

SUPPORTED HOUSING COMPLIANCE AND IMPROVEMENT

Know where your service stands.

Independent readiness reviews for smaller supported-housing providers across the South West.

01

Evidence

What your records demonstrate

02

Practice

What happens day to day

03

Direction

Where regulation is heading

WHY NOW

Prepare steadily while the detail develops.

The Supported Housing (Regulatory Oversight) Act 2023 gives government powers to introduce licensing and National Supported Housing Standards in England. The June 2026 government response confirmed the policy direction; detailed regulations are still being drafted.

CURRENT POSITION

MHCLG expects to consult on draft regulations in late 2026. A Pixel Harbour baseline review tests current duties and the latest published direction. It does not certify a future licence.

A framework built for evidence

38

support-readiness checks

31

property and safety checks

41

evidence-request items

1

prioritised action plan

How important controls are tested

 DOCUMENTS

Policies, records, samples and management controls.

 EXPLANATION

What leaders, staff and residents can explain.

 OBSERVATION

What can be seen in practice where appropriate.

THE BASELINE REVIEW

A whole-service view, turned into priorities.

The review follows resident experience through the service while testing the leadership, workforce and property controls around it.

01 Provider and service model

Legal entity, landlord and support roles, schemes, referrals, agreements and Housing Benefit position.

02 Person-centred support

Needs, support planning, outcomes, engagement, independence, communication and entitlements.

03 Resident voice and safeguards

Involvement, complaints, safeguarding, ASB, accessible information and pre-eviction practice.

04 People and leadership

Service-manager accountability, staffing, DBS assurance, training, supervision and performance.

05 Property controls

HMO and planning position, fire, gas, electrical, water, hazards, repairs and contractor competence.

06 Governance and evidence

Oversight, responsibility gaps, certificate control, incident learning and change control.

A focused review flow

1

Evidence and scope

2

Review and test

3

Report and feedback

WHAT YOU RECEIVE

Useful outputs your managers can own.

- Concise executive findings
- Evidence-based scorecards
- Critical and material gaps
- Prioritised actions with owners
- Feedback and next-step session

BASELINE READINESS REVIEW

£950-£1,250

Fixed scope agreed upfront. Final price depends on service size, number of schemes and agreed on-site work.

Built around operational reality

Pixel Harbour is led by Alex Hender, a supported-housing services manager with direct experience of multi-site provision, safeguarding, staffing, property responsibilities, contractors, referrals, incidents, voids and service improvement.

The approach is constructive and direct. Strong practice is recognised. Gaps are explained, prioritised by risk and translated into actions that leaders can track.

IMPORTANT BOUNDARY

Pixel Harbour provides independent operational assurance and readiness support. It does not provide legal advice, regulator approval or certification, and a review cannot guarantee a future licence.

Would a baseline review help?

DEVON / CORNWALL / SOMERSET / DORSET

Reply to the email that accompanied this pack to arrange a short, no-obligation conversation.