



# Supported Living and Extra Care Housing Strategy 2021-2031





## Foreword

In Leicester we understand that good housing and support are central to a person's health and wellbeing, to their ability to contribute in community life, and participate in education and employment. For some supported living will be the final step on the housing ladder, providing the support, safety and security of a home for life as they grow older. For others, it will provide an important stepping stone to greater independence, providing support at the right time, for example following a period of mental ill health or as part of a planned pathway to more mainstream independent living.

This strategy recognises the important role our supported living and extra care services play in the wellbeing of the people we support. It also acknowledges that we must target our resources carefully to ensure they have the greatest impact for the people of our city. This document is about prioritising those resources where they are most needed, informing a set of commissioning intentions that will ensure we can meet the demands being placed on us; but we cannot deliver all this on our own.

Leicester has a strong track record of working in partnership to achieve excellent supported living and extra care developments and we are keen to see that continue. Substantial investment will be needed as well as the cooperation of key partners, including our housing associations, our providers of care and support and our health colleagues. Therefore, we are open to ideas about how best to develop the right services for Leicester and invite the involvement of organisations that can help us achieve the ambitions set out in this strategy.

**Cllr Sarah Russell**  
**Deputy City Mayor – Social Care and Anti-Poverty**



## Introduction

This strategy outlines the plan for developing supported living and extra care services for Leicester city. The strategy covers the next ten years and addresses the care and support needs of vulnerable people in Leicester, in receipt of social care who also have an identified housing need. This strategy also references the housing and support needs of our young people either those looked after, those leaving care or through transition if they have disabilities.

Our ambition is to address these needs in a way that is flexible, creative, and reflects best practice. Given the increasing cost pressures facing social care and the challenges presented by COVID-19, we have a focus on developing new models of accommodation and support to achieve services that are high quality, sustainable and affordable for the long term.

Our first priority is to ensure people can access support at home. Where this is no longer a possibility, we need to ensure we can offer alternative options that can meet changing needs and offer real choice.

In relation to meeting needs, the vision is for person centred outcomes, focused care and support services that encourage self-management, prevent crisis and promote independence.

A key part of achieving our aims is to work with our housing, and care and support market both now and in the future so we will ensure that there are opportunities to continue the conversation about how we best meet the range of priorities identified in this strategy. This recognises that our delivery plans and timescales will need to adapt in light of the COVID-19 pandemic.



## The Strategic and Legal Context

Following a period of uncertainty, on 9 August 2018 the government announced that housing benefit will continue to meet residents' rent payments in all supported housing. This announcement recognised the vital service supported housing provides to the most vulnerable and those often in crisis.

The government have indicated that it intends to work with partners to develop a robust oversight regime for the sector.

In addition, there will be further review of housing related support which will provide a picture of how housing and support currently fit together. Throughout the lifetime of this strategy, we will continue to review and respond to any guidance around the proposed oversight regime and any review of housing related support arrangements.

In terms of the legal context; supporting people to live as independently as possible, for as long as possible, is a guiding principle of the Care Act 2014. The 'suitability of living accommodation' is also one of the nine areas of wellbeing that local authorities must pay attention to when looking at the needs of an individual.

As defined by the guidance, wellbeing in this context is not just about crisis management; it must also include a focus on preventing and delaying care and support needs. Good quality accommodation-based services can achieve these aims; promoting wellbeing and independence and reducing dependency.

This can help us meet the challenges of the future, supporting people to retain or regain skills and confidence and preventing needs or delaying their deterioration wherever possible.



## Our Vision and Values

This strategy provides a vision and high-level programme of work which is designed to:

- support Leicester City Council’s social care and education department’s strategic priorities;
- meet the needs of vulnerable people with an identified housing need, offering security of tenure and greater independence; and
- identify opportunities to make best use of our current and future property portfolio.

### Developing the right services for the people of Leicester:

- Offer greater independence and reduce the use of residential care
- Meet the demand for accommodation
- Offer security of tenure
- Replace poor quality accommodation currently available to social care

Underpinned by a comprehensive demand forecast



## Guiding Principles

- People who are tenants of supported living have social care needs at a level that will benefit from supported living services.
- Accommodation should be of sufficient build and design quality, configured to operate on a flexible basis. This extends to the affordability of rents and other charges that should not impede on anyone's opportunity to achieve greater independence.
- Supported living and extra care schemes should be connected to their community, providing opportunities for social integration and community activity.
- The way we commission care and support services ensures that the support delivered is at a level of capability to meet all needs. This includes those with even the most complex needs.
- Personalisation is at the core of the new supported living service offer. This recognises that no two people are the same so services will need to take a holistic and person-centred approach.
- Supported living services will be delivered using a strength-based approach. Co-production, making best use of available assets and encouraging self-help will underpin the new offer.



## Aims and Objectives

The **purpose** of this strategy is to provide key information to our market about what accommodation-based services are needed in Leicester over the coming decade.

**The key aims of this strategy are to provide:**

- an indication of the current models of housing and support services available for vulnerable people in Leicester. In terms of the care and support services, as a result of the delays caused by the COVID-19 pandemic, a new model will be launched later than planned in 2021.
- an assessment of the needs of vulnerable people in Leicester. This will be reviewed throughout the lifetime of this strategy to accurately predict demand up to 2031.
- information which will help inform the market in Leicester in terms of future requirements, which includes moving away from the more traditional forms of support, such as residential care.
- an indication of where the gaps in our accommodation-based provision are and how we intend to address them.
- a review of the current available accommodation in relation to quality and cost effectiveness. This includes a commitment to support the review of the current offer for our young people aged 16-24.
- key information which will inform Leicester's Market Position Statement.
- a summary of the national and local policy context. This will enable us to take a more coherent approach to determining needs across housing, health and social care.

The following timeline details the process for realising key elements of the housing strategy.

### Stage 1:

Apr 2018 to Dec 2019

- Demand analysis completed and the methodology agreed.
- Known provision mapped and gaps identified.
- Review of care and support services and launch of ITT to commission a new pathway model.
- Strategy drafted.



### Stage 2:

Jan 2020 to March 2021

- Draft strategy shared with key leads for input. Strategy finalised based on this engagement.
- Approval sought for strategy.
- Timeline for refreshing demand forecast agreed.
- Strategy is launched.



### Stage 3:

March 2021 and beyond

- Individual projects/developments scoped.
- Approval sought for individual projects/developments.
- Strategy is a live document that is updated throughout the ten years.
- New care and support services are mobilised.



## Local Context

Although there is no statutory definition of supported living it describes accommodation with support. The housing options can take many forms and the people that are supported can also vary in terms of their circumstances and need. In Leicester this includes:

- People with learning disabilities and/or autism
- People with mental health needs
- People with physical and/or sensory disabilities
- People who are older (over 65 years).

We also recognise the needs of other cohorts, including young people transitioning into adult social care and our transforming care cases. Work has also been done to review how this strategy can support looked after children aged 16-18, and care leavers 18+ so a recommendation is made within this strategy to provide additional accommodation, where appropriate, that would complement the range of provision already on offer.

There is also a programme of work which is identifying individuals, currently in residential care, to move into supported living accommodation, where appropriate.

**Leicester has a range of supported living options, including:**

- Self-contained properties in schemes with onsite support and a communal hub. Two of our extra care schemes can also offer onsite domiciliary support.
- Self-contained properties with floating support. These properties can be stand alone, in a cluster arrangement or near a scheme with onsite support.
- Shared houses with floating or onsite support and in some cases, onsite care. Individuals share communal areas but have their own bedroom.

## Supported Living and Extra Care in Leicester

▣▣▣▶ There are 112 supported living properties in Leicester

▣▣▣▶ Schemes are located throughout the city

▣▣▣▶ Schemes have different models of support available

▣▣▣▶ Some schemes are designed to meet specific needs

▣▣▣▶ An independent home can also be accessed through Leicester Homechoice

## Key aspects of our current provision and preferred housing models

- A total of 559<sup>1</sup> people accessed a supported living service during 2018/19. Of these people 26% were in receipt of a direct payment.
- The majority (89%) of the people we support are of working age. The average age is 43. A significant number (90%) have a learning or mental health related disability.
- Following an in-depth review, a new set of arrangements have been commissioned. The new supported living care and support services will replace current contracts when they expire.
- The new model will support the development of care and support pathways for vulnerable working age (18-64) and older people (65+). This will ensure that there is a unified pathway through services as the needs of people change over time.
- The new arrangements also include a specialist service offer which defines the standard of care and support services for individuals with needs that are over and beyond current services. These individuals will be mainly connected with the transforming care programme.
- In terms of the current portfolio of accommodation, just under a third of the properties we have access to is shared housing. These shared services are often not as cost effective, for example we tend to carry vacancies when people move on. A key objective of the delivery plan which underpins this strategy is about assessing the quality and cost effectiveness of our accommodation.
- Our preferred model is for self-contained units in a core and cluster configuration. Access to an office/communal resource space (to house security and assistive technology measures and to provide a shared communal area) is also considered helpful.
- Although our preference is for self-contained units, there are exceptions; shared housing could provide a better housing model for our transition cohort because it will look more like a family home. Options will be explored and a property either owned by the council or one identified from the open market will be sought.
- Although our efforts over the last five years have seen us achieve a 47% increase in the supply of supported living opportunities in the city, from 334 to 632 units of accommodation, improvements need to be made to the way we source new supply. Appendix A details the existing provision available to social care.

<sup>1</sup> This figure excludes people living in our three extra care schemes accessing domiciliary support services.

## Key headlines from our demand analysis

- The number of working age adults with learning disabilities, mental health issues and physical and sensory disabilities is estimated to increase. We also have an ageing population in the city and one that is unhealthy. With this comes an increase in the number of people with eligible need.
- Leicester is a diverse city. Individual equality impact assessments will be completed for each individual development progressed to ensure equalities implications are considered early in the design and development phase for any new builds brought forward.
- The government review of the funding mechanism for supported housing has impacted on the supply of appropriate properties. Therefore, alongside the proposed developments and those currently in our pipeline development supply, we also need to make best use of our existing provision.
- We are committed to delivering 1,500 new council, social and extra care/supported living homes by 2023. The Leicester & Leicestershire Housing and Economic Needs Assessment (HEDNA) 2017 concluded that the city needs a further 786 new units of affordable housing each year. A proportion of the new supply required of extra care and supported living homes should be delivered within the next four years and this will contribute to this target.
- Nationally, the number of looked after children is rising. In 2017/18 there was a 4% national increase, and in the same period Leicester experienced a 5.8% increase. Changes in legislation mean we are now supporting these young people as care leavers to the age of 25, leading to an increased demand for suitable accommodation.

## Links to other strategies and programmes of work

This strategy connects with various programmes of work currently being delivered in Leicester and more widely across Leicestershire and Rutland. Key strategies which inform this one are:

- **Dementia and Carers** strategy for Leicester, Leicestershire and Rutland (LLR)
- Transforming Care Accommodation delivery plans (LLR)
- **Joint Health, Social Care and Education Transitions strategy 2019-2022**
- Joint Health and Social Care Learning Disability and Mental Health commissioning strategies.
- **Adult Social Care Strategic Priorities**

This strategy also recognises the link to services for those under 18 years of age and those aged over 18, and the importance of appropriate transition of services and support. It represents an opportunity to support the work being done to provide accommodation and support for our young people aged 16-24.

Leicester City Council's children's services have a responsibility to secure sufficient and appropriate accommodation for looked after children (children who cannot live at home) up to the age of 18 (Children's Act 1989). Once a looked after child reaches the age of 18, they are known as a care leaver. **The Leicester Placement Sufficiency Strategy (2020-2023)** sets out the council's approach to meeting its responsibilities to provide safe, secure and appropriate accommodation for children in care and care leavers over the next three years. Commissioners will continue to work together to explore any opportunities for supporting the work of the Placement Sufficiency strategy.

### Links to affordable housing need in Leicester

Supported living and extra care are a specialist form of affordable housing. The HEDNA 2017<sup>2</sup> for Leicester and Leicestershire provides an integrated assessment of future housing needs and the scale of future economic growth, both for the housing market area and for the local authorities within it. The relevant chapter of the HEDNA relating to this strategy is the section on affordable housing which provides an estimated calculation of net need per annum of 786 new units between 2011-31. The recommendations made within this strategy would contribute to some of this shortfall. As such this strategy connects with the council's local policy and other strategies relating to the supply and delivery of affordable housing in Leicester.

### Need: anticipating and meeting demand over the next ten years

Underpinning the recommendations made in this strategy is a robust demand forecast. This helps us understand and plan for meeting the need for accommodation-based support over the next ten years. The forecast has taken the social care 'as is' position at the end of the 2017/18 financial year projecting the level of need for accommodation-based support over the next seven years.

#### In terms of 'demand' it focused on:

- Social care's current trends in providing support.
- What has been determined as 'missing' from the current provision.
- Programmes of work looking to change the way that accommodation-based support is provided in the city.
- Feedback about current provision in terms of what works and what could be improved.
- Detailed analysis of the needs of the different groups; sense checked against population projections for the city.

Whilst each of these elements are evidence based, they cannot be considered an absolute accurate assessment of future need. Therefore, to ensure that this forecast remains valid throughout the lifespan of this strategy it will require regular review.

<sup>2</sup> A new local housing needs study has been commissioned by the local planning authority which will supersede the existing HEDNA.

## **Working in collaboration to maximise resources and opportunities**

There is an opportunity to work in collaboration to use existing council land and existing buildings to meet the recommendations for developing bespoke accommodation. Land/opportunities to address affordable housing and other needs within the city are limited. The new Local Plan seeks to address this, however, timescales for adoption, are not until late 2021<sup>3</sup>. This presents a key action to work in partnership, in a timely way, with the local planning authority to identify and bring forward opportunities where they exist.

This will include utilising the full range of options available to the council including investment, affordable housing obligations, use of right to buy receipt monies (contribution of up to 30% of the total scheme capital cost), and existing policy provision monies. We will also consider supporting partners to access funding for specialist builds or open market purchases through other organisations such as Homes England and NHSE where this contributes to an unmet need in the city.

<sup>3</sup> This timescale may need to be revisited in light of COVID-19



## Forecasted demand and the type of accommodation that would meet it

The following information details the vulnerable client groups, the number of units of accommodation and the rationale/evidence, which determines the number of units needed and the type of accommodation that would best suit these groups. Appendix B provides more information about the characteristics of those in need, and the evidence base which underpins the forecasted demand for the next seven years.

	Net	Rationale	Accommodation type that would best meet need
<b>Adult provision</b>			
Mental health inpatient discharges from the Bradgate Unit	27	Based on current rates of discharge as per Health's advice	Step down supported living (27 units).
Transforming Care and Ministry of Justice	8	Based on inpatient client list for Leicester where individuals have been identified by NHSE as needing supported living	Specialist supported living scheme (4-6 units).
<b>Total</b>	<b>35</b>		
<b>New provision for statutory cases</b>			
Diversion from residential to supported living/extra care (people of working age and older people)	80	Placements into residential care that could be avoided through new provision	Extra care/supported living
People on the waiting list for supported living (older people, those of working age with LD, AMH, PD)	18	Includes a potential cohort of people with dementia that could benefit from alternative provision	Extra care/supported living
<b>Total</b>	<b>98</b>		

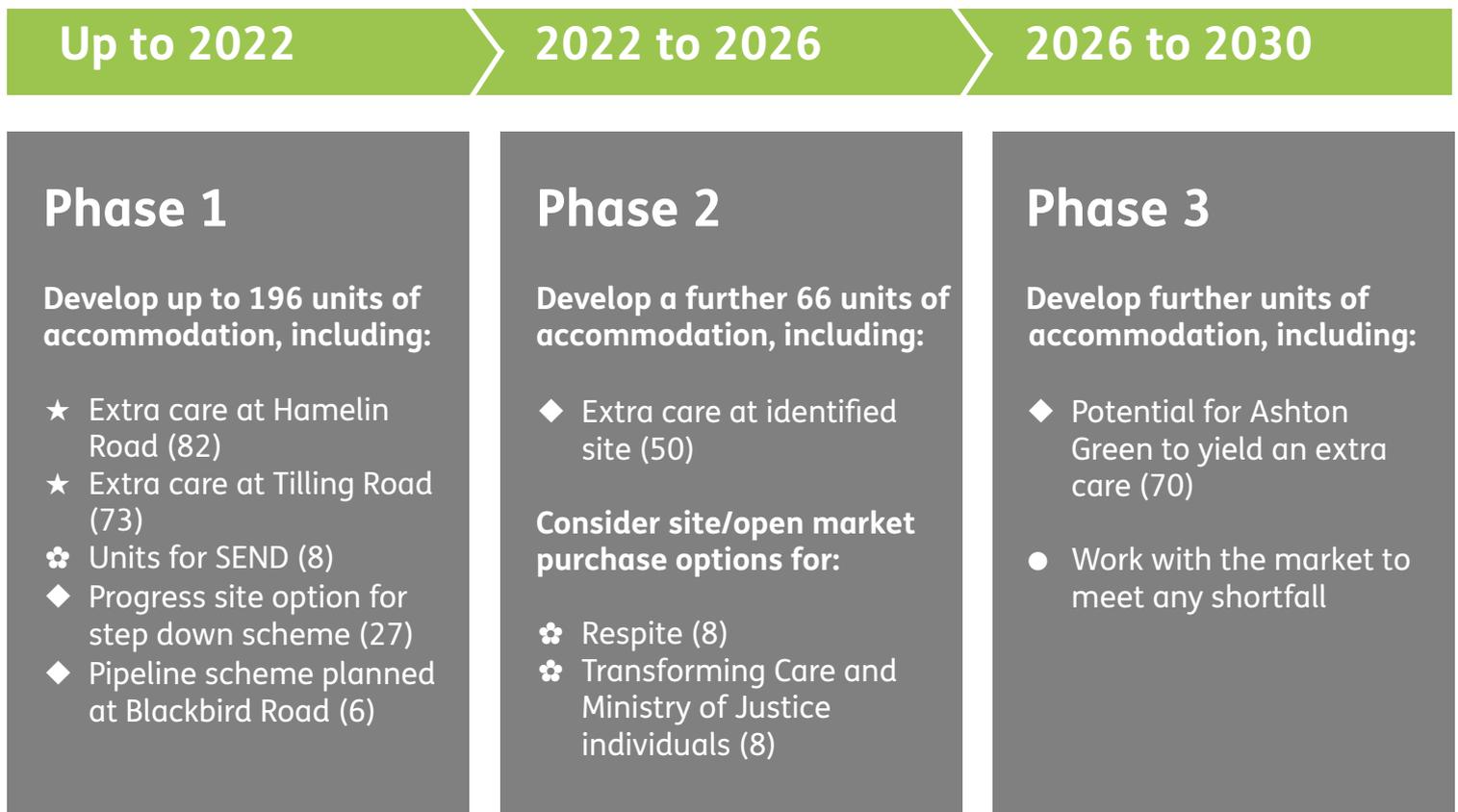
	Net	Rationale	Accommodation type that would best meet need
<b>New provision to delay entry into statutory care</b>			
People on the housing register awaiting sheltered accommodation (over 60 years of age)	15	Based on eligibility	Extra care
Council tenants in existing sheltered housing who are known to social care	57	Based on current population of sheltered (14 council run) who are known to social care	Extra care
<b>Total</b>	<b>72</b>		
<b>Respite provision</b>			
Respite unit for people with complex disabilities	8	Based on data from transitions, those accessing respite through care	Specialist scheme 8 units
<b>Total</b>	<b>8</b>		
<b>Replacement of sub-standard existing provision for statutory care and sheltered housing</b>			
Shared housing for people with learning difficulties and two council ex-sheltered supported living schemes	160	Number of units available in the shared houses (117) plus the 43 units in the two ex-sheltered schemes	Extra care/step down scheme
<b>Total</b>	<b>160</b>		
<b>Total Adults</b>	<b>373</b>		

	Net	Rationale	Accommodation type that would best meet need
<b>Young people provision</b>			
Young people (SEND) eligible for adult social care support	8	Based on current intake rates	Specialist supported living scheme (4 units) and shared house (4 bed)
Looked after children 16-17 years	4	TBC - alternative provision for those stepping down from residential	TBC – work will be done in partnership with children’s colleagues to identify move on options
Care leavers 18-25 years (not requiring adult social care)	11	Pilot alternative provision through extra care when built	Extra care
<b>Total</b>	<b>23</b>		
<b>Total Adults and Young People</b>	<b>396</b>		



# Proposed development priorities and anticipated delivery of existing pipeline supply

The following table details the proposed phasing of the work required to deliver up to 396<sup>4</sup> units across the ten-year period. The strategy recommends four new bespoke developments are progressed. There are also four existing pipeline schemes which will help meet the anticipated demand.



## Key

- ★ Development planned with completion dates indicated.
- ◆ Development planned but with no firm completion dates (though timescales for delivery have been indicated)<sup>5</sup>.
- ❁ Sites and locations (>0.5 hectares) required to progress development/purchase. These will seek the necessary approval.

<sup>4</sup> The figure of 396 is in addition to the demand for the two extra cares being progressed at Hamelin and Tilling Roads. The total demand therefore is for 551 units across the seven years.

<sup>5</sup> Note these are subject to change.



## What Are We Doing: our future commissioning intentions and working with our market

- This strategy is based on the premise that as a local authority we may not be able to build all the accommodation that will be required over the next ten years. Therefore, we welcome the opportunity to work in partnership with organisations that can support this aspect of our work.
- This strategy is about communicating current supply, anticipated demand and our future requirements. To help facilitate this we will ensure there are regular opportunities to continue those conversations with commissioners.
- The recommendations made in this strategy constitute gaps in our current provision, where for some of our more challenging and/or complex groups, we are currently faced with a lack of suitable accommodation. Responding to this, recommendations include the development of four specialist units, including respite accommodation.
- The detailed assessment of demand found that 563 units of accommodation were required over the forecasted period, noting that the 155 units at Hamelin and Tilling Road are confirmed. This leaves a shortfall of 396 units which the strategy seeks to address.
- The proposal is that the type of accommodation and sites to be developed are done in three phases, over the next 10 years. The timeline is based on the actions required to move from proposal to delivery.
- If all the proposed schemes are approved for development or are achieved for social care, this will deliver in the region of 177<sup>6</sup>units over the 10-year period.
- However, this will leave a shortfall of approximately 219 units, and it is proposed to approach the open market, especially the local registered providers to determine if they can support the delivery of the additional homes. Of particular interest will be areas less well served by supported living and extra care provision. Appendix A details the location of the existing supply in the city.
- It is anticipated that the majority of these units will be developed in partnership with other organisations with the use of Right to Buy receipts.

<sup>6</sup> This figure does not include the 155 units that will be delivered as part of the Hamelin and Tilling extra cares.

- We will work in partnership with providers to meet the expectations of the new care and support service arrangements. Ambitious key performance indicators will drive performance, reflecting a vision for high performing, highly personalised, value driven services that support the concepts of enablement, living well and recovery.
- There are several influences on all this that require this strategy to be fluid. Our move towards integration and the move to reduce our reliance on, and develop alternatives to, residential care are two good examples of this.
- At the centre of this is a commitment to work in partnership. We also recognise the need to develop a model of co-production. This will ensure we work together – with those using our services, their carers and families and those supporting them – to ensure the services we commission meet aspirations.
- We will continue to review services to build an accurate picture of where additional provision is required, where it is in excess and to identify the type of accommodation that is needed in the right location. A key part of the work required is looking at what provision we need for our older populations and whether the planned and pipeline developments meet this demand.
- The delivery plan sets out how we intend to achieve our vision for supported living between now and 2031. The table below represents a summary of a more detailed delivery plan; its purpose is to inform those we support, our providers and other partners of the priorities for development so that we can work together to achieve our strategic aims. All the actions we want to achieve are underpinned by key performance targets that are specific and measurable to allow us to evidence and evaluate our success against our stated ambitions.



# Delivery Plan

## Delivery Plan for Supported Living and Extra Care services 2021 - 2031

### What we need to do and how we will do it

**We need to have better mechanisms in place to monitor demand and performance so we will:**

- Continue to work closely with key teams to ensure that the needs of the people they support are captured and reflected in the demand analysis.
- Agree a timeline for refreshing our demand forecast to ensure we are accurately anticipating likely demand across the ten years.
- Continue to review and improve the evidence for cohorts where we have limited knowledge and/or intelligence about their accommodation needs.
- Continue to build our evidence base for developing extra care as an alternative to residential care evaluating the success of our preferred model of 18+ mixed communities.
- Undertake a formal review of the shared houses social care has access to. This will establish the quality and cost effectiveness of the provision and how well this housing meets peoples' need. This will involve talking to the residents and the landlords.
- Establish co-production opportunities for specialist builds and/or where individual properties need to be purchased to enable people we support to input into the design and to ensure the property reflects where and how they want to live.

### How we will know we have achieved it

#### **In the short term (1-3 years):**

We will continue to work closely with key teams across care management and health to further improve our knowledge and awareness. Mechanisms for refreshing needs assessments and a process for co-production is put in place.

#### **In the medium (3-5 years) to long term (5-10 years):**

Improved commissioning practice (which includes co-production) and informed decision-making results in a sustainable portfolio that meets demand. The people who access our supported living service tell us they feel safe, secure and well supported.

## What we need to do and how we will do it

### **We need to secure a steady and sustainable new supply of appropriate accommodation so we will:**

- Support the market to navigate the impact of any planned welfare reforms.
- Launch this strategy and develop key documents to support the market to respond to our requirements including developer brief and better information on our website.
- Continue to explore opportunities to support the development of new accommodation as per the recommendations made in this strategy.
- Continue our work with health to embed housing priorities into the integration agenda.
- Explore potential models for housing and support, such as community living networks.
- Develop our options for securing accommodation from the market and undertake a comprehensive review of the quality and cost effectiveness of the current portfolio.

## How we will know we have achieved it

### **In the short term (1-3 years):**

Improved understanding of the specific needs of all cohorts. Our market is better informed as a result of the publication of key documents/information and this results in productive partnerships and the new supply of accommodation. This may also see us repurpose or decommission accommodation that no longer meets needs.

### **In the medium (3-5 years) to long term (5-10 years):**

- We better understand the value of different housing models including the community living network approach for our statutory provision.
- We have a portfolio of properties that offer high quality accommodation.
- There is a pledge between health, housing, social care and support sectors that supports this work.
- Individual development projects are progressed and achieved.

## What we need to do and how we will do it

### **Launch the new care and support model to ensure we have the best arrangements in place to commission support.**

- Work with our support providers to implement the new care and support services and performance monitoring arrangements.
- Continue dialogue with care management and other stakeholders on the approach we take to ensure we commission for all needs, including those with the most complex requirements.
- Explore the opportunities for increasing and maximising the use of assistive technology.
- Consider the opportunities for developing and piloting individual service funds (ISFs).

## How we will know we have achieved it

### **In the short term (1-3 years):**

New arrangements are launched in November 2020.

We will engage with the market, establishing better mechanisms to have those conversations more regularly.

### **In the medium (3-5 years) to long term (5-10 years):**

There are opportunities for the increased use of assistive technology in the provision of supported living and extra care and we understand the benefits of ISFs through a pilot programme. Further consideration is given to developing this option for people in Leicester.



## Additional References and Guidance

This is an overarching strategy which will be supported by a suite of key documents and information which are intended to communicate our preferences and aspirations for supported living and extra care in the city.

### The accompanying Appendices document and links below set out:

- Existing supply in the city (Appendix A)
- The characteristics of need (Appendix B); and
- Managing new offers of accommodation (Appendix C).
- **Leicester and Leicestershire Housing and Economic Development Needs Assessment 2017**
- The adult social care market position statement for Leicester
- Find out about supported living on **Leicester City Council's website**.
- Information about Leicester City Council's **affordable housing**.
- **The Housing Learning and Improvement Network (LIN)** is a network which brings together housing, health and social care professionals in England, Wales, and Scotland to exemplify innovative housing solutions for an ageing population.

### Other key national guidance and legislation that supports this work includes:

- Supporting people to live as independently as possible, for as long as possible, is a guiding principle of the **Care Act**.
- The **Transforming Care Programme** is a national initiative established to ensure that people with learning disabilities and/or autism currently in hospital settings, can be supported to live in their own home, with the support they need to lead healthy, safe and rewarding lives.
- **Mental Health Five Year Forward View** is an independent report of the Mental Health Taskforce which sets out a strategic approach to improving mental health outcomes across the health and care system. It prioritises prevention, access, integration, quality and a positive experience of care.
- Section 20 of the **Children Act 1989** is used to accommodate children who cannot live with their families. Local authorities will make use of a range of accommodation options in order to fulfil this duty.

## Contacts

If you are thinking about creating or developing supported living accommodation for those in receipt of social care in Leicester city, we recommend you read Appendix C first. This is intended to help us manage new offers of accommodation.



## Glossary

### **Accommodation-based services**

This refers to the supported living and extra care services in Leicester that social care funds. Tenants in accommodation-based services receive more support than would be available through general needs accommodation, with the support being aimed at helping individuals maintain and/or increase their independence.

### **Affordable housing**

The government's latest definition of affordable housing is housing for sale or rent, for those whose needs are not met by the market (including housing that provides a subsidised route to home ownership and/or is for essential local workers). And which complies with one or more of the definitions as contained within Annex 2 of the **National Planning Policy Framework** published February 2019 by the Ministry of Housing, Communities and Local Government.

### **Affordable housing obligations**

The percentage of affordable housing sought by the local planning authority on mixed tenure sites, which reflects both the site size threshold and other considerations around viability. In Leicester, the type and mix of affordable housing sought will reflect the findings of the Strategic Housing Market Assessment (see CS Policy 7 of the **Leicester City Core Strategy**).

### **Care Act 2014**

The Care Act 2014, which came into effect in 2015, places a series of duties and responsibilities on local authorities about the care and support they provide for adults. It was designed to put the individual and their carers in control of the help they receive, making care and support, and the way it is paid for, clearer, easier to access and more consistent across the whole of England.

### **Care and support services**

These are the supported living services provided to people based on their social care and education (SCE) support plan. This sets out the type of support needed in different areas of a person's life to achieve their personal goals. There are specific services for different groups of people; this means that the support workers are appropriately trained and can understand and respond to the needs of the people they support. In Leicester the new arrangements which launch in late 2020 will be delivered in line with a set of underpinning principles. These are described below:

- **Enablement services** will support people to participate and (re)engage in everyday activities. It maximises independence, enables re-skilling, ensuring individuals can participate and integrate in all aspects of their lives as appropriate to their level of need. It is also a recovery model, helping people to recover from a crisis or a relapse. This pathway will support individuals to increase their independence and ensure they remain able to live within their communities.

- **Living well services** will support our older people and/or those individuals living with conditions which may not improve, and which could mean their health will deteriorate over time. The living well pathway will aim to ensure individuals are supported to lead healthy and fulfilling lives, promoting and maximising their potential for independence.
- **Recovery services** will provide time limited interventions for people with mental health needs supporting their progress and recovery and maximising their independence. Individuals discharged from our acute and rehab inpatient mental health units will be prioritised for these services.

### **Clinical Commissioning Groups**

NHS organisation set up by the Health and Social Care Act 2012, to organise the delivery of NHS services in England.

### **Community living networks**

This is when a group of people with support needs live near each other, in their own homes, and get support from a worker to help them live independently in their community.

### **Core and cluster accommodation**

Individuals live in single or shared flats (no more than two individuals), with their own bathrooms and cooking facilities – within a building with a shared communal area and support allocated according to need, often care can be shared if suitable, giving people the opportunity to be supported indirectly and increase independence, often this will use assistive technology to enable people to request assistance as needed.

### **Extra care housing**

Extra care housing is housing with care aimed primarily for older people (though not exclusively). Occupants have security of tenure to occupy their self-contained units and there may be an onsite care provider providing care and support services. The Housing Learning and Improvement Network (LIN) suggests there are a set of core ingredients that define extra care, they are:

- Purpose-built, accessible building design that promotes independent living and supports people to age in place
- Fully self-contained properties where occupants have their own front doors, and tenancies or leases which give them security of tenure and the right to control who enters their home
- Office for use by staff serving the scheme and sometimes the wider community
- Some communal spaces and facilities
- Access to care and support services 24-hours a day
- Community alarms and other assistive technologies
- Safety and security often built into the design with fob or person-controlled entry.

## **Homes England**

Homes England is the new housing agency for England, launched in January 2018, the successor of the Homes and Communities Agency, with the purpose of boosting housing delivery.

## **Housing needs assessment**

Studies carried out by local authorities to assess future local housing need, including market housing as well as affordable housing need. Also including the type, tenure, size for market as well as affordable housing.

## **Housing related support**

Housing related support has its roots in the Supporting People Programme. Although not a statutory service, housing related support is support that helps vulnerable people improve their quality of life and wellbeing by enabling them to live as independently as possible. Housing related support is preventative in nature and is designed to prevent people requiring more intensive forms of care and support. In 2009 the ring fence over this funding was removed which means that local authorities now have discretion over how to use the funding to best meet local need.

## **Individual Service Fund**

An Individual Service Fund is where the person chooses a provider, rather than the council or themselves, to manage their personal budget. The provider will use the Individual Service Fund to arrange services and support for the person, with their agreement.

## **Leicester HomeChoice**

Leicester HomeChoice is a choice-based lettings scheme, where council and housing association partners advertise their available properties to rent. It allows applicants who are looking for affordable housing to see what vacant properties are available. Applicants can then choose a number of properties they wish to be considered for.

## **Local planning authority**

The National Planning Policy Framework (NPPF) defines a local planning authority as, 'the public authority whose duty it is to carry out specific planning functions for a particular area'.

## **Local Plan**

The Local Plan is part of the development plan document along with any other plans or supplementary planning documents that guide the future development of the local area. Local Plans are drawn up by the local planning authority guiding decisions on whether or not planning permissions can be granted.

## **Personalisation agenda**

Personalisation means thinking about care and support services in an entirely different way. Intrinsic to the delivery of the supported living care and support services in Leicester will be personalisation. This recognises that services need to take a holistic and person-centred approach; no two people are the same so services will look different depending on the person being supported.

### **Pipeline schemes**

Where viable, social care in Leicester is given first refusal on affordable housing allocations. This sees us express interest in sites that we feel would work well for supported living and/or extra care. This is an ongoing arrangement with our housing development department. Where this results in the development of schemes, commissioners track this as part of a planned pipeline to meet demand.

### **Registered providers of social housing**

The terms 'social housing' and 'registered provider' are defined in the Housing and Regeneration Act 2008 (HRA 2008). Social housing includes low-cost rental (such as affordable rent properties) and low-cost home ownership. Registered providers include local authority landlords and private registered providers (such as not-for-profit housing associations and for-profit organisations).

### **Relet rate**

When a relet occurs the accommodation unit will usually become available for a new tenant. To understand future demand for supported living and extra care accommodation any relets that take place during any given period need to be considered. Work has been done to calculate the number of relets for both supported living and separately, for our extra care schemes in Leicester. The subsequent relet rates were then factored into the demand to give the net totals shown in the forecasted demand tables in this strategy.

### **Residential and nursing care**

Both types of homes provide accommodation, supervision from staff 24 hours a day, meals and help with personal care needs, but nursing homes also have registered nurses on duty at all times.

### **Strength based approach**

Following a direction of travel established in social care practice in Leicester, services will be delivered using a strength-based approach. This looks at what individuals are able to do for themselves and the resources they can draw upon, including, but not limited to family, friends or local services. This will require providers to make a shift in their practice by focussing on the strengths of people and the assets of their communities rather than solely on their needs.

### **Right to Buy receipts**

Under current Right to Buy legislation, council tenants – and housing association tenants who transferred with their homes from council landlords have the right to buy their home at a discount, with the amount of discount dependent upon the length of time as a social tenant. Local authorities are able to use the money raised from Right to Buy sales to build more homes.

Local authorities are required to spend retained Right to Buy receipts within three years. Local authorities are able to use a specified proportion of monies raised from Right to Buy sales towards the new supply of affordable housing. Where a local authority is unable to spend receipts within three years they have to be returned to the Ministry of Housing, Communities and Local Government, together with interest of 4% above base rate.

## **Transitions**

The transitions team in Leicester works with young people who are leaving school, usually between 16 and 18, and have a physical and/or learning disability. These young people will begin to get ready for leaving children's services<sup>7</sup> and become an adult. Professionals agree that it is important to support young people with additional needs as they 'transition' into adulthood.

Though there will be overlaps between these groups and work will need to be mindful of this, the three cohorts are:

- Young people who are looked after by the council
- Young people with special educational needs and/or disabilities (SEND)
- Young people entering adult services.

## **Sheltered housing**

Sheltered housing (also known as retirement housing) commonly refers to grouped housing in a block or scheme of flats or bungalows, where all the other residents are either older, disabled or otherwise vulnerable. Leicester City Council manages 14 sheltered housing schemes across the city. These schemes offer a mix of one bed flats and studio apartments and are let to people over the age of 50, but preference is normally given to people aged 60 and over.

## **Social care and education**

Leicester City Council's new social care and education department was created in 2018. The department brings together a range of services for children and adults.

## **Voids**

Voids in housing terms is when a property is unoccupied for a period of time.

<sup>7</sup> Some services continue until the age of 25

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