



Stirling Council Support Needs Evaluation Matrix

Scoring System	1 = No problem / Thriving	2 = Mild problem but safe/ self-sufficient	3 = Moderate problem but stable	4 = Serious problem and at risk	5 = In Crisis and at serious risk
Accommodation	<ul style="list-style-type: none"> Accommodation safely and securely occupied. History of successful tenancies, long term in last tenancy. 	<ul style="list-style-type: none"> Some history of accommodation success. Awaiting a planned move to suitable accommodation (e.g. from hospital, residential care, hostel accommodation, temporary accommodation, family and friends) 	<ul style="list-style-type: none"> Evidence of ability to sustain hostels/temp Tenancy failures in past. Previous presentations. 	<ul style="list-style-type: none"> Sofa surfing. Crisis use of out of hours service. History of failed accommodation. Banned from services. Mental Health and addictions issues 	<ul style="list-style-type: none"> Rough sleeping or NFA Subject to violence and intimidation. Frequent address changes. Risk of violence to others. Mental Health and addictions scoring 5
Financial	<ul style="list-style-type: none"> No crisis borrowing. Steady income. No debts. 	<ul style="list-style-type: none"> No benefit problems Appropriate use of money (eg community care grant) Short term planning 	<ul style="list-style-type: none"> Regular benefits, Asks for loans, money doesn't last lives day to day. Has payment agreement in place for rent arrears. 	<ul style="list-style-type: none"> Breaks in benefit claims, Borrowing, debts, no budgeting skills. Arrears in previous tenancies. 	<ul style="list-style-type: none"> No benefits or known income Substantial arrears in previous tenancies.
Employment	<ul style="list-style-type: none"> In employment and training Fully occupied, can sustain activity. Long-term activity high aspirations. 	<ul style="list-style-type: none"> Seeking employment or training (job seekers) Medium aspirations 	<ul style="list-style-type: none"> Has previously sought employment or training but not sustained. Contemplating future activity, aware of services, some aspirations 	<ul style="list-style-type: none"> Erratic employment/training history. Long term unemployment Low aspirations, inability to see long term future in world of work, lifestyle inhibiting ability to engage 	<ul style="list-style-type: none"> No employment or training history. Difficulties engaging with employment agencies Erratic employment/ training history. No engagement no aspirations.
Food/Clothing/Possessions	<ul style="list-style-type: none"> Own possessions Well-furnished accommodation. Cooking facilities and skills. 	<ul style="list-style-type: none"> Accessing all help to gain own furnishings, Appropriate use of grants. Some cooking skills 	<ul style="list-style-type: none"> Has own clothing Seeking help with other referrals and purchases 	<ul style="list-style-type: none"> Use of free/low cost food/crisis loans/relatives/friends. Few possessions 	<ul style="list-style-type: none"> No possessions/clothing. Use of free food Crisis presentations at social work.
Physical Health	<ul style="list-style-type: none"> Signed up with GP and mainstream services – e.g. dentist 	<ul style="list-style-type: none"> Specialist medical help, regular prescriptions Reactive use of services, will attend when necessary 	<ul style="list-style-type: none"> Will use services with prompting and support 	<ul style="list-style-type: none"> Will use services only in an emergency and very reluctant to engage 	<ul style="list-style-type: none"> No interaction with services, major health concerns
Emotional / Mental Health	<ul style="list-style-type: none"> Positive sense of mental well being – uses services as appropriate 	<ul style="list-style-type: none"> Not distressed – has contact with services and uses as appropriate 	<ul style="list-style-type: none"> Regular contact with GP/mental health services insight into difficulties 	<ul style="list-style-type: none"> Crisis presentations – at GP and other services. Appears distressed. ADHD diagnosis 	<ul style="list-style-type: none"> Serious mental health issues. No medical contact
Self - Esteem	<ul style="list-style-type: none"> Confident, independent skills. Positive about future – options 	<ul style="list-style-type: none"> Exploring future plans and engaging with short term initiatives 	<ul style="list-style-type: none"> Learning new skills Positive choices and looking at options for future 	<ul style="list-style-type: none"> Low self esteem isolation and long periods of unsettled lifestyle. No future plans 	<ul style="list-style-type: none"> Very low self esteem, few transferable skills, Chaotic lifestyle, living day to day
Substance Abuse	<ul style="list-style-type: none"> Reduction script, Maintaining abstinence. No drug/alcohol misuse 	<ul style="list-style-type: none"> Attending addictions appointments. Maintaining script. Successfully completed detox. 	<ul style="list-style-type: none"> Use of signpost, go forth etc. Methadone as appropriate 	<ul style="list-style-type: none"> Asking for help or crisis intervention. Use of needle exchange 	<ul style="list-style-type: none"> Addiction out of control-over doses etc. Daily illicit drug or alcohol use.
Legal	<ul style="list-style-type: none"> No offending or legal issues 	<ul style="list-style-type: none"> Planned contact with probation community service Payment of fines etc 	<ul style="list-style-type: none"> Use of lawyers, prison outreach, addressing offending and outstanding issues. 	<ul style="list-style-type: none"> Named lawyer, awareness of offending but no responsibility 	<ul style="list-style-type: none"> Offending warrants, Periods in prison, Does not attend court
Engagement	<ul style="list-style-type: none"> Regular support at arranged times. Keeps appointments – uses support 	<ul style="list-style-type: none"> Engages with support worker. Regular contact. Appropriate use of agencies 	<ul style="list-style-type: none"> Sporadic contact – asks for referrals. Inconsistent attendance 	<ul style="list-style-type: none"> Sporadic and infrequent use of services – usually in crisis 	<ul style="list-style-type: none"> No contact or actively avoids contact or whereabouts unknown

Safety <ul style="list-style-type: none"> • Safety of actual accommodation • Visitors to property and ability to manage keys • Fire risks/ flood risks etc) 	<ul style="list-style-type: none"> • No issues identified regarding safety and security 	<ul style="list-style-type: none"> • Manages safety and security risks with prompting/ supervision 	<ul style="list-style-type: none"> • Support required to manage safety and security risks 	<ul style="list-style-type: none"> • Risk of eviction due to inability to manage safety and security risks 	<ul style="list-style-type: none"> • Accommodation likely to be withdrawn due to inability to manage safety and security risks • Accommodation not safe to occupy due to harassment by others
Security of tenure	<ul style="list-style-type: none"> • No issues regarding security of tenure 	<ul style="list-style-type: none"> • Security of tenure being managed with support (e.g. rent arrears being addressed through payment plan; anti social behaviour under control) • No immediate threat to the security of the accommodation 	<ul style="list-style-type: none"> • Received warning letters re possible eviction • Support required to avoid further eviction proceedings • Support a condition of a Short Scottish Secure Tenancy 	<ul style="list-style-type: none"> • Received Notice to Quit/hostel equivalent for breach of occupancy agreement 	<ul style="list-style-type: none"> • Eviction Pending