Partnership Board Reps Report

Housing update

November 2017
Blue LIG

Farnborough Self Advocacy Group

What’s working well

- Most of us were given choice about where we live. 2 were not.
- Some of us like living with our family and wouldn’t like to move away.
- Most of us who do live on our own are still close to our friends and family.
- People with LD have been involved in planning new supported living housing developments in the local area.
- Local services are generally working well with us and help to keep us living at home.

“I am happy to be near my Mum. I can see her all the time.”

“O.T. gave me lots of equipment so I can live at home.”

“Police worked with me really well. They knew how to talk to me best.”
What's not working well

- Our support can take a long time to get right.
- Nobody knew what their rights were about housing options.
- Some of us don’t feel very safe in the area we live.

What people said could make things better

- Our support needs to be right as soon as we move in.
- We need to see more Police in the community so we can talk to them easily.
- Everyone should have choice about where they live and who with.
- We need more information about housing options and what to do if we want to move.

“Having the right support makes a real big difference.”

“When I first moved my support wasn’t right & it made it harder to be independent.”

“Sometimes I can feel a bit unsafe - homeless people and drunkenness has gotten worse.”
What’s working well

- Most people said they felt they had choice about where they wanted to live.
- 4 people said they were happy living with their family.
- Everyone said they liked where their home was and that they could all get to the activities they enjoyed.
- Everyone said they felt their support was good.

“My support helps me go to Bingo. It’s great! It’s not far from my house. It’s easy to go.”

“My support is very important. It helps me and it helps my sister so she doesn’t have to do it all.”
What’s not working well

- 2 people said they felt that they did not have choice about where they lived.

- 1 person said they wanted to move in to their own flat but didn’t know how to do it. Nobody else knew their rights with regards to housing options.

- 1 person said that they do not get on with the person they share a house with.

What people said could make things better

- We need more information about our rights and housing options.

“I want to make my own cup of tea & my own dinners in my own flat.”
Friday Network (Basingstoke)

The group using stickers to give their views. 14 members took part.

What’s working well

• Some of us are happy living at home with our family, with them to help support us.

• Most of us feel that our support is generally right for us.

• We feel that we have enough money to be able to take part in the activities we enjoy, although we often need extra help to manage our money.

• Transport is good during the day. A lot of use Dial-a-Ride or public transport to enable us to take part in our activities.

“My family have helped me with my confidence.”
What’s not working well

• Sometimes it can be difficult when our parents need support too or when our support is inconsistent.

• Night travel can be difficult.

• 3 of us felt that we had no choice in where we live.

• It was felt that living alone could be lonely – especially when support is cut.

• Having trouble with neighbours could be difficult to tackle.

What people said could make things better

• We need better, reliable transport to get to and from our activities in the evenings.

• Better support for our parent carers.

• More security (Police) in the community.
Happy Club (Basingstoke)

We talked about what the group had said in their last report on housing in March 2016, and if anything had changed

😊 ✓ What is working well

- 2 people have moved in the last year using the choice based letting system, they didn’t have a choice about where they moved but the flats are in the right area for them
- 2 people are happy at living with family, and are hopeful that family will help them move out when they need to leave the family home

😊 😞 What is not working well

- 1 person has been waiting over a year to move, they didn’t have a choice about where they live now or who they live with
- 1 person privately rents a flat but wants a bungalow “so I can get my cat back”

Everyone said they wanted more information and more choice about housing options
Cornerways Ringwood (Yellow LIG)

What’s good about where I live?

- Friendly staff and flatmates
- It’s quiet- I am excited about my new flatmate
- My family help me to live alone
- I go out shopping
- I like going to work
- Very friendly housemates and staff
- It’s very central
- It makes me happy
- I am more independent- I live in an extension with support

What’s bad about where I live?

- It’s very dark in my village when the lights go off at night
- Noise neighbours
- My staff didn’t allow me to bring money for a cake sale and didn’t tell me why
- Sometimes people argue
- I can’t put my bird feeders on my balcony as my neighbours complained

What could be better?

- I would like to go out more with support
- I would like to see my friends more
• I rely on my parents to drive me around (I live in a village with little public transport)
• I would like my boyfriend to come over more
• More food
• I feel lonely sometimes
• I would like to have a vegetable garden instead of a big lawn, and to be allowed to have a BBQ sometimes (lives in a flat in a big block of flats with communal gardens)

Spiral Blue Ringwood (Yellow LIG)

What's good about where I live?

• I like the town,
• I like my flat,
• I like my independence.
• I feel attached to it because I have lots of friends.
• I like everything
• Near the shops, nothing I don’t like
• I like living by myself and having my boyfriend to visit.

What's not good about where I live?

• Annoying neighbours,
• Past experiences of other people in the town.
What's good about where I live?

- I live in a big house with 8 people and two dogs
- I can walk to the shops. I live in Hythe. It's busy and I like it
- I live in Waterside in Hythe. It's a really nice flat. I'm independent and near the shops. I've got all sorts going on. I've got my bedroom and bathroom and I can go shopping and I still go and see my mum.
- I love living in Totton. I'm near to the shops. I can get a bus on my own and meet up with my friends
- Prefer to live with a girl
- Happy with the patio
- bus here into town
- Like being near the cake shop
- Love living with one person
- Share with a lady it's fine lived with her for a long time but we keep on moving
- Like living with 3 ladies in Bishopstoke
- Like my bedrooms because it's yellow, new furniture, new drawers, new TV in my bedroom and new curtains. Everything is the way I like it
- Like the ladies I live within
- Like living with mum
- Shopping in town

What's not good about where I live?

- I have to go the shop by a taxi
- Difficulties with transport

What could be made better?

- Would like to move
- Would be better if I could go out by myself
Orange LIG

Henry met with 2 service users who attend Andover Day Services, and they told him about their recent housing experiences

Things that are going well:

- My new house is right next to the bus stop and I can go out so much more now. I am getting lots of exercise!
- I have nice wide doorways and I can use the kitchen with my support workers
- I have a special stair lift that was put in just for me

Things that are not going well:

- It was not a good thing that I had to wait for so long; I wish I had been able to move sooner. I had to wait until I was 63
- It is not fair that I had to write lots of letters and make a fuss to get my house

Eastleigh Self Advocacy Group

What's good about where I live?

- Lots of support workers
• I can catch the bus
• The people are happy
• I can get to my groups
• It’s better than being on the street
• My carers actually care (been there for over 25 years)
• The bus stop is close to where I live

What’s not good about where I live?

• Too many pubs and it’s a temptation
• I’ve had hate crime in Eastleigh

What could be made better?

• My housemate is grumpy
• I’d like more support to be able to go out at night

The Right Place to live

Opinions of the ACTIVE CITIZENS – October 31, 2017

We read through the chapter and promises and commented as below:

No one in the group had any experience of being involved in planning future housing – apart from Michelle Stickland from Health asking us once to prioritise the three features we would most value in choosing a new home by selecting with smiley face stickers.

We agreed that we knew people with complex needs who were living in supported living and had been for several years and this seemed successful for them personally and appropriate.

We thought that sometimes people were happy with supported living or other options but as they got older, some people preferred to live nearer their families and may have wanted to move.
Considering whether people had the right help to find the right place to live – one member said that he and his family and social worker were looking for years. In the end it was his family’s persistence that found him a good home. Other members agreed that this long waiting period was their experience too.

One person had been living in a Housing Association property already and moved with the help of her Housing Association to another more suitable property in a better location. She had been waiting years too.

Another member said he had been looking for a suitable property for 2.5 years, in that time he had seen three properties and rejected all three because he could not afford them. We were surprised that he would be offered places outside of his price range as presumably his care manager was aware of his budget. He found it depressing to be offered places he could not afford after initially getting excited about each one.

Several members had moved home a few times since leaving their family home, their needs had changed as they grew older and they had matured. They said they would have liked the process to be faster each time.

People said if they wanted to move on they would contact the LD Team through the Contact centre and they expected then to have an assessment and to be offered help to move to a new home if that was what they requested. No one expected it to take 2-3 years or more to happen but some felt it probably would take that long now. They did not think this was satisfactory. You ask to move because you want something different or the placement is not working for you now. You do not expect to still be there three years later!

We discussed why people rejected places that they had been offered. Factors considered were:
Price of rent against available budget – we thought this should not happen as care manger should only show properties which were affordable.
Location – busy roads were not desirable – pollution, noise, safety, light pollution at night. Similarly properties near the motorway or airport were not considered desirable.
Value for money – some properties shown were cheap but not nice places to live, with dangerous stairs, poor lighting or in a poor state of repair.
No garden.

People agreed that they wanted to live centrally in Eastleigh where they could access friends, family, super market, day time activities and night time social life. They felt they did not have adequate access to green spaces though the Rec, Fleming Park and Grantham Green are nice. It is also good to be near the bus station and railway station and with plentiful taxis.

They thought they also had to put up with a lot of traffic noise and dirt and a lot of people living and working nearby.
Everyone agreed that you had to tolerate a certain amount of noise wherever you lived, whether you were sharing a property or living in your own flat.

People said that generally the noise levels were acceptable, one person said their neighbours regularly had domestic incidents to which the police were called.

People talked about the places they lived. Two of the three members who have moved house in the last three years said that they valued the properties they now lived in because they were modern, well insulated, cost little to heat and were well maintained with a charge being levied for communal areas to be cleaned and painted. They said they knew their neighbours and would take in post for them but did not try to be friends with them and never went into each other’s’ flats. They were wary of getting too close to neighbours and preferred to maintain a distance and respect as they knew of other peoples’ experiences of problem neighbours.

“They buy services to support people with learning disabilities to find the right place to live.”
We did not understand this – what are these bought-in services?

People talked about the Telecare they had in their homes – these were highly valued. “Bogus” alarm – to take with you when you are out and about, to be used if you are attacked, have a fall or get lost.

White box at home with three buttons, to call for help and a lifeline type button to wear at home.

We did not feel that Passenger Transport had listened to us – this was one of their promises. We invited them to meet us on a number of occasions but never received any response.
Purple LIG
Feedback from Hear Us and GoLD drop in

Many of the group are living in council or housing association properties.
They had to wait quite a long time to get their accommodation.

Where people were not happy in their accommodation or their accommodation needs changed it took a long time to move.

Most people were supported by parents to make these moves.

We would like more easy read communication from landlords where residents are known to have a learning disability, and extra support from them when arranging repairs.

Is it highlighted in any way that a tenant is a vulnerable adult?

Some members of the group would like more help and advice with budgeting and bills.

Letters about rent, repairs and housing benefit are not easy to understand. Easy read please.

Some people had been offered useful short courses by their landlord on topics such as cooking for one which has been really useful.

Everyone we spoke to was happy where they are living.

Most were happy with their neighbours and felt safe in their local community

Those that had experienced difficulties with neighbours had been well supported

Transport is good in most of the surrounding areas of the city during the day but it can be difficult to get around at night particularly from the tower and gateway.

Most people use taxis at night which can be expensive. It is not always possible to share. Some people walk in groups or alone in well lit areas and main roads.

Everyone had access to a doctors surgery reasonably nearby and use an nhs dentist.

Lots of local shops, but expensive, good access to a couple of main supermarkets within the city but hard to get a large shop home on the bus. It would help if support could drive sometimes.

Lots of local groups for LD and accessible leisure activities

Good transport links by train or bus to nearest towns for larger cinemas, bowling and large shopping centres. Many people access these with and without support.
Fareham Hub

Working

- First Wessex - come out and do repairs
- Being able to choose and own my house with regular staff. House being designed for me
- Shared lives - being with a family is all working
- Being supported well by staff
- On a bus route

Not Working

- Heating - do not know how to turn it down and is too hot
- BCHA - repairs are slow and they are not listening to what the tenants want in the garden

SAY Group give their views on the LD Plan on The Right Place to Live

GOING WELL

One person has a home through shared ownership. He feels secure knowing it is his home for life.

People who live near good reliable transport say this is very important to them. The location is important – near shops and bus routes in particular.

A person who lives in Shared Lives says ‘I feel safe living there and I have more independence now.’ They are doing more things such as using the bus and learning to cook.

NOT GOING SO WELL

People in supported living talked about no longer having sleep in staff. The hours have changed and it has affected them in different ways:

i) ‘I get annoyed when people bother us’ – Strangers knock on the door at night and there are no staff. They do not answer the door. ‘We have telecare now instead of staff as there is no sleepover now.’

ii) If a person wants to go out to the theatre and returns home late, there is no staff at home. Sometimes a rota can be changed if the plan is made in advance, but often invites come later. It becomes an issue about staffing and one person said ‘I don’t go out at night now.’

‘I want to live with my boyfriend but it is difficult to find a place in Fareham.’

People in their 20s want to move on but cannot get local places in their established community close to family, friends and activities. ‘I don’t want to live in Waterlooville,
and haven’t been offered anything since. I want to move out and live with other young people.’

It is hard to learn about Shared Ownership. People (and families) are interested in this model as it gives security of tenancy and allows for long term planning. ‘Can we find this in our area?’

‘There are not enough Supported Living places in the Fareham area. I had to go into Shared Lives until something is available. It is ok, but I would prefer to live with other young people.’

**Green LIG**

![Green LIG](image)

Havant Hub – Right place to Live

**Going Well**

- Nice Places – We are Happy
- Easy to see my Friends
- Close to town to get out and about
- Close to day service

**Not going well**

- It’s not my prefect home – but it was my only choice
• Room ok – but staff not always there to help me
• Sometimes not a lot of choice when I move

People in Havant are happy with the places the Live currently the group have said how nice their homes are.

Some people who moved recently said they would like a little more choice so they don’t have to compromise too much.