



Department  
for Work &  
Pensions



Ministry of Housing,  
Communities &  
Local Government

# New rules for supported housing and housing benefit

What do you think?

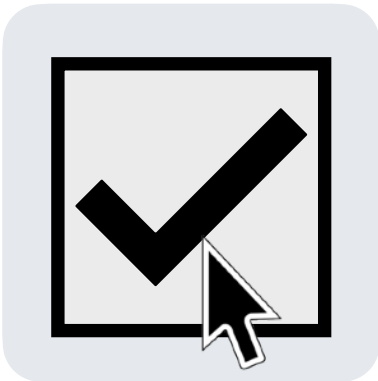


Easy  
Read

# How to use this survey on a computer



You can complete this survey on your computer. First you will need to download it.



When you open the survey on your computer, you will be able to click on the tick boxes and write in the text boxes.



When you have finished the survey, save it to your computer and email a copy to:

[SupportedHousingConsultation@communities.gov.uk](mailto:SupportedHousingConsultation@communities.gov.uk)

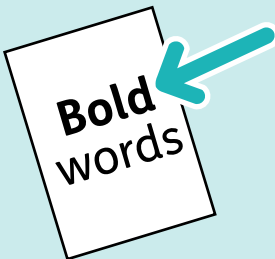
# Easy Read



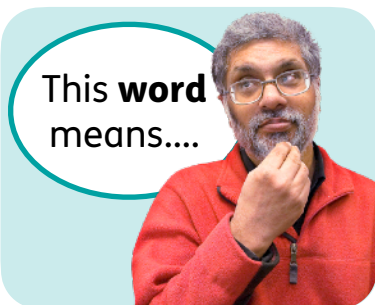
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

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# About this booklet



The government has written this booklet about a new law, called the Supported Housing (Regulatory Oversight) Act 2023.



The new law is about **supported housing**.

**Supported housing** is where people get support to live independently.



We want to know what you think about:

- How to put the new law into action.



- How to make rules for supported housing.



The law means we can also change **housing benefit**.



**Housing benefit** is money from the government to help people to pay for their homes.



This will help us to make supported housing better.

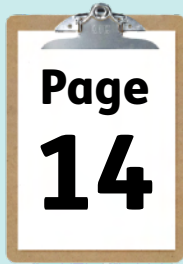


It is important to get any changes to housing benefit right.



We would like to hear what you think.

There are 2 parts to this booklet:



- In part 1, we will ask you about how to put our new law into action. Part 1 starts on page 14.



Part 1 only affects people in England.



- In part 2, we will ask you about housing benefit. Part 2 starts on page 103.



Part 2 affects people in England, Scotland and Wales.



# How to send us your answers

You can send us your answers by:



- Using this website:  
[consult.communities.gov.uk/social-housing/supported-housing-regulatory-oversight-act-consult](https://consult.communities.gov.uk/social-housing/supported-housing-regulatory-oversight-act-consult)



- Email:  
[SupportedHousingConsultations@communities.gov.uk](mailto:SupportedHousingConsultations@communities.gov.uk)



- Post:  
Supported Housing Consultation Team  
Ministry of Housing Communities and Local Government  
Floor 3 (Mail point B12)  
Fry Building  
2 Marsham Street  
London  
SW1P 4DF

# Introduction



Supported housing is good when it is done well.



But, some people in supported housing are not getting the help they need.



This is because some **landlords** are not giving them the right support.

**Landlords** are people and organisations that rent out houses.



So we have written a new law to:

- Stop bad landlords.
- Make sure everyone who lives in supported housing gets the help they need.



# About you



Before we ask you about the new law, we would like to know about you.



**Question 1:** Are you answering for...

- A local council
- An organisation that checks on supported housing
- A person who lives in supported housing
- An organisation that runs supported housing
- A landlord
- An organisation that looks after a building that is used for supported housing

*There are more choices on the next page.*

- An organisation that gives people care and support
- An organisation that speaks up for people who use supported housing
- An organisation that speaks up for supported housing organisations
- Other – please say



**Question 2:** If you answering for an organisation, please tell us its name:



**Question 4: Where do you live?**

- North East England
- North West England
- Yorkshire and the Humber
- East Midlands
- West Midlands
- East of England
- South West England
- South East England
- London
- Scotland
- Wales
- Northern Ireland
- In many different parts of England



Please only answer this question if you are a landlord.

**Question 5:** How many supported housing places do you own?

Between 1 and 19

Between 20 and 49

Between 50 and 99

Between 100 and 499

Between 500 and 1000

More than 1000

# Supported housing

There are 4 types of supported housing:



1. Housing that is owned and run by the organisation that gives people care and support.



2. Housing where the organisation that gives people care and support does not own the building.



3. Housing for victims of **domestic abuse** – this is when you are harmed by a family member or someone you live with.



4. Hostels for homeless people.



**Question 1:** Do you agree that the new rules should apply to all 4 types of supported housing?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



If you do not agree, please tell us why:



# Principles

**Principles** are important ideas that help us decide what to do. We have 5 principles for supported housing:



- Person-centred – this means that people can choose the right support for them.



- Respectful – this means that staff treat people with respect.



- Safe and helpful.



- Effective – this means that staff give the right support to each person.



- Well led – this means that people who run organisations are good at their jobs.



**Question 2:** Do you think these are the right principles for supported housing?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



**Question 3:** Do you have any ideas for other principles to include?

# Standards



**Standards** are how we will check if supported housing is good enough.



The next parts of this booklet explain the standards.



Please read the standards and tell us what you think of them.

# Person-centred



**Person-centred** means that people get to choose the care and support that is right for them.



Each person should have a **needs assessment** and a **support plan**.



A **needs assessment** is to find out what support a person needs.



A **support plan** is a plan that says what support a person will get.



The support plan must say:

- What support the person needs.



- How much support the person needs.



The person should be given the chance to help to write this plan.



The plan should explain:

- How the person is doing.



- What is stopping them from doing better.



There should be a way to make sure the person is involved in choosing their support.



If possible, the person should have the same support worker all the time.



There should be a plan to help the person:

- Learn and get better at things.



- Get ready to live more independently.



Staff should help the person to learn new things, get training and, if possible, look for a job.



All information should be clear and easy to understand.



Staff should tell people about the help they can get from other services, if they need them.



**Question 4:** Do you agree with this standard?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



Please tell us what you think about this standard:

We can check if supported housing is following these standards by looking at:



- People's needs assessments and support plans.



- Whether people are achieving the things they want to.



- Whether organisations have ways to include people in making their support plans.



- Rules for helping people to live more independently.



- The rental agreement for living in the supported housing.





**Question 5:** Do you agree with these ways of checking that the standard is met?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



**Question 6:** Do you think there are other ways to check the standard is met?

If you do, please tell us how:

# Giving people power



People should have the power to speak up about what they think.



Organisations should:

- Ask people what they think and want.



- Make sure people understand what staff do in the organisation.



- Have an easy way for people to complain.



**Question 7:** Do you agree with this standard?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



Please tell us what you think about this standard:



**Question 8:** Do you agree that people should get an **information pack** when they move in to supported housing?

This would be a booklet with information about using supported housing. It would include information about how to complain.

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know

We can check if supported housing is following these standards by looking at:



- Information to help people understand how to complain.



- Ways for people to speak up about their support housing.



- Proof that organisations use people's ideas to make their supported housing better.



- Rules for staying safe and speaking up about bad things.



- Rules for dealing with complaints.



**Question 9:** Do you agree with these ways of checking that the standard is met?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



**Question 10:** Do you think there are other ways to check the standard is met?

If you do, please tell us how:

# The right place



People should live in a place that is right for them.



There should be plans for how people move into supported housing.



These plans should make sure that everyone is safe.



Staff should think about **risks** – these are things that could go wrong and hurt someone.



Supported housing should help people to feel safe, healthy and comfy.



The supported housing should be clean.  
People should feel at home.



People's family and friends should be  
able to visit.



There should be rules to make sure  
things are fixed if they break.





**Question 11:** Do you agree with this standard?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



Please tell us what you think about this standard:

We can check if supported housing is following these standards by looking at:



- Rules for when new people move in.



- **Risk assessments** – these are when staff check on things that might go wrong.



- Photos of the supported housing.



- Checks on whether the building is safe from fire.



- Rules for fixing things that have broken.



**Question 12:** Do you agree with these ways of checking that the standard is met?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



**Question 13:** Do you think there are other ways to check the standard is met?

If you do, please tell us how:

# Keeping people safe



Organisations should train their staff, so that they understand:

- How to keep people safe.



- How to deal with problems.



- Serious issues, like domestic abuse.



Staff should also be encouraged to get **qualifications** – this means passing tests and courses.



Staff should get a **DBS check** – this is a government check to make sure they are safe to work with people who need support.



Organisations should have ways to deal with staff who are not doing a good job.



There should be:

- Enough staff to help people safely and well.



- A plan for how to deal with people who behave badly.



- A plan for what happens if someone is told to leave the supported housing.



**Question 14:** Do you agree with this standard?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



Please tell us what you think about this standard:

We can check if supported housing is following these standards by looking at:



- Rules for training staff, and proof that they have had training.



- Rules for DBS checks, and proof that staff have had DBS checks.



- Rules for dealing with staff who are doing a bad job.



- Rules for dealing with people who behave badly in their supported housing.



- Rules for asking people to leave their supported housing.



**Question 15:** Do you agree with these ways of checking that the standard is met?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



**Question 16:** Do you think there are other ways to check the standard is met?

If you do, please tell us how:



# What local areas need



It is important to look at how much supported housing each local area needs.



Supported housing should fit in with their local council's plans.



The council should be involved in setting up new supported housing.



Supported housing should be in the right place.



There should be rules for how people move into supported housing.



**Question 17:** Do you agree with this standard?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



Please tell us what you think about this standard:

We can check if supported housing is following these standards by looking at:



- What the organisations say they have done to make sure the supported housing fits in with the local area.



- The rules for how new people move into the supported housing.



**Question 18:** Do you agree with these ways of checking the standard is met?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



**Question 19:** Do you think there should be more rules to make sure supported housing is right for local areas?



**Question 20:** Do you think there are other ways to check the standard is met?

If you do, please tell us how:

# The responsible person



The **responsible person** is in charge of making sure an organisation is following the rules.

Each organisation must have a responsible person.



They will lead the service in the right way.

We can check if supported housing is following these standards by looking at:



- Proof that the responsible person is the right person to do this job.



- Proof that the service is good enough.



**Question 21:** Do you agree with this standard?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



Please tell us what you think about this standard:



**Question 22:** Do you agree with these ways of checking the standard is met?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



**Question 23:** Do you think there are other ways of checking the standard is met?

If you do, please tell us how:



# Statement of purpose



A **statement of purpose** says what a service wants to achieve, and how they are going to work.

It should say:



- What the service does.



- Who the service is going to help.



- The type of care and support they will give people.



- Where the supported housing will be.



The responsible person must keep the statement of purpose up to date.



**Question 24:** Do you agree with this standard?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



Please tell us what you think about this standard:

The statement of purpose should be put in a place where everyone can see it, like:



- On the organisation's website.



- On a wall, in a place that is easy to see.



**Question 25:** Do you agree with these ways of checking the standard is met?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



**Question 26:** Do you think there are other ways to check the standard is met?

If you do, please tell us how:

A large, empty rectangular box with rounded corners and a teal border, intended for the respondent to provide their answer.

# Needs assessments



A **needs assessment** is when we find out what support a person needs.



We think that a needs assessment should be about what is stopping the person from living independently.



We would like to hear about good needs assessments.



You can send us good needs assessments by email to:

[supportedhousingconsultations@communities.gov.uk](mailto:supportedhousingconsultations@communities.gov.uk)



**Question 27:** What do you think needs assessments should include?

# Support plans



A **support plan** is a plan that says what support a person will get.



It should be made just for the person it is for.



Everyone should have a support plan after their needs assessment. The organisation should keep it somewhere safe.



If the person can, they should help make their support plan and agree to the things in it.



The support plan can change if it needs to.

## Support plans should include:



- The type of support the person will get.



- How this support will help the person to achieve what they want.



- How the supported housing service will give them this support.



- How often they will get this support.





**Question 28:** Do you agree that these things should be included in support plans?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



**Question 29:** Is there anything else you think should be included in support plans?

# Licences



**Licences** are documents that say that someone is allowed to do something.



We are planning to make supported housing services across England get licences.



If they do not have licences, they will not be allowed to run supported housing for people.



Some parts of England already do this.

We want to make the rules the same for the whole of England.



**Question 30:** What do you think are the good and bad things about having the same rules for the whole of England?

A large, empty rectangular box with rounded corners and a teal border, intended for the user to write their answer to the question.



**Scheme**

The licences will be for each supported housing **scheme**.

A **scheme** is a building or a group of buildings with 1 address.



Many different people could live in 1 scheme, if they are in different rooms.



**Question 31:** Do you agree with this idea of what a scheme is?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



Please tell us why you think this:

# Who needs to apply for a licence?



Usually, the landlord is in charge of managing the supported housing.



So they will need to apply for a licence.



If a different organisation gives people support, then the landlord will need to make sure they follow our standards.



But sometimes an organisation might not need a licence.



For example, if the government needs supported housing for certain people, they will not need a licence.



But they will still need to tell the local council that they are running a supported housing service.



**Question 32:** Do you agree with this?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know

# The fit and proper person test



The **fit and proper person test** is about deciding if someone is the right person to run supported housing.



The local council will do this test whenever someone asks for a licence.



If they do not pass this test, they will not get a licence.



The test will check if someone has:

- Broken the law.
- Been unfair to people.
- Broken housing laws.



If a company wants to run supported housing, they will need someone to pass the test.



This should be someone who is in charge of the company.



**Question 33:** Do you agree with this test, and who it would apply to?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know





Companies will only get a licence if:

- They follow our standards.



- The building is right to be used as supported housing.



- They can do needs assessments for people.



- They can give people good care and support.



Councils do not have to ask for a DBS check when they decide whether a company can have a licence.

But all staff who give people care and support must have a DBS check.



We also think that councils should check that a scheme is safe and good quality before giving it a licence.



**Question 34:** Do you agree that supported housing must follow our standards to get a licence?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



**Question 35:** Do you agree that schemes should be safe and good quality to get a licence?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



Sometimes, supported housing is not good for some people.



For example, a place that is far from shops or transport may not be good for some people.

So we think there should be rules that say that supported housing must be good for:



- The number of people who live there.



- The support that those people need.



**Question 36:** What could mean that supported housing is not right for some people?

For example, not having much space.



We also think that supported housing should have **planning permission** - this means that they are allowed to have buildings there.



**Question 37:** Do you agree that supported housing should have planning permission?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know

# Checking what help people need



Supported housing services must check what help people need before they move in.

This is called a **needs assessment**.



Services must be able to show the council that they have a way to do needs assessments.



The needs assessment must be done by someone who knows how to do them well.



After the needs assessment, people should get a support plan. This will tell them about the support they will get.



Sometimes, people might have children with them.



The check should say what help the children need as well as the person.



**Question 38:** Do you agree that each person in supported housing must have a needs assessment and support plan?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know

# Caring for people



If a place gives people care, then the **Care Quality Commission (CQC)** should check their service.



**Care Quality Commission (CQC)** is a government organisation that checks the standard of health and social care services in England.



If the CQC says that the care is not good, then the service will not get a licence.



If a place should be listed by the CQC, but it has not been listed, then it will not get a licence.



**Question 39:** Do you agree that services that give people care need to be listed with the CQC to get a licence?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



**Question 40:** Do you agree that services should not get a licence if the CQC says that they are not good enough?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



# Following our standards



Services must follow our standards to get a licence.



Local councils will check services to make sure they follow our standards.



Housing schemes can be checked at any time, before or after they get a licence.



**Question 41:** Do you think this is a good way of making sure services follow our standards?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



The council can decide if a service follows our standards without checking.

The council can give a place a licence without checking it follows our standards if:



- The council pays for the service.



- Another part of the government pays for the service.



- The care service is already listed with the CQC.



**Question 42:** Do you agree that local councils should be able to give these services licences without checking they follow our standards?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



Local councils have the power to make their own rules about housing.

These extra rules could include:



- Making sure there is enough space for rubbish.



- Stopping bad behaviour.



We would like to know what people think about having a list of extra rules that councils can choose to use.



**Question 43:** If we should have these extra rules, what should they be?

A large, empty rounded rectangular box with a teal border, intended for writing the answer to the question.

# Places that already have a licence



Some services already have a different type of licence.



We are thinking of changing this so they only need 1 licence. This would make things easier.

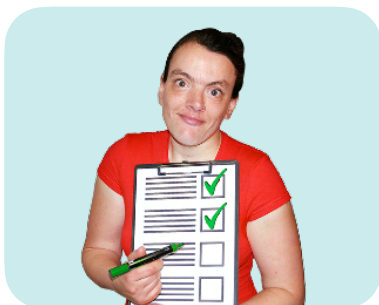


They would not need to get the new licence until their old one runs out.



But they would still need to:

- Tell the council what they are doing.



- Follow our standards.



**Question 44:** If you run a supported housing service, do you already have a different licence?

Yes

No



If you said Yes, please tell us which type of licence you have:



**Question 45:** Do you agree that places that already have a different type of licence should not need to get a new supported housing licence straight away?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know

# Applying for a licence



The main reason for the licence is to make sure that supported housing is good for all people who live there.



The rules should be easy to follow and work well.



Some councils and supported housing services say they would like one form to apply for a licence.



This would help to make sure that all councils and services are using the same type of form.





**Question 46:** As well as having 1 form, is there anything else we can do to make it easy to apply for a licence?

A large, empty rounded rectangular box with a teal border, intended for a handwritten or typed answer to the question above.

## Paying to apply



Councils will need to charge companies money when they apply for a licence. Some of this money will pay for the application.



They will use the rest of the money to check on services that have a licence.



**Question 47:** What effect would charging for licences have on your service?

A large, empty rounded rectangular box with a teal border, intended for the user to write their answer to Question 47.

**Question 48:** Do you have anything else to say about charging to apply for licences?

A large, empty rounded rectangular box with a teal border, intended for the user to write their answer to Question 48.

# How long will a licence last?



Licences will last for 5 years.



**Question 49:** Do you agree that licences should last for 5 years?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know

# Checking services



Councils can choose to check a place before they give it a licence.



They can also check a place if they are worried about it.



They can check a place at any time. The checks should not be planned.



But they should think about the people living there before they check the place.



We think all services should be checked at least once every 5 years.



**Question 50:** Do you agree the councils should be able to give services a licence without checking them?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



**Question 51:** Do you agree that councils should check places at least once every 5 years?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know

# If services are not good enough



Councils should only take away the licences if they are very worried about the supported housing.



First, they should work with the service to make a plan to make it better.

This would let the service know what needs to change.



**Question 52:** Do you agree that councils should agree a plan to make services better first?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



If the service does not get better, the council can give them an **improvement notice**.

This is a document that says:

- That the service must get better.
- What the service needs to do to get better.



If a service gets an improvement notice, they must make their service better within 3 months.



**Question 53:** Do you agree that councils should be able to give services improvement notices?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



Sometimes, the council might allow a service to have 6 months to get better.



Otherwise, they might lose their licence.



**Question 54:** Do you agree that councils should sometimes be able to give services 6 months to get better?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



# Changing or taking away licences

A licence might need to change if:



- The person who has the licence changes.



- The manager of the scheme changes.



- The service changes.



- The number of places in the scheme changes.



- The building changes.

A licence might need to be taken away if:



- The service breaks the rules a lot of times.



- The service does not follow an improvement notice.



- The person with the licence is not allowed to have a licence any more.



**Question 55:** Do you agree with these rules for changing a licence or taking it away?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know

# Making sure that services follow the rules



We are thinking of giving more power to councils to make sure services follow the rules.



If a service breaks the rules, they can be:

- Taken to court.



- Made to pay money, called a **fine**.



We think that they should not have to pay more than £30,000.



If the service does not pay the fine, then a court can get the money.



If they still do not pay, then the people in charge of the service could be put in jail.



If someone has broken the rules, they might not be able to have a licence any more.



**Question 56:** Do you agree that services should have to pay fines if they break the rules?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



**Question 57:** Do you agree that fines should not be more than £30,000?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



We are thinking of making it a crime to run supported housing without a licence.



**Question 58:** Do you agree with this?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



Services that did this would have to pay a fine. They might also have to pay people their rent back.



**Question 59:** Do you agree that services that break the rules should have to do this?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



**Question 60:** Should people be able to take services to court if they do not have a licence?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



If a service does not follow the rules, they will get an improvement notice.

**Question 61:** Do you agree with this?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



If they do not follow the improvement notice, they would:

- Lose their licence.
- Have to pay a fine of up to £30,000.

**Question 62:** Do you agree with this?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



**Question 63:** Is there anything else we should do when services break the rules?

A large, empty rounded rectangular box with a teal border, intended for the user to write their answer to the question.





Sometimes an organisation breaks the rules because one of their staff did a bad job.



If this happens, then we think that both the organisation and the member of staff have broken the law.



**Question 64:** Do you agree with this?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



Sometimes, services might not agree with something the council has decided.



We will write rules about how services can ask for someone else to look at the decision.

## **Making sure licences are the same across the country**



We will give money to councils, so they can make groups of experts to look at supported housing.



Councils and services should work together.



That will help make supported housing better for everyone.



**Question 65:** What else can councils do to make sure they are treating all services in the same way?



**Question 66:** What else could councils do to make sure services follow the rules?

# Getting used to the new rules



Councils and services will need time and information to start following the new rules.



We will choose a date. Services must apply for a licence before this date.



**Question 67:** Should we treat services as though they have a licence before this date?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



**Question 68:** How can we support services to get ready for the new rules?

A large, empty rounded rectangular box with a teal border, intended for a response to Question 68.



**Question 69:** How can we support councils to get ready for the new rules?

A large, empty rounded rectangular box with a teal border, intended for a response to Question 69.

# Planning



**Planning** is how we decide:

- Where to build new buildings.



- How buildings are used.

We are thinking of changing planning rules to make it easier to:



- Set up supported housing.



- Make people apply for planning permission before they set up supported housing.



**Question 70:** Do you agree with this?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



**Question 71:** What do you think would happen if we made this change?

# Part 2 – housing benefit





# Housing benefit



We are thinking about making changes to the rules for **housing benefit**.

**Housing benefit** is money from the government to help people to pay for their homes.



People living in supported housing can get more housing benefit than other people.



People living in supported housing get care, support and **supervision**.

**Supervision** means watching and guiding you.



The law does not say what care, support and supervision means.



We would like to know what people care, support and supervision means.



We would also like housing benefit to fit in with licences for supported housing.

We would like to know what people think about this.



The rules for housing benefit do not say what care, support or supervision is.



This makes it difficult for councils to look at housing benefit claims.



We need to say what care, support and supervision are in housing benefit rules.

# What is care?

## England

In England, the law says that care means help with:



- Eating and drinking.



- Going to the toilet, washing and bathing.



- Getting dressed.



- Looking after your teeth, skin, hair and nails.



We want to use these ideas when we think about care and housing benefit.

**Question 2:** Do you agree with this?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



**Question 3:** Do you think that these ideas describe care in supported housing well?

# Scotland and Wales

In Scotland and Wales, the law says that care is help with:



- Day-to-day tasks, and people's needs.



- Thinking about tasks and needs, like remembering to eat and wash.



**Question 4:** Do you think that we should use these ideas when we talk about care and housing benefit?



**Question 5:** For Scotland and Wales, do you think that these ideas describe all care in supported housing well?

A large, empty rounded rectangular box with a teal border, intended for a response to the question.

# What are support and supervision?



Remember, **supervision** means watching and guiding you.



**Question 6:** What would you say counts as support and supervision in housing benefit?



Some people think that supervision is just a type of support.

**Question 7:** Do you agree with this?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



We want to use standards in England, and rules in Scotland and Wales, to help decide what support and supervision means.



**Question 8:** Do you think we should use these standards and rules for housing benefit?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know





Remember, people in supported housing get more housing benefit.



We are thinking of writing a rule saying how much care, support or supervision people need to get more housing benefit.



**Question 9:** How much care, support or supervision do you think people should have to get more housing benefit?



When people ask for housing benefit, sometimes councils check how much care, support or supervision they need.



This is because supported housing services sometimes lie, so they can get more money.



It is important for councils to remember the privacy of the person living in supported housing.



**Question 10:** How much proof should a council ask for, when they decide how much care, support or supervision someone needs?

# Licences and housing benefit



In England, we are thinking of only giving housing benefit to people who need help and are living in supported housing that has a licence.

If your supported housing service does not have a licence, you might:



- Get less money from the government, or



- Have to move homes to get the help you need.



**Question 11:** Do you agree with this?

Agree a lot

Agree

Do not agree or disagree

Disagree

Disagree a lot

I do not know



**Question 12:** What issues do you think we should think about if we do this?

Please answer this question if you run a supported housing service in England:



**Question 13:** What would you do if you did not have a licence, and housing benefit stopped, or people who live there got less?

Please answer this question if you live in supported housing in England:



**Question 14:** If you had to move because your supported housing did not have a licence, what help would you need with moving?

Please answer these questions if you are a council in England:



**Question 15:** How could you support people who had to move because their supported housing service lost its licence?



**Question 16:** If a large service lost its licence, would you know which people would get less housing benefit?

Please answer these questions if you are in Scotland and Wales:

*This question is for councils only:*



**Question 17:** What could happen in Scotland and Wales if we said supported housing services in England needed a licence to get higher amounts of housing benefit?



We are not using licences in Scotland and Wales.

*This question is for councils only:*



**Question 18:** Are there any other rules that we could use to decide whether supported housing services could get housing benefit?