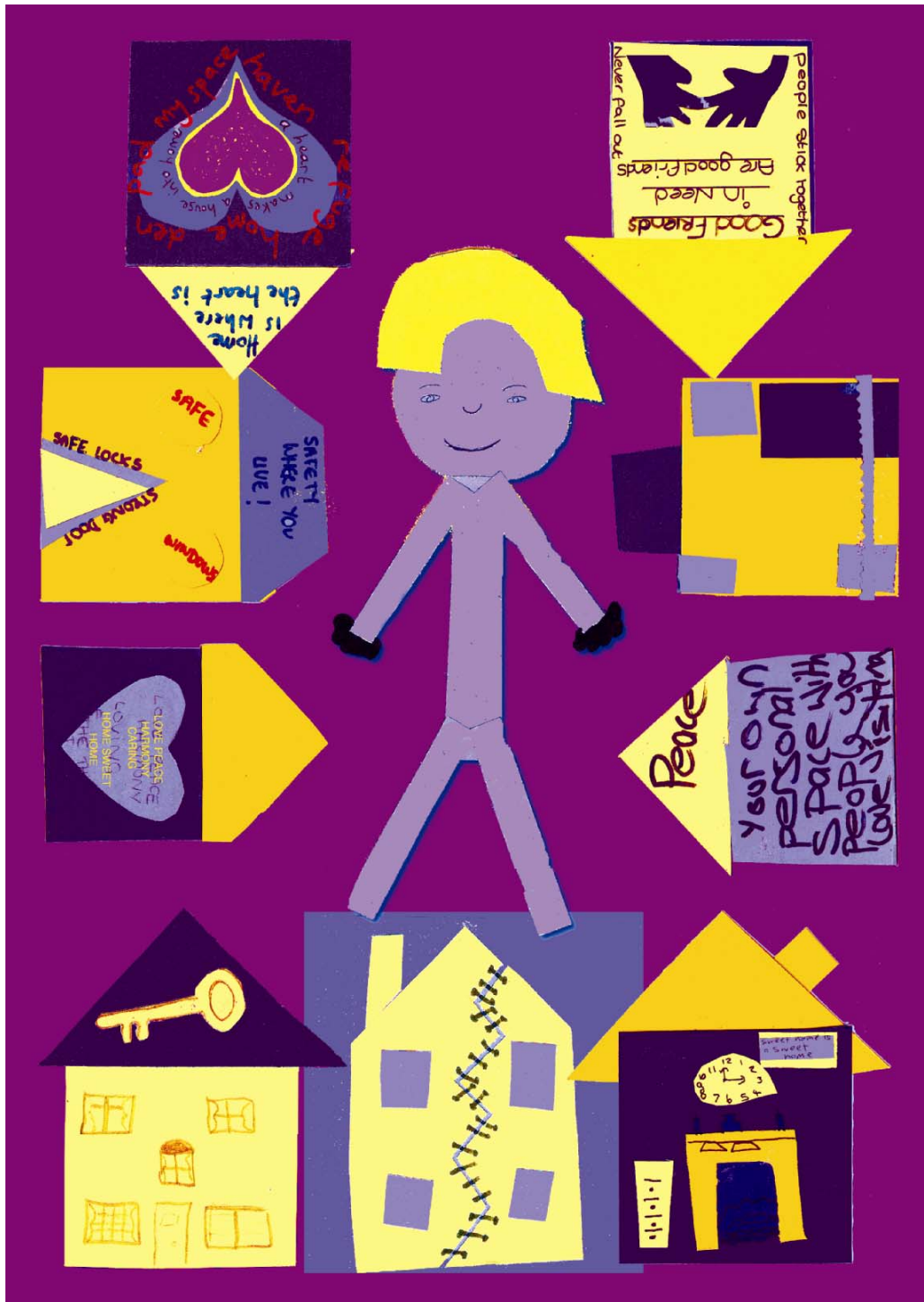


Under 1 Roof Supporting People/Access to Housing Service User Event



Art Work Produced at the Event

Introduction

Bradford Supporting People/Access to Housing held an event at the National Media Museum on the afternoon of 21st May '07. The event was aimed at people who use housing support services in Bradford now, those that have in the past and those that may want to in the future, their families and carers.

The nature of the event was informal and fun with creative workshops, stalls, live music and consultations.

Over 150 people attended the event, representing lots of different groups of people, including young people, older people, people with learning disabilities, mental health problems and physical disabilities. This report aims to feedback 'what we found out on the day'.

Stalls at the event

Supporting People providers were invited to hold a stall at the event or to bring along information about their services. Other agencies who offer information, advice and freebies also had stalls at the event. West Yorkshire Fire Service and Places for People stalls are pictured below.



The Art Workshop

An art workshop ran throughout the day and gave service users a chance to express their views and experiences using pictures and words.



Peoples views on what makes a home:

- Feeling safe, secure, settled, respected and with no harassment
- Having your personal belongings and memories around you
- Being close to family and friends and having good neighbours
- Clean, warm and homely, with your own front door
- Somewhere people can have their pets, with a garden or plants and parties!

Views on what support people need to live independently:

- Support workers, including permanent and visiting support
- Help to get a job, training or voluntary work
- Practical things like money, furniture, gas and electric
- Help with life skills, such as budgeting
- Help to find supported accommodation and housing

What People Told Us

During the afternoon, people were invited to tell us about their experiences of housing and support services in Bradford. Although, not everyone took part, this is what people said who did.

Overall this is how people rated housing and support services in Bradford:

| POOR ☹ | FAIR ☹ | GOOD ☺ |
|-----------|-----------|-----------|
| 27% | 32% | 41% |

Most people rated access to services as fair and the quality of services as good. Where many people thought the location of services was poor, many thought this was good. Overall the accommodation provided was viewed as good, but people felt that the choice of services available was mostly poor or fair.

Eighty percent of people had had problems trying to access 'get into' one or more types of housing with or without support. The main problems had been people trying to get into temporary or emergency accommodation. Only, 20% of people had not had any problems trying to get housing or housing support.

Peoples views on if there is enough information on housing support available in Bradford:

| YES ☺ | NO ☹ | NOT SURE ☹ |
|----------|---------|---------------|
| 16% | 76% | 8% |

Ideas for Improving Services

The following were the key ideas for improving services in Bradford. More detailed information on people's views will be available in the Action Plan.

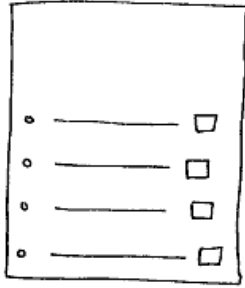
(The Action Plan will also say what we plan to do to improve services in response to what people said at the event)

- More choice and options for housing and support services in Bradford
- Improve access to emergency/ direct access accommodation
- Increase move-on accommodation from supported housing
- Address problems to accessing general housing and the Homehunter System (Bradford's choice based lettings system)
- Improve information available on housing and support services in Bradford
- Develop communication systems to service users



Members of the Supporting People Team

Peoples Views of the Event



Many people completed an evaluation form on the day to tell us if they had found the event useful and interesting, this is what people said:

- 100% said they enjoyed the event
- 88% found the event interesting
- 59% had found out more about housing support services
- 90% enjoyed the stalls and found the information useful
- 74% said it was good to talk about their experiences of housing support
- 70% said it was good to talk about how we can improve services in Bradford

We will be producing an Action Plan to address the issues people raised on the day, this will include more detailed information from the consultations. This will be available on our website shortly, if you would like us to post one out to you when it's completed please send us your contact details.

WE WOULD LIKE TO THANK EVERYONE WHO CAME TO THE EVENT & HOPE YOU ENJOYED THE DAY!

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