



Adults with Disabilities Accommodation Strategy

Community Commissioning

Adult Disability Team

v.1.3 – 13 June 2022

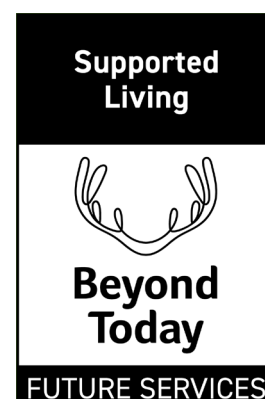


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Version control v1.2, 16 December 2021

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Foreword (to be drafted)

Cllr Roberts, Leader

Cllr Nash, Portfolio Holder Adult Care, Health and Wellbeing

1. Introduction

The term Supported Housing relates to accommodation where people with care and support needs can live in the community, close to their friends, family and activities, and which enables them to live as full members of society on their own terms.

Supported housing could be independent flats or houses, individually as part of a small block or development, or as shared accommodation with others. It may sometimes have a small amount of communal space that residents can use if they wish. Commissioned care and support may be available on site but may also be provided through a 'cluster' arrangement (where people 'share' care provision) or through outreach or home care.

Most supported housing is rented from housing associations through a care provider but can also be provided through social and affordable rent from local councils, private rent or home ownership.

Good Supported Housing supports independence and citizenship, strength based and risk positive living, provides an alternative to traditional care services such as residential care, and maintains relationships and friendships. It helps provide more personalised support packages, reducing over-provision of care that may be detrimental to people's development and health outcomes, and promotes independence, skill development, education and employment opportunities for adults with disabilities.

In 2017, Hertfordshire County Council published its [10-year Supported Accommodation Strategy](#) outlining our accommodation aspirations for older people and working age adults with disabilities. This new ADS Accommodation Strategy focusses on the housing needs of working age adults with disabilities, developing those aspirations further and in more detail, aligning capital investment with the care commissioning strategies to ensure that there is suitable housing available when it is needed for all sectors of Hertfordshire's growing population, including those who currently reside outside the County due to a lack of suitable housing closer to their family and local connections. The new Strategy outlines our programme of work, which includes building new homes, refurbishing, extending or remodelling existing properties and decommissioning properties over time where they are no longer fit for purpose.

There are three priority areas that this Strategy will focus on:

We will work with partners across Hertfordshire to improve housing options for adults with disabilities. This will include strengthening relationships with our District and Borough Council partners, their housing allocation teams and external providers to provide a consistent delivery system across organisational boundaries and we will build relationships to further understand current and future needs of individuals.

We will improve and increase access to a range of housing options for individuals both by working on specific projects and at a strategic market level. We aim to increase and improve the supply of suitable and accessible housing available to people with a range of disabilities, across all tenures including home ownership and the private rented sector, and covering general needs, supported and specialist housing types.

We will improve our current portfolio of accommodation for adults with disabilities focusing on individuals with the most complexity for whom the market may not be able to deliver. We will investigate the viability and potential of properties currently owned and used by the Council and develop a structured programme of prioritisation, decommissioning, redevelopment, refurbishment or disposal to make the best use of the County Council's assets, provide better housing solutions to the people who need them, and enable improved working environments for staff.

Each of these three priorities will support and work with each other, identifying synergies within existing workstreams and across departments, to develop a new working paradigm and single delivery model.

This Strategy is primarily aimed at improving the housing options for people of working age who have learning or physical disabilities, including autism and other non-neuro-typical conditions and who require settled accommodation with support in the community. However, it is also recognised that as with the general population, adults with disabilities are living longer and will require supported housing beyond working age. Similarly, younger adults transitioning into adulthood from residential schools or who need or wish to move from parental homes are also considered within this Strategy.

Although they are mentioned within the context of this Strategy, and there are clear links to be made, this Strategy does not cover residential and nursing accommodation, temporary accommodation of any kind, including respite and short breaks provision, or specialist accommodation for adults with complex needs such as drug or alcohol dependency, offenders, or those fleeing abuse. While the ADS Accommodation Programme may assist in developing projects in these areas, separate Strategies are being developed for these areas.

Vision

Everyone wants to have safe, secure and appropriate accommodation, and most adults will have some control and ability to access homes that meet their basic needs and aspirations. This includes adults with disabilities, who also wish to have their own homes and to have control over their own lives and who they live with. However, access to these homes is more difficult due to cost, availability, and institutional barriers between organisations. Feedback from people who receive services from us and their families see success as homes and the surrounding environment where adults with disabilities can be happy, safe, engaged and close to their families, friends and support networks.

Consequently, our vision is to enable a vibrant and affordable housing market for adults with disabilities, which allow them to live well with a high quality of life, provide access to activities they choose, and to remain safe in their communities.

We believe this Strategy will lead to:

- A range of modern and refurbished supportive housing environments of different types and tenures across the County that allow adults with disabilities to live [Connected Lives](#) in their communities which require lower commissioned service provision. Assistive and sustainable technology will play a significant role in achieving this;
- Stable demand modelling using a variety of sources that allows a sustainable new build and refurbishment programme work over the short term (1-3 years), medium term (4-6 years) and long term (7-10 years) with clear priorities, excellent sustainable development and environmental outcomes, appropriate land use, and value-based budgeting decisions;

- A clear co-production and collaboration programme, that informs design and refurbishment targets and principles, ensures that new housing schemes are subject to continuous improvement, and that policy decisions emerging from this Strategy are meeting the needs of our individuals and their families now and in the future;
- A smaller, more effective and targeted portfolio of properties owned by the County Council available for adults with disabilities, that are well maintained, and which meet long term aspirations of the people living in them, Hertfordshire County Council's Corporate objectives, and providing best use of assets for the people of Hertfordshire.

Co-production, co-design, co-delivery

Housing for the care sector is a complex area of policy, and one that cannot be delivered successfully by one organisation, requiring a different kind of business thinking across stakeholder groups working across the private, public and voluntary/charity sectors. Business demands are driven by market forces, financial viability and statutory regulation and legislation. It is established, however, that co-design of services can lead to better outcomes, expanding local resources and creating 'shared value' and economic viability while still addressing wider societal concerns around good care and community cohesion.

Co-production requires a relationship between organisations and the people they serve that focusses on outcomes that meet needs in the best way possible. Just as service level changes to care provision are co-produced to improve services to individuals and their carers, the role of accessible housing is to provide an enabling environment where that care can be safely provided and allow the resident to live as independently as possible in an ordinary community setting.

At a general level, by involving people in producing design guides for accessible housing developments, developers and architects are able to translate these into home environments that will be suitable for different cohorts of people with differing needs, building in design features that 'future-proof' housing for long-term changing needs without expensive retro-fitting. People's aspirations change and different generations expect different standards, new technology promises greater accessibility, and health

improvements are enabling people to live longer with more complex conditions: these need to be factored into future housing typologies and planning expectations. By continuing to engage with people once they have become residents, co-evaluation activities can evolve to help inform future design refinements.

In March 2021, two focus groups were held with a small group of adults with learning disabilities and Autism to discuss their aspirations and experiences relating to their current and future housing. Six main themes arose, and we are using these as the basis for a continuing conversation informing this and future policy. These themes are:

Independence, choice and feeling in control: with support from family and ‘the system’;

Changing relationships: ensuring that people are supported to build resilience to help them and their families navigate the emotional changes that independence brings;

Where to start: good clear information and preparedness to be able to make good, well-informed decisions;

Property type and design: providing well designed, safe, and functional homes that enable wellbeing, and help people live connected lives;

Location and surrounding environment: having the right kind of accommodation in the right places, that allow real choice, close to familiar communities and support networks;

Support, skills acquisition, and knowing where to turn if things go wrong: having formal and informal support of the right kind, particularly in the early stages of living alone;



Independence, choice
and feeling in control



Changing relationships



Where to start



Property type and
design



Location and
surrounding
environment



Support, skills
acquisition, and
knowing where to turn
if things go wrong

A comprehensive engagement plan, which includes a continuing dialogue between the County Council, the people who receive services from us and their families, and the professionals who work with them has been developed to ensure that this Strategy is reviewed, improved and remains fit for purpose throughout its term.

2. Strategic Context

We support the principle that supported housing provides good value for adults with disabilities and their families, communities, and the public purse, and delivers more than simply economic benefits to society as a whole. We believe that supported housing done well improves outcomes for people and contributes to social and community cohesion. Building on the Hertfordshire [Connected Lives](#) principles, we believe that we have a role to play in ensuring that adults with disabilities are able to have greater control over their own housing choices:

Independence and citizenship: allowing people to become full members of a community of their choice, securing a settled home, and by enabling independent living skills and control over their own lives and living arrangements;

Strength based and risk positive living: granting the same rights and responsibilities to adults with disabilities as to any other resident. Risk taking is a normal part of every-day life and learning to navigate and learn from these risks, with proper support, is a key part of self-actualisation;

Alternatives to traditional care services: By enabling access different housing tenures and types, it allows greater flexibility in their ability to control their own lives, and use their personal budgets in more creative ways that work with their home environment and aspirations;

Connecting to people and maintaining relationships: widening the housing options for individuals, enabling them to live close to their existing support networks, friends and families. This can help reduce the stress of moving away and making new friendships and can also help carers and family members maintain their caring roles without incorporating excessive travel or inconvenience, thereby reducing stress for them too. Anecdotally, this is a key consideration for individuals and their families.

Under Section 1 of the Care Act 2014 (the Act) local authorities must promote wellbeing when carrying out any of their care and support functions in respect of a person. This is often referred to as ‘the wellbeing principle’ because it is a guiding principle that puts wellbeing at the heart of care and support. In recent years, housing has been increasingly

identified as a key determinant of health and wellbeing, which has led to a re-evaluation of the types of accommodation available to disabled people who receive services, taking into account where and how they wish to live, including who they wish to live with. Chapter 1 of the Statutory Guidance to the Act includes the suitability of living accommodation in addressing a person's care and support needs.

In addition Sections 3, 6 and 7 of the Act require that:

- local authorities must carry out their care and support responsibilities with the aim of promoting greater integration with NHS and other health-related services
- local authorities and their relevant partners must cooperate generally in performing their functions related to care and support; and, supplementary to this,
- in specific individual cases, local authorities and their partners must cooperate in performing their respective functions relating to care and support and carers wherever they can

An enabling home environment that allows people to live well and have a better quality of life is key to this process.

In its [2017 Supported Accommodation Strategy](#), the County Council estimated that an additional requirement of 700 new Supported Living homes would be needed by 2027 delivered through the strategic planning of services, working directly and collaboratively with housing authorities at district and borough level, local housing developers and providers, and our commercial housing development arm. Community asset models achieve better outcomes for individuals and wider society (Simpson, 2010), and this approach is favoured by the County Council. Hertfordshire's Growth Strategy '[Fit for the Future](#)', states that *"we have a once-in-a-lifetime opportunity to ensure growth plans benefit all current and future residents. Not growth at any cost, but planned growth in partnership with the public sector, Government, businesses, the voluntary sector and other partners, to maximise opportunities and ensure the most vulnerable in our society are protected"* (COUNTY COUNCIL, 2019, p2).

As of July 2021, the Adult Disability Service (ADS) supported 2,749 people across supported living, residential and nursing schemes, and at home. Some of these settings are owned and run by the County Council, but many more are external placements with

external providers (*table 1*). We also support people with short break accommodation, to allow carers and individuals a break from the stresses of day to day living at home. Data analysis shows that approximately 42% of accommodation-based services are in Supported Living environments, with the remainder being in more traditional residential settings, or for people who receive care at home.

Table 1: Internal data – May 2021

| ADS Service | People receiving Home Care | People in Supported Living | People in Residential & NH | People in Nursing Care |
|---------------------------|-----------------------------------|-----------------------------------|---------------------------------------|-------------------------------|
| 0-25 Service (18-24 yrs) | 18 | 92 | 37 | 2 |
| Adult Disability Services | 655 | 1,074 | 773 | 102 |
| Totals | 673 | 1166 | 810 | 104 |
| % of total accommodation | 24% | 42% | 29% | 4% |

In October 2020, government published its [National Statement of Expectations for Supported Housing](#). The recommendations in the Expectations are not statutory and refer to wider supported housing schemes than the scope of this Strategy, but do enshrine many of the principles that we aspire to for the people who we support, their families and their carers. While we accept that there is still a place in the housing market for shared accommodation, Hertfordshire is moving steadily away from the concept of larger ‘group homes’, and towards small clusters of self-contained apartments or houses with support either on site or as required through outreach or domiciliary care arrangements. While fully wheelchair accessible housing is not appropriate in all cases, research and best practice indicates that there is a shortage of suitable housing that caters for the diverse range of conditions and disabilities that affect someone’s ability to live well and on their own terms. This model of housing directly supports the Hertfordshire [Connected Lives](#)ⁱ approach to community practice, personalised enablement and new models of commissioning, and allows flexibility as people’s needs change. Feedback from individuals and their families also confirms this model as a preference in many cases, particularly where autism and sensory overload can manifest in challenging behaviour patterns.

Economic Context

Adult Care Services is the highest spending department in the Council supporting people in a variety of settings, ranging from their family homes to residential and highly specialist placements. The service works closely with colleagues in Children's Services to assist young adults with disabilities moving into adulthood, and with older persons services for those who need specialist care in later life. We also work closely with our Transforming Care teams who work with people who have very complex needs and those people who are accommodated in residential or in-patient services outside Hertfordshire, including residential schools. Strong links and collaborative working with Health partners and mental health services are also key to meeting people's needs in local Hertfordshire communities.

The economic case for independent and accessible housing for older people is well rehearsed, and many of the benefits that accrue to older people will also apply to younger disabled people. These include improved mental health and general well-being, fewer GP and hospital visits, fewer accidents in the home, and healthier eating, increased exercise and improved social relationships leading to reduced calls on public services. On a wider economic basis, disabled people who live in unsuitable housing are four times more likely to be unemployed or not seeking work than people whose housing needs are being met (Equalities and Human Rights Commission, 2018), and yet people who have meaningful activities including employment are well documented to be happier and healthier than those without those opportunities.

Traditional residential care homes can be significantly more expensive than supported living environments in terms of running costs and care provision. Internal data analysis indicates that for each individual who goes into supported living instead of residential care, a saving could accrue of around £214 per week. Over time, as independence increases, these costs may reduce further as dependence on paid for services reduces, calls on health services fall with more personalised solutions, and the system wide Social Return on Investment leads to efficiencies across public services. While this is an appropriate setting for many people with high support needs, residential care may not be the optimum solution for many, being costly and dis-enabling, and consequently, we are not seeking to increase the net number of residential care placements in the County. Large group homes

and uneconomic residential care homes will be phased out of social care portfolios where this is appropriate.

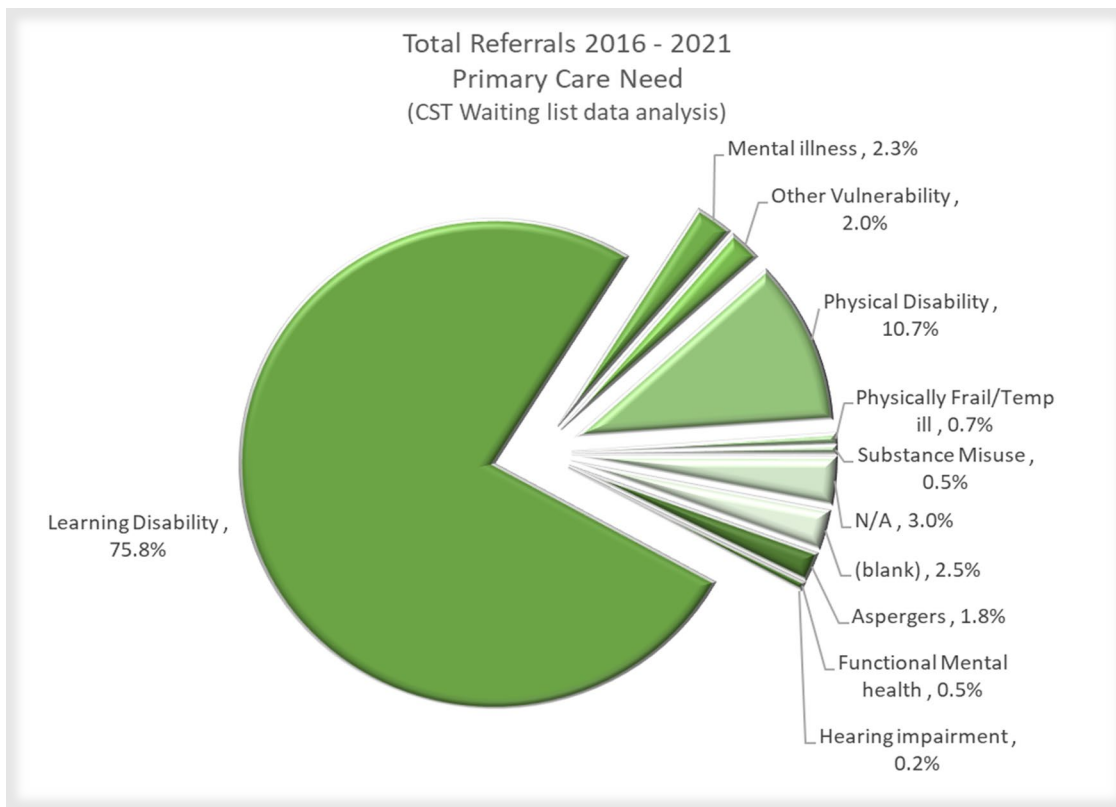
3. Defining the Challenge

The number of new requests for assistance for adults between the ages of 18 and 64 have risen steadily over the last five years, partly through natural population growth, but also because people with disabilities are living longer with more complex conditions and wish to lead a dignified and full life without boundaries defined by their disability. Table 2 below, shows the numbers of requests for support received from people not previously known to Adult Care Services throughout the financial year, broken down by age band and financial year. From 2015-2016 the numbers have been steadily rising in both age groups but requests from people aged 18-64, most of whom will have a learning disability or Autistic Spectrum Condition (*figure 1*), have continued to increase during the past two years, while the numbers of older people requesting new services has declined (*table 2*).

Table 2: new service requests (ACS Business Improvement Team)

| Number of new requests for services | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 | 2020-21 |
|--|----------------|----------------|----------------|----------------|----------------|----------------|
| 18-64 | 4,142 | 4,295 | 5,033 | 6,055 | 6,104 | 6,398 |
| 65+ | 16,680 | 19,549 | 19,803 | 20,333 | 20,258 | 18,199 |

Figure 1: Pie chart showing referrals to CST between 2016 and 2021 based on primary care need. Learning Disability is the largest portion with 75.8%, followed by physical disability at 10.7%.



Settled, safe and secure accommodation is a key indicator of wellbeing, but there is a nationally recognised shortage of suitable accommodation for adults with disabilities which allows them to live independently. [The English Housing Survey](#), conducted by HM Government, estimates that only 9% of all housing in England contains the four elements required to make the property accessible, and although the social rented sector (housing association and council owned homes) has the highest proportion of accessible and adapted homes within it (English Housing Survey, 2020) engagement with our District and Borough partners confirms there is a severe lack of accessible housing suitable for individuals and families with disabled members.

Nationally, Local Authorities are benchmarked through the the Adult Social Care Outcome Framework ([ASCOF](#)). The measure 1G relates to ***the proportion of adults with a primary support reason of learning disability support who live in their own home or***

with their family and who are known to the County Council¹ (Department of Health and Social Care, 2018). In Hertfordshire over 78% of people with a learning disability will live in some form of settled accommodation (England average 77.3%; East of England average 74.0%). Data from ACS Performance team show that numbers of people with learning disabilities receiving services from the County Council has been steadily increasing over the past five years, before plateauing in 2019-20 (*figure 2*).



Figure 2: Referrals to CST for individuals living in Hertfordshire at time of referral . This chart shows that referrals increased until 2019 and then stayed the same in 2020.

¹ The definition of individuals ‘known to the council’ is restricted to those adults of working age with a primary support reason of learning disability support who received long term support during the year in residential, nursing or community settings (recorded in SALT Measure LTS001a, table 1a) as defined in the DoH&SC Guidance.

| | | | | | | |
|------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Settled Accommodation | 2013 | 2120 | 2259 | 2320 | 2448 | 2456 |
| Unsettled Accommodation | 778 | 780 | 755 | 728 | 696 | 663 |
| Total | 2791 | 2900 | 3014 | 3048 | 3144 | 3119 |
| ASCOF 1G | 72.1% | 73.1% | 75.0% | 76.1% | 77.9% | 78.7% |

| Current Accommodation | Waiting List |
|------------------------------|---------------------|
| ABI Residential | 1 |
| Family Household | 95 |
| Homeless | 1 |
| Hospital | 3 |
| LD Residential | 6 |
| Nursing Residential | 1 |
| Residential | 19 |
| Supported Living | 43 |
| Supported Living (in-house) | 4 |
| Temporary Accommodation | 3 |
| (blank) | 5 |

Analysis of the Community Solutions Team (CST) data for people requiring new or different accommodation and support, shows that, although the level of adults with disabilities is leveling out, trends in the demand for accommodation is rising year on year (with a significant drop in 2020-21 due to Covid restrictions), which supports the assumption that more people are wanting to live independently, despite a leveling out of demographic growth (*figure 2*). Numbers of people being supported to find alternative accommodation naturally change day by day as suitable placements are found for them, but a snapshot analysis in July 2021, showed a total of 181 people needing alternative accommodation in the County, with the majority of these coming from the family home environment.

Figure 2: CST waiting list trends 2016-2021

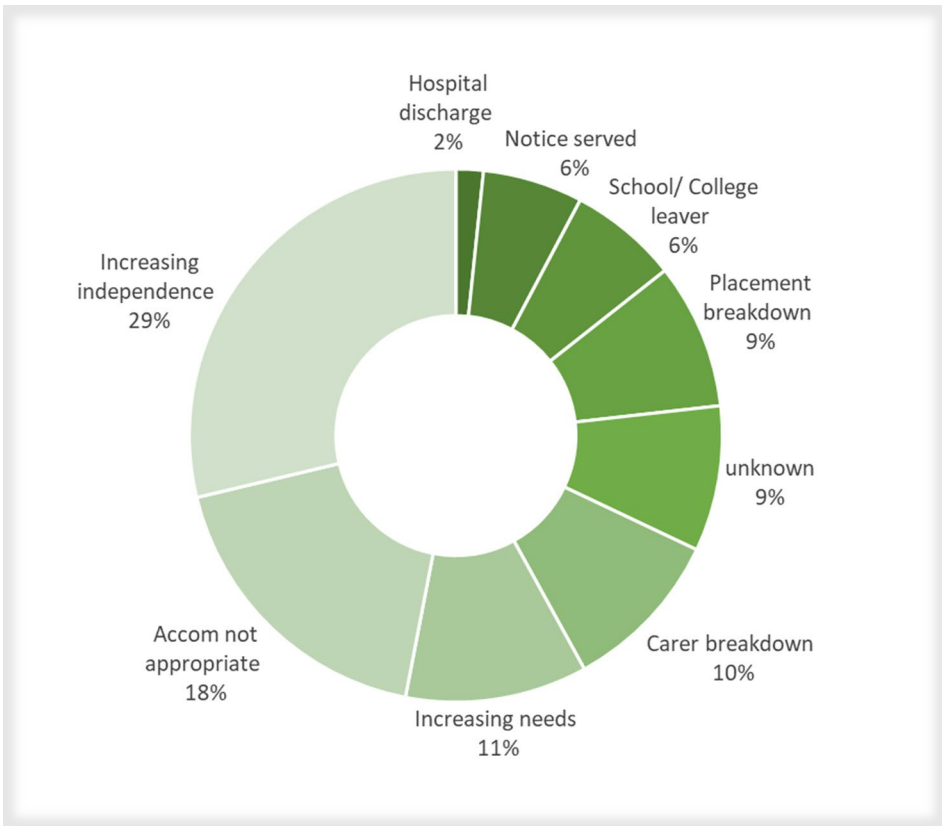
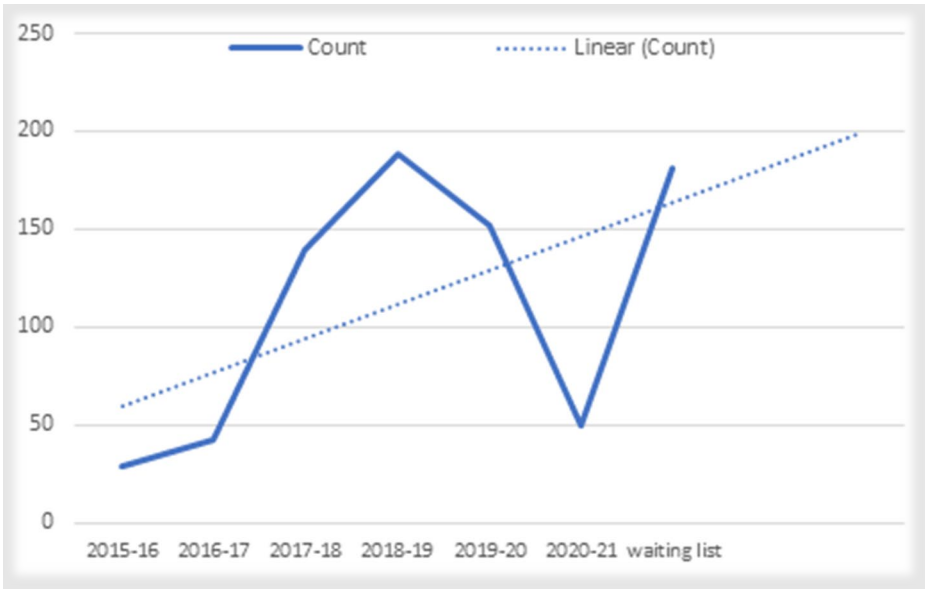


Figure 3: Chart showing reasons individuals wanted to move based on 2021 data from CST. The largest portion of the chart is increasing independence at 29% following by current accommodation not being appropriate at 18%. The smallest portion of the chart is hospital discharge at 2%.

Some of these moves will be due to people simply becoming more independent as they reach adulthood or other development milestones, but others could be due to family circumstances changing including older parent carers requiring care themselves, breakdowns in care or accommodation relationships, or changes in an individual's health or support needs. Some moves will be planned, but others may be due to crisis or other unexpected circumstance (*figure 3*).

0-25 Together

A key part of the work of the County Council is to help young people with disabilities to live well, achieve their own ambitions and goals, and be able to navigate the transition between childhood and adulthood successfully. Each year the County Council supports an increasing number of young people with this transition into Supported Living, principally from their parental home, specialist residential schools, or residential care, and it is expected that this figure will continue to slowly but steadily rise in future years. Between 2016/17 and 2020/21 this figure rose from 43 to 80 individuals, and this is expected to rise further to 86 by 2026 (internal HCC data: Community Intelligence Team).

Some of these young people with very complex conditions and all partners are reporting increasing numbers of enquiries from young people with autistic and other non-neuro-typical conditions. Snapshot analysis of young people coming through the more complex pathways, shows around 8-12 of these young adults a year will need more specialist accommodation and bespoke solutions (Transforming Care Team data). Feedback indicates that in order to achieve home environments where people are happy, active, safe and secure we need to enable a more diverse range of well-designed and maintained housing options, involve families in the process early on and provide good quality advice and information so that they are able to make informed decisions early in the process.

Transforming Care

The Transforming Care programme works with individuals who have learning disabilities and/or Autism, challenging behaviours, mental health needs, or those who have been or could be at risk of being admitted to hospital due to their mental health or other presentations. They may have offending or other behaviours that could be dangerous to themselves or others, and the additional effects of their disability restricts their ability to get appropriate accommodation and support.

In order to support this, NHS England have developed the [Building the Right Support](#) guidance to help local Transforming Care Partnerships (TCPs) achieve local offers for people who are being discharged from hospital settings, or who are living in services outside their own County of origin away from family and support networks. Underpinning this, the NHS has made available capital grant funding, which commissioners can bid for to enable new development to happen.

People in this cohort may have a highly diverse range of sensory, behavioural, or physical requirements. Specialised and high specification environments, such as anti-ligature, sound-proofed and tamper-proof finishes are often required due to challenging behaviours that may also result in property damage. Most people within the Transforming Care cohort do not have physical disabilities however this would need to be considered on a case-by-case basis, and properties should be built to flexible, adaptable standards. Location and the environment around the property are also significant factors to consider (for example, away from schools, roads or noise, or close to open spaces and nature) while still maintaining links to community and activities that support their well-being.

We are also working with working age and older adults for whom residential or hospital settings have effectively become their permanent home, due to the length of time they have resided there, and those who are living away from Hertfordshire because suitable services are not available in county for them. According to NHS Digital data in January 2021, the Hertfordshire Transforming Care Partnership had 45 people in-patient care facilities, 20 of whom have learning disabilities, 10 have autism, and 15 have both (NHS Digital, 2021). Where possible homes in the community for these individuals will be

sought, mindful that the transition from institution to community may require intensive support upfront, and that some of them may not currently be ready to be discharged.

Older People with Disabilities

We know that, while some older people with learning disabilities are able to continue living well in supported living environments, for others mainstream older person's services may be a better option where they can receive a different kind of care more suited to their changing health support needs. Currently there are few suitable services available to them, and so they can only be offered residential care when supported living is no longer suitable for them. People with learning disabilities 'age' faster than the general population, and this means that they may struggle more in unsuitable accommodation, or be placed with frail elderly people before they need that level of care, which suits neither group well and can exacerbate conditions and de-skill residents.

In October 2019, the County Council adopted the new [Delivering Extra Care in Hertfordshire Strategic Business Case](#), outlining their commitment to building new facilities for older people across the County. Some of these new schemes may be suitable for people with learning disabilities if they need to move home in later life, and we are therefore working closely with the Older Persons Capital Programme and with providers and District and Borough councils to determine whether this is possible for new schemes at development stage. We are also increasing the number of enablement apartments for people coming out of acute hospital settings, to help them readjust to living at home, and to regain living skills and mobility.

By combining key strategic objectives such as these, we can ensure the best use of assets in areas where land availability is scarce and maintain synergies in care provision where individuals move between services.

People with Physical Disabilities

It is recognised across services that there is a general lack of accessible housing for people with physical disabilities, including brain injury, across all tenures, including Supported Living environments, and district and borough councils also report low levels of affordable housing that is specifically designed for individuals and families who have a

physically disabled member, including families with disabled children. While the [National Planning Policy Guidance](#) requires planning authorities to make housing provision for older people and those with disabilities within their Local Plans, , analysis of the current and emerging Local Plans show a varied approach to providing accessible housing as a requirement for new housing development, both as part of the affordable housing programme or as market housing products (analysis completed by Hertfordshire County Council Growth and Infrastructure Team).

Much of the Supported Living accommodation currently in use are large properties that have been converted from family homes. This means that if a resident has or acquires a physical disability, adaptations will need to be done to make the property suitable for them. Converting an existing property for disability can be expensive, and works can be disruptive if they can be done at all. Disabled Facilities Grant can be used for some of these adaptations, but not for all and alternate sources of funding must be found in these cases. Sadly, individuals are sometimes refused placements because the property is not suitable to accommodate their particular physical needs, resulting in them waiting for longer than necessary for suitable accommodation, and a potential empty space in a supported living scheme.

Additionally, we are seeing more cases of people with conditions that result in excess weight gain, resulting in a need for single storey properties that have wider corridors and doorways, strengthened floors and ceilings to accommodate hoists and supports, and specialist bathrooms. These types of properties generally have to be bespoke as general needs properties are not built to these standards.

4. Delivering the Vision

To deliver this Strategy we will need to work across departmental and organisational boundaries.

The challenges outlined above impact services across the public, voluntary and private sector, and will require resources from capital and revenue budgets and new ways of working across disciplines.

Our three priority objectives, and the commitments that sit under them, have been developed through engagement with people who use our services, their families, our statutory and strategic partners and our commissioned services. Results of these conversations are summarised in [Appendix A](#) and [Appendix B](#)

These conversations are not one-off events, but are an on-going dialogue which we intend to develop further and strengthen to inform, deliver and evaluate our successes and our challenges along the way.

Objective 1

To work with partners across Hertfordshire to improve housing options for adults with disabilities

Housing fundamentally supports how we can be connected to the communities around us and how engaged we are able to be with our families, friends and support networks. Our aim is to be ambitious, tying accommodation in with the wider Connected Lives approach, but this will require significant support from care and housing partners across the system and we anticipate a range of work with agencies and front-line staff to ensure it can become a reality.

Underpinning policy we need comprehensive mapping of current need, evidence on the future needs of individuals and co-production to understand personal aspirations, matching property acquisition and development to the requirements of the people we support now and in the future. We will work to co-produced flexible specifications, to allow people with a range of needs to use the properties, and have options when they need or wish to move to

different homes without significant need to adapt or change them. We acknowledge that a person's home may not be a 'forever home' and that as needs change other options may be more appropriate.

To support partnership working, the County Council and Districts and Boroughs have established a network of Strategic Supported Housing Accommodation Boards, working to address local need, and to work towards consistent and equitable policies that are also responsive to local variation and policy drivers. We will continue to work together on initiatives across the County to ensure the inclusion and recognition of people with disabilities in a challenging policy landscape.

We will work with District and Borough Councils to develop more supported housing in line with Local Plans and housing strategies

Developing and maintaining clear policies, well understood by all stakeholders and with the support of our partner housing authorities, will be critical to delivery of a range of accommodation options for people with all types of disability. Policies will also need to be dynamic as need and preferences change. District and Borough Councils are key partners in the provision and delivery of accommodation for adults with disabilities, both in the delivery of new schemes and where they are landlords of existing stock and provide support services. All levels of local government have a responsibility towards reducing, preventing and delaying care and health needs, however hidden need is a prevalent concern across both social care and housing, and district partners report rising levels of applications to the housing register from people with learning disabilities and autism. Working together, within the bounds of personal privacy and control, we will plan for accessible housing that meets both supported living and general needs populations.

We will explore ways in which more properties can be built or adapted to suit people with a range of learning, physical or sensory disabilities. Within the context of each council's Local Plan/emerging Local Plan development timeframe, we will work with Hertfordshire's Planning authorities and our colleagues in the Growth and Infrastructure Team to provide evidence to support the development or review of local planning policies and where possible, based on evidence, help encourage the delivery of more accessible housing in general development; and to consider the potential to draft joint policies to allow bespoke supported affordable housing development for people who receive services commissioned

by the County Council within larger developments. We are keen to work with our Local Planning Authorities by providing robust evidence which would support the case for including a minimum number of properties built to accessible standards to support all sectors of the community who may require it. District and Borough partners are also able to assist with the finding and purchase of land, development grants, and link to community interest groups who can help support adults with disabilities living in the community. Funding from such sources as Homes England and section 106 planning obligations can be harnessed to build Supported Living homes as part of affordable housing developments, keeping rents low and maintaining mixed communities close to family and friends.

We will also work with our Home Improvement Agencies and relevant district and borough council teams to improve the availability and uptake of Disabled Facilities Grant (DFG) for people with learning disabilities, autism and sensory needs where this is appropriate. We will also seek to support Districts to develop innovative ways to use DFG creatively through their discretionary powers, which could help enable people to remain within the family home where this is a suitable alternative to supported living, for example through building annexes or extensions to allow a separation of space while maintaining the supportive environments of the family unit. We will also seek to improve the range and availability of assistive or other technology to assist with independence, skills and confidence in maintaining a home.

We will work with Housing Associations, Care Providers and the NHS to deliver better services for individuals who live in Hertfordshire

We welcome the opportunity to work directly with Registered Housing Providers (Housing Associations and Councils) and care providers to commission and develop new housing options suitable for people with a range of disabilities. We wish to work with a range of providers who can commit to excellent customer service, who understand the needs of disabled adults and those with challenging behaviours, and who can develop and manage supported living and housing with support in the County. A person's home is a very individual space, and so it is important that properties feel warm and welcoming, and are able to reflect people's own personalities.

Expectations and aspirations for supported living have changed and the model of larger shared homes with shared facilities and fixed amounts of on-site care is not the optimum choice for many. Current thinking is to primarily promote small clusters (4-6) of independent accommodation, balancing the aim of independence and community involvement with the advantages of shared care and support from peers. But it will be in the design of specific schemes that we will face the critical challenges to how this will work in practice, further complicated by the reality of a difficult financial position and stretched adult social care market. We recognise that supported living must provide an enabling and safe environment in good locations for staff and visitors, as well as the people who live there.

We are clear that in Supported Living schemes, housing provision and care provision should be separate, and that individuals should never be in a situation where they cannot change their care provision because it would jeopardise their home. We expect excellent working relationships between our housing providers and care providers, and will help facilitate Service Level Agreements and other tools to help manage these, and are now including property condition assessments within our commissioning monitoring activities. We recognise and acknowledge the relationship between the home environment, the support provided and the individual, and will hold our housing providers and care providers to account through co-evaluation with residents and their families.

A partner in all of this will be the NHS. People with a range of disabilities living in the community will need excellent access to primary care and mental health facilities and for individuals with complex issues we are often partners in commissioning support, for example through Continuing Health Care (CHC) funding. We will ensure we keep health partners informed of our proposals and work together wherever we can for the benefit of Hertfordshire residents.

We will support individuals to make choices about their own accommodation and access it more easily

We believe that people with disabilities have the same aspirations for their housing as people without disabilities. By talking to the people who use our services and their families, we know that people with different needs want different types and configurations of housing, properties that are close to the things they love, and near to their friends, families

and support networks. We know that people need to feel safe and supported and they like to have peers close by, but that other friendships are also important to them.

When people need to move home, there are a number of reasons why this may be: younger adults may be moving out of the family home or from school or college; people may need to relocate due to family moving away or because a change in their own circumstances means their current accommodation is no longer suitable; older people with learning disabilities may find that living independently becomes more challenging and that other services may be more appropriate. Sometimes landlords or care providers will change, or tenancies or relationships break down. All of these – even when it is a positive move – can be challenging, emotional and disorientating.

To help manage this process better, we will work with our Housing Options, Housing Allocations and Housing Benefits colleagues to produce advice and information for families and individuals requiring specialist supported or accessible housing in a range of formats to help them make informed decisions about their housing options at the right time. We will also work to ensure that there is a shared understanding between social care practitioners, support workers and district and borough officers around housing options, rights and requirements of adults with disabilities across tenures, and where challenges present themselves work together to find solutions.

We are particularly keen to explore more innovative ways of meeting housing need. We would welcome working with Housing Associations who have or can develop shared ownership options for people with long term disabilities, and have recently approved a new scheme to help pay for deposits on the first share in a person's shared ownership property ([Appendix C - HOLD Policy](#)). We would also like to work with community interest and individual families to help them explore other options in the private rental or ownership market where that is appropriate.

We will update the information on our web-site and on the SEND Local Offer for young people, to reflect accurate and accessible information on their housing options, and where they can go for advice. We will also map the 'journey' individuals and family take to help manage expectations and timeframes, and will work directly with the Community Solutions Team and Service Finders to update and track existing accommodation data. We wish to

maintain a pipeline of suitable properties and up to date lists of providers with supported housing in the County, to identify trends in where new accommodation is needed.

We will consider commissioning an independent advice and information service to work with people regarding their accommodation options.

Objective 2

Improve and increase access to a range of housing options for individuals

When engaging with individuals and their families, we heard that a major frustration for them relates to having the right sort of housing available that offers the right kind of support in the places where people want to live. While it is accepted that compromises sometimes need to be made, by improving the range of properties that flexibly meet people's physical and sensory disabilities as well as their care and support needs, we aim to reduce the number of compromises people have to make when choosing good care.

We also recognise that people want a range of tenures, including social rented, private rented and home ownership options, and we will consider the ways to improve the availability and quality of these different types of homes available to the people we support.

We will publicise and promote what we consider Best Practice in building design for a range of people

Depending on their individual needs, adults with disabilities sometimes need housing that has a different configuration to general dwellings. Much of the layout will be similar, but there may be higher levels of circulation space, enhanced natural light and higher quality sound-insulation, and adaptability built in such as structural reinforcement for hoists, and kitchens and bathrooms that can be easily reconfigured. Fire and safety elements may also need to be enhanced, and some developments may require additional space for staff or communal 'safe/quiet' spaces. We are also mindful that people want different things from their home and the people they live with, and design has to be able to accommodate these preferences while also encouraging the skills required to socialise.

During 2020, the effects of Covid-19 have required us to re-evaluate our emerging design requirements. Learning from the crisis, we have looked at national, regional and local responses and applied this learning to refine our thinking on how we wish the market to look for people who are more vulnerable to unforeseen circumstances such as these ([Appendix D](#))

We will continue to refine and co-produce these design principles, and support providers to find or develop suitable accommodation through publishing clear guidance on our and potential residents expectations on what good housing looks and feels like. We will ensure that new properties coming into the market will be well appointed, in locations where need is evidenced, close to amenities and transport links, and that it is appropriate for a range of disability to reduce voids and unnecessary moves as needs change over time. We will develop these with current and future supported living residents and their families, to ascertain what works for people and what does not and where technology or adaptations may be used to improve the home environment for a range of disabilities and additional needs. We will also be mindful that homes must be accessible by public transport for support workers and staff, and that car journeys should be minimised wherever possible to reduce emissions and maintain a low carbon footprint.

For new development, we will support or enable capital funding where necessary to assist with accessible features, sustainable development, and to keep rent levels within local housing allowances wherever possible. For some developments that require specialist equipment or designs for very complex or challenging behaviours, we will support external funding applications and work directly with NHS England and other health bodies to support proposals.

We fully support the need to build sustainable, energy efficient homes, and will work with colleagues across the County to deliver to the standards set out in the [Sustainable Hertfordshire Strategy and Action Plan](#). Feedback from the people we support and their families is clear that new properties should have high environmental credentials, and low running costs, easy to use controls and the use of construction and application technology to help keep homes warm, safe and affordable for the long term. [Recent research](#) has identified significant health impacts from climate change, including poorer air quality, increased disease risks and extreme weather events, that will impact on what we build,

where we build and how we protect our residents in the long term. We will therefore undertake to complete Sustainable Hertfordshire Impact Assessments on all our new build projects, incorporating technology and excellent design to build thermally and energy efficient properties, using whole life costing techniques and nationally recognised construction standards to assess their suitability.

We will also work with providers to refurbish or redevelop existing housing that is under-utilised, needs significant updating or remodelling or where re-provision is required. This may mean that existing services are changed to suit a different cohort of people, or that properties have fewer people living in them. It may also result in a lower rent or care provision. However, we will also ensure that where services are decommissioned or redeveloped, the number of places available to people will be correspondingly taken up in other places to ensure a better mix and range of options across the County, to increase the number of properties in areas where provision is low, and to balance the market in higher density areas. We believe this will result in a better, more responsive market that meets people's needs more effectively in their local areas, using staff more efficiently.

We will work with other Departments across the County Council to use our property assets well, and ensure we understand the future need and aspirations of our younger people

Hertfordshire County Council is a significant landholder in the County, and is committed to using some of that land for meeting the housing needs of our residents. We will work with our Property and Growth colleagues to identify small parcels of land which could support small scale development, particularly where this would benefit specialist services or in areas where provision is very low. These sites may be in-fill areas, brown-field sites where other services have been decommissioned or are unused, or mixed-use developments where homes can be incorporated. We will also liaise with our Growth team colleagues to influence strategic master planning to incorporate more accessible homes on larger developments, wherever possible as part of the affordable housing programme, and to include homes specifically for people with disabilities, including families with children with disabilities, who can live with support in local communities. Where these opportunities arise, we will look to work with a housing association to develop the site, supported by capital grant funding from external bodies such as Homes England, NHS England or via the County Council as appropriate to improve viability and keep rents low.

Alternatively, Herts Living Ltd, our commercial property development company, develops general needs housing on small to medium sized sites across the County and we are working with them to directly deliver small clusters of accessible properties suitable for adults with disabilities within larger construction projects. By being involved early in design and planning decisions, we are able to deliver new build apartments and houses that have enhanced features to accommodate a range of disability, and work with an affordable housing provider on the site to provide housing management services. These properties will look and feel like any other home, creating safe and welcoming spaces for people to make their own.

We will also work with our Commissioning and Monitoring teams to map and understand the range and spread of supported living properties in the County. Using co-production and service-user feedback, demand trends and population data we will be able to identify where gaps in the market are, and where changes in provision are required. This could be, for example, by building more short-term 'move-on' accommodation to support our younger adults with disabilities who are moving out of family homes or residential school, but who need a safe environment to learn independent living skills, or by working with our Older Persons Capital Programme to include apartments within the new Extra Care Programme which will be suitable for older people with learning disabilities who would benefit from that kind of environment.

We acknowledge that adults with disabilities do not always wish to live with other adults with disabilities, that people have different needs in terms of social interaction, and that older people may not wish to live closer to younger people and vice versa: by listening to the people we support and their families and carers, we can tailor new development to meet changing aspirations, while using good design and technology to keep properties flexible and adaptable for current and future residents.

Objective 3

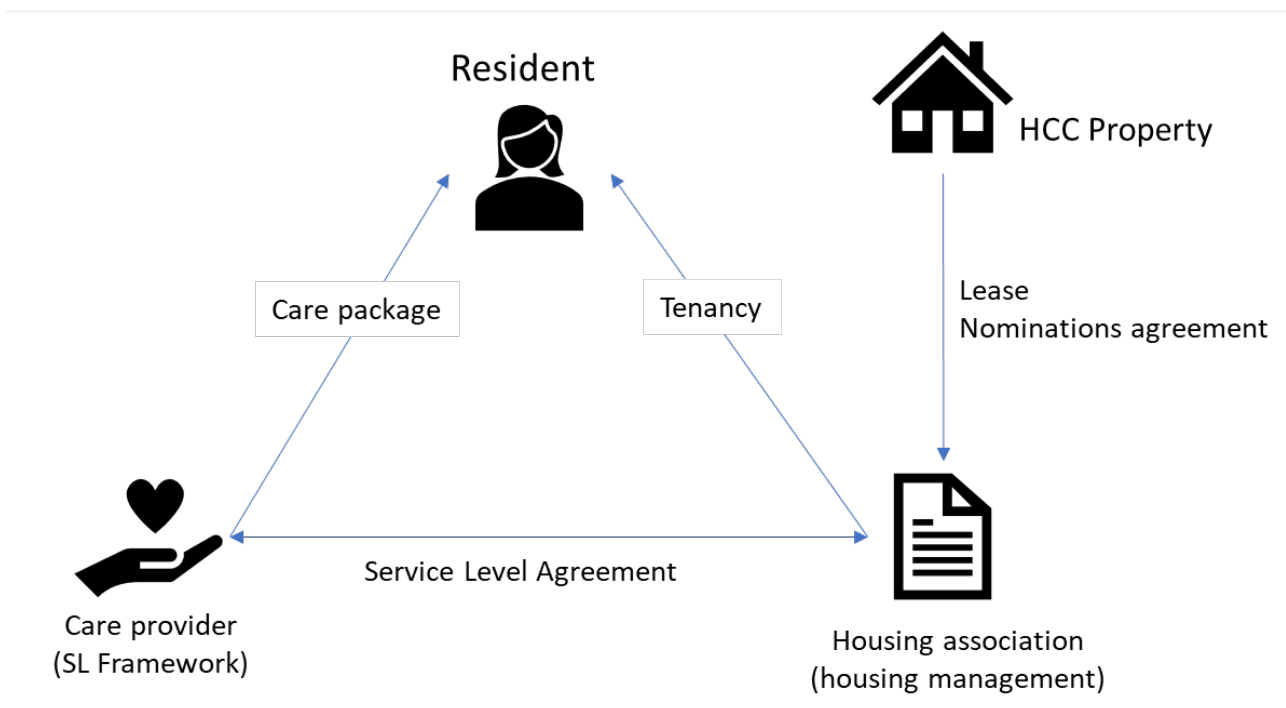
Improve our current portfolio of accommodation for people with disabilities

The County Council has a significant portfolio of approximately 100 properties designated for use by adults with disabilities or mental health issues. These properties are a mix of schemes, houses and flats, some of which are shared, and range from single bedroom

single person occupancy to 29-bedroom properties. In total there are 569 bed spaces available, although there is an uneven distribution of properties across the County.

We will review and prioritise the options for our own housing stock, and make evidenced decisions on which properties are fit for the future

In general, although the County Council owns the properties, the housing management functions are carried out by housing provider organisations under lease arrangements, and care provision is split between the County Council's In-house services and external providers.



Many of the properties within the portfolio were purchased as part of the NHS Resettlement Programme some 30 years ago and therefore have conditions attached to them, including continuing use for people with specified support needs and restrictions on disposal. Some are not now suitable for the changing needs and aspirations of current and potential residents, may carry significant voids, need maintenance and repairs, and are in less than ideal location or configuration.

Against this backdrop, an in-depth service level Portfolio Review is being undertaken. Each property will be reviewed and will be evaluated against a quality matrix which will include feedback from the people who live there and their families, assessment from the

care and housing providers, and stock condition and inspection reports from Property colleagues. We will map the timeline for redevelopment, refurbishment or disposal to ensure that residents are engaged appropriately in the process. Resettlement and voids must be managed well as properties become surplus, and suitable prioritisation of those needing most work or where need is highest is critical to ensuring that people are living in safe, warm and well-maintained homes. This work will run concurrently with the new development pipeline to ensure that properties are more evenly distributed across the County to address demand requirements.

We expect that there will be a number of properties reviewed as not fit for the future, either due to property condition, configuration or falling demand for that type of property. We will work proactively with the housing associations who hold leases with the County Council and district and borough councils to ensure that where properties that are to be sold or used for other services they are re-provided elsewhere so that there is no nett loss to overall numbers of available accommodation. We do not anticipate that re-provision will always be on a like for like basis, and property 'swaps' may be considered.

We will repair and refurbish our own properties to ensure they are fit for purpose

Where we decide to retain properties, we will embark on a structured programme of repair and refurbishment. Many properties need attention to bring them back to a standard we consider appropriate for residents, and in many cases facilities within the properties, such as bathrooms and kitchens, need considerable updating.

We will also commit to increasing their energy efficiency and sustainability by incorporating new technology, enhancing insulation and internal systems such as heating and water, and improving the building fabric where possible to reduce our carbon footprint and improve running costs.

At the same time, the lease and housing management arrangements for existing properties are being renegotiated and renewed. This will include provision for repairs, redecoration and renewals to be included in the lease agreements, with appropriate monitoring to ensure that minor repairs and day-to-day maintenance are completed on time by the housing management organisation to avoid long term or significant repair

issues arising. This will be reciprocated by a clear understanding of the responsibilities, budgets and prioritisation of major repairs and renewals across organisations and teams.

We will monitor vacancies to ensure that long-term voids are minimised and to ensure that void rooms are refreshed and redecorated in a timely manner for viewings. Reasons for voids not being let will be monitored and reviewed as a risk to the viability of the service.

We will also strengthen relationships relating to safety, environmental risk, insurances, fire safety and other statutory certifications, to ensure that requirements are in place, up to date and monitored with non-compliance being flagged as a risk to the service.

We will redevelop some of our own properties into more suitable accommodation for the future

Most of the properties in the current portfolio are older, family-style homes, and are not the type of property we would commission now. As part of the Review, options appraisals for some properties will be completed that will evaluate the economic viability of a re-development or refurbishment project. This will propose potential development routes and funding requirements as part of the wider Accommodation Programme to ensure strategic decisions are made which link new development and service provision across all workstreams. This may include, for example, selling or leasing an individual site or group of sites to a housing provider who will then carry out the development work and run the scheme; working with Herts Living Ltd or another private developer and selling the finished property as a turn-key product; or disposing of the site to a housing provider or developer as part of a strategic land 'swap' that releases housing on another site.

Residents, their families, the care and housing management providers who run the scheme, and wider stakeholders will be included in the options appraisals, and where it is envisaged that residents will be returning to the new properties, they will be involved in design discussions as part of the County Council's commitment to co-production.

A key consideration of the development / refurbishment route is that, in order to qualify for Specialist Supported Housing Exemption rents, Government's Policy statement on rents (LGA, 2020) requires that to qualify for Specialist Supported Housing (SSH) the scheme must not have received significant public funding in its development or running. This

includes the provision of grant or free/discounted land, so is particularly relevant when considering the use of County Council owned properties. This means that some schemes that are currently charging higher than affordable or social rents may have to reduce their rental income for the new schemes if grant is sought to help enable the re-provision. This may also include where less than market rents are being paid to the County Council.

Wherever possible, redevelopment should be done as an affordable style tenure, in order to keep rents sustainable and to maximise flexibility. This will not be possible in all cases but should be considered as part of the viability assessments and in discussion with local district and borough housing departments at planning stage.

5. Resourcing

Delivering this Strategy will take considerable resources. While some of this will be able to be done through business-as-usual activities, a new specialist team has been brought together to deliver this programme.

The December [2021 Social Care White Paper](#) specifically refers to substantial funding to help enable housing suitable for people with care needs, including a further £210m the Care and Support Specialist Housing fund (CASSH), £300m for connecting housing with health and care services, at least £150m to drive digitisation to improve independent living, and a new £30m Innovative Models of Care Programme to help support options for people that suit their needs and circumstances. While the mechanisms for accessing this funding is still to be determined, the Council will work proactively with partners to have a clear pipeline of schemes ready for delivery as and when these funding streams come on line.

Funding

In housing development, all schemes have to be viable to give the developer their expected rate of return. This is usually achieved through a combination of negotiating the land price, achieving low build costs through the design process, and sale receipts from purchasers and housing associations for any affordable homes. Other costs, for example planning obligations towards infrastructure and consents will also need to be factored into the overall viability. As a consequence, accessible features which cost a developer more to build will need to be considered as part of that assessment.

Recent research from the Equalities and Human Right Commission and Habinteg, shows that depending on the size of the property and the level of accessibility / adaptability the additional costs (including additional space requirements) can be as low as £1,229 (1 bed apartment – Part M4(2) adaptability) up to £29,983 (4 bed detached house fully wheelchair accessible) ([Appendix E\(a\) and E\(b\)](#) - EHRC, 2018). Higher design specifications and larger build 'footprints' where accessibility is required, grant restrictions and rent requirements will also affect long-term viability.

While in some cases this may make supported housing a less attractive business model, we believe that with the right support in place, there are advantages to having stable, long-term tenants in these properties. By building properties that are part of wider housing estates, we aim to make them indistinguishable from other housing and that, in the event that demand from ACS drops, that other people in housing need may be able to use them. By working in partnership with our housing colleagues we will also explore access to Homes England funding and other sources of grant to help prevent high rents and improve sustainability in the longer term.

Most Supported Housing being proposed in this Strategy will be of a small size, no more than one- or two-bedrooms and likely to be apartment blocks or clusters of no more than six properties, so additional costs will be small. The County Council does, however, recognise that sometimes this may be more difficult to achieve, particularly in areas of the County where land prices are very high. As a consequence, a small enabling budget has been made available to help meet the additionality caused by including specific accessible features. Use of this budget, however, must be balanced by the requirement for minimal or no use of public subsidy in order to comply with Supported Living status for rent setting, so grant requirements may require a legal charge to be set if funding required is over a certain level.

This Programme has both Capital and Revenue funding implications for the County Council.

Capital Expenditure

Small grants may be paid to housing providers to enable the provision of suitable accommodation solutions. This will be attached to specific grant conditions, or will be secured through a legal charge on the property;

Refurbishment, remodelling or adaptation of existing County Council properties may be required to make them more suitable for residents. These could, for example, be replacing bathrooms for wet rooms, sound proofing, and replacing doors and windows to improve the safety of the resident. As the property is owned by the County Council it is not considered appropriate for these to come through Disabled Facilities Grant.

Feasibility and other consultancy may be required to enable a scheme to be developed.

Revenue Expenditure

County Council owned properties require upkeep and regular maintenance, repairs and renewals. In the main this will be funded from rental income but may be more frequent than for general needs housing or more expensive. It is recognised that supported housing is generally more expensive to maintain due to the requirements of the individuals living there, and the robustness of some specialist fixtures and fittings.

Capital Receipt

Disposal of land assets to housing providers in order to enable the development of new accommodation solutions could be done through lease agreements, or freehold sale. Best consideration for the disposal must be achieved in all cases, and we will work with colleagues across the County Council to ensure that appropriate social, economic and environmental criteria are taken into account when making these decisions. Each development site will be considered on its merits through a suitable procurement process.

Other Income Streams

Disabled Facilities Grants have been substantially increased in recent years, with additional resourcing being proposed in the Social Care White Paper. This can be used creatively to fund accessible housing features, assistive technology, and other capital costs related to improving housing options for adults with disabilities.

Homes England grants may be available to registered housing providers as part of the National Affordable Housing programme Providers can apply as part of the Continuous Market Engagement programme, or through Strategic Investment Partnerships ([Appendix E](#)).

NHS England funding can cover all or part of the development cost, including land purchase, where individuals have a significant health need, or are eligible under the Transforming Care Programme. There are restrictions on this type of funding, and NHSE are currently undergoing changes in how the funds are administered. Liaison with both

NHSE and Hertfordshire's Clinical Commissioning Groups / Integrated Care System will be required.

Section 106 of the Town and Country Planning Act 1990 funding – where accessible housing is developed as part of an affordable housing programme, district or borough councils may release funding secured from housing developers under S.106 Planning obligations.

Where leases are in place for County Council owned properties or land, rent agreements may result in a small income stream to the County Council.

Other Savings

Wherever possible we wish to work with developing housing providers who will undertake the development costs associated with the scheme, thus reducing the capital expenditure and associated costs required from the County Council. In return, they will retain the asset as part of their portfolio (either through purchase or via a long lease) and any rents or service charges that accrue from it.

6. Conclusion

This 10 Year Strategy is ambitious but we are keen to ensure it is also realistic and achievable. Outlined below are the high level outcomes we hope to achieve against the commitments.

| Objectives | Commitments | Year 1 | Year 5 | Year 10 |
|------------------------------|---|--|--|---|
| Working with Partners | Work with District & Borough Councils | Regular meetings Sign up to and embed Strategy Develop joint DFG protocols Review allocation policies | In Local Plans Clear allocation policies in place Pilot joint projects | Joint Projects delivered |
| Working with Partners | Work with Housing Associations, care providers and the NHS | Launch event Link with current procurement activity | HA's proposing joint projects to us Smaller waiting lists | Joint projects delivered |
| Working with Partners | Support individuals to make choices | Improved information on website/Leaflets | Improved advice direct to individuals and families | Clear and effective pathways to different housing options |
| Improving Options | Promote best practice | Co-production and publication of first design principles | Updated design principles including | National profile due to good practice schemes |

| | | | | |
|------------------------------------|--|--|---|--|
| | | | learning and technology | |
| Improving Options | Develop our own assets to meet need | Working with Herts Living and NHS England on two sites Understand future need | Working with Herts Living & NHS England on 8/10 sites Early sites open | Joint projects with Herts Living & NHS England has taken place on a total of 15/20 sites |
| Improving Current Portfolio | Review | Priorities identified Disposal process agreed | All HCC properties have a plan in place. | All properties have seen progress against the plan. |
| Improving Current Portfolio | Repair and refurbish | 2/3 schemes underway | 15 schemes have seen repair or refurbishment work | All repair/refurbish work has started |
| Improving Current Portfolio | Redevelop | 2 schemes underway | 5+ schemes underway | 10+ schemes underway. |

Appendix A – Stakeholder Mapping

| | Working with internal colleagues | Working with District/Borough and Health Partners | Working with the Market | Working with the people we support, and their families and carers |
|--|----------------------------------|---|-------------------------|---|
|--|----------------------------------|---|-------------------------|---|

| | | | | |
|---|---|---|--|--|
| PRIORITY 1: POLICY | Grant conditions, Finance, and best use of assets and land | Supported Housing Accommodation Boards | Social Value / Social Justice – ensuring needs of adults with disabilities are met in new housing developments | Co-production and communication strategy in place |
| | Data management and KPIs | Referrals and allocations policies | Rent levels and long-term sustainability | Multi-agency forums / reference groups for workstreams set up and ToR agreed |
| | Meeting cross-departmental objectives | Consistent advice and information on accessing the right kind of housing | Obligations to maintain and repair – standard MoU or SLAs in place, and expectations managed | Preparing for Adulthood objectives linked into new development and acquisition plans |
| | Maintaining links between housing and other commissioning strategies: | Adaptations for Supported Living – roles, responsibilities and funding routes | On-going commitment to Provider events / Forums to engage with the housing market to gather best practice, innovation and concerns | ‘What does Good look like?’ Co-design brief for different needs and behaviours, from the perspective of the family and individual |
| | Day opportunities and employment | Community Infrastructure | Commitment to clear grant funding opportunities and conditions that enable new | Co-produced communications to other parents / carers and the |
| | Supported Living Framework | Community safety | | |
| | Preparing for Adulthood (SEND) | Environmental health | | |
| | Planning Policy, land allocation and Local Plans / | Leisure, green space and opportunities | | |

| | | | | |
|--|--|---|--|--|
| | <p>Neighbourhood Plans (also in Working with D&Bs)</p> | <p>Public Sector Equalities Duties</p> <p>Planning Policy, land allocation and Local Plans / Neighbourhood Plans</p> <p>Balancing the housing market for adults with disabilities, through encouraging accessible housing in all new developments</p> | <p>development and better management of properties, including refurbishment and renewal where appropriate.</p> | <p>people we support to help manage expectations and options</p> |
|--|--|---|--|--|

| | | | | |
|---|--|--|--|--|
| PRIORITY 2: INCREASING HOUSING OPTIONS | Identifying and releasing land for new development | Planning for individual schemes and allocations | Understanding and improving lease arrangements between care organisations and housing providers | Co-produced design guides for specific schemes and projects |
| | In-fill sites | Allocation information and advice around different tenures, including HOLD | Clear and transparent expectations for external housing provision in the Market | Local action on bringing forward self-build or neighbourhood land assets |
| | As part of larger developments, including Extra Care Programme and HLL | Shared Ownership (Housing Ownership for Long-term Disability) | New development opportunities for potential and existing build programmes | Representation on project groups for general development |
| | HCC or External partners, including One Public Estate | Improving stock availability for stock holding authorities including refurbishment / redevelopment opportunities | Refurbishment, reinvigorating or reprovisioning existing stock, to make it more fit for the future | Representation on tenant forums or housing specific engagement events |
| | Procurement and developer selection processes | Adaptations to individual properties, including using DFG to fund bespoke projects | Consider Housing Provider Framework or preferred | HOLD projects – new build |
| Design guides for different needs – Profiles | | | | |

| | | | | |
|--|---|--|--|--|
| | | | partners for pipeline development schemes | |
| PRIORITY 3: IMPROVING CURRENT PORTFOLIO | <p>ADS Portfolio review</p> <p>Refurbishment / redevelopment policy</p> <p>Clear business case and budget planning</p> <p>Priority criteria for repair / refurbish / dispose</p> <p>Timeline for work linked to new developments and demand modelling</p> | <p>Expectations on repairs and reletting for district / borough tenants</p> <p>Balancing the housing market</p> <p>disposals and returning properties back to the market</p> <p>Use of properties no longer needed for Supported Living for repurposing for other uses</p> <p>Community cohesion and safety issues</p> <p>Public sector duties</p> | <p>Monitoring and acting on third party properties that are not maintained or refurbished</p> <p>Enabling repurposing, deregistering or refurbishing properties to make them more fit for the future through grant and other enabling activities</p> <p>Lease Project</p> <p>Clear and transparent expectations of the Market in terms of purchase and repair and disposal of existing stock</p> | <p>Co-evaluation of existing properties, and recommendations for refurbishment / redevelopment / disposal</p> <p>Project group attendance for HCC Properties undergoing refurbishment or redevelopment</p> <p>Research and input into new housing proposals, including private sector initiatives</p> <p>Open market HOLD projects</p> |

Appendix B – Engagement Events Feedback



ADS Accommodation
Parent Carer Engagn

Appendix C – Home Ownership for Long-term Disability

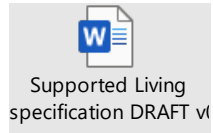


HOLD Feb 2021
v0.7.pdf



HOLD Policy v1.0
FINAL 06-Nov-20.doc

Appendix D – Draft Supported Living Property Specification



Appendix E(a) - Technical accessibility standards

1. M4(1) Category 1: Visitable dwellings is the mandatory baseline. Whilst it offers some basic accessibility features (i.e door widths and corridors of a size suitable for a range of people including wheelchair users), it fails to guarantee the true visitability and adaptability that many households will need over their lifetimes, for example, level access into the dwelling is not always provided.
2. M4(2) Category 2: Accessible and adaptable dwellings is very similar to the Lifetime Homes Standard, a flexible and adaptable standard offering enhanced access features and benefits to all households over their lifetime and over the lifetime of the home.
3. M4(3) Category 3: Wheelchair user dwellings is broadly equivalent to Habinteg's Wheelchair Housing Design Guide (2nd edition), specifying accommodation to meet the needs of a household that includes a wheelchair user. Within the M4(3) standard two sub-categories are available to specify:
 - M4(3)a: wheelchair adaptable (meaning that they meet spatial and layout requirements but may not have been fully fitted and finished to accommodate immediate use by a wheelchair user)
 - M4(3)b: wheelchair accessible (meaning that the dwelling is fully ready for occupation by a wheelchair user household).

From: *A Forecast for Accessible Homes*, Habinteg, 2019

Appendix E(b) – Additional cost of accessibility

Source: Equalities and Human Rights Commission and Habinteg, 2018

Extra costs of build and space for each of the optional standards, when compared to building its Category 1 equivalent. The table shows the extra costs of access-related space allowing for some cost recovery via sales.

Category 2

| Access (build) cost | Access-related space cost (after space cost recovery) | Total cost |
|---------------------|--|------------|
| 1 bed apartment | £940 | +1sq.m |
| 2 bed apartment | £907 | +1sq.m |
| 2 bed terraced | £523 | +2sq.m |
| 3 bed semi-detached | £521 | +3sq.m |
| 4 bed detached | £520 | +3sq.m |

Category 3 Adaptable

| Access (build) cost | Access-related space cost (after space cost recovery) | Total cost |
|---------------------|--|------------|
| 1 bed apartment | £7,607 | +8sq.m |
| 2 bed apartment | £7,891 | +14sq.m |
| 2 bed terraced | £9,754 | +21sq.m |
| 3 bed semi-detached | £10,307 | +24sq.m |
| 4 bed detached | £10,568 | +24sq.m |

Category 3 Accessible

| Access (build) cost | Access-related space cost (after space cost recovery) | Total cost |
|---------------------|--|------------|
| 1 bed apartment | £7,767 | +8sq.m |

| | | |
|---------------------|---------|---------|
| 2 bed apartment | £8,048 | +14sq.m |
| 2 bed terraced | £22,238 | +21sq.m |
| 3 bed semi-detached | £22,791 | +24sq.m |
| 4 bed detached | £23,052 | +24sq.m |

Appendix F – Link: Homes England Capital Funding Guide

[Homes England Capital Funding Guide](#), published 2016, updated February 2021.

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ⁱ <https://www.hertfordshire.gov.uk/services/Adult-social-services/news-and-campaigns/connecting-lives.aspx>