

## ASTH323

### Help customers to move and settle into new living environments



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#### Overview

This standard is about supporting individuals to move and settle into new living environments. This could include resettling individuals and families from temporary accommodation to permanent homes. It could also include supporting individuals moving from a variety of different settings such as secure environments, armed forces, hospital or drugs rehabilitation centres.

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### Performance criteria

*You must be able to:*

- P1 work with colleagues to secure suitable accommodation for customers
- P2 provide active support to enable customers and key people to identify and communicate their views and feelings about moving from their current living arrangements into a new living environment
- P3 plan the stages for the change and identify methods that will enable the move to be undertaken without difficulties
- P4 provide customers and key people with timely and clear information about all aspects of the change
- P5 make customers aware of the impact that change in their living environment might have for them and their personal relationships
- P6 demonstrate respect for the views, choices, wishes and privacy of others
- P7 carry out work in accordance with prescribed codes of conduct and recognised good practice
- P8 ensure that any risk to individuals is effectively managed
- P9 work with individuals, key people and those within the new environment to plan the move, ensuring that it takes account of the individual's needs and preferences
- P10 support individuals in adjusting to the new living arrangements
- P11 monitor positive changes in the individual's wellbeing and take action to address concerns
- P12 manage customer expectations and provide advice on complaint or appeals procedures
- P13 carry out actions which are consistent with your organisational, legal and statutory requirements

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### Knowledge and understanding

*You need to know and understand:*

- K1 how the customer's short, medium and long-term goals, needs and circumstances affect their choices
- K2 the legal obligations, standards and codes of practice applicable to the scope of your work
- K3 the roles, responsibilities, accountability and duties of others when organising resettlements
- K4 organisational procedures for equality, health and safety, confidentiality and information sharing
- K5 flexible strategies to ensure that customers are, as far as they are able in practical or legal terms, able to make and communicate their own decisions about the resettlement and its implementation
- K6 how to use various questioning and communication methods to ensure clear, focused discussion and establish a common understanding of agreed outcomes and actions
- K7 ways in which the different personal circumstances of customers affect the services that are likely to be required and the approach you need to take
- K8 how different principles, priorities and codes of practice can affect partnership working
- K9 the stages, procedures, paperwork and people involved in resettlement to new living environments
- K10 how to form relationships that promote the individual's rights, choices and wellbeing
- K11 the ways that organisational values may differ from those of the individuals and key people you are working with
- K12 key government initiatives which affect your area of work
- K13 how and where to access literature, information and support to inform your practice
- K14 the importance of complying with recognised good practice
- K15 the full range of tools and support mechanisms available to you
- K16 factors affecting the capacity of your organisation to always fully meet customer expectations
- K17 the extent and limits of your own competence and expertise, and the importance of not working beyond these

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