

Norfolk Care Association Subgroup Meeting (Supported Living, Housing with Care & Shared Lives)

21st July 2026, 10:00am – 11:30am

Chair: Christine Futter – Chair, Norfolk Care Association

Facilitated by: Norfolk Care Association

Speaker:

- Matthew Mallett – Senior Commissioning Manager (Working Age Adults), Norfolk County Council

Summary of discussion

The meeting focused on sharing positive practice across supported living services, future strategic planning for supported living provision across Norfolk, and current operational challenges affecting providers. Members discussed successful transitions from residential care to supported living, commissioning priorities, the development of a county-wide housing needs assessment, and opportunities for providers to shape future accommodation planning through continued collaboration with Norfolk County Council.

Discussion topics

Moments that Matter

Providers shared a number of positive stories demonstrating the impact of supported living on people's independence and quality of life.

Examples included:

- A successful transition from residential care to supported living, with individuals becoming more active in their communities through one-to-one support and increased independence.
- A supported living service receiving exceptionally positive PAMMS assessment feedback, with two areas submitted for moderation as "Excellent"—a first for the organisation.
- An individual achieving their long-term goal of moving into their own home after ten years in supported living, highlighting the importance of person-centred planning.

- Newly opened supported living services reporting encouraging progress as individuals settled into independent living, built relationships with housemates and became more involved in community activities.

Norfolk County Council Strategic Housing Needs Assessment

Matthew Mallett provided an update on Norfolk County Council's ongoing strategic housing needs assessment for supported living.

Discussion covered:

- Partnership work with the Social Care Institute for Excellence (SCIE) to better understand future housing demand across Norfolk.
- Analysis of demographic trends, existing supported living provision and future accommodation requirements.
- A commitment to co-production with people who draw on care and support, families and providers to shape future commissioning.
- Plans to present the findings to providers at a future subgroup meeting to gather feedback before finalising the strategy.

Future Supported Living Development

Providers discussed the future direction of supported living across Norfolk.

Key themes included:

- Ensuring future developments reflect local need rather than simply increasing overall capacity.
- The importance of designing homes that promote independence while remaining adaptable to changing individual needs.
- Consideration of accessibility features, equipment and environmental design alongside the care and support provided.
- Supporting people to live as independently as possible within their local communities wherever appropriate.

Promoting Independence

Members explored the role of supported living in helping people achieve greater independence.

Discussion included:

- The benefits of early planning to help people move towards more independent accommodation where appropriate.
- Balancing independence with personal choice, recognising that some individuals may choose to remain in long-term residential settings they consider their home.
- The importance of person-centred decision-making, regular reviews and ensuring accommodation reflects individual aspirations rather than organisational structures.
- The positive outcomes achieved through strong partnership working between providers, commissioners, families and people receiving support.

Provider Discussion

Providers highlighted several operational issues currently affecting supported living services.

Topics included:

- Delays in panel approvals for day service placements, resulting in individuals waiting longer to access activities and community opportunities.
- Questions around new processes for evidencing one-to-one support hours and the administrative impact on providers.
- The importance of clear guidance, training and communication when introducing new commissioning processes.
- Norfolk Care Association agreed to continue raising themes affecting providers through ongoing engagement with Norfolk County Council.

Human Learning Systems

Providers contributed feedback to Norfolk County Council's Human Learning Systems programme through an interactive discussion.

Themes included:

- A preference for collaborative learning through peer networks, provider forums, webinars and shared learning events.
- The importance of timely feedback and visible action following provider engagement.
- Ensuring providers can clearly see how their contributions influence future service development.

- Building stronger relationships between commissioners and providers to support continuous learning and improvement.

General feedback

- Providers welcomed the opportunity to share positive stories demonstrating the impact of supported living on people's lives.
- Members valued Norfolk County Council's commitment to involving providers in future supported living strategy and housing planning.
- Collaboration, communication and co-production were recognised as essential to developing sustainable supported living services across Norfolk.
- Attendees welcomed continued opportunities to shape commissioning decisions and share operational experiences through future subgroup meetings.