

# ASTSH01

## Maximise engagement with the service



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### Overview

This Standard is about ways of identifying those individuals and/or groups who have not engaged with the supported housing services and developing ways of encouraging their engagement

### Performance criteria

*You must be able to:*

- P1 identify groups and individuals not currently making use of the service
- P2 assess the background and context of non-engagement of groups and individuals with the supported housing service
- P3 identify the specific triggers, blockages and concerns that lead to non-engagement with the supported housing service
- P4 identify ways of overcoming the obstacles to engagement with the supported housing service
- P5 identify alternative ways of making access to the supported housing service more flexible
- P6 identify appropriate methods of communicating with those not engaged with the supported housing service
- P7 establish the resources commitment required to reach the disengaged
- P8 balance the resource commitment necessary with delivery constraints and objectives
- P9 decide if and how best to offer the supported housing service to disengaged groups and individuals
- P10 agree boundaries and ways of working which will encourage take up of the supported housing service

### Knowledge and understanding

*You need to know and understand:*

- K1 methods of identifying who is not making use of the supported housing service
- K2 the different ways of identifying groups and individuals who are not making use of the supported housing service
- K3 the different likely factors and contexts leading to non-engagement with the supported housing service
- K4 the usual barriers and obstacles to engagement experienced by individuals and groups in relation to the supported housing service
- K5 potential changes to the method of communicating with individuals and groups likely to overcome the barriers and obstacles
- K6 potential changes to the method of delivering the service to individuals and groups likely to overcome the barriers and obstacles and encourage their engagement with the supported housing service
- K7 potential changes to ways of working with individuals and groups likely to overcome the barriers and obstacles and encourage their engagement with the supported housing service
- K8 ways of establishing the resources needed to change methods delivering the supported housing service to disengaged individuals and groups
- K9 how to conduct a cost benefit analysis to evaluate the viability of changing methods of delivering the supported housing service to disengaged individuals and groups
- K10 ways of delivering the supported housing service within resource constraints and organisational objectives and priorities
- K11 appropriate boundaries and ways of working which will encourage engagement of individuals and groups within organisation policies and priorities

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## Maximise engagement with the service NOS title

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**Suite** Supported Housing

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