



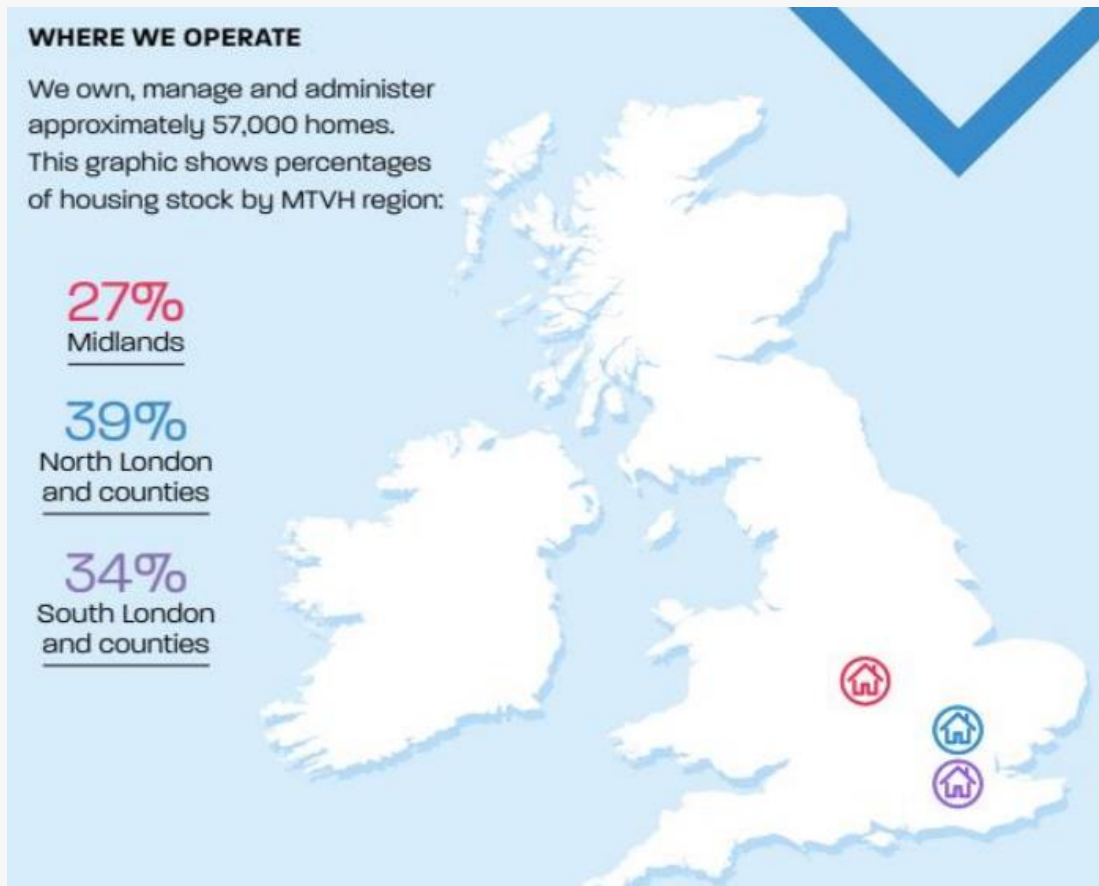
Metropolitan Thames Valley Housing Care & Support

Shaping services to be fit for the future

Claire Wise
Assistant Director of Care & Support Strategy



Metropolitan Thames Valley Housing



Affordable housing

Homes by tenure:

- 57% Rented
- 15% Shared ownership
- 10% Supported
- 18% Other



MTVH SUPPORT
ENHANCING LIVES



Supported Living
Commissioned Services

Supported Living
65 contracted services



Supported Housing
Landlord Function

MTVH owned & managed
2,400 units



Later Living
Landlord Function &
Supported Housing Management

MTVH owned & managed
3,400 units

Care & Support Strategic Priorities



Delivering Excellence in Supported Living Services



Focusing on our role as a social housing landlord



Supported housing that is fit for the future



Investing in our people



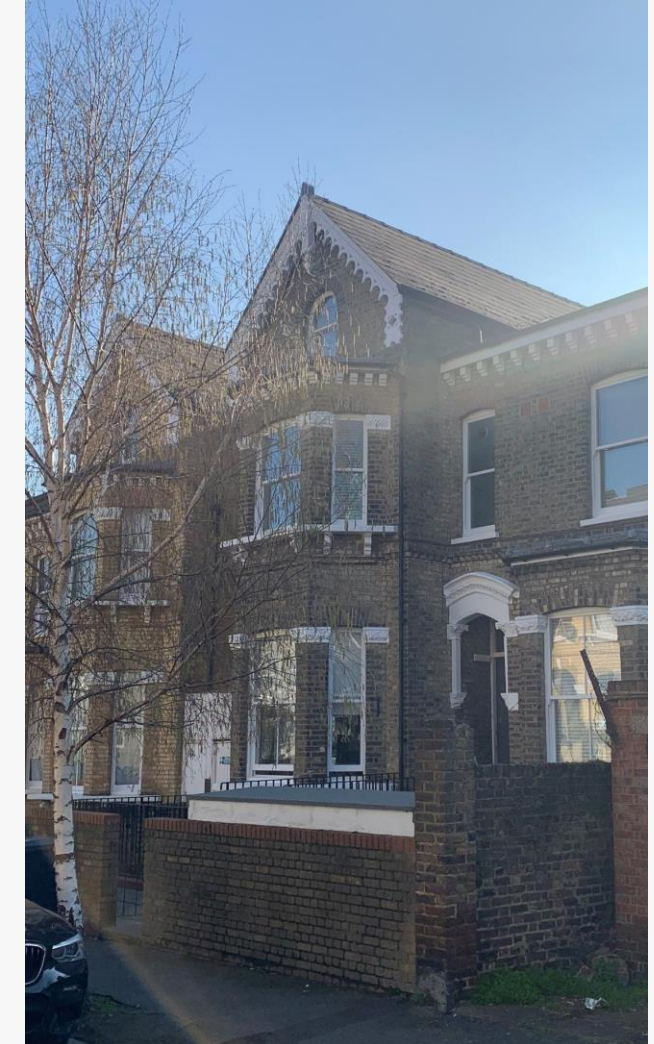
Strengthening strategic partnerships

Supported housing asset review

- ❖ Review supported housing against an agreed set of measurable criteria
- ❖ Develop a strategy to improve the quality and provision of building assets
- ❖ Prioritise the poorest performing assets for investment, redevelopment, repurposing or disposal
- ❖ Develop a quality standard and specification for supported housing

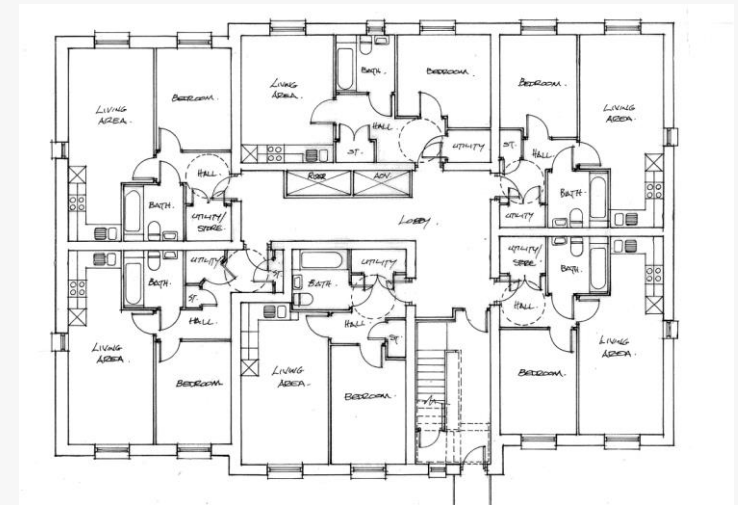
Supported housing and Later Living Quality Criteria

QUALITY CRITERIA	QUALITY INDEX		
Accommodation Type	Studio / Room with shared bathroom	Studio with en-suite / bathroom	Self contained Flat, Bungalow, House
Accessibility (of housing and communal areas)	Steps and stairs with no lifts	Mostly level access with no more than 6 steps at communal front door	Level access including wheelchair accessible
Space and layout	Significantly restricted circulation spaces and poor layout	Small spaces and narrow corridors	Good sized rooms (equivalent to NDSS) with good circulation space
Condition and future investment need	Needs extensive refurbishment / major works	Needs some planned investment	
Communal areas	No communal garden / poor accessibility	Small garden, usable space for residents	Good sized gardens with space for seating
Range / quality of shared facilities	No shared or ancillary facilities	Shared facilities, poor condition	Range of shared facilities, good condition
Letability	Consistently difficult to let with frequent long term voids	Difficult to let to current customer group	Lets well with no long term voids
Suitability for Sheltered	Not suitable for Sheltered use	Not suitable for Sheltered but alternative uses	Suitable for Sheltered use and flexible for alternative uses
Local Authority Relationship	Not in a key or core borough	In a key or core borough but limited other sheltered / supported provision	In a key or core borough with extensive other sheltered / supported provision
Local Amenities & Services	Limited amenities, services and public transport	Some local amenities and services but good public transport links	Good amount of amenities, services and public transport

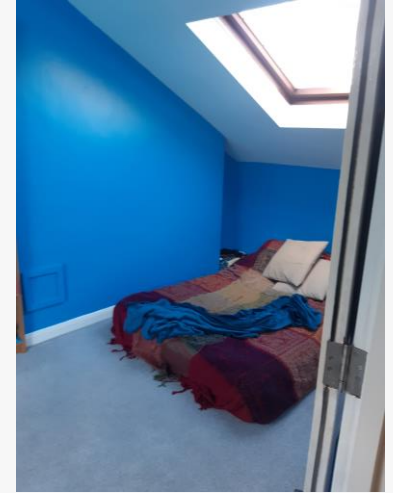


Supported housing asset review findings

- ❖ Significant number of units sharing kitchens and bathrooms
- ❖ Limited accessible accommodation
- ❖ Clear opportunities for investment and redevelopment
- ❖ Programme of development and investment to align with models for supported housing
- ❖ Ability to define strategic values improves ability to prioritise asset management decisions



Before



After





Before

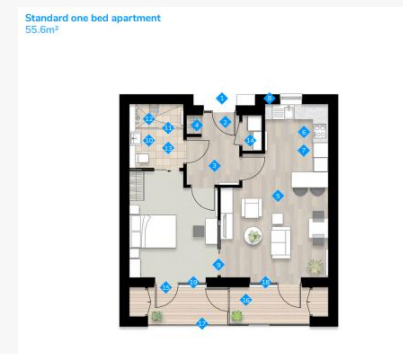
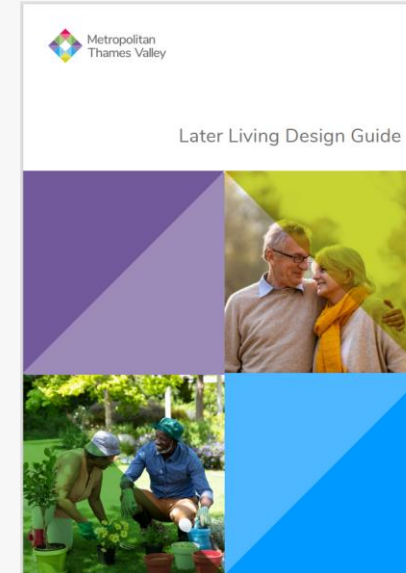


After



Supported housing programme

- ❖ Developing quality and design standards for supported housing
- ❖ Applying Later Living Design Guide to new developments
- ❖ Supplementary specifications to incorporate specialist requirements
- ❖ Considering a range of capital funding options
- ❖ Developing knowledge and skills across development teams and contractors
- ❖ Incorporating resident feedback and co-design



<p>Entrance</p> <ol style="list-style-type: none"> 1. Access to apartment entrance to allow personalisation and passing space. 2. 926 front door with full height opaque glazed panel for borrowed light. <p>Hall</p> <ol style="list-style-type: none"> 3. Space for 1500mm diameter wheelchair turning circle. 4. Coat cupboard. <p>Living Room</p> <ol style="list-style-type: none"> 5. Generous area with open plan living for easy access. 	<p>Kitchen</p> <ol style="list-style-type: none"> 6. Electric induction hob with controls at the front for easy access. 7. High level oven to avoid the need to bend down. 8. Kitchen window will allow views into the corridor or external walkway. <p>Bedroom</p> <ol style="list-style-type: none"> 9. Optional pocket door between lounge and bedroom provides open plan living and optimum natural light.
--	--



Claire Wise

Assistant Director of Care & Support Strategy

claire.wise@mtvh.co.uk