



Bethel  
Homeless  
Ministry

Appendix

NEEDS &  
GOALS

Heading		Needs <i>Our licensee's specific support needs</i>	Goals <i>What is the desired outcome for the licensee?</i>	Support Worker Initials	Progress <i>How is the desired outcome for the licensee being achieved?</i>
<b>1. General counselling and support</b>	1.1	Our licensee has a need for a supportive friendly environment in the accommodation so that all licensee needs can be met which will include our listening well and being a good advocate.	Our licensee has grown in confidence and self-esteem and feels valued, appreciated and respected which has enabled human flourishing leading to sustainable independence.		
	1.2	Our licensee has a need for a culture of openness, honesty and transparency so that progress can be made by our modelling this behaviour.	Our licensee is honest and open in all dealings.		
	1.3	By providing a safe environment in which to discuss any triggers towards addictive behaviour we will meet the need for our licensee to be able to explore deep issues that have affected them.	Our licensee has established the triggers that results in addictive behaviour and has a plan of how to deal with them.		
	1.4	In order for our licensee to move forward we need to establish trust by being consistent and reliable.	Our licensee trusts us and hence out of that trust a positive response is made to all our support.		
	1.5	Our licensee needs encouragement and support by accompanying to appointments and group work in order to develop confidence.	By our accompanying to appointments and providing assistance with group work their licensees of our confidence has improved.		
	1.6	Our licensee needs support in assessing their mental health issues and finding support.	Our licensee understands their mental health issues and knows how to find support.		
	1.7	Our licensee will need help accessing the internet and understanding its pros and cons for a healthy approach, especially in relation to sleeping patterns.	Our licensee understands what it means to use the internet in a healthy way.		
	1.8	Our licensee has a need to become a better version of themselves as we all do.	Our licensee understands what changes need to be made and has a plan to do this within a specified time frame.		
	1.9	In order to live a balanced lifestyle our licensees need to have the issues of mind, body and spirit in balance.	Our licensee understands the need for a balanced life and how to achieve this.		
	1.10	Our licensee needs support to make better choices and decisions in life.	Our licensee is able to make significantly better choices and decisions.		



	1.11	Our licensee has opportunities for signposting to specialist organisations.	Our licensee is aware of all the many signposting opportunities there are to assist in personal growth, counselling and support, and is accessing the ones most applicable.		
<b>2. Providing life skills training to the licensee in maintaining the property and curtilage in an appropriate condition.</b>	2.1	Our licensee needs to keep the outside of the property tidy and presentable so that good relations with neighbours are maintained.	The outside of the property is presentable at all times based on the teamwork of all of the licensees with our providing assistance where required (e.g. window-cleaning, repairs and maintenance).		
	2.2	Our licensee maintains a clean and tidy bedroom so that good mental and physical health is maintained which is vitally important.	Our licensee keeps their room clean and tidy and appreciates why that is important for their physical and mental health.		
	2.3	Our licensee needs to appreciate why it is important to work with the other licensees in daily household tasks and chores.	Our licensee works very well with other housemates with daily household tasks and chores.		
	2.4	Our licensee needs to appreciate why it is important to maintain a safe and clean environment.	Our licensee has developed a daily and weekly routine, in order to maintain a safe, clean and healthy environment.		
	2.5	Our licensee needs to develop teamwork with all licensees working together to keep the property safe and clean.	Our licensee works very well with other licensees to keep the property safe and clean.		
	2.6	Our licensee needs to attend house meetings to reaffirm the need for maintenance of the environment in this way.	Our licensee always attends house meetings and contributes well.		
	2.7	Our licensee needs to be aware of when minor repairs are required and we will provide teaching and oversight so that the licensee can conduct these themselves in a safely and timely manner	Our licensee can conduct minor repairs in a safe and timely manner		
<b>3. Assisting the licensee with shopping and errands</b>	3.1	Our licensee needs to develop good shopping habits in terms of being economical and healthy in the purchases made. We can offer support in all aspects by either supervising the trips or providing feedback on the outcomes of the trip.	Our licensee has the skills and knowledge to be able to shop economically at all times whilst purchasing sufficient food which is also healthy and nutritious.		



	3.2	Our licensee needs to develop good shopping habits to show how a shopping list developed before the visit is always advisable and the reasons why.	Our licensee uses a shopping list hence avoiding rash or unhealthy purchases.		
	3.3	Our licensee needs to learn recipes so that food purchases are made with those in mind, developing the skills to be able to freeze food for future meals, increasing the efficiency in terms of lowering costs as well as reducing time spent in preparation.	Our licensee has learnt at least 5 or 6 recipes of low cost, healthy and nutritious meals that can be enjoyed and understands how it is possible that excess food can be safely frozen for future meals.		
	3.4	Our licensee needs to ensure food remains in date so that health is maintained.	Our licensee has developed a daily and weekly routine that checks the dates of food to ensure safe food preparation.		
	3.5	Our licensee needs some education in how to prepare food appropriately ensuring food hygiene standards are being followed.	Our licensee has developed the skills to prepare food in a safe manner, i.e. preparing food hygienically and safely i.e. wiping down surfaces before and after food preparation, making sure food is cooked thoroughly.		
<b>4. Advising and supervising the licensee on the use of domestic equipment and appliances.</b>	4.1	Our licensee needs to be able to safely operate all domestic equipment and appliances and needs to attend an induction in relation to housekeeping procedures and safe use of cleaning products and equipment.	Our licensee is able to safely operate all domestic equipment and appliances.		
<b>5. Advising or assisting the licensee in dealing with relationships and disputes with neighbours</b>	5.1	Our licensee needs encouragement and support in adjusting to living with housemates and in a community with neighbours and we will provide reminders to report any concerns to staff so that they can be discussed.	Our licensee has developed good and healthy relationships with housemates and neighbours.		
	5.2	Our licensee needs to understand relationships can be very complicated and will take time to nurture and blossom. We will discuss how and why it is important to foster and maintain good healthy relationships.	Our licensee has a good and healthy grasp on how to develop and maintain relationships.		
	5.3	Our licensee needs to understand why it is important to iron out difficulties with relationships and learn processes and techniques for resolving disputes in a safe and respectful manner.	Our licensee is very open to having honest discussions about where there may be issues with relationships. Our licensee is open to new and positive influences.		



	5.4	Our licensee needs to attend house meetings to discuss any issues openly and honestly with others.	Our licensee attends all monthly house meetings and is always open, honest and respectful in these meetings.		
	5.5	Our licensee needs to understand why it is important to be a good neighbour in any property.	Our licensee understands what it means to be a good neighbour and why that is important.		
<b>6. Assisting with the security of the dwelling because of the needs of the licensee</b>	6.1	Our licensee needs supervision and accessible help to enhance their sense of security.	Our licensee's sense of security is safeguarded by providing supervision and accessible help.		
	6.2	Our licensee needs to be reminded to ensure the property is locked at night and when empty.	Our licensee remembers to lock their own door and the front or back door of the house whenever they go out without prompting.		
	6.3	Our licensee needs to be reminded that windows are closed.	Our licensee shuts the windows in their own bedroom and any other windows to which they have access at night and when they are the last person to leave the building.		
	6.4	Our licensee needs to be reminded that nothing valuable is in view of the windows.	Our licensee does not leave valuables in a place where they are viewable from the windows.		
	6.5	Our licensee needs us to provide a presence in the scheme to monitor and supervise their activities and to be available to respond to problems.	Our licensee is confident in their own personal security in the dwelling.		
	6.6	Our licensee needs us to monitor access to the building to protect them from intruders and unwelcome guests.	Our licensee is able to monitor access to the building themselves and notify us of intrusions and unwelcome guests.		
	6.7	Our licensee needs us to take measures to reduce violence and crime within the accommodation which includes preventing certain individuals or groups from accessing the building.	Our licensee is no longer threatened by violence and crime but is able to notify us if we do need to intervene.		
	6.8	Our licensee needs us to be on-call for security reasons due to the nature of their support needs and vulnerabilities.	Our licensee is shielded from threats and is able to use our on-call security system if required.		
<b>7. Assisting with maintaining the safety of the</b>	7.1	Our licensee needs us to remind them how to observe health and safety within the property which includes waste disposal (especially glass).	Our licensee observes health and safety measures without being prompted which includes securely disposing of glass.		



<p><b>dwelling because of the needs of the licensee</b></p> <p><b>The landlord conducts regular premises check to see that the licensee is reasonably safe from personal injury or from damage to the property caused by a defect.</b></p>	7.2	Our licensee needs us to regularly check the premises to see that the licensee is reasonably safe from personal injury or from damage to the property caused by a defect.	Our licensee feels safe from personal injury and knows to report any damage to the property caused by a defect which may cause potential for injury.		
	7.3	Our licensee needs us to regularly highlight fire safety awareness to them which includes the safe use of gas hobs.	Our licensee is aware of all fire safety issues and is able to confidently operate correctly in all issues to do with fire safety including the safe use of gas hobs.		
	7.4	Our licensee needs regular reminders and drills to help keep them safe in the event of a fire.	We remind our licensee regularly about what to do in case of a fire – individually and in monthly house meetings and our licensee has shown to be capable in these areas.		
	7.5	Our licensee needs to be reminded to dispose of cigarettes appropriately inside and outside.	Our licensee disposes of his cigarettes appropriately inside and outside.		
	7.6	Our licensee needs to understand the principles underlying safe storage of cleaning materials which implies an awareness of C.O.S.H.H. - the Control of Substances Hazardous to Health Regulations.	Our licensee understands the principles of safe storage regarding cleaning materials (i.e. they are aware of C.O.S.H.H.).		
	7.7	Our licensee needs to understand how to apply first aid in an emergency and where the first aid box is located.	Our licensee has a good basic knowledge of how to practise first aid and knows where the first aid box is located.		
<p><b>8. Advising and supervising the Licensee on the use of their own domestic equipment and appliances.</b></p>	8.1	<p>Our licensee needs to function well in an independent setting and one of the key aspects to this is the safe use of all appliances such as cooker, iron, dishwasher, washing machine etc.</p> <p>Our licensee will sometimes require us to supervise the use of appliances to avoid health and safety risks.</p> <p>We will show our licensee how to use the oven, washing machine and dryer and supervise the use of these appliances independently.</p>	Our licensee is able to use all appliances safely in accordance with the manufacturer's instructions and without supervision.		
	8.2	<p>Our licensee needs to function well in an independent setting and one of the key functions of this is the optimal use of all these appliances.</p> <p>We will show our licensee how to use the oven, washing machine and dryer in a way that prolongs</p>	Our licensee is able to confidently and efficiently use all household appliances to their very best advantage in a manner which prolongs their usage and in a way that does not have an unnecessary drain on utility costs.		



		their life-span and that is environmentally friendly and cost-efficient.			
<b>9. Assisting with arranging minor repairs to, and servicing of, the Licensee's own domestic equipment and appliances.</b>	9.1	<p>For our licensee to be able to deal with their own minor repairs by teaching them the skills necessary to manage them.</p> <p>This may involve a higher level of intervention or continual repetition of verbal guidance in regards to minor repairs.</p> <p>We will demonstrate how simple repairs to household items can be carried out (e.g. light-bulb change, bleeding radiators etc).</p>	For our licensee to be successfully able to complete all minor repairs which an ordinary landlord would expect a licensee to complete themselves.		
	9.2	<p>It is important that our licensee is able to confidently and effectively arrange appointments for contractors/local repair organisations to call. We will assist by arranging for plumbers, electricians etc to call in the short term and also supervise our licensee in making contacts.</p>	For our licensee to be able to successfully and clearly arrange for contractors to call at set times that our licensee is available.		
<b>10. Providing and maintaining emergency alarm and call systems in relation to the provision of care, support or supervision of the licensee</b>	10.1	Our licensee needs to understand the need for the emergency alarm and call systems in the house.	Our licensee understands what to do when the emergency alarm and call systems in the house are not working. Whether that be a system reset, calling an engineer or calling us the landlord. Then to provide confident timey, clear and concise instructions as to what is not working so that emergency repairs can be carried out as quickly as possible.		
	10.2	Our licensee needs guidance regarding security/safety procedures that are provided and for the key issues to be understood as to why safety procedures are in place.	Our licensee has a full and comprehensive knowledge of why safety/security issues are needed.		
	10.3	Our licensee needs to be made aware of the key fundamentals to the system and how it works and what to do in the event of a malfunction.	When a malfunction comes in the system our licensee will either make a report of the system issue to us immediately or they will make the system to be reset appropriately.		
	10.4	Our licensee needs to attend all support meetings and house meetings where these issues are reinforced.	Our licensee always attends support meetings and house meetings and is confident in explaining any areas where full knowledge and understanding is not applicable.		



<b>11. Responding to emergency alarm calls, where such calls relate to the provision of care, support or supervision to the licensee</b>	11.1	Our licensee will require guidance regarding security/safety procedures in the event of an emergency requiring the vacating of the building in a safe manner.	Our licensee feels confident and well briefed as to what needs to be done in the event of an emergency evacuation and is therefore able to make focussed and informed decisions in this eventuality.		
	11.2	Our licensee should cooperate well with others in all safety issues.	Our licensee works well with the other licensees who should also know what they need to do so that no one's safety is compromised.		
	11.3	Our licensee should attend an induction in relation to security and safety alarms.	Our licensee attended the induction and was fully briefed on all safety matters which was fully understood.		
	11.4	Our licensee attends all support and house meetings where safety briefings are provided and good practise is explained and reinforced.	Our licensee attends all support and house meetings to which a good personal contribution is made and understanding is confirmed.		
	11.5	For our licensee to inform us the landlord if there are any issues with the functioning of the emergency alarm and call systems.	Our licensee understands how the emergency alarm and call systems work to the degree that our licensee is able to provide confident timey, clear and concise instructions as to what is not working so that emergency repairs can be carried out as quickly as possible.		
<b>12. Advising or assisting the licensee in dealing with benefit claims and other official correspondence relevant to sustaining occupancy of the dwelling</b>	12.1	Our licensees require advice and guidance on the full range of benefits they are entitled to claim.	Our licensee has a good understanding of the benefits to which they are entitled.		
	12.2	Our licensee needs help completing the paper-based forms.	Our licensee has successfully applied for and been awarded the maximum amounts of money they are entitled to.		
	12.3	Our licensee needs help with completing on-line forms.	Our licensee has had their claim for Housing Benefit assessed under the regulations for Exempt Accommodation.		
	12.4	Our licensee needs help obtaining valid identification.	Our licensee has successfully navigated the process leading to obtaining a birth certificate and national insurance number.		
	12.5	Our licensee has the necessary ID to be able to not be marginalised.	Our licensee has successfully applied for a photocard driving licence.		





	12.6	Our licensee needs reminding to check for and implement the notifications of changes of circumstances.	Our licensee continues to receive their correct benefits for the duration of their stay.		
	12.7	Our licensee needs advocacy in any legal disputes.	Our licensee is able to navigate the criminal justice system and has confidence to make their view heard.		
	12.8	Our licensee needs a member of our Licensee Support Team to attend court with the, attend, tribunals for benefits with them or help them to deal with legal professionals.	Our licensee has a fair hearing and has communicated issues from their perspective.		
	12.9	Our licensee needs to be regularly reminded to show our Licensee Support Team all correspondence that comes to the house.	Our licensee does not miss any appointments and answers all correspondence promptly.		
	12.10	Our licensee needs support in terms of some benefit claim meetings.	Our licensee has the opportunity to be accompanied to all appointments.		
	12.11	Our licensee needs to be reminded to collect medical certificates on time.	Our licensee is always up to date with their medical certificates.		
	12.12	Our licensee needs help to regularly complete their Universal Credit on-line journal and answer any questions that are sent to them through the journal.	Our licensees journal is always up-to-date and questions from Universal Credit have been answered promptly.		
<b>13. Other support that enables the licensee to live independently and to fulfil their potential in the community</b>	13.1	Our licensee needs encouragement to increase exercise levels as a way of improving mental and emotional health.	Our licensee is regularly exercising, attends a gym / leisure centre/ swimming pool.		
	13.2	Our licensee needs help gaining awareness of all the opportunities available for personal development in the local community.	Our licensee is a member of the local library and regularly attends.		
	13.3	Our licensee needs help gaining awareness of all the opportunities available for personal development in the local community.	Our licensee has enrolled on an adult learning course at the local college or is attending classes in a subject that interests them.		
	13.4	Our licensee needs training in how to maintain a licence.	Our licensee is occupancy ready and can evidence training to be a reliable licensee.		



<b>14. Advising or assisting the licensee with personal budgeting and debt counselling.</b>	14.1	Our licensee needs help with weekly/ fortnightly/ monthly budgeting ensuring that when she/he receives her/his benefits all bills are paid and a budget is set.	Our licensee is living within their means, not getting into debt and not borrowing or lending money.		
	14.2	Our licensee needs help to manage a bank account that is not constantly overdrawn.	Our licensee has a well-run bank account that is not constantly going into overdraft.		
	14.3	Our licensee requires us to provide them with vouchers for the foodbank if budgeting goes over for whatever reason.	Our licensee does not require vouchers for the local foodbank because they are able to budget effectively.		
	14.4	Our licensee needs money-management advice including advice and guidance about financial debts and the budgeting of money.	Our licensee has payment plans in place with a specific target date to be debt free. Our licensee pays their service charge regularly by standing order.		
	14.5	Our licensee needs assistance to set up a regular savings plan.	Our licensee has a regular savings plan set up with a registered credit union or the Christmas savings club.		
<b>15. Assisting the licensee to engage with individuals, professionals and other bodies with an interest in the welfare of the licensee</b>  <b>The landlord provides advice to the licensee as well as advocacy and liaison with statutory, non-statutory agencies and relatives.</b>	15.1	Our licensee needs reminding and prompting about when hospital and other appointments are and help to attend these appointments on time and be well presented.	Our licensee has well developed systems in place to remind themselves about appointments and a growing confidence in establishing good practice on their own initiative.		
	15.2	Our licensee needs advocacy, liaison and assistance with keeping benefit claims on going and up to date, this includes arranging and collecting medical certificates when required.	Our licensee is confident in dealing with all the professionals who have an interest in their welfare.		
	15.3	Our licensee needs support to stay calm and express themselves clearly when things don't go their way.	Our licensee can express their needs clearly and remain calm when things don't go their way.		
	15.4	Our licensee needs someone in their corner with any issues with the relevant agencies, especially when things aren't going so well.	Our licensee has someone in their corner to help with relevant agencies, especially when things aren't going so well.		
	15.5	Our licensee needs guidance to generate and maintain a commitment to meaningful activity whether that be education, training, volunteering, employment or support groups for the purposes of up-skilling and/or improving mental and physical health.	Our licensee has a clearer idea of what they enjoy doing, what motivates them and how they can find fulfilment in purposeful activity.		



	15.6	Our licensee needs help appreciating and understanding their interests and life goals.	Our licensee appreciates their interests and life goals.		
	15.7	Our licensee needs support to intentionally structure meaningful activity so that it helps them stabilise or progress.	Our licensee can monitor and evaluate all meaningful activity in terms of its ability to assist them with their forward progression or at least provide stability.		
	15.8	Our licensee needs support to appreciate the value of purposeful activity to their social network and future independence.	Our licensee can monitor the effectiveness of purposeful activity in providing an increase in their social network to aid future independence.		
	15.9	Our licensee needs assistance to plan some of their goals.	Our licensee has a plan to achieve some of their goals.		
	15.10	Our licensee needs guidance and signposting to engaging with other appropriate agencies which will provide help and advice.	Our licensee can research and develop good relationships with agencies that can provide specialist assistance.		
	15.11	Our licensee needs help to assess the impact of agencies on their well-being.	Our licensee can check and analyse the impact of the agency on their well-being.		
<b>16. Arranging adaptations to enable the licensee to cope with disability</b>	16.1	Our licensee cannot move into the house without wheelchair access into the property and access to the communal facilities for cooking, washing and toilet needs.	Our licensee has full access and is confident and happy making their way around communal facilities.		
	16.2	Our licensee can move in but requires physical adaptations such as: <ul style="list-style-type: none"> <li>○ Adapted kitchen utensils</li> <li>○ Wide grip items like remote controls</li> <li>○ Widening of door-frames and corridors</li> <li>○ Support handles and rails on stairs and in toilet / bathroom</li> </ul>	Our licensee is confident and happy using all the equipment in the property.		
	16.3	Our licensee needs training in the use of adapted resources.	Our licensee has a well-planned schedule of work and training in the use of adapted resources.		
<b>17. Cleaning of licensee's bedroom</b>	17.1	Our licensee needs to be shown how to use cleaning equipment, vacuum cleaner, dust-pan and brush, polish and duster, cleaning cloths	Our licensee can and does competently clean their bedroom by using appropriate utensils		
	17.2	Our licensee needs training in how to move furniture and clean underneath and behind items.	Our licensee can and does competently perform a deep clean in their room when necessary.		



	17.3	Our licensee needs someone to clean with them the first time.	Our licensee can and does clean their room independently.		
	17.4	Our licensee needs to strip a bed, wash and change the linen with supervision.	Our licensee can and does change their bed sheets as appropriate.		
<b>18. Physical; Emotional; Mental and Spiritual health</b>	18.1	Our licensee has: high/ medium/ low support needs based on the self-reported evidence in the referral form.	Our licensee is receiving support to the requisite level.		
	18.2	Our licensee needs others to help them look after their physical health.	Our licensee is looking after their physical health and has: <ul style="list-style-type: none"> <li>○ Registered with a GP</li> <li>○ Registered with a dentist</li> <li>○ Registered with a counsellor</li> <li>○ Enrolled on a substance misuse programme</li> </ul>		
	18.3	Our licensee needs regular exercise.	Our licensee is getting regular exercise by: <ul style="list-style-type: none"> <li>○ Going to the gym, attending fitness classes and/ or swimming</li> <li>○ Setting 'steps' targets on their phone apps</li> <li>○ Joining a walking or running group</li> <li>○ Organising companion walks for other licensees</li> <li>○ Cycling</li> </ul>		
	18.4	Our licensee needs support to manage their wellbeing and sexual health.	Our licensee manages their wellbeing by: <ul style="list-style-type: none"> <li>○ Accessing advice on safe sex</li> <li>○ Booking session at a sexual health centre.</li> <li>○ Researching therapies and interventions related to wellbeing</li> <li>○ Using sex and consent learning materials</li> </ul>		
	18.5	Our licensee needs therapy and interventions.	Our licensee is accessing therapies and interventions in relation to: <ul style="list-style-type: none"> <li>○ Wellbeing</li> <li>○ Addiction</li> <li>○ Anger management</li> <li>○ Relationship management</li> <li>○ Parenting skills</li> </ul>		
	18.6	Our licensee needs support with anxiety self-help techniques.	Our licensee is applying depression and anxiety self-help techniques.		



	18.7	Our licensee needs help to explore spiritual activity that is right for them.	Our licensee is participating: <ul style="list-style-type: none"> <li>o An Alpha Course</li> <li>o Sunday services</li> <li>o Small group activities</li> <li>o Church-based social events</li> <li>o Other opportunities as identified by our licensee</li> </ul>		
<b>19. Controlling access to the licensee's dwelling</b>	19.1	Our licensee requires a key to the property.	Our licensee has a set of their own keys.		
	19.2	Our licensee needs to become aware of who can and cannot have access to the property.	Our licensee is aware of who is allowed access to the property.		
	19.3	Our licensee requires support to ensure access to the property is limited to authorised persons in keeping with our guidelines.	Our licensee knows our guidelines and is able to ensure access to the property is limited to authorised persons.		
	19.4	Our licensee needs to be reminded to keep their keys on their person when leaving the property.	Our licensee self-manages and never leaves the property without their keys.		
<b>20. Encouraging social intercourse and undertaking welfare checks on the licensee</b>	20.1	Our licensee needs to be encouraged to engage with housemates in communal areas of the property.	Our licensee regularly attends house meetings and engages freely with other licensees in communal areas such as the lounge and kitchen.		
	20.2	Our licensee needs help socialising with fellow licensees.	Our licensee readily engages in friendly chats, befriending and peer support.		
	20.3	Our licensee needs guidance in interacting with support staff and feeling free to raise any issues with them.	Our licensee interacts with support staff by raising any issues they may have.		
	20.4	Our licensee requires us to help them engage in at least 10 hours of meaningful activity every week.	Our licensee engages in at least 10 hours of meaningful activity week to improve their skills and wellbeing. Activities may include: <ul style="list-style-type: none"> <li>o Education</li> <li>o Training</li> <li>o Volunteering</li> <li>o Employment</li> </ul>		
	20.5	Our licensee needs support to develop their social skills and network for social interaction.	Our licensee has developed their social skills and widened their circle of contacts.		
	20.6	Our licensee has expressed interest in attending church which needs to be facilitated.	Our licensee has been supported to attend church regularly as requested.		



	20.7	Our licensee needs good neighbourly type support.	Our licensee is in constant receipt of friendship, help and advice.		
	20.8	Our licensee needs support to engage in group activities.	Our licensee participates in group activities which have helped them develop social skills in a safe and supervised environment.		
	20.9	Our licensee needs welfare checks in their accommodation during the day.	Our licensee reports they are well and happy as confirmed by regular welfare checks in their accommodation during the day.		
	20.10	Our licensee needs non-specialist supervision and monitoring of their health and wellbeing.	Our licensee reports they are well and happy as confirmed by our supervision and monitoring.		
	20.11	Our licensee needs help arranging social events to overcome their isolation.	Our licensee has overcome their social isolation partly because of the help we have provided in arranging social events.		
	20.12	Our licensee needs help to take the next step towards greater independence from certain support services.	Our licensee has obtained greater independence from certain support services.		
	20.13	Our licensee requires us to monitor their interaction with others in the property.	Our licensee no longer requires us to monitor their interaction with others in the property.		
	20.14	Our licensee needs weekly support sessions with us to discuss any issues that may arise.	Our licensee discusses any issues as they arise in weekly support sessions.		
	20.15	Our licensee requires support workers to be accessible during agreed hours should any issues arise.	Our licensee is accessing support during agreed hours when issues arise.		
	20.16	Our licensee needs informal help to understand triggers that reinforce addictive behaviour and assistance to explore coping strategies.	Our licensee understands triggers of addictive behaviour and can exercise coping strategies.		
	20.17	Our licensee has indicated that they would like their housing support officer to help them explore their interests.	Our licensee has explored and is now developing their interests.		
	21.1	Our licensee does not have the skills to arrange social events and therefore requires our support to do so.	Our licensee is able to manage their own social life by arranging meetings and events.		



<b>21. Arranging social events for the Licensee</b>	21.2	Our licensee has a limited network of contacts and requires our assistance to increase their social interaction.	Our licensee has a wide network of contacts providing plenty of opportunity for social interaction.		
<b>22. Advising or assisting with the resettlement of the Licensee</b>	22.1	Our licensee needs our support to be settled before they can be re-settled.	Our licensee is settled and ready to re-settle so as to live independently in the community.		
	22.2	Our licensee needs support with basic life skills so that they are able to maintain their own home when the time comes.	Our licensee has developed the basic life skills and residence skills to maintain a home of their own.		
	22.3	Our licensee needs our support to live independently in the community with a view to eventually moving on.	Our licensee has developed sufficient skills and opportunities with our support to resettle and live independently in the community.		
	22.4	Our licensee needs us to help them gain access to other services which may result in move-on.	Our licensee has gained access to education, training or employment facilitating move-on.		
	22.5	Our licensee needs support to take up opportunities that we recommend to them which could pave the way to resettlement.	Our licensee has taken up opportunities we recommended and is now able to resettle.		
	22.6	Our licensee needs our specific support to help them arrange entry to job programmes potentially necessitating resettlement.	Our licensee has joined a job programme and is able to resettle.		
	22.7	Our licensee requires us to draw up a resettlement plan when appropriate.	Our licensee has a resettlement plan to guide them through move-on.		
	22.8	Our licensee needs assistance with moving onto accommodation where less support is required.	Our licensee is empowered to move onto accommodation where less support is required.		