

Milton Keynes Council

Supported Accommodation Strategy

2021-2025

Final version

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Executive summary

This *Supported Accommodation Strategy* contributes to our overall Housing Strategy and together with other Council strategies and plans, it is the framework through which our supported and specialist housing and housing related priorities for people with care and support needs are set out.

The provision of good quality support and specialist housing is a part of creating a place where all citizens can live well in Milton Keynes. Our vision is to secure the best quality of life we can for our older and vulnerable citizens both now and in the future. This means delivering a range of housing that enables people to live independently, with support and care where necessary.

We will deliver our ambitions through:

- Making the best use of **existing accommodation**, both existing supported housing and sheltered housing, and, as far as possible, making existing mainstream housing suited to the requirements of older and disabled people, for example through the further use of adaptations and the Disabled Facilities Grant.
- Developing a range of **new build supported and specialist housing** over the next 10 years that reflects identified needs in our communities.
- Ensuring that support and care services, both within supported housing and for people living in mainstream housing, are effective in **promoting people's wellbeing and independence**.

The Council expects supported and specialist housing to incorporate contemporary design standards and features. We are seeking supported housing that is flexible and suitable for people with differing needs and expectations reflecting:

- Whether the intention of supported housing is to provide short term housing or a long term home.
- Whether care/support is flexible or provided with 24/7 care/support on site.

This strategy is intended to lead to:

- A wide range of supported housing that enables adults and young people to live independently in their communities, including housing and support for people with mental health related needs.
- Reduced homelessness through the provision of good quality supported housing and 'move on' housing opportunities.
- An increase in housing suited to older residents, including access to support and assistance to remain living in their own homes and access to a wider range of good quality specialist housing that is suited to ageing well in later life, including bungalows for older people.

- A range of accommodation for vulnerable young people. This will form a key part of providing support for care leavers up to the age of 25.
- Stimulating the development of supported housing and additional accessible and adapted housing that is suited to adults and children with physical disabilities and long term health conditions.
- Incorporating the use of assistive technology to assist older and vulnerable members of our community to live safely and live well

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Introduction

The Council's Plan 2016-2022 has three key aims for Milton Keynes:

- *A City of Opportunity*
- *An Affordable City*
- *A Healthy City*

Having a range of good quality supported and specialist accommodation is an essential part of delivering these commitments. This *Supported Accommodation Strategy* contributes to our overall Housing Strategy and is the framework through which our supported and specialist housing and housing related priorities for people with care and support needs are set out.

The purpose of this strategy and the background work that has been undertaken, is in recognition of the Council's need to understand its supported and specialist accommodation requirements and to ensure that there is a sufficiency of appropriate and good quality housing to meet the needs of the growing numbers of older people, people at risk of homelessness, vulnerable working age adults and young people in the city.

We need to make the best use of existing provision, enable additional development and broker strong relationships with providers, to ensure all supported housing is good quality and meets the needs of local older and vulnerable people.

In the absence of universally agreed definitions, we have set out below what we mean by supported and specialist accommodation within the scope of this strategy:

- **Supported housing:** where care and/or support is provided to people living there as a core part of the housing offer.
- **Specialist or adapted housing:** housing that is specifically for people with particular needs or characteristics, e.g. age-designated housing or adapted/wheelchair accessible but where there may not be care/support directly linked to this housing.
- **Mainstream housing** that is designed for all people but would also specifically suit people with particular needs and characteristics, e.g. where with the addition of appropriate floating support can accommodate some of our vulnerable residents.

A glossary of terms is shown at Annexe 1.

This strategy covers the Council's approach to supported and specialist housing for a wide range of need, including the following residents of Milton Keynes (this is not intended to be exhaustive):

Older people

People at risk of homelessness

Young vulnerable people, including care leavers and young parents

People experiencing domestic abuse

People with mental health related needs

People with physical disabilities

People with learning disabilities

People with autism

People's needs are clustered into client groups for planning purposes but the main focus is that accommodation and support should meet individual needs which may also include culture and gender for example.

Our Vision

Our ambition

The provision of good quality supported and specialist housing is a part of creating a place where all citizens can live well in Milton Keynes. Our vision is to secure the best quality of life we can for our older and vulnerable citizens both now and in the future. This means delivering a range of housing that enables people to live independently, with support and care where necessary.

Our objectives

We will deliver our ambitions through:

- Making the best use of **existing accommodation**, both existing supported housing and sheltered housing, and, as far as possible, making existing mainstream housing suited to the requirements of older and disabled people, for example through the further use of adaptations and the Disabled Facilities Grant.
- Developing a range of **new build supported and specialist housing** over the next 10 years that reflects identified needs in our communities.
- Ensuring that support and care services, both within supported housing and for people living in mainstream housing, are effective in **promoting people's wellbeing and independence**.

This will result in:

- A wide range of supported housing that enables adults and young people to live independently in their communities, including housing and support for people with mental health related needs.
- Reducing homelessness through the provision of good quality supported housing and 'move on' housing opportunities.
- An increase in housing suited to older residents, including access to support and assistance to remain living in their own homes and access to a wider range of good quality specialist housing that is suited to ageing well in later life, including bungalows for older people.
- A range of accommodation to support young people to independence. This will form a key part of providing support for care leavers up to the age of 25.

- Stimulating the development of supported housing and additional accessible and adapted housing that is suited to adults and children with physical disabilities and long term health conditions.
- Incorporating the use of assistive technology to assist older and vulnerable members of our community to live safely and live well.

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Context

Milton Keynes context

The UK population, as reflected in Milton Keynes, is ageing with wide consequences for society and the economy. One in six people in the UK are now over 65, an increase of more than one million from 2001. More and more people are living beyond 80. Suitable and appropriate housing impacts positively on a person's health and wellbeing as well as promoting and enabling greater independence for longer; it is particularly important in enabling the Council to meet its social care priorities cost effectively.

The purpose of this strategy and the background work that has been undertaken, is in recognition of the Council's need to understand its supported and specialist requirements and to ensure that there is a sufficiency of appropriate and good quality housing to meet the needs of the growing numbers of older people, vulnerable working age adults and young people in the borough.

The Council's response to the wider needs of these groups is covered through other Council plans for the next *five years*, including (this list is not exclusive):

- Joint Health and Wellbeing Strategy 2018-2028
- Housing Strategy 2020-2025.
- Adult Social Care Market Position Statement 2019-2022.
- Children & Young Peoples sufficiency plan 2018-2020 (currently being updated).
- Homelessness strategy 2017-2022.
- Rough Sleeping Reduction Strategy 2018-2021
- Domestic Abuse Prevention Strategy 2020 – 2025

The national context

The Council's approach reflects renewed national interest in, and Government priorities for, specialist and supported accommodation. There has recently been a much clearer and stronger emphasis on the role of *preventative* approaches, including the role of housing, i.e. approaches to supporting people to remain living in their own homes, in both mainstream housing and supported housing.

The Government's Prevention Green Paper¹ reiterates the commitment to the Ageing Society Grand Challenge, the aim of which is to ensure that people can enjoy at least five extra healthy, independent years of life by 2035, while narrowing the gap between the experience of the richest and poorest. Whilst the Green Paper is health focussed, it is recognised that to

¹ Advancing our health: prevention in the 2020s. DHSC (2019).

deliver improved public health amongst an ageing population it is important to improve homes to meet the needs of older and vulnerable people.

The Government's recent strategy for tackling loneliness² refers to the role of community based housing and housing for older and vulnerable people in helping to create social connections and reduce the risk of loneliness.

A significant policy announcement from UK Government was in August 2018 when it set out its approach to the future funding of the housing costs in supported accommodation including older people's housing.³ As a consequence, existing Housing Benefit regulations, including those covering 'specified accommodation/exempt accommodation', will continue to apply for the funding of eligible housing costs in supported housing and older people's housing for eligible individuals for the foreseeable future, addressing some of the financial uncertainty that has inhibited this sector in recent years.

The Ministry for Housing, Communities, & Local Government (MHCLG) has published a *National Statement of Expectations for Supported Housing (October 2020)*⁴ aimed at commissioners and providers of supported accommodation. Although this is not statutory guidance it sets out the quality standards that will be expected in the supported accommodation sector and it will be a significant influence in how the Council formulates its approach to market management, monitoring and its overall 'stewardship' role.

A *Social Housing White Paper* was published along with the *Charter for Social Housing Residents* in November 2020 to ensure that social landlords provide safe, decent properties and neighbourhoods as well as listening to and empowering their residents. This will impact on residents who are living in supported or specialist housing provided by the Council or Registered Social Landlords (RSLs).

The Homes England Affordable Homes Programme 2021 to 2026 supports the development of Supported Housing (10% of homes delivered); this is any housing scheme where accommodation is provided alongside care, support or supervision to help people live as independently as possible in the community. Supported housing can be developed both through new build and repurposing/improvement of existing homes.

² <https://www.gov.uk/government/publications/a-connected-society-a-strategy-for-tackling-loneliness>

³ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/732692/Supported_Housing_Funding_Consultation_Response.pdf

⁴ <https://www.gov.uk/government/publications/supported-housing-national-statement-of-expectations/supported-housing-national-statement-of-expectations>

Requirements for supported accommodation

Assessment of need for specialist and supported housing

A comprehensive evidence base for the need for specialist and supported housing covered by this strategy was produced in 2020⁵. A summary of future need for supported and specialist accommodation is shown in table 1 below.

The assessment of need for supported and specialist housing is based on:

- Identification and analysis of the current supply of supported and specialist accommodation;
- Intelligence from the Adult Social Care Market Position Statement 2019-2022 and other plans, including those listed on page 8
- Intelligence from local stakeholders, internal and external;
- Intelligence about potential new supply and factors that are driving demand for specialist and supported accommodation locally.

The quantitative assessment of future need for specialist and supported housing is disaggregated as follows:

- The current level of unmet need within the city for different types of specialist and supported housing, as applicable, for each client 'cohort'.
- How this estimated need is expected to change in the medium term (by 2025/26) and in the longer term (from 2030/31)

The assessment of supply and future need indicates that additional specialist and supported housing is required in Milton Keynes to meet identified need. Whilst the assessment is shown in relation to 'client cohorts', we recognise that people's needs are often complex, therefore we are seeking innovative approaches to housing and support that go beyond these 'cohort' definitions in line with our objectives regarding widening housing choice and promoting innovation.

The needs assessment can be updated to reflect changing or improved intelligence; future work on related strategies or an updated Strategic Housing Market Assessment (SHMA) for example.

Widening housing choices and promoting innovation

There is growing evidence in relation to good quality contemporary practice in the provision of specialist and supported accommodation. We want to be aspirational and achieve the best we can for the city and its residents.

⁵ Evidence base: *Supported and specialist housing demand assessment for Milton Keynes Council (2021)*.

There are many examples of good quality, well designed supported and specialist housing developments. Some examples are shown in this section for illustration. These are all positive examples of design, specification, integration with the wider community and operating models. We have a strong interest in the application of innovation and good practice locally and want this to be reflected in the type and mix of housing and supported accommodation in Milton Keynes. The Council expects purpose-built supported and specialist housing to incorporate contemporary design standards and features as well as adaptations and refurbishments carried out to a high standard.

We are seeking supported housing that maximises its flexibility and suitability for people with differing needs and expectations reflecting:

- Whether the intention of supported housing is to provide short term housing or a long term home.
- Whether care/support is flexible or provided with 24/7 care/support on site.

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Table 1. Summary of estimated need for supported accommodation (units) to 2030/31⁶

	Supported & specialist housing needs (Need estimates are not cumulative)	Existing provision (units)	2025/26 (additional units)	2030/31 (additional units)
A	Older people			
1	Housing for older people for sale/shared equity (units)	625	c.290	c.550
2	Housing for older people for social rent/affordable rent (units)	1,300	c.435	c.825
3	Extra care housing including mainstream and high needs/dementia care (units)	764	c.230	c.430
4	Care home places (beds)	1,293	c.230	c.425
B	People with mental health related needs⁷	25	c.25	c.40
C	People with learning disabilities (including young people in 'transition' and Transforming Care cohort)	197	c.105	c.210
D	Adults with physical disabilities (need for adapted and accessible properties)	N/A	c.35	c.70
E	Single people at risk of homelessness⁸	75	c.100	⁹
F	Vulnerable young people¹⁰	98	c.70	¹¹
G	People experiencing domestic abuse	28	c.45	c.90

⁶ From *Evidence base: Supported and specialist housing demand assessment for Milton Keynes Council (2021)*.

⁷ Refers to people with severe/enduring mental health problems known to/supported by NHS secondary mental health services

⁸ Includes people with a range of support needs which may result in 'chaotic' lifestyles including alcohol/drug misuse related needs and mental health needs (where an individual may not necessarily be known to/supported by NHS secondary mental health services).

⁹ To be confirmed by 2025/26

¹⁰ Teenage parents, care leavers, 16-17 year olds presenting as homeless and young unaccompanied asylum seekers, vulnerable people aged 18-25

¹¹ To be confirmed by 2025/26

Based on this assessment of need, more specific investment priorities in the short to medium term (up to 2025) have been identified. These are set out below for each group:

Older people

The estimated need for specialist and supported accommodation is summarised in Table 1. This indicates by 2030/31 an increase in need for:

- 'Care ready'¹² housing across all tenures: for sale, social rent and market rent (case study example below).
- Extra care housing for rent and for sale.
- Nursing care, including as part of 'hybrid' housing and care developments.
- Care homes places for older people with more complex health and care needs.

In addition there is local evidence of:

- Need for adapted housing that can meet the requirements of individuals with bariatric-related needs.
- Need for 'step-down' provision within extra care housing for older people being discharged from hospital.

Short-Medium term priorities to 2025/26

- c.230 units of extra care housing; including dementia/high needs care specific. This will include a high-care model of extra care housing that can accommodate older people living with dementia to end of life as part of the initiative to reduce the use of residential care. There is a need for provision of c.10 'step down' units within new extra care housing provision. The need for extra care housing is estimated to require:
 - c.115 units for social rent
 - c.115 units for sale
- Undertake a strategic review of sheltered housing provision in Milton Keynes to determine its future suitability for meeting the needs of older people. This will need to reflect growing evidence of need amongst people with support needs aged under 55 years for a sheltered housing type of accommodation.
- c.700 units of 'care ready' housing¹³ for older people that is available for rent and for sale to be attractive to a wide range of older people across the city. It is estimated that c.5 units per annum are required that can meet the requirements of individuals

¹² Care ready housing typically means that a home is capable of adaptation over time to meet changing needs including space for aids and adaptations. Through good design homes can be built to be better suited to possible future requirements such as the need to have an over-night carer, storage for mobility scooters and space to retain independence.

¹³ Care ready housing typically means that a home is capable of adaptation over time to meet changing needs including space for aids and adaptations. Through good design homes can be built to be better suited to possible future requirements such as the need to have an over-night carer, storage for mobility scooters and space to retain independence.

with bariatric-related needs. The need for care ready housing suited to older people is estimated to require:

- c.400 units for social rent (use class C3)
- c.300 units for sale (use class C3)
- c.200 beds in nursing care homes that are to meet the needs older people with increasing complex health and care needs, including people with dementia.

Key considerations are:

- Increasing the range of housing choices available to older people that can support 'downsizing' or 'rightsizing', across all tenures, which could include a level of incentivisation
- Increasing the supply of extra care housing provision that is effective for older people supported by the Council in terms of being a genuine alternative to registered care and being able to support people living with dementia (see case study below).
- Ensuring that the Council's stock of housing designated for older people (including sheltered housing) is going to be an attractive housing option in the future.

Care ready housing. Thurrock Council

Bruyn's Court features 25 flats, all of which are flexibly designed to adapt to meet the changing needs of residents as they grow older. The scheme does not provide care and support services, but the aim of the scheme is to radically improve the standard of living for older people in Thurrock, taking account of their social and physical needs, and encouraging social interaction and mutual support. The development has also been designed to help revitalise the town centre, modernising the local built environment while adding further commercial viability to the town centre shops. It has been designed to HAPPI standards, lifetime homes and Sustainable Code Level 4.



Housing with care/nursing care 'hybrid'. Belong.

Belong's (a charity) development in Atherton has 26 self-contained apartments for independent living and six supported 'households' with modern en-suite bedrooms and open plan lounge and kitchen areas.

Belong households represent an alternative to conventional care homes. They operate with a higher-than-average staffing ratio and a maximum of 12 residents per household, offering a family atmosphere.

It is described as a 'care village' with independent living apartments which do not form part of the registered care home service, but are central to the care village and its design.

A range of care needs are supported, from people who are relatively independent, to people with a high level of needs, including dementia.



Single people at risk of homelessness

Short-Medium term priorities to 2025/26

It is a Council priority to reduce the use of temporary accommodation for homeless households; priorities are.

- Up to c.100 units of supported housing, across a number of sites, for single homeless people, in the form of self-contained flats with varying levels of support.
- Access to additional, self-contained general needs housing for rent with access to floating support as required. To include 'move-on' housing options from supported housing.

Key considerations are:

The need for an increase in supported housing and the availability of mainstream self-contained housing with access to flexible support services to enable move on from supported housing services and avoid or minimise the use of temporary accommodation. The Council wants to see a mix of types of supported and mainstream housing that will address the needs of people who are homeless.

- A key requirement is for flexible services that can support individuals to maintain a tenancy once they have left supported housing. Any growth in the availability of

supported housing and move-on accommodation will require that non scheme-based support services are available and sufficiently resourced to meet the growing demand, if this accommodation is to function effectively for this cohort.

- There is a minority within the population at risk of homelessness that can be challenging to support. Individuals are characterised as having been through existing supported housing resources previously, potentially several times, and exhibit behaviours that severely minimise their housing options. Support services need to be informed by best practice such as Trauma Informed Care (TIC) and Psychologically Informed Environments to work more creatively and constructively with people and reduce the risk of eviction and abandonment. Housing First is one model that is suited to this client group but there needs to be a range of solutions to meet the varying needs of more complex clients. There is a need to work across agencies, particularly mental health and substance misuse, in relation to people with complex needs who are homeless.

Vulnerable young people aged 16-25

This need is for care leavers, 16-17 year olds presenting as homeless, young unaccompanied asylum seekers, single parents and other vulnerable young people aged 18-25 years. The estimated need for supported accommodation and other housing is summarised in table 1.

Short-Medium term priorities to 2025/26

- c.70 units of supported housing. Dispersed' units with visiting support and/or small 'clusters' of flats e.g. 6-8 units, are preferable to large hostel type accommodation. Self-contained supported housing is generally preferred to shared housing models but needs consideration for young people as affordable housing options following a stay in supported housing is likely to be shared.
- Access to additional affordable self-contained general needs housing for rent with access to support as required. This is required to provide 'move-on' housing options from supported housing. This is likely to be HMO / shared accommodation rather than self-contained to be affordable to young people.

People experiencing domestic abuse

Short-Medium term priorities to 2025/26

Further refuge accommodation is not a priority at the moment as the emphasis is on developing prevention strategies which includes the council becoming a Domestic Abuse Housing Alliance (DAHA) accredited partner, <https://www.dahalliance.org.uk> ,

- c.45 units of additional supported accommodation for women experiencing domestic abuse. This is most likely to be in the form of dispersed 'safe' housing units with support available and access to sanctuary / target hardening where required. ,

- Additional outreach support for people who are experiencing domestic abuse to remain in the homes. This can include referral to target hardening / sanctuary scheme to improve the security of the property.

Key considerations are:

- In the longer-term further refuge space could be commissioned but, given that refuges need to be accessible nationally for people where it is not safe to remain in their own locality, this would need to be in the context of a clear national policy.

People with mental health related needs

Short-Medium term priorities to 2025/26

- Self-contained accommodation that will cater for c.25 people, primarily for people requiring high levels of support including 'step down' provision from acute settings (see case study example below).
- Additional affordable self-contained general needs housing for rent with access to support as required

Key considerations are:

- The need to develop supported housing with up to 24 hour support that offers 'step down' from acute settings.
- Some individuals will require support for 'complex needs' associated with their mental health needs, for example support with drug/alcohol related needs.
- There is evidence of growing need for both supported housing and access to 'move on' housing, given "Duty to Refer" and increasing levels of referrals for NHS and social care services.
- There is evidence of increasing need amongst people already in contact with mental health services who may need support or supported accommodation during crisis periods.

Housing for people with mental health needs

Recent contemporary supported accommodation for people with mental health needs have tended to focus on supporting timely discharge from acute health settings and using supported accommodation as a 'step down' back into other types of supported accommodation or mainstream housing.

In relation to people with mental health needs, an example of a supported housing 'step down' resource is One Group's scheme at Tile House in London. Tile House¹ provides 15 high quality, self-contained supported housing units. Each person has their own flat that is designed to the same specification as One Housing's private sale housing. The scheme is designed to deliver an integrated approach to supported housing and recovery for people with complex mental health needs.



People with physical disabilities

Short-Medium term priorities to 2025/26

c.35 units of fully adapted and accessible properties per annum to 2025/26 split as follows:

- c.2 fully adapted properties per annum M4 Cat 3.
- c.5 accessible properties per annum M4 Cat 2.

Key considerations are:

- Ease of access and egress
- Sufficient manoeuvrability within the internal spaces.
- Kitchens and bathrooms specifically need to be adapted to enable individuals to self-support as well as providing sufficient space when care staff/carers are required to assist.
- Ample room to park and store a wheelchair whilst it is not in use within the accommodation.

Housing suited to the needs of people with physical disabilities

Housing suited to the needs of people with significant physical disabilities or health conditions typically does not require supported accommodation; it is primarily a requirement for suitably adapted housing.

Habinteg Housing Association has developed high quality adapted housing alongside mainstream general needs housing for rent. Goodrich Court in Hounslow, an inclusive housing scheme of Lifetime Homes and wheelchair accessible properties. A high specification example of the type of mainstream inclusive housing design required to meet the inclusive demands of an ageing population. The scheme also provides a housing development where disabled and non-disabled people can live as neighbours.



People with learning disabilities

Short-Medium term priorities to 2025/26

- Self-contained supported accommodation for c.105 people, including those people currently in residential care services¹⁴, to include housing that is wheelchair accessible and suitable for adults with complex and challenging needs.
- Housing, possibly shared, for c.15 young people aged 18 and over moving from the family home to independent accommodation '.
- Wheelchair accessible supported housing for c.15 people with learning disabilities who also have physical disabilities including fully wheelchair adapted housing.

Key considerations are:

- Where possible tenancies should be offered for long-term, settled accommodation.
- The housing and care offer should allow people to live as independently as possible and encourage integration into the local community.
- A range of housing providers, providing a mix of housing models and tenures.
- Provision of flexible and sustainable housing to meet the changing needs of individuals in their homes, as well as the ability to adapt the accommodation to enable its continued use in the future.

¹⁴ To confirm position regarding Macintyre residential care services

- For people with high/complex support needs (previously referred to as the Transforming Care cohort) the appropriate design of housing is an important factor to ensure that it is sufficiently spacious to cater for potentially significant numbers of support staff and to ensure fixtures/fittings are suited to the needs of the residents (see case study example below).

Supported accommodation for people with complex needs

This often involves the procurement of one-off housing for people with very complex needs, however there are also contemporary examples of supported accommodation that has been designed and developed specifically to cater for people with complex needs.

The below scheme at Bicester has been designed to provide a high quality housing environment for individuals with autism related needs. Oxfordshire County Council has commissioned two purpose-built supported living schemes for people with complex needs. The schemes are being developed on separate sites in partnership with Cherwell District Council. Each scheme has 6 self-contained units for people with autism related needs.



Why invest in Milton Keynes

There are many ways in which Milton Keynes Council can work with you and provide practical assistance.

Market Intelligence

We have completed a detailed appraisal of our existing and future specialist and supported accommodation needs and are keen to discuss requirements in more detail, brokering meetings with the relevant professionals as appropriate.

Through our strong links with health partners we can work together to develop innovative approaches to housing and communities that support and promote the health and wellbeing of people with care and support needs.

We have access to a wide range of data about Milton Keynes and its citizens which we are happy to share with you.

Resources and funding

We can provide assistance in relation to:

- Brokering contacts with external funders, e.g. Homes England.
- Advice on external funding streams to support new development.
- Advice and guidance in relation to funding for care and support.
- Advice regarding Housing Benefit, particularly the application of specified and exempt accommodation Housing Benefit regulations.
- Disabled Facilities Grants

Land and sites

We can provide support to identify sites and where appropriate acquire sites to facilitate delivery including stalled sites and those with unimplemented planning consents.

Before taking any Council owned land to the market we will assess its suitability for the provision of specialist and supported accommodation.

Planning & Development

We have a supportive approach to Development Management giving developer/investor confidence and help to navigate the planning system.

Through pre application discussions and during the planning process we will work with you to:

- Provide you with the relevant planning policies for particular sites and help you to ensure your proposals are policy compliant.
- Give you information about other permissions in an area.

Customer and community engagement

We can build on our existing customer and community engagement activities and experience to help you:

- Reach local audiences.
- Undertake consultation activities, including in relation to your development proposals, and facilitate formal public consultation where appropriate.
- Explore market opportunities

Contacts

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Annexe 1: Glossary

Disabled Facilities Grant	A grant available from Local Authorities to pay for essential housing adaptations to help disabled people stay in their own homes.
General needs housing	General Needs Housing applies to general family housing and dwellings for singles and couples. The accommodation is normally provided in self – contained bungalow, house, flat or maisonette form.
Homes England	Homes England is the non-departmental public body that funds new affordable housing in England.
Houses of Multiple Occupancy	Refers to residential properties where 'common areas' exist and are shared by more than one household. Most HMOs have been subdivided from larger houses designed for and occupied by one family.
Local Plan	Local Plans set out the strategic priorities for development of an area and cover housing, commercial, public and private development, including transport infrastructure, along with protection for the local environment. They comprise a series of documents that should set out clear guidance on what development will and won't be permitted in a local authority area.
Market Position Statement	A document produced by a local authority that outlines what support and care services people need and how they need them to be provided.
Sheltered housing	Housing that is designated for people of a specific age, typically 55 or 60+, where there are typically some communal facilities and a low level of support/assistance is available.
Supported housing	Housing where care and/or support is provided to people living there as a core part of the housing offer. It may be self-contained or shared housing.
Supported lodgings	Supported lodgings provide a young person with a room in a home environment and the support and guidance of an adult living there. This might include helping young people develop life skills such as basic personal skills and social skills.
Transforming Care Programme	NHS England programme that is about improving health and care services and providing suitable accommodation so that people with complex needs can live in the community, with the right support, and close to home, rather than in long stay hospitals / institutional settings..

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