

Appendix 3 - Market Engagement Stakeholder Feedback

Supported Accommodation key points

Property types:

- Homes need to be flexible, with a mixed portfolio, rural and city properties.
- Near to community hub locations.
- Smaller homes
- Parking is important.
- Not pods
- Small gardens (less maintenance).
- Too many bathrooms can be difficult to keep clean.
- Large properties may trigger trauma for UASC's, smaller properties would be best.
- Bespoke UASC project where property has prayer room to meet cultural needs
- Robust Location Risk Assessments needed

Models:

- Consider the mixing of 16/17yr olds with 19-25yr olds with new Ofsted regulations.
- A blended approach with voluntary organisations, health, education, College, Libraries and police.
- Provides us a flexible model-especially working with UASC-towns important for access to education or can be very quiet and often learning about country, trauma from war zones so needs can change dramatically and quite quickly. May later need more support-flexible/responsible model.
- The National House project in West Midlands and Oxfordshire use a Young Person led service-Young People have tenancy-housing model-with support workers going in but not quite at level completely on their own.
- A provider is currently working with local authorities where in flats the bottom flat is for higher support. Registered with Ofsted one group and top floor for care leavers, not registered and more independent. They also provide outreach support.
- The longer we have young people with us the better the chance of supporting them to succeed.
- Cautious of young people having the lease themselves, use lease as educational piece where provider is in complete control to evade eviction.

Complex Residential provision key points:

Property types:

- Registering a 2 bed home with the option of using as a solo would be advantageous, rather than purely solo.

- A connecting home is useful for staffing however can impact when matching young people
- Separate buildings away from other young people. Have a mix of properties, for example bungalows for a young person with more complex needs to receive more trauma informed support.
- Parking and outdoor space is important
- Most providers had solo, 3 bed homes, up to 6 bed homes. It is hard to match high numbers of young people alongside each other.
- Houses should be flexible and adaptable.
- Education availability close by is crucial.
- The house should look like a residential, family home.
- Buying property rather than renting would provide more autonomy, security and control. The rental market would drive operating costs up.
- Consideration of neighbours
- On transport routes to access things such as education. Staff driving young people around is costly.

Models of provision:

- Most multi bed homes have a one to one staffing model, meaning staff are available for each young person. Young people do not always want to go out with their peers, so this supports stronger relationships between young people and staff. This creates a family feel, always at least 2 adults on shift.
- Work in partnership with the local authority especially around voids
- Very flexible/responsive.
- Cost savings can be made when working in partnership with local authority and working holistically with the ICB.
- Therapeutic provision such as CBT model with therapeutic parenting. ACEs, multi - model approach.
- Some integrated services work (education / clinical), but this really depends on what the young peoples need. Blended approach tends to work, with therapeutic education.
- Recruitment is challenging. Constantly recruiting, wages are a challenge, needs to be affordable for local authority but attractive for candidates. Need to find people who have level 3 and able to offer therapeutic support.
- Link with leading social care recruitment agencies
- Be clear with staff as to what they do - they need to have specialisms so that the right support is in place.