



Supported Housing Review

Supported Housing Providers Questionnaire

The Department for Levelling Up, Housing and Communities (DLUHC) has commissioned the Centre for Regional Economic and Social Research (CRESR) at Sheffield Hallam University to undertake a research study to assess the size, cost and demand of the supported housing sector across England, Scotland and Wales. This will build on and update the 2016 supported accommodation review and we expect the research findings to be published by the end of 2023.

We are contacting supported housing providers. We want to understand how provision varies by client group, service type, funding and costs, services commissioned or not commissioned by the local authority or other statutory bodies, and use of accommodation which is not categorised as 'specified accommodation'. We also want to understand key challenges and priorities for the sector.

We are grateful for your time in completing the survey as it really makes a difference to the overall research and robustness of the findings.

The data provided will not be seen by anyone other than the research team. An anonymised version of the database (with personal details removed but including organisation name) will be made available to the DLUHC and DWP teams at the end of the study but this will not be made publicly available. The data provided will be stored securely (see below) and used only for the purposes of this research. No personal details of respondents will be used in reporting.

If there is a more appropriate person within your organisation to fill in this questionnaire, please forward the email with the link for the survey to them.

We only need one set of responses for your organisation as a whole and so if more than one individual in your organisation needs to complete different sections of the questionnaire you can save this form as you go along and forward to another colleague for them to further add to the responses. Please remember to return the final form when complete.

If you have any questions about this questionnaire, want to know more about the study or need any assistance please do not hesitate to contact the CRESR research team:

David Leather - d.leather@shu.ac.uk or on 07471 266857.

Information about data protection and security

Information supplied will be used by DLUHC and Sheffield Hallam University in accordance with the General Data Protection Regulation and other applicable legislation. For this project, the law in the UK permits the processing of personal data on the basis of public interest.

The data will be processed by DLUHC and Sheffield Hallam University for the purposes of research according to our privacy policies. More information about use of your personal information is in the Privacy Notice on DLUHC's website DLUHC's website and Sheffield Hallam University's Privacy Policy for research can be found on their website. Paper copies of both Privacy Notices can be provided on request.

DLUHC and Sheffield Hallam University may retain data from this study for up to five years after the study has finished.

Please provide your name, job title, organisation name and contact details: We are asking for
contact details to help track who has completed the survey and to enable us to follow-up any queries
which might emerge from survey responses. Details will not be shared beyond the research team or

Contact Details

used in reporting.

Supported Housing Definitions

1.	Name:	
2.	Job title:	
3.	Email address:	
4.	Telephone number:	
5.	Organisation name:	
6.	Address:	
7.	Postcode:	
8.	Parent organisation name (if applicable):	
	-11	

For the purpose of this survey and to ensure consistency of responses, Supported Housing includes housing that is designed or designated to come with care, support and supervision and is provided by a social landlord, charity, non-profit voluntary organisation or local authority. This **excludes** 'floating support' services where this is not designated to the accommodation. This also excludes care homes.

Supported Housing Provider: for the purposes of this survey this refers to the organisation that issues the resident's tenancy/licence to occupy and manages the supported housing scheme (this may be different to the organisation that owns the property used for the scheme or provides the care/support).

Abo	out your organisation
1.	Is your organisation a supported housing provider as defined above?
	If your organisation owns the property where supported housing scheme(s) are delivered but does not issue <u>any</u> resident tenancies/licences or manage any of these schemes then please tick No box for Question 1, complete Questions 2 to 5 about your organisation, then complete Questions 27 to 32 and then submit the survey – thank you for your time.
	Yes Continue to Q2 and the rest of the survey
	No Complete Q2-Q5 and Q27-32 then submit the survey
2.	Which one of the following best describes your organisation?
	Housing Association GO TO Q2a
	Charity or voluntary organisation (e.g., Community Interest Company) GO TO Q3
	Private company GO TO Q4
	Local Authority GO TO Q4
	Other GO TO Q4
	Other, please specify:
	If you ticked Housing Association, then please answer Q2a. If you ticked Charity or voluntary organisation then please answer Q3, otherwise please go straight to Q4.
2a.	Is your organisation also a charity?
	Yes GO TO Q3
	No GO TO Q4
	If you ticked Yes then please answer Q3, otherwise please go straight to Q4.
3.	Which of the following best describes the type of Charity or voluntary organisation that your organisation is?
	Tick as many as apply.
	Community Interest Company
	Community Benefit Society
	Co-operative
	Charitable Incorporated Organisation
	Other
	Other, please specify:

4.	Is your organisation registered with the Regulator of Social Housing/Scottish Housing Regulator/ the Welsh Ministers under Part 1 of the Housing Act 1996?
	Yes
	No
5.	In which of the following regions or nations does your organisation own or manage any supported housing schemes?
	Tick as many as apply.
	North East
	North West
	Yorkshire and the Humber
	East Midlands
	West Midlands
	East
	London
	South East
	South West
	Scotland
	Wales
	If your organisation owns the property where supported housing scheme(s) are delivered but

If your organisation owns the property where supported housing scheme(s) are delivered but does **not** issue <u>any</u> resident tenancies/licences or manage any of these schemes then please complete Questions 27 to 32 then submit the survey – thank you for your time.

All other organisations which issue <u>any</u> resident tenancies/licences or manage any supported housing schemes please continue to complete the rest of the survey.

Supported Housing Units and Service Users

The rest of this survey only needs to be completed by supported housing providers that issue the resident's tenancy/licence to occupy and **manages supported housing schemes**.

Please provide information to the following questions in relation to **ALL supported housing schemes you manage** (where your organisation issues the resident's tenancy/license to occupy and manages the scheme). Do not include information on supported housing schemes you may own but do not manage.

The following questions will ask you about the schemes you manage, how many are specified accommodation or accommodation which is not categorised as 'specified accommodation' and to what extent these are commissioned services (or not).

6.	How many supported housing units	do you manage overall?	
	A 'Unit' refers to a self-contained home, has a tenancy/license to occupy.	e, or a room within a shared house where the resident	
	Total supported housing units:		
7.	How many of your supported housi property?	ing units that you manage do you also own the	
	If you are unable to provide the exact n	number please estimate.	
	Number of units:		
8.	How many Specialised Supported Ho	ousing units do you manage?	
		number please estimate. If none please enter zero.	
	Number of units:		
9.	In how many local authorities is the s in?	supported housing stock <u>that you manage</u> located	
	Number of Local Authority areas:		
10.	Please indicate how many of the savailable at sub-market or market re	supported housing units that you manage are	
	If you are unable to provide the exact numbers please estimate.		
	The sum of units in categories a) to c) s	should equal the total number of units in Q6.	
	ı	Number of units	
	a) Social rent:		
	b) Affordable rent:		
	c) Market rent:		

11. How many supported housing units do you manage for each of the following service types?

See below for definitions for each service type. Please allocate units only once.

Please allocate units to category which is the closest match to your types of provision.

If exact figure unknown, then please estimate or tick not available box for each category.

The sum of units in categories a) to c) should equal the total number of units in Q6.

		Number of units	information/ not available
•	nort-term/transitional supported commodation		
	ng-term supported housing for orking age disabled people		
	ousing for older people with care d/or support needs		

Short-term/transitional supported accommodation: intermediate provision for a range of cohorts with support needs with a view to move on towards more independent accommodation. Duration of stay would typically be two years or less (but this isn't a hard time limit). This may include hostels and transitional housing for people in crisis (e.g., poor mental health).

Long-term supported housing for working age disabled people: long-term provision for people with a physical disability or enduring mental ill health, and people with a learning disability and/or autistic people or other lifelong condition. This is often known as "supported living."

Housing for older people with care and/or support needs: supported housing typically designed for and restricted to people aged over 55. This may have different names depending on the design, for example sheltered housing (although this often comes without care and support), flexible retirement housing, retirement villages, very sheltered and extra care.

12. How many supported housing units do you manage for each of the following client groups?

Some provision, especially for clients with complex needs, may fall into more than one client group, but please allocate units only once to most relevant primary client group.

If none please enter zero, if exact figure is unknown then please estimate, or tick not available box for each category.

The sum of units in categories a) to m) should equal the total number of units in Q6.

		Number of units	Do not hold information/ not available
a)	Older people (55+):		
b)	People experiencing homelessness (individuals):		
c)	People experiencing homelessness (families):		
d)	Young people leaving care:		
e)	People with a learning disability and autistic people:		
f)	People with a physical disability or sensory impairment:		
g)	People with mental health problems:		
h)	People with drug or alcohol problems:		
i)	Prison leavers:		
j)	People at risk of domestic abuse:		
k)	Refugees and asylum seekers:		
l)	Veterans:		
m)	Other:		
Ot	her, please specify:		
How many of the supported housing units that you manage are available for people with multiple complex needs?			
Νι	ımber of units:		

13.

14. How many of the supported housing units that you manage are classified as specified or non-specified accommodation?

Specified accommodation definition is set out in <u>HB A8/2014</u>. This includes Category 1: Exempt accommodation; Category 2: Managed properties; Category 3: Refuges; and Category 4: Hostels.

Non-specified accommodation are supported housing units that you manage which do not meet specified accommodation rules.

If none, please enter zero, if exact figure is unknown then please estimate, or tick not available box for each category.

	Number of units	Do not hold information/not available
Specified accommodation		
Non-specified accommodation		

If some of the supported housing units that you manage are specified accommodation, please answer Q15, otherwise please go straight to Q16.

15. Of the supported housing units that you manage, how many are within the following categories of specified accommodation?

If none please enter zero, if exact figure is unknown then please estimate, or tick not available box for each category.

The sum of units in categories a) to d) should equal the total number of specified accommodation units in Q14.

		Number of units	Do not hold information/ not available
a)	Exempt accommodation:		
b)	Managed properties (where not included in exempt accommodation):		
c)	Refuges (where not included in exempt accommodation or managed properties above):		
d)	Hostels (where not included in exempt accommodation or managed properties above):		

16. How many specified and non-specified supported housing units do you manage for each of the following client groups?

Please allocate units only once to each primary needs group. If none please enter zero, if exact figure is unknown then please estimate, or tick not available box for each category.

The sum of units in categories a) to m) should equal the total number of specified accommodation and non-specified accommodation units in Q14.

		Number of specified accommodation units	Do not hold information/ not available	Number of non- specified accommodation units	Do not hold information not available
a)	Older people (55+):				
b)	People experiencing homelessness (individuals):				
c)	People experiencing homelessness (families):				
d)	Young people leaving care:				
e)	People with a learning disability and autistic people:				
f)	People with a physical disability or sensory impairment:				
g)	People with mental health problems:				
h)	People with drug or alcohol problems:				
i)	Prison leavers:				
j)	People at risk of domestic abuse:				
k)	Refugees and asylum seekers:				
I)	Veterans:				
m)	Other group (as specified at Q12):				

17.	How many of the supported housing units that you manage are commissioned by the
	local authority or other statutory body?

'Commissioned' refers to supported housing commissioned by the local authority or other statutory body.

If none please enter zero, if exact figure is unknown then please estimate, or tick not available box for each category. The sum of commissioned and non-commissioned units should equal the total number of units in Q6.

	Number of units	information/ not <u>availa</u> ble
Commissioned units		
Non-commissioned units		

18. How many of the supported housing units that you manage are commissioned by the local authority or other statutory body for each of the following client groups?

Please allocate units only once to each primary needs group. If none please enter zero, if exact figure is unknown then please estimate, or tick not available box for each category.

The sum of units in categories a) to m) should equal the total number of commissioned and non-commissioned units in Q17

nor	n-commissioned units in Q17.				
		Number of commissioned units	Do not hold information/ not available	Number of non- commissioned units	Do not hold information/ not available
a)	Older people (55+):				
b)	People experiencing homelessness (individuals):				
c)	People experiencing homelessness (families):				
d)	Young people leaving care:				
e)	People with a learning disability and autistic people:				
f)	People with a physical disability or sensory impairment:				
g)	People with mental health problems:				
h)	People with drug or alcohol problems:				
i)	Prison leavers:				
j)	People at risk of domestic abuse:				
k)	Refugees and asylum seekers:				
l)	Veterans:				
m)	Other group (as specified at Q12):				

Voids								
19.		lease estimate the average number ou manage were void (exclude void		najor repa	airs).	Do not	t hold ation/	its
	^			Day	/s	not ava	illable	
		ve. number of days that managed sup ousing units were void	ропеа			L		
Cost	t an	d funding of supported housing						
		questions are going to ask for some or the supported housing units you ma			•		nd servi	ce
20.		hat is the average weekly rent per u					k for ea	ch
	D	o not include service charges.						
		you have no provision for some of the verage or total rent is unknown then pl						of
			of WEE	e amount KLY rent unit	Total incor WEEKLY (from all m	rent /		Don ³
	- \	Older a coale (FF c)	(£ per	week)	units	j)	None	knov
	a)	Older people (55+):						
	b)	People experiencing homelessness (individuals):						
	c)	People experiencing homelessness (families):						
	d)	Young people leaving care:						
	e)	People with a learning disability and autistic people:						
	f)	People with a physical disability or sensory impairment:						
	g)	People with mental health problems:						
	h)	People with drug or alcohol problems:						
	i)	Prison leavers:						
	j)	People at risk of domestic abuse:						
	k)	Refugees and asylum seekers:						
	l)	Veterans:						
	m)	Other group (as specified at Q12):	1					

21. What is the average total weekly service charge per unit and total income from service charges per week for each of the primary client groups you provide supported housing services for:

Total service charge includes those eligible and ineligible for Housing Benefit.

If you have no provision for some of the client groups, please tick none, if exact figure of average or total service charge is unknown then please estimate, or tick don't know as appropriate.

		Average amount of WEEKLY SERVICE CHARGE (£ per week)	Total income from WEEKLY SERVICE CHARGES (from all managed units)	None	Don't know
a)	Older people (55+):				
b)	People experiencing homelessness (individuals):				
c)	People experiencing homelessness (families):				
d)	Young people leaving care:				
e)	People with a learning disability and autistic people:				
f)	People with a physical disability or sensory impairment:				
g)	People with mental health problems:				
h)	People with drug or alcohol problems:				
i)	Prison leavers:				
j)	People at risk of domestic abuse:				
k)	Refugees and asylum seekers:				
l)	Veterans:				
m)	Other group (as specified at Q12):				

22.	Approximately what percentage of the average weekly rent and service charge
	combined are eligible for Housing Benefit for each of the primary client groups you
	provide supported housing services for?

If you have no provision for some of the client groups please tick none, if exact figure is unknown then please estimate, or tick don't know as appropriate.

		% of average weekly rent and service charges eligible for HB	None	Don't know
a)	Older people (55+):			
b)	People experiencing homelessness (individuals):			
c)	People experiencing homelessness (families):			
d)	Young people leaving care:			
e)	People with a learning disability and autistic people:			
f)	People with a physical disability or sensory impairment:			
g)	People with mental health problems:			
h)	People with drug or alcohol problems:			
i)	Prison leavers:			
j)	People at risk of domestic abuse:			
k)	Refugees and asylum seekers:			
l)	Veterans:			
m)	Other group (as specified at Q12):			
the	ve any of the supported housing units year funding reduced by a local authority, Copast five years?			
	Yes If yes answer Q24			
	No If no go to Q26			
	Don't know If no go to Q26			

23.

Has this reduction in funding/decommissioning of the supported housing units y manage(d) resulted in any of the following?					
Tic	k as many as apply.				
a)	We use rent and service charges to continue to provide the same services for tenants/units where the support service was decommissioned or support funding was reduced				
b)	We have introduced efficiencies to reduce our costs to provide the same services for tenants/units where the support service was decommissioned or support funding was reduced				
c)	We have reduced or remodelled the support services provided for tenants/units where the support service was decommissioned or support funding was reduced				
d)	We cross-subsidise the lost funding/shortfall from other sources such as rental income from our other stock				
e)	We cross-subsidise the lost funding/shortfall from other sources such as from charitable donations/charitable income				
f)	We reduced the number of supported housing units we manage (including units we previously managed which are now supplied/managed by another provider)				
g)	Other				
\circ	ther, please specify:				

25. Please estimate the number of supported housing units that you manage(d) for the following primary client groups that have been de-commissioned/or had their funding per unit reduced over the past five years?

Please estimate the number of units, enter zero if no units have been decommissioned or had their funding reduced, or tick no provision box to indicate you do not have any units of this type or tick don't know. One box per row should be filled.

	Number of units decommissioned /with funding reduced	No provision	Don't know
a) Older people (55+):			
b) People experiencing homelessness (individuals):			
c) People experiencing homelessness (families):			
d) Young people leaving care:			
e) People with a learning disability and autistic people:			
f) People with a physical disability or sensory impairment:			
g) People with mental health problems:			
h) People with drug or alcohol problems:			
i) Prison leavers:			
j) People at risk of domestic abuse:			
k) Refugees and asylum seekers:			
l) Veterans:			
m) Other group (as specified at Q12):			

26. Please tell us about any new supported housing units for each primary client group that you plan to open in the next five years?

Please estimate the number of new units for each primary client group, enter zero if no new units are planned, or tick no provision box to indicate you do not provide services for these client groups or tick don't know. One box per row should be filled.

	Number of NEW proposed supported housing units	No provision	Don't know
a) Older people (55+):			
b) People experiencing homelessness (individuals):			
c) People experiencing homelessness (families):			
d) Young people leaving care:			
e) People with a learning disability and autistic people:			
f) People with a physical disability or sensory impairment:			
g) People with mental health problems:			
h) People with drug or alcohol problems:			
i) Prison leavers:			
j) People at risk of domestic abuse:			
k) Refugees and asylum seekers:			
I) Veterans:			
m) Other group (as specified at Q12):			

7.	Please use the box below to tell us what you think are the key challenges and priorities for commissioning practices for supported housing and how these vary by localities or client groups you work with?		
	Please write in below.		
	Please use the box below to tell us what you think are the key challenges and priorities for the funding of supported housing for your organisation?		
	Please write in below.		
	Please use the box below to tell us what you think are the key challenges and priorities for your organisation for the development of new supported housing?		
	Please write in below.		
	Please use the box below to tell us what you think are the key challenges and priorities for future policy in relation to supported housing?		
	Please write in below.		

31.	some qualitative resear phone call, or a Teams of in-depth understanding	Sheffield Hallam University research team plan to undertake ch with a range of key stakeholders. This might involve a call with one of the research team so that we can gain a more of the key issues facing your organisation in the provision of are hoping you will be willing to consider taking part in this ch.			
		n if you are willing to be contacted again by the research team he research – there will be no obligation to take part.			
	Yes				
	No				
32.	If yes, please confirm your contact details: (these details will not be shared beyond the research team or used in reporting).				
	a) Name:				
	b) Job title:				
	c) Email address:				
	d) Telephone number:				

Further research

Thank you for your time in completing this survey.