



**Needs Assessment Policy**  
Homes for Independent Living

**1. Introduction**

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

**2. Purpose**

- 2.1 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.
- 2.2 This policy will outline what applicants can expect from their Needs Assessment and how Medway Council scheme staff will deliver this.

**3. Scope**

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

**4. Legislation and Guidance**

**4.1 External**

- 4.1.1 Care Act 2004

**4.2 Internal:**

- 4.2.1 Support Plan Policy/Procedure  
4.2.2 Needs Assessment Procedure  
4.2.3 Homes for Independent Living A Handbook for residents  
4.2.4 Tenancy sign up procedures

**5. Policy**

- 5.1 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.
- 5.2 A third party may be present if required; Translation and sign language interpreters are available to attend the Needs Assessment on request.
- 5.3 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.
- 5.4 If the applicant has complex housing and health needs/requirements, it may be necessary to involve the professional opinion of other organisations such as care managers or occupational therapists, before

the referral decision is reached. Where this is the case the time to make a decision may be extended, but Landlord Services will inform the applicant and agree a new timescale.

- 5.5 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.
- 5.6 Upon completion the needs assessment forms are kept securely in the Scheme Support Officer's Office.
- 5.7 If an applicant wishes to challenge the decision they have the right to appeal through our standard reviews process.

## **6. Role, Responsibilities and Authority**

- 6.1 The Assistant Director Physical and Cultural Regeneration retains the overall responsibility for the implementation of this policy.
- 6.2 The Head of Housing Management 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.

## **7. Monitoring, Review and Evaluation**

- 7.1 Regular monitoring will take place to ensure that Landlord Services staff are undertaking Needs Assessments in line with this policy.
- 7.2 The results will be used by Landlord Services to inform future policy review in this area and drive up service standards. All reviews will consider whether:
  - 7.2.1 The current policy adheres to legislative and regulatory requirements, and reflects current good practice;
  - 7.2.2 The aims and objectives of the policy being met;
  - 7.2.3 The current policy outcomes meet the needs and aspirations of our diverse customer base;
  - 7.2.4 Service users are aware of and understand the policy and believe it to be consistent and fair;
  - 7.2.5 The policy provides sufficient choice for customers; the service offers value for money;
  - 7.2.6 Partnership arrangements are working effectively.
- 7.3 Overall monitoring and review of the policy will be undertaken in consultation with:
  - 7.3.1 Staff groups
  - 7.3.2 Members;
  - 7.3.3 Resident and community groups
  - 7.3.4 Existing and future users
- 7.4 This policy will be reviewed every year or in line with legislative or regulatory changes.

## Policy Version Control Sheet

**Policy Title:** Needs Assessment Policy

**Policy Author(s):** Homes for independent Living Team Leader, Business Development Officer, Policy and Partnership Manager

**This Version:** June 2017

**Projected Date of Review:** June 2018

**Cross References:** Safeguarding Vulnerable Adults Policy, Support Plan Policy/Procedure; Confidentiality Policy

**Amendments Made:**

This Version: Changes made to previous policy to ensure that it coincides with current legislation.