown of supported housing need, current provision, future provision, and strategic objectives relating to each of the following need groups:

- Domestic Abuse
- Ex-offenders
- Learning disabilities and Autism
- Mental Health
- Physical and Sensory Disabilities
- Substance Misuse
- Young People
- Complex Needs

Each section gives a definition of the cohort, introduces the cohort in a Trafford context, provides an analysis of current provision for that cohort, and outlines what future provision for the cohort should consist of supported by research, data, and evidence. At the end of each section a cohort-specific strategic objective is outlined along with the recommendations that are unique to that cohort. Several recommendations apply to all cohorts and have been captured within the Supported Housing Strategy under the heading “Recommendations for all cohorts”.

Cohort specific Strategic Objectives

The cohort specific Strategic Objectives link directly to the overarching vision and strategic priorities of the Supported Housing Strategy 2022-27. They are detailed below:

Domestic Abuse

Ensure that all victims of domestic abuse, including those in minority groups, are empowered to remain safely in their own homes where possible, and to ensure adequate provision of suitable supported accommodation is available for those that require it.

Ex-Offenders

Ensure we have the right level of supported housing, move-on accommodation, and support provision to provide ex-offenders with the best opportunity to reintegrate into society and reduce likelihood of reoffending.

Learning Disabilities and Autism

Ensure people with learning disabilities and/or autism in Trafford have greater choice and access to appropriate support and supported accommodation, promoting their independence and quality of life.

Mental Health

Ensure those with mental health support needs can live as independently as possible by providing adequate supply of both long-term and short-term supported housing, as well as offering floating support to those in general housing and allowing individuals to have greater choice over where they live and how they access support.

Physical and Sensory Disabilities

Ensure there is an adequate supply of accessible properties and supported accommodation that is suitable for all demographics. In doing so, Trafford will promote the independence of residents with physical and/or sensory disabilities and offer greater choice on where they live and how they receive support.

Substance Misuse

Ensure the right type of supported housing is available to help people manage and reduce substance misuse. Collaborative working is crucial, and we will work with both internal and external services to provide housing and support to address any co-occurring needs alongside substance misuse to improve health and maintain recovery.

Young People

Ensure the right kind of supported housing is available to help young people learn the necessary skills to become independent adults. We aim to achieve this by ensuring there is increased provision in more areas to allow a greater choice of appropriate supported accommodation providing housing support and services for young people.

Complex Needs

Ensure the right kind of supported housing is available to provide intensive support to those with complex needs with a focus on enabling them to live independently where possible.

Recommendations

The following recommendations are contained within the Supported Housing Strategy 2022-27.

Priority 1: Enable People with supported needs to live as independently as possible in Trafford.

All cohorts

- Explore the effectiveness of using technology, such as TeleCare, as a means of support for those with lower-level needs.
- Explore opportunities to increase the availability of accessible affordable one-bedroom properties across Trafford.
- Investigate opportunities to increase provision of floating support for those with learning disabilities and autism, substance misuse needs, and ex-offenders in general needs housing.
- Establish how many Trafford residents 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.

Domestic Abuse

- 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 benefits and budgeting advice to victims of domestic abuse.

Ex-Offenders

- Investigate opportunities to promote services giving budgeting and benefit advice to ex-offenders.
- Explore what support can be offered to those on remand to maintain their tenancy/mortgage until their case is concluded.

Learning Disabilities and Autism

- 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.
- Investigate the potential to introduce Good Neighbour Schemes for those with learning disabilities and autism across the borough.

Mental Health

- 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.

Physical and Sensory Disabilities

- 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.

Young People

- Consider additional provision of floating support for young people who are living independently for the first time in general need housing.

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

All cohorts

- Consider whether Council owned assets, on disposal, could be suitable for supported accommodation.
- Explore possibility of requiring developers to provide supported housing as part of requirement to deliver affordable housing where appropriate.
- Ensure the shortage of affordable one-bedroom properties and bedsits within Trafford Borough continues to be highlighted as a gap with relevant departments and agencies.

Domestic Abuse

- Explore opportunities to develop supported housing/refuge accommodation that is suitable for victims of domestic abuse 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.

Ex-Offenders

- Investigate opportunities to promote services giving budgeting and benefit advice to ex-offenders.
- Explore what support can be offered to those on remand to maintain their tenancy/mortgage until their case is concluded.
- Explore opportunities to provide settled housing to newly released ex-offenders where there is a barrier to them returning home
- Investigate the differing needs of female ex-offenders and explore options to create female-only provision if a need is identified.

Learning Disabilities and Autism

- Explore opportunities to provide more age-appropriate supported accommodation for those with learning disabilities and/or autism.
- Explore demand for autism specific accommodation for Trafford.
- Review criteria of existing extra-care schemes to identify if there is potential to integrate younger adults with learning disabilities and/or autism.
- Investigate potential to provide accommodation that can support high-level behavioural needs in Trafford to reduce out of borough placements.

Mental Health

- Explore the possibility of expanding crisis and emergency provision for those with mental health needs 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.

Physical and Sensory Disabilities

- 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.

Substance Misuse

- 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 reduce the risk of relapse.

Young People

- 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.

Complex Needs

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

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

All cohorts

- Work with Homes England and partners across GM to access funding opportunities for supported housing and support provision.
- 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.

Domestic Abuse

- 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 which support LGBTQ+ victims of domestic abuse with a view to creating referral pathways and opening discussions around commissioning of services.

Ex-Offenders

- Develop stronger links with the Probation and Prison service to ensure there is early identification 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.

Learning Disabilities and Autism

- Work more effectively with private sector landlords and investors on their plans for accommodation for people with learning disabilities and/or autism in Trafford.
- Work with external services to explore opportunities to provide more 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 existing support includes access to education, training, and employment.

Mental Health

- 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.

Physical and Sensory Disabilities

- 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 develop, and facilitate access to, the services available to those with physical and/or sensory disabilities.
- Facilitate access to information and training for support providers to help identify clients who may benefit from aids or adaptations (minor or major) and support the application of such.

Substance Misuse

- Increase partnership working between drug & alcohol services and frontline 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 to best treat, aid, and maintain recovery from drug and/or alcohol addiction.
- Encourage greater partnership working between existing supported accommodation providers in Trafford and local drug and alcohol services.

Young People

- 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.

Complex Needs

- 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.

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

All cohorts

- Ensure HOST is widely promoted among all external support organisations and charitable bodies, including information on how reasonable adjustments can be made.
- 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.
- Consider how housing advice can be accessed by those with support needs who are digitally excluded.
- Periodically remind external services of the Duty to Refer.

Domestic Abuse

- 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.

Ex-Offenders

- Ensure housing information and advice is available to offenders before and on release from prison.

Learning Disabilities and Autism

- 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 learning disabilities and/or autism.

Physical and Sensory Disabilities

- Consider how housing advice webpages can be adapted to meet the needs of those with sensory disabilities.
- 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.

Young People

- Develop general housing advice materials to be distributed to local schools/colleges, foster carers, and children's residential units.

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

All cohorts

- Explore good practice within other Local Authorities for the provision of floating support for those with support needs in general housing.
- Explore how assistive technology is being used in other areas to enable those with support needs to live more independently.

Domestic Abuse

- Investigate the effectiveness of Sanctuary Schemes in other areas and look to replicate good practice in Trafford.

Learning Disabilities and Autism

- Evaluate the effectiveness of the autism specific supported accommodation model and consider replicating in Trafford if there is sufficient demand.

Mental Health

- 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.

Physical and Sensory Disabilities

- 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.

Substance Misuse

- Explore the various models of supported housing for those with drug and/or alcohol dependency across the UK to find good practice and examples that can be replicated within Trafford.

Young People

- Complete The House Project pilot in Trafford, evaluate, and consider further roll-out.

Complex Needs

- 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.

Delivery of the Strategy

The strategic priorities and recommendations will be delivered through the Supported Housing Strategy Action Plan.

The key partners in delivering the vision and aims of this strategy will be Trafford Council, Registered Providers, the NHS Commissioning Body, CCGs Care Providers, private developers, and the planning department. Further suitable partners will be approached to contribute where appropriate.



The Action Plan will be developed in partnership with stakeholders, partners and agencies and agreed by the Strategic Housing Partnership (SHP). The Strategic Housing Partnership was established to provide strategic leadership in the delivery of key priorities of the Trafford Inclusive Growth Board and the Trafford Housing Strategy 2018-2023. It will provide detailed actions and targets to ensure that we achieve the priorities identified over the next five years by 2027. The Action Plan will be reviewed annually to ensure that all new changes in legislation and policies/strategies developed by the Council are reflected.