






Housing Position Statement (Adults with complex needs)

Results from the online survey 16 February 2021. Analysis has been carried out per question.



1. Please let us know in what capacity you are responding to this survey as: Please select one option.

			Response Percent	Response Total
1	A housing Association		14.81%	4
2	A housing developer		7.41%	2
3	Registered Care Provider		51.85%	14
4	A resident living in Warrington		0.00%	0
5	Local Borough, Town or Parish Councillor		0.00%	0
6	A group or organisation		18.52%	5
7	An agent responding on behalf of an individual, group or organisation		0.00%	0
8	Other (please specify):		7.41%	2
			answered	27
			skipped	1





Other (please specify): (2)

1	16/02/2021 10:45 AM ID: 157903874	Registered care provider who also develops properties
2	16/02/2021 10:50 AM ID: 154092919	Housing Consultancy

2. To what extent do you understand the document? Please select one option.

			Response Percent	Response Total
1	Fully understand		82.14%	23
2	Somewhat understand		17.86%	5
3	Don't really understand		0.00%	0
4	Don't know		0.00%	0
			answered	28
			skipped	0





3. Do you agree or disagree that the document gives you enough information to make the decisions you need? Please select one option.

			Response Percent	Response Total
1	Strongly agree		21.43%	6
2	Agree		53.57%	15
3	Neither agree or disagree		21.43%	6
4	Disagree		3.57%	1
5	Strongly disagree		0.00%	0
			answered	28
			skipped	0

If you feel the document doesn't give you enough information to make the decisions you need then please let us know why by writing in the space below. (4)

1	18/12/2020 19:07 PM ID: 155016905	The document refers to a preference to tender for care and support through a call off system for care providers. Most developers partner with a care provider before approaching councils with housing with care proposals. These arrangements are based on the care provider under writing void risks. If WBC is looking to tender then developers will not be in a position to invest until they know who the support provider is, by which time sourced property or land may have sold.
2	04/01/2021 11:41 AM ID: 155618431	The document would be a useful document for people supporting people into living independently but i feel from my experience needs more development from people with lived experience to use as an accessible piece of information.
3	08/01/2021 17:38 PM ID: 155990704	The document needs more of a description to how these will be tendered eg. will you being doing direct award via the new DPS or a tender. There is a trend in Warrington for individuals to be tendered out one at a time which makes it difficult to plan, some more idea about grouping and size of development would be helpful
4	09/02/2021 17:43 PM ID: 158980777	The locations required for new housing will be helpful with searches for property or land. Timescales are also vague, it will take 18 months - 2 years to build a new housing scheme for people. An idea of preferred locations and numbers of units will help.

4. Do you agree or disagree that the document gives you sufficient information about supported accommodation needs for people with complex needs? Please select one option.

			Response Percent	Response Total
1	Strongly agree		10.71%	3
2	Agree		67.86%	19
3	Neither agree or disagree		17.86%	5
4	Disagree		3.57%	1
5	Strongly disagree		0.00%	0
			answered	28
			skipped	0

If you feel the document doesn't give you enough information about supported accommodation needs for people with complex needs then please let us know why by writing in the space below. (5)

1	18/12/2020 19:07 PM ID: 155016905	It is vague on timescales, and process it takes 18 months to 2 years to deliver a new build property. So that property can be ready for people the process needs to have a minimum 18 month lead time.
2	23/12/2020 20:30 PM ID: 155269450	There doesn't seem to be acknowledgement of outside space in the accommodation nor does it mention the need to stay away from hard to let areas.
3	04/01/2021 11:41 AM ID: 155618431	It's too complex and detailed for some of the people i connect wit to use independently.
4	08/01/2021 17:38 PM ID: 155990704	More on size and location
5	09/02/2021 17:43 PM ID: 158980777	It gives some information, it isn't possible to list everyone's needs as these are individual. We understand that where you need a bespoke housing scheme that we can develop this to your requirements.

Introduction (Page 1)

		Response Percent	Response Total
1	Open-Ended Question	0.00%	0
No answers found.			
		answered	0
		skipped	28

Living a healthy, happy and independent life (Pages 2-3)

			Response Percent	Response Total
1	Open-Ended Question		100.00%	3
1	05/01/2021 15:54 PM ID: 155715732	We have experience in supported employments and have seen the increased skills confidence and self-worth that can result from having a job. Something we would intend to contribute to Warrington.		
2	11/01/2021 14:26 PM ID: 156177724	From feedback received from our service users leaving supported accommodation it is important to maintain contact with those living independently for an interim period following move on, service users have found this helpful maintaining a small degree of contact, ensuring that benefits, rent etc.. is in place to avoid any rent arrears or issues with the landlord which could result in a loss of tenancy and service users failing -leading to potential homelessness, hospital admissions etc..		
3	16/02/2021 11:51 AM ID: 159638635	i like this section - very person centred and sounds like you have tried to capture the voice of people in Warrington		
			answered	3
			skipped	25

How we Commission - What is changing? (Pages 3-4)

			Response Percent	Response Total
1	Open-Ended Question		100.00%	2
1	05/01/2021 15:54 PM ID: 155715732	Agree DPS is a good approach to allow for new providers into Warrington who may be able to work with partners to propose new innovative solutions. In other areas in apartment based supported living we have found a mixture for core support hours and additional 1:1 where required has proved a cost effective model, enabling 1:1 hours to be flexed to meet individual need, and fluctuating need to be able to respond to step up/step down scenarios		
2	11/01/2021 14:26 PM ID: 156177724	The new DPS should offer flexibility in terms of bidding/tendering process and encourage new providers to the area.		
			answered	2
			skipped	26

Local context: Demand and Supply (Pages 4-5)

		Response Percent	Response Total
1	Open-Ended Question	100.00%	3
1	05/01/2021 15:54 PM ID: 155715732	Agree important to have non city centre locations as options, along with good outdoor space and in quite locations (to suit some people). Noted limited options for transition, something we are developing in Cheshire East	
2	11/01/2021 14:26 PM ID: 156177724	An increase in 'step down' services in Warrington would be beneficial to those who have spent time either in a psychiatric setting in hospital or rehabilitation services, to enable a smoother transition back into a community setting. Supported housing providers could link in directly with Hollings Park and other psychiatric settings (possibly via ward managers?) to provide a short term wrap around service to those wishing to move on to their own independent accommodation. Providers working with statutory and voluntary organisations and providing services 'in house' to support the transitional period. For example working with Health, drug & alcohol services, employment, training, education and general needs housing providers etc.. Working in conjunction with other services for the benefit of the service user.	
3	16/02/2021 11:51 AM ID: 159638635	gives a good but concise level of detail	
		answered	3
		skipped	25

Examples of accommodation needs across Learning Disabilities and Mental Health (Pages 5-8)

		Response Percent	Response Total
1	Open-Ended Question	100.00%	2
1	05/01/2021 15:54 PM ID: 155715732	As a provider we find apartment based supported living, with communal space included as well is able to support a range of varied needs and incorporate peer support and group sessions/ drop in in communal area.	
2	05/02/2021 17:09 PM ID: 158649218	I would like to comment that Pxxxx have a programme that we have cash funds to buy property for the majority of the customers you mention in your write ups, those with a high level support need.	
		answered	2

Examples of accommodation needs across Learning Disabilities and Mental Health (Pages 5-8)

	Response Percent	Response Total
	skipped	26

Design and Build the right accommodation as well as care and support (Pages 8-9)

	Response Percent	Response Total
1 Open-Ended Question	100.00%	4
1 26/12/2020 12:19 PM ID: 155316108	More groundfloor/bungalow type accommodation is definitely needed. We see all too often-- individuals having to move out of what they thought would be their ""forever home"" due to changing needs. It is difficult enough for someone without a learning disability or mental health concern-- moving home-- It would be great to see new development/more scope for individuals to remain within a community which they know and be cared for by people they trust --as their needs change.	
2 05/01/2021 15:54 PM ID: 155715732	Positive to have an open dialogue with providers and developers to collaborate on specification and agree developments together to ensure right fit	
3 05/02/2021 17:09 PM ID: 158649218	We can help with this by providing accommodation and/or housing management.	
4 05/02/2021 17:11 PM ID: 158641718	Takes into consideration the different models of support to accommodate. Where the council are looking for early conversations would it be considered if a provider joins with a developer to create a joint proposal?	
	answered	4
	skipped	24

Summary messages, organisations we are looking to work with.. (Page 9)

	Response Percent	Response Total
1 Open-Ended Question	100.00%	2
1 23/12/2020 20:30 PM ID: 155269450	This section is really welcome, though the care provider does need to think about financial liabilities as very often they will become liable for void rents	
2 05/02/2021 17:09 PM ID: 158649218	We would like to continue to buy property for xx for complex LD and dual diagnosis of LD and MH.	

Summary messages, organisations we are looking to work with.. (Page 9)

	Response Percent	Response Total
	answered	2
	skipped	26

5. What support and information would you require from Commissioners to help your business to have sustainable growth in Warrington? Please write in the space below.

	Response Percent	Response Total
1	Open-Ended Question	100.00%
1	18/12/2020 19:07 PM ID: 155016905	We have invested in Warrington several times to develop supported housing, we have capital to invest in Warrington moving forward and we would be delighted to do so. However, we would require a guarantee on rental void cover and so would like to know if WBC intends to cover voids, and what void cover term will be provided? If WBC is not covering voids then we will require a care provider to cover voids in return for the care provider securing the care and support. If the latter arrangement isn't possible then we would be unable to invest and build property, we would choose to invest in areas where the voids were covered.
2	23/12/2020 20:30 PM ID: 155269450	Open transparent conversations, a round table discussion with other providers to seek true partnership across the borough. An expert by experience on the panel so that whatever is designed is designed with people in mind
3	04/01/2021 11:41 AM ID: 155618431	Please use the groups and expertise you have in the development Warrington Speak up and Warrington Great Communities people with lived experience to help shape and develop further.
4	05/01/2021 11:57 AM ID: 155694865	Clear rates for all client groups Transparent DPS and referral pathway Regular updates from the LA or CCG Ability to work as a provider in partnership with a chosen developer or RP
5	05/01/2021 15:54 PM ID: 155715732	It is always helpful to have constructive feedback within a reasonable on new proposals, in order to get to a decision if something is /or isn't suitable. Rates need to be realistic to encourage the development of quality services that are sustainable and able to recruit and retain a skilled workforce. Join up with Housing Benefit colleagues regarding

5. What support and information would you require from Commissioners to help your business to have sustainable growth in Warrington? Please write in the space below.

			Response Percent	Response Total
		demand for specialist supported housing often assist in getting rent agreed 'in principle' ahead of development progressing.		
6	08/01/2021 17:38 PM ID: 155990704	Open conversation about groups of individuals and forecasted demand. A joint approach to risk, nominations and voids would also be helpful.		
7	01/02/2021 08:57 AM ID: 158198980	Open ongoing discussions with us about what is needed and areas of Warrington that we could provide schemes. We can provide a tri-party set up where we provides support, work with a RP and a developer to bring online what is needed. It would be good to work with you on understanding what rents would look like so we can ensure we design and build to ensure cost effectiveness for you		
8	05/02/2021 17:09 PM ID: 158649218	We would like information on the referrals that you have of a more complex nature that we could potentially look to source and buy property for.		
9	09/02/2021 16:23 PM ID: 158973945	We get plenty of information from you always		
10	09/02/2021 17:43 PM ID: 158980777	Contact to let me know what is needed, and where and for how many people. For example: 'we need an apartment scheme of 12 apartments for adults with mental health in Lymm'. These specifics help in the sourcing of land to build and costings.		
11	10/02/2021 10:24 AM ID: 159010803	A fair and balanced approach to development of new services with providers maybe through Warrington sourcing property with developers and then putting out to tender Support with filling current vacancies that meet the requirements in the housing position statement		
12	12/02/2021 11:04 AM ID: 159288535	I feel we currently have good communication with WBC and hope continue discussing our development during Workbook meetings and Provider forums (when the forums are possible again).		
13	16/02/2021 11:51 AM ID: 159638635	Regular intelligence on where your gaps and what types of support they need. we have been looking at a business model to expand in the area over the last 12 months and sometimes this information isn't always easily accessible in a report format.		
			answered	13
			skipped	15

6. Other comments:

			Response Percent	Response Total
1	Open-Ended Question		100.00%	3
1	05/02/2021 17:09 PM ID: 158649218	I would like to send over a document that lists what we can do to purchase suitable accommodation in Warrington and work with a Care Provider to provide the support element.		
2	09/02/2021 17:43 PM ID: 158980777	H has money to invest in Warrington, we have built in the borough to a high standard previously. We need either Warrington Council to sign up to cover rental voids for an agreed period on a housing scheme, or for H to be permitted to partner with a care provider who will sign up to cover the rental voids for an agreed period. The model doesn't work when a council chooses the care provider and neither the chosen care provider nor the council is prepared to sign up to cover the rental losses. As an investor, I am happy to invest in developing supported housing properties, but in return there needs to be a commitment to use and fill the properties, this needs to be backed by a guarantee from either the council or provider to cover voids. A developer would not invest £1-2 million in a housing development without guarantees on the rental voids.		
3	12/02/2021 11:04 AM ID: 159288535	This document is very clear and detailed. Thank you.		
			answered	3
			skipped	25