



People's  
Group



Supported Housing Consultation  
2 May 2025

# Who came to the meeting?



The meeting was at Woodhatch Place in Reigate. There were 8 people there. People who attended lived in Supported Living.



# Housing Consultation



The government has passed a new law about Supported Living.



The law will make sure that landlords in supported living give a good service to people.



The government wants to know how they should make sure landlords do their job properly.



It is important to the government to know what people think.

# The standards



We talked through the four standards the government was going to use to check if supported living were good enough. These were:

- Person Centred
- Speaking Up
- The Right Place
- The Right Staff

# Person Centred and Support plans



We asked members about their thoughts on person centred care and support plan:

Do you think it is important to have a support plan?

What should be in a support plan?

How can the government tell if a support plan is good enough?



# Why is it important to have a support plan?



People said:

- Helping with needs
- A plan helps to explain what they want to learn
- It helps staff know what they need
- Understanding their needs better

# What should be in support plans?



Members said:

Guidance in knowing what to do

Travelling with staff to clubs or shops

Support seeing friends and family

Assisting in daily tasks

My personal space

# How can the government tell if a support plan is good enough?



Members said:

Consistent Support Needs

Reviewing Meeting Notes

Survey results

Looking at evidence



# Speaking Up



We asked members about their thoughts on people having the power to speak up:

Have you made a complaint to your landlord before?  
Did they sort it out?

Are you asked what you think about your home?

How can the government check you can speak up in supported living?



# Have you complained to your landlord?



Members said:

- They have been able to make complaints to the landlord
- Most people say landlords listen to their complaints.
- Some people said yes they were able to fix the problems
- Some members said it has also been difficult getting things fixed

# How can the government check you can speak up?



Members said:

- Visual rota
- Case notes and digital systems
- Evidence ready
- Quality Checkers have come and spoken to me
- Big Feedback meeting
- Surveys

# The right place



We asked members what they think about living in a place that is right for them:

Does your landlord fix things when they are broken?

Do they make sure you get on with housemates before you live together?

Are they health and safety checks?

How can the government make sure these things are done properly ?

# Landlord fixing things and housemates



There was quite mixed response on these questions.

Most said a few things got fixed.

But some problems were not fixed or were being looked into.

Some said they did not always have a choice on the housemates they chose to live with.

Some said they did get on with housemates and some did not.

# Health and safety checks



Members said there was regularly health and safety checks.

There was a check around the house before I lived there

Regularly fire drill tests, water and boiler checks

Carbon monoxide alarm



# How should the government make sure things are done properly?



Members said:

- important to listen to people's voices
- landlord reports to government each year
- speaking to Managers to do their checks
- make sure staff follow reports
- Government should check yearly if home is safe

# The right staff



We asked members about their thoughts about having the right staff and training for them:

Do you have support worker?

How can you tell if they are good at their job?

How will the government know if the support workers are doing a good job?

# Are support workers good at their jobs?



Most people did have a support worker.

They did a good job by:

- understanding my needs
- offering advice
- caring
- making sure they are trained
- make sure they are treated well

# Government checks on the right staff



## Members said:

- Government can check records
- invite to meetings
- listen to feedback
- Government should ask me for my thoughts
- would like to be part of interviewing for staff

# Feedback from this meeting



This is a summary of the group discussions.

We will be submitting the feedback from the discussion in the meeting to government.

If anyone would like to see the feedback in full please email: [disabilitycomms@surreycc.gov.uk](mailto:disabilitycomms@surreycc.gov.uk)