

Supported Exempt Accommodation Scrutiny Board 4

Thursday 7th December 2023



Supported Housing (Regulatory Oversight) Act (2023)

The Act includes :

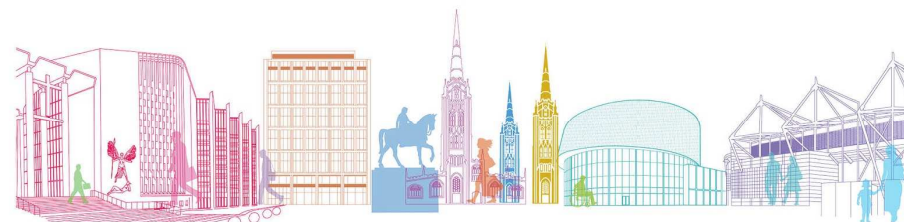
- Secretary of state must create a national expert advisory panel to advise on matters related to supported housing
- Requiring local authorities in England to review supported housing in their areas and develop strategies to understand the current and future needs within their districts
- Secretary of state can publish 'National Supported Housing Standards' (minimum standards of housing standards and care, support or supervision)
- Secretary of state can designate areas for the licensing of Supported Accommodation.
- Provides provision for further licensing regulations.

The Act came into force on 29 August 2023 but is subject to further consultation and subsequent regulations being issued. It is anticipated that councils will be expected to enforce the Act in 2025.



Introduction of the Supported Exempt Accommodation Team

- Housing enforcement – Principal EHO. Taking lead on housing standards within supported exempt accommodation through programmed and reactive inspections, taking proportionate action as required.
- Quality Officer – Liaising with providers and residents to monitor the quality of interactions and support being provided.
- Supported Exempt Accom Officer – In relation to Housing Benefit, agreement of new schemes and providers, agree existing providers new properties, review rent costs.



Progress Update

Programme of inspections started May 2023 and are ongoing

9 Providers in the City – 19 Providers Visited – 64 Properties Inspected – 398 Units

Creation of “Coventry City Council’s Guide to Standards for Supported Exempt Accommodation”

Introduction of website to create gateway process for providers wishing to operate in the city – providing and signposting to relevant information and services

New online process for collecting compliments, concerns and complaints relating to Supported Exempt Accommodation

Introduction of monthly forum from October 2023 for New Providers - discussing quality assurance, property audits and expectations



Moving into year two of the project...

- Undertake a 1st year evaluation regarding trends, improvements, themes identified through quality inspections
- Inform providers of any updates or changes to the Supported Housing Regulatory Oversight Act 2023.
- Continue pre-planned and reactive inspections ensuring Quality Of Support and Assets
- Ongoing scrutiny of Housing Benefit claims and rent increases
- Encourage providers to access Coventry City Council's Tool Kit for Service Information and training. Encouraging providers to identify any training gaps



Coventry City Council Guide to Standards for Supported (Exempt) Accommodation (SSA)

The key areas for the Guide to Standards are;

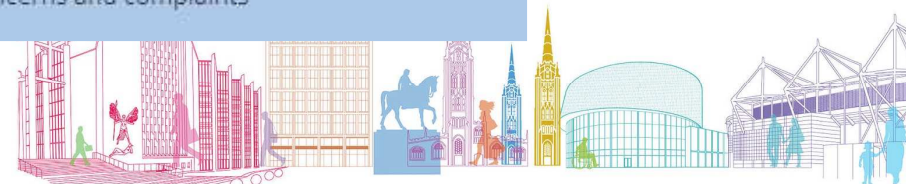
- Referrals and Allocations
- Safeguarding and Risk Management
- Support Provisions
- Health and Safety
- Adequate Resources
- Appropriately skilled and resourced workforce



Support Exempt Accommodation Website Launch

Launch of the Supported Exempt Accommodation Webpage on Coventry City Councils Website

<https://www.coventry.gov.uk/sea>



New Providers and New Schemes

- New online enquiry form creating a single access point for new schemes to register their interest in Supported Exempt Accommodation
- New staff structure spreadsheet – Housing Management & Support Staff to ensure staffing levels are rising in line with an increase in residents
- Rent Reviews – Ongoing to ensure reasonable costs and value for money
- A step-by-step guide available on website to provide transparency to the onboarding process



Compliments, Concerns and Complaints

- A platform for the public to share their views on the Supported Exempt Accommodation in the City.
- Information received will create a base line data picture regarding complaints and ASB in relation to exempt supported accommodation
- Aims to create an effective management of Compliments, Concerns and Complaints through a single access point

