



Supported Housing Review

Local Authority/County Council Questionnaire: Supported Housing Commissioners

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 all those in Local Authorities and County Councils who are involved in commissioning supported housing provision. We want to understand how provision in your Local Authority/County Council varies by client group, funding and costs, and the balance between commissioned and non-commissioned supported housing, and use of non-specified accommodation.

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 Local Authority/County Council name) will be made available to the DLUHC team 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 department to fill in this questionnaire, please forward the email with the link for the survey to them.

If you have any questions about this questionnaire, want to know more about the study or need any assistance then 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](#) 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 5 years after the study has finished.

Contact Details

Please provide your name, job title, Local Authority/County Council, email address and telephone number: 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 used in reporting.

a) Name:

b) Job title:

c) Local Authority/County Council:

d) Email address:

e) Telephone number:

Supported Housing Units and Service Users

Supported Housing Definition: For the purpose of this survey and to ensure consistency of responses, the definition of supported housing is: housing that is designed or designated to come with care, support and supervision and 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.

Please note: we are interested in ALL supported housing within your Local Authority/County Council. It may be that information from more than one team in your organisation is required to complete the survey e.g. from both housing and social care teams.

Q1. Please tell us the current total number of supported housing units (commissioned and non-commissioned) within your Local Authority/County Council:

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

'Unit' refers to a self-contained home, or a room within a shared house where the resident has a tenancy/license to occupy.

Total number of supported housing units in your
Local Authority/County Council:

Q2. And can you tell us how many of these units currently fall into specified and non-specified accommodation?

Specified accommodation definition is set out in [HB A8/2014](#).

Please enter amount or tick relevant box for each row.

	Number of units	LA does not hold information/ not available
Specified accommodation (i.e., exempt accommodation, managed properties, refuges, or hostels):	<input type="text"/>	<input type="checkbox"/>
Non-specified accommodation:	<input type="text"/>	<input type="checkbox"/>

If you are unable to provide information on number of units for either specified or non-specified accommodation, please answer Q2a, otherwise please go straight to Q3.

Q2a. If you are unable to provide numbers of units, can you please estimate the percentage of supported housing units within your Local Authority/County Council that currently fall into specified and non-specified accommodation?

Please enter percentages below.

Specified accommodation (i.e., exempt accommodation, managed properties, refuges, or hostels) %	<input type="text"/>
Non-specified accommodation %	<input type="text"/>

Q3. How many supported housing units within your Local Authority/County Council are commissioned and non-commissioned supported housing services?

Please enter amount or tick relevant box for each row.

	Number of units	LA does not hold information/ not available
Commissioned supported housing:	<input type="text"/>	<input type="checkbox"/>
Non-commissioned supported housing:	<input type="text"/>	<input type="checkbox"/>

If you are unable to provide information on number of units for either commissioned or non-commissioned supported housing, please answer Q3a, otherwise please go straight to Q4.

Q3a. If you are unable to provide numbers of units, can you please estimate the percentage of supported housing within your Local Authority/County Council that are commissioned or non-commissioned supported housing services?

Please enter percentages below.

Commissioned supported housing
as % of all supported housing

Non-commissioned supported housing
as % of all supported housing

Q4. How many supported housing units within your Local Authority/County Council are there for each of the following service types?

See below for definitions for each service type. Please allocate units only once. If exact figure unknown, then please estimate or tick not available box for each category.

	Number of units	LA does not hold information/ not available
a) Short-term/transitional supported accommodation	<input type="text"/>	<input type="checkbox"/>
b) Long-term supported housing for working age disabled people	<input type="text"/>	<input type="checkbox"/>
c) Housing for older people with care and/or support needs	<input type="text"/>	<input type="checkbox"/>

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 2 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.

If you have any housing for older people with care and/or support needs, please answer Q4a, otherwise please go straight to Q5.

Q4a. How many of these units are sheltered/retirement housing which are not specified accommodation?

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

	Number of units	LA does not hold information/ not available
Sheltered/retirement housing	<input type="text"/>	<input type="checkbox"/>

Q5. How many supported housing units within your Local Authority/County Council (commissioned and non-commissioned) are there for each of the following client groups?

Please allocate a unit only once to a client group. If exact figure unknown, then please estimate or tick not available box for each category.

	Number of commissioned units	LA does not hold information/ not available	Number of non- commissioned units	LA does not hold information/ not available
a) Older people (55+):	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
b) People experiencing homelessness (individuals):	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
c) People experiencing homelessness (families):	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
d) Young people leaving care:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
e) People with a learning disability and autistic people:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
f) People with a physical disability or sensory impairment:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
g) People with mental health problems:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
h) People with drug or alcohol problems:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
i) Prison leavers:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
j) People at risk of domestic abuse:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
k) Refugees and asylum seekers:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
l) Veterans:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
m) Other (please specify below):	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Other, please specify:

Q6. How many supported housing units within your Local Authority/County Council are there for each of the following supported housing provider types?

Supported housing provider refers to the organisation that issues the resident's tenancy/license to occupy and manages the supported housing scheme (this may be different to the organisation that owns the property used for the scheme).

Please allocate units only once to each provider type. If exact figure unknown, then please estimate or tick not available box for each category.

	Number of units	LA does not hold information/ not available
Local Authority:	<input type="text"/>	<input type="checkbox"/>
Housing Association:	<input type="text"/>	<input type="checkbox"/>
Registered Charity or voluntary sector organisation (e.g., Community Interest Company):	<input type="text"/>	<input type="checkbox"/>
Other Provider:	<input type="text"/>	<input type="checkbox"/>

Q7. How many supported housing units within your Local Authority/County Council are there for each of the following service types and each type of supported housing provider.

Please allocate units only once in one category. If exact figure unknown, then please estimate.

	Short-term/transitional supported accommodation	Long-term supported housing for working age disabled people	Housing for older people with care and/or support needs
Local Authority:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Housing Association:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Registered Charity or voluntary sector organisation (e.g., Community Interest Company):	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other Provider:	<input type="text"/>	<input type="text"/>	<input type="text"/>

Cost and funding of supported housing

Q8. Please indicate the average level of funding provided by your Local Authority/County Council per commissioned supported housing unit for each of the following client groups:

Where units are jointly commissioned with other statutory bodies, please include the total commissioned funding.

Please give the average amount per week (excluding Housing Benefit) per unit for each client group. Please allocate a unit only once to a client group.

Client group:

**Ave. weekly
funding per unit
(£) (exc. HB)**

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 Q6):

Q9. Please indicate which of the following factors (if any) contribute to higher costs in supported housing relative to general needs housing provision?

Please tick all that apply.

- ☐ Higher cost of maintaining units occupied by those eligible for support (such as replacing damaged fixtures and fittings and redecorating)
- ☐ Units tend to be larger and therefore command a higher rent
- ☐ Providers replacing support with other housing-related services
- ☐ Up-keep costs of communal facilities, which are more common in supported housing
- ☐ Meals are often provided as part of the support
- ☐ Provision of wardens/security/concierge services
- ☐ The cost of longer periods of voids needs to be covered
- ☐ Furnishings are provided
- ☐ Sleep over staff require an extra bedroom
- ☐ Other (please specify below)
- ☐ Don't know

Other, please specify:

Q10. Do you have a record or register of specified accommodation in your Local Authority/County Council?

- ☐ Yes
- ☐ No **GO TO Q11**
- ☐ Don't know **GO TO Q11**

Q10a. Is this record or register publicly available?

- ☐ Yes
- ☐ No
- ☐ Don't know

Q11. Do you have a record or register of non-specified supported housing (i.e. supported housing that does not meet the specified accommodation definition) in your Local Authority/County Council?

☐ Yes

☐ No

☐ Don't know

Q12. Has your Local Authority/County Council changed its budget allocated for commissioned supported housing since the last financial year?

☐ Increased

☐ Stayed the same

☐ Decreased

☐ Don't know

Q13. Is the current budget allocated by your Local Authority/County Council for commissioning supported housing adequate to meet the demand for supported housing in your area?

☐ Yes

☐ No

☐ Don't know

Q14. For each of the following client groups, has the number of commissioned supported housing units changed in your local Authority/County Council area over the past five years?

Please tick one box per row.

	Increased	Stayed the same	Decreased	Don't know
a) All supported housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Older people (55+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) People experiencing homelessness (individuals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) People experiencing homelessness (families)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Young people leaving care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) People with a learning disability and autistic people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) People with a physical disability or sensory impairment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) People with mental health problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) People with drug or alcohol problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Prison leavers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) People at risk of domestic abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) Refugees and asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m) Veterans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n) Other group (as specified at Q5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15. For each of the following client groups, do you think the demand for supported housing units in your local Authority/County Council area will change over the following five years?

Please tick one box per row.

	Increase	Stay the same	Decrease	Don't know
a) All supported housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Older people (55+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) People experiencing homelessness (individuals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) People experiencing homelessness (families)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Young people leaving care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) People with a learning disability and autistic people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) People with a physical disability or sensory impairment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) People with mental health problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) People with drug or alcohol problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Prison leavers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) People at risk of domestic abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) Refugees and asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m) Veterans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n) Other group (as specified at Q5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16. Do you think there is currently any un-met need for supported housing provision for any of the following client groups within your local Authority/County Council area?

Please tick one box per row.

	No	Yes - some	Yes - lots	Not sure/ Don't know
a) All supported housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Older people (55+)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) People experiencing homelessness (individuals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) People experiencing homelessness (families)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Young people leaving care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) People with a learning disability and autistic people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) People with a physical disability or sensory impairment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) People with mental health problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) People with drug or alcohol problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Prison leavers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) People at risk of domestic abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) Refugees and asylum seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m) Veterans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n) Other group (as specified at Q5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17. Please use the box below to tell us what you think are the key challenges and priorities for the funding of supported housing in your Local Authority/County Council?

Please write in below.

Q18. Please use the box below to tell us what you think are the key challenges and priorities for the development of new supported housing in your Local Authority/County Council?

Please write in below.

Q19. 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 in your Local Authority/County Council?

Please write in below.

Provider Contact Details

Q20. We are planning to conduct a similar survey amongst some providers of supported housing. In the spaces below please provide the names of all the supported housing providers in your Local Authority/County Council that are not registered with the relevant housing regulator.

Provider 1:

Provider 2:

Provider 3:

Provider 4:

Provider 5:

Provider 6:

Provider 7:

Provider 8:

Provider 9:

Provider 10:

Provider 11:

Provider 12:

Provider 13:

Provider 14:

Provider 15:

Provider 16:

Provider 17:

Provider 18:

Provider 19:

Provider 20:

Further Research

Q21. As part of this study, the Sheffield Hallam University research team plan to undertake some qualitative research with a range of key stakeholders across local authorities. This might involve a phone call, or a Teams call with one of the research team so that we can gain a more in-depth understanding of the key issues facing your local authority in the provision of supported housing. We are hoping you will be willing to consider taking part in this next stage of the research.

Could you please confirm if you are willing to be contacted again by the research team about the next stage of the research – there will be no obligation to take part.

☐ Yes

☐ No **GO TO Q23**

Q22. 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:

Q23. Finally, DLUHC are interested in compiling a contact list of people involved in the commissioning of supported housing. Do you give us permission to pass on the contact details you provided at the start of this survey?

☐ Yes

☐ No

Thank you for your time in completing this survey.