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Supported housing - Quality standards toolkit

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Quality area 1: Accommodation

Standard	Element	LEVEL (Legal/Minimum/Best practice)	Completed
Standard 1.1	Element 1.1.2 Staff and residents are considerate of neighbours – external areas are kept clean and safe, and measures are in place to prevent and manage any anti-social behaviour.	Minimum standard	
	Element 1.1.3 Accommodation is assessed by local council commissioners, referring bodies, and by providers and their partners (e.g. providers of support services), for its suitability in meeting the needs of the specific vulnerable residents being accommodated. The individual's views and aspirations are sought and considered in the assessment.	Minimum standard	
	Element 1.1.4 Accommodation is safe and well maintained (Sections 9A – 11 Landlord and Tenant Act 1985).	Minimum standard	
	Element 1.1.5 Landlords must ensure that their property, including any common parts of the building, is fit for human habitation at the beginning of the tenancy and throughout.	Legal minimum	
	Element 1.1.6 Landlords must ensure their property is free of hazards by which is meant any defect which poses a risk of harm to the health or safety of the occupiers.	Legal minimum	
	Element 1.1.7 Landlords must keep the structure and exterior of the property in repair and must keep the installations which provide water, gas, electricity, sanitation, heating and hot water, in proper working order.	Legal minimum	
	Element 1.1.8 For supported housing with commissioned support, the accommodation will need to comply with the accommodation standards set out by support commissioners. This may be higher than the minimum statutory standards in some cases.	Legal minimum	
	Element 1.1.9 Accommodation is located near to amenities and transport, supporting social inclusion.	Legal minimum	
	Element 1.1.10 There are efforts to engage the local community, for example		

	over the standards of housing and housing services, or by allowing access to any facilities such as gyms, as appropriate.	Legal minimum	
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	Element 1.1.10 There are efforts to engage the local community, for example over the standards of housing and housing services, or by allowing access to any facilities such as gyms, as appropriate.	Best practice	
	Element 1.1.11 Schemes are of a suitable size and are dispersed across the borough in locations in-line with planning guidance.	Best practice	
	Element 1.2.1 The buildings comply with council standards or other statutory building and fire safety regulations and any other relevant wider applicable housing legislation.	Legal minimum	
	Element 1.2.2 The landlord must: <ul style="list-style-type: none"> • Check and maintain gas safety (Gas Safety (Installation and Use) Regulations 1998) • Ensure that furniture and furnishings comply with the regulations and are fire safe (Furniture and Furnishings (Fire) (Safety) Regulations 1988) • Fit smoke and carbon monoxide alarms (The Smoke and Carbon Monoxide Alarm (England) Regulations 2015) • Provide an Energy Performance Certificate (Energy Performance of Buildings (England and Wales) Regulations 2012) • Provide a copy of the How to rent: the checklist for renting in England guide 	Legal minimum	
	Element 1.2.3 Buildings comply with relevant accessibility regulations, including on accessible and adaptable dwellings (Access to and use of buildings: Approved document M, vol. 1 and 2).	Legal minimum	
	Element 1.2.4 Accommodation is free from serious hazards, as assessed by the Housing Health and Safety Rating System.	Legal minimum	
	Element 1.2.5 Landlord complies with House in Multiple Occupation management duties and licences property if necessary.	Legal minimum	
	Element 1.2.6 Meet the standards set out in the ‘Decent Homes Standard’ if registered with the Regulator for Social Housing.	Minimum standard	
	Element 1.2.7 Meet the standards set out in the ‘Decent Homes Standard’, even if not registered with the Regulator of Social Housing. If accommodation does not meet the standard, we would encourage the provider to instigate a plan to achieve compliance over a reasonable specified timeframe and to monitor, assess and report regularly against progress.	Minimum standard	
Standard 1.2 regulations and standards	Element 1.2.8 Ensure buildings are energy efficient – we recommend providers work towards a minimum target of band C of the Energy Performance Certificate.	Minimum standard	
	Element 1.2.9 The building has an appropriate and up to date fire risk		

	assessment and where appropriate has been inspected by the local community safety officer from LFRS.	Minimum standard	
	Element 1.2.10 The building has the appropriate planning permissions as contained in the Blackpool Local Plan Pre-application enquiries regarding planning requirements	Minimum standard	
	Element 1.2.11 Landlord provides an Electrical Installation Condition Report (EICR), ensuring remedial works or further investigative works are carried out to remedy any ‘C1’, ‘C2’ or ‘FI’ classifications.	Best practice	
	Element 1.2.12 Comply with House in Multiple Occupation management duties and licensing standards even where the property is formally exempt from licensing on the basis of being owned or managed by a housing association or other provider registered with the Regulator for Social Housing.	Best practice	
	Element 1.2.13 Comply with the Code for Sustainable Homes, a single national standard for the design and construction of sustainable new homes.	Best practice	
	Element 1.2.14 Comply with Secured by Design, a police initiative that improves the security of buildings and their immediate surroundings.	Best practice	
	Element 1.2.15 For older people’s housing, schemes comply with the Housing our Ageing Population Panel for Innovation (HAPPI) design principles.	Best practice	
	Element 1.2.16 Where appropriate for the client group, the scheme is designed and developed in line with Psychologically Informed Environment principles.	Best practice	
Standard 1.3 housing facilities	Element 1.3.1 Properties are appropriate size for the number of occupiers (Housing Act 1985, Part X; Housing Act 2004, Part 1 and 2) and (Fylde Coast Space and Amenity Standards).	Legal minimum	
	Element 1.3.2 Staff make reasonable adjustments to accommodation to meet residents’ needs, for example if a resident is disabled (Equality Act 2010).	Legal minimum	
	Element 1.3.3 There are an adequate number of bedrooms. Except in emergency or short-term accommodation, unrelated adults are not expected to share bedrooms.	Minimum standard	
	Element 1.3.4 Living space for daily activities is appropriate for the size of the household. There is common space such as community rooms.	Minimum standard	
	Element 1.3.5 Accommodation provides residents with privacy and dignity, including private (as appropriate) space for dressing, showers, toileting, and accessible space for disabled users.	Minimum standard	
	Element 1.3.6 Storage is provided to keep residents’ personal belongings safe.	Minimum standard	
	Element 1.3.7 Accommodation is welcoming and is designed to feel like a home, rather than an institution. Residents are consulted on changes to their spaces such as redecoration or use of communal areas.	Best practice	
	Element 1.3.8 Care is taken to consider additional facilities or spaces which can improve outcomes (e.g. communal areas or private spaces for meetings with support workers).	Best practice	
	Element 1.3.9 Clear signage where needed, such as to communal areas (e.g. gym).	Best practice	

Standard
1.4
housing
safety and
building
condition

Standard 1.4 housing safety and building condition	Element 1.4.1 Buildings are fit for human habitation (Homes (Fitness for Human Habitation) Act 2018) with no hazards.	Legal minimum	
	Element 1.4.2 Buildings comply with relevant legislation on building maintenance and condition.	Legal minimum	
	Element 1.4.3 There are policies and procedures in place for risks related to fire, asbestos and Legionella (where appropriate).	Legal minimum	
	Element 1.4.4 Buildings are well maintained, with all amenities in good working order. This includes: <ul style="list-style-type: none">• Lifts• Appliances• Windows• Doors and locks• Lighting	Minimum standard	
	Element 1.4.5 Room temperatures are adjustable with appropriate heating/cooling systems. Residents can control heating within their homes.	Minimum standard	
	Element 1.4.6 There are clear procedures for residents to report issues and all maintenance problems are addressed and fixed in a timely and responsive manner within an agreed time period with timescales for non-emergency repairs agreed with residents to create a more resident-focussed approach.	Minimum standard	
	Element 1.4.7 There are clear procedures and processes to address non-routine or emergency repairs.	Minimum standard	
	Element 1.4.8 Grounds are maintained in all seasons, with timely removal of ice and snow.	Minimum standard	
	Element 1.4.9 There are policies and procedures in place for risks including electrical safety and emergency planning.	Minimum standard	
	Element 1.4.10 Housing providers follow the Public Health England guidance for supported living settings.	Minimum standard	
	Element 1.4.11 Accommodation is built to high accessibility standards so appropriate additional adaptations are easy and affordable to install. This can include, as needed, functioning alarm points, e.g. call bells, which are tested and maintained regularly; grab rails in bathrooms, showers and toilets and anti-scalding controls, for example in accommodation for older people or people with learning difficulties	Minimum standard	
	Element 1.4.12 There are closed containers for disposal of sharp objects if appropriate.	Minimum standard	
	Element 1.4.13 Trip hazards are managed - all stairways and halls are lit adequately, with handrails and non-slip rugs where needed.	Minimum standard	
	Element 1.4.14 Windows are fitted with plastic or safety glass (even where not required by building codes).	Minimum standard	

	Element 1.4.15 A planned programme is in place to minimise preventable deterioration of the buildings, accommodation, grounds, equipment and furnishings, and that all such are well maintained and in good working order. This includes a preventative maintenance and repair programme and schedule with regular inspections to check building and equipment conditions and to ensure repairs and servicing takes place.	Minimum standard	
	Element 1.4.16 Housing and property managers examine the physical buildings on a regular basis to identify problems areas in safety and security and housing staff inspect property units whenever a new resident moves in, and at least annually.	Best practice	
	Element 1.4.17 Each property has a safety plan, or matrix of responsibilities, with a clear reporting line for responding to building emergencies. Residents are engaged on issues related to safety through existing or dedicated committees including residents, housing and support staff.	Best practice	

Quality area 2: Tenant support

Standard	Element	LEVEL (Legal/Minimum/Best practice)	Completed
Standard 2.1 health and wellbeing	Element 2.1.1 Procedures and measures are in place to minimise risk and provide the best possible support to people in supported living settings in the context of the COVID-19 pandemic.	Minimum standard	
	Element 2.1.2 Residents should be supported and encouraged to look after their physical health and supported to make and attend medical appointments when necessary.	Minimum standard	
	Element 2.1.3 Residents are encouraged to attend appropriate support groups and the information regarding these is freely available.	Best practice	
	Element 2.1.4 Ensure that residents, where appropriate, gain suitable life skills to prepare them for independent living. This can include budgeting, shopping, cooking, self-care, cleaning and resilience in preparation for single living.	Best practice	
	Element 2.2.1 Residents are empowered and supported to engage with neighbours and the local community if they choose to.	Best practice	
	Element 2.2.2 Residents understand clearly what is expected of them during their tenancy and what they can expect from their provider.	Minimum standard	
	Element 2.2.3 Residents require consistent levels of support to be able to stabilise in readiness for any potential next steps.	Minimum standard	
	Element 2.2.4 Residents should feel safe, cared about and supported to fulfil achievable goals.	Minimum standard	
	Element 2.2.5 Where possible residents should have access to lived experience or peer support groups, providing knowledge and understanding.	Best practice	

Standard 2.2 support and engagement	Element 2.2.6 Residents should be encouraged to set achievable goals and outcomes and receive regular reviews towards those goals.	Minimum standard	
	Element 2.2.7 Residents often have complex and specific needs and offering flexibility by using available support locally may be required to achieve positive outcomes.	Best practice	
	Element 2.2.8 Continuity of support, residents benefit from having access to a known support worker or ‘mentoring buddy’ once they commence independent living to help with a period of adjustment.	Best practice	
	Element 2.2.9 Residents with complex needs in temporary or emergency accommodation should have access to suitable support.	Minimum standard	
	Element 2.2.10 Tenancy sustainment workshops held as part of the residents preparation in moving towards independent living.	Best practice	
	Element 2.2.11 Support models should be based on person centred models such as Psychologically Informed Environments (PIE), Outcomes Star, etc. and should be regularly reviewed to track the progress towards the end Goal and inform the journey to get there.	Best practice	
	Element 2.3.1 All housing-related fees are listed, including tenancy fees, deposits, management fees and service charges (Landlord and Tenant Act 1985).	Legal minimum	
	Element 2.3.2 Tenants are not evicted without proper procedure or legal proceedings.	Legal minimum	
	Element 2.3.3 Residents are never to be charged for normal wear and tear. Residents may be charged where the tenant has caused extensive damage to a unit.	Legal minimum	
	Element 2.3.4 Costs for rent and eligible services charges are transparent and reasonable.	Legal minimum	
	Element 2.3.5 Residents in supported housing have the most secure form of tenancy compatible with the purpose of the housing and the client’s needs and circumstances. The tenancy agreement or license is provided quickly.	Minimum standard	
	Element 2.3.6 The terms of tenancies and licences are fair and transparent and take into account the housing needs and aspirations of residents.	Minimum standard	
Standard 2.3 tenancy	Element 2.3.7 Residents’ rights, choices and control over their homes are respected, while taking into account the needs of other residents and any access rights which may be required.	Minimum standard	
	Element 2.3.8 Records are kept for each resident, relating to housing fees, their deposit, rent arrears, any accommodation issues, and notes on any proposed eviction or transfer.	Minimum standard	
	Element 2.3.9 There are clear procedures which set out the circumstances when the person can be moved on, e.g. if their care needs change	Minimum standard	

Element 2.3.10 There are clear procedures for eviction, with a focus on working with the individual to avoid or prevent eviction where possible. Providers work to find solutions to sustain accommodation.	Minimum standard	
Element 2.3.11 All residents are helped by housing staff to understand their rights and responsibilities under the tenancy.	Best practice	
Element 2.3.12 Housing staff assist residents with managing rental payments and rent arrears where needed.	Best practice	
Element 2.3.13 There are procedures in place to prevent the need for eviction ever arising, where possible.	Best practice	

Quality area 3: Organisation and staff

Standard	Element	LEVEL (Minimum/Best practice)	Completed
Standard 3.1 engagement and routine	Element 3.1.1 Organisations must ensure they have a clearly defined staff structure in place with assigned support staff who are known to the residents.	Minimum standard	
	Element 3.1.2 Housing staff inspect property units whenever a new resident moves in, and at least annually to ensure the unit still meets the needs of the resident.	Minimum standard	
	Element 3.1.3 Support workers should involve residents in regularly reviewing and updating their support plans and goals to maintain achievable outcomes.	Minimum standard	
	Element 3.1.4 Willing to work in partnership with Blackpool Council to place residents through a centralised referral point to access the best fit accommodation for residents on a fair and impartial basis.	Best practice	
	Element 3.1.5 Providers listen to the views and experiences of staff and residents without penalties and use them to shape the service and its culture.	Best practice	
	Element 3.1.6 Providers have a multi-agency approach ASB policy which focusses on preventing and tackling ASB in schemes where this is a concern.	Best practice	
	Element 3.1.7 Providers are committed to the Blackpool Charter of Rights and a resident version is available to all residents ensuring they know how to access it.	Minimum standard	
	Element 3.1.8 Providers link with statutory and voluntary services to assist residents to access external support or skills training to prevent evictions unnecessarily.	Minimum standard	
	Element 3.1.9 Residents are safe to raise concerns or complaints without discrimination, harassment or disadvantage.	Minimum standard	
	Element 3.1.10 Residents are supported to successfully move on to longer term/independent accommodation and where appropriate remain sober and clean.	Minimum standard	
	Element 3.2.1 Housing staff demonstrate an understanding of supported housing		

Standard 3.2 recruitment and training	services and be provided with comprehensive training, with regular refreshers on key issues, and appropriate learning and development opportunities for their role. They develop competencies relating to safeguarding, equalities and building safety. Staff are supported to acquire appropriate qualifications if not already qualified appropriately.	Minimum standard	
	Element 3.2.2 Staff inductions, handbooks, lone working policy are in place. Reflective practise is evident along with and environment influenced by PIE. Staff development resources are available to drive improvement.	Minimum standard	
	Element 3.2.3 Staff are supplied with the appropriate PPE and training in COVID-19 measures and follow the Public Health England guidance on PPE in residential care/support settings.	Best practice	
	Element 3.2.3 Staff are supplied with the appropriate PPE and training in COVID-19 measures and follow the Public Health England guidance on PPE in residential care/support settings.	Best practice	
	Element 3.2.4 Staff should be encouraged to broaden their knowledge of the local support groups available to allow for a flexible support network.	Best practice	
	Element 3.2.5 Staff receive ongoing training in specialist areas as required, taking into account new thinking and new ways of supporting residents.	Best practice	
Standard 3.3 procedures and policies	Element 3.3.1 Organisations provide evidence to support benefit claims as requested, around topics including: support, rent breakdowns, eligible and ineligible charges.	Minimum standard	
	Element 3.3.2 Safeguarding policies and procedures are in place to protect both residents and staff. These policies must also protect individuals against discrimination under the Equalities Act and ensures equal access to services and support.	Legal Standard	
	Element 3.3.3 Exit procedures should be in place for residents leaving accommodation e.g. to independent accommodation or to an alternative provider. These could include, exit interviews, handover meetings, surveys or feedback forms.	Best practice	
	Element 3.3.3 A robust process in place, which takes into account GDPR, to maintain and monitor the confidentiality of records and data management systems.	Legal minimum	
	Element 3.3.4 Referrals are processed in a time efficient manner and referrals to external agencies for support are completed using the appropriate method and contain the information required.	Minimum standard	
	Element 3.3.5 Where applicable (e.g. recovery or hostel accommodation), a drug/alcohol policy will be required. To ensure all residents understand their responsibilities to remain drug/alcohol free.	Minimum standard	

These quality standards were co-produced with residents of supported housing, those with lived experience, Lancashire Fire and Rescue Service and Blackpool professionals across areas including: housing, social care, housing benefits, planning and public health.

With thanks to all providers who actively engaged with Blackpool Council to benchmark these standards which have been aligned with the government's National Standard of Expectations in Supported Housing, ensuring a good standard of high quality, value for money supported housing in Blackpool.

Blackpool Council

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