

Housing Plus

Whole Needs Assessment Tool

What we did

Developed a 'holistic' or 'whole needs' assessment tool with a clear easy to use visual guide for front line staff. The visual tool is based on a banking model. An A-Z directory sits behind the tool, providing contact and referral information for each agency.

How we did it

We have developed a visual tool using one of the banks visual models as an idea for the basis, we set up a working group of Housing Options Team members to determine what were the primary 'needs' of a client.

Seven areas were identified as prompts for discussion with these becoming the inner wheel. Each of the needs areas were then linked to topic areas that could translate into referrals to other service providers.

The draft 'visual tool' was then used for a partner consultation exercise.

Who was involved?

The project team decided on the concept of the Ashford holistic assessment linked to the banking model and identified a team member to lead on it. The project lead worked with other members of the housing options team to develop the content and finalise the visual. ABC's Communications Team turned the draft diagrams into a more professional and usable visual diagram.

Partners were then consulted with from the Homelessness Forum, Learning Disability Forum, Mental Health Forum and Young Persons Accommodation Forum.

Resources

Staff resources have been the only resource required to develop this initiative and then costs for printing the sheets.



Time taken

The concept commenced in January with an initial working group meeting which was followed up a fortnight later with a second working group meeting once a draft of the visual had been produced.

Consultation has taken place over two months, after which stage staff trialled the introduction of the tool into their interview process for 2 weeks. After this period, we met to review the process and iron out any issues of which there were none so the tool was formally introduced approximately 3 months after its initial conception.

Lessons learned

Ensure that all partners are consulted with, as this is a tool that all partners could use to their clients benefit.

Cost

Staff time and initial print costs of less than £30.

Additional Information

Initially the visual tool will be backed up with a type produced 'service directory'. Eventually, it is envisaged that this will be superseded by a sophisticated multi partner IT referral and tracking system HELP (Housing Employment Link Project)

For more information email: Housingplus@ashford.gov.uk