

Retirement Living and Support Policy

Policy Statement & Purpose

At Bromford we are committed to providing the right home for our customers that reflects their individual requirements. Our Bromford DNA (Be honest, Be bold, Be brilliant, Be you) ensures that customers are always at the central focus of all strategy and policy decisions.

Our Retirement Living and Support offer demonstrates our commitment to providing high-quality, person-centred support and/or accommodation to our customers. We understand the importance of partnerships in the delivery of a seamless service, as well as the importance of building purposeful relationships and investing in high quality accommodation. Customer engagement is central to our approach, as we strive to create supportive environments where customers can thrive and lead fulfilling lives.

This policy explains:

- (a) What is Supported Housing
- (b) Supported Housing at Bromford
- (c) Our approach to delivering Supported Housing

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1. Scope

This policy and terms within this document apply to Retirement Living and Support.

This policy covers Bromford Housing Group and its subsidiaries.

2. Reference Materials

List of Referenced Documents
Mental Capacity Act 2005
Safeguarding Policy
Health and Safety Policy
Customer Engagement Plan

3. Responsibilities

The **Director of Place** has overall responsibility for this policy.

The **Head of Retirement Living and Support** is responsible for the day-to-day operation of the policy and ensuring it is adhered to.

Retirement Living and Support Leaders are responsible for ensuring their teams are aware of their responsibilities and receive appropriate training and support to deliver them successfully.

All colleagues are responsible for carrying out their work in line with this policy and associated procedures. All colleagues are responsible for acting in line with the principles of this policy and associated methodology, tools and systems.

4. Legislative or Regulatory Requirements

By following this summary guidelines, it ensures that Bromford:

- Supported Housing (Regulatory Oversight) Act 2023
- Housing Health and Safety Rating System (HHRS)
- Neighbourhood and community Standard 2024
- Transparency, Influence and Accountability Standard 2024
- Social Housing (Regulation) Act 2023
- Landlord and Tenant Act 1985 and 1987
- Housing Act 1985, 1988, 1996, 1998
- 2004 Equality Act 2010
- Health and Safety at Work Act 1974
- Health and Social Care Act 2008 (Regulated Activities)
- Mental Capacity Act 2005
- Safeguarding and Vulnerable Groups Act 2006

5. Principles

Our supported housing services are varied, and our approach to delivering these services is tailored to meet the specific needs of each customer living in our supported housing accommodation and/or accessing our support services. Our primary goal is to create a person-centred, secure, and well-maintained environment where customers can thrive and live independently.

We deliver a wide range of supported housing to customers across our geography. We provide specialist support services to over 3000 customers. We invest in relationships with our customers to give them the platform to thrive as their needs and aspirations change over time. Working in partnership with our customers, their families and professionals, we deliver high quality services which support customers on their unique pathway for independence.

5.1 What is Supported Housing?

The term supported housing as outlined in the [Rent Standard](#) (14/12/2022) defines 'supported housing' as low cost rental accommodation provided by a registered provider that:

- (a) is made available only in conjunction with the supply of support;

(b) is made available exclusively to households including a person who has been identified as needing that support; and

(c) falls into one or both of the following categories:

(i) accommodation that has been designed, structurally altered or refurbished in order to enable residents with support needs to live independently; and

(ii) accommodation that has been designated as being available only to individuals within an identified group with specific support needs.

For the purposes of this definition, 'support' includes:

- sheltered accommodation
- extra care housing
- domestic violence refuges
- hostels for the homeless
- support for people with drug or alcohol problems
- support for people with mental health problems
- support for people with learning disabilities
- support for people with disabilities
- support for offenders and people at risk of offending
- support for young people leaving care
- support for teenage parents
- support for refugees

5.2 Supported Housing at Bromford

Bromford delivers a wide range of supported housing to customers across our geography. We provide supported housing and/or support services to over 3000 customers. We invest in relationships with our customers to give them the platform to thrive as their needs and aspirations change over time. Working in partnership with our customers, their families and professionals, we deliver high quality services which support our customers on their unique pathway for independence.

At Bromford, our supported housing is grouped together as a portfolio known as Retirement Living and Support. This portfolio consists of the following services:

- Independent Living Services (Housing for Older People)
- Independent Living Support service
- Supported Housing
- My Place
- Extra Care (branded as Retirement Living)
- Temporary Accommodation
- Agency Managed

Independent Living Services (Housing for Older People)

Our independent living services provide purpose-built accommodation and support to customers aged 55 or older. Customers residing in an independent living service will have a self-contained property consisting of a kitchen, lounge, bathroom and bedroom and access to communal facilities which may include lounge, garden, on-site laundry, communal parking bays and a guest room for visitors.

Customers receive housing related support from a Scheme Officer tailored to meet individual needs. Each customer is provided with a touchscreen device which enables you to receive messages from Bromford, report repairs and notify Bromford of any issues/queries. Customers can also choose to receive a daily contact service called 'OK Each Day'.

Some of our schemes have a warden call pendant alarm service. Where this isn't available but is required by the customer, we will help our customers access these.

Independent Living Support service

We provide a specialist independent living support service to our customers aged over 50 in the West of England. Our flexible support is tailored to the aspirations of each customer with the duration of support dependent upon a customer's needs and circumstances. Our floating support team provide the service to customers within their own home. We work collaboratively with customers to build positive support and social networks, maximise income, access services and tenancy sustainment. This service is accessible to all customers irrespective of the tenure they hold with Bromford.

Supported Housing

Our supported housing services offer accommodation and tailored support to customers with diverse and complex needs. We have a variety of services which deliver varying levels of support across different types of accommodation. Customers wishing to access these services will have an assessed need to ensure appropriate support is provided. Our services are classified as short-term (maximum 2 years) and with our onsite housing and support colleagues we support customers to live as independently as possible, gain the life skills they need to build the successful foundations for independence and transition into independent living.

My Place

My Place schemes offer accommodation to customers with a learning disability, visual impairment and/or long-term mental health diagnosis. Customers are required to have an assessed need and personal budget as defined by the Care Act 2014. My Place focuses on raising aspirations for customers offering opportunities to take control of their life, live independently, and utilise available opportunities. My Place schemes work collaboratively with third-party care providers which provide up to 24/7 on site care and/or support to ensure appropriate care and/or support is provided.

Retirement Living (Extra Care)

Our retirement living services are a type of housing also referred to as Extra Care housing. Extra Care housing offers accommodation with care and/or support for customers aged 55+. Options range from small communities of flats and bungalows to large retirement villages. Customers also have access to communal facilities such as a lounge, dining area and garden. We offer mixed tenure which includes social rent; shared ownership; leasehold and outright sale.

Living in Extra Care housing enables our customers to live independently in their own home with the reassurance care and support colleagues are based on site and someone is available 24 hours a day via an emergency alarm service.

Temporary Accommodation

Temporary Accommodation is a form of housing which local authorities are legally required to provide to individuals or families who are homeless or at risk of homelessness, while eligibility is assessed. Customers in our temporary accommodation are offered terms of occupation which are compatible with this purpose.

Our temporary accommodation includes furnished flats, family and single hostels and has a 24/7 service with onsite housing colleagues. Housing colleagues will refer to specialist third party agencies to access support for individual households.

Our temporary accommodation is short term, and our housing colleagues work with customers, local authorities and partner agencies to secure an offer of suitable long-term accommodation which meets the needs of individual household.

We also have a temporary accommodation service whereby we provide housing management and support to customers with a lower-level support need. This service does not have colleagues on site 24/7.

Agency Managed

Bromford have a portfolio of properties which are owned by Bromford with third party organisations managing specific aspects of housing management. In all arrangements of these properties, Bromford retain ultimate responsibility for meeting the regulatory standards set out by the Regulator of Social Housing.

- **Managing Agents:** These are properties whereby a third-party organisation carries out day to day housing management services as outlined in the management agreement. The Managing Agent also provides support services and/or regulated care in these properties which are commissioned and funded through a separate support contract. The Managing Agent may also provide intensive housing management services where they have secured additional income through other funding arrangements.
- **Directly Managed:** These are properties where Bromford are responsible for delivering the housing management services and work collaboratively with a third-party support provider who are responsible for delivering the care and/or support service. A Service Level Agreement is in place to outline how both parties will work together to deliver their responsibilities.
- **Leased Properties:** These are properties in which management companies are involved. The management company has a set of responsibilities unusual to our usual delegation of responsibilities with managing agents. A support provider will use the property to deliver their commissioned support contract. Bromford will work in partnership with the support provider to deliver its responsibilities.

5.3 Our Approach to Delivering Supported Housing

Our approach to delivering supported housing ensures our services are effective, ethical, and responsive to the needs of our customers who rely on them for independent living. Our services are delivered in accordance with the Supported Housing (Regulatory Oversight) Act 2023.

Person-centred support

Our approach to support is holistic, identifying strengths and addressing the diverse needs and vulnerabilities of customers across physical, mental, emotional, and social dimensions.

We work in partnership with our customers and adapt our approach to meet individual needs, preferences, dignity, values, independence and well-being. We will make any reasonable adjustments and provide support to help customers understand and make informed decisions about their care and or support, including how they may wish to manage any areas of their care and/or support independently. We maintain a focus on independence rather than dependence, recognising our customers are the experts in their own lives.

We consider individual capacity and ability to consent and either the customer, or a person lawfully acting on their behalf, is involved in the planning, management and review of support arrangements. We make sure that decisions are made by those with the legal authority/responsibility to do so and work within the Mental Capacity Act 2005 where applicable.

We expect customers to demonstrate a willingness to engage with support services provided, as a condition of their occupancy agreement to meet the requirements of services commissioned by our partners.

Customer Engagement

Our purpose is to invest in homes and relationships so people can thrive. To achieve this, we aim to have a relationship with each of our customers that supports their ambitions and aspirations.

Engaging with our customers is an important part of how we deliver our services, and we recognise thriving means something different for each of our customers and our engagement approach is an important element of how we build those relationships.

We engage with customers to actively participate in decisions that affect their lives. Purposeful relationships with customers ensure their preferences and views are considered in all aspects of service development and delivery. We tailor our communication to meet individual needs.

To support our commitment, we have a Customer Engagement Plan which sets out our approach to engaging with customers in all aspects of our service delivery.

Equality, Diversity and Inclusion

We believe everyday inclusion is about creating a culture where everyone feels they belong, can be themselves, and can share their views and ideas. Our commitment is embedded in every aspect of our business and our diverse and inclusive environment is part of what makes Bromford so special.

The Bromford DNA is at the heart of who we are, what we do and why we do it. That's why our purpose is simple and honest. We invest in homes and relationships so people can thrive. This purpose translates directly into how we treat our customers. We believe in treating everyone with fairness, respect, and inclusivity, just as we would want to be treated ourselves.

Safeguarding

Bromford is committed to ensuring we keep our customers safe from harm. Everyone who works for Bromford has a duty to safeguard and promote the welfare of children and vulnerable adults. We have a robust [Safeguarding Policy](#) which outlines our approach to safeguarding children and adults who may be at risk of abuse, harm or neglect.

All colleagues are DBS checked and undertake training in safeguarding and child protection that is commensurate with the responsibility of their roles.

Think community

We recognise the value of relationships, including with other agencies and partners across our communities. We will focus on delivering homes and relationships and work closely with expert-partners to deliver wider services such as care and local authority commissioned support contracts.

Health and Safety

Bromford is committed to ensuring a safe and good quality of housing which meets all statutory and regulatory compliance.

Health and safety plays a key part in contributing to our success for both our colleagues' safety and the safety of our customers living in our homes and/or using our services. Bromford is a place where safety is a priority and where it contributes to, rather than a barrier of, achieving success. We ensure colleagues and customers health, and safety is not impacted by what or how we do things.

We have a robust Health and Safety policy and a suite of operational topic-based procedures to form our health and safety arrangements and support colleagues in delivering services both safely and in line with current legislation.

We are committed to providing a working environment for our colleagues and service for our customers that is safe and where all are treated with dignity and respect. Where appropriate, we complete suitability checks, which may include criminal record and/or consumer financial history disclosures.

Continual Review

We recognise people are diverse and the housing options available to them are too. Our supported housing portfolio will be subject to continual strategic review, like our whole housing

portfolio. We will make investment, or divestment, decisions based on place-based factors and driven by delivering housing where people can thrive.

6. Assurance Framework

Bromford has adopted the 'three lines of assurance' model. It is built upon Bromford's strong control culture and organisational delegation of responsibility. It is the responsibility of managerial and supervisory colleagues within business units who use the policy to ensure that the policy is communicated and effectively implemented, and to ensure colleagues are aware of their responsibilities. Adhering to policy and underpinning procedures ensures we continue to operate within our overall risk appetite as a business.

Document Details

Owner: Sandy Dee-Shapland
Author: Lisa Simpson
Approved By: SLT
Date of Approval: 16 April 2025
Next Review Due: 16 April 2026
Policy Version: 1.0
Share to website: Yes

Version Control

Renewal Date	Version	Approved By	Comments
April 2025	1.0	SLT	New policy
April 2025	1.0		New policy template applied 14/4/25 JG