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# Supported Housing Provider Charter

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Hull  
City Council

# **Hull City Council: Supported Housing Provider Charter**

## **Who is the Charter for?**

This Charter is for the residents and providers of Supported Accommodation.

## **What is Supported Accommodation?**

Supported Accommodation refers to properties in which the resident receives care, support or supervision for the purpose of enabling them to live, or adjust to living independently within the community.

## **Why has the Charter been written?**

To identify and establish shared goals which will assist Supported Accommodation providers, the Council and partners work together to achieve outcomes for some of the most disadvantaged and vulnerable residents in Hull.

To make the provision of outstanding Supported Accommodation which meets local needs a shared ambition across all services in Hull.

## **What will the Charter include?**

The Charter will detail the level of service expected to ensure that Supported Accommodation provision within Hull meets local needs, is being delivered to a high standard and represents value for money: based upon Regulation, guidance, recognised good practice, and most importantly the views of supported residents.

The Charter will include a summary of what defines outstanding Supported Accommodation provision and will detail specific requirements for the three key areas:

1. The support to residents
2. The Housing Benefit claim
3. Housing and property management standards

**The Council and Partners through the collaborative work of the Supported Accommodation Review Team will provide assistance, advice, training, and guidance to Supported Accommodation Providers to achieve the shared goal of meeting these standards.**



Councillor Drake-Davis  
Portfolio: Regeneration & Housing

## Charter Development and Ongoing Review:

The Supported Housing Provider Charter has been produced taking into account the views of the Council, service partners, Supported Accommodation Providers, and supported residents. This is a working document providing an opportunity for ongoing review and the updating of relevant legislation, regulations and recognised good practice.

The [Supported Housing \(Regulatory Oversight\) Act 2023 \(legislation.gov.uk\)](https://legislation.gov.uk) which became law on 29 August 2023 is subject to formal consultation on the detail of implementation of the powers within the Act, as well as a review by the Department for Work and Pensions (DWP) on the definition of 'Care, Support or Supervision'. Further public consultation will include draft regulations developed by the Department for Levelling up Housing & Communities (DLUHC) and the DWP.

Supported Accommodation Providers, supported residents and other partners can comment on the content of the Charter to the Supported Accommodation Review Team at:

[supportedaccommodation.reviewteam@hullcc.gov.uk](mailto:supportedaccommodation.reviewteam@hullcc.gov.uk)

## Useful Contacts:

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# **1. What Defines Outstanding Supported Accommodation Provision?**

**The following standards for outstanding Supported Accommodation provision summarise the detailed information provided in this Charter and also reflect the Governments Supported Housing: National Statement of Expectations<sup>1</sup>.**

Tenants, Supported Accommodation providers, the Council and its partners should be working together towards meeting the following standards for suitably located, safe, well managed and maintained accommodation.

- 1.1 Supported Accommodation is provided within a psychologically informed environment, is accessible, suitably located, well managed and maintained, such that the property is safe and comfortable, and works towards an improved quality of the neighbourhood.**
- 1.2 Supported Accommodation providers ensure that staff are suitable to be in contact with vulnerable groups and all staff working in supported accommodation demonstrate an understanding of supported housing services and are provided with comprehensive training appropriate to their role.**
- 1.3 Supported Accommodation providers consider residents needs and issues and ensure they match these appropriately to both the property, local community, and other residents.**
- 1.4 Supported Residents are assisted to complete benefit applications in a timely manner that facilitates smooth transition into supported accommodation.**
- 1.5 Resident Support, based upon the principals outlined in the Quality Standards formulated from the 'ASC Quality Matters' document, recognised as the paramount document to meet the needs of individuals from all agencies involved within the Social Care Sector. Available at Appendix 4.**
- 1.6 The Support is person centred through strengths-based practice, is integrated and consistent, to work towards Hull becoming a Trauma Informed City.**
- 1.7 All Supported Residents should be given clear information about the requirement to actively engage with the support offered/ provided, such that the journey towards independent living is encouraged, and transition into independent accommodation is actively facilitated.**
- 1.8 The provision of Supported Accommodation does not adversely affect residents' satisfaction with their neighbourhood and community as a place to live.**
- 1.9 Supported Accommodation providers commit to working with the Supported Accommodation Review Team to deliver the best quality support, promote the best quality experience and positive outcomes for their residents, be transparent about any failings, and open to improvements.**

## 2. Resident Support

**Resident support must be designed to facilitate Supported Accommodation properties within local communities. Resident support provides targeted, personalised support to maximise independence and facilitates move on to independent accommodation.**

Allocation of accommodation is conditional to there being an established need for the person to reside in a supported housing environment.

The provider will need to demonstrate their commitment to:

- Designing and providing support based upon the Quality Standards as detailed at Appendix 4 - Adapted from the Council's Draft Quality Service Framework.
- Working with the Supported Accommodation Review Team, the Council and other Partners to share understand and deploy best practices.
- Ownership of the quality of their service and recognising the importance of working with others across all services/voluntary sector to drive quality alongside co-operation with support staff and residents.
- Providing support that is compassionate, respectful, safe, effective, caring, responsive and well led.
- Committed, accountable leadership and competent Management that guarantees the recruiting of suitable staff sufficiently trained and experienced to ensure best practice support for residents and a commitment to ongoing staff training.
- A culture of openness, transparency, and continuous improvement.
- An approach to resettlement that works with residents to make positive life changes, provide opportunity to inform, develop and fulfil residents' potential, attain the necessary skills and levels of confidence to achieve independence, including move on and become contributing members of the local and wider community.
- The rights of the resident, as detailed in the Council's Supported Residents Rights Leaflet, available at <https://www.hull.gov.uk/housing-support/supported-housing> and which can be also be found at Appendix 1.

### 2.1 The Residents Voice

To establish shared goals within this Charter, commitment from Supported Accommodation Providers, the Council and its partners are required to achieve outcomes for some of the most disadvantaged and vulnerable residents of the city. This must be a shared ambition and the views of Supported Residents are therefore required: the following quotes are from Supported Residents who have recently engaged with the work of the Supported Accommodation Review Team, and provide a range of views about the quality of support received.

*“I don’t think I would have managed a property without support and help to find a new home when family circumstances changed” (resident fleeing Domestic abuse)*

*“With the support I have received, I am finally getting my life back on track. I’ve got all my bills and debts sorted with help from my support worker. It has taken a lot of pressure off. Without the support I would be on the streets. They have been a lifeline.”*

*“I am happy with the support from the worker, he breaks things down and explains logically. He then helps me to look at different techniques to manage things.”*

*“Works well - Having a support worker, someone to help other than family. Works badly- Some of the people that have moved into the house”*

*“Met some friendly people, had support and food parcels”*

*“The house is run well with regular visits, just bad choice of residents”*

*“It’s a roof over my head and some stability and knowing someone is there if needed”*

*“Poor responsiveness – Lack of security not helping with move on”*

*“Not addressed simple issues. People coming into the property without notifying residents”*

*“My stress levels have gone down”*

*“They’ve supported me”*

*“Did initially feel safe, but issues with neighbours have made me feel worse”*

*“Not getting support and property conditions are really bad”*

*“Support workers don't visit properties or check in on their tenants and then wonder why we are struggling”*

**The Supported Accommodation Provider will have in place the following areas of service delivery:**

## **2.2 Residents Introduction and Induction.**

The resident's entry to the service is fully informative, considerate to their current circumstances and responsive to their needs, following a thorough needs assessment.

Matching by the Support Provider will take into account the individual resident's needs and issues and ensure they match these appropriately to both the local environment and other residents before placing in either single or shared accommodation.

## **2.3 Person Centred Assessment, Outcome Focused Support and Review, Good Quality and Reliable Support.**

The Support Provider is able to meet the resident's needs, help them achieve their aspirations and enable them to make any necessary positive changes; through the delivery of a good quality, informed, flexible, consistent and reliable Support Service.

## **2.4 Safe and Nurturing Environment.**

The service provides suitable and safe accommodation where tailored support is provided to meet the individual needs of the resident.

Support Providers are expected to make reasonable adjustments to meet people's physical and emotional needs as described in the Equality Act 2010, therefore providing a service that meets the needs of the individual and is adaptive. This may include the provision of aids, adaptations, and equipment to support individuals with disabilities.

## **2.5 Recovery**

Supporting residents who maybe recovering from illness or addiction to re-learn skills, develop emotional resilience and confidence, to achieve sustained independent living.

## **2.6 Safeguarding and Positive Risk Management.**

The Support Provider ensures that the support and environment for the residents are safe, well managed, and responsive to their evolving needs and circumstances. Furthermore, the Provider demonstrates an understanding of and commitment to fulfilling their safeguarding requirements and responsibilities. For example the requirement to DBS check all involved with provision of Supported Accommodation.

## **2.7 Community Participation and Integration.**

Residents are supported to engage and contribute to their chosen communities. Providers

should give current information on how to do this. This should be central to the plan to maximise independence and achieve fully independent living.

## **2.8 Progression**

Residents are provided with comprehensive support, particularly those who require extended time to re/acquire the skills and self-assurance necessary for independent living, or who need continued intensive assistance over an extended duration. Support Providers are committed to facilitating residents access to a variety of support agencies, as appropriate, for example, to address challenges related to mental health and addictions.

## **2.9 Successful Move on, Service Exit and Contingency Planning.**

Residents are central to the process of moving on to independent living. Support is structured to meet their needs, progressing at their pace whilst ensuring they grow in confidence and competence to sustain independent living.

Prolonging support creates dependency, deskills people, and traps them in the benefit system which prevents them from being able to access work, training etc.

Where there is confidence that residents in Supported Accommodation are capable of sustaining independent living, additional support can be accessed within the Housing Strategy and Renewals Team. Housing Liaison Officers can provide guidance on applying for accommodation with both the Council and other providers. Support is also accessible through the Council's Private Sector Access Team. This program is designed to assist low-income individuals and families to access the private rented sector. For referrals and additional details, please contact [PrivateSectorAccessTeam@hullcc.gov.uk](mailto:PrivateSectorAccessTeam@hullcc.gov.uk) or call 01482 300 300.

### **Useful resources regarding best practice for Supported Accommodation Providers:**

[www.gov.uk/government/publications/adult-social-care-quality-matters](http://www.gov.uk/government/publications/adult-social-care-quality-matters)

[www.skillsforcare.org.uk/Home.aspx](http://www.skillsforcare.org.uk/Home.aspx)

[www.adass.org.uk/distinctive-valued-personal-why-social-care-matters/](http://www.adass.org.uk/distinctive-valued-personal-why-social-care-matters/)

[www.thinklocalactpersonal.org.uk](http://www.thinklocalactpersonal.org.uk)

[www.gov.uk/government/publications/strengths-based-social-work-practice-framework-and-handbook](http://www.gov.uk/government/publications/strengths-based-social-work-practice-framework-and-handbook)

[www.livewellhull.org.uk](http://www.livewellhull.org.uk)

<https://www.nice.org.uk/guidance/ng216>

### **3. Housing Benefit Claim & Documentation Process**

**The Council's Supported Accommodation Review Team (SART) works in partnership with the Housing Benefit Service and other relevant Council departments to review the quality of supported accommodation.**

The SART will field enquiries from Providers considering establishing Support Exempt Accommodation (SEA) within the City, operating as a “First Point of Contact”, and with the Housing Benefit Department, will consider the eligibility of a scheme once a proposal has been submitted.

The SART also carry out both reactive and proactive reviews of the support provided to supported accommodation residents, offering advice to providers and residents, and reporting back to the Housing Benefit service where support is considered not to meet Housing Benefit guidance for supported housing claims.

The Housing Benefit Guidance for Supported Housing Claims<sup>9</sup> issued by the DWP in May 2022 provides support to the Council for decision-making for processing Housing Benefit claims from residents living in supported accommodation in accordance with relevant Housing Benefit Regulations.

Further information about the work of the Supported Accommodation Review Team can be found at Appendix 2.

#### **3.1 New Supported Accommodation Schemes.**

Hull City Council operates a ‘Gatekeeper’ process when considering new enquiries from landlords looking to set up a Supported Accommodation scheme within Hull. Following an enquiry, the SART will work with the landlord to establish that there is need within the city for the proposed scheme prior to set up. To determine a balanced and informed perspective, advice is taken from across the Council to gain intelligence from departments closely connected to issues being presented at the planning stage.

Following this initial assessment, if the landlord progresses to making a submission this is carefully reviewed by the Housing Benefit service to determine the eligibility of the scheme in accordance with the Housing Benefit regulations.

Determining whether a new scheme can be classified as specified accommodation can be a lengthy process, so it is important that prospective landlords provide any documents requested by the Housing Benefit service in a timely manner to avoid any delays in the process.

Details of the Housing Benefit process and copies of the ‘Check list for Supported Housing’, ‘Supported Accommodation’ questionnaire, and the ‘Property Specific’ questionnaire can be found in the appendices. (Appendices 5 - 7).

The new scheme application process can be broken down into four stages:

- i. Confirming the landlord's status
- ii. Confirming the support provision
- iii. Considering the proposed rent and service charges
- iv. Proposal Review by the Supported Accommodation Review Team

The purpose of the Review Team assessment within this process is designed to ensure that the services and support provided is consistent with the stated provision, and to provide an opportunity for schemes which do not meet minimum standards to work with the Council and relevant partners to make appropriate improvements.

The SART will complete an assessment to ensure that a proposed scheme has the capacity to provide Supported Accommodation of an acceptable standard. This will include visits in person to the proposed scheme offices, meeting the scheme management and key support personnel, an assessment of the scheme's ability to provide adequate support to tenants, and visits to scheme accommodation to assess the condition of the property and to speak to the tenants regarding the support they receive.

### **3.2 Intensive Housing Management**

Intensive Housing Management (IHM) is not defined in regulations, but case law has considered it as housing management tasks carried out above and beyond the normal management tasks a landlord would be expected to perform. Examples of this include helping tenants maintain their accommodation, helping with budgeting, and arranging for repairs to be carried out. These are tasks which a resident would be expected to carry out themselves in general needs accommodation.

Landlords seeking to be classed as 'exempt' accommodation based on the provision of IHM, rather than any additional support functions must note that this cannot be guaranteed, and the exempt status will be under closer scrutiny to confirm that this additional support is being provided to the individual tenants.

### **3.3 The Housing Benefit Claim**

The landlord should assist their residents to complete their application for Housing Benefit (HB) and Council Tax Reduction (CTR) and forward this, with any additional original documentation available within the first benefit week of moving into the property. It is important the form is submitted at this stage as backdating of HB entitlement is limited to one month and conditional upon there being continuous good reason for it not being completed on time.

The Tenancy Agreement or Licence is required to establish rental liability and occupation. Where a resident does not have capacity to sign such an agreement, evidence from the landlord confirming their rental liability and occupation, along with confirmation from the person's social worker with respect to their capacity can be accepted for HB purposes.

### **3.4 Changes in Circumstance**

The landlord will make residents aware that changes in circumstances may have an immediate effect on HB entitlement and they are expected to actively engage and encourage the tenant to inform them of any change in their circumstance that may affect the benefit they are receiving. The landlord must immediately report any changes in circumstances that they are made aware of.

Landlords will engage in regular communication, at least on a weekly basis, with the Benefits Service to inform of current occupation and movement in and out of their accommodation and should contact the Benefits Service prior to issuing the resident with an eviction notice or proceeding with court action.

Advice and training on New Claim and Change in Circumstance procedures can be received from the Housing Benefit Department.

### **3.5 The Supported Accommodation Review Team (SART)**

The SART is a multi-disciplinary team comprising of colleagues from Private Housing, Adult Social Care, and Housing Benefits. The SART are responsible for reviewing the quality of non-council commissioned supported accommodation. The team works with providers to ensure that supported accommodation is:

- free from significant hazards, and:
- that resident support is being delivered to a high standard.

Supported Accommodation properties will be selected for review based on complaints received by the SART or as part of a random sample of a Support Provider's portfolio. The SART will also contact the support provider to request evidence of the support provision, and where possible will visit the resident in their property to ask for their feedback on the support they receive. The evidence of support requested includes:

- A copy of the Referral into the scheme.
- A copy of an initial Needs Assessment which demonstrates the residents need for supported accommodation and the suitability of the accommodation to meet their needs.
- A copy of the latest Risk Assessment.
- A copy of the latest Support Plan.
- A copy of the latest Outcome Stars (if used).
- Support Notes covering at least the last 3 months. These Support Notes should detail any contact made with the resident and any actions required/taken.

(A sample "Suite of Documents" for use/adaptation by Supported Housing Providers in "Word" format to allow amendment to reflect the Provider's details is available on request from: [supportedaccommodation.reviewteam@hullcc.gov.uk](mailto:supportedaccommodation.reviewteam@hullcc.gov.uk) . The sample documents include guidance notes and example entries.)

Once this information has been received, the SART will consider the evidence provided to confirm that the resident has a need for Supported Accommodation and that the support provided is 'more than minimal' in accordance with Housing Benefit Regulations and

Guidance 9. The SART will also consider what level of support the organisation advised the Housing Benefit department would be provided.

In the case of 'Exempt' schemes considered under 'Intensive Housing Management' particular attention will be given to confirm that the support provided is more than would be expected of a Registered Social Landlord.

Following the SART review, the SART will feedback to the Support Provider and the resident regarding the levels of support observed. The feedback may include advice and guidance on how the support provision may be improved.

If a landlord is unable to provide the details requested by the SART, or the SART consider that the levels of support do not meet SEA requirements, a report will be forwarded to the Housing Benefit department advising the concerns. The Housing Benefit department will consider the SART report and amend the Housing Benefit claim accordingly. The Housing Benefit department will inform the resident and provider of any action they take.

The SART also works closely with other Council services and partners that work with Supported Accommodation residents, including Changing Futures, HomeSearch, Private Sector Access Team, Anti-Social Behaviour, Love Your Street, Safeguarding, Children & Young Persons Services, Probation Service, Police Service etc. to ensure that the approach to the sector is informed and proactive in working towards ensuring that Supported Accommodation meets the needs of residents and the local community.

## **4. Housing Standards and Property Management.**

The Council's objectives through its Private Housing Enforcement Policy 2018-22 <sup>2</sup> are to improve the quality, choice, and standards in housing, improving the quality of the street scene and improving residents' satisfaction with their neighbourhood as a place to live.

It goes further in that the aim of the Policy is to reduce the risks to health and safety of persons living in, and visitors to their homes. The Council will use all available legislation to ensure that Supported Accommodation within the city of Hull is safe, well managed, maintained in good repair, not overcrowded and does not pose a statutory nuisance.

The Private Housing Enforcement Policy details the way in which the Council will deal with statutory nuisance from property, hazards and amenity standards in the home which affect the health, safety, comfort and convenience of occupiers, visitors, and the public. In developing this policy the Council has had regard to the Regulators' Compliance Code, which requires a risk-based approach and proportionality to regulatory enforcement.

### **4.1 General Housing Standards**

Supported Accommodation should be maintained in good repair and should be free from Category 1 Hazards and significant Category 2 Hazards as determined under the Housing Health and Safety Rating System (HHSRS) <sup>3</sup>.

Factors that may be considered to assist in the determination of which hazards are deemed to be significant include:

- The likelihood of and severity of potential harm.
- Whether there are multiple hazards within the property.
- Whether there is a vulnerable individual or group in occupation or likely to be in occupation.
- Whether or not it is reasonable to assume the conditions are likely to deteriorate in the next 12 months.

In order to ensure provision of suitable and safe accommodation, Supported Accommodation providers must inspect a property before use, and ensure that Category 1 Hazards and significant Category 2 Hazards have been removed or reduced to a reasonable level. Regular inspections of occupied property should also be carried out.

Landlord training is available to help identify Housing Hazards as defined by the Housing Health & Safety Rating System. The course is free of charge for providers of Supported Accommodation. For further information including course content and dates, contact:

[supportedaccommodation.reviewteam@hullcc.gov.uk](mailto:supportedaccommodation.reviewteam@hullcc.gov.uk)

### **4.2 Housing in Multiple Occupation (HMO) Standards**

The four main definitions of a House in Multiple Occupation (HMO) under the Housing Act 2004 <sup>4</sup> (the Act) can be found in sections 254 and 257. The "standard test" under section

254(2) defines any building occupied by 3 or more persons, forming 2 or more households and not related by “blood” or by “marriage” as an HMO.

There are separate definitions within the Town & Country Planning Act 2007 amendment splitting HMOs into large (7+ persons) and small HMOs (3-6 persons). Planning and housing services are working collectively to ensure appropriate space standards and amenities are provided within newly consented HMOs.

#### **4.2.1 Management Regulations for HMOs**

Managers of HMOs are bound by Management Regulations. Supported Accommodation providers operating HMOs must have adequate management arrangements in place to enable compliance with the Managers’ Duties. The name, address and telephone contact details for the Manager of an HMO must be displayed within the communal areas of the HMO. There are two sets of Management Regulations:

- The Management of House in Multiple Occupation (England) Regulations 2006 <sup>5</sup>. (Applies to any HMO other than a converted block of flats to which S257 Housing Act 2004 applies)
- The Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (England) Regulations 2007 <sup>6</sup>. (Applies to any HMO to which S257 Housing Act 2004 applies)

The Management Regulations impose duties on a person managing an HMO in respect of:

- Providing the manager’s information to occupiers & permanently displaying this information in communal areas
- Taking safety measures, including fire safety measures
- Maintaining the water supply and drainage
- Supplying and maintaining gas and electricity, including having it regularly inspected & certified (Certificates must be provided within 7 days of receiving a request in writing from the Local Authority)
- Maintaining common parts, fixtures, fittings, and appliances
- Maintaining living accommodation
- Providing adequate waste disposal facilities

The Management Regulations also impose duties on occupiers of an HMO for the purpose of ensuring that the person managing it can effectively carry out the duties imposed on them.

## 4.2.2 The Regulatory Reform (Fire Safety) Order 2005

The Regulatory Reform (Fire Safety) Order 2005 <sup>7</sup> places duties on the person having control of an HMO to have fire precautions in place, to make sure the property is safe and to carry out fire risk assessments. The Council's local Authority Building Control service can support landlords with the production of Fire Risk Assessments at a cost. Further advice is available from: <https://humbersidefire.gov.uk/your-safety/business-safety>

## 4.2.3 Fire Precautions

Landlords should make sure there are appropriate means of escape from fire, and fire detection systems according to the type of property and the way it is used. For example, an HMO containing individual bedsits each with cooking facilities will require a much higher level of protection than a cohesive group HMO with a single kitchen. The LACORS Fire Safety Guidance <sup>8</sup> enables fire precautions to be assessed or designed specific to the size / occupation of the House / HMO.

## 4.2.4 Provision of Amenities

There will be a requirement within HMOs for amenity standards which are higher than for a home occupied by a single family. This is because the amenities required increase when a home is occupied by a number of people who are not living as one family.

Amenity standards for HMOs subject to Mandatory Licensing are available from the Private Housing (Environmental Health) Team at: [HMO.Licensing@hullcc.gov.uk](mailto:HMO.Licensing@hullcc.gov.uk)

Amenities in properties not subject to Licensing are assessed under the Housing Health & Safety Rating System (HHSRS)<sup>3</sup>; however, the details applicable to Licensed HMOs can be used to inform property specific hazard assessments under HHSRS. Amenity standards for new HMO's are also identified in Table 5.5 of the 2016 - 2032 Hull Local Plan, available at: <https://www.hull.gov.uk/strategies-policies-plans-performance/local-plan> which must be complied with for all HMO's consented from November 2017.

## 4.2.5 Mandatory Licensing

The definition of an HMO subject to licensing are contained within Part 2 of the Housing Act 2004 and The Licensing of Houses in Multiple Occupation (Prescribed Descriptions)(England) Order 2018. A property is classed as an HMO subject to licensing if it is occupied by 5 or more persons who form 2 or more households, and they share a bathroom or kitchen. A property must meet all 3 criteria in order to require a Licence.

If a Supported Accommodation Provider purchases / leases or becomes responsible for the management of a property that has an existing Mandatory Licence, the Licence is not transferable and a new application in an individual's name or Company name must be submitted. Further information about the applications process and amenity standards is available at: <https://www.hull.gov.uk/private-housing/houses-multiple-occupation/2>

#### **4.2.6 Further Legislation:**

##### **The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 (as amended)**

Requires the provision and installation a smoke alarm on each storey of the premises on which there is a room used as living accommodation, and the provision and installation of a carbon monoxide alarm in any room which used as living accommodation and contains a fixed combustion appliance (except kitchens). The landlord/ Supported Accommodation Provider\* must ensure at the start of any new tenancy the alarms are in proper working order.

Further information is available at: <https://www.hull.gov.uk/downloads/download/93/smoke-and-carbon-monoxide-alarm-regulations-2022>

##### **The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020**

Landlords\* must ensure their properties are inspected by a competent person at least every 5 years or soon if the previous report stipulates this, and have an Electrical Installation Condition Report (EICR) or Minor Electrical Installation Works Certificate. Where further investigation or remedial work are required by the report this must be carried out within the time specified by the report and within 28 days from the date of the test. The certificate or report must be provided to a tenant before occupancy and to any current tenant within 28 days of the test.

Further information is available at: <https://www.hull.gov.uk/private-housing/electrical-safety-standards>

##### **The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015**

Since 1 April 2020, landlords may not let domestic properties to new or existing tenants if the Energy Efficiency Certificate (EPC) rating is F or G (unless an exemption applies).

Further information is available at: <https://www.hull.gov.uk/private-housing/minimum-energy-efficiency>

\*Not applicable to Registered Social Landlords

## References:

1. Supported Housing: National Statement of Expectations:  
<https://www.gov.uk/government/publications/supported-housing-national-statement-of-expectations>
2. Private Sector Housing Enforcement Policy 2018 – 2022; Hull City Council:  
<https://www.hull.gov.uk/housing/private-tenants-and-homeowners/private-housing-enforcement>
3. Housing health and safety rating system (HHSRS): guidance for landlords and property-related professionals: the Ministry for Housing, Communities and Local Government:  
<https://www.gov.uk/government/publications/housing-health-and-safety-rating-system-guidance-for-landlords-and-property-related-professionals>
4. The Housing Act 2004:  
<https://www.legislation.gov.uk/ukpga/2004/34/part/7/crossheading/meaning-of-house-in-multiple-occupation>
5. The Management of House in Multiple Occupation (England) Regulations 2006:  
<https://www.legislation.gov.uk/uksi/2006/372/contents/made>
6. The Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (England) Regulations 2007:  
<https://www.legislation.gov.uk/uksi/2007/1903/contents/made>
7. The Regulatory Reform (Fire Safety) Order 2005:  
<https://www.legislation.gov.uk/uksi/2005/1541/contents/made>
8. The LACORS Fire Safety Guidance: LACORS 2008:  
<https://www.hull.gov.uk/business/licenses-and-permits/houses-multiple-occupation>
9. Housing Benefit Guidance for Supported Housing Claims  
<https://www.gov.uk/government/publications/housing-benefit-guidance-for-supported-housing-claims/housing-benefit-guidance-for-supported-housing-claims>

## **Appendices**

Appendix 1: Supported Residents Rights Leaflet

Appendix 2: The Work of the Supported Accommodation Review Team

Appendix 3: Specified Accommodation Categories

Appendix 4: Quality Standards - Adapted from the Council's Draft Quality Service Framework

Appendix 5: New Scheme Application Process

Appendix 6: Check List for Supported Housing

Appendix 7: Supported Accommodation Questionnaire

Appendix 8: Property Specific Questionnaire

# As a resident in supported accommodation what should I expect and what are my rights?



**As a resident living in Supported Accommodation, you should expect the following:**

**1. Before moving in you should have:**

- an assessment that shows you need Supported Accommodation, and how the organisation will support you, signed and agreed by you
- a signed copy of your License or Tenancy Agreement that you understand. There will be information about what happens if you don't comply with the "terms" of your License or Tenancy Agreement, and how to give the proper notice to end your occupation if you wish to
- if you share the property with other people you should be given a choice about who you

live with and where possible, be introduced to them. You should not be housed with people who make it more difficult for you to become independent.

**2. Shortly after you move in you should be told who is your allocated support worker and you should get:**

- a support plan which tells other people about things you want to change about your life and what sort of care and support you need to live your life. This should be reviewed after six months and regularly thereafter
- any other support documents (such as an Outcomes Star)
- information about how you should be supported should be easy to understand and have been discussed with you in a fair and open manner.

### 3. While you live in Supported Accommodation:

- your property should be well managed, safe, clean, warm, well maintained and secure, and be good for your health and wellbeing. Repairs should/will be done without unnecessary delays. You should be informed how to report repairs when they are needed, and be told how long repairs will take to be completed
- you should receive good quality, regular, confidential support from an experienced and reliable support worker, who visits you in your accommodation at an agreed time
- your support worker should keep notes about the support they give you. You can see these notes under General Data Protection Regulation rights (GDPR)
- your support worker should provide you with good information and help you with day-to-day living, use local services such as waste collection, access local agencies, services and organisations that can help you to settle into your community
- your support worker should work with you to enable you to regain your skills and confidence to live as independently as possible. Using Supported Accommodation as a 'steppingstone' will help you to get on with your life and make the most of your opportunities
- your support worker should make sure that information provided to you is clear, accessible, and in a variety of formats to cater for any language and literacy needs
- when you are ready to live independently you should receive help to move-on
- if you are unhappy about any aspect of supported accommodation or support your support provider should ensure you have a clear way to raise complaints with any member of staff and the complaints, as well as being responded to in good time, should be resolved as soon as possible. You should be able to offer suggestions to improve your accommodation or support. If you want to complain to the council about the quality of your accommodation or support: email: [supportedaccommodation.reviewteam@hullcc.gov.uk](mailto:supportedaccommodation.reviewteam@hullcc.gov.uk) or call 01482 300 300



## Supported residents have the following rights in law

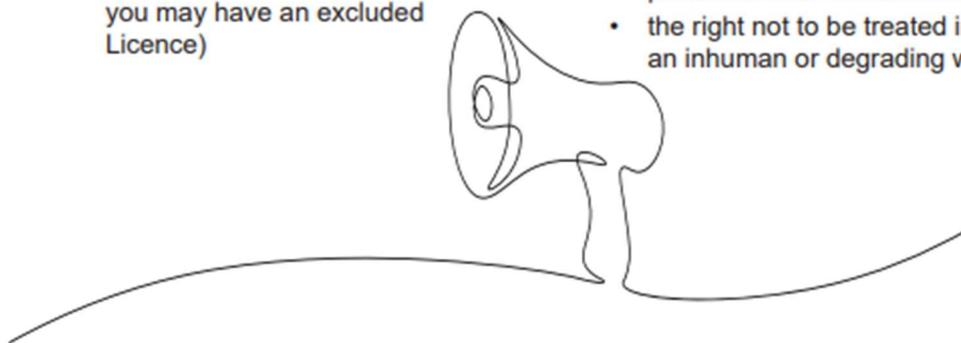
### a. Freedom from harassment and illegal eviction:

- **your landlord or their representative is not allowed to harass you. Harassment includes anything likely to interfere with your rights to occupy, your peace of mind or comfort, or withdrawing services reasonably required for residential occupation:**
  - but, you should expect your landlord to make reasonable attempts to contact you to provide you with regular support.
- **your landlord must follow a lawful process to evict you, and should support you to find suitable alternative accommodation:**
  - Assured Shorthold Tenants must be served with a written Section 21 Notice. Residents with a Licence to Occupy should receive a minimum of 4 weeks written notice unless it is an "excluded" Licence, and a lawful eviction can only take place if the landlord obtains a court order. (If you live in hostel accommodation you may have an excluded Licence)

- your landlord cannot remove your belongings from the property or change the locks to prevent you from gaining entry unless you have been lawfully evicted.
- advice about eviction is available from:
  - Hull City Council  
The Wilson Centre  
Alfred Gelder Street  
Hull, HU1 2AG  
homeless@hullcc.gov.uk  
01482 612 040
  - Citizens Advice  
e-advice@hull-eastridingcab.org.uk  
0800 1448848
  - Shelter  
[https://england.shelter.org.uk/housing\\_advice/eviction](https://england.shelter.org.uk/housing_advice/eviction)

### b. Human Rights:

- **These are defined and protected by the Human Rights Act 1998, based on shared values such as dignity, fairness, equality, respect and independence. This includes:**
  - the right to peaceful enjoyment of your property
  - respect for your private and family life, home and correspondence
  - protection from discrimination
  - the right not to be treated in an inhuman or degrading way.



## Supported residents have the following rights in law

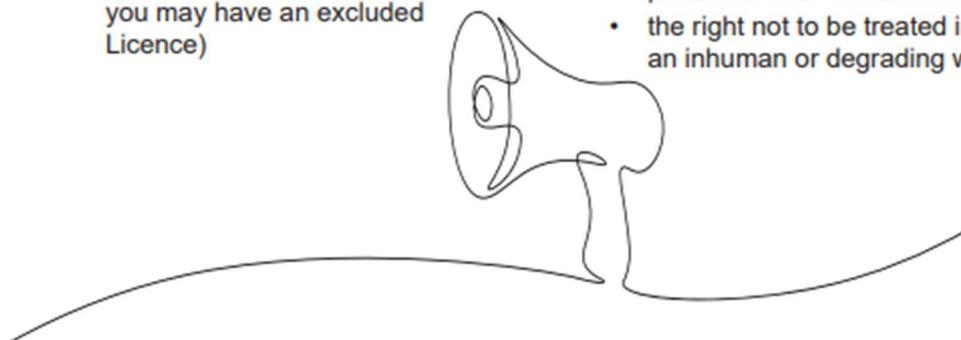
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  - respect for your private and family life, home and correspondence
  - protection from discrimination
  - the right not to be treated in an inhuman or degrading way.



## Appendix 2: The Work of the Supported Accommodation Review Team

The Supported Accommodation Review Team launched by Hull City Council in April 2019, was introduced to work to improve the quality of non-Council commissioned supported housing and resident support across the City, through a combined strategy of collaborative working and education for Supported Accommodation Providers, enforcement of Housing Standards legislation and Housing Benefit Regulations.

The term 'Supported Accommodation' is generally used to refer to properties in which the tenant receives 'care, support or supervision' for the purpose of assisting them with their day-to-day living. The key part of this for Housing Benefit purposes is 'support', and the tenant should not be living in supported accommodation if the support provided is not needed.

The Supported Accommodation Review Team draws staff from 3 Council service areas: Housing Enforcement, Adult Social Care (Quality and Support), and Housing Benefits, placing management responsibility in the Housing Service, but with access to the experience, input, and support of the additional service areas.

In addition, the Supported Accommodation Review Team works closely with other Council services and partners that work with Supported Accommodation residents including: Changing Futures, HomeSearch, Private Sector Access team, Anti-Social Behaviour, Love Your Street, Safeguarding, Children & Young Persons Services, Probation Service, Police Service etc. to ensure that the approach to the sector is informed and proactive in working towards ensuring that Supported Accommodation meets the needs of residents and the local community.

In September 2022 the delivery of the Department for Levelling Up, Housing & Communities (DLUHC) Supported Housing Improvement Programme (SHIP) began: a joint approach between DLUHC and the Department of Work & Pensions (DWP) to continue to test and implement oversight measures to ensure the quality and value for money of supported housing. SHIP funding allowed for a temporary expansion of the Team to enable an increase in oversight including housing inspections and support reviews and to further promote the collaborative approach with Providers through the provision of free training and advice, specialist subject workshops, and **resources including a suite of standardised documents for use/adaptation by Providers, including Risk Assessment, Needs Assessment, Support Plan and Sample Support Notes** (available on request from [supportedaccommodation.reviewteam@hullcc.gov.uk](mailto:supportedaccommodation.reviewteam@hullcc.gov.uk)).

The Supported Accommodation Review Team also acts as the Council's "First Point of Contact" for applicant Supported Accommodation Providers. This role is designed to providing advice, guidance, and reference materials to ensure consistent and accurate information regarding the application process, liaising with other Council Services to facilitate balanced and informed representation at the planning stage.

### **Appendix 3: Specified Accommodation Categories.**

To be classified as 'Exempt Accommodation':

- The landlord must be a Voluntary Organisation, a Registered Charity or Registered provider (Housing Association).
- The landlord must have a legal interest in the property concerned (ownership or lease).
- The tenant must need 'care, support or supervision'.
- The 'support' to meet these needs must be provided by the landlord or its behalf.

To be classified as a 'Managed property':

- The landlord must be a Voluntary Organisation, a Registered Charity or Registered provider (Housing Association).
- The landlord must have a legal interest in the property concerned (ownership or lease).
- The tenant must need 'care, support or supervision'.
- A third party provides the 'Care, Support or Supervision'.

To be classified as a Domestic Abuse refuge:

- The landlord can be the same providers as above, but can also be the LA.
- The accommodation must be used wholly or mainly for non-permanent accommodation for people who have left their homes as a result of domestic abuse.
- There is no requirement that the tenant receives care, support or supervision.

To be classified as a Local Authority Hostel:

- Hostel cannot be self-contained.
- Care, Support or Supervision must be provided (not necessarily by the landlord).

## **Appendix 4: Quality Standards - Adapted from the Council's Quality Service Framework**

Standard 1: The provider treats people with compassion, dignity and respect.

Standard 2: The same standard of support is provided, irrespective of individual, family and support provider characteristics.

Standard 3: Where the provider controls the environment in which support is delivered, an environment is provided that is conducive to meeting the needs, preference and priorities of individuals being supported.

Standard 4: The provider proactively works with other agencies to ensure the holistic wellbeing of each individual being supported, actively seeking to obtain knowledge on best practice and deploying that in practice.

Standard 5: The provider actively works in partnership with the Council to share, understand and deploy best practices.

Standard 6: The provider understands individual peoples' needs, preferences and priorities and regularly communicates with individuals to understand how their needs, preferences and priorities are changing.

Standard 7: The provider ensures that individuals, their families and carers have the information they need at times when they need it.

Standard 8: The provider encourages individuals to consider the possibility of developing their life skills and building social support networks in order to live independently considering how volunteer sector assets may be used.

Standard 9: The provider proactively engages with an individual's family/carers to ensure that their views are taken into account in understanding an individual's needs/preferences/priorities and how to respond to them.

Standard 10: The provider clearly communicates to individuals receiving their support, their family/carers what they can expect from the service, liaising with the Council.

Standard 11: The provider asks family/carers of individuals being supported for their views on the service provided to that individual in an unscripted way.

Standard 12: The provider communicates in a transparent way as to how the views of individuals/families and carers have shaped their provision.

Standard 13: The provider actively seeks and can demonstrate that it has listened to the views of its staff regarding the support that staff need to undertake their role and has taken the necessary action to ensure that staff can competently undertake their roles.

Standard 14: The provider is able to identify potential or actual harm, neglect and or abuse (physical, emotional or financial) relating to individuals being supported and has a robust procedure for addressing those things.

Standard 15: Following cases of harm, neglect and/or abuse relating to individuals receiving support, the provider identifies any lessons learned and ensures that steps are taken to mitigate the risk of this happening again, liaising where appropriate with the authority.

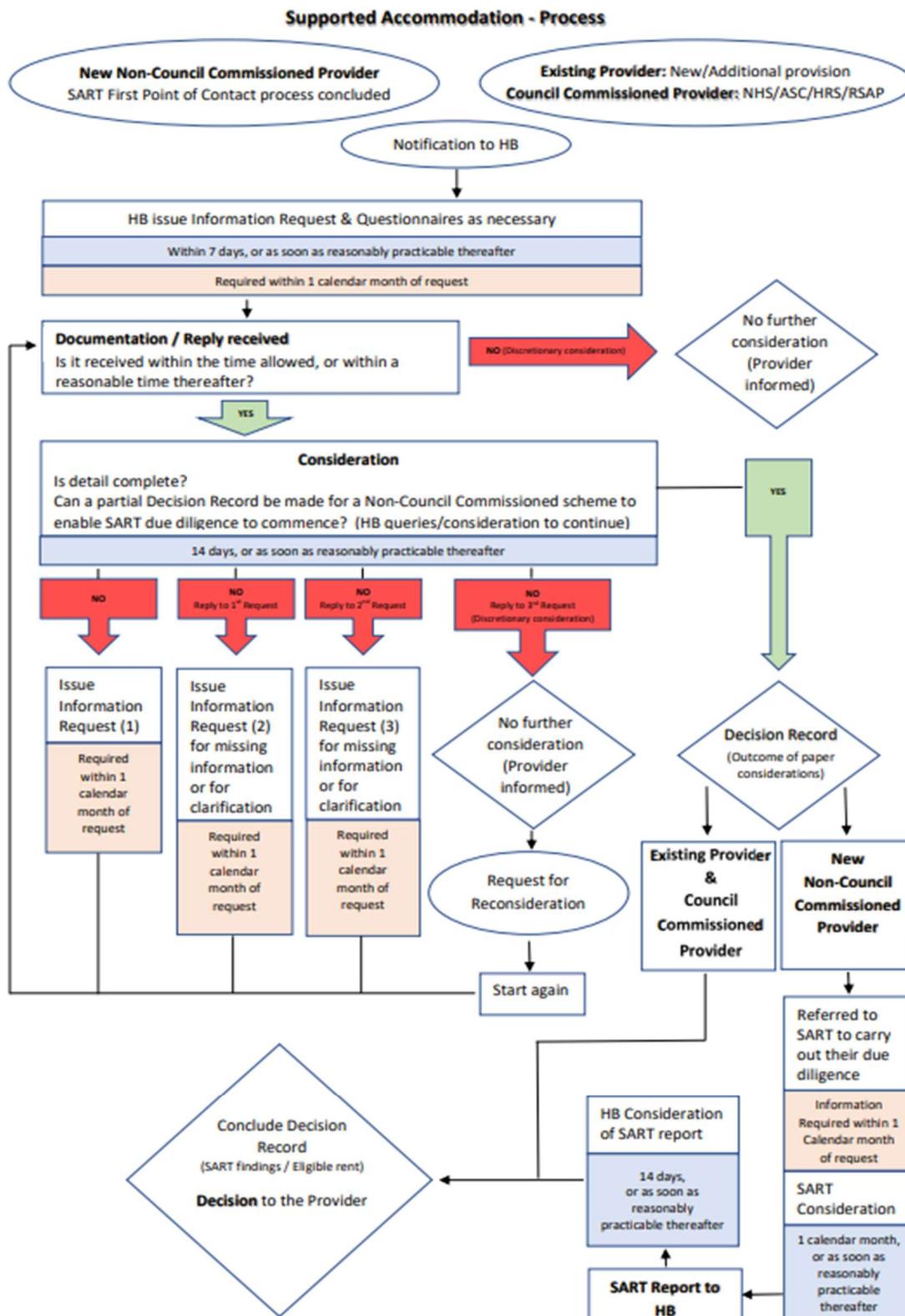
Standard 16: The provider ensures that individuals receiving support/ families/carers are aware of the process of raising any concerns regarding the support received.

Standard 17: The provider has a culture that is open, transparent and committed to learning and improvement.

Standard 18: The provider is readily accessible and approachable to the resident, fostering an environment in which they feel empowered to reach out for assistance as needed.

## Appendix 5: New Scheme Application Process

Detail of the application process and stages carried out by the Housing Benefit Service and the Supported Accommodation Review Team through to provision of a Decision Record.



## **1. First Point of Contact**

The Supported Accommodation Review Team, with cross-Council support, works with potential Support Exempt Accommodation Providers to establish that there is need within the city/area of the City for the proposed scheme prior to set up. In order to determine a balanced and informed perspective, representation is necessary from across the Council to gain intelligence from departments closely connected to issues being presented at the planning stage.

Advice relating to cohort need, property type, location etc. is provided followed by a meeting with relevant Council teams, including the Housing Benefit Service, Homesearch/Homelessness, Housing Strategy, Adult Social Care etc. the aim being to give opportunity to applicants to provide further information regarding their organisation and plans and to get feedback from the Council.

Comments from Applicant Providers indicate that this service is appreciated, is considered to be well organised and informative.

## **2. Determining the Landlord's Status**

Using information from the questionnaires, the landlord's details will be checked against the Register of Providers of Social Housing and the Register of Charities to confirm that the landlord is an eligible provider.

If the RSL/Charity is only managing the property on behalf of the landlord (i.e. not leaseholder or freeholder), then they are only managing agents and it is the owner's status that is used to determine the status.

Further evidence - If the landlord is the owner of the property, they will need to provide the relevant deeds of ownership. If they are the leaseholder, then a copy of the lease must be provided.

## **3. Confirming the Support Provision**

The questionnaires will be used to determine who is providing the support and what support is to be provided. Where a separate organisation is providing the support, the landlord must provide details of the arrangement with the support provider.

Consideration will be given as to whether the support provided is more than minimal<sup>9</sup>, and that the support is relevant to the provision of adequate accommodation. The assumption will be that tenants are only admitted to the scheme if they need the support, but the questionnaires will look to establish who will be making the referrals and whether an assessment is made of prospective tenants, and that the tenants need this support.

As part of the process of confirming that the support provided is more than minimal<sup>9</sup> the provider must demonstrate that the number of any support staff is sufficient for the number of residents. The Housing Benefit Department will consider the proposed number of staff and the proposed hours worked to determine how much time is available for each tenant.

Using the information from these first two stages the Housing Benefit Department can confirm if the property can be classed as Specified Accommodation, and which category it would fall into. If the scheme cannot be classed as Specified Accommodation the landlord will be notified at the earliest opportunity with an explanation why this decision has been reached. If the landlord continues with the scheme any benefit claims would come under normal Housing Benefit/Universal Credit rules.

It is important to note that whilst the Housing Benefit Department will make the supported accommodation assessment based on the property, under Benefit regulations it is the individual tenants to whom the 'Supported' status applies. As such, if an individual tenant does not need, receive, or take up the support provided then the 'Supported' status can be removed for that individual.

#### **4. Considering the Proposed Rent and Service Charges**

The landlord must provide the Housing Benefit Department with a breakdown of the full rental charge showing 'core rent' and service charges.

The landlord must provide evidence of the lease costs/ purchase costs and the lease/ mortgage term for the property. The Housing Benefit Department will be looking to confirm that the core rent relates to the cost of the lease/ purchase price for the property. Any additional charges included in the core rent should be clearly noted and evidenced.

The Housing Benefit Department will consider the service charges to determine which are eligible for Housing Benefits. Details for all eligible service charges must be provided for the Benefit Department to consider. The landlord should be able to demonstrate that the weekly service charge relates to the cost for the provision of the service. If costs are forecasts only, then details should be provided what assumptions have been used in reaching the costs stated.

The Local Authority has a duty to ensure that the rent and service charges proposed reflect current market rents. As such, all proposed charges will be compared with charges from other providers offering like services. If the Housing Benefit Department considers that rent or service charges are 'unreasonably high' they will liaise with the landlord and ask them to review the charges. If an agreement on the charges is not reached, then the Housing Benefit Department can restrict the charge to what they consider to be the amount that would be paid for suitable alternative accommodation.

Once the full proposal has been considered the Housing Benefit Department will make a decision 'in principle'. If the proposal has the potential to meet exempt status a referral will be made to the Supported Accommodation Review Team for a proposed scheme review.

#### **5. Proposal Review by the Supported Accommodation Review Team**

The purpose of the Review Team assessment is to ensure that sub-standard schemes are not given exempt status, and to provide an opportunity for Schemes which do not meet minimum standards to make appropriate improvements.

The Review Team will therefore complete an assessment to ensure that a proposed scheme has the capacity to provide Supported Accommodation of an acceptable standard. This will include visits in person to the proposed scheme offices, meeting the scheme management and key support personnel, an assessment of the scheme's ability to provide adequate support to tenants, and visits to scheme accommodation.

Upon completion of the Review Team assessment a report will be provided to the Housing Benefit Service indicating that the scheme meets the required standards for exempt status, or alternatively, recommendations for improvements to enable the scheme to meet the required standards for exempt status.

Upon receipt of the Review Team report indicating that a proposed scheme meets the required standards the Housing Benefit Service will consider giving the Scheme exempt status and issue a Decision to the Scheme Provider. Final decisions on the rent charges cannot be made until a property is occupied and a Housing Benefit claim is made.

## Appendix 6: Check List For Supported Housing

<b>CHECK LIST FOR SUPPORTED HOUSING</b>		
<i>Please see Notes Section after table</i>		
	<b>Documentation</b>	<b>Provided</b>
1	<p><b>Housing Benefit (HB) Supported Accommodation Questionnaire (SEA Q.)</b></p> <ul style="list-style-type: none"> <li>Form to be completed by the landlord in respect of the accommodation / portfolio of accommodation in question</li> <li>Answers should be relevant to the individual client accommodated at a single property / all clients that are to be accommodated across a portfolio of properties</li> <li>Additional information may be requested</li> </ul>	
2	<p><b>Client Information</b></p> <ul style="list-style-type: none"> <li>Client's accommodated at a property specifically sourced for their needs , for example arrangements that involve placement by a social worker or the NHS, background information from personnel within the claimants support network (social worker or an NHS representative) is required to demonstrate their need for a high level of care support and supervision</li> </ul>	
3	<p><b>Property Questionnaire</b></p> <ul style="list-style-type: none"> <li>establishes that the property will be used for Supported Exempt accommodation only</li> </ul>	
4	<p><b>Service Level Agreement</b> - for arrangements where the tenant (s) received care and support from a resident care providing organisation</p> <ul style="list-style-type: none"> <li>To demonstrate agreements between landlord and support provider</li> <li>If the landlord is contracted for support provision by a LA, and they contract this to a Care Provider at the accommodation, confirmation of the arrangements are required to show: <ul style="list-style-type: none"> <li>What the landlord is responsible for and what they are paid by the LA for this</li> <li>Detail and evidence of the funding recharged within the SLA for this</li> </ul> </li> </ul>	
5	<p><b>Lease</b> where property not owned by housing provider</p> <ul style="list-style-type: none"> <li>Required to establish the landlord holds the proprietary right to let the accommodation and to contribute to decision making in relation to the reasonableness of the rent for HB purposes</li> <li>Lease should be signed by all parties to the agreement</li> </ul>	
6	<p><b>Rent breakdown</b></p> <ul style="list-style-type: none"> <li>Full service charge breakdown</li> <li>Elements of the breakdown may be queried in order to justify the cost</li> </ul>	
7	<p><b>Resident Agreement</b></p> <ul style="list-style-type: none"> <li>The agreement should be complete and hold the value of the rent the tenant has agreed to pay for their accommodation</li> <li>It should be signed by all parties to the agreement</li> <li>Where the tenant is unable to sign please provide a statement from their social worker regarding their capacity to do this</li> </ul>	

8	<p><b>HB application</b></p> <ul style="list-style-type: none"> <li>Required within the first week of Resident / move in date, via the landlord/provider of the supported accommodation</li> <li>IMPORTANT: Do not delay sending the form if all information is not available at the time, this can be provided later</li> <li>Evidence / details of tenant financials / appointee etc</li> </ul>	
9	<p><b>Individual Need Questionnaire</b></p> <ul style="list-style-type: none"> <li>To confirm the tenant's need for care support and supervision that is linked to the accommodation</li> <li>The tenant's needs may have been established from client information provided via a social worker or NHS representative (as listed under point 2 above).</li> </ul>	

## Notes

### **Initial consideration**

Documentation from 1 to 6 would be required from a landlord of supported housing pre tenant move in. It is expected that that supported housing scheme arrangements will be in place before the tenant actually moves in for which the detail can be relayed in these documents.

Early provision of documents will enable communications (a meeting can be arranged where this would be helpful) and initial agreement of

- the HB Regulations that will apply to the HB claim
- the reasonableness of the rent proposed for HB purposes

A decision can be provided at this stage in order to help facilitate a tenant's smooth move into the accommodation and quick administration of the individual's HB claim.

The rent breakdown at point 6 would be a proposal of the rent to be charged.

### **HB claim**

Further documentation is required for the administration of the HB claim (s)

Documentation at 6 should reflect any agreed changes

Documentation at 7 can be provided by the landlord when the tenant signs up for the Resident. It can be provided with the documentation at points 8 and 9

Documentation at 8 and 9 is expected from the landlord within first week of Resident / move in date

Housing Benefit can be backdated, but this is for a maximum period of one calendar month and only when continuous good cause is shown for the delay in application.

## Appendix 7: Supported Accommodation Questionnaire



### Housing Benefit Supported Accommodation Questionnaire

This questionnaire is to be completed by the landlord of the supported housing scheme. Please give as much detail as possible with supporting evidence. Notes are provided at the end of the questionnaire.

Landlord name and address:

Service Provider name and address:

Care provider name and address if different to above:

Scheme Name(s) and portfolio:

- (1) Do you own the property(s), lease the property(s) or are you the managing agent for the owner? (If you lease the property a copy of the lease (s) is required).
  
- (2) Are the residents of this scheme / properties listed, provided with care, support, or supervision
  - (a) that is intended to be short term, person centred and targeted, to help them cope with the practicalities of everyday life, sustain the tenancy / licence, and develop life skills that will enable them to move on to independent living; or
  - (b) that is intended to be long term, person centred and targeted, which is provided under a funded community care package to enable them to live within the community and sustain their tenancy

Supported Accommodation Questionnaire  
October 2022  
PROTECT

(3) Under which category of supported housing do you consider the scheme to fall?

- Supported *exempt* accommodation
- A managed property (s)
- Temporary Refuge accommodation (victims fleeing domestic violence)
- Temporary Local Authority Hostel accommodation

(4) Please provide an overview of the operational model / arrangements that are in place to explain the category selected in question (3), addressing each of the following:

- i. The organisation(s) involved in the provision of this accommodation
  
- ii. The client group accommodated
  
- iii. What responsibilities lie with which organisation(s)  
*Who provides the accommodation, who provides care, support, or supervision?*
  
- iv. Is there a Service Level Agreement in place  
*A copy of the signed agreement is required*
  
- v. The living arrangements  
*Is it self-contained / does the resident have their own room and share others / is there a resident overnight carer*

- vi. Referral pathways and mechanism for assessment of need, suitability, and risk.  
*What assessment is made of the prospective resident's need for care support or supervision and of the suitability of the accommodation?  
Who does this assessment, what considerations are made?  
What documentation is used for your process of assessment – do you have a referral form, a risk assessment form, needs assessment form, initial assessment form which scopes needs, risk & support planning, please provide template versions)*
  
- vii. Does the outcome of the assessment result in a plan of care and support that is person centred to meet the assessed needs of the individual resident?  
*What documentation is used, do you have a separate support plan, please provide a template version of what you use*
  
- viii. What is your process for recording and reviewing a person's support provision  
*Is this integral within the support plan  
How often is a person's support needs reviewed  
Is there a separate recording method for support provision, if so how is this then reflected in the individual's support plan?*
  
- ix. Is the provision of care support or supervision conditional to occupation of this property as opposed to being provided on a 'floating care provision' basis?
  
- x. Would a person be granted a licence / tenancy if they were not in need of, and in agreement to provision of the care support or supervision that is attached to this accommodation?  
*Is conditionality contained within the terms of the Licence or Tenancy Agreement?  
Is there a separate Agreement for engagement with support?  
What is discussed with the tenant to explain this conditionality?*

#### Supporting Evidence

Answers to this question may be evidenced / demonstrated through provision of template documentation suite that you use (referral forms / risk assessments / support need assessment / support plan / Client case Notes, Licence, Tenancy Agreement)

(If a resident is already in occupation anonymised versions can be provided)

Supported Accommodation Questionnaire  
October 2022  
PROTECT

(5) How is care support or supervision provided?

*Face to face, group work, individual, within the accommodation, signposting, attendance at meetings etc.*

(6) What tasks are carried out in providing care support or supervision and by whom?

*For example, what is done to assist with housing related matters, independent living, social inclusion, life skills, personal care etc? Please indicate who it is who carries out the different tasks. It is sufficient when care is of a personal nature to give brief detail only such as help with dressing, washing, medication and meals etc.*

(7) How much time does a resident receive care, support, or supervision on a weekly basis as a minimum? If this is given by both a landlord and care organisation time will need to be apportioned.

- (8) What is the organisations staffing structure  
*A staffing list / structure chart is required to show the distinct levels of staff and reporting lines, please include detail as to the hours of work, responsibilities attached to each role and the caseload each support worker has responsibility for  
Where roles are dual, please include apportionment of time and salary spent on housing management related matters and person centred support and supervision, this will help to demonstrate time that is devoted to support provision and also justify service charges within the rent for housing management/administration costs*
- (9) Do you believe that the care, support, or supervision provided is given on 'more than minimal basis' and the tasks being performed are over and above that which would be expected from a landlord carrying out usual landlord functions? Please explain
- (10) (i) How is this supported housing scheme funded?  
*For example, elements within the gross/total rent, whether these be eligible or not for HB (for example, housing management that is eligible for HB, or support that is not eligible for HB)*
- (ii) In relation to funding of non-HB eligible support services  
a. If the service commissioned what funding stream is there; or  
b. If the service not commissioned, how is the cost of support met?

(11) If you rely on charitable donations and fund raising to pay for non HB eligible services and support, please give an explanation as to how this funding stream is achieved.  
*Provide detail and evidence of arrangements for receipt of such funding*

(12) Are there any other details you wish us to take into consideration?

**Declaration**

**I declare** that the information I have given is true and complete.

**I agree** that the Council may make any enquiries it thinks necessary.

**I am aware** it is an offence to deliberately make a false statement or withhold material information.

**I know** I must advise the Council of any changes to the information given on this questionnaire by completing a new questionnaire.

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Organisation: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Notes: Supported Housing

### Relevant legislation

- *Housing Benefit and Council Tax Benefit (Consequential Provisions) Regulations 2006, Paragraphs 4 and 5*
- *Housing Benefit and Universal Credit (Supported Accommodation) (Amendment) Regulations 2014 - amending Regulations effective 10 April 2014*

The amending regulations, from 10 April 2014, retained the definition of 'supported *exempt* accommodation' as contained within paragraphs (4) and (5) of the HB & CTB (CP) Regulations 2006, and included it within a wider definition of supported housing collectively termed 'specified accommodation'

The amendments mean that the 'housing costs' for accommodation falling within the remit of specified accommodation will not be met under the housing element of Universal Credit and will not be included in the benefit cap calculation. Until the introduction of a new model for funding supported housing, housing costs for specified accommodation will met through Housing Benefit.

Housing Benefit for supported *exempt* accommodation is determined under the rules contained within paragraphs (4) and (5) of the HB & CTB (CP) Regulations 2006. Housing Benefit for the other categories of specified accommodation is determined under Housing Benefit Regulation 12B. Rules for the social rented sector apply when the landlord is Registered Social Landlord and Local Housing Allowance rules apply when the landlord is a registered charity or voluntary organisation.

### (1) Supported *exempt* accommodation

A resettlement place, or accommodation which is provided by a county council, housing association, registered charity, or voluntary organisation where that body, or person acting on their behalf, provides the claimant with care, support, or supervision on more than a minimal basis

### (2) Managed properties

Cases which do not meet the definition of 'supported *exempt* accommodation' solely because care support or supervision is not provided by the landlord or on their behalf, often due to the funding/care structures in place Conditions apply in that:

- The property is provided by one of the specified social and third sector organisations as in category (1)
- The claimant is admitted upon the condition that they are in need of, and in agreement to receive, the care support or supervision that is attached to the accommodation
- Care support or supervision cannot be 'floating support' provided in standard social or third sector housing

An indication of need may be shown through the provision of public funding for the care support or supervision, although this is not a mandatory requirement. Another consideration would be if the accommodation has been commissioned designed or designated as supported housing by the Local Authority or other appropriate statutory body.

### (3) Refuges

Temporary refuge accommodation provided by the same group of third and social sector landlords, but also a Local Authority, where the resident is accommodated because they are fleeing their home as a result of domestic violence. Domestic abuse does not need to be from within the household but other types of violence that may occur in a domestic setting, such as violence by a neighbour or landlord etc. There is no care support or supervision requirement. Some refuge accommodation may fall under categories (1) or (2)

### (4) LA Hostels

Hostels provided by a Local Authority, where care, support or supervision is provided.

A 'hostel is that defined in Housing Benefit Regulation 2(1) as that which is in domestic shared accommodation with either board or facilities for the preparation of food. Some hostels may fall under categories (1) or (2).

Supported Accommodation Questionnaire  
October 2022  
PROTECT

## Appendix 8: Property Specific Questionnaire



### Property Questionnaire

A questionnaire is required for each property. This will be used as supporting evidence for application of the correct relevant Housing Benefit Regulations to individual claims.

Property Address & postcode:

Landlord Name:

Landlord Address & postcode:

Landlord Telephone:

Landlord Email Address:

What client group is catered for? Please tick the box that applies.

Homeless and in need of the support attached to this property

Estranged from the parental home

Evicted from previous accommodation

Previous or current drug / substance / alcohol problems

People with learning difficulties

Someone who has offended, or there is a risk they may offend

People with mental health issues

Victims of domestic violence

People with refugee status

Asylum seekers

<input type="checkbox"/>

Someone who has left foster care

People who have been sleeping rough

People with physical disabilities


Would there be any circumstance when you would accommodate any other client group?

YES  NO

If YES please explain below:

Would you accommodate anyone who wasn't in need of the support attached to this accommodation?

YES  NO

If YES please explain below:

What are the staffing arrangements for the scheme / property? Please indicate what applies

- Staff on site at the scheme / property: during office / day time hours
- Staff on site at the scheme / property: out of office hours – overnight
- Staff on call: during office / day time hours
- Staff on call: out of office hours - night time
- Staff office based only during office / day time hours
- Other, please specify \_\_\_\_\_

Please complete this table, giving the number of each type of room in the property.

	Living/ Dining Rooms	Bedroom	Bedsit	Kitchen	Bathroom	W.C	Other
How many of these rooms are there in total, in the whole property.							

How is this property let? (for example as rooms with shared facilities or as a house with self-contained accommodation) Please give detail below:

Would there be any circumstances when this would alter:

YES  NO

If YES please explain what these circumstances may be below:

What documentation or advice is given to a resident regarding their occupation of this property when they move in?

A licence  A tenancy  Other (written or verbal)

If Other please state:

Does the documentation you issue infer the rights of an assured tenancy?

YES  NO

If there is a vacant room within the property is this room locked so the other residents do not have access to it?

YES

NO

How are prospective customers referred to you?

Are prospective residents interviewed to establish their need for the support attached to this accommodation?

YES

NO

Within this process what considerations are made (for example, if the property is a house in multiple occupation with respect to possible conflicts and risks arising between existing residents and the prospective residents)

Do you have a review period to establish a resident's continuing need for the support attached to this accommodation?

YES

NO

If NO, why not

If YES is the review period determined on an individual basis or do you have a set period for review?

Are there any rules or conditions linked to resident's continuing occupation of the property?

YES

NO

Please explain what they are below, or give reasons why if rules do not exist.

Please explain what factors you took account when determining the level of rent, not including support, for this accommodation? (for example, comparative accommodation of a similar standard at this level of rent, high standard of accommodation, adapted accommodation, is it because there is support available, is it because of the client group catered for)

**Declaration**

**I declare** that the information I have given is true and complete.

**I agree** that the Council may make any enquiries it thinks necessary.

**I am aware** it is an offence to deliberately make a false statement or withhold material information.

**I know** I must advise the Council of any changes to the information given on this Questionnaire by completing a new questionnaire

Name:

Position:

Signature:

Date:

Thank you for completing this questionnaire.

Please return this questionnaire to

**FREEPOST RSJC-KKBE-ABXZ, Hull Revenues and Benefits, Hull City Council, PO Box 15, Hull, HU1 2AB**