

## SFHAK3

# Enable individuals to access housing and accommodation



---

### Overview

For this unit you need to work with individuals to assist them to find and maintain appropriate housing and accommodation and any related services.

There are two elements:

- 1 Support individuals to identify and access housing and accommodation services
- 2 Support housing and accommodation services to meet the needs of individuals

Users of this competence will need to ensure that practice reflects up to date information and policies.

## SFHAK3

### Enable individuals to access housing and accommodation

---

#### Performance criteria

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

*You must be able to:*

- P1 gather relevant information about:
  - P1.1 the individual's current housing and accommodation situation
  - P1.2 any mental, physical or sensory impairment that could affect the housing and accommodation required
  - P1.3 the individuals' ongoing needs for housing and accommodation
  - P1.4 the individuals' needs for other services and support
- P2 work with individuals to identify and understand the range of services that could meet their needs
- P3 support individuals to:
  - P3.1 understand the range of different support that housing and accommodation services offer
  - P3.2 assess their own needs for housing and accommodation
  - P3.3 understand any requirements housing and accommodation services have
- P4 support individuals to examine the advantages and disadvantages of the housing and accommodation services that:
  - P4.1 they are interested in
  - P4.2 they can access
  - P4.3 meet their needs
- P5 encourage individuals to explore:
  - P5.1 obstacles to them accessing and using housing and accommodation services
  - P5.2 how the obstacles can be constructively addressed
- P6 encourage individuals to draw up a realistic and achievable plan for accessing and using housing and accommodation services which identifies:
  - P6.1 realistic and achievable goals
  - P6.2 the actions that they will take
  - P6.3 the support they will need
  - P6.4 people from whom they will seek support DANOS AK3 Enable individuals to access housing and accommodation AK3 Enable individuals to access housing and accommodation
  - P6.5 timescales
  - P6.6 how and when they will review their progress towards their goals

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

*You must be able to:*

- P7 approach agreed housing and accommodation services to discuss:
  - P7.1 the individual's housing and accommodation needs and related issues
  - P7.2 the services they may be able to offer individuals

## SFHAK3

### Enable individuals to access housing and accommodation

---

- P7.3 any special issues or requirements of the individual that would need to be taken account of by the housing and accommodation services
- P8 support housing and accommodation staff to meet with individuals and understand factors in the individual's background which affect their behaviour and well-being
- P9 challenge housing and accommodation workers and services when they discriminate against individuals
- P10 support individuals to prepare to attend meetings with housing and accommodation services
- P11 provide, and support individuals to provide, accurate and complete answers about how housing and accommodation services can best work with and meet the individuals' needs and preferences
- P12 provide housing and accommodation staff and services with accurate and complete information on:
  - P12.1 how and when they should contact you
  - P12.2 your role and responsibilities and the assistance you can offer to the housing and accommodation services when working with the individual
  - P12.3 how the housing and accommodation and associated support that they are providing contributes to the overall health and well-being of individuals and any other interventions they are receiving
  - P12.4 what to do if they have concerns
- P13 maintain appropriate contact with housing and accommodation staff
- P14 monitor the effectiveness and consistency of housing and accommodation services' in meeting individuals' needs
- P15 take the appropriate action when issues are raised about the housing and accommodation services provided
- P16 work in partnership with housing and accommodation staff and services to provide feedback on the progress of individuals, the effectiveness of their work with individuals and their feelings about their contribution
- P17 record and report on processes and outcomes from the housing and accommodation services provided, according to legal and organisational requirements

## SFHAK3

### Enable individuals to access housing and accommodation

---

#### Knowledge and understanding

*You need to know and understand:*

- K1 codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when supporting individuals to access housing and accommodation
- K2 current local, National and European legislation and organisational requirements, procedures and practices for:
  - K2.1 data protection, including recording, reporting, storage, security and sharing of information
  - K2.2 health and safety
  - K2.3 risk assessment and management
  - K2.4 protecting individuals from danger, harm and abuse
  - K2.5 enabling individuals to access housing and accommodation
- K3 key government initiatives which promote individuals' life chances and opportunities to be housed
- K4 different sources and funding that is available for housing and accommodation for different groups of individuals (e.g. those who have been looked after in local authority care)
- K5 how to monitor, analyse and assess the implication of, and changes in, legislation and the regulatory environment; how to interpret and apply relevant legislation to the work being undertaken
- K6 how to work in partnership working between different agencies which can support individuals in housing and accommodation
- K7 the nature of the housing sector and the roles and functions of the principle agencies within it
- K8 the duties of local authorities to house and support different groups of individuals
- K9 local housing plans and strategies and how these can be influenced in the interests of individuals
- K10 how to feed information into local planning forums to improve provision for individuals
- K11 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
- K12 the different types of accommodation that are available and the forms of support they offer individuals
- K13 who offers the different types of accommodation locally and more widely
- K14 the role of your organisation and its services and how they relate to other agencies and services in the housing sector
- K15 how and where to access information and support that can inform your practice when supporting individuals to access housing and accommodation

## SFHAK3

### Enable individuals to access housing and accommodation

---

- K16 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
- K17 government reports, inquiries and research relevant to individuals to seeking, applying for and accessing housing and accommodation
- K18 theories relevant to the individuals with whom you work, about:
  - K18.1 aspects of human growth and development and how these can affect, and be affected, when individuals access housing and accommodation
  - K18.2 the benefits and negative effects of housing and accommodation on the self-esteem, self-image and identity of individuals
- K19 the relationship between physical, social, psychological and emotional development/behaviour
- K20 the impact of the broader social environment on individuals (e.g. area of material deprivation, poor housing, poverty)
- K21 the relationship between homelessness and the conditions of the individuals with whom you work
- K22 the practical and emotional skills that individuals need to develop in order for them to be able to live independently
- K23 referral routes into and between different parts of the housing sector
- K24 issues you are likely to face when:
  - K24.1 individuals have to change, or have had to change, their housing and accommodation because of their needs and circumstances
  - K24.2 supporting individuals to access housing and accommodation
  - K24.3 individuals fail to access housing and accommodation
  - K24.4 individuals are unable to cope with the housing and accommodation they have accessed
- K25 the factors that need to be taken into account when arranging housing and accommodation for individuals including risks to the individual and risks to key people and others from the individuals
- K26 the benefits which are available to assist with housing and accommodation
- K27 how to use evaluations of different housing and accommodation options to identify those which have been successful in meeting specific individuals' needs
- K28 how to identify when you need further support and expertise and who to go to for assistance and advice
- K29 how to inform and consult with others on problems and proposals and encourage others to offer and challenge ideas
- K30 legal and organisational requirements on equality, diversity, discrimination, rights, confidentiality and sharing of information when supporting individuals to access housing and accommodation
- K31 how to provide active support and place the preferences and best interests of individuals at the centre of everything you do, whilst enabling them to take responsibility (as far as they are able and within any

## SFHAK3

### Enable individuals to access housing and accommodation

---

- restrictions placed upon them)and make and communicate their own decisions about their lives, actions and risks when accessing employment
- K32 the rights and responsibilities which individuals have in relation to where they may be housed and accommodated
  - K33 dilemmas between the individual's rights and their responsibilities for their own care and protection, the rights and responsibilities of key people and your role and responsibilities when supporting individuals to access housing and accommodation
  - K34 how to work in partnership with individuals, key people and those within and outside your organisation to enable individual's to access housing and accommodation
  - K35 how to challenge, and to support individuals to challenge, any discriminatory practice observed whilst involved with individuals:
    - K35.1 seeking housing and accommodation
    - K35.2 during any interview and selection process
    - K35.3 when individuals have been housed

## SFHAK3

Enable individuals to access housing and accommodation

---

### Additional Information

#### External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

*To be agreed*

## SFHAK3

### Enable individuals to access housing and accommodation

---

<b>Developed by</b>	Skills for Health
---------------------	-------------------

---

<b>Version number</b>	1
-----------------------	---

---

<b>Date approved</b>	
----------------------	--

---

<b>Indicative review date</b>	
-------------------------------	--

---

<b>Validity</b>	Current
-----------------	---------

---

<b>Status</b>	Original
---------------	----------

---

<b>Originating organisation</b>	Skills for Health
---------------------------------	-------------------

---

<b>Original URN</b>	DAN AK3
---------------------	---------

---

<b>Relevant occupations</b>	Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Associate Professionals and Technical Oc; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services
-----------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

---

<b>Suite</b>	Drugs and Alcohol
--------------	-------------------

---

<b>Key words</b>	Drugs, Alcohol, Substance, Misuse, Abuse, Commissioning
------------------	---------------------------------------------------------

---