

HSC349 Enable individuals to access housing and accommodation (Level 3)

Elements of Competence

- HSC349a** Support individuals to identify and access housing and accommodation services
- HSC349b** Support housing and accommodation services to meet the needs of individuals

About this unit

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

Scope

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

Factors: social background of the individual (including family history, and history of being in care, culture, gender, disability etc.); abuse and 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: supported lodgings; residential support; hostels; foyers; supported flats/housing; floating support; housing associations; estate agencies.

Housing and accommodation situation: homeless; leaving care; wanting/needing to live independently due to family situation.

Issues: insufficient level of support 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.

Key people: family; friends; carers; others with whom the individual has a supportive relationship.

Needs for housing and accommodation: emotional and psychological support; skill development, e.g. independent living skills; access to services, shops etc; safety and security.

Obstacles: their 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.

Your **knowledge and understanding** for this unit will relate to legal requirements and codes of practice applicable to the scope of your work and others with whom you work; the nature of the work you are undertaking; your role and level of responsibility within your organisation (e.g. whether you have responsibility to support the work of others); the individuals, key people¹ and others with whom you are required to work and the degree of autonomy you have for the management of your own work activities.

Values underpinning the whole of the unit

The values underpinning this unit have been derived from the key purpose statement², the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. If you are working with children and young people they can be found in the principles of care unit HSC34. If you are working with adults they can be found in HSC35. To achieve this unit you must demonstrate that you have applied the principles of care outlined in either unit HSC34 or HSC35 in your practice and through your knowledge.

Derived from Mental Health standard G6.

¹ If you are working with children and young people the term "individuals" covers children and young people and "key people" covers parents, families, carers, friends and others with whom the child/young person has a supportive relationship

² The key purpose identified for those working in health and social care settings is "to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care"

Key Words and Concepts

This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

Appropriate contact	Appropriate contact will be at a level that enables any issues to be identified and until they gain confidence in, and knowledge of, working with the individual
Individuals	The actual people requiring health and care services. Where individuals use advocates and interpreters to enable them to express their views, wishes or feelings and to speak on their behalf, the term individual within this standard covers the individual and their advocate or interpreter
Key people	Are those people who are key to an individual's health and social well-being. These are people in the individual's life who can make a difference to their health and well-being
Others	Are other people within and outside your organisation that are necessary for you to fulfil your job role
Rights	The rights that individuals have to: <ul style="list-style-type: none">• be respected• be treated equally and not be discriminated against• be treated as an individual• be treated in a dignified way• privacy• be protected from danger and harm• have a choice in their housing and accommodation• access information about themselves• communicate using their preferred methods of communication and language

HSC349a Support individuals to identify and access housing and accommodation services

Performance Criteria

You need to show that,

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

HSC349b Support housing and accommodation services to meet the needs of individuals

Performance Criteria

You need to show that,

1. you approach agreed housing and accommodation services to discuss:
 - the individual's housing and accommodation needs and related issues
 - the services they may be able to offer individuals
 - any special issues or requirements of the individual that would need to be taken account of by the housing and accommodation services
2. you support housing and accommodation staff to meet with individuals and understand factors in the individual's background which affect their behaviour and well-being
3. you challenge housing and accommodation workers and services when they discriminate against individuals
4. you support individuals to prepare to attend meetings with housing and accommodation services
5. you 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
6. you provide housing and accommodation staff and services with accurate and complete information on:
 - how and when they should contact you
 - your role and responsibilities and the assistance you can offer to the housing and accommodation services when working with the individual
 - 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
 - what to do if they have concerns
7. you maintain **appropriate contact** with housing and accommodation staff
8. you monitor the effectiveness and consistency of housing and accommodation services in meeting individuals' needs
9. you take the appropriate action when issues are raised about the housing and accommodation services provided
10. you 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
11. you record and report on processes and outcomes from the housing and accommodation services provided, according to legal and organisational requirements

Knowledge Specification for the whole of this unit

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to show that you know, understand and can apply in practice:

Values

1. legal and organisational requirements on equality, diversity, discrimination, **rights**, confidentiality and sharing of information when supporting individuals to access housing and accommodation
2. 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 restrictions placed upon them) and make and communicate their own decisions about their lives, actions and risks when accessing employment
3. the rights and responsibilities which individuals have in relation to where they may be housed and accommodated
4. 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
5. 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
6. how to challenge, and to support individuals to challenge, any discriminatory practice observed whilst involved with individuals:
 - seeking housing and accommodation
 - during any interview and selection process
 - when individuals have been housed

Legislation and organisational policy and procedures

7. 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
8. current local, UK and European legislation and organisational requirements, procedures and practices for:
 - data protection, including recording, reporting, storage, security and sharing of information
 - health and safety
 - risk assessment and management

- protecting individuals from danger, harm and abuse
 - enabling individuals to access housing and accommodation
9. key government initiatives which promote individuals' life chances and opportunities to be housed
 10. 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)
 11. 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
 12. how to work in partnership working between different agencies which can support individuals in housing and accommodation
 13. the nature of the housing sector and the roles and functions of the principle agencies within it
 14. the duties of local authorities to house and support different groups of individuals
 15. local housing plans and strategies and how these can be influenced in the interests of individuals
 16. how to feed information into local planning forums to improve provision for individuals
 17. 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
 18. the different types of accommodation that are available and the forms of support they offer individuals
 19. who offers the different types of accommodation locally and more widely
 20. the role of your organisation and its services and how they relate to other agencies and services in the housing sector

Theory and practice

21. how and where to access information and support that can inform your practice when supporting individuals to access housing and accommodation
22. 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
23. government reports, inquiries and research relevant to individuals to seeking, applying for and accessing housing and accommodation
24. theories relevant to the individuals with whom you work, about:
 - aspects of human growth and development and how these can affect, and be affected, when individuals access housing and accommodation
 - the benefits and negative effects of housing and accommodation on the self-esteem, self-image and identity of individuals

25. the relationship between physical, social, psychological and emotional development/behaviour
26. the impact of the broader social environment on individuals (e.g. area of material deprivation, poor housing, poverty)
27. the relationship between homelessness and the conditions of the individuals with whom you work
28. the practical and emotional skills that individuals need to develop in order for them to be able to live independently
29. referral routes into and between different parts of the housing sector
30. 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
 - supporting individuals to access housing and accommodation
 - individuals fail to access housing and accommodation
 - individuals are unable to cope with the housing and accommodation they have accessed
31. 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
32. the benefits which are available to assist with housing and accommodation
33. how to use evaluations of different housing and accommodation options to identify those which have been successful in meeting specific individuals' needs.
34. how to identify when you need further support and expertise and who to go to for assistance and advice
35. how to inform and consult with others on problems and proposals and encourage others to offer and challenge ideas