

New Supported Living In Norfolk



Norfolk County Council



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Contents



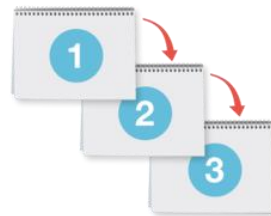
**Why are we
writing this
report?**



**What do we
want to do?**



**What are we
asking for?**



**What happens
next?**

Why are we writing this report?



What is this report about?



People want to have more choice about where they live and who they live with.



This report describes how we want to give people more choice by building new homes as part of Supported Living schemes.



This report describes why this is a good thing.



But it also says that money is needed to build the new homes.



This report asks for permission to borrow money to build new Supported Living services over the next three years.

What people tell us is important (1)



In 2020, people were asked what was important about where they live.



There were over 600 responses to a questionnaire.



40 people attended a workshop session.



People said they want:

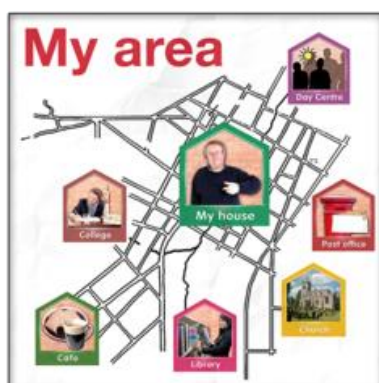
- Help to find the right home
- Help to find the right people to live with
- To live with, or be close to, their family
- To choose who they live with
- Their carers and families to be involved

What people tell us is important (2)



People said that where they live is important. People said that they want to:

- Have choice about where they live
- Be part of their local community
- Live in a quiet area with good neighbours
- Feel safe where they live
- Be close to things like shops, a library, a doctor's, café, pub or work
- Have local bus and transport near to them



There are documents attached to this report that describe this feedback in more detail.

What do we want to do?



What do we want to do?



We want to work with other organisations to build new Supported Living services in Norfolk.



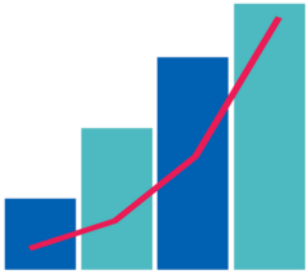
We think we need to build over 180 new homes in the next three years.



These new homes will be for people with learning disabilities, mental health problems, autism and physical health problems:

- People with complex needs, requiring high levels of support
- People who need a short period of support before they move to a home in the community
- People who need long term support

Why do we want to do this?



The population of Norfolk is growing. We will need to build new services to meet the needs of this bigger population.



In Norfolk we use more residential care when compared to other areas.



We want to increase the amount of supported accommodation so people have more choice about where they live.



There are documents attached to this report that contain the figures explaining this increased demand.

What are the benefits?



There are lots of reasons why increasing the amount of Supported Living in Norfolk is a good idea:

- People will have more choice about where they live
- Fewer people will need to be in hospital
- People will be able to live more independently.



There is a document attached to this report that shows that supported accommodation costs less than our current services.

Why is this difficult?



Homes that are designed to meet people with disabilities can be more expensive to build than building other new homes.



They often need to be bigger and they sometimes need to include space for support staff to work.



To make sure we have the right homes in the right place, we need to work with lots of different organisations to plan their development.



Sometimes this will mean Norfolk County Council providing some of the money needed to build the new home.

What are we asking for?



What we want to do



We are making some recommendations. When the County Council **Cabinet** meets they will decide if they agree.



Our recommendations are that Norfolk County Council Cabinet should:



- Agree to support the development of new Supported Living over the next three years.



- Borrow money to help pay the cost of building of new homes.



- Set up a new project to make sure this happens.

How we will make sure we build the right homes



Norfolk county council is creating a new document called a **housing specification**.



The **housing specification** tells organisations building new homes:

- Where they should be
- What they should look like
- The important features that should be included

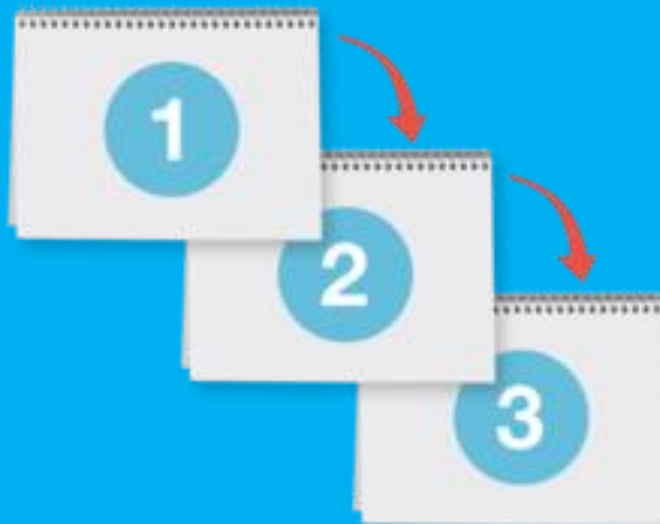


A draft of this document is attached to the report.



We want people to tell us what they think about this.

What happens next?



What happens next?



This report is going to the County Council **Cabinet**. The Cabinet will decide if they agree with our ideas.



They will decide whether we should build more supported accommodation



They will also decide if the County Council should borrow money to make it happen.



If the County Council Cabinet agrees, we will start to talk to organisations about where the new homes could be.



We will also ask people to tell us what they think about the **housing specification**.

What else are we doing? (1)



We are also doing a lot of other things to give people choice about where they live.

We are:



- Looking to increase the number of people who live with Shared Lives carers.



- Spending money to train staff in Supported Living and residential care services in **Positive Behavioural Support**.



Positive Behavioural Support (PBS) is a person-centred approach to people with a learning disability who may be at risk of displaying challenging behaviours.

What else are we doing? (2)



- Working with other services to manage our vacancies.
- Working with Housing with Care and Extra Care services so that people with disabilities can access these services as well.



Norfolk Supported Housing Guidance



Draft for comment and feedback



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Norfolk County Council

Slide number 1

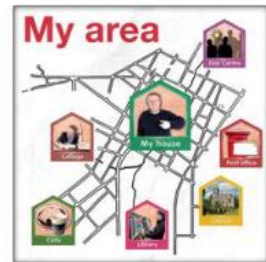
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Draft



Norfolk County Council

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Introduction and purpose



About this document



This is a draft document. We will be talking to people, families and providers about how to improve it.



The document tells organisations developing new supported living homes what they should look like.



This document includes what is important to people and families. It also includes best practice requirements.

Feedback

We are really interested in your feedback about this document.



Please tell us:

- If there are other important things you think ought to be included.
- If you disagree with anything we say.
- Or if you have any other feedback.

LDCommissioning@norfolk.gov.uk

The words we use



We use the word **home**. This can mean any type of home, including a flat, house or bungalow.



When we use the word **scheme** we could mean a site where there is a cluster of new homes together. It could also be a number of separate homes close together in a locality, for example on the same street. Sometimes it will mean an individual home designed to meet the needs of one person.



The person living in the home is called the **tenant**.



The organisation looking after the property is called the **landlord**.

Why design matters

Well designed homes help people to lead better lives:



- They help people learn and use new skills, so they can be as independent as possible.
- They mean people are less likely to hurt or injure themselves at home.
- They cause less stress and anxiety by reducing noise and making good use of colours, textures and shapes.



What people tell us is important



Our Learning Disability Strategy



Homes and Housing are a priority in Norfolk's Learning Disability Strategy "**My Life, My Ambition, My Future**".

It says that:



- More people should have the right place to live.



- Young people should have accommodation included within their transition plans.



- Services should offer opportunities to develop skills and encourage people to live as independently as possible.

Our Autism Strategy



Norfolk's Autism Strategy, “**My Autism, Our Lives, Our Norfolk**” says that:

- “Autistic people and their families / carers have spoken about the difficulties finding the right accommodation to meet their needs, which also enables them to live independently.”
- “There is limited accommodation specifically designed for autistic people in Norfolk”
- “More specialist accommodation is required for those people with multiple, complex needs”



Draft



Norfolk County Council

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What people tell us is important (1)



In 2020 people were asked what was important about where they live.



There were over 600 responses.



People told us family and friends are important. People said they want:



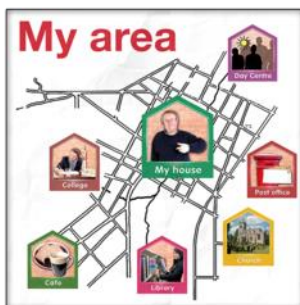
- To live with or be close to their family
- To choose who they live with
- To share with other people like them
- Their carers and families to help with choosing their care and plans for where they live
- Help to meet up with friends

What people tell us is important (2)



People said where they live is important. People said that they want to:

- Live in their local community
- Live in a quiet area with good neighbours
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What people tell us is important (3)



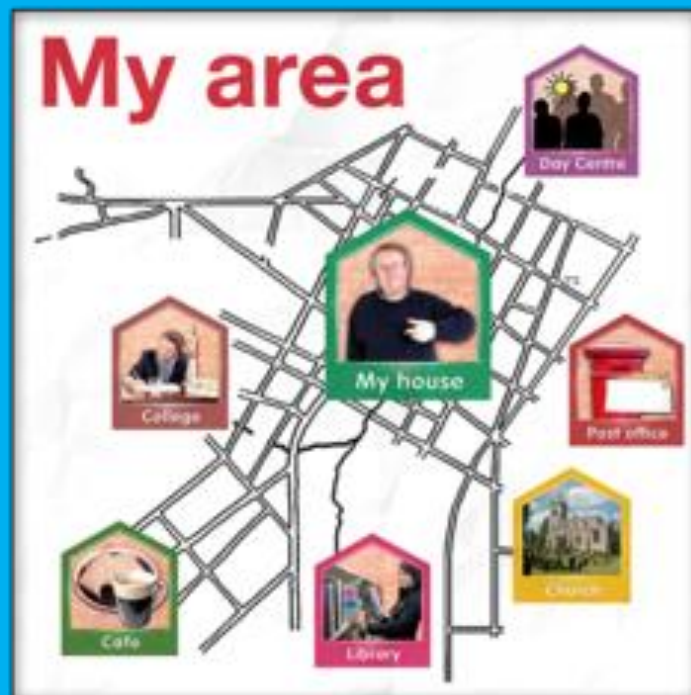
People said that there are some important things in their choice of home:

- Many people want to live in their own home, with the support that they need
- They want to have access to the equipment they need to live as independently as possible
- There should be quiet spaces available indoors and outdoors

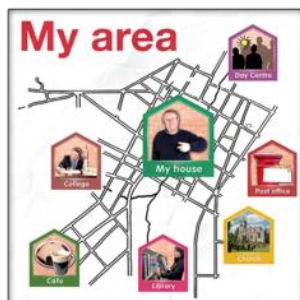


People also said that being able to have a pet is really important.

Location and site



Location (1)



Location is important.

New schemes should enable people to do things close to where they live.



People should be able to go to local shops.



There should be good access to transport such as buses.



People will also need to access other things, for example, GP practices and pharmacies.



If there is no garden, it is important that homes are close to spaces where people can do things outdoors, such as a park.

Location (2)

People living in supported housing may find having to move in to temporary accommodation difficult if something happens to their home.



This means homes should not be located where there are risks, such as flooding.

Location (3)



People want to feel part of their community.



New schemes should mean people can live in locations where other people live.



The homes included in new schemes should fit in with the other buildings around them.



The location of new schemes should not mean people living there feel isolated from other people.

How many new homes?



The number of homes in each scheme is important.



If the homes in a new scheme are clustered together, it must not feel bigger than neighbouring buildings

Our guide is:

- No more than 4 homes for people with very complex needs
- Up to 8 homes for people with complex needs
- 12 homes for services that meet other needs



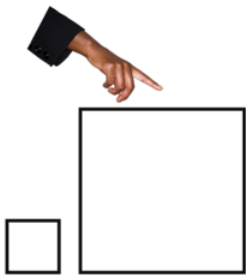
If a scheme offers long term support and is well connected to its local community, it may be possible to include more homes.



Size of homes



New homes need to be flexible as they might be needed to support people with different types of needs.



This means that new homes should be at least 54m². This is larger than the national minimum standard.



All homes should be designed to meet national standards for new homes.



Most homes will need to be built to meet a standard called the **M4 category 2 standard**.

Homes for people with physical disabilities should meet standards **M4 category 3a or b**.

Inside the homes



What is needed inside?



Homes should at least meet the requirements of **Category M4(2)** building rules.



Homes for people with physical disabilities should meet standard **M4(3)** set out in **Approved Document M** of the **Building Regulations** (see background information for more details).



Rooms should be large enough for someone to be supported by a support worker.



Shared spaces should enable staff and tenants to move easily around the building.



Attention is needed to **acoustic design** (to reduce noise), including from ventilation.



Kitchens



- All surfaces should be easy to clean
- Lighting should be adequate and no fluorescent lighting
- Ventilation is important
- White goods should be included
- Induction hobs are preferred
- All kitchen equipment should be simple to use
- There should be laundry facilities within the home or scheme
- Kitchen cupboards should be robust. Some homes need cupboards with locks.
- There should be sufficient space and worktop for someone to be supported using the kitchen.

In homes for people who use a wheelchair, kitchens must meet standards **M4 part 3b**.

Bathrooms



Bathrooms should be well designed and maintained.

Bathrooms should be large enough for someone to be supported when they are using it.



This could either be:

- A wet room (minimum 5.4m²)
- Or with bath and shower (minimum 7m²)



Doors should open outwards and be able to be unlocked from the outside.



In some homes:

- Cisterns, fittings and pipework should be hidden.
- Stopcocks should be located outside of the home.

Safety and security



All homes must have a lockable front door. The lock must be easy to use.



Technology to support people to manage visitors should be included in all homes.



If homes in a new scheme are all in one building, the front entrance should be well designed to allow support staff to easily see visitors.



Some homes and schemes will require external and front entrance cameras that can be monitored by support staff.



Design must consider how to escape in a fire. A fire alarm with smoke and heat detectors must be fitted and serviced regularly.



Technology



All homes should have a telephone line. There should be a plug socket next to the telephone line, for **assistive technology** equipment.



Assistive technology is any piece of equipment that is designed to help people with disabilities. Examples include electronic tablets, sensors and text readers.



There should be a good wifi connection throughout the scheme so staff can use assistive technology to support tenants.



Assistive technology should also assist staff to reduce fire and security risks.

Fixtures, fittings and decoration



Doors



Entrance and front doors should be simple to open and not too complicated.



Door widths should meet national standards. This is wider for homes for people who are wheelchair users.



Internal glass doors should have safety glass fitted. All doors should be fitted with lever handles.



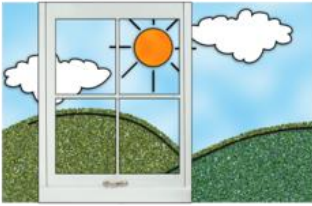
Doors should not slam shut and should have level thresholds.



Consider infection control when planning internal doors.

Consider whether to **recess** each front door to create a more private entrance.

Windows



Natural lighting is really important and all rooms should have good natural light.



Windows should have window locks.



Natural ventilation should be considered. This is good for reducing infections.



Some schemes and homes need windows and doors that reduce noise.

Furnishing and decoration



Shared spaces should be furnished and feel homely. They should be kept clean, tidy and be well managed.



The use of materials and colour (including patterns) on walls and floors should be planned.



People should be able to choose how their home is decorated.



Short term accommodation for enablement and recovery services should be furnished and feel homely.



Long term accommodation is not furnished.



Maintenance and repairs should happen quickly.

Other fittings



New homes for supported living should all include:

- Good space for storage within the home
- Somewhere to securely store medication



Flooring should be level, well maintained and suitable for how the room is used.

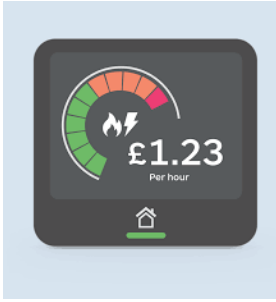


There should be sufficient sockets in each room to avoid trailing wires.



Lighting should be soft and bright and avoid glare and flicker. Light switches should not create noise.

Utilities



Homes should have their own meters for **utilities**, such as electricity, water and gas.



Heating must meet national standards and be regularly maintained. Carbon monoxide detectors should be fitted.



Tenants should be able to control the temperature in each room. In some schemes it may be necessary to control access to heating controls.

Shared spaces

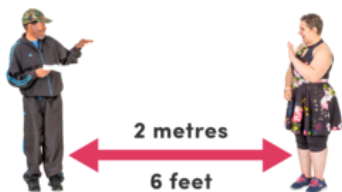
(Requirements if these are needed)



Personal shared spaces (1)



Space for movement around a building should be as large as possible, to provide personal space.



It should be possible to move around the building without being closer than 2 metres from other people.



This may mean having passing spaces in **corridors**.



The location of lifts and staircases should not create areas where people need to gather.



Corridor layout should allow natural flow around the building and not contain dead ends.

Personal shared spaces (2)



In some schemes, shared spaces will need more than one exit. This helps staff manage risks.



Layouts should be simple. Each room should have a clear function.



Entrances to shared spaces are important. You should be able to see into a room before you go in.



Some schemes may need different types of shared spaces. Some may be large with high ceilings and others may be small and enclosed.



Consider infection control in shared spaces, including hand washing and hand sanitising facilities.

Staff spaces (1)



If support is provided overnight, staff should have separate

- facilities for sleeping, preparing meals and a bathroom.



In services where staff are based on site, office space should provide adequate storage. This includes storage of medication.



Staff should be able to access office and sleep in spaces without disrupting any meeting spaces.



In some schemes staff space should be close to entrances. In others it should be away from main living spaces.

Staff spaces (2)



Consider if staff changing areas are required and provide storage for **Personal Protective Equipment (PPE)**.



Provide sufficient space for storing cleaning supplies securely.

Outside spaces



Outside space for tenants

The following applies to all homes:



Outside spaces should be level, accessible and well maintained. They should be large enough to support social distancing.



- There should be space in the garden for relaxation and for activities. This should include a sunny terrace.



- Covered outside spaces are important to allow people to use outside areas in bad weather.



- Lighting should be provided for access and for visual appeal.



- A shed or outside building should be considered to provide storage for equipment used in outside activities.

Paths and boundaries



Homes and schemes should have secure, maintained fences. Where a gate leads on to a public path, they should have a lock.



Paths should be as level as possible, with drainage. They should be at least 1.5 metres wide and even and slip resistant. Drops should be avoided or have a guard.



Paths that provide walking routes might be important. These should maintain personal space.



There should be level access from the front entrance to the street.



Refuse collection and storage must be designed so it does not block paths and entrances.

Front entrance



Staff should be able to park near the home or scheme and have secure access at night.



There should be parking for tenants' cars and / or mobility aids.



There should be level access from the parking area to scheme or home entrance. If necessary a level platform outside the front door should be provided.



There should be a drop off space at the front entrance.



The building entrance should be level with no step or lip.



Consider hand washing or sanitising at entrances.

Specialist requirements



Physical Disabilities (1)



All homes should meet the **M4(3) standard**. If the home is for a wheelchair user it should be **M4(3b)**.

This means that homes:

- Should be larger -
 - Typically at least 62 m²
 - Bedrooms should be at least 13.5m²
- Layouts and room sizes should meet technical guidance standards, including providing adequate space for wheelchair users.
- Fixtures and fittings should meet technical guidance for wheelchair users.
- Kitchen and bathroom layouts should meet standards for wheelchair users.
- In-built technology is important to support independence.



Physical Disabilities (2)



Inside:

- Wet rooms should be installed. However, option to install adapted baths should be considered.
- Where they are required, overhead tracking hoists should be fitted from bedroom to bathroom.



Outside:

- There will be additional attention needed to site location and the accessibility of local facilities.
- Paths and access on site and to the street should be level and free from drops.
- Lighting should be adequate.

Behaviours of Concern (1)



Construction:

Homes for people with behaviours of concern need to be well designed.

- Materials need to be strong. For example, doors should be made of solid materials.
- All glass should be toughened or safety glass.



Sound is really important. New homes should use materials in construction that help reduce noise.



Developers need to think about ventilation. It is important to be able to maintain fresh air and eliminate smells. Mechanical ventilation should be insulated to reduce noise.



Layouts should separate kitchen and living accommodation.

Behaviours of Concern (2)



Construction continued:

Internal walls should be designed to enable easy repair to damaged plaster. Skirting, chair rails and other features also help reduce damage to walls. Cut outs and half walls in shared spaces will increase visibility and reduce risks.



Maintenance

Maintaining the environment is important to reduce stress. There must be plan to make sure repairs happen quickly. This includes redecoration.



Outside spaces

Each tenant should have access to a secure outside space from their home. Access to the outside space should have easy to manage locks. Staff should be able to control access if needed. Door sensors should be fitted.

Behaviours of Concern (3)

Fixtures and Fittings:



- All electrical switches should be inside cabinets.
- You should not be able to see pipework.
- Adequate storage should be provided to reduce clutter in shared areas and in the home.
- There should be no hanging or exposed lighting.
- There should also be no fluorescent or flickering light in the building.
- Underfloor heating should be used and boilers should be in a locked cabinet.
- Flexible and responsive heat controls for each room in the home are required.
- Windows should have built in blinds with no loose cords.
- Materials used should reduce noise.

Behaviours of Concern (4)



Fixtures and Fittings continued:

- Bathrooms should have recessed fittings.
- Bathroom floors should be waterproof and drainage incorporated.
- For people with autism, a separate WC and bathroom should be considered.



Location:

Often location will be specific to individual needs.



We are interested in clusters of homes. These are homes that are close to each other but not on the same site. This will allow the staff to support all the people living in each home.

Other things



Other things that are important to people

Pets



Tenancies should not stop people from having a pet.

Tenancies and Rents



Where Norfolk County Council capital is allocated, all rents should be within local housing allowance limits.



Where the rent is not within local housing allowance, agreement is needed with the local district council before the proposal is considered by Norfolk County Council



Tenancies should be assured short hold.

Draft



Norfolk County Council

Slide number 49

Background Information



National Standards



This document refers to national standards introduced in 2015.



The Building Regulations include something called “**Approved Document M**”.



This document sets out what accessible homes look like. It includes three standards:

- **M4(1) Category 1:** applies to all homes.
- **M4(2) Category 2:** for more adaptable and accessible homes.
- **M4(3) Category 3:** either wheel chair accessible or simple to adapt to make accessible.



All homes should meet the standards of M4(2) and some should be M4(3).

Learning Disabilities Accommodation Plans



Consultation and
Questionnaire Feedback
January 2021

Getting your ideas



We wanted to ask people what was important about where they live.

We sent a list of questions for people to answer in the post and we held two “thinking days” where people gave us their ideas.



Around 600 people gave us their ideas about **where they live, what they like** and **what could be better**.

Getting your ideas



We are going to use this information to make sure we are making the right plans for people with a learning disability and/or Autism in Norfolk.

The **plans** will make sure that there is the **right housing in the right place**, for people with learning disabilities.

What did we learn?

Family and Friends are important



Lots of people told us they like where they live now and family and friends are really important to them. We heard that people want:

- ✓ To live with or be close to their family;
- ✓ To choose who they live with;
- ✓ To share with other people like them;
- ✓ Their carers and families to help with choosing their care and plans for where they live;
- ✓ Help to meet up with friends.

What did we learn?



Where to live is important

More than half of the people we heard from told us that where they live is important to them. We heard that people want to:

- ✓ Live in their local community;
- ✓ Live in a quiet area with good neighbours;
- ✓ Feel safe where they live;
- ✓ Be close to things like shops, a library, a doctors, café, pub, or work
- ✓ Have local bus and transport near to them;
- ✓ Live in places such as Cromer, Norwich, Great Yarmouth, Thetford.



What did we learn?

Care and support



Some people told us that they receive really good care and support.
Most people told us they want:

- ✓ Help with daily living and support to develop their skills;
- ✓ My care to be person-centred and be able to change depending on what I need, or want to do.
- ✓ More respite care;
- ✓ To have good carers who know me well not change all the time;
- ✓ Younger people want younger carers to help them to do things they like;
- ✓ Everyone who helps me to work together.



What did we learn?

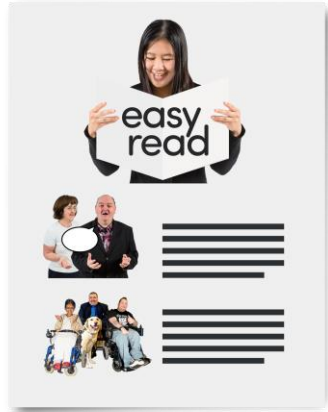
The type of home is important

People told us they want:

- ✓ To stay in their family home;
- ✓ Their own home where they can live independently (but with some support);
- ✓ Supported living accommodation;
- ✓ Respite and short stay accommodation;
- ✓ A home on one level with special equipment in it that will help me, if I need it;
- ✓ An indoor, outdoor and quiet space;
- ✓ To have a pet.



What did we learn?



People need help to find the right home

People told us that they need support to find a home:

- ✓ Support to move or find a different home;
- ✓ An easy read guide to help people with how find a new home;
- ✓ A service like 'Homelink' so people can find others they'd like to share a home with (like a dating agency!).



What did we learn?



Activities

We heard that people want:

- ✓ Activities and outings (and more choices of activities);
- ✓ To be able to go to work, college or a day centres.



What are we going to do next?



We will talk to people about what we have found out
make sure these important things are right

We will use this information for our **big plan** for
housing.



It will make sure there are different choices of housing
and that you where you live will help you do the things
you want to do.

Learning Disabilities Accommodation Plans



Consultation and
Questionnaire Feedback
February 2021

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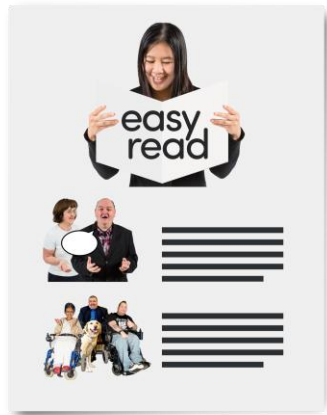
This is a draft document



We have produced this document to share what people said.

We will be meeting with people and families in March to make sure that they are happy with the way we have presented this.

We will use this feedback to produce the final document



Getting your ideas



We are going to use this information to make sure we are making the right plans for people with a learning disability and/or Autism in Norfolk.

The **plans** will make sure that there is the **right housing in the right place**, for people with learning disabilities.

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DRAFT

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DRAFT



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DRAFT

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- ✓ More respite care;
- ✓ To have good carers who know me well not change all the time;
- ✓ Younger people want younger carers to help them to do things they like;
- ✓ Everyone who helps me to work together.



What did we learn?

DRAFT

The type of home is important

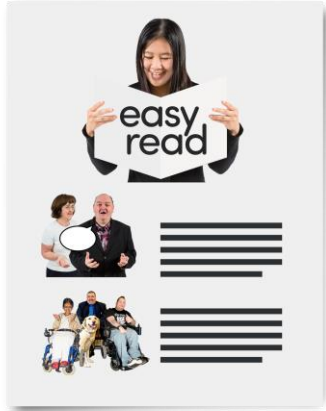
People told us they want:

- ✓ To stay in their family home;
- ✓ Their own home where they can live independently (but with some support);
- ✓ Supported living accommodation;
- ✓ Respite and short stay accommodation;
- ✓ A home on one level with special equipment in it that will help me, if I need it;
- ✓ An indoor, outdoor and quiet space;
- ✓ To have a pet.



What did we learn?

DRAFT



People need help to find the right home

People told us that they need support to find a home:

- ✓ Support to move or find a different home;
- ✓ An easy read guide to help people with how find a new home;
- ✓ A service like 'Homelink' so people can find others they'd like to share a home with (like a dating agency!).



What did we learn?



Activities

We heard that people want:

- ✓ Activities and outings (and more choices of activities);
- ✓ To be able to go to work, college or a day centres.



What are we going to do next?



We will talk to people about what we have found out
make sure these important things are right

We will use this information for our **big plan** for
housing.



It will make sure there are different choices of housing
and that you where you live will help you do the things
you want to do.