



Supported Housing Consultation 2 May 2025



Who came to the meeting?





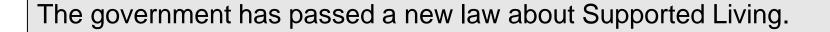
The meeting was at Woodhatch Place in Reigate. There were 8 people there. People who attended lived in Supported Living.

Housing Consultation











The 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?







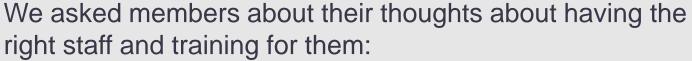
- important to listen to people's voices
- landlord reports to government each year
- speaking to Managers to do their checks
- make sure staff follow reports
- Government should check yearly if home is safe

The right staff









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