September 2026

Learning Disability and Autism Housing Community of Practice



Hosted by

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Supported Housing Advisory Panel

Resident Voice: Getting your voice heard



Dr Rashmi Becker MBE, Resident Member
Shannon Johnstone, Resident Member, Expert Link Supported Housing Advisory Panel

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Supported Housing Regulatory and Oversight Act: Advisory Panel

- Created by the Act, the role of Advisory Panel is to provide information and advice on supported housing to the Secretary of State, local housing authorities in England, and social services authorities in England.

- The panel includes people with experience working in a local authority, social housing, charities, and residents with lived experience.

- We have established 3 workstreams to focus on: 1) Access and Supply; 2) Licencing and Quality; and 3) Residents Voice.

- Panel's strategic objectives:
  - The quality of housing should be well managed and a good standard
  - Supported housing should deliver good quality support, which meets individual needs
  - Supported Housing should deliver value for money
  - Supported housing should involve a coordinated approach between health, social care, housing and planning authorities
  - The governments aim is for there to be an adequate supply of good quality supported housing for all those who need it

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Resident Voice

- The Resident Voice workstream has 3 objectives:

- Ensure implementation of the SHROA is **informed by lived experience**
- Ensure people with lived experience understand their rights, and **impact of changes**
- Ensure people with lived experience know **how to access support/raise concerns**

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Resident Voice Priorities

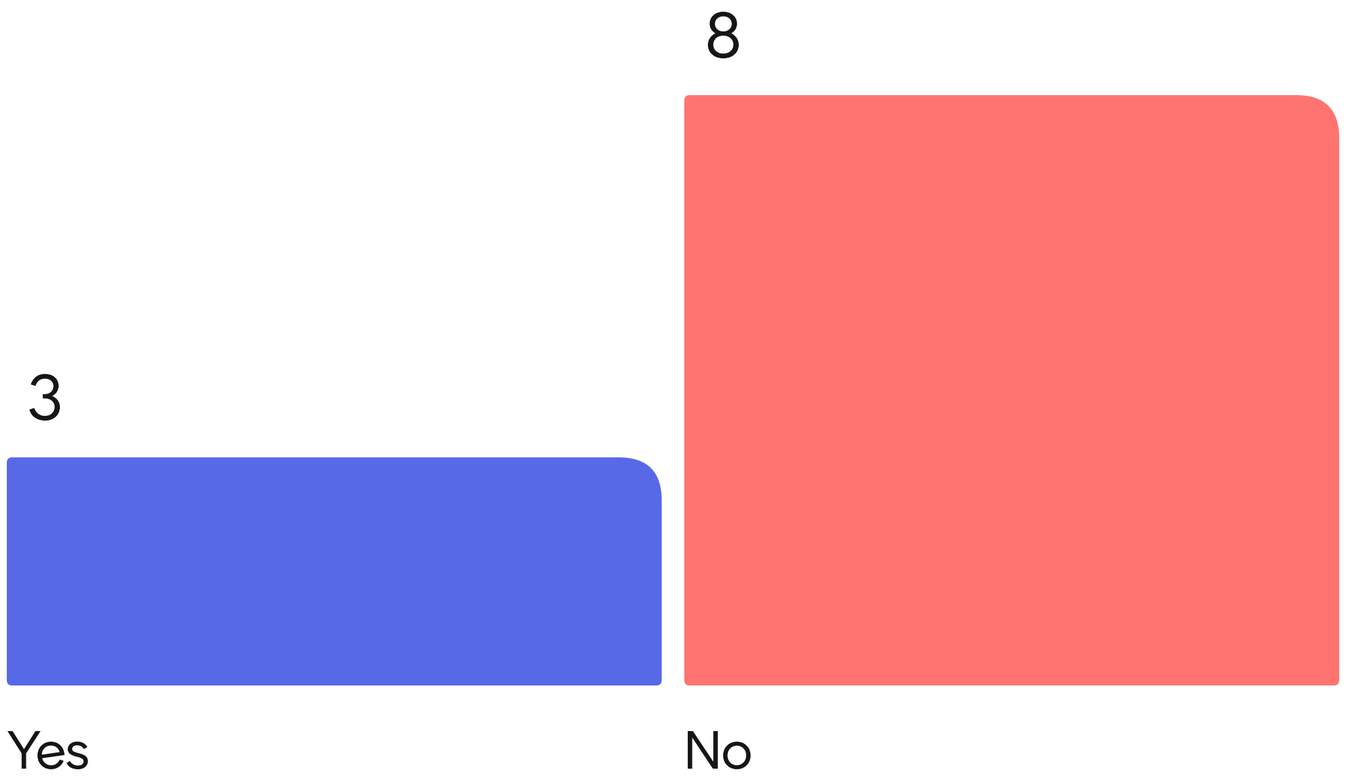
- Integrate resident voice **across all work** relating to the implementation of SHROA
- Provide **Local authority guidance** on engaging people with lived experience
- **Engage under-represented groups** with lived experience, including unpaid carers, people with complex needs, residents in rouge landlord properties, and people involved in advocating for residents such as paid carers
- **Increase resident representation** on the panel and through consultation
- Establish monitoring and evaluation measures to **track meaningful resident engagement** by local authorities
- Proactive **communications for residents to raise awareness** of new rights and expectations, developed with residents.



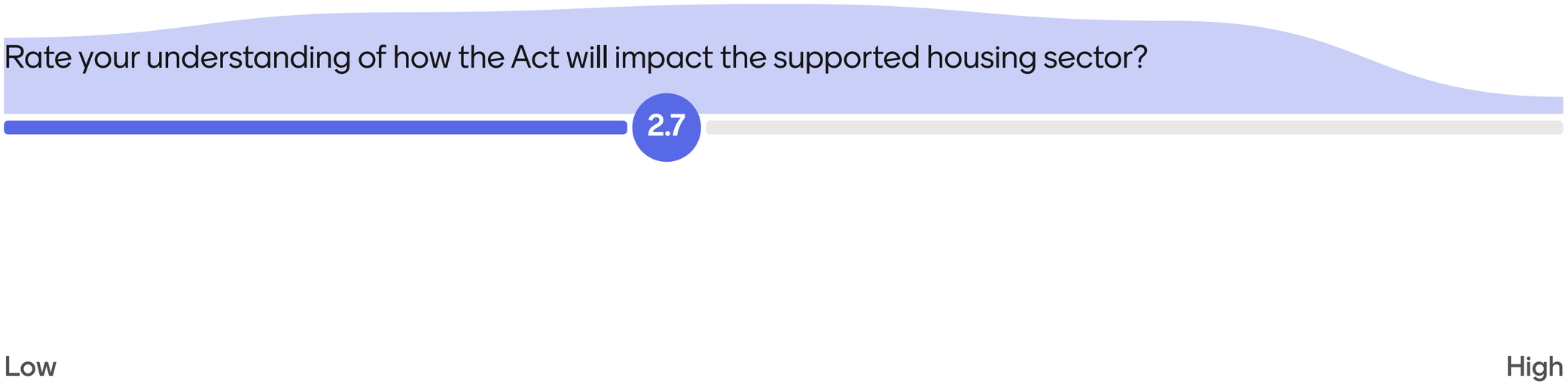
Attendees with lived experience**: List one word to describe how you feel about your current home**



Attendees with lived experience: **Do you know how the supported housing act changes will impact you ?**



Attendees working in the sector: **Rate your understanding of how the Act will impact the supported housing sector?**



ALL (please start with R or S for resident/sector attendee): **What should the priority of the resident voice group be?**

S: quality

S protecting people's rights

R Assured tenancy

S education on the act and implications to people

S Information/understanding

A Sharing what's important to them.

To have easy read and lip read sms text for deaf people and wheelmap acessable

S what the Act will mean in practical terms for customers.

ALL (please start with R or S for resident/sector attendee): **What should the priority of the resident voice group be?**

S : more accessible housing

Quality (s)

To provide lived experiences and advice and this to be paramount

S- more stock that is fit for purpose

S that the tenant remains central to all discussions and listened to

S - ensuring services are developed and operated WITH the residents

Supporting residents (S)

S quality assurances

ALL (please start with R or S for resident/sector attendee): **What should the priority of the resident voice group be?**

Listening and choice S

Genuinely include people's voices and make sure people are visible

S Safety and security

S: help ensure SHROA needs analysis by councils reflects people's needs

To be listened to and changes to be developed around what their needs are

S - quality and support

s. security of tenure and enhancing housing options

S- what works/ what is a barrier to get the right housing.

ALL (please start with R or S for resident/sector attendee): **What should the priority of the resident voice group be?**

S- understanding the act

S- more fit for purpose stock

Advocate for R: safe accommodation suitable for the needs of the person

S - Right home. right place

family carers should be welcomed to visit

S - to keep tenants voice in the centre of decision making

S - understanding what important to tenants and how the act will affect them

S increasing housing numbers

ALL (please start with R or S for resident/sector attendee): **What should the priority of the resident voice group be?**

S quality and security

I'm also trustee with a provider charity and my experiece gives me concern that there is a relative lack of awareness of the act and its implications- amongst both staff and trustees.

S: accessible housing

S - ensure aggregate wishes

S - quality

S - advocacy for tenants. What is important to them

R - what landlords are legally responsible for in the assured tenancy

Listen to person and make sure it is acceptable and safe

ALL (please start with R or S for resident/sector attendee): **What should the priority of the resident voice group be?**

S Understanding people's rights and making the information accessible Making sure providers understand how to interpret the law in a person centred way

S future planning that is mapped across multiple local authorities rather than silos

R Understamding human too

R Advocate: onsite activities

s: working with mental health pathways to be inclusive. As seems there is correlation to mental health services and or pathways and housing.

S - good quality accommodation that meets people's needs

Easy to understand , accessible., gain everyone views.

S accessible information so understanding the law is straight forward

ALL (please start with R or S for resident/sector attendee): **What should the priority of the resident voice group be?**

Supply of quality housing

S accessible information so understanding the law is straight forward

family carers should be welcomed to visit

The emphasis on the need for personalised care and support doesn't appear as promiment as it should be IMO.

S A drive from the top for quality properties (Not a target of x number of people housed) and the individual's voice should be central

ALL (please start with R or S for resident/sector attendee): **What is the best way to ensure residents have a voice?**

Dyanox

Easy to understand , accessible., gain everyone views. follow

R Good communications

R - well informed advocates

S make sure they are included in decisions making

Have regular 1 to 1 meetings

Draw on all possible existing info

Involve residents at the highest level and ensure their views are incorporated into any changes - S

ALL (please start with R or S for resident/sector attendee): **What is the best way to ensure residents have a voice?**

S Coproduction/person centred strategies and policies

S - resident involvement at all levels - from design to board level

Ask the person and create opportunities for people to have a voice S

S: regular local forums

Use a range of ways to engage (s)

S - forums, continual feedback from ongoing engagement before during and after people are housed

S good quality accessible information

S genuine coproduction and engagement

ALL (please start with R or S for resident/sector attendee): **What is the best way to ensure residents have a voice?**

S: advocacy where it's needed, easy to understand information

S - ensure their voice is listened to but also acted on.

Ensure every housing authority offers multiple opportunities for those with lived experience to contribute to both their housing needs analysis and the development of the new licensing scheme

S - Local resident forums

S- draw on people with a wide range of experience

Invest the time and money needed to make sure people can meaningfully get involved

The burden of removing the disadvantage should be with the staff, not service user

Good accessible information to tenants and families

ALL (please start with R or S for resident/sector attendee): **What is the best way to ensure residents have a voice?**

S - Consultation and co production

Advocate for R: independant professional advocate to fight for the rights of complex individuals

S resident group(s) with direct link to a resident panel member(s)

The best approach is not simply having a tenant meeting where residents can complain. It is giving tenants real opportunities to influence decisions and showing them what has happened result of view

S - accommodation designed around people, not trying to fit people with complicated lives into accommodation

S Different ways to include all people. Go to the person offer time to hear their 1-1 feedback. Offer feedback forms. Have groups which also act as the opportunity for networking and fun.

S: Specific autism and separately learning disability advocacy and or partnership groups. So each cohorts needs have a agenda

S - via support plan reviews with residents to ensure that their voice is heard and anything of concern communicated to all wider stakeholders including RP housing provider.

ALL (please start with R or S for resident/sector attendee): **What is the best way to ensure residents have a voice?**

S local forums feeding into national groups

S: look at varied ways of who this will affect, what areas thwy are in, what providers etc are there and how to make contact with customers to explain what is happening and how they can get involved.

S- start person centred planning when people are still in school.

Information to be accessible in multiple formats

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What questions do you have about our work?

19 questions
8 upvotes

1

How to find property to lease for people with a learning disability and/or autism



Lisa Brown
Founder, Supported Living Property Network

Mentimeter



How to find property to lease for people with a learning disability and/or autism

Lisa Brown

Mentimeter



YouTube

LinkedIn







Where this began...



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What do I mean by Provider?

What property is needed?



What is a lease?

Why do we use leases in supported living?

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Supported Living Providers

- I work with many providers who do not understand property
- Can end up getting wrong property or wrong area
- Signing wrong leases
- Not confident negotiate/understanding rent

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Private property investors

- Funds to deploy
- Can often work quickly and be responsive
- Skilled at finding property deals
- Purchase and refurb costs could be lower
- Can have team in place
- Must do thorough due diligence on them

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But, be careful!

- Boom in interest in supported living
- Renters Rights Act
- Everyone suddenly "solving the housing crisis"
- Sourcing fees being charged
- Introduction fees being charged
- Trainers with no/little experience





Property Match Service

From Supported Living Property Network

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Property Match Service

From Supported Living Property Network

www.supportedlivingproperty.uk/property-match-service


Network


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Free weekly newsletter, guides, videos, podcast and blogs

The Supported Living Property Network

www.supportedlivingproperty.uk

Do get in touch

Satsuma Neighbour: Developing radical neuroinclusive, supportive and safe, urban housing



Rosie Barnes,
Founder of Satsuma Neighbour

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SATSUMA NEIGHBOUR



Four walls is not enough


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SATSUMA
NEIGHBOUR

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Casey Commission's Big Conversation:

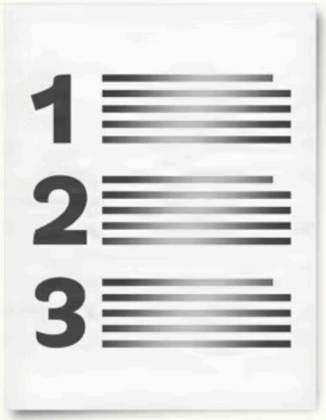
What are the Community of Practice's key messages?



Jodie Williams, Co-Chair
Clare Skidmore, Co-Chair
Rachael Hall, Learning Disability England

The Casey Commission





- The Casey Commission is looking at how we make social care work for everyone.
- The Prime Minister asked Baroness Casey to finish her work earlier and share their final report in the summer next year.
- Casey has already shared some ideas and the government have started working on them

The Big Conversation



When we are old or disabled, or have a serious illness, who should support us and how?

How to get involved



- New engagement pack for organisations
- Make.org for individuals
- Some other engagement thought partner organisations

The Big Conversation



- This is stage 1 of 3
- They are collecting ideas from the public
- They will be putting a citizen panel together to think about the ideas

Things to think about

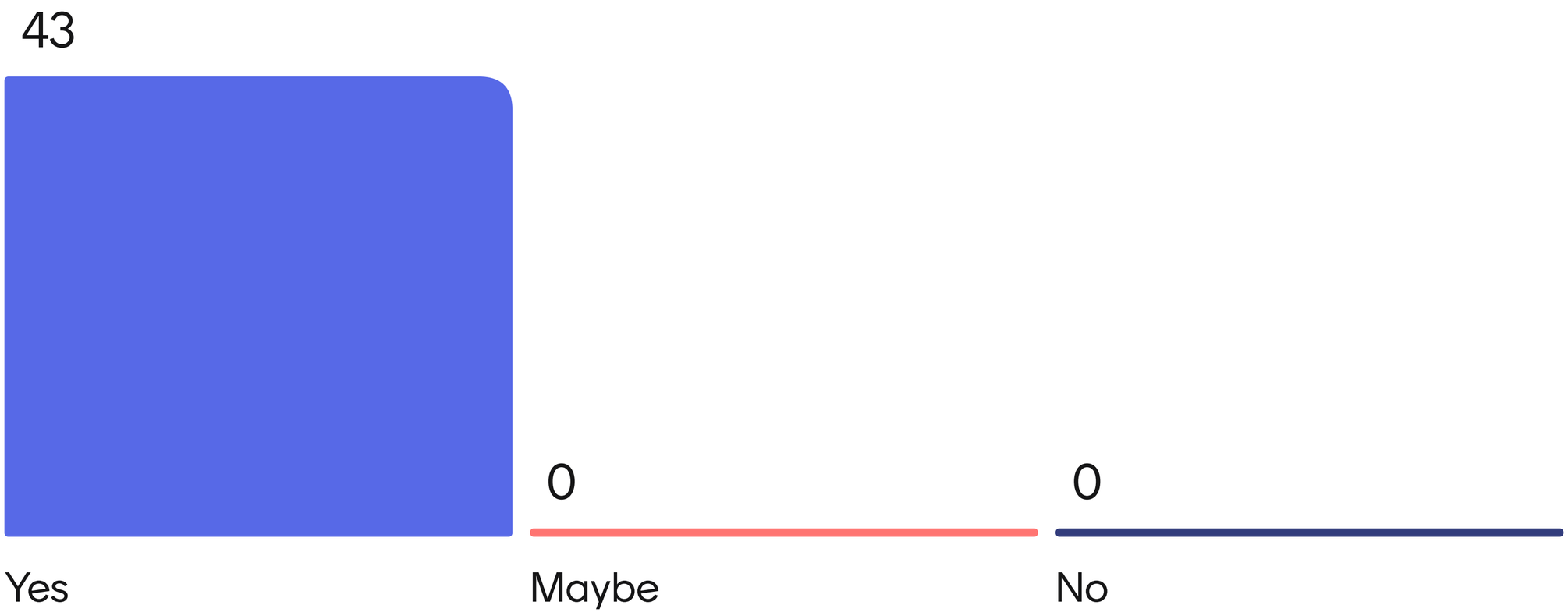


- Lots of the framing is around services, rather than a good life
- Housing hasn't played a prominent role so far

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Should having a suitable home be considered a basic part of care and support?



What responsibility should the future care and support system have for helping people find and keep the right home?

That should be fundamental

Absolutely

responsbility throughout to support citizens as and when needed

utmost responsibility, in law if needed

Ensuring suitable and affordable housing is available.

Working with housing authorities and housing providers. Supporting people and families to explore housing options

Provide early advice and information so people can understand their housing options before a crisis occurs

They should have full responsibility.

What responsibility should the future care and support system have for helping people find and keep the right home?

It should be removing the barriers which currently stop people finding and keeping the right home. The right home should be central to care and support

Reponsibility should be to work with housing partners - I still think that housing authorities should be fulfilling their responsibilities too

They should have to check the persons home js right for them, and have to work with housing providers and housing departments to change things if needed

Home is a fundamental requirement and the right home will maximise independence

Help with match making to homes, and adapting them to make them accessible and suitable.

It requires a shift in housing power away from traditional housing mechanisms for specialist supported housing

They should have responsibility

It depends, its important that it is properly resourced with the expertise to understand housing, then it could have more responsibility.

What responsibility should the future care and support system have for helping people find and keep the right home?

Health and social care need to have tighter connections to housing services

Joint responsibility with housing/local authority but it should be a part of the joining up of social care and housing and social care teams/providers should not be able to not help!

This should be a separate - but fundamentally linked - issue to the care and support people need

Ensure people's views, aspirations are listened to and people are regularly reviewed as needs change

Every decision about care is a decision about housing isn't just a soundbite but something everyone should be responsible for

The system should have accountability for this and ensure people have a good quality home in the locality they want to live

Accommodation must form part of each persons life plan

Making sure there is housing available that meets the needs of people

What responsibility should the future care and support system have for helping people find and keep the right home?

a big responsibility. The right care and support may not work if the environment is not right or if someone is far away for family and friends

Local Authority taking responsibility for signing tenancy on behalf of an individual, who lacks capacity.

We need to plan for appropriate housing much earlier on instead of reacting to housing issues when they're already causing issues with health and wellbeing

Fundamental responsibility- general needs housing is not equipped to support with the specialist and bespoke nature.

Supporting people approach used to work well!

Firstly to provide the ways and means for people to apply and communicate in ways that they can cope with not a blanket "you must use our portal" approach. Listen properly to people's needs.

A requirement to engage and help support housing working alongside housing authorities and providers.

Involved in planning for the move and supporting a person's choice of home

What responsibility should the future care and support system have for helping people find and keep the right home?

Correct information shared , Have a responsible person as people move on and things come to a standstill.Accountabilty and honesty. It is persons life not yiurs

Coordinating housing care and support

The local authority social care teams should not be allowed to block a person's choice

living in the right place for you is an essential part of reducing the amount of care and support you might need.

Responsibility to promote choice and ensure high quality accommodation. Ensuring people are accountable

Fundamental - finding and keeping the right home is a key aspect of wellbeing, inclusion etc

Stop housing management companies charging councils exorbitant rates of housing benefit

This needs to be more clearly defined in legislation- and duties with Housing as well. Better housing alternatives and understanding how needs impact. How work can be/ feel like a financial barrier.

What responsibility should the future care and support system have for helping people find and keep the right home?

Accessibility is so much more than wheelchair access. Housing needs to support autistic people and people with learning disabilities.

The person's right to choose their home should be paramount not the local authorities right to call the shots or tell the person they cannot have their choice of home

Support planning can be a great place to explore what a good home is like for someone

Ensuring specialist supported homes are designed to meet individual needs with future proofing at the forefront of the specification.

There needs to be a stopping of 'placing' people not only getting rid of this language but stopping people being housed where they don't want to be

Full system assessment- if not sufficient homes for life then falls onto health and social care.

Help people make changes (reasonable adjustments) to their homes around their needs including physical or sensory needs

Should not have to wait till crisis has occured to become a priority for housing.

What responsibility should the future care and support system have for helping people find and keep the right home?

The right housing is so important to a happy life

RP 's should be included and yes should have equal responsibility

A right HOME is the word

disappointing that housing apparently absent. Some of us think that a better starting point to this so called conversation should have been the Care Act, what is required to implement them

Build on current responsibilities but make definitions and accountability clearer

Listen to us and act

finding the right home to meet the individuals needs, and listening to the individual, their needs for being happy, and safe, and not about profit first.

Listening to the individuals needs, is safe. Making the assessment robust to prevent the person needining to move home again in the future.

What responsibility should the future care and support system have for helping people find and keep the right home?

Please include families in those discussions Clare They are often at the coal face dealing with housing issues as appointees

Don't forget the hidden population of people living at home with parents and family carers. Many are not choosing to stay at home but have no suitable alternatives

What one message about housing should the Casey Commission hear from people who need care and support?

Ensure you listen to the people and involve them in the decisions at the highest level

Housing should be assured, safe and secure

The housing crisis is more acute for those with additional support needs

The right home is just as important as the right care provision

The right housing is fundamental to the right care and support - and ultimately, a good and fulfilling life

It needs to be joined up under the law (everyone involved has to engage) and the housing regulations reviewed to that more affordable and adapted social housing is available and built. No excuses!

Listen to people with learning disabilities and their families about housing - including people with severe or profound and multiple learning disabilities.

A good home is fundamental to having a good life

What one message about housing should the Casey Commission hear from people who need care and support?

Ordinary lives are important- what blocks people from not having the same opportunities and aspirations.

One size does not fit all. It's personal. Get it right and people's care and support is easier to deliver - and better.

Everyone needs a place called home, and the care and support that people need relies on people having a home that is right for them

housing should be secure and shouldn't be made complicted to access

People must have good secure and safe housing in order to have the lives they choose .

Importance of offering a variety of housing options and careful matching of tenants in shared houses.

Help create the housing I need to live the life I choose to live

Everyone should have the right not to live in a care home

What one message about housing should the Casey Commission hear from people who need care and support?

Listen to what people are saying about the housing needs, and what support is required

Ensure you ensure you involve the people who have looked at and lived experience ie Rightfullives

Places need to be fit for purpose.

People have as unique wishes for their housing as everyone else but the least choice on who they live with or where they live. Make sure everyone is asked what matters about a home as well as support

Everyone irrespective of their needs deserves to live in safe, secure, accommodation they can call home.

Landlords to ensure their properties are fit for purpose, safe and secure for habitation. Ensure repairs are undertaken promptly.

Central government funding need to meet the ambition to ensure these can be met

There are specific housing requirements for some people eg people whose behaviours may be challenging or people with significant medical needs or physical disabilities - rights to housing are the same

What one message about housing should the Casey Commission hear from people who need care and support?

The right home can be the foundation for living independently and well

Ensure housing departments include people with skills and understanding around housing for people with support needs

Local housing authorities, housing providers, social care commissioners & multidisciplinary teams MUST work together under new law to help a person centred approach to finding housing with the person!

That everyone deserves a life at home with dignity and real choice

Independent living is a human right

Lack of suitable and safe housing for those more profoundly affected

Provide more council houses for people with learning disabilities, therefore avoiding excessive rents and costs

A joined-up approach across all stakeholders is essential. SHROA is a positive step, but still not enough to deal with the fundamental issues in developing new supported living to truly make a differe

What one message about housing should the Casey Commission hear from people who need care and support?

we need to be radical and creative, if we keep doing what we have always done we will get what we have always had. In some case that is poor quality and over priced accommodation is unsuitable areas

housing is the simplest part of this challenge, we should focus on whole cost, rather than targeting the lowest housing cost

Listen to what is important to the person

Fund it

Local Authorities should be mandated to build homes based on identified population needs that includes adapted properties. Non mandated targets allow to private sector to negate on responsibilities

Change the law so that people aren't stuck with one choice or a communal flat with too little support, lack of connection and feeling isolated

Housing and support should be tailored to the individual. Everyone should be able to have a choice . It should not be about availability but about what works for the then.

The term independent living can be off putting to some families because most people with LD need support

Housing update from NDTi: New research, fresh insights and ambitious plans ahead



Madeline Cooper
NDTI

Feedback on today's session



If you have feedback on todays session

Or

Ideas for future sessions

Let us know:

Community of Practice Feedback – Fill in form

Get in Touch

If you have any questions, we would really like to hear it from you.

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