



# Consultation on the Redesign of Housing Related Support Services

This Easy Read Format was produced by Grapevine  
on behalf of Warwickshire County Council.



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# Introduction

This easy read explains the plans for redesigning housing related support services in Warwickshire.

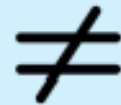


It outlines:

- What support is currently offered to people
- What the Council's suggested changes are
- Why changes need to be made
- What the impact of these changes might be



These changes will make the services very different from how they are now.



The redesign will have a big impact on lots of people in the future who access support services.



The Council would like to hear everyone's views on their suggested changes, including:

- People who use these services now
- People who might use these services in the future



There are questions in this easy read for you to answer. Please take some time to fill them out.



Your opinions are important and can make a difference to the changes that will be made to housing related support services.



# Types of support

There are two types of housing-related support which help people gain the skills to live independently.



These two types of support are available to anyone over the age of 16 with support needs:

**16+**




## 1. Accommodation-based support





## 2. Floating support



### Accommodation-based support:

- People are offered a house or place to live for the short-term 
- People are offered short-term support to help them to live more independently 
- People can only get this support whilst they are living somewhere that is not their own home
  - E.g. Temporary housing 
- People can have this type of support for up to **2 years**

### Floating support:

- People are offered short-term support to help them to live more independently 
- People can get this support whilst they are living in either:
  - Their own home 
  - Temporary housing
- People under 25 years old can have this type of support for up to **2 years**
- People over 25 years old can have this type of support for **1 year**

# Current offer - floating support services

There are three different floating support services offered in Warwickshire.



## 1. Floating Support Service

### Who is the floating support for?

People with disabilities who are 16 years old and above.



### Which provider runs the service?

Together Working For Wellbeing



## 2. Floating Support Service

### Who is the floating support for?

Young people who are between 16 and 25 years old.

16-25

### Which provider runs the service?

St Basils



## 3. Generic Floating Support Service

### Who is the floating support for?

Adults who are 25 years old and above.

25+

### Which provider runs the service?

People, Potential, Possibilities P3



# Current offer - accommodation based support services

There are three different accommodation based services offered.

3



## Accommodation-Based Support Service

### Who is the accommodation support for?

Young people who are between 16 and 25 years old.

16-25

2 providers run accommodation-based support for young people.

### 1. Accommodation based

#### Which provider runs the service?

People, Potential, Possibilities P3



#### Where is this service offered?

North Warwickshire  
Nuneaton and Bedworth  
Rugby



### 2. Accommodation based

#### Which provider runs the service?

St Basils



#### Where is this service offered?

Stratford  
Warwick



### 3. Accommodation-Based Support Service

#### Who is the accommodation support for?

Homeless people, including ex-offenders, who are 25 years old and over.



#### Which provider runs the service?

People, Potential, Possibilities P3



#### Where is this service offered?

In the whole of Warwickshire.



# Current offer - extra services

The current provider of housing related support services for people over 25 years old are called People, Potential, Possibilities P3.



People, Potential, Possibilities P3 decided they wanted to provide some more support for people.



They chose to provide extra support, which was more than what they were asked to do by the council.



## What extra support do they currently offer?

### Street outreach services

This service offers support to rough sleepers.



It also encourages rough sleepers to get help from other services.

### Navigator hubs (in Nuneaton and Rugby)

The hubs are shops in Rugby and Nuneaton town centre.



People can get advice, support and information about other services at these hubs.

# Examples of how housing related support services help people

Housing support services help people to:



- Have a home and develop skills



- Stay safe at home and in the community



- Manage their money and pay for their bills



- Look after their health and wellbeing



- Find paid or voluntary work opportunities



- Take part in training and education





# Why are changes being made to housing related support services?

In Warwickshire, the County Council have a lower budget for housing related support services from April 2025.



This means Warwickshire County Council has less money to spend on these services.



Warwickshire County Council have decided to re-design the services.



This means there are going to be changes to the way housing related services work in Warwickshire.



They want to redesign the services to:

- Work with the lower budget
- Make services more efficient
- Make services more effective

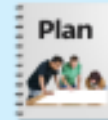


However, they have said they want to continue to focus on and help the people in the greatest need.



# Who has helped to plan the suggested changes?

To help the Council plan which changes to make to housing related support services, they:



- Listened to what is important to people who need housing related support services



- Asked people, services and organisations to complete a survey



## Which organisations were involved?

The different organisations and services who were involved included:

- Different charities
- Housing teams within local councils
- Warwickshire Probation Service
- Warwickshire County Council Adult Social Care
- Children and Families Service



Organisations and services then attended workshops to plan what changes could be made.



# What did the Warwickshire County Council do next?

## What did the Council find out from the workshops?

People and organisations wanted all housing related support services to be continued.



Currently people might not always receive support for the right amount of time.



Stopping any of the housing related support services might mean more people:

- become homeless
- need more social care support



## What happened after the workshops?

The workshops helped the Council to plan 6 suggested changes to housing related support services.



Now the Council want to know what you think of these changes.



# What changes are the council suggesting?

The next 15 pages tell you more about the 6 changes:



Change 1: Accommodation-based support and floating support services will continue but both service areas will be given less money from the Council.



Change 2: The separate floating support service for people with disabilities will end.



Change 3: Flexible and short term support options will be added to all services so that people can be offered different levels of support that last for different amounts of time.



Change 4: The maximum time someone can be involved with a service will be shorter.



Change 5: The new name for this group of services will be 'Supporting Independence Services'.



Change 6: The Council will not ask providers to deliver the extra support services (the street outreach and community hub services).



# Change 1

Change 1: Accommodation-based support and floating support services will continue but both service areas will be given less money from the Council.



## What happened before the change?

Money from the Council was split between the two services areas:

- Accommodation-based support
- Floating support



## What will happen after the change?

Accommodation-based support and floating support will still be funded by the Council.



There will be less money given to fund these housing-related services.



The money will be split between the two service areas in the same proportion as before.



But the services may not be able to support as many people and some people may have to wait longer for support.



## Why are the Council suggesting this change?

People will be able to access the same types of services as they do now.



This change will not unfairly impact one group of people more than another group of people.



# Your thoughts about Change 1

Questions



Change 1: Accommodation-based support and floating support services will continue but both service areas will be given less money from the Council.



How do you feel about this change? (Please circle one)



Strongly disagree



Disagree



Neither agree nor disagree



Agree



Strongly agree

Explain why you agree or disagree in the box below.



How do you think this change might affect you?  
Please write in the box below.



# Your thoughts about Change 1

Questions



Change 1: Accommodation-based support and floating support services will continue but both service areas will be given less money from the Council.



**How do you think this change would affect other people?**  
Please write in the box below.



**What could the Council do differently?**  
Please write in the box below.



# Change 2

Change 2: The separate floating support service for people with disabilities will end.



## What happened before the change?

There was a separate floating service to support people with disabilities to live more independently.



People have sometimes had to wait longer for support if:

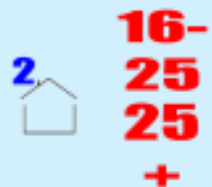
- They are referred to the wrong service
- They need to be referred to a different service and assessed again



## What will happen after the change?

There will be 2 floating support services:

- A service for young people aged 16 to 25 years old
- A service for adults who are 25 years and older



People with and without disabilities will access the same floating support services.



They will add the money that would have been spent on the separate service for people with disabilities to the 2 floating support services.



The Council has said these services will be changed so that they can meet the needs of people with and without disabilities.





# Change 2

Change 2: The separate floating support service for people with disabilities will end.



## Why are the Council suggesting this change?

It is more expensive to run separate services compared to one service that includes everyone.



The Council believe that one provider could deliver services that are inclusive and meet the needs of:

- People with disabilities
- People with mental health problems
- People without disabilities



People won't be referred to the wrong service as there will only be one service for each age group.



The Council can spend more money on the 2 floating support services if they take away the separate support for people with disabilities.



This means people with disabilities may get different support to the support they get now.



# Your thoughts about Change 2

Questions



Change 2: The separate floating support service for people with disabilities will end.



**How do you feel about this change?** (Please circle one)



Strongly disagree



Disagree



Neither agree nor disagree



Agree



Strongly agree

**Explain why you agree or disagree in the box below.**



**How do you think this change might affect you?**

Please write in the box below.



# Your thoughts about Change 2

Questions



Change 2: The separate floating support service for people with disabilities will end.



**How do you think this change would affect other people?**  
Please write in the box below.



**What could the Council do differently?**  
Please write in the box below.



# Change 3

Change 3: Flexible and short term support options will be added to all services so that people can be offered different levels of support that last for different amounts of time.



## What happened before the change?

The current services add people to a waiting list for assessment.



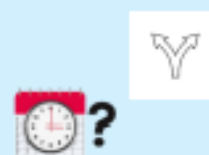
If their assessment suggests they need support services, they are given a support worker.



## What will happen after the change?

All housing-related services will be changed so that they assess people to find out:

- What type of support they need
- How quickly they need support



Once this assessment has been done, services will be able to decide:

- Who could be helped quickly by short term support or signposting
- Who has a higher level of need and will need support for longer



Some people will get offered support that lasts for a short amount of time.



All housing-related support services will be changed to include these short term support options:

- Information, advice and signposting to other services
- Between 1 and 5 brief support sessions on the phone or face to face
- Short term support that lasts for 12 weeks



# Change 3

Change 3: Flexible and short term support options will be added to all services so that people can be offered different levels of support that last for different amounts of time.



## Why are the Council suggesting this change?

There can be a lot of people who need housing support services.



This can mean it is hard for housing related services to support everyone.



The services will be working with less money because there is less funding for housing related services, so it will be even harder to support everyone.



This change means that the services will prioritise people in the most need for support.



Some people might need shorter support and brief advice to help them. Other people might need longer support.



The Council have said this change will:

- Help people to access the right type of support at the right time for them
- Stop people from having to repeat their story



# Your thoughts about Change 3

Questions



Change 3: Flexible and short term support options will be added to all services so that people can be offered different levels of support that last for different amounts of time.



**How do you feel about this change? (Please circle one)**



Strongly disagree



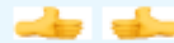
Disagree



Neither agree nor disagree



Agree



Strongly agree

**Explain why you agree or disagree in the box below.**



**How do you think this change might affect you?**

Please write in the box below.



# Your thoughts about Change 3



Change 3: Flexible and short term support options will be added to all services so that people can be offered different levels of support that last for different amounts of time.



**How do you think this change would affect other people?**  
Please write in the box below.



**What could the Council do differently?**  
Please write in the box below.



# Change 4

Change 4: The maximum time someone can be involved with a service will be shorter.



Floating support for young people (aged 16 - 25 years old)



**16-25**

Before the change:

- Services could work with a young person for up to 24 months

**24 months**

After the change:

- Services will work with a young person for up to 12 months

**12 months**

Floating support for adults over 25



**25+**

Before the change:

- Services could work with adults for up to 12 months

**12 months**

After the change:

- Services will work with adults for up to 9 months

**9 months**

Accommodation-based support



Before the change:

- Services could work with people for up to 24 months

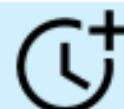
**24 months**

After the change:

- Services will work with people for up to 18 months

**18 months**

It might be possible for people in certain situations to get longer support than what is written above.





# Change 4

Change 4: The maximum time someone can be involved with a service will be shorter.



## Why are the Council suggesting this change?

There are lots of people who are interested in getting support from housing related support services.



This means it is hard for the service providers to help everyone.



If services work with people for less time, they will be able to support more people.

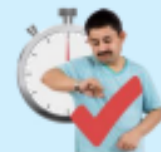


But, people won't be able to work with a service for as long as they did before.



The Council hope that this change will mean that service providers focus on:

- Helping people to achieve goals quickly
- Helping people to work towards being independent, instead of them relying on a service



# Your thoughts about Change 4

Questions



Change 4: The maximum time someone can be involved with a service will be shorter.



How do you feel about this change? (Please circle one)



Strongly disagree



Disagree



Neither agree nor disagree



Agree



Strongly agree

Explain why you agree or disagree in the box below.



How do you think this change might affect you?

Please write in the box below.



# Your thoughts about Change 4

Questions



Change 4: The maximum time someone can be involved with a service will be shorter.



**How do you think this change would affect other people?**  
Please write in the box below.



**What could the Council do differently?**  
Please write in the box below.



# Change 5

Change 5: The new name for this group of services will be 'Supporting Independence Services'.



## Before the change

At the moment, the group of services that help people with housing and independence are called the 'Housing-Related Support Services'.



## What will happen after the change?

In April 2025, there will be new contracts for the delivery of the housing-related services.



Different providers can apply to deliver the services through a tender process.



When all of the housing-related services have gone through this tender process, they will be known as the 'Supporting Independence Services'.



## Why are the Council suggesting this change?

The Council would like this group of services to have a new name to show that the services will be focusing more on helping people to be independent and preventing homelessness.



They hope that encouraging independence will mean less people need other care and support (for example social care).



# Your thoughts about Change 5

Questions



Change 5: The new name for this group of services will be 'Supporting Independence Services'.



Please write your views about change 5 in the space below.



# Change 6

Change 6: The Council will not ask providers to deliver the extra support services (the street outreach and community hub services).



## What happened before the change?

The current providers chose to offer this extra support, which was more than what they were asked to do by the Council.



These extra support services were the street outreach and community hub services.



## What will happen after the change?

Providers who want to deliver housing related support services in the future will not be asked to deliver these extra support services.



They may decide to offer these extra services, but the Council will not be expecting them to.



## Why are the Council suggesting this change?

The Council do not have enough money in the housing budget to pay for any extra services.



This means they will pay providers to deliver floating services and accommodation based services, but not any extra services.



# Your thoughts about Change 6

Questions



Change 6: The Council will not ask providers to deliver the extra support services (the street outreach and community hub services).



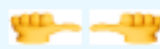
**How do you feel about this change?** (Please circle one)



Strongly disagree



Disagree



Neither agree nor disagree



Agree



Strongly agree

**Explain why you agree or disagree in the box below.**



**How do you think this change might affect you?**  
Please write in the box below.



# Your thoughts about Change 6

Questions



Change 6: The Council will not ask providers to deliver the extra support services (the street outreach and community hub services).



**How do you think this change would affect other people?**  
Please write in the box below.



**What could the Council do differently?**

Please write in the box below.





# Equality Impact Assessment

An Equality Impact Assessment has been developed for the redesign of housing related support services.



Equality Impact Assessments are a tool used to investigate how policies or schemes might unfairly affect a particular group of people.



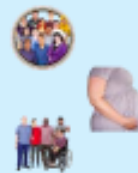
Equality Impact Assessments check whether there is discrimination in the way something is designed, developed and delivered.



The Equality Impact Assessment for this redesign found that the changes which are being suggested could have negative impacts on people with protected characteristics.



Having protected characteristics means that people have a right not to be treated unfairly or discriminated against because of a characteristic.



Protected characteristics include:

- Age
- Disability
- Race
- Religion or belief
- Sex
- Sexual orientation
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity

# Impacts

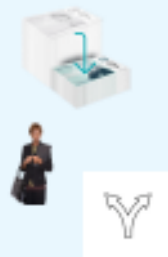
## What are the impacts of the suggested changes?

The proposed changes mean that all services will be reduced.



This means service providers will:

- Have less money to work with
- Not be able to support as many people
- Still be delivering floating and accommodation based support services, but in a different way



This also means there will be:

- Shorter support times for people
- No separate services for people with disabilities
- No extra services provided



The Equality Impact Assessment suggests there will be a negative impact on people with and without protected characteristics because of all services being reduced.



# Impacts

## What are the suggested changes?

All of the current services will be reduced and extra services may not be provided.



## What are the impacts?

The Equality Impact Assessment suggests these changes will mean that:

- The number of people who are homeless and at risk of being homeless will increase
- People who are already homeless will have a higher risk of staying homeless
  - Being homeless may negatively impact on people's health
- People who are socio-economically disadvantaged may not be able to access support services



Being socio-economically disadvantaged can mean that someone has a worse housing, social and financial situation than other people in the same society.



An example of socioeconomic disadvantage is someone living in poverty.

## What is the Council's response?

The council said they will:

- Make sure there is good signposting to other support
- Keep all partners up to date with information about different services, so they can signpost people well



# Impacts

The Equality Impact Assessment suggests there are differences between:

- The percentages of people in the general population who identify as Black or Asian

and

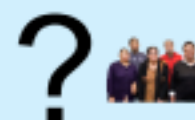
- The service users who identify as Black or Asian



This could mean that not enough Black and Asian people are accessing these services.



It is important to understand why more Black and Asian people aren't accessing these services currently.



It is also important to make sure that services are redesigned in a way that encourages more Black and Asian people to access them.



## What is the Council's response?

The council said they will consider this difference when they are redesigning the services.



# Floating support impacts

The proposed changes mean that separate disability floating support will be stopped.



This will have an impact on disabled people.

These services will no longer offer specialist support for disabled people.



The Council have said they expect young people's and adult services to:

- Offer an inclusive service
- Meet the needs of people with disabilities



The Council have also said they expect all providers' staff to be well trained in:

- Supporting anyone who needs support
- The diverse needs of all people
- Supporting people with disabilities



The Equality Impact Assessment suggests there will be a negative impact on people with and without protected characteristics because of services being reduced.



Protected characteristics include:

- Age
- Disability
- Race
- Religion or belief
- Sex
- Sexual orientation
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity

# Accommodation-based support impacts

## The impact on mothers, babies and young families:

The proposed changes mean that a hostel for mothers and babies will not be able to offer as much support as it does now.



This means that less mothers and babies and less young families will access the service.



The Equality Impact Assessment suggests this will have a negative impact on many mothers and young families as less of them will be able to get support.



## Other impacts:

The proposed changes mean that certain groups of people who use accommodation based services more will be negatively impacted.



The groups who access adult accommodation based services the most are:

- Single males
- People who have experience of the criminal justice system



The Equality Impact Assessment suggests that these groups of people may be negatively impacted more than other groups.



# The Council's response to the impacts

The Council have said they will add to the specification document for providers to try to make these negative impacts for people smaller.



The specification document tells providers what they need to do when delivering the service.



The Council have said they will add these things to the specification document:

- Providers need to be inclusive
- Providers can't discriminate against customers
- The Council expects services to be accessible for everyone



The Council have said they will also outline these things in the specification document:

- What the training requirements are for providers' staff
- Clear expectations about training
- Clear expectations about how service equality is monitored



# About the Consultation

The next page of questions relates to the Equality Impact Assessment.



The Consultation Questionnaire asks for your views on the impacts that the Council's changes might have on people.



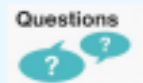
The Council have said they will update the Equality Impact Assessment based on the answers to this questionnaire.



They would really like your feedback. Please take the time to answer the questions in this easy read.



You can find all the question pages by looking for this symbol in the top right hand corner of the page:



Once you have answered the questions, please:

1. Put your responses in the stamped, addressed envelope that you received with this easy read.
2. Put the envelope in a post box to send it to the Council.





# Consultation Questionnaire

Questions



This Consultation Questionnaire asks for your views on the impact that the Council's 6 changes could have on people.



**Do you think the Equality Impact Assessment accurately identifies the impacts of the 6 changes?** (Please circle one)



Yes



No



Not sure /  
I don't know

**Do you think there is anything missing from the Equality Impact Assessment?**

Please write in the box below.



# Consultation Questionnaire

Questions



This Consultation Questionnaire asks for your views on the impact that the Council's 6 changes could have on people.



**How can we make the impact smaller for people with protected characteristics that use these services?**  
Please write in the box below.



**How can we make the impact smaller for organisations that support people with protected characteristics?**  
Please write in the box below.



Having protected characteristics means that people have a right not to be treated unfairly or discriminated against because of a characteristic.



Protected characteristics include:

- Age
- Disability
- Race
- Religion or belief
- Sex
- Sexual orientation
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity

# Consultation Questionnaire

Questions



This Consultation Questionnaire asks for your views on the impact that the Council's 6 changes could have on people.



**Please write any other comments you want to make about the Council's consultation in the box below.**



# Consultation Questionnaire

Questions



Extra space to write more if needed



A large, empty light blue rectangular area intended for writing additional information or questions.

# Consultation Questionnaire

Questions



Extra space to write more if needed



Large empty light blue area for writing answers.

# The Council's next steps

The Council will collect all the responses from the impact questionnaire and the questionnaires from each of the suggested 6 changes.



They will use the responses to help design future support services in Warwickshire.



The Council will share their report, your responses and the new changes with the members of their cabinet.



In December 2023, the Council's cabinet will either approve or not approve the changes.



If the Council's cabinet approve the changes:

- The 6 changes will be made to housing related support services
- The council will create a 'You said - We did' report
- The housing related services will be known as the Supporting Independence Services
- The new Supporting Independence Services will go out for tender in 2025



Going out for tender means that providers can apply to deliver these services.



# More about you



We want to treat everyone the same and make sure no group or community is left out. To do this we ask people a bit more about themselves.

We keep this information very private and don't use anyone's names anywhere.

**You do not have to answer these questions**, but it helps us make sure we are hearing from different groups of people.



Please answer these questions if you are happy to.

If you are not happy to answer, please tick 'I'd rather not say'.

We will follow the Law to keep any information about you safe and private.

How old are you?



- Under 18 years old
- 18 - 24 years old
- 25 - 34 years old
- 35 - 44 years old
- 45 - 54 years old
- 55 - 64 years old
- 65 - 74 years old
- 75 +
- I'd rather not say

Do you have a disability?



- Yes
- No
- I'd rather not say



Are you?



- A girl / woman
- A boy / man
- Other
- I'd rather not say

What is your sexuality? This means who you fancy.



- Gay or Lesbian (Gay means a man who likes other men. Lesbian means a woman who likes other women.)
- Heterosexual or straight (A woman who likes men or a man who likes women.)
- Bisexual (You like both men and women.)
- Asexual (This means you don't fancy men or women.)
- Other.
- I'd rather not say.

## How do you describe your ethnic background?



- Arab
- Asian or Asian British - Bangladeshi
- Asian or Asian British - Indian
- Asian or Asian British - Pakistani
- Chinese
- Other Asian Background
- Black or Black British - African
- Black or Black British - Caribbean
- Other Black Background
- Mixed - Asian and White
- Mixed - Black African and White
- Mixed - Black Caribbean and White
- Other Mixed Background
- White British
- White Irish
- Gypsy or Traveller
- Other White background
- I describe myself another way (please state if you wish)
- I'd rather not say

How do you describe your religion / belief?



- Christianity
- Hinduism
- Islam
- Judaism
- Sikhism
- Spiritualism
- Any other religion or belief  
(say if you wish)
- I do not have a religion or belief
- I'd rather not say

## Privacy Notice



This Easy Read privacy notice will explain what information we will ask about you and how we will look after it.



In this survey we ask questions about your age, gender and the area you live. We do not ask for your exact address.

This information cannot identify you. You do not have to share this information if you do not want to.

Please do not write any personal information, such as your name in any of your answers.

Please tell us if there are any of your answers that you want us to keep private.



## Why we have asked for your personal information?



### About you

Questions about you help us understand what groups of people are responding to the survey and if there are any groups missing that we need to hear from.



### Where you live

We ask this question so that we can see if we have heard from people who live in different parts of Warwickshire.



### How we use the information

This information will only be used as numbers in the consultation report.

If you write any comments, we may use them in our consultation report.

If we use them, no one will know they were written by you.



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### Storing information

All information is kept safe. Warwickshire County Council follows the laws around data protection.

### Contact Us



If you want to know more about what we do with your information you can contact us.



#### Email

[dataprotectionofficer@warwickshire.gov.uk](mailto:dataprotectionofficer@warwickshire.gov.uk)



**Telephone** 01926 410410

## How to give us your feedback

Thank you for your answers.



You can answer these questions and send this back to us.



If you need help to answer the questions or need the questions in an alternative format, call 01926 410410.



If you don't want to answer questions you can tell us what you think by sending an email to [peoplestrategyandcommissioning@warwickshire.gov.uk](mailto:peoplestrategyandcommissioning@warwickshire.gov.uk)

Or write to us at...



Housing Related Support Consultation  
Shire Hall  
Market Place  
Warwick  
CV34 4SP

The consultation ends on **Friday 11 August 2023**.

Please make sure you send this back to us before this date.