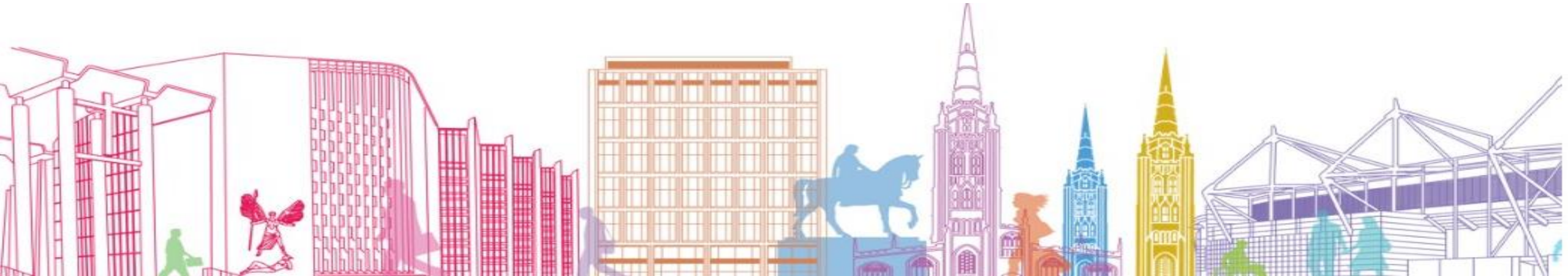
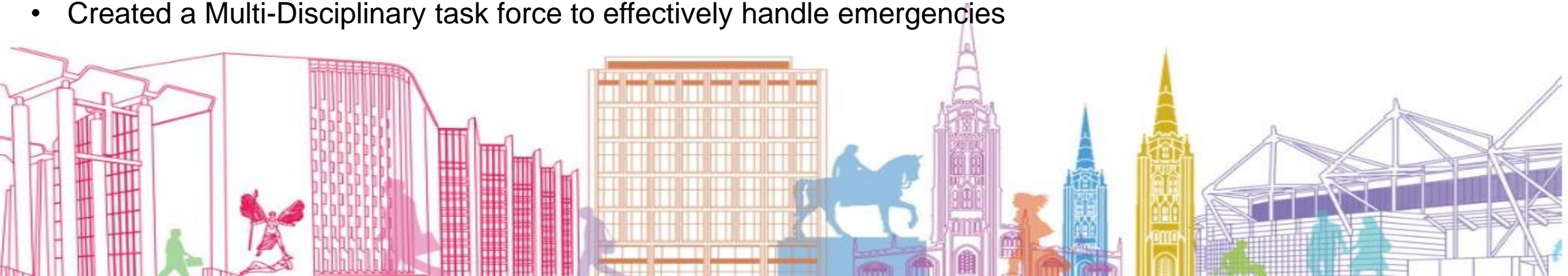


Supported Exempt Accommodation Update



Supported Housing Improvement Programme (SHIP) Progress to date

- Following a successful bid for funding via SHIP with the Ministry of Housing, Communities & Local Government (MHCLG) in the autumn of 2022 Coventry City Council were awarded circa £350k
- Formal launch of “Coventry City Council’s Guide to Supported Exempt Accommodation”
- Inspection process developed to check quality of support and collect resident feedback
- Gateway process for new and existing providers wishing to set up new provisions in the city
- Pathway created for collection of feedback regarding the quality of Supported Exempt Accommodation
- Created a Multi-Disciplinary task force to effectively handle emergencies

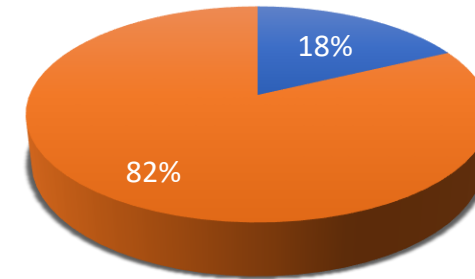


Supported Housing Improvement Programme Progress to date

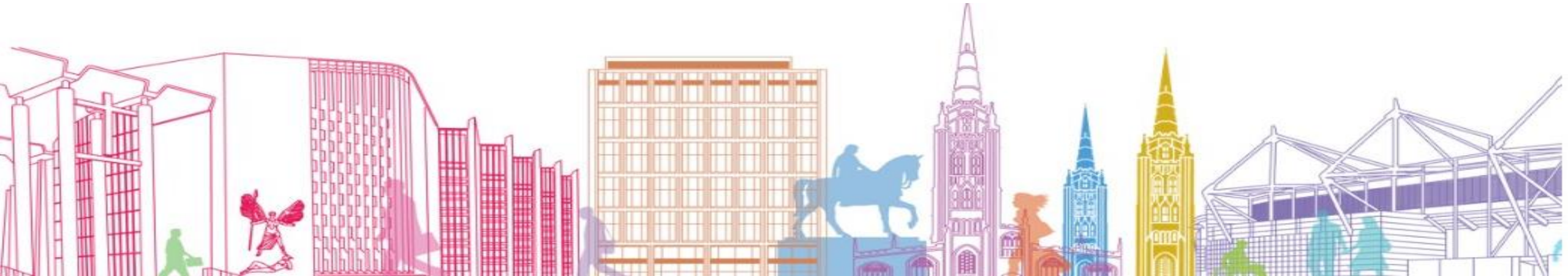
Coventry has **56 providers** offering Supported Exempt Accommodation in the City, equating to **430 addresses** and **3522 bed spaces**.

Through their Quality Audits, the SEA team have visited **40 providers** and inspected 1471 units.

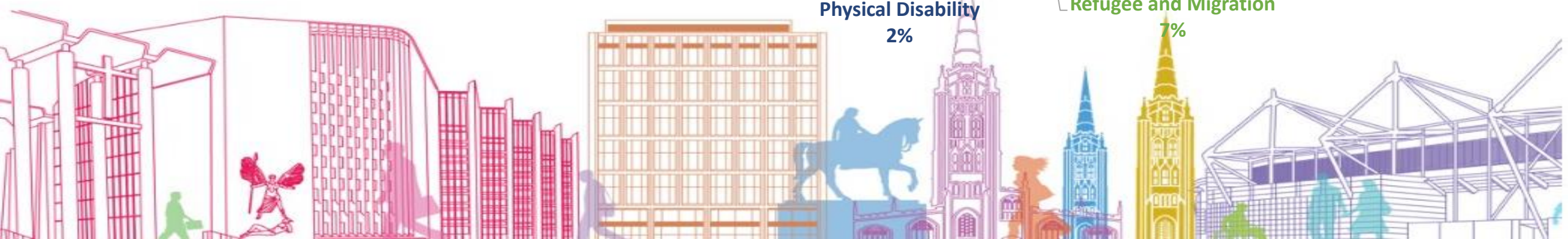
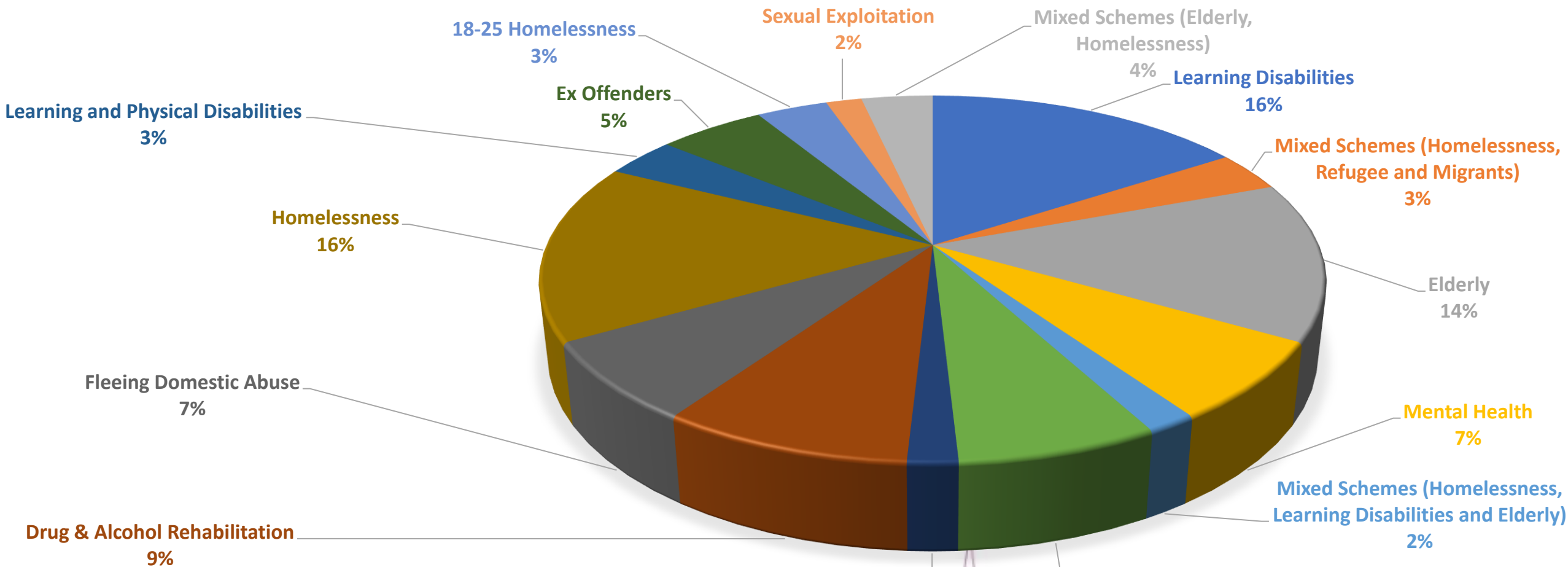
Commissioned and None
Commissioned Accommodation
Providers in Coventry



■ Commissioned ■ None-Commissioned

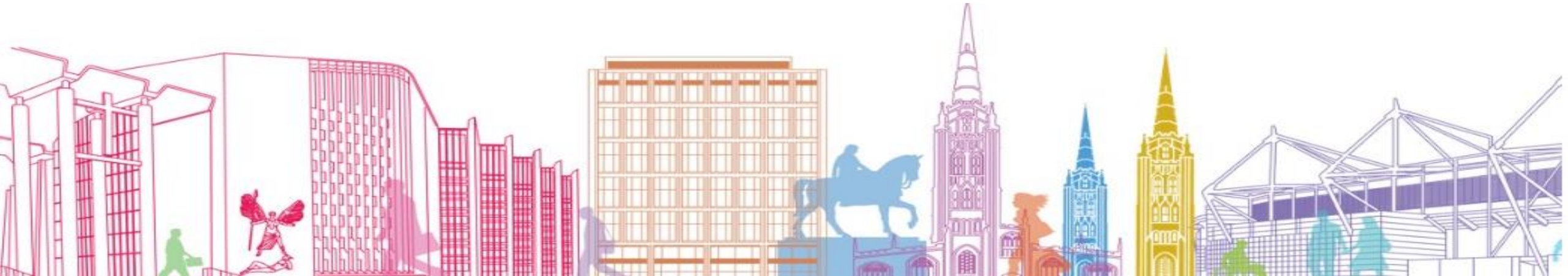


Total number of Supported Exempt Accommodation Providers – November 2024



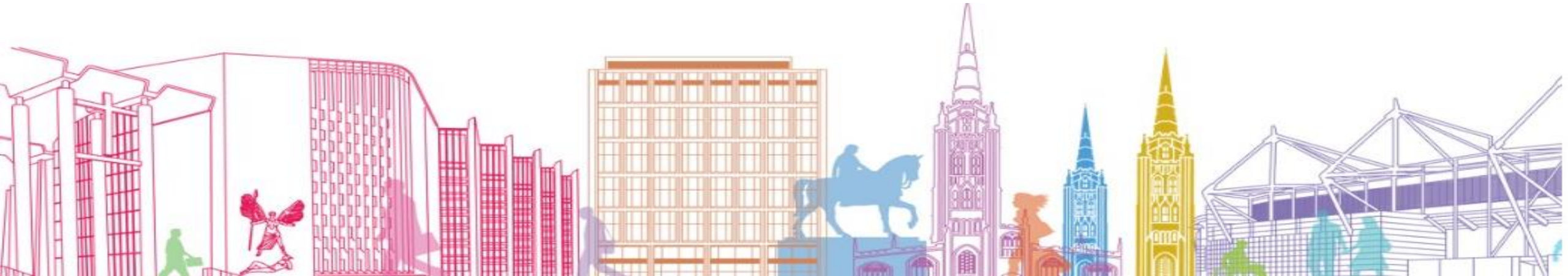
Coventry City Councils Supported Exempt Accommodation Standards - Twelve Months On!

- Audits are being completed in line with Coventry City Council's Guide to Supported Exempt Accommodation – cross referencing the measures against our findings
- Providers have been welcoming of the SEA team and have been accommodating when arranging visits
- Residents living in SEA have been grateful of the visits from the team and have been open about sharing their experiences
- Providers have been keen to learn about supporting agencies and tools in the city that can enhance the services they deliver
- Providers are linking in with one another when accommodating similar cohorts

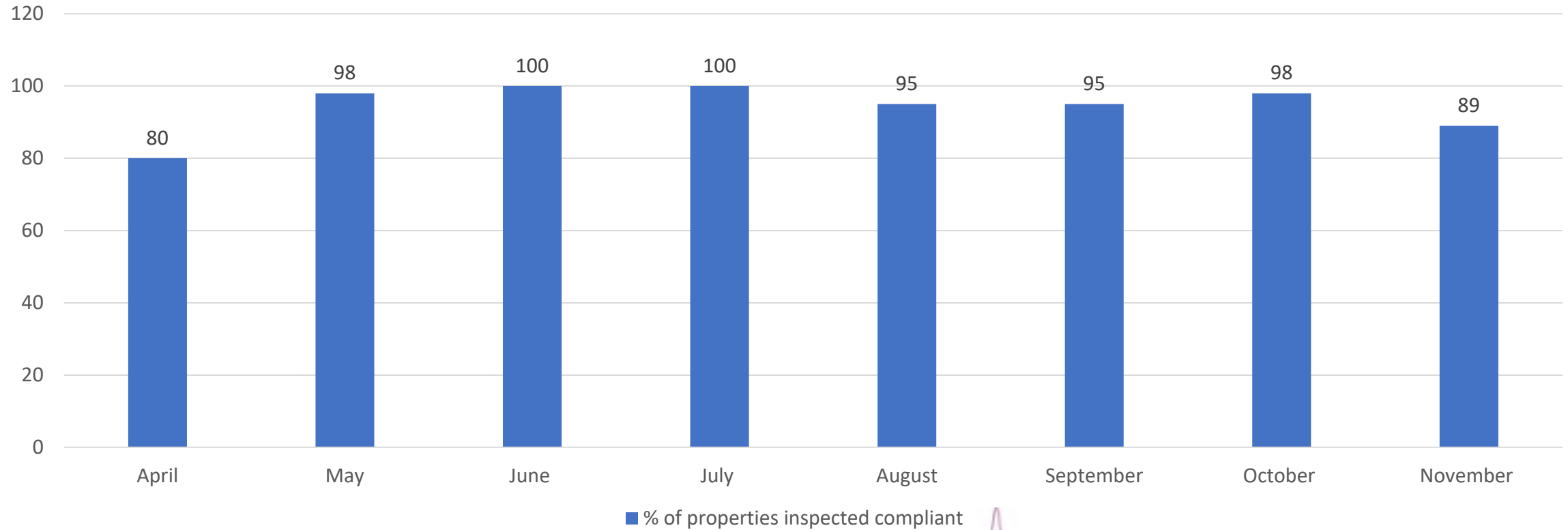


Housing enforcement/Property Licensing

- Formal action required so far has been minimal.
- HMO's – correct Licence holder/manager named on licence
- Checking HMO conditions/restrictions when onboarding properties
- Common hazards found – falls from heights, damp and mould, fire, electrics
- Righters Rent bill forthcoming – keep up to date with changes
- Licences/agreements, ensure you follow legal process when evicting



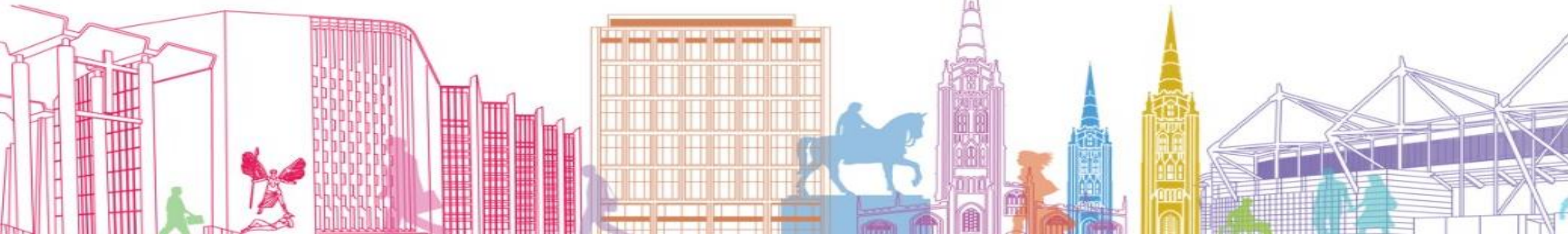
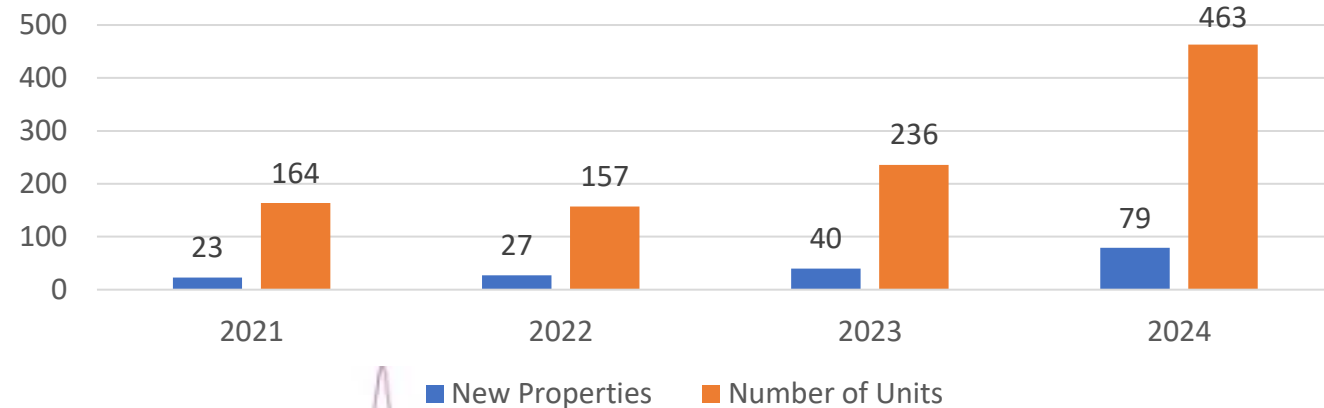
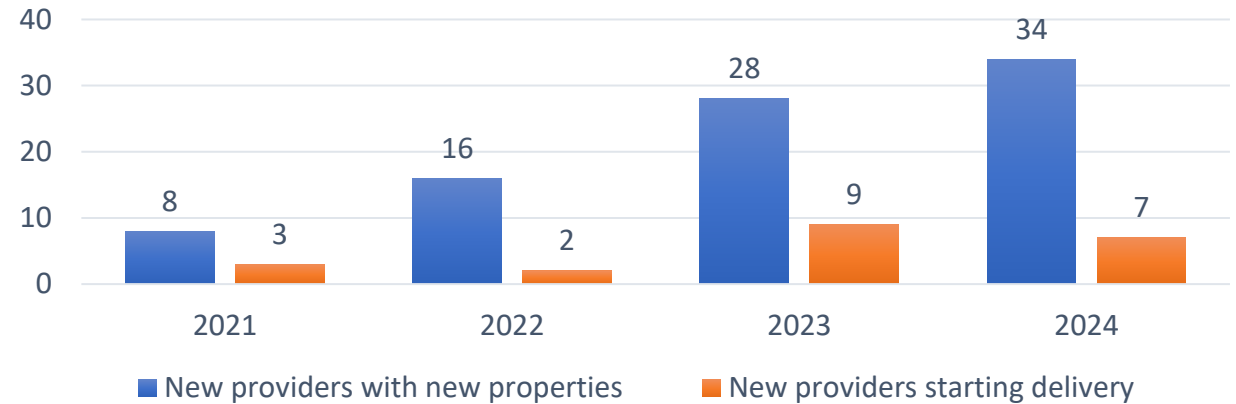
Percentage of Properties compliant with Decent homes standard, HHSRS or other standards.



New & Existing Providers SHIP Processes

Improvements to the process:

- Gateway Access single point of contact streamlined enquiry forms and referral emails
- Exempt Application Pack Completion fully completed and supporting evidence provided
- Rent Reviews ongoing negotiation with providers regarding reasonable costs and value for money
- Staff Structure Spreadsheet helping to ensure sufficient staffing levels for new providers and existing providers increasing stock



SEA – Success Stories

The Gateway;

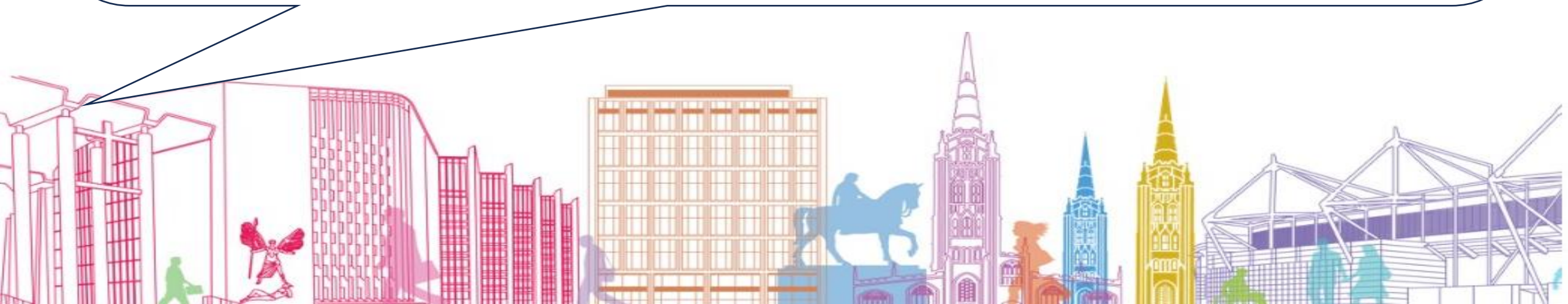
Resident moved into the Gateway in April 23, in October 2024 they moved into their own Citizen Tenancy via the direct match route.

One of the Questions asked as part of their referral into the Gateway was;

“Where do you want to be in 5 years with the right support”

Resident answered, “ would like to have my own property, have a good job and contribute back to society”.

During their stay at Gateway, they took driving lessons and passed their driving test, completed online learning courses and kept their CV updated. In addition to this, they volunteered at the local Hillfields Community Watch Centre and recently secured employment.

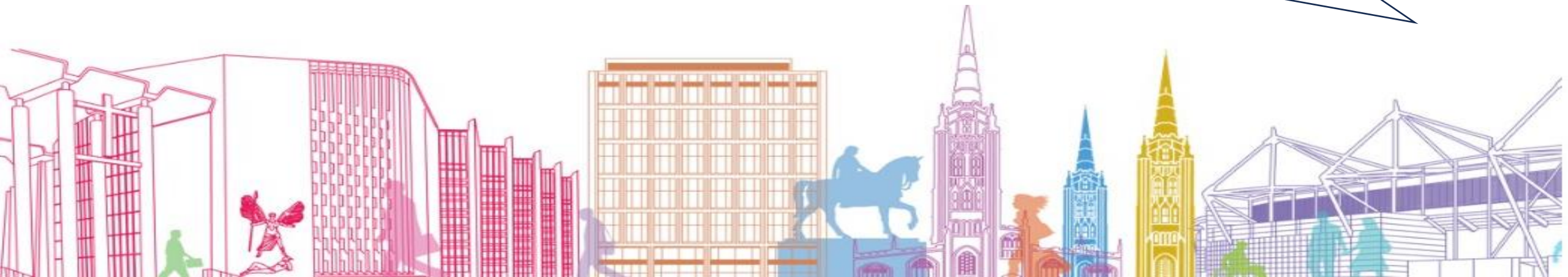


SEA – Success Stories

Coventry Foyer;

Young Person (YP) has come from overseas and was accommodated for 2 years. Since living at scheme, this YP has built their confidence in attending customer events, managing addictions and had a support worker where they found a passion for boxing and gym.

Learning more about themselves and how to become tenancy ready, this customer has managed to turn his life around from drugs to being forwarded onto a direct let property and should be moving in before the end of the year. Our scheme has provided a base for this customer to develop personally, emotionally, and mentally and is able to manage themselves and behaviour.



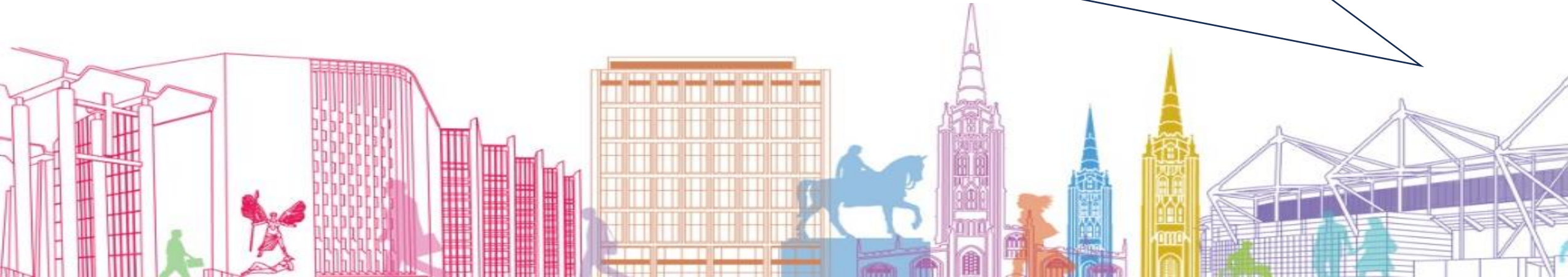
SEA – Success Stories

Mind – Coventry and Warwickshire;

I'm Happy with the support I have been receiving, it has had a positive impact on my personal life, and it has abled me to be the best version of myself which includes being a father to my children with all the responsibilities included.

How did the person benefit from the service

- *Improved Mental Health*
- *Absent from Alcohol and Drugs*
- *Engaged with Children's services resulting in unsupervised contact with children*
- *Completed a parent course with social services & recovery wellbeing academy courses online.*
- *No contact with the police*
- *Ready to move out of SEA*
- *Exploring voluntary work with a view to employment*



Supported Exempt Accommodation Team and Multi- Disciplinary Working

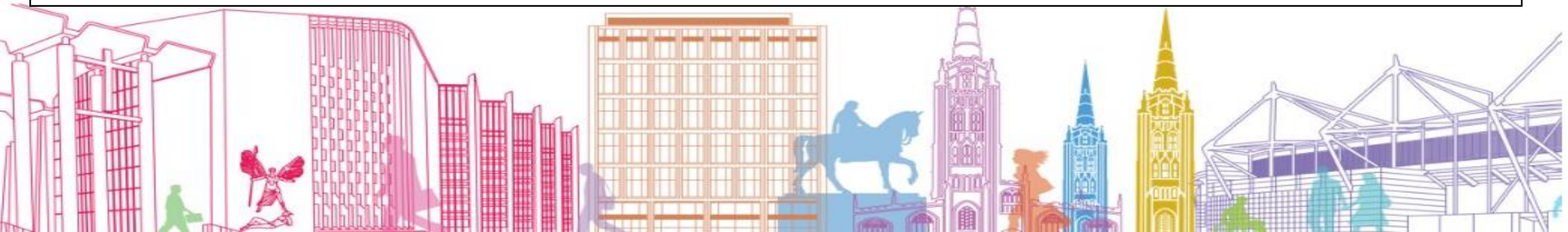
The team are part of a working group with Local Authorities across the country sharing best practice and learning from experiences shared.

The team have built relationships with key stakeholders internally and externally resulting in better outcomes from Coventry residents, including Public Health, Adult Social Care, West Midlands Police and Fire Service.

The team are signposting superior landlords to accommodation providers who have been visited by the SEA team and are looking to expand their provisions.

The team have conducted multi-agency responses to complaints, with one in particular resulting in WMPS obtaining a Closure Order on a property. The property now has a new housing provider and is supporting four homeless individuals.

The team have been a part of various research studies as part of SHIP with feedback being positive about the way in which Coventry City Council have implemented SHIP and the successful results we have seen.



Looking forward to 2025

- Quality Officer to begin holding sessions for residents to gather feedback of living in SEA
- Officers to continue visiting providers on an ongoing basis
- Continued scrutiny of new provider and provisions
- Team to continue to be point of contact for Comment, Compliments and concerns relating to addresses that are SEA.
- Awaiting Government consultation regarding regulations to support/enforce the provisions of the Supported Housing (Regulatory Oversight) Act 2023.

