

Feedback from Housing Related Support Provider engagement event, held on 8th July 2021

- Need more flexibility/ longer timescales than 6 months in supported accommodation. Can be difficult to build trust in short timeframe.
- Importance of supporting staff properly
- Interest in trusted assessor model and developing co-produced personalised support/care plans
- Desire to look at whole system and how Council will work with all Providers, not just those who are commissioned and get closer to communities. Council hopes to be able to look at training for whole sector and offer support in non-financial resources where possible
- Improvements to Gateway important. Idea of a Gateway pathway co-ordinator
- More access points into services need to be considered
- Importance of good practice outside of Bradford
- Can be a challenge of young people and others to move on from shared accommodation, if people feel they are not ready for independent living
- More and better information needed on how to be referred to services and what to expect from services.
- Idea of trial periods so people can move on if it doesn't suit them and not be considered to have failed
- Need for affordable accommodation for people working or hoping to get work
- Challenges of substance misuse
- Learning from COVID in relation to IT – desire to keep options of tablets & Wi-Fi and build into services
- Housing led approach to be investigated further. Need to take a varied approach as one size does not fit all
- Issue of social value in contracts
- Need more engagement – RSL's, private landlords, private sector team
- Need to challenge myth that people living in proximate rented sector are bad tenants. Could provide information on things people have done – tenancy ready courses etc. to show skills they have developed

- Young people respond and prosper in their own accommodation rather than being placed into HMO accommodation.
- More choice for people by having smaller contracts with specialist options
- Trainer flats – to help people try out independent living and avoid creating bad references
- Dispersed accommodation with mental health nurse support considered a good model
- Consideration to be given around caseloads with no maximum limit to length of support in order to build trust ie Housing First Principles
- Offering young people added value of therapy is essential to the overall progression of their journey
- Need to embed trauma informed approaches into services and ensure staff receive training and support