

## **Service User Consultation Analysis Report (2025–2026)**

### **Supported Accommodation Services**

#### **1. Purpose**

This report presents an analysis of feedback from residents across supported accommodation services, capturing their lived experience of support quality, safety, independence progression, and service delivery. Engagement was open to all residents across the relevant services; however, at this stage, a smaller sample of 11 residents chose to participate. While the sample size is limited, the findings are consistent and provide valuable insight into key themes and areas for improvement.

The findings are intended to inform service improvement, contract monitoring, and strategic commissioning. The Council recognises the importance of broad and inclusive resident engagement and will continue to strengthen this approach. Co-production and resident voice will be embedded throughout the upcoming tender process and ongoing contract monitoring arrangements, ensuring that feedback from both current and former residents is systematically captured and used to shape service design, delivery, and continuous improvement.

#### **2. Resident Engagement and Co-production**

Resident voice is a core component of the Council's approach to commissioning and service improvement. Feedback from residents is already systematically gathered and used to inform both operational practice and strategic decision-making.

The Council currently implements a multi-channel and ongoing approach to resident engagement, including:

- Quarterly performance and feedback monitoring with providers, ensuring resident experience is reviewed alongside outcomes and contract performance
- Regular structured surveys and consultations across supported accommodation schemes, capturing both quantitative satisfaction measures and qualitative feedback on lived experience
- Direct engagement opportunities, including the option for residents to speak with Council officers in person where preferred

Findings from recent consultation work demonstrate that while overall satisfaction is high, residents consistently highlight the importance of strong relational support, as well as areas for improvement including property conditions, move-on planning, and access to specialist support. This evidence is directly informing the design of the future service model.

#### **3. Methodology**

- Data source: Structured consultation survey (n=11 respondents)
- Settings: 5 sites of supported accommodation services
- Method: Mixed qualitative and quantitative responses (rating scales + free text)
- Limitation: Small sample size, though insights are consistent and thematically strong

#### 4. **Headline Findings**

- Overall satisfaction is high, with ratings predominantly between 8–10
- Staff quality and support are the strongest positive driver of satisfaction
- Environmental and building issues are the primary source of dissatisfaction
- Move-on planning and understanding of housing pathways is inconsistent
- Complex needs (mental health, substance use, physical health) are being actively supported but not always fully met

#### 5. **Key Themes**

##### 5.1 **Strength of Staff Support (Consistently Positive)**

Residents overwhelmingly report high levels of support, particularly around:

- Emotional support and relationship-building
- Benefits, tenancy, and administrative assistance
- Structured activities and engagement

##### **Illustrative quotes:**

- “The staff are really nice, very helpful, very involved.”
- “They always approach you and when you have a problem they solve it.”
- “It’s perfect relationship... I feel like it’s my family here.”
- “Staff – 10 is amazing; every single one.”

**Analysis:** Staff relational practice is a clear strength. The consistency of trust, responsiveness and proactivity suggests effective frontline delivery and strongly aligned support models.

##### **How to incorporate feedback in commissioning:**

- Maintain and protect staffing levels and relational practice models
- Capture and replicate best practice across schemes

## 5.2 Impact of Support on Stability and Wellbeing

Residents report meaningful improvements in:

- Mental health stability
- Substance misuse reduction
- Daily living skills (cooking, budgeting, routines)
- Social engagement and purpose

### Illustrative quotes:

- “Support with independence – how to shop, cook.”
- “Opening up and talking... stopped going out late.”
- “He received purpose in life... now he sees future.”
- “Calming her down when she doesn’t get paid benefits.”

**Analysis:** Services are achieving core outcomes in stabilisation and recovery. The provision of structured activities and practical support is critical to outcomes.

### How to incorporate feedback in commissioning:

- Continue and consider expanding the provision of holistic support offer (activities, skills workshops, trips)

## 5.3 Safety, Comfort and Respect (High Performance)

Most respondents report feeling safe, comfortable, respected and listened to

However, some inconsistencies were noted linked to:

- Other residents’ behaviour
- Location-based concerns

### Illustrative quotes:

- “Very much” (consistent responses across safety/respect indicators)
- “People... have addictions... doing stupid things.”
- “Some people are dangerous, they are not like me.”

**Analysis:** While staff support mitigates risk, peer environment remains a variable factor affecting perceived safety.

### How to incorporate feedback in commissioning:

- Consider strengthening compatibility assessments in placements
- Enhance behaviour management and community cohesion strategies

#### **5.4 Physical Environment and Facilities (Primary Weakness)**

The most consistent negative feedback relates to:

- Pest issues (mice, bed bugs)
- Accessibility barriers (e.g. steep stairs, broken lifts)
- Cleanliness and hygiene

##### **Illustrative quotes:**

- “Weak pest control.”
- “There are pests – mice.”
- “Lift isn’t working.”
- “Steps are difficult... physical health.”

**Analysis:** These issues directly undermine otherwise strong service delivery and can create reputational and safeguarding risks.

##### **How to incorporate feedback in commissioning:**

- Prioritise property standards and maintenance compliance
- Include property performance more explicitly within contract monitoring

#### **5.5 Move-On Planning and Housing Pathways (Inconsistent)**

Feedback indicates a mixed experience regarding move-on support:

- Some residents feel well supported and progressing
- Others lack clarity about housing pathways and options

##### **Illustrative quotes:**

- “I feel like I have a clear plan...” (positive cases)
- “Doesn’t understand the housing trajectory... beginning, middle and end.”
- “Would be good... to explain what housing options are possible.”

**Analysis:** There is inconsistency in service users’ perceptions of how housing pathways are communicated and planned. Lack of clarity can create anxiety and undermine independence outcomes.

### **How to incorporate feedback in commissioning:**

- Share standardised move-on planning processes (Protocol) across services
- Strengthen coordination between providers and the Council; ensure providers are conducting early, ongoing housing conversations and effectively manage tenants' expectations

### **5.6 Gaps in Specialist Support**

Some unmet needs identified:

- Access to mental health professionals (e.g., psychiatrist)
- Employment and job matching support
- Language support
- Carer or specialist health support

#### **Illustrative quotes:**

- "There should be a therapist (psychiatrist)."
- "More support with job finding."
- "More help with English language."

**Analysis:** While generalist support is strong, access to specialist provision remains uneven.

### **How to incorporate feedback in commissioning:**

- Strengthen partnerships with health services and employment providers
- Consider embedding or commissioning specialist roles where gaps persist

### **5.7 Social Environment and Peer Dynamics**

Resident experience is influenced by:

- Anti-social behaviour and substance misuse of others
- Positive impact of group activities and community building

#### **Illustrative quotes:**

- "People... are unpredictable."
- "Movie nights, trips to museum, going to the gym."

**Analysis:** Communal living presents both risk (conflict, instability) and protective factors (connection, reduced isolation).

### **How to incorporate feedback in commissioning:**

- Continue structured group activities as a core offer
- Develop community-building interventions within projects

## **6. Strategic Implications for Commissioning and Service Improvement**

### **Priority 1: Property Standards and Infrastructure**

- Strengthen considerations of physical environment through commissioning process (service specifications, contract monitoring)

### **Priority 2: Move-On Pathways**

- Improve communication of housing options
- Ensure understanding that pathways to housing and housing outcomes are not linear or standardised

### **Priority 3: Specialist Support Integration**

- Increase integration with
  - Mental health services
  - Employment and skills providers
- Evaluate feasibility of embedded specialist roles

### **Priority 4: Managing Peer Environment**

- Consider more robust placement matching
- Strengthen behaviour management and community cohesion strategies

### **Priority 5: Preserving What Works**

- Protect strong relational support models
- Continue investment in activities and engagement
- Capture best practice across schemes

## **7. Conclusion**

The consultation demonstrates that supported accommodation services are delivering strong relational support and positive life outcomes, particularly in stabilisation and recovery. However, physical environment issues and inconsistent move-on planning present clear areas for improvement.

Addressing these structural gaps, while maintaining strong frontline practice, will be critical to improving overall service quality and ensuring residents can transition successfully to independent living.

## **8. Next Steps**

- The creation of a Supported Housing Advisory Group, bringing together current and former residents to shape service design, monitor performance, and provide ongoing challenge and insight
- Continue structured engagement with service users, with targeted approaches to better capture the views of women, minoritised communities and LGBTQ+ residents
- Involve people with lived experience in reviewing service specifications and participating in tender evaluation panels, including scoring co-production elements
- Establish and maintain cyclical resident feedback mechanisms (e.g. regular surveys, thematic consultations, follow-up interviews)
- Ensure feedback is systematically used to inform service improvement and commissioning decisions, with clear communication back to residents on actions taken.