



# stonewall housing **POLICIES**

## **Needs Assessment Policy and Procedure**

**ISSUED: December 2004**

Review due: December 2007

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Stonewall Housing are committed to ensuring that service users needs are accommodated in an appropriate way. To facilitate this an assessment of needs must be done prior to an offer of service been made.

When an application for housing is received the housing team will assess the form and check that the applicant meets Stonewall Housing criteria.

If the applicant meets Stonewall Housing Criteria then they should be invited for an interview, it is at this stage that a needs assessment should take place.

The procedure for carrying out the needs assessment is as follows:

- Two members of Stonewall Housing staff must be present and if appropriate an external professional such as a CPN or Social Worker may be called upon to attend.
- When the referral arrives please check their ID and proof of income and take copies- ID must be Passport or International ID card or photo driving licence. (Please note that the interview cannot proceed without valid ID)
- The staff that are conducting the assessment should decide in advance who will take the lead and who will take notes.
- Explain to the referral that one member of staff will go through the needs assessment form and ask questions while the other staff member will take notes.
- In the first instance the lead person should explain to the referral about Stonewall Housing and the services that we offer - Stonewall Housing was established in 1983 and was the first housing association aimed exclusively at meeting the needs of lesbians and gay men. We currently provide temporary shared accommodation to 16-25 year old with low to medium support needs. We currently have 41 bed spaces in six houses across four London boroughs.
- You should then go through the referrals application form checking details. After which the needs assessment can proceed.

## **Needs Assessment**

Stonewall Housing needs assessment form Appendix 1 must be used. One member of staff will go through each question while the other takes detailed notes. It is vital that as much information as possible is gained as this procedure will establish the suitability of the referral for our services.

It is important that the process involves the referral at all times and their views must be taken into consideration during the assessment process. At no time must the referral be made to feel that they must answer a question they do not feel comfortable with. The needs assessment is designed to be responsive to the referrals needs and strengths. The basis of the needs assessment is to address what the referrals needs are to do this appropriately it is vital that we incorporate their views and targets. The outcome of the needs assessment must be explained to the applicant.

Upon completion of the needs assessment the assessors must add their individual comments in the space provided and the support needs indicator form Appendix 2 should be completed. The form should then be given to the Housing Services Manager for approval.

If the applicant has been accepted a letter should be sent to them within one working day and their application will be placed onto the waiting list.

If their application was unsuccessful then they should be written to given the reason why and were possible supplying information of agencies more appropriate to their needs. Their application form with a copy of the letter should then be place on the application refused file were it will remain for one year before been destroyed.

### **Offer of Accommodation**

Once an offer of accommodation has been made the needs assessment should be reviewed and the outcome will form the basis of the Support Plan, which should be completed within one week of the commencement of Service.

### **Staff competences**

At Stonewall Housing we believe that the best way for us to meets the needs of our clients is to have appropriately trained staff. As part of the induction process all staff undergo a training needs analysis. It is vital that all front line staff have the skills needed to deliver effective individualised services.

As part of our quality assurance for service users all front line staff will be offered training in needs assessment and support planning.



# Needs Assessment Form

## Part One - Identification

Proof of income and ID Provided       Photocopy and keep on file

## Part Two - Interviewee's Details

First Names \_\_\_\_\_ Family Name \_\_\_\_\_  
Known by any other name: \_\_\_\_\_  
Date of birth: \_\_\_\_\_ Age: \_\_\_\_\_  
Current Address \_\_\_\_\_  
\_\_\_\_\_  
Tel No: \_\_\_\_\_ Email: \_\_\_\_\_  
Current Accommodation: Family  Friend  Partner  Other   
Where do you stay/ sleep: \_\_\_\_\_  
Do you have any child or care responsibilities: \_\_\_\_\_  
Who referred you to Stonewall Housing: \_\_\_\_\_  
How did you hear of Stonewall Housing: \_\_\_\_\_

## Part Two - Education, Training and Work

Are you currently studying?  
Yes  No  Full time  Part time   
Name of College: \_\_\_\_\_  
Name of Course: \_\_\_\_\_

Are you interested in continuing your education?  
Yes  No  Full time  Part time   
If yes, what do you wish to study: \_\_\_\_\_

Are you working or undertaking any training at the moment?  
Yes  No  Full time  Part time

If yes, who employs you and what kind of work do you do:

### Part Three - Shared Housing

What do you think are the advantages and disadvantages, if any, of the following:

Sharing household duties (cleaning etc.)	Support Needs Yes / No

Living in a shared house	Support Needs Yes / No

Living with people of other races / ethnicities	Support Needs Yes / No

Living with someone with a disability	Support Needs Yes / No

Living with someone who is HIV+	Support Needs Yes / No

Living with a lesbian or gay man who identifies as transgendered	Support Needs Yes / No
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**Part Four - Independent Living**

What are your abilities regarding the following:

Cooking	Support Needs Yes / No
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Looking after your health	Support Needs Yes / No
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Managing money	Support Needs Yes / No
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Considering others' needs	Support Needs Yes / No
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How do you settle arguments or disputes	Support Needs Yes / No
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Talking about your problems / concerns	Support Needs Yes / No
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Reading	Support Needs Yes / No
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Writing	Support Needs Yes / No
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Filling in forms	Support Needs Yes / No
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Have you ever sought help or do you need help in any of the following areas:

Finding a job	Support Needs Yes / No
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Further Education	Support Needs Yes / No
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Improving your confidence	Support Needs Yes / No
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Budgeting	Support Needs Yes / No
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Becoming more independent	Support Needs Yes / No

Your own permanent accommodation	Support Needs Yes / No

**Part Five - Support Needs**

Have you had any emotional issues / problems:

What problems have you faced with your sexuality and what support have you received:

Have you suffered any violence or harassment:

Do you have any support needs that have not been mentioned yet:

Do you have any current health issues / problems:

Are you taking any medication:

Have you ever been involved with recreational drugs or substance misuse:

What is your view of this now:

Do you now or have you ever had any alcohol related problems:

Do you have, or have you ever had any of the following:

Social Worker	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Name _____ Tel No _____
Psychiatrist	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Name _____ Tel No _____
Counsellor	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Name _____ Tel No _____
C.P.N	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Name _____ Tel No _____
G.P.	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Name _____ Tel No _____

Do you have any outstanding debts (credit card, loans, car payments etc.):

Do you have any outstanding rent arrears, HB claims etc.

Do you know any current tenants or ex-tenants of Stonewall Housing:

Stonewall Housing provides resettlement support that may result with tenants being nominated into their own permanent accommodation. What are your expectations of the type of housing you would receive:

Is there anything else you would like to tell us regarding your support needs or your suitability for housing with Stonewall Housing:

**1998 Data Protection Act**

You must ask if the applicant consents to the information held on this form being processed in the following ways for the sole purpose of allocating them a place on the waiting list or on one of the houses:

1. The interview form will be held on file during the selection process, whilst they are on the waiting list (if applicable) and, if housed by Stonewall Housing, on their tenant file.
2. Information from this form may be passed to third party agencies.
3. The form may be used for monitoring purposes - in this case any data used will be anonymous.

If they would like further information please give them a copy of the Data Protection Policy and the Confidentiality Policy.

**Please indicate clearly below if they agreed or no. If they did not give consent this form MUST NOT BE KEPT AFTER THE INTERVIEW.**

**CONSENT GIVEN**

**YES**

**NO**

Comments from Interviewer 1:

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Comments from Interviewer 2:

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Comments from HSM:

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Accept       Reject

Reason for decision:

Signed HSM: \_\_\_\_\_

Appendix 2

**SUPPORT NEEDS INDICATORS**

<b>CRITERIA CHECKLIST: NEEDS</b>	<b>MINIMAL SUPPORT 0</b>	<b>SELECTIVE SUPPORT 1</b>	<b>ONGOING SUPPORT 2</b>	<b>HIGH SUPPORT 3</b>	<b>SCORE (0-3)</b>	<b>Comments</b>
<b>Budgeting:</b> Can the applicant pay rent regularly?	Fully capable	Requires advice and some budgeting help, arrears low or none	Arrears a problem, worker vigilance required	Left alone would not manage at all		
<b>Budgeting:</b> Can the applicant manage money for food, transport, bills, etc.?	Fully capable	Requires advice and some budgeting help	Regularly runs out of money, utility bills, etc., a problem	Left alone would not manage at all		
<b>Cooking, housework and hygiene:</b> How well can the client look after themselves and their home?	Fully capable	Requires advice	Can manage with advice and assistance	Cannot manage without regular outside intervention		
<b>Substance/alcohol abuse:</b> Can the applicant control their dependency?	No dependency	Requires advice and advocacy to access services	Dependency controlled, e.g. by specialist programme	Dominated by dependency which impacts on ability to manage		
<b>Coping:</b> How well is the applicant coping with their current circumstances?	Fully capable	Feels concerned but can cope with everyday living	Anxiety interferes with everyday living	Anxiety dominates, cannot cope without substantial help		
<b>Access to services:</b> How well can the applicant access other services, e.g. benefits, etc.?	Fully capable	Requires information and advice to manage	Requires advocacy and assistance	Cannot manage without direct and on-going assistance		

<b>Communication:</b> Literacy, language, etc.	Fully capable	Requires information and advice in a specific format and manages	Requires advocacy and assistance	Cannot manage without direct and on-going assistance		
<b>Finding work</b>	Fully capable	Willing and able, given advice and information	Unwilling without active help and encouragement	Very unlikely to be able to work, despite active help		
<b>Behaviour:</b> Is the applicant anti-social, or in danger of self-harm?	None	Behaviour controlled, receptive to support	Behaviour a cause for concern, counselling required	Behaviour sometimes extreme, raising safety concerns for self/others		
<b>Mental Capacity</b>	Fully capable	Low level mental health problem, receptive to support	Mental health problem controlled by medication/ specialist help, etc.	Uncontrolled severe mental health problem, unsafe for self/others		