



Summary of Key Findings of the Consultation  
on the Draft Housing with Care and Support  
Strategy 2018 – 2025

March 2019

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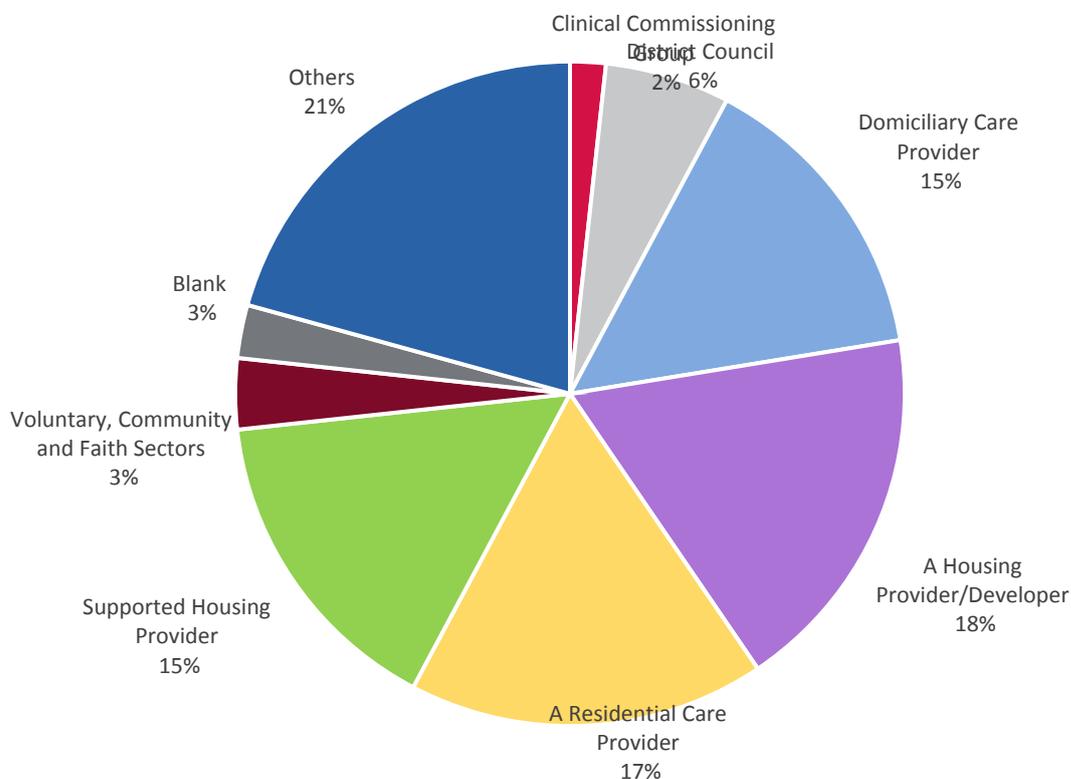
## Introduction

On 13 September 2018, the county council's Cabinet endorsed a draft Housing with Care and Support Strategy 2018 – 2025 and approved undertaking of consultation with key partners on the draft Strategy.

The main purpose of the consultation was to seek feedback on how the draft Strategy could be improved prior to it being finalised and implemented.

A public consultation ran from 28 November 2018 to 31 January 2019 and was undertaken via online questionnaire and easy read questionnaire. 121 responses were received.

## Stakeholders that responded



N.B. The 21% categorised as 'others' were mainly family members, members of the public or unspecified.

## Responses to the Strategy's Vision and Key Aims

How strongly do you agree or disagree that this is a suitable vision for the housing with care support strategy?

81% of responders agree that it is a suitable vision.



For each of the following, how strongly do you agree or disagree that it should be a key aim of the strategy to deliver....

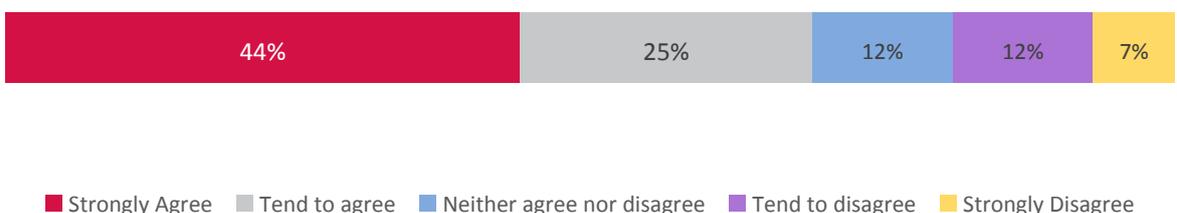
**a) At least one extra care scheme for older adults in each district by 2025 (totalling about 1,000 homes across Lancashire)**

80% of responders agree that it should be a key aim of the strategy to deliver at least one extra care scheme for older adults in each district by 2025.



**b) An increase in the number of flat schemes for younger adults with disabilities and a reduction in number of shared houses**

69% of responders agree that it should be a key aim of the strategy to deliver an increase in the number of flat schemes for younger adults with disabilities and a reduction in number of shared houses. This aim is also the largest margin of responders disagreeing.



**c) Improved housing with care and support options for people with complex needs and conditions**

73% of responders agree that it should be a key aim of the strategy to deliver improved housing with care and support options for people with complex needs and conditions.



■ Strongly Agree ■ Tend to agree ■ Neither agree nor disagree ■ Tend to disagree ■ Strongly Disagree

**d) A viable and genuine alternative to residential settings (a home for life)**

85% of responders agree that it should be a key aim of the strategy to deliver a viable and genuine alternative to residential settings. This is the biggest margin for strongly agreeing out of all of the key aims given. And the biggest response overall for agreement.



■ Strongly Agree ■ Tend to agree ■ Neither agree nor disagree ■ Tend to disagree ■ Strongly Disagree

**e) Ongoing care and support that delivers cost savings to the health and care system**

73% of responders agree that it should be a key aim of the strategy to deliver ongoing care and support that delivers cost savings to the health and care system.



■ Strongly Agree ■ Tend to agree ■ Neither agree nor disagree ■ Tend to disagree ■ Strongly Disagree

**f) *The integration of housing schemes within communities by offering facilities such as meeting rooms, cafes etc***

82% of responders agree that it should be a key aim of the strategy to deliver the integration of housing schemes within communities by offering facilities such as meeting rooms, cafes etc.



■ Strongly Agree ■ Tend to agree ■ Neither agree nor disagree ■ Tend to disagree ■ Strongly Disagree

**g) *Benefits to the wider housing market through regeneration and the release of family housing***

69% of responders agree that it should be a key aim of the strategy to deliver benefits to the wider housing market through regeneration and the release of family housing. This has the smallest margin of the responders strongly agreeing with this key aim.



■ Strongly Agree ■ Tend to agree ■ Neither agree nor disagree ■ Tend to disagree ■ Strongly Disagree

**Comments Received**

Within the consultation, responders were invited to give their views and opinions in response to a number of questions. It has been decided that the most appropriate approach to analysing the responses is to bring together the responses from all questions and to group them within themes, as this avoids the duplication that would have occurred had we analysed the responses by question. This includes responses to the electronic questionnaire and emails and letters sent to the County Council.

The comments listed below include those received in relation to Housing with Care and Support for both older adults and younger adults with disabilities. The top ten ranked most common themes are shown in order. Additional comments which are mentioned by fewer respondents are listed below in no particular order.

## Top Ten Ranked Comments

1. **Partnership working:** The importance of partnership and integrated working, especially involving all partners within the delivery of the strategy.
2. **Social isolation:** Increased social isolation of younger adults in flat schemes. Concern that younger adults living in a larger shared setting can lead to social isolation and may feel like a congregated setting which historically has been an issue.
3. **Choice and control:** Ensuring choice and control for service users and the importance of being person-centred i.e. control and engagement at an individual level when discussing needs and outcomes.
4. **Engaging service users, carers and communities:** Managing the change from shared houses to flat schemes for younger adults needs to fully involve individuals, their families and support providers.
5. **Range of options:** Importance of other options: ensuring there is a range of accommodation options available for both older adults and younger adults e.g. residential care, group supported living and ordinary housing with home care support.
6. **Size of flat schemes:** Concerns that flat schemes will be too large and be a congregated setting/institution based.
7. **Voids:** Issues with voids needs to be resolved.
8. **Location:** Importance of the right location of schemes.
9. **People seeing this as cost cutting exercise:** There is a need to assure the public that new arrangements are valued not just in financial terms and are not a 'cost cutting exercise'.
10. **Technology:** Greater use of technology. An opportunity to consider new ways of meeting need informed by best practice e.g. health promotion, technology enabled care increased use.

## Other Comments Received

Additional comments are listed below in no particular order:

### General

- The importance of needs analysis including an evidenced based approach to planning and delivery to ensure individual outcomes are achieved alongside the strategic aims.
- Comments regarding lengthy procurement processes.
- Measuring progress and performance in relation to accommodation and care.
- Anxiety about the approach to implementation.
- The need to be more ambitious in our approach to implementation and scale.

### **Accommodation**

- Accommodation and design standards including the ability to address specific issues e.g. noise, lighting.
- The need for affordable rents.

### **Community Assets**

- Community facilities within developments of flat schemes for younger adults could increase the risk to vulnerable people.

### **Support**

- Some specific comments were made to ensure planning takes account of the specific needs of people e.g. those with dementia, autism, profound intellectual multiple disabilities (PIMD), sensory impairments.
- The importance of good care and support to address the risk of social isolation and other identified needs.
- Too much emphasis on the built environment and not enough on models of support and achieving outcomes.
- Utilising informal supports and new ways of working with positive examples provided.

## **Next Steps**

The feedback falls into four distinct categories:

- a. Confirmation that the proposals are appropriate
- b. Comments which require changes to text to improve clarity of message
- c. Feedback regarding approaches to implementation
- d. Some concerns about the substantive proposals.

As stated in the introduction to this report, in September 2018 Cabinet endorsed the draft Housing with Care and Support Strategy 2018 – 2025 and approved the undertaking of consultation with key partners on the draft Strategy. In addition, Cabinet also authorised the Executive Director of Adult Services and Health & Wellbeing, in consultation with the Cabinet Member for Adult Services and the Cabinet Member for Health and Wellbeing, to make any necessary amendments to the Strategy at the conclusion of the consultation.

This report will be shared with the Executive Director and the Cabinet Members. Where proposals need to be clarified to improve understanding then the text of the Strategy will be amended. Comments about implementation will inform the next stages of this Project. Where concerns have been expressed regarding service models then these issues will be brought to the attention of the Executive Director and Cabinet Members for consideration.

A final version of the Strategy will be available by 30<sup>th</sup> April 2019.