Needs Assessment Policy

# Introduction

* 1. This policy outlines Medway Council (the Council) Housing Services approach to conducting needs assessments with residents wishing to live in the Homes for Independent Living Schemes.

# Purpose

* 1. All applicants wishing to live in Homes for Independent Living Schemes must have a Needs Assessment completed. The purpose of the assessment is to ensure that each applicant is housed in the most appropriate accommodation for their needs in a fair, equal and appropriate manner and to ensure the safety and security of other tenants, staff and visitors to the scheme.
	2. This policy will outline what applicants can expect from their Needs Assessment and how Medway Council’s Scheme Support Officer will deliver this.

# Scope

* 1. A Needs Assessment is completed for all applicants who wish to be housed in Homes for Independent Living Schemes

# Legislation and Guidance

* 1. Internal
		1. HFIL Resident Review Document
		2. Needs Assessment Procedure
		3. Homes for Independent Living A Handbook for residents
		4. Tenancy sign up procedures
		5. Medway Council Corporate Allocations Policy
	2. External
		1. Care Act 2014

# Policy

* 1. The Needs Assessment will take place with fully trained Scheme Support Officers, who will ensure that any necessary actions arising from the assessment are completed prior to the tenancy commencing.
	2. A third party may be present if required; Translation and sign language interpreters are available to attend the Needs Assessment on request.
	3. In non-complex cases the Scheme Support Officer will make a decision on the applicants’ suitability and inform the applicant within 5 working days of the assessment.
	4. If the applicant has complex housing and health needs/requirements, it may be necessary to involve the professional opinion of other organisations such as Social Workers or occupational therapists, before the referral decision is reached. Contained within the needs assessment there is a medical assessment points scoring system to assist with housing need and decision making. Time to make a decision may be extended, but Housing Services will inform the applicant and agree a new timescale.
	5. All of the information contained in the Needs Assessment will be kept confidential and the applicant must sign to give permission for it to be shared among other professions when necessary.
	6. Upon completion the needs assessment forms are kept securely in the Scheme Support Officer’s Office.
	7. If an applicant wishes to challenge the decision, they have the right to appeal through our standard reviews process.
	8. In the event of a pandemic, Scheme Officers to seek guidance from management in how to carry out a Needs Assessment. i.e., telephone / virtually.

# Role, responsibilities and authority

* 1. The Assistant Director RCET retains the overall responsibility for the implementation of this policy.
	2. The Chief Housing Officer is responsible for the operational delivery of this policy and the associated procedures. This includes responsibility for monitoring and review, staff awareness and training, policy development and communication to customers.

# Monitoring, review and evaluation

* 1. This policy will be reviewed on a biennial basis or in line with legislative or regulatory changes.

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