**Follow up to Market Engagement Sessions – May 21**

Please add before returning

|  |  |
| --- | --- |
| Provider/Stakeholder Company  |  |
| Who (Names and Roles) |  |
| Date | Click or tap to enter a date. |
| SCC Representative: |  |

**Background / Introduction - Slide 2**

The purpose of this work is to:

* Give providers insight into the Council’s early direction for the transformation of Supported Housing as this becomes a priority for the organisation
* Start conversations about our priorities to test whether we have identified all the key issues
* Provide an outline of the next steps including a timeframe

**Supporting Housing Key Principles (draft) - Slide 3**

The principles reflect the vision of the LD Strategy which is currently being refreshed.

1. A house is my home, not a placement
2. People are able to live in and feel part of the community
3. Right support that enables and maximises independence including employment opportunities and individuals to take control of living an ordinary life
4. Solutions that are flexible and can accommodate people’s individuals needs that allow them to remain independent for as long as possible
5. Reliable and safe care whilst ensuring value for money and good use of technology and digital solutions
6. Solutions that offer choice, control and flexibility – type of housing, ability to move on
7. Solutions that are financially sustainable for the Council and our Providers
8. Managing expectations of what an ordinary life will mean

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| Do you agree with the above principles? |  |
| Do you have any comments? |  |

**Data – Slide 9-14**

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| Did you recognize the data shown and does it fit with your business? |  |
| Do you have any comments? |  |

**Service Model – Slide 15- 17**

This is about quality services and creating more innovative solutions giving Customers an ordinary life.

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| What would it take for you as a Provider to be more ambitious? |  |
| How would you demonstrate value for money for the Council?*For example, are we too restrictive about re-banking of hours?* |  |
| How would you like the Council to behave? |  |
| What type of Service models would you like to see, including models that we don’t currently have in Suffolk? |  |
| Is there anything else you would like to tell us? |  |

**Relationship with the Landlord - Slide 18**

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| Which landlords do you work with?  |  |

*If the answer above is more than one, please ask this set of questions for all of the names given.*

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| Is your relationship working well with your Landlord? |  |
| What do you see as your role with the landlord? |  |
| How does the landlord engage with the tenants? |  |
| Can the Council help with the relationship with your landlord? |  |
| Is your building fit for purpose? |  |
| Could assistive technology help you in your building? *For example:** *Sensors, monitors, and alarms letting users control lighting, or video doorbells.*
 |  |
| Can you get your building repaired in a timely way? |  |

**Pricing – Slide 19 - 20**

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| Do you think we should be a price setter or price taker? |  |
| Do you think we should have different banding? |  |

**Recruitment, Retention, and Training - slide 21**

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| What are the specific considerations to recruit to SH Care and Support Teams? |  |
| What are the specific considerations for the retention of staff? |  |
| What are the issues you have regarding recruitment? |  |
| What qualities do you look for when recruiting staff? |  |
| Have there been any impacts from Covid/Brexit? |  |
| What career pathways, opportunities or incentives do you offer or would you like to offer for your staff? |  |
| Would it help if providers collaborated more? |  |
| Is there anything you would like the Council to consider to support you? |  |
| Is there anything else you would like to tell us? |  |

**Relationship with the Council - Slide 22**

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| --- | --- |
| What is it like working with the Council including Practitioners, Contracts Officers, Safeguarding, FIAS? |  |
| Can you navigate around our processes? |  |
| Going forward with this process how do you want us to contact and engage with you? |  |

**Customers, Families, and Advocates - Slide 22**

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| --- | --- |
| How can we help you with your relationship with Customers, Friends, and Advocates? |  |
| Anything else that you would like to tell us about? |  |