

# appendix 1: matrix scoring guide

## 1. ACCOMMODATION

### 1.1 Suitability of Property

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
<p>I have been sleeping rough</p> <p>I am in hospital but cannot be discharged until accommodation is found for me</p> <p>It would be unreasonable for me to remain in my house (see Code of Guidance on Homelessness)</p>	4
<p>I have been staying with friends and family on a short term basis</p> <p>I need to move house as my home is not suitable for my particular needs.</p> <p>I am in accommodation which is very unsuitable because of poor physical condition – I need to move or do extensive work</p> <p>Only limited adaptations can be carried out to my home. This limits my ability to be independent.</p>	3
<p>I am currently in temporary hostel accommodation which is not supported</p> <p>I need a number of adaptations to my home as it is not suitable for my particular needs</p> <p>I am in accommodation which is unsuitable because of poor physical condition – it requires much work</p> <p>Adaptations are being carried out to my home which will enable me to return home and to remain as independent as possible.</p>	2
<p>I have moved into new accommodation but require some essential furniture</p> <p>I am waiting for a number of planned adaptations to be carried out to make my home suitable for my particular need</p> <p>I am in accommodation and have some issues with its physical condition – it requires some work</p> <p>I am currently living in supported short or medium term accommodation</p> <p>Adaptations have been carried out to my home which will enable me to return home and to remain as independent as possible.</p>	1
<p>I am in good quality permanent or long-term accommodation, which meets any particular needs I have</p>	0

### 1.2 Security of Tenure

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
<p>I am at immediate risk of losing my home</p>	4
<p>I could lose my current home in the next few months due to action being taken against me</p>	3
<p>I need support to keep my home</p> <p>Support is helping me to deal with any issues that may put the home at risk</p>	2
<p>I am able to manage my home assisted by my support worker</p>	1
<p>I am dealing with any legal responsibilities to do with my home by myself</p>	0

### 1.3 Other accommodation support.

## 2. HEALTH

### 2.1 Physical health

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I have health problems but do not have a GP or any other doctor in place I have chosen not to deal with my health problems	4
I do not have any health problems I am aware of but I do not have a GP I have health problems and have support in place now so that I can begin addressing these problems	3
My support worker helps me to set up health appointments and/or reminds me about them. My support worker may accompany me to appointments My support worker is assisting me to register with a GP as well as with other health services I may need	2
My support worker sometimes reminds me to make and/or attend appointments	1
I am registered with a GP/ other health services I can make and attend health related appointments when necessary and do not need support to assist	0

### 2.2 Mental health

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I feel I have serious mental health issues but have no contact with mental health/psychiatric services I have been prescribed medication but have not been taking it I have been recommended a treatment course but have not been going for treatment	4
I have had repeat admissions or emergency contact with mental health or psychiatric services My mental health condition is managed with regular support from mental health services	3
I need support to attend mental health related appointments I have been experiencing mild mental health problems but have not discussed this with a GP or any support worker I feel stable and I am receiving medication or other treatment which is managed by my support worker	2
I am able to attend appointments and or make contact with mental health/psychiatric services with some assistance from a support worker I have been experiencing mild mental health problems and have support in place to address or assist with this I feel stable given the medication or treatment I am using which I manage independently	1
I have good mental health OR I am able to make and attend mental health related appointments when necessary	0

**Note:** This part of the matrix aims to measure service users' perceptions about their mental health rather than a tool to diagnose mental health problems. In addition the extent to which a person's mental health impacts on their everyday life should be considered when deciding on the score.

## 2.3 Addictions

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
My addiction is putting my current situation (such as accommodation, health etc) at risk but I don't want to address addiction	4
My addiction is putting my current situation at risk, I wish to receive support but struggle to do so	
My addiction is putting my current situation at risk and I wish to receive support for my addiction	3
My addiction is putting my current situation at risk and I wish to receive support for my addiction. I am currently on a waiting list or awaiting input from an addiction support team.	
My addiction does not put my current situation at risk and I do not want to address my addiction	
I am attending at least one specialist service (e.g. counselling, detox, rehabilitation) to assist with my addiction	2
I am successfully managing my addiction and I sometimes access support if I need to	1
I have no issues regarding addictions OR I am successfully managing my addiction on my own	0

**Note:** This part of the matrix measures outcomes for service users who experience addiction problems. It also measures the extent to which services users make use of specialist services.

## 2.4 Other health support

## 3. SAFETY AND SECURITY

### 3.1 Domestic abuse

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I am experiencing domestic abuse and feel I am unsupported to address this	4
I am experiencing domestic abuse but I know where to access support if I need it and am aware of my rights	3
I feel I am potentially vulnerable to domestic abuse (I was recently threatened or harassed)	2
I use support to help address any practical issues arising from domestic violence	
My support is assisting me to deal with the impact and effect of domestic abuse on self and any children	
I am concerned about domestic abuse and am unclear about my rights for protection from domestic abuse	1
I am developing a safety plan for me and any children	
I am developing my own support network within the community	
I feel I am not at risk of domestic abuse	0
I feel safer and more protected from partners abuse	
I have developed a safety plan for me and any children	
I have developed my own support network within the community	

**Note:** This part of the matrix measures outcomes where a person is experiencing or at risk of experiencing domestic abuse. Domestic abuse (as gender-based abuse), can be perpetrated by partners or ex-partners and can include physical abuse (assault and physical attack involving a range of behaviour), sexual abuse (acts which degrade and humiliate women and are perpetrated against their will, including rape) and mental and emotional abuse (such as threats, verbal abuse, racial abuse, withholding money and other types of controlling behaviour such as isolation from family or friends).

### 3.2 Legal issues

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I have offended more than once (since last review if applicable) I have convictions pending or an active warrant (or warrants) I have been imprisoned more than once (since last review if applicable) I have not attended court when required	4
I am on a probation order, but I have not met it's conditions I have been imprisoned once (since last review) I have offended once (since last review) I am required to attend a police station/court as a witness but I have not done so	3
I am currently supported to address my offending behaviour I am on probation and being supported to meet conditions I am being supported to attend police station/court as witness	2
I am keeping appointments with probation officer I am paying any outstanding fines or have put a payment plan in place	1
I have no offending or legal issues	0

**Note:** This part of the matrix aims to measure outcomes for legal issues. This may include any offending behaviour as well as any other legal issues to be addressed.

### 3.3 Safety from harassment and abuse

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I have major and immediate concerns about my safety because of harassment or abuse by others	4
I have significant security concerns as I feel harassment or abuse by others is placing my accommodation at risk	3
I need support to help me deal with the harassment or abuse I am experiencing	2
I am able to deal with issues surrounding harassment or abuse mainly by myself but I have access to support if I need it	1
I am not facing any harassment or abuse	0

**Note:** This part of the matrix looks to measure outcomes in terms of safety from harassment and abuse. Abuse can include physical abuse, racial abuse, sexual abuse, mental and emotional abuse and financial abuse and can be perpetrated by family, friends, neighbours, carers or others (but not intimate partners or ex-partners as this would be termed domestic abuse) and can happen at any stage in life. It can affect men and women.

### 3.4 Safety risks and emergency procedures

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
<p>I have major and immediate concerns about my safety as I do not feel I am able to manage any safety and security risks</p> <p>I would not know what to do in case of a fire or other emergency</p> <p>I require special rescue procedures to be in place eg through the Fire Brigade</p>	4
<p>I have significant security concerns as I do not feel I am able to manage safety and security risks and need assistance with this</p> <p>I am uncertain what to do in a fire or other emergency</p>	3
<p>I have support in place to help me manage safety and security risks</p> <p>I need regular reminders of the safety procedures in my accommodation (e.g. fire safety, emergency response equipment)</p> <p>Because of safety and security concerns, I received a daily visit from a support worker</p>	2
<p>I am able to manage safety and security risks with prompting/supervision</p> <p>I need a reminder of the safety procedures in my accommodation (e.g. fire safety, emergency response equipment)</p> <p>Because of safety and security concerns, I received a daily call from a support worker</p>	1
<p>I am able to manage any security risks independently</p> <p>I have a good knowledge of the safety procedures in my accommodation (e.g. fire safety, emergency response equipment)</p>	0

**Note:** This section looks to measure outcomes for safety and security outcomes. This includes safety of actual accommodation and use of emergency procedures

### 3.5 Use of technology

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I need technology for my particular needs to remain safe but do not have this in place	4
<p>I have technology for my particular needs in place but I do not know how to use it</p> <p>I have technology for my particular needs but I do not think this is sufficient to keep me safe</p>	3
<p>I have technology for my particular needs in place but I feel I need reminding on how to use it every so often</p> <p>I have technology for my particular needs in place but I still have concerns about my safety</p>	2
I have technology for my particular needs in place and I am able to use it appropriately	1
I do not need any technology for my particular needs	0

**Note:** This part of the matrix looks to measure outcomes for safety and security outcomes. This includes use of assistive technology and alarm services.

### 3.6 Other safety and security support

## 4. SOCIAL AND ECONOMIC WELLBEING

### 4.1 Life skills

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I have never managed my own accommodation before I have minimal skills in the following; shopping, cooking, cleaning, laundry and personal care needs I need assistance to shop, cook, clean, do my laundry and with personal care needs I would benefit from learning many life skills so I could carry out simple and more complex daily living tasks myself I have lost many life skills due to illness I have chosen not to address my shopping, cooking, cleaning, laundry and personal care needs	4
I need assistance with a large number of life skills (eg shopping, cooking, cleaning, laundry and personal care tasks) I would benefit from learning to undertake some life skills for myself such as cooking.	3
I need assistance with a number of life skills to shop, cook, clean, do laundry and personal hygiene	2
Although I have some life skills, I need to be informed and learn more minor life skills (for example, shopping and laundry) I need advice and prompting to help me with life skills (e.g. shopping and laundry) rather than actual assistance	1
I am able to carry out my daily living tasks independently	0

**Note:** This part of the matrix aims to measure outcomes relating to life skills. Life skills are skills a person requires in order to live independently. These include shopping, cooking, cleaning, laundry, and personal hygiene.

## 4.2 Money matters and personal administration

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I have no benefits or income Rent arrears and debts are putting my accommodation at risk I am not dealing with my finances I am not dealing with my correspondence I have an active power of attorney or am in the process of putting a power of attorney in place I have social work guardianship in place	4
I have difficulty managing money I do not have a bank account (but wish/need to get one) I have difficulty dealing with my correspondence	3
I am receiving support to assist me deal with my benefits I have a bank account but need assistance in accessing money I have a budget plan in place and I am receiving support to assist me to stick to the plan My support is assisting me to deal with my correspondence	2
I have payment/budgeting plan set up and can adhere to it with some assistance I have a bank account but sometimes need assistance in accessing money I am able to deal with my correspondence mostly myself but sometimes need assistance	1
I can cope independently with money matters and personal administration	0

**Note:** This part of the matrix looks at outcomes for money matters and personal administration. It includes dealing with benefits, money management, and dealing with correspondence.

## 4.3 Leisure

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I wish to take part in leisure activities but am never able to take part	4
I wish to take part in leisure activities but I am rarely able to take part I can only take part in activities taking place on the premises (supported accommodation)	3
Many leisure opportunities are available to me and I am being supported to attend I need assistance to find leisure activities to suit me I find it easier to take part in activities conducted on the premises (supported accommodation)	2
Support service encourages me to participate in activities within and out with my home	1
I am able to pursue leisure opportunities independently	0

**Note:** This part of the matrix aims to measure outcomes for leisure activities. This assesses service users' ability to engage with leisure activities if they wish.

#### 4.4 Social interaction

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I am not able to see my friends or family I am unhappy with my current relationships with friends or families because they are abusive I have problems with my neighbours which could be resolved	<b>4</b>
I am having difficulty sustaining relationships I wish to address my problems with my neighbours (e.g. change any problem behaviours)	<b>3</b>
I need support to help me to develop or maintain my social network My friends and family give me a large amount of support which reduces the amount of quality time spent with them Support is assisting me to address issues with my neighbours	<b>2</b>
I need support sometimes in order to maintain social networks By living in supported accommodation I can more easily maintain a social network My family and friends give me some support but we are still able to enjoy some quality time I am working to resolve any issues with my neighbours with some help from support	<b>1</b>
I have good social networks Support enables me to maximise the amount of quality time I have with my family, as they do not need to support me I have good relations with my neighbours	<b>0</b>

**Note:** This part of the matrix looks to measure outcomes surrounding social contact and social relationships.



## 4.5 Self-Esteem

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I have very low self-esteem I have no future plans I have no control over decisions affecting my life	4
I have low self-esteem I wish to address my self-esteem I wish to receive support to identify my future plans I have little control over decisions affecting my life	3
I have support which is assisting me to address my self-esteem Learning new skills and support has enabled me to feel more positive I have support which is assisting me to identify my future plans I am being encouraged and supported to take control over decisions affecting my life	2
Although I am becoming more confident, there are some self-esteem issues I would still like to address With some support when I need it, I am taking control of decisions affecting my life	1
I am confident and positive about my future	0

## 4.6 Other social and economic wellbeing support

## 5. EMPLOYMENT AND MEANINGFUL ACTIVITY

### 5.1 Core skills

DESCRIPTION	LEVEL OF SUPPORT REQUIRED
I feel I have no or few skills that I would need for employment	4
I need to address major skills needed for employment (this might include numeracy or written skills) I need to address a number of the skills needed for employment	3
Support is assisting me to develop the skills needed for employment	2
I need to address some minor skills needed for employment I need to address one or two skills needed for employment	1
I have the skills necessary for employment or education	0

**Note:** This part of the matrix looks to measure outcomes in achieving core skills for employment. Core skills include anger management, oral communication, written communication, numeracy, ability to work with others, personal hygiene, reliability, time keeping attendance, positive attitude to work, motivation, budgeting, decision making, IT skills and team building (as defined by Frontline Five).

## 5.2 Training and education

<b>DESCRIPTION</b>	<b>LEVEL OF SUPPORT REQUIRED</b>
I am not ready or prepared for education or training but would like to receive education in the future (e.g. benefits not in place, health restrictions)	<b>4</b>
I am willing and able to engage in education or training I have identified a course and am applying for this I am addressing issues in order that I can engage in education or training	<b>3</b>
I am in education or training, and require support to assist me to attend and remind me to prepare	<b>2</b>
I am in education or training, and require prompting from my support worker to attend and to prepare	<b>1</b>
I am attending education or training which I am committed to completing - no support is required I do not require any training or further education	<b>0</b>

## 5.3 Looking for work or a placement

<b>DESCRIPTION</b>	<b>LEVEL OF SUPPORT REQUIRED</b>
I am not ready to work or undertake placement (for example, health restrictions) I do not have the required skills	<b>4</b>
I am willing to begin to look for work or a placement I am addressing issues that restrict employment (e.g. treatment for any health problems)	<b>3</b>
I am actively seeking work or a placement with support	<b>2</b>
I am actively seeking work or a placement with support when necessary	<b>1</b>
I have found work or a placement	<b>0</b>

## 5.4 Sustaining employment

<b>DESCRIPTION</b>	<b>LEVEL OF SUPPORT REQUIRED</b>
I am at a high risk of losing my job I am in employment which is very unsuitable for my needs I have received a warning	<b>4</b>
I am in employment which is unsuitable for my needs I need support to sustain my job	<b>3</b>
I am unhappy in employment I need occasional support or prompting to sustain my job	<b>2</b>
I can sustain my employment independently	<b>1</b>
	<b>0</b>

## 5.5 Meaningful activity

<b>DESCRIPTION</b>	<b>LEVEL OF SUPPORT REQUIRED</b>
I feel aimless and do not have things to do with my time but do not know how to start changing this	<b>4</b>
I feel aimless but would like to find more things to do with my time.	<b>3</b>
I feel I need a lot of help to find things to spend my time on.	<b>2</b>
I would like some help to find voluntary work to do, learning new things or other sorts of activities	<b>1</b>
I feel my time is well occupied with voluntary work or learning new things	<b>0</b>

## 5.6 Other employment and meaningful activity support