

## SCDHSC0349

# Support individuals to access housing and accommodation services



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### Overview

This standard identifies the requirements when you support individuals to access housing and accommodation and any related services. This involves supporting individuals to identify and access suitable housing and accommodation services. It also includes working with those in housing and accommodation services to meet the preferences and needs of individuals and working together to monitor the services provided.

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### Performance criteria

#### Support individuals to identify suitable housing and accommodation services

*You must be able to:*

- P1 gather details about the **individual's** current housing and accommodation situation
- P2 gather details about the individual's on-going housing and accommodation needs and any requirements for other services and support
- P3 gather details about any mental health, physical or sensory needs the individual has that may affect the housing and accommodation required
- P4 work with the individual to identify and understand the range of services that could meet their needs
- P5 support the individual to understand the range of different support that **housing and accommodation services** offer
- P6 work with the individual to assess their **support needs relating to housing and accommodation**
- P7 support the individual to understand any requirements that housing and accommodation services may have
- P8 support the individual to examine the advantages and disadvantages of the housing and accommodation services that are available to them

#### Support individuals to access housing and accommodation services

*You must be able to:*

- P9 work with the individual to address any **obstacles** to them accessing and using housing and accommodation services
- P10 support the individual to draw up a realistic and achievable **plan** for accessing and using housing and accommodation services
- P11 support the individual to prepare to attend meetings with housing and accommodation services
- P12 support the individual to provide accurate and complete answers about how housing and accommodation services can best meet their preferences and needs

#### Support housing and accommodation services to meet the needs of individuals

*You must be able to:*

- P13 approach agreed housing and accommodation services to discuss the individual's housing and accommodation needs and related **issues**
- P14 support housing and accommodation staff to meet with the

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- individual
- P15 support housing and accommodation staff to understand **factors** in the individual's background which may affect their behaviour and well-being
- P16 challenge housing and accommodation workers and services when they discriminate against the individual
- P17 provide housing and accommodation staff and services with accurate and complete **information** about the support you can offer them if they have concerns
- P18 provide housing and accommodation staff with accurate information about any other interventions the individual is receiving
- P19 maintain **appropriate contact** with housing and accommodation staff

#### Work together to monitor housing and accommodation services

*You must be able to:*

- P20 monitor the effectiveness and consistency of housing and accommodation services in meeting the individual's preferences and needs
- P21 take appropriate action when issues are raised about the housing and accommodation services provided
- P22 work in partnership with the individual and housing and accommodation staff and services to provide feedback on the **overall effectiveness** of their work with the individual
- P23 record processes and outcomes from the housing and accommodation services provided, according to legal and work setting requirements

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### Knowledge and understanding

*You need to know and understand:*

#### Rights

- K1 legal and work setting requirements on equality, diversity, discrimination and rights
- K2 your role in promoting individuals' rights, choices, wellbeing and active participation
- K3 your duty to report any acts or omissions that could infringe the rights of individuals
- K4 how to deal with and challenge discrimination
- K5 the rights that individuals have to make complaints and be supported to do so

*You need to know and understand:*

#### Your practice

- K6 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K7 your own background, experiences and beliefs that may have an impact on your practice
- K8 your own roles, responsibilities and accountabilities with their limits and boundaries
- K9 the roles, responsibilities and accountabilities of others with whom you work
- K10 how to access and work to procedures and agreed ways of working
- K11 the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
- K12 the prime importance of the interests and well-being of the individual
- K13 the individual's cultural and language context
- K14 how to build trust and rapport in a relationship
- K15 how your power and influence as a worker can impact on relationships
- K16 how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
- K17 how to work in partnership with individuals, key people and others
- K18 how to manage ethical conflicts and dilemmas in your work
- K19 how to challenge poor practice
- K20 how and when to seek support in situations beyond your experience and expertise

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*You need to know and understand:*

### Theory

- K21 the nature and impact of **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K22 theories underpinning our understanding of human development and factors that affect it

*You need to know and understand:*

### Personal and professional development

- K23 principles of reflective practice and why it is important

*You need to know and understand:*

### Communication

- K24 factors that can affect communication and language skills and their development in children, young people adults
- K25 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

*You need to know and understand:*

### Health and Safety

- K26 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K27 practices for the prevention and control of infection in the context of this standard

*You need to know and understand:*

### Safe-guarding

- K28 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K29 indicators of potential harm or abuse
- K30 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K31 what to do if you have reported concerns but no action is taken to address them

*You need to know and understand:*

### Handling information

- K32 legal requirements, policies and procedures for the security and confidentiality of information
- K33 legal and work setting requirements for recording information and producing reports
- K34 principles of confidentiality and when to pass on otherwise

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confidential information

#### Specific to this NOS

*You need to know and understand:*

- K35 the nature of the housing sector and the roles and functions of the principle agencies within it
- K36 the duties of local authorities to house and support different groups of individuals
- K37 local housing plans and strategies and how these can be influenced in the interests of individuals
- K38 how to feed information into local planning forums to improve provision for individuals
- K39 the agencies that need to be involved in developing housing and accommodation for individuals: local authority housing departments, housing associations, social services, voluntary organisations, private provision
- K40 the different types of accommodation that are available and the forms of support each one offers individuals
- K41 who offers the different types of accommodation locally and more widely
- K42 how and where to access information and support that can inform your practice when supporting individuals to access housing and accommodation
- K43 how you can access, review and evaluate information about housing and accommodation relevant to the needs and preferences of the individuals with whom you work
- K44 government reports, inquiries and research relevant to individuals to seeking, applying for and accessing housing and accommodation
- K45 the benefits and negative effects of housing and accommodation on the self-esteem, self-image and identity of individuals
- K46 the relationship between homelessness and the conditions of the individuals with whom you work
- K47 the practical and emotional skills that individuals need to develop in order for them to be able to live independently
- K48 referral routes into and between different parts of the housing sector
- K49 issues you are likely to face when individuals have to change, or have had to change, their housing and accommodation because of their needs and circumstances
- K50 issues you are likely to face when supporting individuals to access housing and accommodation
- K51 issues you are likely to face when individuals fail to access housing and accommodation or are unable to cope with the housing and accommodation they have accessed
- K52 the factors that need to be taken into account when arranging

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- K53 housing and accommodation for individuals including risks to the individual and risks to key people and others from the individuals  
the benefits which are available to assist with housing and accommodation
- K54 how to use evaluations of different housing and accommodation options to identify those which have been successful in meeting specific individuals' needs

### Additional Information

#### Scope related to performance criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

Note: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

**Appropriate contact** by you will be at a level that is determined by the individual, to enable issues to be identified until the housing or accommodation staff gain confidence in, and knowledge of, working with the individual

**Factors** may include the social background of the individual (including culture, gender, disability, family history, any history of being in care etc); abuse or neglect of the individual; emotional and psychological factors; stage of development of the individual; level of understanding; lack of suitable housing and accommodation in the past; use of drugs and alcohol; abusive, aggressive or offending behaviour.

**Housing and accommodation services** may include supported lodgings; residential support; hostels; foyers; supported flats or housing; floating support; housing associations; estate agencies

The **individual** is the adult, child or young person you support or care for in your work

**Information** may include how and when they should contact you, your role and the level of your responsibilities as agreed with the individual, the assistance you can offer to the housing and accommodation services when working with the individual

**Issues** may include the services they may be able to offer individuals, any special issues or requirements of the individual that would need to be taken into account, level of support required to meet the needs of the individual; inappropriate behaviour by the individual for the setting; risks from others in the accommodation to the individual; risks from the individual to others in the accommodation

**Obstacles** may include the individual's own feelings about different forms of housing and accommodation; their knowledge and skills to live independently; the resources at their disposal; the risks they pose to others in the housing and accommodation; the risks that others in the housing and accommodation may pose to them.

**Overall effectiveness** may include feedback on the progress of the individual,



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the effectiveness of their work with individuals and their feelings about their contribution

The **plan** may include realistic and achievable goals, actions the individual will take, the support they will need, people from whom they will seek support, timescales for action, how and when they will review progress towards goals

**Support needs in relation to housing and accommodation** may include emotional and psychological support; skill development including independent living skills; access to services and shops; safety and security

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#### Scope related to knowledge and understanding

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

**All knowledge statements must be applied in the context of this standard.**

**Factors that may affect the health, wellbeing and development of individuals** may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse

#### Values

Adherence to codes of practice or conduct where applicable to your role, and the principles and values that underpin your work setting including the rights of children and adults. These include the rights:

To be treated as an individual

To be treated equally and not be discriminated against

To be respected

To have privacy

To be treated in a dignified way

To be protected from danger and harm

To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them

To communicate using their preferred methods of communication and language

To access information about themselves

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