

NAME OF ORGANISATION

**NEEDS & RISK ASSESSMENT &
SUPPORT PLANNING POLICY
& PROCEDURE**

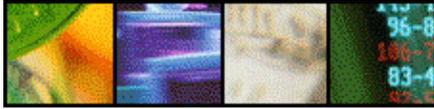


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NEEDS & RISK ASSESSMENT & SUPPORT PLANNING

PART 1

NEEDS & RISK ASSESSMENT

Introduction

Name of Organisation is concerned to ensure that the needs of our referrals and service users any risks associated with housing or supporting them are comprehensively identified and met through these processes. There are 3 essential Forms which are an integrated part of our Needs & Risk Assessment & Support Planning process:

- Client Need & Assessment Form (CNAF), which is attached as Supplement 1
- Client Risk Assessment Form, which is attached as Appendix 1
- Support Plan , which is attached as Appendix 2

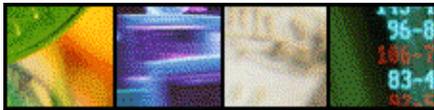
Staff must read and understand this document in conjunction with the 3 Forms referred to above.

Risk Assessment

Given the nature of our services we interpret “needs & risk assessment” as being a process that is undertaken over time although we do record a great deal of information about service users in the CNAF at the point at which they are referred or present (self-refer) to us. **No referral can be accepted as a service user without a completed CNAF, which has been reviewed and countersigned by the Deputy Project Manager.** This means that referrals will routinely be accepted as service users by Name of Organisation after completion of a CNAF and in preparation for a Support Plan. However, during the course of completing the CNAF the referral will be asked about any history of:

- Violence
- Arson
- Sexual offences
- Substance misuse

These behaviours will not automatically exclude a referral from Name of Organisation services; however, it will require particular attention to be paid to Risk Assessment (see flowchart below), and to liaison with other agencies and professionals with whom the referral has had contact as identified on the CNAF.



In these circumstances a referral cannot be accepted for accommodation and support unless a Risk Assessment has been undertaken under the supervision of the Deputy Project Manager and in conjunction with those agencies and professionals identified on the referral's CNAF. The referral should be informed of this and also informed of their right to appeal this decision, to the extent that the Appeals Procedure covers those who have not yet been accepted as service users. Such Risk Assessments should be undertaken urgently.

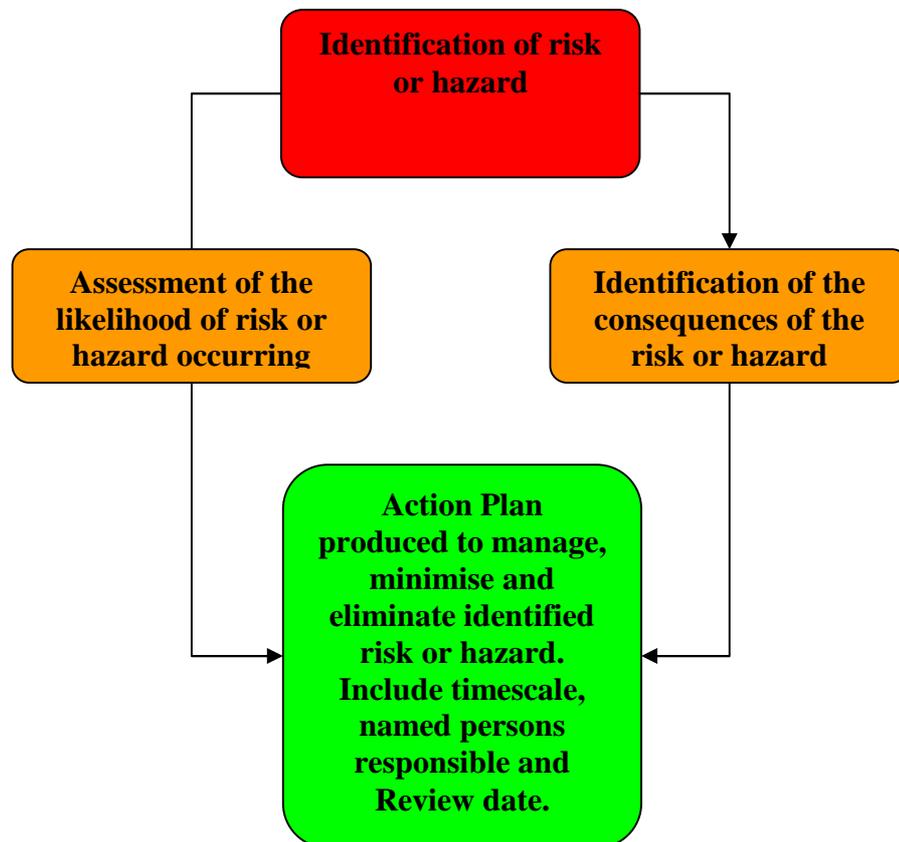
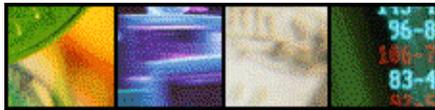


Figure 1: Risk Assessment Flowchart

Where a risk assessment is necessary, for example, where there is a lack of information about a referral or information from the referral or a third party about behaviours or issues that pose risk (violence, racism, substance misuse, arson etc) you should complete a Risk Assessment form and refer to the Deputy Project Manager for approval. The Deputy Project Manager may, in turn, seek the advice of the Project Manager if in doubt s/he but has the authority to approve risk assessments undertaken by Support Workers.

At the point of referral there is a relationship between a Needs Assessment, Risk Assessment and Support Plan. You always do a Needs Assessment, you sometimes do a Risk Assessment (because the Needs Assessment and/or your professional judgement tells you that you need to do one), and you always do a Support Plan. There must be a clear link between all 3 documents. Where there is just a Needs Assessment and a Support Plan, the links between both documents should be clear. You assess need using the Needs Assessment form and you plan support according to the needs (and risks) you have assessed on the Support Plan.



Service users should always be involved in the construction Needs Assessments and Support Plans and of Risk Assessments wherever possible. These are documents that will change over time as the needs of the service user change. All service users will have Needs Assessments and Support Plans; some will have a Risk Assessment, others will have a number of them. Needs, risks and support should be periodically reviewed and amended as part of the Support Planning process. Where people's needs (and any risk associated with them) change, the Support Worker should amend the Support Plan and/or Risk Assessment accordingly.

Needs Assessment

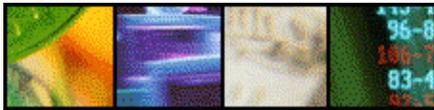
The ODPM¹ has identified the following issues related to the support and accommodation needs of referrals and service users which Name of Organisation has incorporated into its CNAF procedure.

- recent use of other support services
- housing need and recent history
- personal safety and risk
- risks to staff and community
- mobility
- physical health
- emotional well being and mental health
- substance misuse
- medication
- family & social contacts
- social and leisure interests
- training and employment
- cultural and faith needs
- any other concerns raised by the prospective service user

The CNAF captures information about a referral which is used as a basis, with the involvement and consent of the service user, into a Support Plan. A Support Plan

- identifies the support and housing needs of the service user
- evolves and is subject to review according to the changing needs and aspirations of the service user
- sets clear objectives which are measurable
- provides a framework for these objectives
- has clearly identified timeframes for the achievement of the objectives identified
- is a contract requiring the mutual support of the service user and staff

¹ Office of the Deputy Prime Minister: the Government Department responsible for the Supporting people programme.



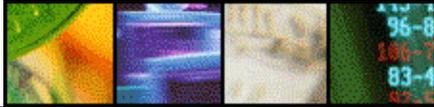
Guidance Notes for the Completion of CNAF

In general terms it is important to complete the CNAF as fully as possible and immediately the referral makes face-to-face contact with Name of Organisation. It is inevitable that some details will not be available and should be added later. However, if there is missing information which in your judgement has an implication for security, health and safety you should consult the Project Manager about the need to obtain this information or to undertake a Risk Assessment. Under no circumstances where there appear to be such issues, should a referral be accepted without the consent of the Project Manager. And, on the basis of his/her authority a Risk Assessment must be agreed and conducted satisfactorily. If such issues do arise they are likely to be identified within the “Support Needs” section of the CNAF.

Where a question is clearly not relevant to the referral, enter N/A.

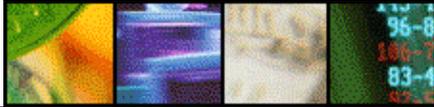
These notes will now provide guidance on completing each section of the CNAF.

CNAF SECTION	GUIDANCE
Personal Details	<p>The HB PIN Number, where the person is eligible for HB, should be obtained as soon as possible as this will assist in progressing the prospective service user’s HB claim.</p> <p>A photograph may be taken and affixed subject to the service user’s consent. A refusal should not prevent completion of the CNAF.</p> <p>The referral’s NI number should be recorded and if not available should be identified subsequently and entered onto the CNAF.</p> <p>An assessment of someone’s language and literacy skills is to some extent subjective. The issue to identify is whether any assistance is required, especially if English is not the referral’s first language:</p> <ul style="list-style-type: none"> • for the CNAF and • for the Support Plan <p>If a referral states that s/he is wanted by the Police full information should be taken. It will not necessarily preclude</p>



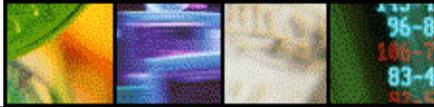
Support Solutions

	<p>accepting the referral (it depends on the nature of the warrant and the consent of the Project Manager) but any referral in this position must be advised that a condition of being accepted by Name of Organisation is that the referral surrenders to the warrant. This would then become a Support Plan issue</p>
<p>Financial Information</p>	<p>Whether or not a referral needs help with Benefits should be established immediately, as should existing benefit entitlements. It is routine for Name of Organisation to provide complete assistance in Benefits advice and is a matter that would be routinely included in a Support Plan.</p> <p>The existence and extent of any debt should be identified and any need that the referral may have for debt counselling or budgeting advice, which will then become a Support Plan issue.</p> <p>If arrears are owed to a landlord or previous support provider they should be identified and quantified if possible. The matter will need to be checked and a decision made (by the Project Manager) about whether a service can be provided where previous non-payment exists.</p>
<p>Health</p>	<p>Primary care providers such as GP's and Dentists are obviously important and an immediate Support Plan issue, where a service user is not registered with a Doctor or Dentist, is to work with them to ensure that they are registered. The same applies to Opticians if required.</p> <p>An NHS number should always be recorded if known. If not known it should be obtained via the service user when s/he is provided with it.</p> <p>Known serious or potentially serious medical conditions and health problems</p>



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	<p>should be identified in discussion with the referral and recorded. It is important to ask whether the referral has any notifiable condition (such as HIV, TB or Hepatitis B/C).</p> <p>It is essential that you identify and record details of any medical treatment or medication that the referral receives and their ability to administer and store it safely themselves. Sometimes medication can be a Support Plan issue, for example, if a service user requires prompting to take it.</p> <p>If the referral has mobility problems or is a Registered Disabled person this information should be identified and recorded in as much detail as possible, including any Registered Disabled Number. Disability/mobility is obviously a housing and Support Plan issue and will have an immediate implication for the nature and location of any accommodation Name of Organisation offers and for Support Planning.</p> <p>If a referral is in receipt of DLA any care component should be looked at closely as Name of Organisation does not provide care. Care needs, within limits, will not necessarily prevent acceptance of a referral provided it can be safely provided by a registered domiciliary care agency.</p>
Support Needs	<p>The involvement of any other agency or service whether statutory (NHS, Social Services or Probation) or non-statutory (other housing, support or advice agencies) should be noted in detail including the name of the agency, address, contact numbers and the names of people involved in a professional capacity with the referral. The referral should be asked for his/her consent for Name of Organisation to contact such services/agencies and their staff in order to build up a picture of support need for</p>



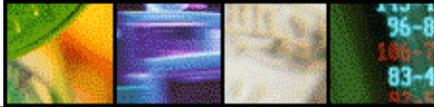
the Support Plan which complements and supports the input from other services. If consent is withheld without satisfactory explanation Name of Organisation, at the discretion of the Project Manager, may decline to offer accommodation and support.

The nature of the accommodation provided to service users should be described here, especially the fact that it comprises a single room in a shared house, is of limited duration (about 6 months) on a Licence Agreement, that support is a condition of the Licence and therefore of occupancy and that the general aims and objectives of Name of Organisation are to facilitate independence, employment or training and permanent accommodation. The means by which these objectives are to be achieved will be described within the Support Plan.

It is also important to identify the type and nature of accommodation the referral has lived in previously and its relationship to the referral's lifestyle and needs in Support Planning terms.

Where you identify or reasonably suspect any history of violence, arson, sexual offences or substance misuse it is imperative that as much information is collected from as wide a range of sources as possible (primarily the referral him/herself and services which have had involvement with the referral) in order to support a formal Risk Assessment, which should be undertaken as soon as it is possible to co-ordinate the information and people involved. All such Risk Assessments should be supervised by the Deputy Project Manager and should use the Risk Assessment Flowchart principles and the service user Risk Assessment form.

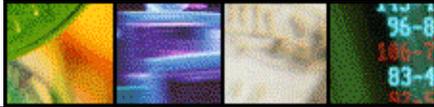
No service can be offered to a referral in



these circumstances unless s/he consents to the release of information by involved third parties, that the information and advice from third parties and the referral is sufficient to enable Name of Organisation, on the basis of a formal Risk Assessment, to conclude that it can safely deliver a housing and support service to the referral. The referral must be told this and their specific consent sought to obtain the necessary information. If their consent is withheld Name of Organisation should decline to provide a service.

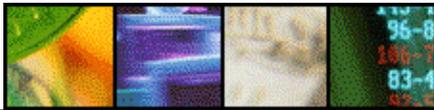
If the referral says, or you identify that s/he has a learning or sensory disability it is important, subject to the referral's consent, to identify third parties who have been and may remain involved with the referral in order to better understand the nature and significance of any learning disability they have. This is a crucial Support Plan issue as it will identify some of the types of support the person will need from Name of Organisation. And in the case of sensory disability, there are implications for the nature and layout of any accommodation that may be offered by Name of Organisation and of any long-term housing options we identify with the referral as part of the Support Plan process.

Mental health needs and history should also be examined and third party involvement identified, recorded and consent sought from the referral to contact such third parties. Where a referral remains under the care or supervision of mental health services, Name of Organisation should seek to work with such services to support the referral and this strategy should form a central part of any Support Plan in such circumstances, particularly if a referral is subject to a section of the Mental Health Act or is in need of or required to take



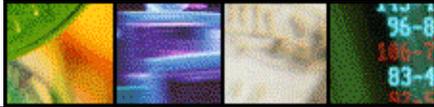
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	<p>medication either on a self-administered basis or by a visiting CPN (Community Psychiatric Nurse).</p> <p>Social contacts and networks, or the lack of them, should be identified and addressed as appropriate as a Support Plan issue. The maintenance and development of social networks and relationships, and the cultural/religious elements of such networks are common Support Plan objectives.</p>
<p>Educational & Learning</p>	<p>Educational background is important for a variety of reasons but in Support Planning terms 5 issues arise:</p> <ul style="list-style-type: none"> • The level of educational attainment of a person may influence their interests and social relationships • It will influence their level of self-confidence and self-esteem • It influences the nature and type of employment they may seek • It influences the nature and type of any training or further education • Particular attention should be paid to a referral's level of competence in language and literacy
<p>Employment & Training</p>	<p>Whether or not a referral is currently in education or employment has obvious significance in its own right. However, it may also dictate a referral's eligibility to receive a free (State funded) accommodation and support service from Name of Organisation. Even if a referral is entitled to only partial housing Benefit they will be entitled to receive support free of charge. Young people who are between the ages of 16-21 and are also the responsibility of Social Services are not entitled to Housing Benefit in their own right and will have their</p>



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	<p>accommodation costs and possibly some or all of their support costs met through Social Services.</p> <p>The referral's skill set and pattern of education and employment or other work is significant in enabling him/her and Name of Organisation to identify and plan for employment and training objectives within the Support Plan.</p>
<p>Hobbies and Interests</p>	<p>As part of a balanced approach to the planning of support it is important to identify how people like to relax and what they enjoy doing socially.</p> <p>It is also significant in that a lot of social activities may revolve around a cultural or religious focus. Other social activities might occur in places, such as pubs and clubs, where there is alcohol which may be inappropriate for some people because of issues relating to religious observance or possibly a substance misuse history.</p> <p>Social presence is often overlooked in Support Planning terms; however, Name of Organisation wishes to ensure that it is central to Support Planning.</p>
<p>References</p>	<p>This is a brief part of the CNAF but is nonetheless important given the number of reference identifiers asked for (National Insurance, NHS number etc.).</p> <p>It identifies the source which referred the person who is the subject of the CNAF and it is important that contact details (name, contact number, e-mail address) of the referral agent are recorded here.</p>
<p>Targets & Objectives</p>	<p>The service user and Name of Organisation should go through this list one by one and identify appropriate targets.</p>

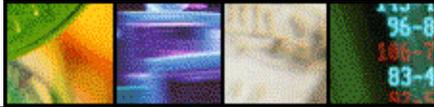


As well as being a data capture form, the completion of the CNAF enables both the referral and the staff member to focus on the needs and issues facing the referral. It is therefore appropriate that it concludes (almost!) with a list of targets and objectives to be achieved through the Support Planning framework, all of which are “eligible tasks” that the City Council will fund through Supporting People.

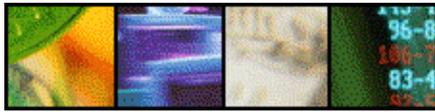
This is, however, only a framework. The Support Plan itself will be based on the CNAF targets and objectives identified and agreed by Name of Organisation and the prospective service user, but will be far more comprehensive in identifying timescales in which these objectives and targets are to be attained and the means by which this should be done. For example, it may be identified that the service user needs assistance with claiming benefits, in which case the Support Plan would need to identify:

- the need for a benefits assessment
- the benefits to which the service user is eligible and the amounts
- work with the service user to co-ordinate any meetings and assessments the service user may have to attend, for example, for DLA
- help the service user to apply for the benefits (fill in the forms) or to communicate a change of circumstances
- identify a timescale within which this is done
- summarise the position when this target is achieved

The Targets and Objectives section of the CNAF also gives the service user the opportunity to identify and record any other issues which may have a bearing on his or her accommodation or support



	<p>which hasn't been identified by the CNAF thus far. Where Name of Organisation is able and funded to deal with these additional requirements, they should be incorporated into the Support Plan.</p>
Declaration	<p>The Declaration section is significant for the following reasons:</p> <ul style="list-style-type: none">• It commits Name of Organisation and the service user to the mutually identified targets and objectives being incorporated into the Support Plan• It requires that the service user declare that they have provided accurate information and haven't withheld anything significant (which is important given the CNAF's preoccupation with Risk Assessment)• It confirms that the referral has become a service user, or to put it another way, Name of Organisation has accepted them for accommodation and support.• It requires that the service user signs the form to consent to the release of information about their accommodation and support needs to third parties directly involved in their accommodation and support who have a need to know. This is known as a "Data Protection Waiver" and protects UEP from sanctions under the Data Protection Act. <p>At this stage it is important that the practical arrangements and timescales are established for the service user to move in and that the first Support Planning meeting is arranged between Name of Organisation and the service user.</p>



SUPPORT PLANNING GUIDANCE NOTES

PART 2

Support Planning

Introduction

Name of Organisation is concerned to ensure that the needs of our referrals and service users are comprehensively identified and met through the Needs and Risk Assessment & Support Planning processes. There are 3 essential Forms, with which staff must be familiar, which are an integrated part of our Needs Assessment & Support Planning process:

- Client Need & Assessment Form (CNAF)
- Risk Assessment Proforma
- Support Plan

Staff must read and understand this document, which is essentially a set of detailed Guidance Notes for the completion of the Support Plan, in conjunction with the 3 Forms referred to above. The CNAF also has comprehensive Guidance Notes.

General

Support Planning can only occur on the basis of comprehensive and well-researched Needs Assessment and, as part of that process, the completion of Name of Organisation Client Need & Assessment Form (CNAF) must have been completed and, where appropriate, any identified risks associated with accommodating and supporting the person concerned must have been assessed and recorded. The CNAF is a comprehensive data capture form which requires the keyworker and service user to focus on the services user's needs, wishes and aspirations in order to identify, at the end of the CNAF, what types of support need the service user has. These support needs are then transferred to the Support Plan and developed from there.

The purpose of this document is to provide guidance on how to complete and develop the Support Plan, which is a blueprint of the service users support needs, aims and objectives and of the practical steps needed to achieve them and the timeframe within which they should be achieved.



The CNAF, in the “Targets & Objectives” section identifies all of the support tasks that Name of Organisation is funded to perform through Supporting People Grant, which is our sole source of income for support work. Service users may need assistance with some or all of these areas and this is identified on the CNAF. If you look at the structure of the Support Plan you will see that it mirrors the support tasks identified on the CNAF. The Support Plan should be completed on the basis of which support tasks have been identified by the CNAF as being those which the service user requires assistance with.

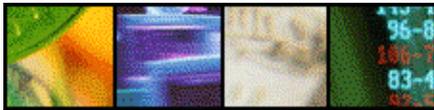
With every service user the Support Plan should:

- identify the support tasks with which the service user requires support (CNAF)
- identify the objectives which stem from these tasks (e.g., independent housing, employment, college, language skills, social confidence etc.)
- identify the timescales within which these objectives should be achieved
- identify the names, roles and contact details of all agencies, professionals and other third parties involved with the Support Plan
- identify dates for reviews of the Support Plan and the fact that the service user can initiate reviews
- identify, on the basis of a Risk Assessment, whether there is the potential for personal gain to the staff member as a consequence of their position or in relation to potential abuse, for example, through handling a service user’s financial affairs. This is a concern covered in more detail in Name of Organisation Prevention & Detection of Abuse policy, however, it is also a key issue in Support Planning
- be signed by the service user and keyworker and then reviewed and countersigned by the Project Manager

A Support Plan can be seen as a form of agreement between Name of Organisation and the service user. Name of Organisation role is not to force a service user to comply with the Support Plan; it is to work with him or her to identify areas of need (from the CNAF), resources and strategies to meet those needs within a defined timescale. Support Plans are evolving documents because the needs of service users and the external circumstances which affect them do change. Therefore review dates should be built in to each Support Plan and the service user told of their entitlement to institute a review outside those dates if they wish to do so. Where a review occurs an amended Support Plan should be produced and attached to the front of the one it supersedes.

Please now refer to the Support Plan framework which we have developed. This needs to be read in conjunction with the Guidance Notes which follow.

GUIDANCE NOTES FOR THE COMPLETION OF THE SUPPORT PLAN

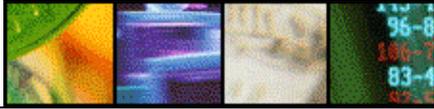


General

The purpose of this section is to go through each part of the Support Plan framework and identify the considerations behind addressing each support task. What are the key issues, strategies to deal with them, resources, people and timescales involved? Clearly, these are issues which will be discussed and agreed with the service user according to their needs and reasonable preferences, with advice from you.

You should ensure that all documents, correspondence etc, related to a Support Plan should be attached to it. This will enable you, the service user, other Name of Organisation staff as appropriate and the Supporting People Team to be able to get an immediate picture of the activity and work associated with the Support Plan.

SUPPORT TASK	GUIDANCE
<p>Assistance with welfare benefits entitlement assessments and applications</p>	<p>There will need to be a formal assessment of the service user's current benefit income and types (DLA, HB, JSA, IS) and an assessment of their eligibility for any additional benefits to which they may be entitled. This may be especially important where a service user is working and on a low wage because they may qualify for, for example, partial Housing Benefit which would mean that their support would then be free. If a service user has a mobility problem they may be eligible for DLA.</p> <p>If, upon assessment, you feel that the service user may be eligible for benefits or additional benefits you should agree with the service user which to apply for and establish what help s/he needs in identifying the relevant DWP or Benefits Agency offices and applying for the benefits in question</p> <p>Identify a timescale for completing the assessment and the application process.</p> <p>You should periodically review the service user's benefit entitlement, especially where they have a change of circumstances.</p>



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Help with personal safety and/or security within the home

It may be necessary in some instances to control access to Name of Organisation accommodation, for example, in circumstances where someone is harassing a service user or someone has entered the premises without authority or good reason. In support planning terms this may occur where there has been a breakdown of a friendship or relationship or where the service user may have become involved in a dispute with someone.

In any event it may be important to ensure that service users understand that it may not be safe to leave the accommodation unlocked or unsecured.

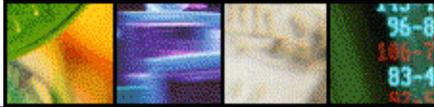
It is also important to ensure that service users are shown how to use electrical, gas and other domestic equipment safely. All of Name of Organisation living and working environments are risk assessed from a health and safety perspective but it may be necessary to evaluate the individual confidence and competence of some service users in this regard.

Support to develop and maintain social and cultural/religious networks

When people are new to this country there is a need for them to identify others who share their culture and customs without which it would be very hard to live in any meaningful sense. The same might apply to someone from a particular cultural tradition within this country that, for whatever reason, has lost touch with his or her community or cultural focus.

In such circumstances a Support Plan would need to identify and address the social, cultural and religious needs of the service user.

Whilst dealing with benefits (above) is important it doesn't require the keyworker to engage on a personal level



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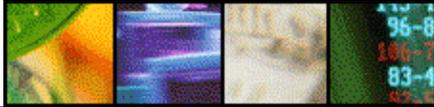
with the service user. Dealing with matters of a social, cultural and religious nature does require this. It is therefore important that both keyworker and service user are able to develop and maintain a good personal relationship which respects appropriate boundaries. It is sometimes helpful when service users are supported by a keyworker who shares or identifies with the service user's cultural background.

In practical terms the keyworker will need to know where to find communities locally which reflect the service user's culture. S/he will need to make contacts within that community at the level of community centre, social club, mosque, church, synagogue or temple, commercial and educational. Over time the keyworker and Name of Organisation will develop a knowledge base of these resources. The service user will then have a firm basis upon which to establish his or herself within a community from which they can draw identity and strength.

Food is often an issue which gets overlooked. Minority ethnic communities often concentrate in certain areas and set up businesses, including restaurants and food shops which reflect cultural preferences. Perhaps the most obvious local example being Halal butchers and food outlets. A less obvious example would be the location of shops selling camel meat, which Somalis, for example, like. The point here is that in Support Planning terms, the keyworker identifies from the service user what his or her dietary preferences are and identifies where and how they might be met. As with any Support Planning issue, the wider and deeper your knowledge of the community and its resources, the better the service you can provide.

Help with finance and budgeting

It is almost always the case that Name of



Support Solutions

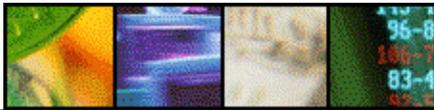
Organisation service users are dependent on welfare benefits or on a low wage. This immediately presents a problem of how to budget limited financial resources.

The practical response to this is to identify the service user's level of competence in personal budgeting. If appropriate the keyworker and service user should draw up a weekly budget based in the needs of the service user and the income at his or her disposal. They should review the budget from time to time until the service user is confident in their own ability in personal budgeting.

In some cases our service users may have chaotic lifestyles as a result, for example, of mental health need, substance misuse, homelessness or persecution. In such circumstances, money, amongst other basic necessities is not used in a planned way.

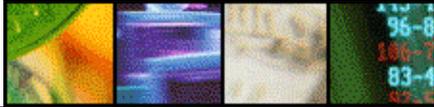
In such circumstances the issues are rather more fundamental and the role of the keyworker is to work with the service user to acknowledge the fact that his/her lifestyle is chaotic and the reasons for this. It may be, for example, that a service user's inability to manage money is one of many consequences of mental ill-health. In such circumstances, a keyworker cannot "treat" the cause (mental health) but s/he can identify statutory and other agencies (NHS, MIND etc.) which can work with the service user to treat their mental health problems. At the same time, the keyworker can begin to address the issue of budgeting with the service user and, as their level of stability improves may find it easier to achieve this as a Support Plan objective.

Furthermore, a limited income and a chaotic or inconsistent lifestyle can lead to debt. It is important to establish with service users whether they have any debts



Support Solutions

	<p>and how to deal with them. Depending on the knowledge and expertise of the keyworker, Name of Organisation can work directly with the service user to agree terms with any creditors.</p> <p>Alternatively, the keyworker can work with service user to identify professional debt counselling agencies (Citizen's Advice Bureau, Debtline, Law Centre) and be involved with the advice that those agencies give in order to incorporate their work into the Support Plan. Remember, as with all third party involvement, record the names of the agencies involved those of their staff and other contact details and ensure you attach copies of all correspondence and documentation to the Support Plan.</p> <p>Name of Organisation provides services to young people who may well need help in understanding and using money and knowing what prices are reasonable and what are not.</p> <p>Based on a knowledge and understanding of the service users expenditure and the type of day-to-day necessities s/he needs you will both be able to identify shops and other places where the service user can buy appropriate things at reasonable cost</p>
<p>Help with learning and education including basic skills</p>	<p>As you will know, the CNAF goes into some detail regarding the educational history and aspirations of service users. Whatever client group we deal with as keyworkers, education and learning are always important areas to focus on. They provide a mental focus and routine for the service user if they are not employed and help to enhance the service user's confidence and employability.</p> <p>Learning needs and aspirations are very personal things and have to be dealt with sensitively, especially where the service user has a low level of basic skills or a</p>



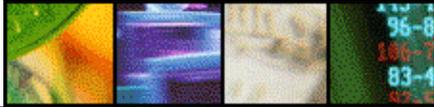
learning disability.

Name of Organisation deals with many service users whose level of numeracy; literacy and general education may be very low, irrespective of their knowledge of English. It may well be the case that service users who are “indigenous” to this country will be a lot more sensitive about having low levels of basic skills than, say, a refugee whose problem is not a low level of basic skills but no knowledge of English.

In Support Planning terms we have to acknowledge the need for a good relationship between the keyworker and service user, especially where basic skills are an issue. There are a multiplicity of local and national resources which deal with basic skills education and training, especially for people who are eligible for welfare benefits. However, before accessing such resources the keyworker will need to have agreed with the service user that they have a basic skills deficit which needs addressing. This may be harder than starting to actually rectify the problem once it is acknowledged and can sometimes only be done on the basis of trust.

It is also important to identify the aspirations of the service user. To what extent can the keyworker and service user identify educational or training activities which relate to the future wishes of the service user?

On a more complex level, some service users may want to obtain academic or vocational qualifications such as NVQ's, GCSE's, A levels, HNC/HND or other qualification. As keyworker, you may need to help the service user choose what type and level of education and training and where and how it is undertaken.



Help with employment and training

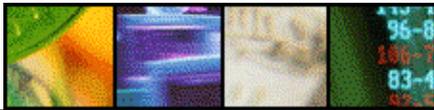
Some of the training issues here are similar to those relating education and basic skills (above). However, the focus in this part of the Support Planning process is on employment rather than educational attainment, and any new or refreshed skills that need attention for the service user to be able to compete equally for the employment that s/he seeks

As with education and learning the keyworker will need to have developed knowledge of training provision locally and how it is accessed. It is highly likely that any service user who just needs to find a job or to brush up on existing skills will need less support in accessing services than a service user for whom employment is a more distant prospect.

The point is that your approach to Support Planning should be based on the established needs of the service user and the real work for you might be in actually developing a relationship with the service user that enables you to identify the right resources with them.

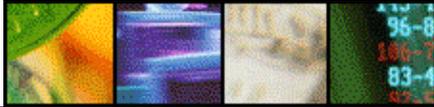
It may be that a service user will want your help in developing a CV or in improving his or her interview skills. It may be that they are unused to working and need to understand how employment works. What the expectations of employers are, what a reasonable rate of pay is, what constitutes a contract of employment, what are the responsibilities of both employer and employee? In the case of young people there is a developing picture of exploitation by employers, especially some employment agencies, where wages at below minimum rate are paid and the agency fails to fulfil its employer's tax and NI obligations.

Often, but not always, the attainment of training or employment will be a Support Plan objective. In virtually all cases,



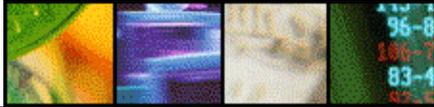
Support Solutions

	<p>where a service user has obtained full-time or permanent employment, they will move on from Name of Organisation service into their own accommodation.</p>
<p>Help with achieving social presence</p>	<p>This is related in some ways to the issues we raised in looking at the need for service users to develop and maintain social and cultural/religious networks. What we mean by “social presence” is the ability to be a socially confident person who can access the resources the community has to offer and make a contribution to it. Where a service user comes from a minority ethnic community there is a likely need for that person to locate and identify with people and communities that reflect his or her indigenous culture before feeling confident enough to achieving social presence within the wider community. This is a Support Plan objective associated with the need to develop and maintain social and cultural/religious networks, but when it has been achieved the keyworker and service user can begin to look understanding and achieving social presence within the wider community.</p> <p>Different service users will want to approach this in different ways. Those service users whose culture and background is closer to that of the wider community may have a firmer basis upon which to deal with it. Those to whom the wider community and its customs are very different may need more structured support and more time before they feel confident. As a keyworker, your task is to identify what the service user wants and needs to achieve social presence in the wider community.</p> <p>In cases where a service user has a reasonable level of confidence in dealing with the wider community you might act as a resource of information and advice</p>



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	<p>whilst the service user proactively explores what the community has and how it works. In other cases you may need to work more closely with the service user, showing them different facilities and resources. It is important to give a service user as wide an experience of the community as possible. It is not a question of persuading a service user about what aspects of the community they should engage with and what they should not. It is more a question of equipping them, on the basis of knowledge and information you have, to make those decisions themselves.</p> <p>Clearly, there is a need for sensitivity here. The UK might be a very strange place to someone from Iraq or Somalia or Albania. Some aspects of UK or western culture may surprise or offend, for example scantily clad women on advertising hoardings, the wide use of alcohol as a focus for social activity, the huge range of consumer and other goods and the means by which commercial transactions are conducted. For example, for some cultures it is normal to negotiate prices but here prices tend to be fixed and retailers may take offence when people want to negotiate because “it’s not the done thing”. It is absolutely vital that the keyworker can act as a bridge between the service user and the wider community. This requires the keyworker to have a high degree of social presence, for example, if the service user is not aware of the unwritten social rules and customs that exist (and vice versa) in the wider community offence can be unwittingly caused. Different cultures have very different understandings of how social relationships work and it is important that service users are equipped to make those distinctions, even if the wider community often doesn’t.</p>
Assistance in registering with primary	Being registered with a Doctor, Dentist,



Support Solutions

care providers and understanding the role and function of statutory agencies, for example, Social Services

Optician and other primary care provider is an element of social presence but is rather more fundamental and essential in the short-term, not the medium to long term.

The CNAF captures a lot of information about the service user's current situation in relation to primary care provision and it should be a relatively straightforward task to ensure or to help people to register appropriately. This information should be identified on the Support Plan and copied to the service user's file if it is not already on it.

If there are problems with registering then it will be the keyworker's job to resolve such problems, using the contacts Name of Organisation has developed within the local Health Authorities and Primary Care Trusts.

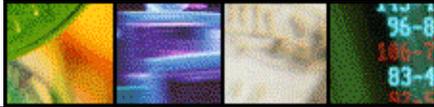
It is also important that service users are, where necessary, helped to understand the role and function of other statutory agencies such as Social Services, and Housing, the Police, the Courts and other authorities. This is particularly the case where these agencies have or will have direct role in the service user's life.

Record keeping is obviously important here and, as with other parts of the Support Plan, contact with statutory agencies should be documented and all correspondence and documentation attached to the Support Plan.

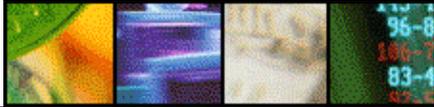
Assistance with shopping

This doesn't mean that the keyworker does the service user's shopping!

From Name of Organisation perspective this is a task associated with social presence, understanding budgeting. Assuming those matters have been addressed within the Support plan and in a practical way it is likely that the service



	<p>user will not need the assistance of the keyworker in shopping except perhaps in the very early days of a Support Plan.</p>
<p>Help with identifying and securing permanent accommodation</p>	<p>Name of Organisation provides an accommodation and support service which has as its fundamental objectives:</p> <ul style="list-style-type: none">• the achievement of independence by service users• the achievement of permanent accommodation for service users <p>Help with identifying and securing permanent accommodation is obviously then fundamental to a service user's Support Plan.</p> <p>The work that Name of Organisation does with service users is intended to equip them to manage independently and that includes managing a tenancy where rented accommodation is the likely housing option.</p> <p>Whilst a service user is resident with Name of Organisation they will be so on the basis of a Licence Agreement which identifies their rights and responsibilities and this is a very useful tool for the keyworker and service user to use as a basis to understand how to manage their permanent home when they move on. The ability to manage a tenancy and the accommodation to which it relates may seem obvious but it's not. It requires the ability to manage money, pay bills and rent (on time), to undertake basic maintenance or arrange for more complex maintenance to be done and to know how to deal with your landlord and live harmoniously with neighbours. Both the service user and keyworker need to acknowledge this in Support Planning terms as they discuss and identify the type of accommodation the service user wants and the timescale within which it is intended to secure it.</p>

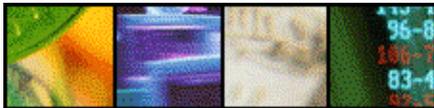


It probably goes without saying that it there is a shortage of available social housing of good quality. The challenge for Name of Organisation is to identify sources of good quality permanent housing by using its contacts with local RSL's, the City Council Housing Department and other social landlords. It is important to start addressing this issue very early in the Support Planning process because good property is in short supply and it takes time to obtain it. It also gives both keyworker and service user the opportunity to look at all the options for accommodation.

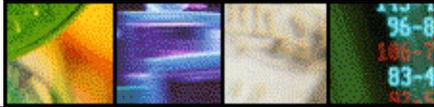
In many instances Name of Organisation service users may qualify for a higher housing need priority (and therefore quicker eligibility for housing) on the basis that they are vulnerable. This will probably apply to service users whose needs are assessed as being significant by Name of Organisation.

This does depend on Name of Organisation maintaining, developing and formalising its links with housing providers so that we can secure annual property allocation quotas from all of them for our service users. It also depends on keyworkers maintaining good day-to-day professional relationships with the operational staff who work in these organisations so that they are used to working with us, they understand the needs of the people we refer to them for housing and can maintain contact with us if there is a problem in the future.

It is important that we concentrate on quality of provision in our own accommodation and support services but also in relation to services to which we refer service users, not least housing. It means ensuring we know which areas our service users want to live in and whether there are issues associated with certain

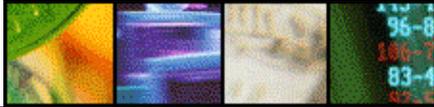


	<p>areas that might make it inappropriate for our service users to live in, for example, racism or high deprivation. All of these factors must be considered in Supporting Planning.</p> <p>We have acknowledged that Support Plans are subject to review. Housing is one of those issues which will be part of most Support Plans from beginning to end and may well be a factor in dictating such reviews because of the time it takes to secure and because of the changing needs, knowledge and aspirations of the service user.</p> <p>Bear in mind the link with assistance with welfare benefits entitlement assessments and applications because many Name of Organisation service users will be entitled to revised welfare benefit entitlements and “resettlement” grants when they move to permanent accommodation and the Support Plan should identify such eligibility and take objectives from it.</p>
Help with domestic skills	<p>This would usually be a short-term objective and in many cases may not apply to service users. However, some service users will need to be supported in learning to keep to domestic routines and maintaining hygiene and tidiness, especially if it is not a role to which they are adjusted after experiencing a chaotic lifestyle within which domestic routines were not an issue.</p> <p>It is important from two points of view:</p> <ul style="list-style-type: none">• It enables the service user to be responsible for his own living environment and personal hygiene• It enables Name of Organisation service users to live together harmoniously <p>In Support Planning terms it is quite a sensitive issue! Keyworkers will become</p>



Support Solutions

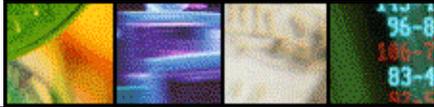
	<p>aware fairly soon if there is a domestic or life skills issue with a service user. Whilst there is an argument that says people should be entitled to live in a dirty and untidy environment if they wish, this argument is compromised when the consequences of such a view impact negatively on other people with whom they live. It may be that the Support Plan approaches this issue as being a necessary part of a “social contract” the service user has with Name of Organisation and the other occupants of their accommodation, rather than to make value judgements about the level of domestic skill or personal hygiene they have.</p> <p>Where necessary, the Support Plan should identify help with domestic skills as being an immediate and hopefully short-term objective.</p>
Emotional and psychological support and counselling	<p>A successful professional relationship between a keyworker and a service user will be based on trust. Without this it will be impossible to develop an effective Support Plan which needs mutual commitment to deliver.</p> <p>A significant number of service users who we accommodate and support will need emotional and psychological support and counselling. This may be because of trauma associated with family breakdown, the raft of human issues that accompanies substance misuse, mental health problems, a lack of social networks, the stress of adjusting to living in a new environment, the stress of living in supported accommodation, broken relationships...the list is almost infinite.</p> <p>If keyworker and service users have developed the level of trust that makes a Support Plan work, they will also have developed the level of trust which enables a service user to share with the keyworker problems and concerns s/he</p>



may have about which s/he is sensitive. A basic example might be the issue of basic skills which we discussed above. A more complex issue might be a service user's fear of falling back into old habits because his or her social networks remain involved in them, for example, drug use. Quite often a service user may be generally anxious and stressed because of the reasons that brought him or her to Name of Organisation in the first place.

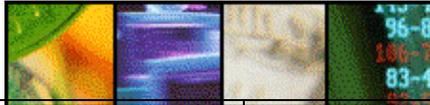
These are issues that can't be identified in any meaningful way by the CNAF. It is not possible to conceptualise how to address them in a Support Plan if they have not been acknowledged by the service user. It is possible for a keyworker to say to a service user, and make clear on the Support Plan, that part of the keyworker's role and commitment is listening to identify and work with issues of an emotional/counselling nature that the service user may want to raise. Aside from that it becomes an issue of trust. If a service user trusts a keyworker, these issues will arise probably as a matter of course, especially in circumstances where the service user is isolated from his or her usual support networks. If a service user does not trust a keyworker, then the Support Plan will not achieve the objectives that any reasonable Support Plan should.

Whilst the initial approach to the Support Plan might be to state that part of the keyworker's role and commitment is listening to identify and work with issues of an emotional/counselling nature, it may subsequently evolve into a situation where the service user routinely raises issues of this nature and s/he and the keyworker can then identify practical solutions within the Support Plan ranging from simple reassurance to, for example, a referral to a counsellor. It may be that the service user will choose this route to raise issues about tensions within the



Support Solutions

	<p>project which, subject to the service user's consent, will enable the keyworker to facilitate a resolution of such tensions.</p>
<p>On the basis of an identification of the service-user's assessed support needs and the role the keyworker has identified within it, are there any conflicts of interest affecting the keyworker, or any situations that give the potential for abuse?</p>	<p>This will depend on the identified needs of the service user in relation to the keyworker. For example, does the keyworker have any degree of control over the service user's finances? If so, are there checks in place to ensure there is no possibility of misappropriation or false allegations of misappropriation? Are there other issues around the control of money?</p> <p>Another example would apply to situations where male staff work in close proximity to vulnerable female service users.</p> <p>The same questions should be raised in relation to the keyworker's role in other elements of the Support Plan where the possibility of risk of abuse might arise. This is as much to protect the keyworker from false or mistaken allegations as it is to protect the service user from abusive situations.</p>



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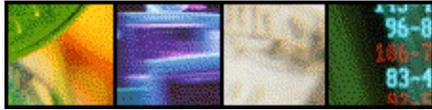
Name of Organisation		Service User Risk Assessment		Project: Form Number:	
Name: Address:			Assessment Undertaken (Date):		
			Assessment Person(s):		
			Assessment Review Date:		
Hazard	Risk Rating (Likelihood)	Risk Rating (Impact)	Measures currently in place to minimise the Risk	Any additional measures required to further minimise any risk	
List hazards here	Likelihood x Impact = Risk Score on a scale of 1- 5 1 = Lowest 25 = Highest	Likelihood x Impact = Risk Score on a scale of 1-5 1 = Lowest 25 = Highest	List any existing measures here	List the risks that are not adequately controlled, and any action you will take where it is reasonably practical to do more	
Risk or Hazard	Risk Rating	Risk Rating	The Controls	Action	



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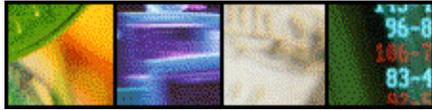
EXAMPLE SUPPORT PLAN

NEEDS IDENTIFIED	ACTION PLAN & TIME SCALE	REVIEW DATE	OUTCOME	SIGN & DATE
Assistance with welfare benefits entitlement assessments and applications				



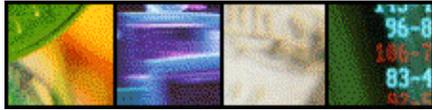
Support Solutions

**Help with personal safety
and/or security within
the home**



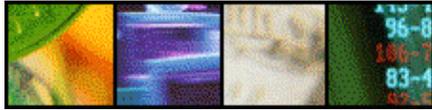
Support Solutions

Support to develop and maintain social and cultural/religious networks



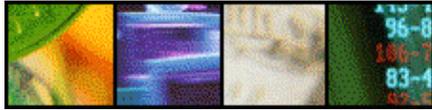
Support Solutions

Help with finance and budgeting



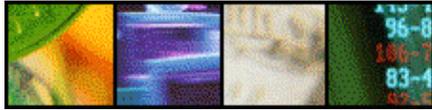
Support Solutions

Help with learning and education including basic skills

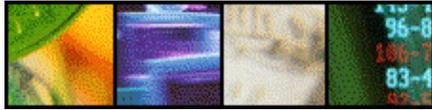


Support Solutions

**Help with employment
and training**

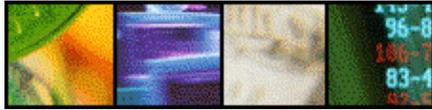


**Help with achieving
social presence**



Support Solutions

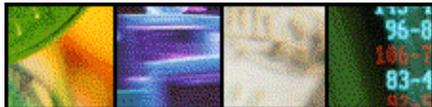
Assistance in registering with primary care providers and understanding the role and function of statutory agencies, for example, Social Services



Support Solutions

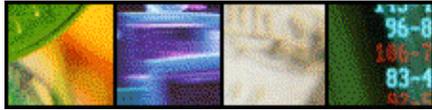
Assistance with shopping				
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<p>Help with identifying and securing permanent accommodation</p>				
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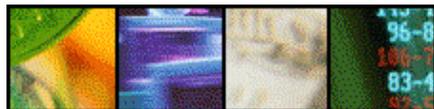
Help with domestic skills

Help with domestic skills				
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Support Solutions

**Emotional and
psychological support
and counselling**



Support Solutions

On the basis of an identification of the service-user's assessed support needs and the role the keyworker has identified within it, are there any conflicts of interest affecting the keyworker, or any situations that give the potential for abuse?



I, the service user, have an awareness of the following:

- 1. The reason for the Needs Assessment & Support Plan**
- 2. Protection from Abuse Policy**
- 3. Access and Diversity policy**
- 4. Complaints procedure**
- 5. Security, Health & Safety Policy**

I, the service user, understand that the Security, Health & Safety Policy and Procedures will be explained, in regard to my accommodation, by either the Hostel Manager or Health and Safety Officer. My signature on the Health and Safety Checklist will verify this.

I understood that regular contact is to be made between my support worker and me, and any organisation that is involved with my support whilst accommodated by Name of Organisation.

We confirm that we have discussed and mutually agreed the above Support Plan and will both work towards achieving its objectives. A review of such objectives will take place as agreed.

Signed: (Service User) Date:

Signed: (Support Worker) Date:

Signed: (Deputy/Project Manager) Date:



Please attach any current or future documentation reports and relevant correspondence to this form, including any comments or observations by service user or support worker/staff. This Support Plan and all such additional documentation should be freely available to the service user and to third parties where the service user clearly consents.