

# *Supported Housing Strategy 2023-2026*



**Milton Keynes**  
City Council

## 1. Vision Statement

The provision of good quality support and specialist housing is a part of our vision to make Milton Keynes a place where all citizens can live well. Our goal is to ensure people have the best quality of life possible, now and in the future. This means delivering a range of housing that enables people to live independently but with adequate support and care where necessary.

The Milton Keynes Supported Housing Strategy is part of our overall Housing Strategy. Combined with other council plans, it forms the framework through which our supported and specialist housing and housing related priorities for people with care and support needs are set out.

## 2. Context

The purpose of this strategy and the background work that has been undertaken, is in recognition of the council's

### OUR VISION IS:

- Good quality housing for everyone
- Helping people to live well
- Helping people to live independently

need to understand its supported and specialist requirements. It's also to ensure there's sufficient good quality housing to meet the needs of the growing numbers of older people, working age adults, young people and people experiencing domestic abuse, who need accommodation with support, either for a limited period of time, or on an ongoing basis.

### 3. Purpose and Scope

We want to provide supported housing that's suitable for people with differing needs, including short and long-term housing that offers flexible care and support when required.

#### What we'll do:

- **Develop a range of new build, supported and specialist housing, over the next 10 years, that reflects identified needs in our communities**
- **Make the best use of existing accommodation, including supported housing and sheltered housing**
- **Make the best use of 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**
- **Ensure that support and care services, both within supported housing and for people living in mainstream housing, effectively promote people's wellbeing and independence**

## 4. Background (assessment of need for specialist and supported housing)

In 2021 we collated evidence<sup>1</sup> for a needs assessment around specialist and supported housing in Milton Keynes. The evidence gathered came from:

- analysis of the current supply of accommodation
- intelligence from council plans and strategies
- local stakeholders (internal and external)
- other factors driving demand

### QUANTITATIVE ASSESSMENT OF FUTURE NEED:

- Current level of unmet need by client group
- Estimation of change in need medium term (2025/26)
- Estimation of change in need long term (2030/31)

It indicated that more specialist and supported housing will be required in Milton Keynes in the medium and long-term future (for a summary of the findings refer to Table 1, pages 6-7).

The needs assessment was separated into seven separate categories (client groups A to G, Table 1). However, we recognise that people's needs are often complex and may sit within one or more client groups or sit outside the groups altogether. Our intention is to implement approaches to specialist housing and support that go beyond mainstream definitions, so we can promote innovation and widen housing choice.

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

## 5. Strategy aims and objectives

### Key goals:

- ✓ Secure a range of supported housing that enables adults and young people to live independently in their communities
- ✓ Reduce homelessness through the provision of good quality supported housing
- ✓ Provide suitable accommodation and support for people experiencing domestic abuse including additional confidential refuge spaces
- ✓ Secure a range of accommodation for vulnerable young people which will form a key part of providing support for care leavers up to the age of 25
- ✓ Secure accessible and adapted housing that's suited to adults and children with physical disabilities and long-term health conditions
- ✓ Secure 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's suited to ageing well in later life
- ✓ The use of assistive technology to assist older and vulnerable members of our community to live safely and live well

## 6. Priorities

The recent housing needs assessment focused on seven separate client groups A to G (Table 1, pages 6-7):

- |    |                                       |    |   |
|----|---------------------------------------|----|---|
| A. | Older People                          | B. | People with physical disabilities       |
| C. | People with learning disabilities     | D. | People with mental health related needs |
| E. | Single people at risk of homelessness | F. | Vulnerable young people aged 16 to 25   |
| G. | People experiencing domestic abuse    |    |   |

**Table 1: Summary of estimated need in 2020/21 for supported accommodation (units) to 2030/31**

	<b>Supported and specialist housing needs (estimates are not cumulative)</b>	<b>Existing provision (units)</b>	<b>2025/26 (additional units)</b>	<b>2030/31 (additional units)</b>
<b>A</b>	<b>Older People</b>			
1	For sale/shared equity (units)	625	c.290	c.250
2	Social rent/affordable rent (units)	1,300	435	825
3	Extra care housing/dementia care/high needs (units)	764	c.230	c.430
4	Care home places (beds)	1,293	c.230	c.425
<b>B</b>	<b>People with mental health related needs<sup>2</sup></b>	25	c.25	c.40
<b>C</b>	<b>People with learning disabilities (including young people in transition and Transforming Care Cohort)</b>	197	c.105	c.210
<b>D</b>	<b>Adults with physical disabilities (need for adapted and accessible properties)</b>	N/A	c.35	c.70
<b>E</b>	<b>Single people at risk of homelessness<sup>3</sup></b>	75	c.100	<u>5</u>

**Table 1: Summary of estimated need in 2020/21 for supported accommodation (units) to 2030/31**

	Supported and specialist housing needs (estimates are not cumulative)	Existing provision (units)	2025/26 (additional units)	2030/31 (additional units)
<b>F</b>	<b>Vulnerable young people<sup>4</sup></b>	98	c.70	— <sup>7</sup>
<b>G</b>	<b>People experiencing domestic abuse</b>	28	c.45	c.90

**References 1-4**

1. Evidence base: Supported and specialist housing demand assessment for Milton Keynes Council (2021)
2. Refers to people with severe/enduring mental health problems known to/supported by NHS secondary mental health services
3. 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)
4. Teenage parents, care leavers, 16-17 year olds, presenting as homeless and young unaccompanied asylum seekers, vulnerable people aged 18-25

### NEEDS ASSESSMENT KEY FINDINGS

By 2030/31 there will be an increase in need by Older People for the following:

1. Care ready housing across all tenures: for sale, social rent and market rent (case study page 10)
2. Extra care housing for rent and for sale, including 'step-down' provision with extra care housing for older people being discharged from hospital
3. Care home places for older people with more complex health and care needs, including dementia
4. Nursing care, including as part of 'hybrid' housing and care developments

### CARE READY HOUSING



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.

### KEY CONSIDERATIONS

- ✓ 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 (case study page 10)
- ✓ 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



## A | OLDER PEOPLE SHORT-MEDIUM TERM PRIORITIES 2025/26



1. Secure approximately 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 approximately 10 'step down' units within new extra care housing provision. The need for extra care housing is estimated to require:

- Approximately 115 units for social rent
- Approximately 115 units for sale



2. 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.

3. Secure approximately 700 units of 'care ready' housing for older people that's available for rent and for sale to be attractive to a wide range of older people across the city. It's estimated that approximately five units per annum are required that can meet the requirements of individuals with bariatric-related needs. The need for care ready housing suited to older people is estimated to require:

- Approximately 400 units for social rent (use class C3)
- Approximately 300 units for sale (use class C3)



4. Secure approximately 200 beds in nursing care homes to meet the needs of older people with increasing complex health and care needs, including people with dementia.

## Hybrid Housing with care/nursing care

### Example: **Belong Atherton: Manchester**



Belong Atherton in Manchester consists of 26 self-contained apartments for independent living, plus six supported *Households* with modern en-suite bedrooms, 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. A range of care needs are supported for people who are relatively independent to people with a high level of need, such as dementia.



**Belong Atherton is described as a ‘care village’ with independent living apartments separate from the registered care home, but central to the care village and its design.**

## Care ready housing

### Example: **Bryun’s Court: Thurrock, Essex, Thurrock Borough Council**



Bryun’s Court features 25 flexibly designed flats adapted to meet the changing needs of residents as they grow older. The scheme doesn’t provide care and support services but aims to radically improve the standard of living for older people in Thurrock, taking account of their social and physical needs.

The development was also intended to help modernise and add commercial viability to the town centre. Bryun’s Court has been designed to HAPPI standards, lifetime homes and sustainable Code Level 4.

## NEEDS ASSESSMENT KEY FINDINGS

### SHORT-MEDIUM TERM PRIORITIES 2025/26

Approximately 35 units of fully adapted and accessible properties per annum, up to 2025/26.

Split as follows:

- Approximately two fully adapted properties per annum M4 Cat 3
- Approximately five accessible properties per annum M4 Cat 2

## B | PEOPLE WITH PHYSICAL DISABILITIES

### KEY CONSIDERATIONS

- ✓ Ease of access and autonomy
- ✓ Sufficient manoeuvrability within the internal spaces
- ✓ Kitchens and bathrooms 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 when not in use within the accommodation



### Housing suited to the needs of people with physical disabilities

#### Example: Goodrich Court: Hounslow, Habinteg Housing Association



Goodrich Court in Hounslow is an example of how inclusive housing and wheelchair accessible properties can be developed alongside general needs rental housing. The developer Habinteg Housing Association, have provided a high specification example of mainstream inclusive housing that meets the needs of an ageing population and where disabled and non-disabled people live side by side.

## KEY FINDINGS

### SHORT-MEDIUM TERM PRIORITIES 2025/26

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



Supported accommodation for people with complex needs usually involves the procurement of one-off housing however, there are more contemporary examples such as this one in Bicester.

## C | PEOPLE WITH LEARNING DISABILITIES

### KEY CONSIDERATIONS

- ✓ 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
- ✓ For people with high/complex support needs the 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

#### Example: Supported Living Scheme, Bicester, Oxford CC

Oxford County Council in partnership with Cherwell District Council have commissioned two purpose built supported living schemes in Bicester, for people with complex needs. Each scheme has six self-contained units providing a high-quality housing environment for people with autism related needs.

## KEY FINDINGS

### SHORT-MEDIUM TERM PRIORITIES 2025/26

- Self-contained accommodation that will cater for approximately 25 people - primarily for individuals 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
- A mental health accommodation group has been established to evaluate ongoing housing needs



Recent, contemporary supported accommodation for people with mental health needs has tended to focus on supporting timely discharge from acute health settings and using supported accommodation like Tile House as a temporary measure - back into other types of supported accommodation.

## D | PEOPLE WITH MENTAL HEALTH NEEDS

### KEY CONSIDERATIONS

- ✓ 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



#### Example: Tile House: London, One Support, Camden Council

Tile House provides 15 high quality, self contained, supported housing units for people with complex mental health needs who want to live in a community setting. Each person has their own flat that is designed to the same specification as One Support's private sale properties. The scheme offers a maximum length of stay of two years and is designed to deliver an integrated approach to supported housing and recovery.

### NEEDS ASSESSMENT KEY FINDINGS

#### SHORT-MEDIUM TERM PRIORITIES 2025/26

Like all councils it's our priority to reduce the use of temporary accommodation for homeless households.

Predicted housing need for 2025/26 is as follows:

- Up to approximately 100 units of supported housing, across several 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

- ✓ The need for an increase in supported housing as well as suitable general needs housing to enable move on. 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 to reduce the risk of eviction and abandonment
- ✓ A key requirement is for flexible support services, which will enable people to successfully maintain independent accommodation and avoid 'revolving door'. The council commissions an integrated floating support service incorporating the Housing First model which fulfils this purpose. However, an adequate supply of suitable general needs housing is required alongside support. There is also a need to work across agencies, particularly mental health and substance misuse, to support people with complex needs who are homeless

## **NEEDS ASSESSMENT KEY FINDINGS**

### **PRIORITY GROUPS:**

- young people aged 16-17 who are leaving care and transitioning to independence
- 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, pages 6-7.

### **SHORT-MEDIUM TERM HOUSING PRIORITIES 2025/26**

#### **1. Supported housing (approximately 70 units) including:**

- dispersed units with visiting support
- small 'clusters' of flats e.g. 6-8 units

(Self-contained supported housing is generally preferable to shared housing models, such as large hostel type accommodation. However, shared housing may be more affordable and therefore the preferred option following a stay in supported housing).

#### **2. Self-contained general needs housing that young adults can afford when they 'move on' from supported housing**

- Houses in multiple occupation (HMO)/shared accommodation that's affordable to rent and has access to support

## **NEEDS ASSESSMENT KEY FINDINGS**

Since the 2020/21 needs assessment was undertaken, additional research has taken place on behalf of the council regarding future need for refuge places. It's estimated that an additional 56 confidential refuge places for women will be required between now and 2050.

### **SHORT-MEDIUM TERM PRIORITIES 2025/26**

- Approximately 20+ units of additional refuge space are being developed for women (and accompanying children) experiencing domestic abuse
- Providing additional support for people who are experiencing domestic abuse to remain in their own homes

Support needs are currently being addressed through

- outreach and resettlement support
- domestic abuse temporary accommodation officers
- Sanctuary scheme/'target hardening' properties – providing security measures as part of a package of support that helps people stay in their own homes where it is safe to do so



## 7. Action plan – updated October 2024

### Action 1

#### Updating needs assessment

- ✓ Refresh the data which was last collated in 2020/21 to update the needs assessment
- ✓ Update consultation with key stakeholders and ensure co-production with different client groups is incorporated

  
September  
2025

ACTIONED BY –  
Tracey Chapman

### Action 2

#### Development of new supported housing

- ✓ Establish a Supported Housing Development group to better match needs with potential opportunities
- ✓ Explore setting up a framework of registered providers who can develop supported housing schemes in partnership with MKCC
- ✓ Develop project briefs for areas of priority need to inform potential providers and utilise any funding opportunities

  
June  
2025

ACTIONED BY –  
Tracey Chapman/  
Julia Banham

### Action 3

#### Older people

- ✓ Work with planning to support development of 'care ready' housing for older people to enable right sizing
- ✓ Support development of accommodation which is suitable for people with dementia / complex needs ranging from extra care to residential and nursing beds.
- ✓ Review of MKCC sheltered housing

  
March  
2026

ACTIONED BY –  
Sarah Brown/  
Linda Ellen

## Action 4

### People with physical disabilities

- ✓ Increase number of fully adapted and accessible properties



March  
2026

ACTIONED BY –  
Tracey Chapman  
/James Hellard

## Action 5

### People with learning disabilities and autistic adults

- ✓ Develop self-contained supported housing including:
  - Wheelchair adapted
  - Suitable for people with complex needs
  - Suitable for young people transitioning from family home



March  
2026

ACTIONED BY –  
Hannah Soetendal  
/Matt Gillespie

## Action 6

### People with mental health needs

- ✓ Commission supported accommodation for people with complex mental health needs including step down from acute settings
- ✓ Remodel existing mental health accommodation to create a recovery pathway
- ✓ Source good quality housing to rent for move on where rents/Housing Benefit levels are not a barrier to employment – linked to floating support where needed



September  
2025

ACTIONED BY –  
Hannah Soetendal  
/Tracey Chapman

## Action 7

### Vulnerable single people at risk of homelessness

- ✓ Ensure that rough sleepers and people at risk of rough sleeping can access good quality emergency accommodation with support
- ✓ Source good quality housing to rent for move on where rents/Housing Benefit levels are not a barrier to employment – linked to floating support where needed



April  
2025

ACTIONED BY –  
Tracey Chapman/  
Sarah Nickson

## Action 8

### Young people (16-25) at risk of homelessness

- ✓ Commission supported accommodation in small family style homes or self-contained accommodation (not hostels)
- ✓ Source good quality housing to rent for move on where rents/Housing Benefit levels are not a barrier to employment – linked to floating support where needed



March  
2026

ACTIONED BY –  
Toni Badnall

## Action 9

### Domestic abuse

- ✓ Develop 20+ refuge spaces for women plus any accompanying children with an aim of opening during 2026/27
- ✓ Commission additional support to enable women to remain in their own homes where it is safe and appropriate to do so



March  
2026

ACTIONED BY –  
Toni Badnall

**Thank you for reading this document**

**If you have any comments or feedback, please contact the  
MKCC Commissioning Team at:**

**[CCTeam@milton-keynes.gov.uk](mailto:CCTeam@milton-keynes.gov.uk)**