

Market Position Statement 2025 – Supported Living

Commissioning intentions and key messages

This document summarises and sets out the Council's main commissioning intentions and key messages for market suppliers. It is intended to act as a quick reference guide and more detailed supporting information including our analysis of the market can be found in the full *Market Position Statement 2025 – Supported Living* document.

Commissioning Intentions and actions

This section sets out the Council's commissioning intentions and actions to address market gaps and to further develop market vibrancy and sustainability.

Key messages and actions for suppliers

Market capacity

- New supported living schemes are required over the next 5 years.
- We expect to need an additional 300-400 self-contained apartments within 'core and cluster' schemes.
- Additional capacity will be required for the following client groups:
 - Learning disabilities and autism - to facilitate moving on from existing care home placements, discharge from hospital, and for new clients requiring adult social care.
 - Learning disabilities, autism and mental health - where the support needs are very complex, involve behaviours of distress, and/or require intensive and highly trained staff and specialist support plans, or bespoke accommodation.
 - Mental Health – all male and all female schemes.
 - Physical disabilities – to facilitate moving on from existing care home placements, discharge from hospital, and for new clients requiring adult social care.
- Requests to register new supported living provision with the CQC are likely to be supported by the Council.

Quality

- Quality of care provision is a significant sustainability risk.
- Care providers whose quality is not rated Gold/Outstanding or Silver/Good should implement immediate improvements to service quality.
- Under future contracts the Council's ambition is to use only Gold/Outstanding or Silver/Good supported living provision.

Finance

- Scope for future annual fee increases will be severely limited and subject to the closest scrutiny.
- Providers should increase operational efficiency by innovating, adopting technology enabled care, and making best use of resources.

Workforce

- Providers should employ a diverse workforce, reflective of the local population.
- Providers should ensure they deliver culturally appropriate care.
- Providers employing international workers must ensure they act within the law

- Providers must ensure they are ethical employers.
- Heavy reliance on international workers presents business continuity risks and is not sustainable.
- Suppliers should ensure business continuity arrangements and local recruitment strategies are in place.

Strategy, policy and service delivery model

- Supported living will be the default service offer for working age adults requiring personal care and accommodation services.
- The preferred model for new provision is:
 - A 'core and cluster' approach where 8+ citizens can be supported in self-contained apartments.
 - Shared core staff support is maximised.
 - Citizens have access to communal spaces and social opportunities.
- Smaller schemes may be more appropriate for people with very complex needs, not compatible with larger settings.
- Schemes must comply with the REACH standards and ensure there is clear business separation between the landlord and the care provider.
- Providers are challenged to develop innovative care models, including managed risk taking, which deliver least restrictive care services and independence outcomes.
- De-registration of existing small care homes to become supported living houses of multiple occupation will be supported by the Council if there are benefits and improved outcomes for citizens.
- Supported living schemes should make use of technology enabled care to maximise citizen independence.

Key actions the Council will take

Market capacity

- New supported living schemes are required over the next 5 years.
- We will engage with care providers with the vision and capacity to develop new schemes of the type described above.
- We are working with system partners to make clear the housing needs of citizens.

Quality

- Quality of care provision is a significant sustainability risk.
- We shall support contracted providers which are not rated Gold/Outstanding or Silver/Good. We shall:
 - Prioritise improvement action plans for Bronze/Requires Improvement rated providers.
 - Provide advice and support where required.
 - Monitor of progress closely
 - Carry out quality monitoring revisits to sign-off improvements and revise ratings.
- Under future contracts intend to use only Gold/Outstanding Silver/Good rated provision.

Finance

- We shall continue to monitor financial pressures facing providers.
- We shall continue to employ the contractual annual fee review and uplift methodology.
- We shall assess the impact of the Employment Rights Bill.

Workforce

- Service continuity risk will be assessed when providers' Skilled Worker Visa licences are suspended or revoked.
- Providers employing high percentages of Skilled Worker Visa holders will have service continuity risk assessed.

Strategy, policy and service delivery model

- Supported living will be the default service offer for working age adults requiring personal care and accommodation services.
- We shall work with the market and CQC to develop managed risk-taking and risk-sharing approaches, principles and mechanisms to reduce reliance on intensive levels of staff support.
- We are undertaking further work to assess the benefits and impact of technology, and to determine to the future commissioning arrangements of a Technology Enabled Care service.