Manchester City Council Report for Information

Report to: Health Scrutiny Committee – 10 January 2024

Subject: Enabling Independence Accommodation Strategy Update

Report of: Executive Director of Adult Social Services & Strategic Director

Growth & Development

Summary

This report provides an update on the delivery of the Enabling Independence Accommodation Strategy for Manchester (2022-2032) which was considered and supported by Committee on 12th October 2022, prior to its approval at Executive in November 2022.

The key aim of the strategy is to improve housing with care and support options to meet people's needs and better enable their independence. It is a partnership strategy, developed between Adults, Children's, Homelessness, Strategic Housing, Property Development, and the Manchester Housing Providers Partnership (MHPP).

Recommendations

The Committee is recommended to consider, note, and comment on the update regarding the strategy delivery to date, noting progress made and key issues to address and further legislative changes impacting upon supported housing.

Wards Affected: All

Environmental Impact Assessment - the impact of the issues addressed in this report on achieving the zero-carbon target for the city	Emissions from Manchester are split almost evenly between transport, industrial & commercial uses, and housing & buildings. Therefore, making better use of existing supported housing by remodelling decommissioned schemes to meet identified need, and increasing low/zero- carbon new build supported housing provided by our MHPP partners will help to make significant progress towards achieving the zero-carbon target for the city.
Equality, Diversity and Inclusion - the impact of the issues addressed in this report in meeting our Public Sector	The Marmot Report 'Build Back Fairer in Greater Manchester: Health Equity and Dignified Lives' acknowledged that housing inequality in Manchester is directly related to the

Equality Duty and broader equality commitments	disadvantages suffered by some individuals or groups because of their characteristics. The implementation of this strategy informs our understanding of any inequality related to individuals and families requiring care, support and adaptations at home and within supported accommodation because of their characteristics and can help address those inequalities. Key to this is strengthening the city's evidence base in relation to users, providers and properties within which care, and support is provided, to ensure that our partners build the right supported and move on accommodation in the right places to meet the needs of all user groups and individuals and provide required adaptations to people's homes. The Enabling Independence Accommodation Strategy works in conjunction with other key strategies, including the Housing Strategy, and as part of the EIA strategy we will produce an option appraisal on the need to develop M 4 (3)

Manchester	Summary of how this report aligns to the OMS /		
Strategy outcomes	Contribution to the Strategy		
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	The Enabling Independence Accommodation Strategy sets out our ambitions to ensure that the needs of people requiring care and support at home or within supported accommodation are met, so that they can retain or maximise their independence and engage in the opportunities offered in the city.		
A highly skilled city: world class and home-grown talent sustaining the city's economic success	Better understanding and meeting of the needs of people requiring care and support within their accommodation will provide a supportive environment where people can develop talents and skills at home or within a workplace. Providing supported housing can release family members from caring responsibilities and enable their re-entering training and employment.		
A progressive and equitable city: making a positive contribution by unlocking the	The Enabling Independence Accommodation Strategy sets out aims to meet the accommodation needs of our most vulnerable and at-risk residents, which will provide a home environment meeting their needs, within which their potential can be unlocked.		

potential of our communities	
A liveable and low carbon city: a destination of choice to live, visit, work	This partnership Strategy will increase the provision of new and re-modelled supported housing and increase adaptations to homes provided by our MHPP partners, who are committed to the use of low carbon construction methods. Working towards an increase in the number and percentage of wheelchair accessible properties built within new residential development will make the city more liveable for those with accessibility challenges at home.
A connected city: world class infrastructure and connectivity to drive growth	The promotion of supported housing residential development on sites close to public transport connections and other service infrastructure will help provide connectivity within the city for our most vulnerable and at-risk residents.

Full details are in the body of the report, along with any implications for:

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

Financial Consequences - Revenue:

There are currently no direct revenue consequences to the Council arising from this report although this may change in the future as further provision is developed, resulting in an increased need for onsite care or support as identified by Commissioners. Accordingly, any increase in projected revenue costs will be progressed through respective directorate budget processes.

Financial Consequences - Capital

There are currently no direct capital consequences to the Council arising from this report, although it is highly likely that capital resources will be required in the short, medium and long term, in order to support new build developments, acquisitions for remodelling and refurbishment costs. Such capital investment could be made on an invest to save basis and approved through MCC governance processes.

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Background documents (available for public inspection)

The following documents disclose key facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy, please contact one of the contact officers above.

- The Enabling Independence Accommodation Strategy
- Manchester Housing Strategy 2022- 2032
- Better Outcomes, Better Lives Strategy
- Adults, Childrens and Homelessness Commissioning Strategies
- Homelessness Strategy

1.0 Introduction

- 1.1 This report provides an update on the delivery of the Enabling Independence Accommodation Strategy for Manchester (2022 2032). A multi-service strategy developed in partnership with the Manchester Housing Providers Partnership, it aims to improve housing with care and support options to better meet people's needs and enable their independence. The strategy sets out a long-term vision for an improved partnership approach across services and with local providers to tackle the challenges faced, and to better understand and meet need and demand.
- 1.2 The Committee is asked to consider an update regarding strategy delivery to date, noting progress made in the first year of this 10-year strategy, key issues that may impact upon delivery and further legislative changes impacting upon supported housing.

2.0 Background & Context

- 2.1 The Enabling Independence Accommodation Strategy not only seeks to improve our supported housing offer but also to divert people from needing supported housing and residential care, through providing the right care and support at home and in the community. It also aims to improve access to secure affordable accommodation and neighbourhood resettlement for people ready to move out of supported housing accommodation.
- 2.2 New partnership governance arrangements have been put in place to oversee delivery including a Strategy Board of key strategic leads and MHPP supported housing providers. It has been established to receive, discuss, and act upon, if necessary, bi-monthly updates on strategy delivery and any issues/risks encountered. Sitting beneath the board is an EIA Strategy Commissioning Group focused upon identifying and evidencing need and demand and developing supported housing business cases, and a Supported Housing Development group to translate evidenced need and demand into the development of homes. All are serviced by Strategic Housing currently, which plays a critical role supporting each commissioning service within Adults, Homelessness and Children's, and providing the link between commissioners and Manchester Housing Providers Partnership (MHPP) and other key teams/services such as Planning, Development (sites), Revenues & Benefits and Neighbourhoods. Regular update reports are made to the MLCO Executive and to the Strategic Housing Board, a partnership board with representatives from relevant Manchester City Council services and MHPP.

2.3 The strategy has 4 key objectives:

- To work collaboratively to identify the need and demand for homes that will better enable independence.
- To ensure better care and support at home.

- To build the supported housing we need and improve pathways into it.
- To improve "move on" from temporary supported housing into good quality independent accommodation.
- 2.4 The key stages of the delivery of the Enabling Independence Accommodation Strategy (EIAS) can be summarised as follows:
 - Assessment of current provision
 - Predicting and planning for future need and demand
 - Meeting identified and evidenced accommodation needs
 - Setting clear standards and providing accessible guidance
- 2.5 In the first year of this 10-year strategy, to lay strong foundations for the delivery of the homes and services we need in Manchester, our key focus has been on the first 2 stages: assessment of what we have and forecasting of what we need. Alongside this we have continued to develop our care and support at home services and build upon our processes for commissioning the development of new supported housing. This report outlines progress made to date, sets out key challenges and opportunities, and summarises the next steps to be made.

3.0 Assessment of current provision

- 3.1 In the knowledge that demand for supported accommodation outstrips suitable supply across all user groups, the EIA strategy committed the council to undertaking a thorough review of existing user, provider and property data held across a number of services to bring forward a more comprehensive system to improve our understanding of what we have, how it works for our citizens, and how best to forward plan across all user groups.
- 3.2 Having considered and discounted the option of commissioning an overarching external data system, a decision was taken to focus instead upon improving internal data recording held within several systems across the authority. A major data gathering, cleansing and validation exercise is in progress to collate supported accommodation locations across the city. This project is in 3 parts:
 - Address data This workstream is ensuring all addresses are in a common format to enable them to be geo-coded and mapped across wards. This will provide an up-to-date map of supply, which can be interrogated in several ways and overlaid with factors such as crime hotspots, packages of care and local facilities. Using this data will help with selecting appropriate locations for new schemes, manage potential impact on existing services, and prevent oversupply.
 - <u>Service rich data</u> Collating this data will enable commissioners across
 Children's, Adults and Homelessness to compare schemes across the city and,
 where necessary, review, remodel or reconfigure the existing services to make
 best use of the supply.

- <u>Property level data</u> Collecting details about the accommodation our residents live in will provide a comprehensive overview of property condition and enable commissioners to work with landlords to improve the accessibility, quality and efficiency of these homes and, where necessary, replace with better, affordable options.
- This exercise will also gather the baseline information for the new inspection regime arising out of the Supported Housing (Regulatory Oversight) Act 2023 and enable MCC to identify and prioritise services requiring an early inspection. Local authorities are required by the act to carry out a review of all supported accommodation in their area and the expected needs for this accommodation in the next 5 years and following this publish a specific supported housing strategy. Having comprehensive data will assist the council's review and strategy production. It will also inform the local authority's guidance in accordance with the National Statement of Expectations for Supported Housing in relation to needs assessment and delivery of safe, good quality accommodation and services.

4.0 Predicting future need and demand

- 4.1 Our EIA strategy highlighted the need for the council to better evidence and forecast the need and demand for supported housing in Manchester, and a key focus of this past year has been to address this issue. Housing Needs Assessments (HNA) were commissioned from the Housing LIN for Extra Care, Learning Disability and Mental Health. In addition, an internal HNA has been undertaken in relation to the need to transform MCC-owned Learning Disability accommodation.
- 4.2 From the 3 HNAs received relating to Extra Care, Mental Health and Learning Disability, plus the internal MCC LD transformation programme HNA, forecasted needs over the next 10 years the lifetime of this strategy are as follows:

Туре	2023 to 2033			
	Dwelling numbers	Estimated schemes	Move on general needs housing	HNA carried out by
Extra care	560	c.7	N/A	Housing LIN
Mental Health	225	c.19	110	Housing LIN
Learning disability (commissioned)	225	c.19	60	Housing LIN
Learning Disability (MCC internal transformation programme) ** these	90	c.7/8	N/A	Internal

properties need to		
be delivered by 2028		

Nb The Extra care HNA forecast is for 20 years and a need for a further 8 to 9 schemes is predicted for the period 2033 to 2043.

- 4.3 From the figures set out above we can see that over the next 10 years, an estimated 45 new supported housing schemes will be required to meet need and demand for Extra care for older people, Learning Disability and Mental Health alone. This does not take into account any need for additional homelessness accommodation, care leaver accommodation nor supported housing for younger people with physical disabilities, for which HNA have not yet been completed. To meet demand within timescales some of the 45 schemes will need to be refurbishment or remodeling of existing buildings, which can be delivered to shorter timescales than new build development.
- 4.4 A comprehensive housing needs analysis for homelessness supported accommodation is currently being developed internally. It can be challenging to assess future demand for homeless accommodation as this is often driven by wider government policy and context such as availability of social housing, welfare reform issues and the current approach to asylum dispersal. The Homelessness housing needs analysis is undertaking detailed scrutiny of the outcomes and demand from the current provision of housing related support services and temporary accommodation, demographic information, homelessness statistics and trends as well as the local strategic evidence relating to homelessness and perspectives and intelligence from commissioners.
- 4.5 Findings from the homelessness assessment undertaken to date show that:
 - The complexity of needs of people being supported in homelessness accommodation has increased
 - Although there have been some improvements, move-on remains an issue
 - There are high numbers of people who are being supported in homelessness
 accommodation with needs other than housing support whose needs would be
 better met in other specialist services. This includes people who live with
 mental health issues, have substance misuse support needs, learning
 disabilities and mobility issues, including people with a combination of these
 needs.
 - There are a significant number of people in temporary homeless accommodation who need long-term settled accommodation with support.
- 4.6 Homelessness services are also carrying out an analysis regarding the future needs for housing related support services for people who are experiencing or at risk of becoming homeless. This will help inform the discussions within the service and with commissioning teams across the council on the growth of supported accommodation in the city. The data, evidence and intelligence collected so far indicates that the demand for housing related support services is

outstripping supply in all areas. There is a specific pressure for supported housing for people with complex needs, including people with mental health problems whose needs cannot be properly met within a homelessness housing support setting. There is an increase in the number of referrals to housing related support services that are being refused due to the provider not being able to safely manage the complex support needs. Developing sufficient Mental and Health and Learning Disability accommodation is likely to reduce the pressure on homelessness accommodation, however, further discussion around meeting complex homelessness needs is required.

- 4.7 Strategic Housing officers have liaised with Manchester Move to better understand the housing requirements of over 100 households awaiting wheelchair accessible housing to develop a delivery ask of affordable homes providers. Registered Providers have requested that the city match fund the additional costs of new build wheelchair accessible and adapted homes within affordable homes schemes however, this may not always be possible, as grant and contribution income is prioritised for mandatory adaptations. Given the large numbers of people awaiting wheelchair accommodation within Manchester Move, a housing needs analysis is to be undertaken regarding physical disabilities. This will not only assess housing needs within general needs accommodation, but also consider whether there is a need and demand for extra care type models of supported housing for people under 55.
- 4.8 The Housing Needs Assessments undertaken to date and those in the pipeline will inform not only our Supported Housing Delivery programme, but also the need for increased numbers of wheelchair accessible affordable homes and targeted general needs housing for "move on", to enable people ready to leave supported housing to move into safe, secure, affordable accommodation that is sustainable.

5.0 Developing the housing we need

- 5.1 Commissioners and relevant officers from Strategic Housing, Development team, Estates team, Planning and Commissioners are working through the Manchester City Council Strategic Asset Management Plan (SAMP) process to identify a portfolio of sites and vacant buildings to meet the identified need for supported housing. Given the need and demand coming forward from the HNAs it is possible that MCC will not only need to consider vacant sites and buildings in its ownership, but also potentially instigate an acquisition process to identify suitable sites across the city.
- 5.2 A review of MCC sheltered housing provision alongside a forthcoming stock condition survey may release some sites for supported housing, although, reprovision would also need to be made for current occupants. Some sites may be brought forward by providers and development partners, however, given the high cost of supported housing, it is likely a majority of schemes will need to be brought forward on MCC sites.

5.3 A key ambition of the EIA Strategy is to increase the high quality, value for money supported housing provided by Registered Provider partners. MHPP provides a framework of trusted and experienced housing delivery partners. The current pipeline of Registered Provider supported housing development is as follows:

Extra Care: 6 schemes of 325 apartments

(165 of which are in addition to forecasted needs as they were already planned prior to HNAs being commissioned.)

Mental Health: 0 schemes

There are currently no Mental Health housing schemes within the pipeline, this is because the commissioner for Mental Health is currently undertaking further investigation into preferred models.

Learning Disability - 5 schemes of 53 dwellings in

In addition, the Development team have identified several further MCC sites which LD are considering in relation to suitability of location.

Homelessness: 137 dwellings in 10 schemes

Care Leavers: 13 apartments in 6 schemes

In addition, early discussions around a potential c.60 apartment scheme within the Wythenshawe Hospital re development.

5.4 MHPP providers have recently been invited to complete a survey indicating their appetite going forward for working within a supported housing framework to bring forward this significant programme of works. Seven experienced MHPP providers have indicated interest to date. An event is to be held in February 2024 for providers, commissioners and other relevant MCC services to meet and discuss programme delivery, addressing any issues and opportunities identified. Given the size of the programme, we are also talking to other partners, with experience of developing and managing supported housing, who may wish to join MHPP as supported housing delivery partners.

6.0 Building upon our care and support at homes services

6.1 The Better Outcomes Better Lives (BOBL) transformation programme commenced a year before the launch of the EIA Strategy, and it remains pivotal in the delivery of the strategy objective of ensuring better care and support at home. This ASC long-term programme of practice-led change is centred on achieving better life outcomes for the citizens of Manchester by working in a strength-based way. The programme aims to enable less dependency on more formal care, whilst also helping us to build a more sustainable future for the people we support.

- 6.2 With a backdrop of rising demand for Social Care support and growing pressures on Social Care funding, and the challenges of the pandemic continuing to impact, we are seeing more significant health challenges for our citizens, increases in unemployment, greater usage of food banks, and a rise in loneliness and mental health issues. Existing inequalities have deepened, particularly for our most deprived communities, ethnic minorities and those already living in poverty, consequently some Manchester residents are disproportionately adversely affected, and we are seeing increasing numbers of new contacts from citizens in need of our support.
- 6.3 In this context, the BOBL programme is continuing to focus on embedding a strengths-based approach, to help our citizens achieve independence and better outcomes at home, whilst preventing, reducing and delaying a move into residential care and supported housing. As an example, our Neighbourhood Apartment Service continues to grow, with current provision of 30 apartments offering a short term, home-from-home, stay within either sheltered housing or extra care, to support people leaving hospital to recover so they can live independently again and be diverted from residential care. In addition, 9 residents in a care home have stepped down into a Neighbourhood Apartment since March 2023, demonstrating that the model can work to support admission avoidance as well as step down. Further apartments are in the new build pipeline, such as 3 apartments within the new MSV HAPPI scheme to be constructed in Chorlton on the old public baths site.
- 6.4 The work of Manchester Equipment and Adaptations Partnership (MEAP) and Community Alarm and Technology Enabled Care (CATEC) services provide early help and preventative interventions to reduce reliance on care services, slow down residential and nursing admissions, assist safe discharge from hospital, and reduce falls. From April to November 2023 the service delivered 22,378 pieces of equipment and installed 1,906 pieces of Technology Enabled Care equipment. CATEC currently supports an average of 4,038 customers with TEC such as community alarm, trackers, door sensors.
- 6.5 A key ambition of the Manchester Enabling Independence Accommodation Strategy is to increase the number of wheelchair accessible and wheelchair adaptable homes in Manchester. There are increasing numbers of people in Manchester in need of a wheelchair accessible home. Residents who need properties suited to their care and support needs compete with the already high need and demand for general needs lets, with very few accessible adapted properties coming up for relet and little new build housing meeting accessibility standards. Adaptation delivery has slowed down and the backlog and waiting times are increasing. There remains a long waiting list for adapted properties of all types across the city. Manchester Move data shows that over 100 households are currently awaiting wheelchair accessible and/or adapted accommodation.
- 6.6 For older people suitable accessible age-friendly housing opportunities are a good option, such as Extra Care Housing, however, for younger disabled adults,

and households with disabled children in need of wheelchair accessible homes, the current options available are adaptations to their home, identifying an existing vacant wheelchair accessible property that meets their needs, or the development of bespoke homes to meet their specific needs, which is rare due to grant funding not supporting a viable model.

- Disabled Facilities Grant, the government funding for adaptation's was frozen between April 2020 and March 2023, before it was increased by 8.7% for 2023/24. However, even with the increase, and financial contributions made towards costs by some MHPP partners, funding is not sufficient for us to keep up with increased demand and construction cost increases. In addition, a High Court ruling against Islington Council means MCC can no longer refuse adaptations in favour of rehousing. Our spending on adaptations was c.£3.5m higher than income in 2022-23 and is forecast to be at a similar level in 2023-24. As a local authority we are now lobbying the government to review the level of Disabled Facilities Grant awarded and working with our MHPP partners to maximise their contributions towards adaptations and new build wheelchair accessible and adapted homes.
- On a positive note, a requirement for all new dwellings to be built to the 'accessible and adaptable' standard in Part M4(2) of the Building Regulations is included in the Places for Everyone (PfE) Joint Development Plan which is coming to the end of an Examination in Public. Depending on a consultation on modifications proposed by the Examination Inspectors, the PfE is expected to be adopted by the Council and other GM Districts in early 2024. Although this is not the M4(3) wheelchair accessible homes standard, it does mean newbuild properties will be more easily adapted to provide wheelchair access. In addition, in developing the Manchester Local Plan, the need for accessible properties has been considered as part of a Housing Needs Assessment (HNA) undertaken by ARC4 consultants. Strategic Housing and Commissioners are continuing to engage in the Local Plan consultation and development processes to put the case for a quota of new build affordable homes to be built to M4(3) standard.
- 6.9 There is clear evidence that suitable provision of supported accommodation for all cohorts is improving people's outcomes. See the following case studies:

Case Study 1:

Better Outcomes Better Lives Alice's persistence pays off and 71-year-old George finally has a home...

Celebrating you Alice Bates

George has been homeless, on and off, for almost 20 years. He's 71 years old, has no drug or alcohol issues and in recent years, has been sleeping at Manchester Airport, spending his days in St Ann's Square or the Library. Despite attempts, he was distrustful of services and wouldn't engage.

Social Worker, Alice Bates tells us... About six months ago I opened George up as a case for myself. I tried to more proactively engage with him, going to find him at the library or in the airport. I tried to tell him the housing options that were available to him, but he'd always just say "I'm sorting it". George has some health problems and was registered with Urban Village, but even when the GP bus was outside the library, he wouldn't go in.

I kept persisting, and finally, a couple of months ago, I bumped into George outside the Town Hall. He said, "Could you help me a bit?"

George's worldly belongings were in one bag-for-life. I went straight Tesco and got him a phone. It wasn't suitable for him to go into homeless accommodation — he'd been before and didn't feel safe there, so I put him in a Travel Lodge for a few days. I then managed to quickly get him into the Over 55's accommodation in Openshaw, in a neighbourhood apartment. It was fully furnished and free for six

weeks. This was overwhelming for him. For the first time, he started to open up and trust me. George told me how he'd been severely sexually abused as a child. He said he'd always lived with his mum but when she passed away, he lost the family home.

A few weeks later I managed to secure a permanent tenancy for George at the same accommodation! I liaised with our homeless charities in Manchester and MCC Welfare Provision and we furnished his apartment with everything he needs - including a brand new fridge and cooker. This has been a huge transition and he's had some ups and downs, but he's now settled and has friends there he likes to have breakfast with.

He rings me every day and keeps saying "Alice, I'm just smiling my head off!" George is also now going to the GP every week to get his health sorted.! He's organised his own bills and a bus pass – he's self-caring and loves to cook. He said he gets in bed every night and just chuckles.

Alice's Manager, Ellie Atkins reflects...It takes a special kind of social worker to be able to make a difference in the field of rough sleeping and homelessness. Alice works with some of the most traumatised people in society.

Alice has incredible levels of emotional intelligence, she meets people where they are at, without judgement. This creates the foundations of epistemic trust. This is the gateway for hope and change and positive outcomes, such as George, this is what impacts our citizens to have better outcomes and better lives"

As Alices manager, her value base and moral compass makes me beam with pride.





Case Study 2:

Mr E lives in an Extra Care Housing Scheme in Central Manchester. He previously lived in general needs accommodation and one day, when taking a bath, he got stuck there and couldn't summon help. He was there for four days, surviving on drinking the water from the tap. Eventually, Mr E was rescued and admitted to hospital. When he was safe to leave hospital, he knew he needed help and more accessible accommodation, so he applied to move into a nearby Extra Care scheme. Fast forward one year, Mr E's life has changed for the better: firstly, he has a level access shower, his apartment is on one level, he is never lonely now and has a good group of friends in the scheme and is fit and healthy. He acts as an advocate for the residents for special VIP visits, telling stakeholders about his journey into Extra Care and how his life has transformed by this supported housing provision.

7.0 Next Steps

7.1 Across service work will continue to bring forward an improved system of holding data regarding, schemes, providers and users which will feed into the

- development of a detailed Supported Housing Strategy for Manchester, as required under Supported Housing (Regulatory Oversight) Act 2023.
- 7.2 The completion of HNAs for Homelessness, Care Leavers and people with physical disabilities will be a key focus of the first quarter of 2024. The Homelessness Service are close to completing their internal HNA and Strategic Housing will work closely with Children's, Manchester Move and colleagues in MEAP to bring forward comprehensive need and demand and forecasting models, which will be translated into required programmes of work. Regarding needs identified in a physical disability housing needs assessment we will work with Strategic Planning, MEAP, development partners, registered providers and Manchester Move to develop a plan to reduce the numbers of households awaiting wheelchair accessible and adapted homes.
- 7.3 Working together with a range of supported housing providers we will continue to develop a focused programme of new build and refurbished/remodelled supported housing to meet needs evidenced by the Housing Needs Assessments undertaken.
- 7.4 In conclusion, this work aims to address the current and future shortage of supported accommodation across all cohort groups, developed through a strong collaborative and partnership approach to develop an exemplar model of provision and increased recognition of the benefits of supported accommodation through a focus on the right placements required for individuals and meeting needs through innovative support models.

8.0 Recommendations

8.1 The Committee is recommended to consider, note, and comment on the update regarding the strategy delivery to date, noting progress made and key issues to address and further legislative changes impacting upon supported housing.