**Principles and Data:**

There was general agreement that these are a good basis for developing the Supported Housing model in Suffolk. Providers did explore the nuances within and between the principles. In key theme is this feedback was the importance of not treating service users as one singular group. Providers were clear that these principles will weigh and apply differently to different groups of customers.

Providers generally recognised the picture presented by the data. There was a significant amount of feedback on the make-up of customers within schemes. Providers recognised the importance of having a mixed group of customers but highlighted the complexities and pressures this can cause.

**Service Models:**

Feedback on what could ‘unlock’ providers ambition can be grouped into three key themes:

* Support to address challenges and constraints in relation to property availability
* Clear pipelines of demand of service users
* Develop a funding model that supports long term investment

Providers were keen to explore mechanisms to demonstrate value for money. These were dependent on different funding and referral mechanisms as well as a clearer approach to assistive technology.

Providers asked that the council work in a more trusting and open way.

**Relationship with the Landlord:**

Providers expressed that they had good relationships with landlords. Properties generally understand the properties to be well maintained and the providers don’t need support from the Council in this regard. Providers expressed a much weaker relationship between service users and their landlords.

**Operating Models:**

Providers generally expressed a desire to continue to set prices but need confidence in inflation response from the Council. Providers highlighted continued critical pressures around staffing with emphasis on recruitment and retention. Providers expressed a desire to collaborate to respond to pressures but saw limited scope for this in the current landscape.