

Supported Housing Residents Charter



Mansfield
District Council

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Who is the Charter for?

This Charter is for all people who live in supported housing.

By supported housing this includes but is not limited to:

- Extra Care housing for older people (also known as housing with care or assisted living)
- Supported living housing for people with a learning disability and/or autistic people
- Supported housing for people with mental ill health or a physical disability
- Supported housing for young people leaving care or who are at risk of homelessness
- Supported housing (including hostels) for people experiencing or at risk of homelessness
- Supported housing for people with multiple complex needs
- Domestic abuse refuges and safe accommodation with support



Why has the Charter been written?

In 2023 Mansfield District Council was awarded funding to create a team specifically to improve the standards of all supported housing in our district.

Since then, our Supported Housing Improvement Programme, (SHIP), has focused on 3 key areas:

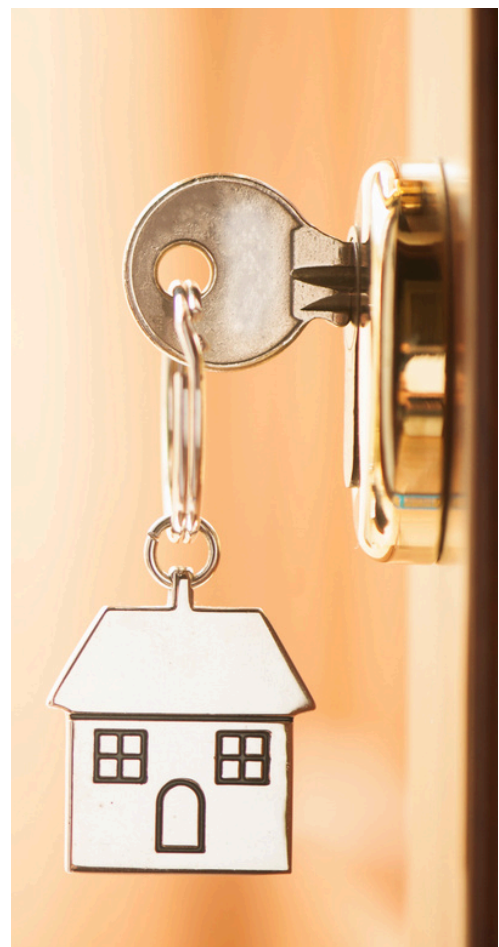
1. The support to tenants
2. The Housing Benefit claim
3. Housing and property standards

We have visited services and providers, inspected properties and interviewed residents living in supported housing.

We have also held a meeting for supported housing residents to engage with us, and to help create this charter to align with issues that were raised.

From this work we have identified that there are areas of improvement that need to be made.

We also want help anyone who feels that they are not receiving the support they should be entitled to receive.



Your Rights

Your Right To Feel Safe And Protected:

Every human should feel safe in their surroundings and able to feel “at home”.

You have a right to keep your belongings safe. This includes items such as your own food, your post, your clothes and other personal belongings.

There are some things your housing provider may be able to do, if they are not already, to help you keep your belongings safe. This could include putting locks on kitchen cupboard doors or allowing you to have a small fridge or kettle in your bedroom. In addition, providers should also be adhering to the following:

- Risk assessments should be completed by the provider to check that it is suitable and safe for you to live in the property and that your placement will be compatible with any other residents.
- You should be able to contact a support worker or member of staff during daytime hours and a “out of hours” number for emergencies.
- Ex residents should not have keys to your room
- Your provider should complete regular safety inspections of your property

If for whatever reason you do not feel safe, you should be able to speak to a support worker/staff member, and your concerns should be dealt with confidentially and respectfully.

Your Rights

Your Right To Clear Information On Your Support:

As a resident of supported accommodation, you should receive a level of care, support or supervision:

- The occupancy agreement should be fully explained to you before you sign it
- The provider should explain to you what care, support or supervision you are entitled to as a resident of their scheme and identify any 'service charges' you are responsible for
- When you move in, you should be welcomed to your new accommodation by a staff member from the housing provider. They should explain to you what they are responsible for, and what you and other residents are responsible for
- Support staff should offer you the opportunity to discuss any concerns you may have before you move in, and this should be done in private
- Support staff should provide you with information about local services and facilities, including health services, food shops/banks and additional support agencies. All information should be available in a variety of formats, with pictures and photographs as well as written information
- You have some legal rights around being given notice to leave accommodation/eviction. These rights should be explained to you when you sign your agreement, and you have the right to seek independent advice if you do not think you are being treated fairly
- Support staff should be trained in working with a range of people, including those who are vulnerable. They should treat you with understanding, care and respect

Your Rights

Your Right To Decent Living Conditions:

Accommodation must be fit for purpose and habitable:

- Your property should be in a decent state of repair
- Any repairs should be carried out as soon as possible; particularly those that could affect your health and safety
- You have a right to effective heating and hot water. Any boiler breakdowns should be treated as an urgent repair
- You should not be expected to carry out any repairs to the property yourself
- Bathrooms, toilets and bedrooms should have a working lock on the door
- Your housing provider should have arrangements to keep communal areas clean and tidy
- The practicalities of how the house works should be explained to you when you move in, such as use of washing machines, refuse collection etc



Your Rights

Your Right To Seek Advice Or Assistance:

Anyone who feels they have been inappropriately housed or that their rights are not being upheld can seek support and advice from an independent organisation.

Your housing provider should be able to tell you how you can make a complaint to them if you need to and should give you clear information on how this process works.

If you do not feel you are able to speak to your housing provider, or have not received a good response from them, you can seek support from an advice or advocacy organisation.

In addition, you can contact us at the SHIP team at Mansfield.



Our Commitments

We want to encourage and empower you to play an active role in improving the services you receive.

Our aim is to improve relationships between residents and providers.

Our SHIP team will continue our work to improve standards of supported housing accommodation in our district by visiting services and providers, inspecting properties, interviewing residents and scrutinising housing benefit claims.

**Should you want to report an issue regarding your provider, or if you have raised an issue that you feel is not being dealt with then please reach out to us at Mansfield District Council or by emailing us at:
healthyhomeshub@mansfield.gov.uk**