

## FORUM HOUSING ASSOCIATION

Forum Housing Association is committed to the promotion of Equality of Opportunity, recognising that passive policies will not succeed in combating discrimination.

All the Association's Policies and Procedures have implicit in them a determination to challenge discrimination and promote positive action to achieve Equality of Opportunity which is not a paper exercise but a reality.

The above statement is applicable to this Policy.

## NEEDS ASSESSMENT AND SUPPORT PLANNING

### POLICY

Forum Housing Association is committed to the highest possible standards of service delivery ensuring that important emphasis is placed on the accurate assessment of need, individual planning, quality of implementation and providing opportunities for reflection and review. These are important steps in the process of ensuring that young people receive a service that reflects their needs, and helps them to move on independently.

The Supporting People Quality Assessment Framework provides the main objectives standards and criteria to be achieved. In order to maintain continuous improvement and provide the highest possible standards of service delivery the Association will ensure that Needs Assessment and Support Planning systems:

- Involve the young person at every stage of the process
- Empower the young person to acknowledge strengths as well as areas where they need support
- Provide young people with choice with clear guidance
- Have clear aims and objectives that are outcome focused, communicated well and most importantly are achievable
- Are flexible and allow for regular periods of review and revision
- Allow young people to initiate reviews when necessary
- Are transformational and allow young people to reflect and celebrate achievements
- Assess and identify risk, plan and implement control measures
- Provide clear pathways to source professional expertise when necessary both internally and externally
- Are monitored and evaluated to inform and advise planning and remodelling of future services

Assisting the delivery of its Needs Assessment and Support Planning processes is the integration of the Learning Power Award (LPA). The LPA, has been developed from the Outside In Learning and Skills Council Homeless Sector/Foyer Federation Project and is accredited by City & Guilds.

It is a new modular programme designed to meet the needs of all service users within the homeless sector, from rough sleepers through to those service users ready to make the transition into independent living, the LPA allows service users to choose their own pathway, and has four broad levels that are flexible enough to gear up and meet needs.

Forum Housing Association is additionally committed through its Needs Assessment and Support Planning processes to the outworking of the Children Act 2004, and in particular the integration of the framework for assessing the needs of Children and Young People entitled the Common Assessment Framework (CAF). The CAF principles and standardised approach support the Association to:

- Provide a better method of assessment to enable earlier identification of need
- Improve joint working between different agencies
- Reduce the number of different assessments and promote a common language
- Provide better, more evidence based referrals to targeted and specialist services

## PROCEDURE

1. Provisional Needs and Risk Assessment interview (**HSC-RAA5**), will take place with all prospective service users to determine what needs and risks are evident and whether the Association is able to meet those needs either on its own or with the assistance of others, or not at all. Young people accepted for accommodated, but not immediately able to move in will be required to undertake a short change of circumstances re-assessment, which will be recorded using the Move In Re-assessment Form (**HSC-NASP1**). Further details are outlined in the Referrals, Assessment and Allocations Policy.
2. Young people accepted for accommodation will be required to negotiate and agree a Provisional Support Plan (**HSC-NASP2**). This document, affirmed by a written contract (**HSC-NASP3**), will identify the short-term goals to be achieved during the initial phase of the placement. Additionally Support Staff will record standard information relating to the young person's professional contacts, medical information and next of kin. This information will be recorded on the Service Information Card (**HSC-NASP4**) on the day of admission.
3. The young person will be issued with details of their designated Keyworker, and the dates and times for their first and second support review sessions. This communication (**HSC-NASP5**) will be co-ordinated by the assigned Business Support Assistant and recorded in both the Manager's and Project diaries. Invitations to subsequent support sessions will be communicated and co-ordinated by the assigned Business Support Assistant using form **HSC-NASP5a**, recording where necessary in the Project Diary.
4. Prior to all formal support reviews taking place, the designated Keyworker will take responsibility for completing a Pre-Review Checklist (**HSC-NASP6**), which will gather a range of information from various sources in to one document. The Pre-Review will enable the Keyworker to plan the forthcoming support review session effectively with timely and up to date information, the inclusion of external agency representation and operate as a tool for discussion.
5. The first review session will take place within a maximum period of ten working days and be facilitated by the Project Manager. The review will provide a number of important functions:
  - allow the service user an opportunity to meet the Project Manager
  - reappraise the service user's Provisional Needs and Risk Assessment
  - introduce the service user formally to the Association and the opportunities within their support contract,
  - allow the service user an opportunity to discuss any concerns relating to service satisfaction,
  - plan the next phase of support

The Project Manager will record the information gleaned and the objectives planned for the next phase of support and convey this information to the Keyworker using form **(HSC-NASP7)**, with a written copy issued to the young person.

6. All Subsequent formal review sessions taking place will:
  - assess the service users progress to date
  - reflect and reward achievement
  - reflect on the strategies used to achieve progress
  - plan and agree revised targets and goals
  - identify and plan to overcome potential barriers
  - identify lines of responsibility
  - identify the types of evidence and the opportunities to gain that required
  - identify and agree dates of subsequent review
  - reappraise risk and agree control measures and interventions where necessary

This information will be recorded on document **(HSC NASP8)**, with a written copy being made available to the service user.

7. Subsequent Pre-reviews and formal Support Reviews will be facilitated by the delegated Keyworker, assistance provided by the assigned Business Support Worker to communicate with the young person internally.
8. Formal Reviews will take place monthly at Direct Access Centres. The first review will take place within a maximum period of ten working days. The next review will take place within a maximum period of twenty-eight days post admission. Subsequent reviews will take place monthly working towards successful move on and resettlement.
9. Medium Term and Dispersed accommodation units will have their first review within a maximum period of ten working days post admission. A second review will take place within two months post admission, subsequent reviews, quarterly thereafter.
10. The progress gained by the young person through their support plan will be subject to internal quality assurance processes and audit in the following ways:
  - Project Managers are required to quality assure and verify by signature each young person's review session documentation.
  - Appointed Association officers will cyclically audit and spot sample young people's support planning documentation, and be required to record areas of observation and action required within document **(HSC NASP9)**.
11. At every review session, service users will be encouraged and required to verify their satisfaction with their support contract, and that the responsibilities asked of them are both reasonable and achievable. In addition both Staff and the young person will be required to measure and record progress after every review. This will be documented using the Service Progress Record Card **(HSC-NASP10)**.

12. Unplanned for or more frequent reviews can take place under the following conditions:
  - a. where a level of risk has been identified via the completion of a Full Risk Assessment **(HSC-RAA5a)**,
  - b. where it has been agreed with a resident to provide more frequent reviews due to personal circumstances and for a fixed period,
  - c. where it has been identified via Behaviour and Lifestyle Procedures that an audit action plan is necessary and more frequent support reviews are necessary to achieve the goals and targets therein,
  - d. at the request of an external third party in writing
  
13. Service users who fail to attend support review sessions will be issued one reminder letter **(HSC-NASP11)** stressing the importance of their attendance and offering an alternative date for attendance. If there are subsequent failures to attend, service users will be issued a letter by the Project Manager **(HSC-NASP12)** inviting them to attend a meeting within 48 hours to explain their non-attendance and agree a way forward, which may involve a full audit of their placement using Behaviour and Lifestyle Procedures (Placement Recovery). Persistent or sustained non-attendance may lead to termination of the service user's right to occupy for failure to abide by their agreed support contract.
  
14. All Projects will complete a weekly monitoring form **(HSC-NASP13)**, that identifies and confirms current support plans in place, review dates and provides details of the reasons for support reviews that have not taken place. This document is to be transmitted electronically by Projects to the Finance Team.

Young people are entitled to request the supply of a character reference in pursuit of education, employment and training opportunities. This reference is to be supplied using form **HSC-NASP14**, and can only be supplied under the authorisation and signature of the Project Manager, or Head of Service.
  
15. The Association will ensure that all appropriate staff receive compulsory training in Needs Assessments and Support Planning to ensure consistency of standards and delivery
  
16. A comprehensive Needs Assessment and Support Planning Toolkit will be provided at each Project

**Non-compliance with this policy may result in disciplinary proceedings.**

HSC-RAA5	Provisional Needs and Risk Assessment
HSC-NASP1	Move In Re-assessment Form
HSC-NASP2	Provisional Support Plan
HSC-NASP3	Support Contract Agreement
HSC-NASP4	Service Information Card
HSC-NASP5	Keyword Notification and Dates for Review Correspondence
HSC-NASP5a	Invitation to Subsequent Support Sessions
HSC-NASP6	Pre-Review Checklist
HSC-NASP7	Record of Manager's Review
HSC-NASP8	Record of Subsequent Reviews
HSC-NASP9	Quality Assurance Summary
HSC-RAA5a	Full Risk Assessment
HSC-NASP10	Service Progress Record Card
HSC-NASP11	First Fail to attend reminder
HSC-NASP12	Project Manager invitation
HSC-NASP13	Weekly Monitoring Form
HSC-NASP14	Employment, Education, Training Reference