



## Higher National Unit specification

### General information for centres

**Unit title:** Social Care: Homelessness

**Unit code:** F211 34

**Unit purpose:** This Unit is designed to enable candidates to understand homelessness, how individuals come to be homeless and what can be done to support and empower individuals who are homeless. This will be achieved by examining legislation and policy documentation which set the framework of housing and housing support provision for individuals who are homeless or potentially homeless.

This Unit is intended for those with experience of, or seeking experience of, housing and housing support provision for individuals who are homeless or potentially homeless.

On completion of this Unit the candidate should be able to:

- 1 Examine how homelessness occurs and its impact on the individual/group.
- 2 Examine the legislation and policy underpinning homelessness and housing support service provision.
- 3 Identify homelessness and housing support service providers and explain their roles and responsibilities.

**Credit points and level:** 1 HN credit at SCQF level 7: (8 SCQF credit points at SCQF level 7\*)

*\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

**Recommended prior knowledge and skills:** Candidates should have good communication skills both written and oral. These may be evidenced by the achievement of nationally recognised qualifications for example — Higher English or a qualification equivalent to SCQF 5 or by the completion of a pre-course interview part of which could take the form of an assignment. The skills to undertake this Unit could also be demonstrated through an employer's reference for those candidates who are or have been in paid or voluntary work experience. Ideally this experience would be within a housing/housing support context although this is not essential.

**Core Skills:** There may be opportunities to gather evidence towards Core Skills in this Unit, although there is no certification of Core Skills or Core Skill components.

## **General information for centres (cont)**

Candidates may have the opportunity to develop the following skills:

### **Communication**

Oral and written communication will be evidenced through the candidate's direct work with individuals and groups and through the preparation/presentation of written and/or oral assessments.

### **Numeracy**

This could be evidenced through researching and analysing statistical information.

### **Information Technology**

This could be evidenced by use of standard applications to obtain and process a variety of information and data.

### **Working with Others**

This is a key aspect of the housing process and as such should be evidenced by taking account of the candidate's own and others' responsibilities in carrying out and evaluating tasks in supporting an individual within the housing process.

### **Problem Solving**

This could be evidenced by a process of critical thinking that encourages candidates to apply an understanding of policy provision to practice.

**Context for delivery:** If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

It can also be delivered as a stand alone Unit for Continuous Professional Development purposes especially for those individuals with experience of the housing/housing support context or those who would be keen to gain experience/employment in this area.

**Assessment:** The Unit will be assessed holistically with reference to a case study. For those candidates with knowledge and experience of individuals who are homeless then it is expected this will be a real case study. To maintain confidentiality all permissions must be sought and agreed as per the organisation's policy and procedures. For candidates who do not have access to a working environment then the case study provided by the centre should mirror a real life situation. Ideally in this instance the case study should be delivered in sections which are revealed to the candidate over time to mirror a real situation.

## **Higher National Unit specification: statement of standards**

**Unit title:** Social Care: Homelessness

**Unit code:** F211 34

The sections of the Unit stating the Outcomes, Knowledge and/or Skills, and Evidence Requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the Knowledge and/or Skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

### **Outcome 1**

Examine how homelessness occurs and its impact on the individual/group

#### **Knowledge and/or Skills**

- ◆ Definitions and meanings of homelessness
- ◆ Individual(s) or group at risk of becoming homeless
- ◆ Homelessness and its occurrence
- ◆ Impact of homelessness on the individual(s) group

#### **Evidence Requirements**

For Evidence Requirements and assessment guidelines see Outcome 3.

### **Outcome 2**

Examine the legislation and policy underpinning homelessness and housing support service provision

#### **Knowledge and/or Skills**

- ◆ Relevant legislation and its impact on homelessness and housing support service provision
- ◆ Current policy initiatives, guidance and good practice strategies and their impact on homelessness and housing support service provision
- ◆ Regulatory bodies codes of practice and how they shape homelessness and housing support service provision
- ◆ Regulatory frameworks and how they impact on homelessness and housing support service provision

#### **Evidence Requirements**

For knowledge evidence and assessment guidelines see Outcome 3.

## **Higher National Unit specification: statement of standards (cont)**

**Unit title:** Social Care: Homelessness

### **Outcome 3**

Identify homelessness and housing support service providers and explain their roles and responsibilities

#### **Knowledge and/or Skills**

- ◆ Provision available to individuals who are homeless
- ◆ The interrelationship between statutory, voluntary and private provision
- ◆ Relevance of informal support for sustaining lifestyles
- ◆ Roles of professionals within the service provision
- ◆ Responsibilities of professionals when engaging with service users

#### **Evidence Requirements**

Candidates will need evidence to demonstrate their Knowledge and/or Skills by showing that they can:

- ◆ explain homelessness as per appropriate legislation
- ◆ describe who presents as homeless and why
- ◆ identify and briefly explain current relevant legislation and policy (minimum of 2 pieces of legislation)
- ◆ identify regulatory body frameworks and explain their impact on homelessness and housing support service provision
- ◆ describe the statutory, voluntary, private sector homelessness provision, including the role of informal carers, and examine the relationship to each other in the provision of services
- ◆ identify and explain different types of homelessness and housing support service provision and its impact on the individual who is homeless (Minimum of 3. Ideally one from each of the sectors mentioned above)
- ◆ identify and describe the roles and responsibilities of individuals providing homelessness and housing support services to those at risk of becoming homeless or are homeless

#### **Assessment Guidelines**

The assessment for this Unit could be in the form of a Case Study. Candidates should produce a report/portfolio of evidence for the Evidence Requirements listed in relation to the case study.

If candidates are in work placement then the case study and evidence should relate to a specific individual with whom they work. It is important that permission must be sought and agreed as per the organisations policy and procedures and confidentiality must be maintained at all times. It would also be helpful to have an authorised signature from a placement supervisor to authenticate the case study.

For candidates without access to a working environment the tutor should provide candidates with a case study scenario to work to. The case study information should mirror a realistic working situation and could be given to candidates in stages with different elements of the situation being revealed as the case study develops. This should give a more realistic and practical feel to the case study to mirror a realistic working situation.

## Administrative Information

**Unit code:** F211 34  
**Unit title:** Social Care: Homelessness  
**Superclass category:** PM  
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### History of changes:

Version	Description of change	Date

**Source:** SQA

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## Higher National Unit specification: support notes

### Unit title: Social Care: Homelessness

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

### Guidance on the content and context for this Unit

This Unit is primarily designed for candidates who may have experience within the housing support framework or who aspire to access this area and/or who wish to increase their understanding of homelessness and its consequences for individuals/groups.

#### Outcome 1

In this Outcome candidates will gain an understanding of homelessness and will look at the causes and the impacts on the individual and/or group. The tutor could encourage candidates to firstly highlight their own understanding of what homelessness means to them and who they believe to be homeless and why. This will allow for a debate around the myths and facts of being homeless. For example, the bulk of individuals who are homeless are not necessarily living on the street they are more likely to be staying with family or friends but in unsatisfactory conditions (sleeping on floors and/or in over crowded accommodation). This will offer opportunities for candidates to explore the personal and social impact of homelessness on the individual and others. Tutor could explore an historical aspect of homelessness by showing and debating the issues within the BBC documentaries 'Cathy Come Home' (1966) and the more recent 'Evicted' (2006) which show realities of being homeless in temporary accommodation today. These documentaries include a national perspective on homelessness and as such some of the information within them relates to English Law. The tutor should ensure the candidates are directed to the Scottish context and ensure all legislation and policy for this Unit is that of Scottish Law.

The final definition of homelessness and an individual who is homeless will be in relation to the Housing Legislation such as Housing (Scotland) Act 1987 and/or other relevant legislation and/or policy documentation. <http://www.scotland.gov.uk/Home> (Scottish Executive website) and [www.cih.org/scotland](http://www.cih.org/scotland) (Chartered Institute of Housing in Scotland) are good websites to use for this Unit and candidates could be encouraged to carry out their own research to source information).

#### Outcome 2

Candidates having briefly looked through some legislation for Outcome 1 should be encouraged to explore these further within this Outcome. The Housing (Homeless Person's) Act 1977, Housing (Scotland) Act 1987 and as amended Housing (Scotland) Act 2001, Homelessness etc (Scotland) Act 2003, Human Rights Act 1998 and The Regulation of Care (Scotland) Act 2001. All can be found here — <http://www.opsi.gov.uk/legislation/scotland/acts2003/20030010.htm>. These key pieces of legislation will help the candidate to understand the legal duty of Local Authority's in terms of assessing individuals who are homeless and offering housing support services in accordance with this. They will also highlight some of the conflicting duties in relation to differing legislation. For example, the issue of Right to Buy and its major impact on housing provision could be discussed alongside the duty of housing providers to allocate reducing resources. The Regulation of Care (Scotland) Act 2001 can be highlighted to understand the need for regulation of care provision which includes housing support provision.

## Higher National Unit specification: support notes (cont)

### Unit title: Social Care: Homelessness

Other areas which could be highlighted are priority need categories and the priority need test, homelessness and the issue of intentionality, the provision of accommodation offered, local connection rules as well as the Health and Homelessness Standards for NHS (National Health Service) Boards. This expects that each Board will have a Health and Homelessness Action Plan to ensure the effectiveness of health related service provision to individuals who are homeless. It is important to understand this is a period of transition for the housing sector and many of these areas are in the process of change. For example, some of the legislative requirements will change from a duty to a power which allows local authorities to have some discretion in the provision of areas such as applying the need for an assessment for intentionality. A major challenge will be the provision of appropriate accommodation for individuals who are homeless which must be in place by 2012. These changes are contained in the Homelessness etc (Scotland) Act 2003 which came about on the recommendations of the Homelessness Task Force established 1999. Homeless Monitoring Group set up 2002 to check progress of recommendation of the Homelessness Task Force. Other policy provision could be highlighted. For example, Rough Sleepers Initiative 1997, Decommissioning Glasgow Hostels, Mind the Gap — Plugging Scotland's Social Housing Need 2004, Is Anyone There? — Modelling Scotland's Affordable Social Rented Housing to 2012 and beyond.

Supporting People Programme. Codes of Practice and the National Care Standards for Housing Support Services. The candidate should investigate the role of these groups and policy initiatives in the development and delivery of housing provision for individuals who are homeless. The allocation of services will be dependent on the process of Care Management where holistic assessment of need will be undertaken and a housing support plan drawn up to identify services to be provided.

### Outcome 3

In this Outcome the candidate should gain an understanding of the variety of provision for individuals who are homeless and who provides these services. The candidate should be introduced to the areas of statutory, voluntary and private provision. The differences between these in terms of areas of responsibility to offer resources and funding of the services should be highlighted. This could also include the types of resources provided and the roles and responsibilities of staff in these resources. The resources may include independent individual/group tenancies, furnished/unfurnished tenancies, supported tenancies, hostels, day resources, drop in services, street living and emergency service provision.

The use of resettlement programmes which may look at issues such as offending behaviour, use/abuse of alcohol/drugs. The tutor could also include awareness of community integration programmes which can offer a positive approach to social integration and employability opportunities for individuals who are homeless. Housing support service providers include the Local Authority Social Services Section (Housing, Social Work and Health Care provision), Housing Associations, Shelter and private landlords. Reference should be made to the Homepoint Standards devised by Shelter and Communities Scotland as all staff should be trained in these and be conversant with them.

## Higher National Unit specification: support notes (cont)

### Unit title: Social Care: Homelessness

The roles and responsibilities of the personnel involved in these services should be explored. The tutor should ensure the candidates understand the collaborative nature of the work across the variety of provision and how these can be effectively managed in order that the individual who is homeless is able to access the most appropriate resource and be assisted in this process. A variety of legislation such as Housing etc (Scotland) Act 2003, NHS and Community Care Act 1990 and the Regulation of Care Act 2001 and/or other appropriate acts can be useful here in setting out legislative responsibilities and the need for collaborative working. The candidates should understand the specific role of each various staff member individually and in collaboration with each other. For example, the role of the Housing Support Worker, Housing Officer, Social Worker, Social Carer, Nursing and Health Workers (Community Psychiatric Nurses, Health Promotion Officers) Welfare Benefit Officer and how each of these individuals communicate with and work together for the benefit of the individual who is homeless. For example, the role of the Housing Officer in assisting with arrears repayments and rent collection with the Housing Support Worker being involved in the holistic support of the individual to sustain a tenancy or assist in seeking grants/benefits, etc. It should be highlighted to candidates that social networks of informal carers such as family members, friends, neighbours and wider community play a key role in the prevention and support of individuals who are homeless. Community integration is seen as a key factor in successfully assisting to maintain tenancies.

<http://www.carecommission.com/>, <http://www.scsch.co.uk/> and <http://www.shelternet.org.uk/>

These websites give some brief explanations of some of the roles undertaken by Housing and Care Workers as well as reports of new and changing policies for the Regulation of Care.

### Guidance on the delivery and assessment of this Unit

Links to other Units within the HNC Social Care Framework:

DH3N 34	<i>Sociology for Social Care Practice</i>
DH3L 34	<i>Social Policy and its Application to Social Services Provision</i>
DH3P 34	<i>Protection of Individuals from Possible Harm and Abuse</i>

If this Unit is being offered as part of the Group Award of HNC Social Care then it is best taught alongside or after the Unit DH3L 34 *Social Policy and its Application to Social Services Provision*. This Unit covers areas of how legislation is processed and implemented. It also covers a variety of different legislations which are useful for the wider care provision which includes homelessness and housing provision. This would allow the candidate to expand their knowledge of legislation and how this affects the issue of homelessness. This Unit should be taught after the Unit DH3N 34 *Sociology for Social Care Practice*. This would allow the candidates to have a better understanding of society and how the structures within it impact on the experience of individuals and groups. It deals with issues of stigma, labelling and discriminatory behaviour — all of which affect the individual who is homeless.

This Unit is able to stand alone for candidates who wish to increase their knowledge of homelessness and legislation which affects it as well as housing support service provision to assist the individual who is homeless.

## Higher National Unit specification: support notes (cont)

### Unit title: Social Care: Homelessness

As the assessment is suggested to be a case study it is essential the tutor ensures the authenticity of candidate's work. This can be managed effectively with supervision within the classroom setting. The case study material should be from a real situation and ideally the material should be delivered in parts to mirror practice. If the candidate is using a real case study from their work placement then the tutor should seek a signed authentication sheet from a workplace supervisor/mentor. The tutor can also ascertain the authenticity of the work by questioning the candidate on the content and clarifying their understanding as they produce their evidence.

The candidate could be questioned at stages throughout the construction of the evidence so the tutor can offer guidance and also ensure authenticity of the candidate's work more productively. This should help to equalise the experience of the candidate who is not in a work situation.

### Websites

Her Majesty's Stationary Office (HMSO) —

<http://www.opsi.gov.uk/legislation/scotland/acts2003/20030010.htm>

Scottish Commission for the Regulation of Care — <http://www.carecommission.com/>

Scottish Council for Single Homeless — <http://www.scshe.co.uk/>

Scottish Executive — <http://www.scotland.gov.uk/Home>

Shelter (Housing Charity) — <http://www.shelternet.org.uk/>

The Chartered Institute of Housing — [www.cih.org/scotland](http://www.cih.org/scotland)

### *Opportunities for developing Core Skills*

The candidate may have the opportunity to develop some Core Skills within this Unit. By producing written material in the form of formative and summative assessments written communication skills can be evidenced. If these assessments were produced in electronic format then elements of the Core Skill Information Technology may be evidenced. The candidate may be able to verbally present the case study which would allow opportunity for developing oral communication Core Skill. In order to produce a case study report the candidate will require to work with other personnel and this may allow them to evidence elements of the Working with Others Core Skill. Problem Solving and Numeracy may be evidenced but will be dependent on the content of the report and whether numerical information is presented and evidence of critical thinking for the Problem Solving Core Skill.

### Open learning

This Unit would lend itself to some form of distance learning. However, this would require to be managed effectively with the organisation to ensure the authenticity of the candidate's work. The case study would require to be supervised by a responsible person within the organisation. The evidence must be clearly recorded (by using an assessment checklist, video, etc) for the assessor so that sufficiency and authenticity can be assured.

For further information on open learning arrangements please refer to the SQA guide *Assessment and Quality Assurance of Open and Distance Learning (SQA 2000)*.

## **Higher National Unit specification: support notes (cont)**

**Unit title:** Social Care: Homelessness

### **Candidates with disabilities and/or additional support needs**

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* ([www.sqa.org.uk](http://www.sqa.org.uk)).

## **General information for candidates**

### **Unit title:** Social Care: Homelessness

This Unit is designed to enable you to understand what homelessness is, how individuals come to be homeless and what can be done to support and empower individuals who are homeless. This will be achieved by examining legislation and policy documentation which set the framework of housing and housing support provision for individuals who are homeless or potentially homeless.

This Unit is intended for those with experience of, or seeking to have experience of, housing and housing support provision for individuals who are homeless or potentially homeless.

On completion of this Unit you should be able to:

- 1 Examine how homelessness occurs and its impact on the individual/group.
- 2 Examine the legislation and policy underpinning homelessness and housing support service provision.
- 3 Identify homelessness and housing support service providers and explain their roles and responsibilities.

The tutor will use a variety of methods to ensure you understand what is meant by the term homelessness and how individuals come to be homeless. You will examine the variety of legislation and policies which underpin the homelessness issue as well as wider housing support provision. You will go on to understand the variety of services which are available to individuals who are homeless. You will also be able to describe the roles and responsibilities of the personnel within these services so you understand who is responsible for what tasks in relation to assisting the individual who is homeless to access the most appropriate resource for them. Another key aspect to what you will study is to understand the things which can be done to ensure the individual who is homeless or potentially homeless can be empowered to know their rights and supported to ensure these are met.

You will be assessed by the use of a case study to holistically cover all of the Outcomes within this Unit. If you are in work placement then the evidence could relate to a specific individual(s) with whom you work. It may be helpful to have an authorised signature from a placement supervisor to authenticate the case study. If you are without access to work placement your tutor can make available criteria to meet the evidence. This should be in the form of a case study which will mirror a real situation where by you will have the opportunity to evidence learning.