

## **HRS Consultation Feedback – Key Findings**

### **Service providers adapting to a more person-centred, asset based approach in their delivery**

Customers felt that services and the support they offer should look to highlight what their individual strengths are and what they have to offer to see how these can be used to achieve better outcomes. A lot of service provision is currently based upon identifying a customer's needs and looking to address these rather than building on their strengths.

### **Providers, agencies and communities working in a more joined-up, collaborative way**

To achieve better outcomes for customers, stakeholders felt that all professionals involved in an individual's support should work collaboratively. This includes housing related support providers attending multi-agency meetings for individuals they support where appropriate and connecting into local networks in the community.

### **Improving work on prevention and early year's interventions**

Both customers and stakeholders highlighted the need for services to work in a way that prevents the likelihood of homelessness by offering support at an earlier stage in the family setting rather than reacting to support people that have already become homeless.

### **Value for money**

Achieving value for money in housing related support services was important for both customers and wider stakeholders. It was agreed that service providers should look at how they can deliver support in a way that is flexible, only providing support when it is needed and when it works towards achieving individual outcomes for customers.

### **Support for Mental Health Issues**

Mental Health provision across Suffolk and the links between this and Housing Related Support services was an area that was especially important for both customers and stakeholders. Issues included the need to increase HRS support staff skills and awareness in these issues whilst acknowledging that they are not mental health practitioners. There are a large number of customers that fall between the gaps of low-level support and mental health services. They need more targeted support but do not meet the eligibility criteria to receive mental health services. This needs to be addressed.

### **Flexibility across accommodation based and floating support**

Customers and stakeholders highlighted the need for service providers to work in a more flexible way in the future. This included aspects such as more choice of smaller accommodation units rather than large hostel style schemes. Customers felt that for many people, these schemes led to better outcomes.