

Retirement Living and Supported Housing Policy

This policy sets out Bromford Flagship LiveWest’s approach to providing safe, fair and responsive Retirement Living and Supported Housing services. It is underpinned by legal duties, regulatory expectations, and a commitment to fairness, accountability, and transparency.

Department	Customer Experience
Policy owner	Regional Director - Customer
Approved date	December 2025
Date for review	March 2028
Approving body	Customer SLT
Associated legislation/regulation	<ul style="list-style-type: none"> Building Safety Act 2022, Care Act 2014 Health and Safety at Work Act 1974 Building Safety Act 2022 Children Acts 1989 and 2004 Consumer Standards 2024 (RSH) Data Protection Act 2018 & UK GDPR Domestic Abuse Act 2021 Equality Act 2010 Health and Safety at Work Act 1974 Health and Social Care Act 2008 (Regulated Activities) Homelessness Reduction Act 2017 Housing Acts 1985, 1988, 1996, 2004 Housing Health and Safety Rating System (HHSRS) Housing Ombudsman Scheme & Code (2024) Human Rights Act 1998 Landlord and Tenant Act 1985 and 1987 Mental Capacity Act 2005 Rent Standard 2022 Safeguarding Vulnerable Groups Act 2006 Social Housing (Regulation) Act 2023 Supported Housing (Regulatory Oversight) Act 2023
Legal advice from	Internal Legal Team
Equality impact assessment date	October 2025
Version number	1.0
Publication status	Internal Intranet and Customer Website

This policy applies to customers of:

Bromford.



Purpose/principles

The purpose of this policy is to outline Bromford Flagship's approach to delivering Retirement Living and Supported Housing services that promote independence, safety, and inclusion and ensure services are fair, accessible, and aligned with the rights of older and vulnerable people as set out in relevant legislation.

We are committed to providing a diverse portfolio of housing and support options, underpinned by person-centred and inclusive practice, tailored to the needs of individuals.

This policy supports compliance with the Neighbourhood and Community Standard and the Transparency, Influence and Accountability Standard (2024). It also ensures alignment with the Care Act 2014 (statutory safeguarding duties), Health and Safety at Work Act 1974, and Building Safety Act 2022, recognising Bromford Flagship's duty to provide safe homes and communal environments.

It further reflects the principles of the Homelessness Reduction Act 2017, Equality Act 2010, and Domestic Abuse Act 2021, embedding fairness, dignity, and accountability across all supported and retirement housing services.

Scope

This policy applies to:

- colleagues involved in the management and delivery of supported and retirement housing services¹
- customers living in, or applying for, supported or retirement housing schemes
- third-party partners delivering services under management or support agreements
- contractors, agency staff, and volunteers who deliver services on our behalf

It covers all services under the Retirement Living and Supported Housing portfolio, including:

- independent living (55+)
- Extra Care (Retirement Living)
- floating support
- Supported Housing (short-term and long-term)
- MyPlace schemes
- temporary accommodation
- agency-managed and leased properties

¹ Colleagues and contractors of Bromford and Flagship and their subsidiaries, plus any former Bromford and Flagship colleagues now operating under Bromford Flagship LiveWest. At the time of writing LiveWest operate under a separate policy.

Roles/responsibilities

Board / Committees provide oversight and assurance that the policy aligns with strategic priorities, customer outcomes, and regulatory requirements.

Executive Leadership Team / Directors are accountable for ensuring the policy is implemented consistently across their areas of responsibility and that compliance is maintained.

Heads of Service / Service Leads are responsible for embedding the policy within their service areas, ensuring colleagues are aware of and follow the requirements, and providing assurance on compliance.

Customer-facing colleagues are responsible for applying the policy in day-to-day service delivery, supporting customers, and taking action or escalating issues in line with procedures.

All colleagues are expected to understand the policy as it relates to their role, complete any required training, and seek support where clarification is needed.

Partner organisations should meet agreed standards under Service Level Agreements or Management Agreements.

Policy content

What is supported housing?

Supported housing means homes that come with care or support, for example: sheltered housing for older people, safe accommodation for survivors of domestic abuse, or specialist schemes for people with disabilities

Bromford Flagship follows the definition set out in the **Rent Standard (2022)**, which requires supported housing to be:

- low-cost rental accommodation made available in conjunction with support
- available exclusively to households where someone has been identified as needing that support
- designed, adapted, or designated for people with specific support needs.

See Appendix A for the full wording of the Rent Standard definition.

Our services

Bromford Flagship provides a wide range of housing and support services under the Retirement Living and Supported Housing portfolio. The table below outlines the key service types:

Service	Description
Independent Living (55+)	Self-contained accommodation for older people, with communal spaces and access to Scheme/Independent Living Officers for housing-related support. This provides independence with the reassurance that support is available if needed.
Extra Care (Retirement Living)	Housing with care and support services delivered by partner organisations, providing 24/7 on-site presence and emergency response. Options range from smaller schemes to large retirement villages with communal facilities. This enables you to live in your own home with peace of mind that care and support are available around the clock.
Floating Support	Tenure-neutral outreach support delivered in the customer's own home. The team works with customers to maximise income, sustain tenancies, and build social networks. This helps you stay independent and manage your tenancy successfully, whatever type of housing you live in.
Supported Housing	Short-term accommodation with tailored, time-limited support for individuals at risk of homelessness, young parents, or those with mental health or learning support needs. This offers a safe place to live while receiving support to move on to long-term housing and greater independence.
MyPlace Schemes	Specialist housing for individuals with learning disabilities, visual impairments, or long-term mental health conditions. Care and support are provided in partnership with third-party agencies. This gives you choice and control over your life while receiving the right support to live independently.
Temporary Accommodation	Short-term accommodation provided in line with the Homelessness Reduction Act 2017 for people and families who are homeless or at risk of homelessness. Includes hostels and furnished flats, with links to local authority and specialist support. This provides immediate safety and stability while longer-term housing is arranged.
Agency-Managed Properties	Properties owned by Bromford Flagship but managed day-to-day by third-party organisations under management agreements. Support is delivered separately through commissioned contracts. This ensures you benefit from specialist management and support while Bromford Flagship retains overall accountability.
Leased Properties	Properties leased to external providers who use them to deliver commissioned support services. Bromford Flagship retains

	oversight responsibility. This allows more housing options to be available for people with specialist support needs, while ensuring standards are met.
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Eligibility and access

Customers may be referred through:

- local authority nominations and care allocations
- specialist/support service referrals
- internal transfers
- self-referrals
- statutory services

Eligibility is based on assessed need, compatibility with service type, and availability. We make reasonable adjustments in line with the Equality Act 2010 and our Accessible Housing commitments.

Exit and move-on pathways

In our Short-Term and Temporary Accommodation services, we provide tailored support to help customers move on to longer-term, sustainable housing. Our approach is flexible and person-centred, ensuring each individual receives the support needed to find accommodation that meets their needs and circumstances. We work in partnership with local authorities, support services, and housing providers to achieve positive outcomes, reduce housing instability, and promote successful transitions into permanent homes within the community.

In our Retirement Living, Independent Living, and My Place services, we support customers to sustain their current tenancy or, where appropriate, to move on to housing that better meets their needs and aspirations.

Our approach across our portfolio reflects our commitment to providing safe, secure, and suitable homes, and to ensure that each customer has access to the right level of support to thrive within their community.

Principles of delivery

Our services are delivered in line with the following principles:

Person-centred support: Services are holistic, identifying strengths and addressing the diverse needs and vulnerabilities of customers across physical, mental, emotional, and social dimensions.

Partnership working: We work with customers, families, care and support providers, and statutory agencies, adapting our approach to meet individual needs, preferences, dignity, values, independence, and well-being.

Safeguarding: Protection from harm is embedded in all service design, delivery, and governance. We fulfil our legal safeguarding duties under the Care Act 2014 and Safeguarding Vulnerable Groups Act 2006 and work closely with Local Safeguarding Adults Boards and Local Authority partners.

Customer engagement: Our services are shaped by the Customer Engagement Plan and feedback from customers with lived experience.

Equity, equality, diversity and inclusion (EEDI): Promoted in our culture, policies, and practice.

Health and safety: Delivered in accordance with the Health and Safety at Work Act 1974, the Housing Health and Safety Rating System, and the Building Safety Act 2022, ensuring safe homes, communal areas, and management of fire, electrical, and structural risks across all schemes.

Quality assurance: We work in line with CQC fundamental standards, Local Authority commissioning frameworks, and contractual obligations to assure the quality of any care or support delivered by partners.

Continuous review: Services are regularly reviewed to ensure strategic fit, value for money, and local (place-based) relevance.

We also recognise our obligations under the **Domestic Abuse Act 2021**. We provide safe accommodation and support for victims and survivors of domestic abuse, ensuring they have access to care, protection, and resources to rebuild their lives safely and with dignity.

Governance and oversight

We have robust oversight mechanisms to ensure quality, safety and compliance:

- internal audit and assurance frameworks (three lines of defence)
- quarterly reporting to the Customer Committee
- service review panels including customer representatives
- regular partnership meetings with external providers
- ongoing liaison with CQC, Local Authority commissioners, and safeguarding boards to ensure alignment with statutory frameworks and performance expectations.

Safeguarding concerns, serious complaints, and underperforming services are escalated to the Executive Team, Board subcommittees, and reported to the Regulator of Social Housing where required.

Our commitments

We are committed to delivering housing and/or support services that are safe, inclusive, and empowering. Our commitments include:

- providing safe, good-quality homes that support independent living
- treating you with dignity, respect, and inclusion
- involving you in decisions that affect your home, wellbeing, and support

- responding promptly to safeguarding concerns or service failures
- offering accessible information and tailored communication
- supporting your aspirations for independence and personal development
- clearly explaining your rights, responsibilities, and any limits of our service
- ensuring feedback is acted upon, and explaining how it has influenced service improvements

EIA statement

An Equality Impact Assessment (EIA) has been completed for this policy. The EIA ensures that the policy is fair, inclusive, and does not negatively impact any protected groups under the Equality Act 2010. The outcomes of the assessment will be monitored, and actions taken where needed to promote equity.

We recognise that we may not have identified all adverse impacts on one or more protected characteristics. We welcome any feedback on, or examples of, things that we may have overlooked so that we can continuously improve our policy.

Training statement

Local induction and ongoing training for colleagues in Retirement Living and Supported Housing roles, refresher briefings, eLearning, and inclusion in partner contract briefings.

Measuring effectiveness

Effectiveness will be monitored through:

- contract compliance reviews with third-party providers
- customer satisfaction surveys and complaints
- internal audits and assurance reports to the Executive Team
- partnership performance reviews
- customer engagement panels
- Tenant Satisfaction Measures (TSMs) relevant to supported housing
- safeguarding audits and lessons learned reviews

Review period

This policy will be formally reviewed every three years. Earlier review may take place if required by changes in legislation, regulation, organisational priorities, or following feedback from colleagues, customers, or stakeholders. Any updates will be approved through the appropriate governance route.

Approval

This Policy was approved by Customer SLT and is applicable to:

- Bromford Housing Association Ltd (operating as Bromford)
- Bromford Home Ownership Ltd (operating as Bromford)
- Merlin Housing Society Ltd (operating as Bromford)
- Flagship Housing Limited (operating as Flagship) and the following housing divisions:
Samphire Homes, Victory Homes, Newtide Homes

Any references to Bromford Flagship LiveWest should be interpreted as equally applicable to all the above.

Appendix A: Statutory Definition of 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

Appendix B: Glossary of Terms and Definitions

Term	Definition
Supported Housing	<p>Short Term Supported Accommodation services for adults and young people:</p> <p>For young people and adults who are homeless or at risk of homelessness</p> <p>For young parents who are homeless or at risk of homelessness</p> <p>For young people and adults with specific mental health needs and/or mild learning difficulties</p>
Retirement Living	A form of independent living for older people (typically aged 55+) with access to on-site support or care and communal facilities. Housing with care services on site 24/7 for older people, combining independence with flexible care and support.
Independent Living	Housing designed for older people who wish to live independently, usually with some housing-related support but no personal care.
Housing Related Support	Flexible, housing related support provided to customers in their existing homes, regardless of tenure.
MyPlace	Specialist schemes supporting customers with learning disabilities, visual impairments or long-term mental health conditions 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.
Temporary Accommodation	Short-term housing provided under statutory homelessness duties, typically for those awaiting permanent housing.
Agency-Managed	Housing owned by Bromford Flagship but managed day-to-day by a third-party organisation under a formal agreement.
Leased Properties	Homes leased to a third-party provider who uses them to deliver commissioned care/support services. Bromford Flagship retains some responsibilities.
Tenancy Sustainment	Support provided to help customers maintain their tenancy, pay rent, manage their home, and avoid eviction.
Service Level Agreement (SLA)	A formal agreement outlining roles, responsibilities, and expectations between Bromford Flagship and partner organisations.
Referral	A formal application or recommendation for a customer to access a specific housing or support service.
Assessment of Need	Process used to determine if a customer qualifies for supported or specialist housing based on their personal circumstances.

Term	Definition
Pathway to Independence	A planned approach to support customers in gaining the skills and confidence to live independently.
Safeguarding	Protecting people from abuse, neglect, or harm, particularly those who may be vulnerable due to age, disability, or other factors.
DBS Check	Disclosure and Barring Service check — a background check used to ensure staff or volunteers are suitable to work with vulnerable people.
Regulated Activity	Care or support services that are regulated under the Health and Social Care Act 2008 (e.g. personal care, nursing care).
Three Lines of Assurance	Bromford Flagship’s governance model for managing risk: operational controls (line 1), oversight functions (line 2), and internal audit (line 3).
Equality Impact Assessment (EIA)	A process to ensure policies and services consider the needs of people with protected characteristics and avoid discrimination.

For internal use only –

Supporting documents

- Equality Impact Assessment (August 2025)
- Customer Service Standard
- Operational Procedures for Independent Living, Supported Housing and Temporary Accommodation
- Safeguarding Adults Policy
- Safeguarding Children Policy
- Vulnerability, Inclusive Services & Reasonable Adjustments Policy
- H&S Policy and Fire Risk Protocols

Version control

Note: minor updates approved by delegated authority increase version number by 0.1; major updates and formally approved versions increase version number by 1.0.

Version	Detail	Approved by	Date
1.0	First issue	Customer SLT	16 December 2025