

# Creating a new approach to housing provision for people with learning disabilities



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# Key Challenges

- Quality & suitability of current provision
  - Institutional buildings
  - Some poorly maintained
  - Not suitable for people with reduced mobility
- Capacity to make a local offer
  - Care Act requires regard to the sufficiency of provision for the borough's whole population
- Keeping spend within budget
- Part of Adults transformation Programme



# Housing Strategy Project

- Previous consultation poorly managed
- Recognition that Health and Adult Social Care strengths are in support and care, not housing
- Securing an external partner brings
  - Expertise in developing housing for people with a learning disability
  - Independence
  - Candour
  - Liberty to challenge

# Golden Lane Housing



Part of Royal Mencap Society

Provide housing and advice for people with a learning disability



Provide supported housing for over 1700 people

Work with over 100 support providers



Person and family at the centre to help with housing

# Our joint approach



Poor previous approach. Needed to recognise mistakes were made in the past

But a plan was still needed and co-production meant involving everyone

Meeting, listening and feeding back to people with learning disabilities, families, carers staff

Speaking with other stakeholders including voluntary organisations and professionals

A number of different **work streams**



# The work streams



Data analysis to assess future demand

Research to assess the supply of accommodation



Gap analysis including capital funding strategy to meet any gaps identified



Every stream involved key stakeholders



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# What have we done to engage

Worked with Robert Daniels; one of five 'MPs' elected by people with learning disabilities in the borough



Contacted **everyone** with a learning disability and their families in Greenwich to explain what we were doing

Held **open** session Q&A's with support provider staff

Carried out structured **stakeholder interviews** with 20 identified key stakeholders

Invited people with a learning disability, families carers and staff to an **opening event**; candidly acknowledged the mistakes from the past



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Fed back to everyone who came. As a result 130+ people confirmed they would like to be involved in some way

Sent out monthly update newsletters

Met with individuals, staff and families at most of the existing properties and carried out structured question/interviews

Second event providing feedback on people's views and asking for input into shape of new strategy

Met School Parents, Shared Live Carers, Support provider group, voluntary organisations and Housing Providers

Draft copy sent out for feedback – including survey

**LOOK FORWARD TO THE FUTURE**  
**GREENWICH LEARNING DISABILITY HOUSING STRATEGY**  
NEWSLETTER ISSUE 1 | DECEMBER 2016

This is the first of our monthly newsletters letting you know what we've been doing. It is also available in Easy Read.

**Help us communicate**  
Where people have complex specialist needs or are nonverbal, we very much hope that their carers and family will support them as much as possible or as much as they wish and that their views are recorded and fully considered. Should this present any difficulty please let us know.

**DECEMBER 2016 UPDATE**

Since our first event at Charlton Athletic Football Club on 24<sup>th</sup> November we've updated those keen to be involved by sending out both Easy Read and non-Easy Read feedback by post or email.

If you have not had a copy of the feedback, please let us know and we will send it to you.

We sent the some feedback information to staff at each and GLD and also asked them to share it with service users and their family.

**WHERE HAVE WE VISITED?**  
The Golden Lane Housing team has visited Finch and GLD schemes so far.

Of these

- 6 were registered care homes
- 3 were supported living homes

We spoke with a total of 11 service users, 6 of whom have complex needs

- 12+ support staff and managers either individually or in small groups.
- 4 parental family including 1 family member who provided feedback by email.

**Golden Lane Housing**  
Topic Guide: Service User  
November 2016

**Introduction**  
I work for Cordis Bright, which is a company that does research on social care. We are working with CordisBright. CordisBright is a company that does research on social care. We are working with CordisBright. CordisBright is a company that does research on social care. We are working with CordisBright.

I would like to see you more often about the place where you live now, and what you like and don't like about it. I am going to understand what is important to you about where you live.

If possible, I ask it not to be too long, please let me know.

If there is anything that you don't want to talk about or you don't want to ensure any more questions, please let me know and we will stop asking you.

I can't tell anyone else what you've said to me, except if you wanted that you or someone else could be in danger. If that happens I will try to tell you first.

Do you have any questions?

Thank you for speaking with me.

**About you**

1. What is your name?
2. How old are you?
3. How long have you lived at (exact name of service)?



**Housing Strategy for people with a learning disability in Royal Greenwich**  
Golden Lane Housing feel it is very important to share our findings and thoughts with parents, family and carers and offer opportunities to feedback.

**Family Feedback Forum Invitation**

When: **Wednesday 15<sup>th</sup> February 2017**  
Time: **6pm-8pm** \*Refreshment break at 7pm\*  
Where: **Charlton Athletic Football Club, Pigeon and Charlton SE7 8LL**  
\*A range of free parking spaces\* \*Home\* \*New station\* \*Charlton station\*  
\* Buses stopping at Charlton Station: 361, 271, 206, 472 and 466 \*  
Limited places: **RSVP required by Friday 10<sup>th</sup> February 2017.**

Email: [info@goldenlanehousing.org.uk](mailto:info@goldenlanehousing.org.uk)  
Phone: 020 8971 8333.  
This is a 24 hour answer phone. Leave the answers to the questions, having got a message.  
By post: via the enclosed prepaid envelope if invite has been posted to you.

Yes - I can come and would like to (provide) at the Family Feedback Forum (We may need to restrict to 1 place per family if you are subscribed).  
No - I am unable to come. (Please sign me the survey/feedback notes)  
No - I don't want to come please do not contact me with survey/feedback notes

My Name: \_\_\_\_\_  
My Address: \_\_\_\_\_  
My telephone number: \_\_\_\_\_  
My Email address: \_\_\_\_\_  
Please also return (provide) for "My pathway to Independence" - see newsletter

**Housing Strategy for people with a learning disability in Royal Greenwich**  
**Parents Invitation**

Royal Greenwich have asked the housing charity Golden Lane Housing to prepare a housing strategy for the future of housing for people with learning disabilities, and how best to care for them.

Golden Lane Housing are part of Royal Greenwich Housing and have a great deal of experience in housing people with learning disabilities as well as providing advice to families and carers.

**Why should parents attend?**

A substantial part of the housing strategy is about the housing needed for the next generation of young people with learning disabilities. So it's really important that you attend.

When: **Friday 10<sup>th</sup> March 2017**  
Time: **10am-12 noon**  
Where: **Charlton Park Academy**  
Charlton Park Rd, London SE7 8LL  
Tea and coffee provided

The session will cover:

1. The housing options for the future and how the housing system can be made to work for people with learning disabilities.
2. How parents can help Golden Lane Housing understand the current housing concerns of parents and carers of young people with learning disabilities.

RSVP required by **1<sup>st</sup> March 2017**  
to **Sarah Johnson**, Parent support officer on **0208 249 6864 ext. 240**  
or by email to [goldenlanehousing@royalgreenwich.gov.uk](mailto:goldenlanehousing@royalgreenwich.gov.uk)

Please help us by completing our online survey for parents/family carers of young people with a learning disability in Greenwich.  
Here's the link:  
<http://www.surveymonkey.co.uk/s/GreenwichGreenwichSurvey>

Only a simple and straightforward survey will help Golden Lane Housing and Royal Greenwich better understand current and future housing need for this important group of people.



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# Engaging with politicians

Cabinet lead for Adult Social Care launched first event

Reported to Healthier Communities and Adult Social Care Scrutiny Committee with updates of progress

Real engagement and positive feedback – wanted further service user engagement and for recommendations to become real **pledges**

Agreed Housing Strategy pledges needed to be owned by whole council - signed up by Chairs of Housing and Anti-poverty & Children's Services Scrutiny Committees



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# What worked?

Don't rush co-production – takes time for the change process

People need to understand why change is needed

Building trust and honesty – helps to unfreeze any resistance to change

Communicate, communicate, communicate – actively listen

Stakeholder management – build positive key relationships

Remember current and future users of services have the answers



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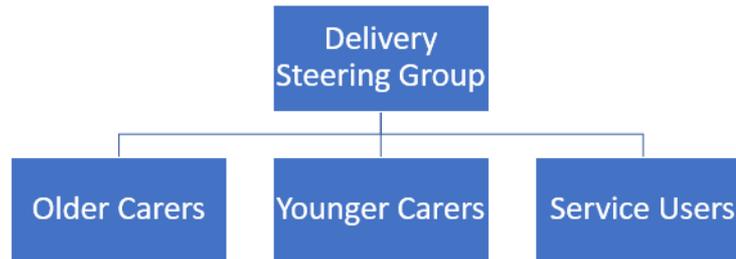
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# What next?

Build on breaking down barriers with families

Communications strategy

User groups



Closer working with Children's Services

Information, advice and guidance service – housing broker

**Housing strategy**  
for people with a learning  
disability in the Royal Borough of  
Greenwich  
2017 - 2022

(Final draft)



**So...**

**What does Co-production mean to you?**

**What are the barriers to adopting this approach in a Health setting? How might you overcome them?**

**How do we move from Development to Delivery, successfully?**