

Table 4. Service Initiatives Supporting Social Inclusion in Neighbourhoods – the Challenges Reported.

Category	Clusters of challenges	Sample quotes
Concerns about negative attitudes and preconceptions of locals	<ol style="list-style-type: none"> 1. Challenge of building relationships 2. Lack of natural supports 3. Tokenistic club membership or different treatment 4. Near neighbours- worry about house values and potential disruption 	<p><i>'We tend not to have many challenges in acceptance, but we do have challenges in support for to get meaningful participation. And we also have challenges, it's a constant challenge to try and get the right job.... Its people developing into more meaningful things and developing the social networks related to that. So you go to get a job to have a meaningful occupation and to have a valued role and to get paid, but you also do it to build relationships, not necessarily particularly strong relationships, but a group of friends and sometimes we struggle with that'</i> (ID08, telephone interviewee).</p>
Individual characteristics of adults with intellectual disabilities that may negatively impact on their engagement	<ol style="list-style-type: none"> 1. Challenging health care needs and ill-health 2. Social, communication and decision-making skills to be learned 3. Behaviours of concern 4. Fear of new experiences 5. Motivation and commitment-inconsistent attendance 6. Individual challenges faced by adults on the autistic spectrum with intellectual disabilities 	<p>One service leader clarified the need for intensive staff involvement for individuals with high support needs moving from a congregate setting: <i>'Its not just because of their disability, but because they have had a deprivation of opportunity and don't know how community works. Now community has its own set of rules, doesn't it?'</i> (ID27, telephone interviewee).</p>
Staff lacking skills and inadequate staffing levels	<ol style="list-style-type: none"> 1. Staff lacking skill as a local connector 2. Low staff levels and staff availability challenges 3. Staff challenged by service changes and lack of roster flexibility 4. Management of risk and ensuring personal safety 	<p><i>'So, there is a difference between somebody accessing community facilities and actually participating in the community. And its that relationship that staff build with the people they are supporting and the people they are interacting with and them knowing when to step back and let things happen. Its building the capacity of other people. So, its that knowledge of, if I am right next to this person all the time, guiding and supervising and doing all of that, then this isn't going to happen.'</i> (ID29, telephone interviewee).</p>

(continued)

Table 4. (continued)

Category	Clusters of challenges	Sample quotes
Managing changes to new locally based models	<ol style="list-style-type: none"> 1. Securing funding 2. Finding suitable accessible properties 3. Inadequate resources for new service models 4. Family fears and managing expectations for staffing/supervision 5. Insurance as a barrier 6. Lack of transport 7. Serving people in remote rural locations 	<p><i>'I suppose one of our difficulties there, is that largely, there is quite a lot of small town and rural that we operate within. So, for example, we have a local service in (name of town 1), but effectively identify that we serve four communities, the communities of (Names of four localities – towns and townlands) but our service is pretty much in (name of town 1). So, one of our difficulties is that being involved in community and trying to put a focus on as much as possible on being involved in the local community, but sometimes that is not as easy.'</i> (ID 08, telephone interviewee)</p>

The final category of challenges centred on *changing to new locally based service models*. Adjusting to the changes associated with new service models was reported to lead to challenges for some family members, including reducing staff ratios and concerns about safety. Finding suitable accessible buildings in the desired locations was a problem. Securing funding and the level of staff resources required for new locally based services for people with a wide variety of needs was reported as difficult. Transport was named as a general problem, most especially in rural areas. One service leader flagged the complexity of serving people living in a region with a range of localities (see quote ID08, Table 3). The impact of location on service delivery featured, with particular challenges when serving people living in a range of locations, including remote rural areas or impoverished localities, with few activities.

Role of frontline staff in supporting social inclusion

All survey participants were asked to rate the importance of the role of frontline staff teams, including team leaders, in supporting social inclusion in neighbourhoods for adults with intellectual disabilities. Almost all (97.5%, n=39) rated it as either extremely important (80%, n=32), very important (15%, n=6) or important (2.5%, n=1). Content analysis of responses to a survey question on how frontline staff teams working in all service types best support adults with intellectual disabilities, resulted in four clusters (see Table 5).

First, participants highlighted *the role of staff as connectors/bridges* for adults with intellectual disabilities into localities. A facilitation role was evident, with staff opening up inclusive opportunities or activities and addressing barriers to accessibility. This included staff through their own personal social networks supporting individuals to participate and to make connections. It also included an intentional fostering of relationships with neighbours, facilitating positive introductions and helping with communication challenges. A second cluster of responses focused more specifically on *staff attitudes to social inclusion in neighbourhoods*. Staff members' attitudes to social