

**Guidance Notes
To Accompany
The Supporting
People
Questionnaire For
Older Persons
Services**

Introduction

The Questionnaire has been developed to gather consistent information across agencies. It will assist the Supporting People Team to identify and better understand the housing and support needs of older persons in Blaenau Gwent. It will help us to identify any gaps in services and help us to create new services or further develop existing services to meet identified needs.

The Questionnaire is not intended to be used to carry out a comprehensive assessment of an individual for support planning purposes. This information is to be collected solely for statistical analysis to inform the Local Authority's broader strategic planning processes.

Using The Questionnaire

The Questionnaire uses a combination of tick boxes, narrative boxes and options for completion.

Any questions can be disregarded if you are not comfortable asking it or feel it is irrelevant to the service user concerned. However, where you can, questions should be asked to gain as much information as possible.

You should explain the form to each service user and obtain their consent for the form to be completed and returned to the Supporting People Team.

If a service user does not want to complete the form they may agree to you completing the form later on their behalf, based upon any information you already have about him/her. If they are unwilling to fill in the form at all you must respect the wishes of that individual.

Criteria For Use

The Questionnaire is being rolled out for use across a range of statutory, voluntary and private sector agencies operating in Blaenau Gwent.

The Questionnaire should be completed wherever the individual makes contact, regardless of whether that agency is likely to provide the service. If there is duplication this will show at the point of data collection by the Supporting People Team.

It is suggested that you should explain the purpose of the document and give reassurances about the storage and use of information:

It is a system of gathering information to help the local authority decide what housing and support is needed for older persons and to help develop services to meet those needs.

Reassurances should be given to the service user regarding confidentiality i.e. the form is anonymised and will be stored in an anonymised format on a database.

Service users should be assured their answers need only to be very brief and that it is not a detailed assessment process.

Identification of needs should be based on self-identification. However, you should utilise your professional skills and knowledge to assist the service user to communicate those needs.

Questionnaire Sections

Initial Information	Guidance
Date of completion	Please enter the date the form is completed.
Initial check	Checking for previous completion to save duplication. If a person has previously completed the form and their accommodation and/or support need have not changed since, then there is no need to complete a new form.
Organisation worker	Name of the person helping the Service User to complete the form.
Organisation and contact number	Name of the organisation from which the person is completing the form, on behalf of the Service User and their telephone number.
Your Details	Guidance
Surname/DOB/gender	Please only record the first three letters of the persons' surname. Their letters together with their date of birth and gender will make an anonymity code for each individual. This code helps to prevent duplication of data and ensures anonymity for confidentiality purposes.
Area of residence	Please enter the ward within Blaenau Gwent in which the Service User currently resides.
Residence preference	Please state the place where the Service User would prefer to reside, if applicable.
Current accommodation	Options to tick
Landlord	Options to tick
Current accommodation and needs	Please tick yes or no
Support	Please tick if the Service User is either receiving or need support, if applicable.
Support satisfaction	Options to tick
Accommodation and support (Present and future)	These questions aim to identify the type of accommodation and support Service Users feel would be more suitable to them. It also assists the Supporting People Team in developing new services to meet the needs of the people in Blaenau Gwent.
Options for Sheltered Accommodation	Guidance
Options	Tick options. These questions aim to determine Service Users' thoughts on the current sheltered accommodation provision in Blaenau Gwent. Service users views are paramount in the development of future sheltered accommodation services.
Personal Care	Guidance
Receiving personal care	Tick options, if applicable These questions will assist in collating data on people receiving personal care, which will be taken into consideration when planning for future services.
Additional Problems	Guidance
Areas of need	There are 12 areas of need from which the Service User is asked briefly to identify any or all of the areas they feel have contributed to their accommodation and/or support needs. The 12 areas are:

Domestic abuse	Difficulties due to currently or previously experiencing domestic abuse or a violent relationship.
Learning difficulties	Difficulties with mild to moderate learning difficulties as well as those with more severe learning difficulties/challenging behaviours.
Mental health issues	Mental health problems or in current contact with specialist services.
Alcohol dependency	Problems caused by current use/misuse of alcohol
Prescribed/non prescribed drugs	Problems caused by current use/misuse of prescribed/non prescribed drugs
Refugee status	Difficulties due to experiencing of seeking /obtaining refugee status
Physical disabilities/frailty or mobility	Difficulties due to a physical disability or ill health and a person's need for mobility aids or equipment.
Offending/criminal behaviour	Difficulties due to recent release from prison, current contact with courts/solicitors/probation officers, offending behaviour or at risk of offending.
Homelessness	Difficulties due to homelessness or being potentially homeless.
Chronic or long term illness	Chronic, life threatening or terminal illness.
Hearing and/or sight	Difficulties as a result of hearing and/or sight problems
HIV and AIDS illnesses	Difficulties or support needed due to living with HIV/AIDS
No issues	If none of the above are applicable please tick this box
Scoring	<p>This gives the Service User the opportunity to indicate how they rate the seriousness of their current issues in any of the applicable areas on a scale of low/medium/high</p> <p>This method of scoring is really a means of highlighting those issues that have the greatest impact on the Service User.</p>
Main support need	Once the Service User has identified all applicable areas of need, you should then ask them to identify which of those areas they feel contribute most to their current needs and highlight this by writing the appropriate area of need in the box.
Length of support	Here the Service User is asked to indicate how long they feel they may need help to address their support needs.
Other support needs	This aims to encompass any other support needs a Service User may have which had not previously been covered:

Caring responsibilities	Difficulties due to e.g. caring for siblings, other family members, caring for non family members, receiving respite from caring.
Cultural and religious needs	If a Service User has particular housing related needs according to their cultural or religious beliefs.
Issues regarding safety	Problems associated with harassment, abuse or other issues where the Service User feels their safety is at risk
Literacy	Difficulties in reading, writing.
Language difficulties	Where a person's first language is not English and they have difficulties in communicating, require translatory services, etc.
Other comments	Please state any other comments Service Users may have about their accommodation and support
Ethnicity	Guidance
	Selection of option boxes and narrative if 'other' to identify how Service Users describe their ethnicity
Language	Guidance
	Narrative box to enable Service Users to identify their first language.
Religion	Guidance
	Selection of option boxes and narrative if 'other' to identify how the Service User describe their religion.

Collating of Information

Please send all completed forms to the Supporting People Team, address shown on the last page of the Questionnaire.

It is suggested that the forms are to be returned as and when completed to prevent a build up of forms and minimise storage problems.

Use of Information by the Supporting People Team

The Supporting People Team will record the date each form was received and input the information onto a SNAP database, which has been specifically designed and developed for use by the Supporting People Team.

This database is only accessible for use by the Supporting People Team.

A series of reports will be extracted from the information collected, based on numbers and percentages of Users affected by particular issues, according to age range, gender and circumstance.

No personal details identifying an individual are to be forwarded to the Supporting People Team. The anonymity code made up from the first three letters of a Service User's surname, their date of birth and gender is purely to minimise the risk of statistical duplication.

Anonymity codes will not be used in the production of reports.

Statistical data and report analysis will be produced to assist the Supporting People Planning and Commissioning processes and to assist Local Authorities in their overall strategic role.