

Savills Investment Management

Charities Property Fund

Specialised Supported Housing Portfolio

August 2024



THE
GOOD
ECONOMY

savills | investment
management





DISCLAIMER

This report has been commissioned by the Charities Property Fund (“CPF”) and has been prepared by The Good Economy Partnership Limited (“The Good Economy” and “TGE”), a specialist advisory firm with expertise in impact measurement and management.

This report is based on analysis of quantitative data and evidence, as well as in-depth interviews with management and staff at Savills IM, partner housing associations, care providers, developers and/or an outcomes survey of a sample of residents.

The findings and opinions conveyed in this report are based on information obtained from a range of sources, which The Good Economy believes to be reliable and accurate. However, the information reviewed should not be considered exhaustive and The Good Economy, its principals and staff cannot and does not guarantee the accuracy, completeness and/or fairness of the information and opinions contained herein. This report shall not be construed as a financial promotion or as a recommendation, invitation or inducement to any person to engage in investment activity.

This report has been prepared solely for the benefit of CPF and no other person may rely upon this report. Accordingly, The Good Economy accepts no duty of care, responsibility or liability (whether in contract or tort [including negligence] or otherwise) to any person other than CPF for any loss, costs, claims or expenses howsoever arising from any use or reliance on this report.

The information within this report is subject to change relative to new developments, facts and/or research. The Good Economy therefore reserves the right (but is under no obligation) to alter the conclusions and recommendations presented in this report in light of further information that may become available.



Introduction

THE CHARITIES PROPERTY FUND

The Charities Property Fund (“CPF” or “the Fund”) was launched in 2000 as the first Common Investment Fund available to all UK charities that invests directly in UK commercial property. The Fund is managed by Savills Investment Management (“Savills IM”).

There are approximately 1,500 charities invested in the Fund. Since inception 24 years ago, the CPF has distributed in excess of £750m of income to its investors through its investment activities.

As of 30 June 2024, CPF has £1.025 billion of assets. This consists of a diversified portfolio of over 100 properties including industrial and distribution, retail warehouses, offices, and alternative assets (such as hotels, student accommodation, serviced apartments and education).

SPECIALISED SUPPORTED HOUSING

In March 2022, Savills IM took the decision to expand the portfolio to a new asset type – Specialised Supported Housing (SSH).

SSH is a form of housing provision for people living with a range of care needs, including learning disabilities, physical disabilities and mental health diagnoses. Homes are designed with adaptations to support residents to live as independently as possible. Within SSH, care packages are individualised, and residents will usually have their own self-contained apartment within a scheme of up to c.15 units.

There is a high level of underlying demand for more SSH from local commissioners across the country. It aligns with government policy to prioritise housing which maximises the independence of individuals living with support needs. This is widely held to offer wellbeing benefits and has the potential to generate cost-savings compared to alternative forms of provision, such as residential care.¹

THIS REPORT

This Report has been produced for CPF by The Good Economy (TGE), an independent advisory firm specialising in impact measurement and management.

The report has been commissioned by CPF to provide a snapshot of the impact delivered by the Fund’s current portfolio of SSH properties. It does not provide any assessment of the wider CPF portfolio outside of this scope.

As of June 2024, CPF owns four SSH properties, which were acquired and developed by the Fund from March 2022 onwards. These properties are all now operational.

This report has been structured to align with the reporting framework as outlined through the Equity Impact Project (EIP). This is a sector-wide collaboration led by The Good Economy and Big Society Capital, to work towards a common impact reporting approach for equity investors in the social and affordable housing sector.

The report also contains case studies on all of CPF’s SSH properties. These case studies have been drafted following site visits conducted by the TGE team.

1. Mencap & Housing LIN, *Funding supported housing for all: SSH for people with a disability*, April 2018.

Equity Impact Reporting Framework

	CPF aligns to the Equity Impact Project Social Care (Supported Housing) theme: Seeking to meet the growing demand for specialist housing and support.
	CPF aligns to the Equity Impact Project Environmental Sustainability theme: Seeking to help mitigate and adapt to climate change, protect and restore ecology and use resources sustainably.

QUALITATIVE STATEMENTS

STATEMENT OF PRACTICE ON FUND STRUCTURE AND IMPACT GOVERNANCE	
Statement on Fund Additionality	<p>CPF brings additionality to the sector by providing a unique mechanism to raise capital from charities and uses the capital to acquire SSH properties which are leased back to Registered Providers (RPs) to manage usually on long-term leases. This provides equity to the social housing sector, increasing the supply of much-needed SSH.</p> <p>In addition, CPF's involvement in the SSH sector should lead to a virtuous cycle of benefits owing to the nature of its investors. Charities are the underlying investors in the Fund, and it is charities (some of whom operate in the housing sector) who benefit from investor returns as well as the expansion of SSH services that CPF's funding provides.</p> <p>Also, as a Common Investment Fund, CPF is likely to be viewed as an exemplary partner for other stakeholders in this sector. For example, other types of indirect property investment can have relatively complex structures, leverage and hidden charges, none of which apply to CPF. We have been informed of situations in which CPF's charitable structure has made stakeholders more willing to transact SSH schemes because they perceive the charitable status of CPF to be a suitable partner and long-term holder. This is a unique route to additionality which stands out from other investors operating in the sector.</p>
Statement on Approach to Impact at Exit	<p>In relation to its SSH portfolio, CPF has not sold any properties. Therefore, it has not had to consider its approach to impact at exit. Within the broader CPF portfolio, the Fund's approach when a property is being sold is to use sustainability measures and programmes to further enhance its status and maximise its value, although this is not realisable in every property disposal. It is hoped that this positions the property as a high-performing asset and increases the pool of prospective buyers.</p> <p>If CPF were to exit from any properties within its SSH portfolio in the future, its priority will be to ensure that the sale does not lead to any interruption of services at the property. This means that the Fund will not sell a property where the change of ownership could have an impact on the housing situation of any incumbent residents.</p>
Statement on Impact Risk Management	<p>Across the whole CPF portfolio, all prospective purchases and sales, as well as tenants, are reviewed by an external Advisory Committee, as well as Savills IM's internal committees. The Advisory Committee is made up of representatives not connected to Savills, some of whom are investors in the Fund, and they are consulted for their views on whether a proposed purchase or new tenant is acceptable.</p> <p>Savills IM has had a responsible investment policy in place since 2010 and became a signatory of the United Nations' Principles of Responsible Investment in 2014. In addition, CPF has had an ethical policy since its launch in 2000. This evidences the Fund's longstanding commitment to integrating ESG considerations into investment and portfolio management decision-making.</p> <p>In relation to its SSH portfolio, CPF made the decision to work with TGE, who are specialist impact advisors with several years' experience advising clients in the SSH sector. TGE have been commissioned by CPF to publish this report assessing the impact delivered by the Fund's portfolio of SSH homes. This assessment incorporates quantitative data as well as qualitative feedback from a range of stakeholders, including partner housing providers, care providers, a developer, and interviews with residents while on site visits. Through this process of information-gathering, TGE gains insight into any potentially material impact risks relating to the Fund's SSH homes.</p>



SOCIAL CARE (SUPPORTED HOUSING) QUALITATIVE STATEMENTS

Asset Management Approach

For CPF's SSH portfolio, properties are leased to housing providers on full repairing and insuring leases. This means that the lessees are responsible for repairs and maintenance of the properties. Nonetheless, CPF is committed to ensuring that these buildings remain fit-for-purpose through tenant liaison and regular property inspections.

Beyond the typical lease obligations for the tenant (i.e. the Registered Provider) to keep the premises in good repair, there are additional requirements enshrined in the lease which are specific to this property sector. RPs are obligated to prepare a capital expenditure plan to safeguard maintenance costs. In addition, each property has a Nominations Agreement between RP, care provider and landlord which governs how the supported living model is put into practice at each property. The obligations on the RP typically include:

- Twice monthly visits by the RP to the property
- Advice to residents in relation to their tenancy, housing benefit claims, property adaptations, liaison with Social Services
- Overall responsibility for property maintenance
- Health and safety responsibilities.

All leases contain service charge provisions which are allocated to property maintenance costs. RPs are obligated to allocate to a sinking fund to cover future property maintenance costs. These deliberate structures in the leases, which were scrutinised before purchase, assist with tackling property obsolescence as well as ensuring that the properties continue into the future to provide a safe and secure environment for residents.

CPF spent a prolonged period of due diligence underwriting the sector, properties, tenants and its development partner. The management team believe the development partner is a point of difference to the market because they adhered to strict principles including:

- Full commissioner engagement and support
- Comprehensive rent tests with the Housing Benefit departments at the Local Authorities
- Collaboration throughout the process with all stakeholders to ensure fit for purpose schemes.

Also, for the development properties (Dorchester, Nailsea and Poole), CPF mandated an independent project manager to hold the developer to account. This was done to ensure that the development works were completed to the agreed specification and that the quality of the workmanship and delivery were controlled to meet CPF's and the tenant's standards.



Mitigate Climate Risks

CPF's investment manager, Savills IM, recently completed an assessment of the future physical risks posed by climate change to its global portfolio, including the CPF portfolio. This assessment analysed the risks posed by hazards including floods, fire, storms, heat stress and water stress. The results found a low level of risk across all categories.

In addition, CPF has adopted Savills IM's new climate risk assessment process for new acquisitions. This requires all acquisitions to be screened for climate risks. A specialist consultant was also commissioned to prepare a fire strategy document for each of the development properties.

Reach Net Zero

In 2022, CPF's investment manager, Savills IM, released a Net Zero Carbon Pathway Framework. The framework is aligned with the Better Buildings Partnership's [BBP] NZC Framework, with Savills IM becoming signatories of the BBP's Climate Commitment.

By 2030, Savills IM will target 50% reduction in emissions and energy intensity for assets under management held for more than two years (based on 2019 baseline).

By 2040, Savills IM will target net zero emissions based on 2019 baseline.

By 2050, Savills IM will target absolute zero emissions as part of a commitment to become a restorative business.*

Relating to CPF's SSH portfolio specifically, the development properties include several specific design features to improve the buildings' sustainability performance and efficiency measures with a view to supporting the achievement of net zero, such as installing photovoltaic panels on the roof at three schemes.

One scheme [Dorchester] also contains several features which aim to increase biodiversity, including bat tiles and bat boxes installed in the roof, bee bricks, hedgehog homes and swallow nests.

*By absolute zero emissions, this means absolute contraction of GHG emissions, rather than GHG emissions by intensity.



SOCIETAL IMPACT AREA 1: SOCIAL CARE (SUPPORTED HOUSING)		Those receiving care do so in quality, appropriate accommodation
OBJECTIVE	EIP METRIC RESULTS	TGE ANALYSIS
Increase Supply	<div><div>46</div><div>Specialist Housing units funded</div><div><div><div>100%</div></div><div>Supported Housing 46 units</div></div><div><div><div>80%</div><div>forward-purchased</div></div><div><div>20%</div><div>acquisition [existing specialist stock]</div></div></div><div><div>46</div><div>Projected number of people housed at full occupancy</div></div></div>	<p>CPF's portfolio of SSH is currently modest, with four separate properties, which will provide a home for up to 46 people living with support needs.</p> <p>This small portfolio size means that CPF's contribution to increasing supply is limited in terms of scale. However, for the properties it has funded, CPF's investment has helped to increase supply. Three of the four properties (consisting of 80% of units) are new-build schemes which have been forward-purchased by CPF. These acquisitions contribute to delivering new SSH homes which may not have otherwise existed without the financing provided by CPF.</p> <p>One of these schemes – a 16-unit development in Dorset – is a site which was previously owned by Age UK. When the site went up for sale, there were other bidders interested in acquiring it to develop private residential housing. However, Age UK (in collaboration with the local authority) sold the site to a specialist SSH developer, who had partnered with CPF to ensure the site continued to deliver a high level of community benefit. This example provides a demonstration of CPF bringing genuine additionality and helping to meet an important community need.</p>
Target Need	Qualitative Description Needed – Describe how you ensure that the specialist provision meets a local need?	<p>To date, all of CPF's SSH properties have been delivered by the developer Specialised Supported Housing Ltd (SSH Ltd). During an interview with SSH Ltd, we were informed that they aim to deliver homes in areas of the country where there is little existing SSH, and therefore a high level of demand. As an organisation, they prioritise a needs-led approach, and have an excellent relationship with commissioners in the local authorities in which they operate. This means their proposed developments always begin with the identification of a need and then a partnership forms to address that.</p> <p>For example, at CPF's scheme in Poole, the local authority has a 10-year nominations agreement, with full nomination rights into the scheme and an agreement to cover voids after a three-month period. This is a demonstration of the level of underlying demand that exists. It shows the council's strong commitment to the scheme as a means of addressing its housing needs.</p>



SOCIETAL IMPACT AREA 1: SOCIAL CARE (SUPPORTED HOUSING)

Those receiving care do so in quality, appropriate accommodation

OBJECTIVE

Deepen Affordability

EIP METRIC RESULTS

Qualitative Description Needed – Describe your approach to rent setting to ensure they are affordable to all residents, offer value for money for the taxpayer, and ensure RPs can make an appropriate margin?

TGE ANALYSIS

Across CPF's SSH portfolio, three of the four properties have annual rent increases capped at 4%. We consider this type of rent cap to be good practice to protect lessees from significant rent increases during periods of high inflation, as the UK experienced in 2022-23. For the other property, CPF engaged with the tenant to mitigate a rent review increase linked to uncapped CPI by agreeing to cap the rent increase at 7%, in line with the wider social housing sector.

Also, as a developer, SSH Ltd have a positive reputation for being extremely transparent in their approach to costs and rent-setting with Registered Providers (RPs) and local authorities, meaning there is deep engagement with care commissioners to ensure that rents are set at affordable levels.

Ensure Quality Services

100%
of known CQC ratings
**'Good' or
'Outstanding'**

Across CPF's portfolio, two of the domiciliary homecare services which deliver care into the Fund's properties have received inspections from the CQC which are stated on its website. These have both received an overall rating of 'Good' in their most recent inspections, as well as ratings of 'Good' in relation to each key area (Safe, Effective, Caring, Responsive, Well-led).

We also visited all of CPF's schemes in 2022-23 and can confirm that the general standard of care service delivered appeared to be high-quality. We spoke to residents who reported high levels of satisfaction and positive relationships with staff.

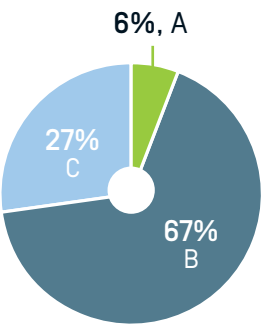


OBJECTIVE

EIP METRIC RESULTS

TGE ANALYSIS

EPC Ratings



EPC Ratings

All CPF's homes have an EPC rating of C or better, with the majority (73%) rated A or B.

Most of the EPC C-rated accommodation is at CPF's scheme on the Isle of Wight, which was an acquisition of an existing building rather than a new-build scheme. At the other three schemes, the properties are almost entirely rated A or B – this is to be expected of new-build schemes, which are generally built to at least an EPC B.

INDICATOR NOT REPORTED

EXPLANATION

Scope 1, 2 & 3 greenhouse gas emissions per m² [asset performance level]


Total capacity of renewable energy production

Percentage of built portfolio meeting green building ratings standards

CPF does not currently collect the data required to report on these indicators.

Case Studies

ELIZABETH COURT, DORCHESTER			
Support Provider Agincare Enable		Local Authority Dorset Council	
Housing Provider Inclusion Housing		Number of Residents 16	



Location: Dorchester



SCHEME OVERVIEW

Elizabeth Court is a new-build supported living scheme in Dorchester. It opened its doors in December 2023, providing a home for 16 adults with learning disabilities, autism and mental health diagnoses. The scheme contains 12 self-contained apartments and four bungalows for individuals with higher acuity care needs.

The property is managed by Inclusion Housing, while care services are provided to residents by Agincare Enable.

Previously, the site contained a property which used as the Dorset offices for Age UK. However, this had been shut down and so the site was no longer in use. Age UK were keen to sell the scheme to a buyer who would maintain the community benefit delivered by the site, while the local authority was in need of accommodation and so approved the site as a suitable location. As a result, the site was sold to a specialist developer of supported housing.

At the time of our visit, in May 2024, the property was almost fully occupied, with nominations agreed for all but one of the homes. Staff were very complimentary on the quality of the scheme, describing it as “high-quality” and stating that there is a “huge need” for more of this type of accommodation.

The apartments are all spacious with an open-plan kitchen and living area and a range of adaptations to support residents to be independent. These adaptations include: wide accessible doorways, automatic doors, height-adjustable kitchen worktops, en-suite accessible wet rooms, and emergency pull cords. The property also contains a large communal garden and is excellently located, in a quiet resident street but walking distance from transport links and local shops and amenities. One area for improvement highlighted by staff was the lack of an indoor communal space for residents to socialise – we understand that CPF is open to the possibility of working with the relevant parties to explore if such a space could be added.



RESIDENT OUTCOMES

Mostly, the scheme provides a home for younger adults, who are often moving out of family homes for the first time.

Overall, staff expressed the view that the property meets the needs of residents well, and that it is playing an important role in supporting adults with disabilities to gain independence through having their own home with support.

“ It’s great to see people with learning disabilities living in their own homes, being supported to live independently. I’m privileged to have been involved as it is an incredible scheme.

Emma Tracey-Williams, Registered Manager, Agincare

RESIDENT CASE STUDY – CRAIG*

During our visit to the scheme, we spoke to the mother of Craig, one of the residents who had recently moved into the scheme. Craig has severe learning disabilities and, prior to coming to Elizabeth Court, had lived at home where he had been supported by his mother for over 50 years.

With his mother getting older, it was acknowledged that she would not be able to support him forever. Therefore, the decision was made to move Craig into Elizabeth Court to ensure he can receive the support he needs in an appropriate environment over the long-term.

Currently, Craig has been transitioning to his new home through doing several nights a week at the scheme, and the remaining nights back at his mother’s home. It is hoped that, by July, he will be ready to move in full-time. Though this has clearly been a big adjustment, we heard that overall, Craig is doing well, and staff hope that his care package will be able to be reduced over time as he gets more used to the increased independence of his own apartment.

Craig’s mother admitted that she has found the move difficult to get used to with him no longer living at home. However, she is generally very satisfied that this is the ideal place for him, and that staff understand Craig’s support needs.



The location is brilliant, and his flat is fantastic.

Resident’s mother

*Not his real name.

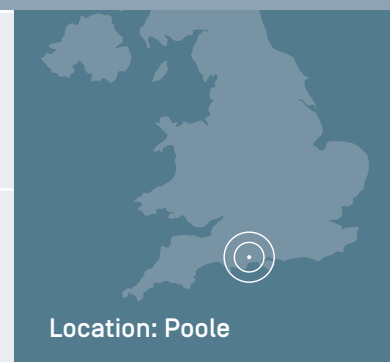
POOLE

Support Provider
Alina Homecare

Local Authority
Bournemouth, Christchurch
and Poole Council

Housing Provider
Inclusion Housing

Number of Residents
9



SCHEME OVERVIEW

The Charities Property Fund owns a newly developed supported living scheme in Poole. The property opened in September 2022 and contains nine self-contained apartments for people with learning disabilities and/or mental health diagnoses.

Housing management is provided by Inclusion Housing and support services are provided by Alina Homecare. The two organisations work in partnership on several schemes and so they know each other well. Both organisations reported a positive working relationship, with Alina generally very satisfied with the responsiveness and quality of the housing management provided by Inclusion, who visit the scheme at least every two weeks.

TGE visited the property in July 2023. At the time of the visit, eight of the nine apartments were occupied. There was a complex referral that required a long transition, but another referral has taken priority and has now moved in, meaning the property is now full.

Overall, the scheme appeared to have been built to a high standard. Care staff were very complimentary of the building and stated that the developer had been responsive to any minor snagging issues faced in the initial months of operation. The apartments are all of a good size, with bedroom, bathroom and open-plan kitchen and living areas. In addition, the building contains a spacious communal garden, which residents have started to utilise more frequently. The general feedback on the property was very positive, although we did hear that sound proofing could be improved, particularly as some residents exhibit challenging behaviours and therefore noise can be an issue.

Generally, residents do not have substantial physical disabilities and therefore the building does not contain many specialist physical disability adaptations. However, a specialist supported housing specification has been followed with features which are included to keep residents safe and to aid their independence. For example, the building contains an intercom and alarm system in all apartments, security cameras at entrance and exit points, and additional locks on some cupboards and windows.



Nominations

Bournemouth, Christchurch and Poole Council has a 10-year nominations agreement for the property. This means the local authority has full nominations rights into the scheme and has agreed to cover voids after a 3-month period. Overall, this demonstrates the level of demand in the area for this type of housing, and the local authority's commitment to the scheme in helping to meet that demand.





RESIDENT OUTCOMES

During our visit, we heard from the care provider that the property has been a real success for most residents. Alina Homecare, the care provider, work with all residents to set personal development plans.

These include specific goals depending on the capacity and aspirations of each resident, but typical examples include aiming to work in a charity shop, go on holiday, and improve communication and social skills.

For residents, we heard that the key benefits associated with the property include:

- Having their own tenancy and their own apartment
- Ability to be more independent
- Choice over furniture and decoration
- Choice over finances
- Ability to access the community.

We heard examples relating to two residents in particular who have made significant progress since moving in. For one, there was a real risk of homelessness at a point, as they were made to leave a private sector tenancy and had very few alternative options which could support their needs. For another, they had already suffered several failed placements and so there was concern they would not be able to move out or sustain a tenancy. For these residents, and several others we heard about, Alina Homecare reported a positive change in their overall quality of life.

Most residents have now been living at the property for around six to nine months, and it is hoped the property can provide a long-term home which encourages them to be independent where possible while continuing to meet their support needs.

Resident Demographics

21-60

Aged c.21 – 60



7 male, 1 female



Support hours range from **2 hours** of support per day, to **14 hours** of support per day

BENNETT COURT, NAILSEA

Support Provider
Leonard Cheshire Disability

Local Authority
North Somerset Council

Housing Provider
Inclusion Housing

Number of Residents
12

Location: Nailsea

SCHEME OVERVIEW

Bennett Court is a 12-unit supported living property in Nailsea. The scheme provides a home for young people (in their 20s) with learning disabilities. It is a new-build scheme which opened in February 2023.

Inclusion Housing provide housing management services while Leonard Cheshire Disability acts as the local authority-approved support provider. Most residents also receive support services from other care providers, which Leonard Cheshire works around.

TGE visited the scheme in August 2023. The relationship at a scheme level between Inclusion and Leonard Cheshire is bedding in and there have been some initial issues in relation to addressing of snagging which continue to be addressed by Inclusion and the developer. We have seen evidence that Savills has been responsive and followed up with both Inclusion and Leonard Cheshire, as well as engaging with the developer. Overall, the scheme appeared high quality and we understand that it is rated highly by the local care commissioner, and residents are experiencing positive outcomes.

At the time of our visit, 10 of the 12 apartments were occupied. The two unoccupied units have individuals waiting to move in and were expected to be filled in the coming weeks. We heard that these two vacant units are not an indication of a lack of demand, but are instead a result of staff shortages.

The property is three-storeys with a central stairwell. All 12 of the apartments are open plan and have ensuite wet room facilities and a private kitchen. The four ground-floor units are wheelchair accessible and have small outside patio areas. The building is located close to a small park, several pubs and a leisure centre, and is a 5-minute drive from the train station (25-minute walk).



Resident Demographics

20s Majority of residents are **aged in their 20s**

8 male, 2 female



All residents nominated into the scheme through **North Somerset Council**



RESIDENT OUTCOMES

Bennett Court provides for young people with moderate to severe learning disabilities. All residents previously lived with their families, and therefore moving to Bennett Court marks the first time that they are leaving home. They are therefore supported with a 4-week transition plan which helps them move into their new home safely and comfortably, as this is often a scary and daunting experience.

We heard that, without Bennett Court, the residents would all likely remain living with their families if this scheme didn't exist. There is a general shortage of specialised supported housing in the area, and residential care is not well suited to their needs (i.e. often filled with older people and is not tailored to those with learning disabilities). The housing manager at Leonard Cheshire has visited all the residents' previous homes (during their referral period) and found that most were not suited to serve their needs given their support requirements. The new homes are therefore "significantly better" for some residents and are considered to be their long-term homes.

All residents are from the Nailsea area, having been referred from the local authority. One of the residents had been on the waiting list for several years, waiting for a scheme of this design and quality in

the Nailsea area [where the family is based]. On average, Leonard Cheshire receives approximately 10 referrals per week from various LAs, but can fill the units easily with the demand from North Somerset council.

The housing manager said that the scheme has given many residents greater independence than they previously had at home (at least for those that wish to be independent and are capable of being so). They each receive a tailored care plan, with SMART goals. Examples of resident achieving greater levels of independence since moving to the scheme:

- One resident goes to college once a week
- One resident volunteers at the local lido / café
- One resident was working at Tesco, but now wants to work as a glass collector/washer at the local pub
- One resident works at the local garden centre.

In general, we heard that the residents get on well. They may have movie nights together, and often invite each other over for meals. A few of the boys also like playing football together at the nearby park. However, because the scheme lacks communal facilities, their ability to socialise collectively is limited. The housing manager said that this would be something they would change in the building, in addition to putting in an accessibility lift so that the disabled residents on the ground floor could visit the other residents.

SUNNY BAY, ISLE OF WIGHT

Support Provider

Leonard Cheshire Disability

Local Authority

Isle of Wight Council

Housing Provider

Vectis Housing Association

Number of Residents

9



SCHEME OVERVIEW

Sunny Bay is a supported living scheme in Shanklin, on the Isle of Wight. The scheme contains nine self-contained apartments for people with learning disabilities and/or mental health diagnoses.

The property had previously been used as a set of holiday flats. In 2020, an extensive refurbishment was carried out by the specialist developer Specialised Supported Housing Ltd to convert the building into a supported living scheme. CPF acquired the property upon completion of the development works and leased to Vectis Housing Association Ltd on a long-term full repairing and insurance (FRI) lease. Vectis, a local housing association operating exclusively on the Isle of Wight, are responsible for managing the property. Care services are delivered to residents by Leonard Cheshire Disability.

Sunny Bay opened its doors to residents in March 2021. All nine apartments were occupied within a few months and the scheme has remained at 100% occupancy ever since. This means there has been no turnover of residents in the c.20 months that the scheme has been operational [at the time of our visit].

TGE visited Sunny Bay in November 2022 and we can confirm the scheme has been built and is maintained to a high standard. All apartments are spacious, containing a bedroom, open-plan kitchen and living area, and a large accessible bathroom/wetroom. The downstairs apartments are designed to be more accessible for those with physical disabilities. In addition, the building includes automatic doors, security cameras and all apartments have a call system for added security.

Leonard Cheshire informed us that Sunny Bay is a relatively unique offering on the island. There are very few similar alternatives which provide a pathway towards more independent living for residents with these type of support needs. In the past few months, there have been multiple enquiries from parents hoping to move their children into the scheme. The scheme is fully occupied and so this is not possible at present. Nonetheless, this demonstrates the unmet demand that exists.



Resident Support Needs

Each resident receives a core support package of approximately two hours per day. Additional to these core hours, residents have unique packages which are agreed through the Local Authority. Leonard Cheshire are responsible for making sure these packages are fulfilled as according to each resident's needs.





Sunny Bay is a relatively unique offer on the island. It is true supported living, providing young people with the opportunity for more independence, through creating a pathway to move into their own home.

Katie Fleming, Service Manager, Leonard Cheshire

RESIDENT OUTCOMES

All residents are aged over 18. Most have come from living in family homes, and so this represents a first move into their own home. All of these individuals are nominated into the scheme through the Adult Social Care Team at the Isle of Wight Council.

Leonard Cheshire informed us that, for most residents at Sunny Bay, this has represented a positive move which has enabled them to develop and to become more independent (see Will's case study for an example). Residents have their own self-contained apartment, with the added security of having support available on-site, and they are mostly able to come and go as they please. This encourages a level of independence and allows residents to develop their capabilities and independent living skills during their formative years. This is a key benefit which ensures that young people with support needs are given the opportunity to develop these skills at the same stage of life as their peers.

At Sunny Bay, each resident defines a set of goals through their personal outcomes plan. Examples of the type of goals which have been set include learning to drive, volunteering at local shops/charities, attending college, doing the Duke of Edinburgh award, and undertaking trips to various locations on the mainland. These plans are reviewed with support staff at regular intervals to chart progress and achievements and, where relevant, to set new goals. We heard from support staff that several residents at the scheme have shown such impressive personal development since moving in, that they will likely move on to a more independent setting soon. However, we also heard that these residents generally enjoy living at the scheme so much that they do not currently want to move. This demonstrates the high level of security and wellbeing that many residents feel while living at Sunny Bay.



Resident Case Study: Will*

Will has autism and is partially sighted. He has been living in an apartment at Sunny Bay for approximately a year. He moved into the scheme from his family home, although he had previously attempted to move to another supported living scheme. However, he did not like it and so had moved back home after two weeks there.

During our visit, Will informed us that he feels comfortable and safe living at Sunny Bay. Specifically, Will described that he feels far happier than in his previous experience of supported living which had been much more restrictive. He loves having his own apartment and gets on well with other residents. Will receives support from staff in the mornings and afternoons with daily activities, as well as throughout the day from his guide-dog. Since moving in, his support hours have been reduced – a sign of his increasing level of independence.

Will is involved with various activities in the community, including volunteering at a guide-dog charity, attending chess club, and playing guitar at a local pub. His family live in Ryde and so can visit regularly, and Will has found that his relationship with his parents has improved since moving out of the family home and into his own apartment at Sunny Bay.

In the future, it is likely that Will may be able to move on from Sunny Bay to a more independent setting. This shows the value that this kind of housing can play for young people in providing a stepping-stone from living with family to their own supported accommodation. For now, though, he feels content and settled where he is.

*Not his real name.

Conclusions



QUALITY OF PROPERTIES

Site visits to CPF's SSH schemes and interviews with relevant local stakeholders confirm that the Fund's properties have been built to a high standard. Three of the four SSH schemes are new purpose-built accommodation, which have been delivered by a specialist developer of SSH. We repeatedly heard that the properties are high-quality, that they have been thoughtfully designed to meet resident's needs and are in suitable locations with amenities located nearby.

RESIDENT OUTCOMES

Interviews with residents (and family members) revealed numerous instances in which their housing is enabling them to achieve positive outcomes. This includes residents enjoying increased levels of independence, being supported to access activities in the community (e.g. volunteering, attending college, attending day centres) and an added sense of security through being in a long-term home. In some instances, we heard that residents were able to have their support packages reduced as a result of being in an environment which encourages them to be independent while continuing to meet their support needs. This has obvious wellbeing benefits for the resident, as well as potential long-term cost-savings for local authority budgets.

MEETING LOCAL NEEDS

There is a high level of underlying demand for more SSH across the country, and CPF's portfolio is helping to meet that demand. Though the portfolio is currently modest with only four properties, each of the properties is playing an important role in addressing the need for appropriate housing for people living with support needs in that specific location. This is evidenced by the nominations agreements that local commissioners have committed to, and general feedback gathered from care providers on the number of referrals they receive regarding placements at the schemes.

CONTACT

4 Miles's Buildings, Bath BA1 2QS
Moor Place 1 Fore St Ave, London EC2Y 9DT

+44 (0) 1225 331 382
info@thegoodeconomy.co.uk

thegoodeconomy.co.uk