

*Housing Quality Indicators tool-kit*



Coordinated by ASL ROMA 2

Draft1 – June 2017

**ANNEX: KEY-AREAS AND THEIR INDICATORS**

2016-1-IT02-KA204-024078



Erasmus+

*This project is funded by the European Union.*

## 1. EVALUATION PROCESS OF USER SKILLS

- 1) Is there a preparatory users phase planned before activating a housing project?
- 2) Is collaboration with users planned in case of future cohabitation?
- 3) Will an intervention team be operational to handle crises?
- 4) Is collaboration with families planned?
- 5) Will social and relational abilities be promoted?
- 6) Do housing facilities have pre-established periods of residence?
- 7) Are users' personalities taken into account for cohabitation?
- 8) Are users' needs, potentials and expectations taken into account?
- 9) Can users be involved in the planning of their daily lives?
- 10) Do users have the option of choosing their home?
- 11) Is non-professional support encouraged?
- 12) Do housing programs favor young people?
- 13) Is there a "healthy curiosity" from neighbors?
- 14) Is there a de-institutionalization program on behalf of the Psychiatric Hospital?
- 15) Are there regular meetings among the key figures involved in the housing project to provide updates on users' skills?
- 16) When users access the housing project for the first time, are their abilities assessed within a networking framework?

### For each indicator

- Sourced of indications (Audience)
- Data collection frequency
- Responsibility for the collection and management of data
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# Housing: an educational European ROad to civil rights

## 2. LOCAL CONTEXT RESOURCE

1. Is the apartment located close to public transport?
2. Is the apartment located close to shops and/or shopping malls?
3. Are there meeting places in the area (for example homeowners' associations, libraries, cultural, religious, political and union associations, etc.)
4. Are there movie theatres, museums, sports and recreational centers in the area?
5. Are there green spaces (parks, etc.)?
6. Are there security guards (e.g. police stations, police barracks, law enforcement patrols)?
7. Are there working opportunities in the area?
8. Is there a local project to support employment for housing project users?
9. Does the local public administration privilege and support employment (for example: "social restaurants" and other professional initiatives aiming at including users)?
10. Do workers try to reduce stigma through the development of local resources??
11. After the implementation of housing projects, are relationships with the area resources maintained?
12. Are families involved in housing projects?
13. Are the neighborhood's elderly residents encouraged to establish relationships with users aiming at mutual support?
14. Are housing project users involved in neighborhood initiatives?
15. Is there a possibility to involve university students who live or study in the area?
16. Will neighborhood relationships be encouraged?
17. Will the differences between small town and big city housing projects be taken into account?
18. Will the differences between living in a wealthy area or in a working class district be taken into account?
19. Are there fears or concerns among the neighbors about users' abilities?
20. Are there any prejudices that prevent users from becoming socially included?
21. Is there a relationship established with local media?
22. Are there places for socializing?

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## 3. CASE MANAGEMENT

1. Will housing coordinators undergo training/education?
2. Is there a case management in order to support users and their families?
3. Is social integration encouraged?
4. Do case management efforts encourage users' social skills?
5. Is there a case management in order to keep in touch with the local administration on housing issues?
6. Is networking encouraged?
7. Is the cohabitation monitored?
8. Is there a case manager familiar with all the program's phases who shares information with the housing project workers?
9. Will there be a connection between different services located in the same area (for example: daily healthcare centers, health service centers)?
10. Is the case manager an institutional function?
11. The case management is in charge of the quality of services for the users and their families?

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## 4. EVALUATION OF THE REPRESENTATIONS, PERCEPTIONS, MOTIVATIONS AND SATISFACTION OF USERS

- 1) Is there a system to detect the representations, perceptions, motivations and satisfaction of housing project users?
- 2) Will users be able to perceive an interconnection among services?
- 3) Will users receive a prompt response if needed?
- 4) Do housing project users believe they will receive proper assistance when they become older?
- 5) Do users think that housing project goals have been reached?
- 6) Are furnishings and equipment perceived as functional and satisfactory?
- 7) Do users feel that their reasons for taking part in a housing project have been considered?
- 8) Do neighborhood residents believe that people affected by psychic disorders have the same rights as the others?
- 9) Are users satisfied with their relationships with their neighbors?
- 10) Are there programs aiming at arousing interest and knowledge of housing projects?
- 11) According to housing project users, are objectives sufficiently shared?
- 12) Are housing project users aware of their limits and their resources?
- 13) Do users have the possibility of arranging their own daily life at home?
- 14) Are users' wishes taken into consideration (where to live, with whom, etc.)?
- 15) Are users helped to develop adaptation and relationship skills?
- 16) From the users' point of view, are workers able to quickly grasp any criticality generated from cohabitation in housing projects?

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## 5. FLEXIBILITY/CLINICAL GOVERNANCE / COMMUNICATION AND COORDINATION

1. Will there be initiatives to share personal experiences among housing project users?
2. Will users and families share a therapeutic program?
3. Will there be a network connecting families, services, government, users and other stakeholders?
4. Will housing facilities have flexible hours?
5. Will there be a "logbook" that can be accessed and used by users and workers?
6. Are housing projects based on official guidelines or simply by implementation of good practices?
7. Do the actions undertaken suit users' real needs?
8. Do area resources share any channels of communication?
9. Will there be a team that follows and monitors users' needs, as well as their present and future level of independence and quality of life?
10. When a user owns a house and hosts another user, is there a contract to regulate the financial relationship between them?
11. Is there any professional support to daily life needs?
12. Is there an information system for the collection data on housing projects?
13. Is there an organizational system to encourage coordination among housing project key players?
14. Can the family doctor count on a supportive network for users?
15. Are there guidelines for housing projects?
16. Is there a support program for facilitating the social inclusion of an individual user?

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## 6. RESPONSIBILITY AND DECISION MAKING OF USERS

1. Can users make decisions and take on responsibilities?
2. Are decisions and goals shared with users?
3. Is home access regulated by standard procedures or individualized ones?
4. Can an ongoing housing project be modified based on users' decisions?
5. Can users choose with whom they want to live?
6. Are users supported in the decisions they need to make to handle adverse events?
7. Is the diversity of each user's needs and abilities considered in terms of their decision-making ability?
8. Do users decide when they are together and when they are alone?
9. Do users have the possibility to decide how they want to spend their time?
10. Will a user be supported in case she/he decides to go back to her/his country?

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## 7. VOLUNTEERING SYSTEM AND CIVIL SOCIETY

- 1) Will there be a trained mental health volunteer?
- 2) Does the housing project include the possibility of promoting good neighborhood relationships?
- 3) Do housing volunteers play a bridging role between professionals and society?
- 4) Are volunteers' activities in housing projects subject to monitoring?
- 5) Will there be training / information on mental health issues to be provided to residents?
- 6) Is collaboration between workers and volunteers encouraged in housing projects?
- 7) Are elderly people included in training programs designed to support users living in their neighborhood?
- 8) Do housing projects support the initiatives of residents who live close to users?
- 9) Is the well-being of those who live in the users' proximity (neighbors, retailers, etc.) considered?

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## 8. LIFE LONG LEARNING – INDICATORS

1. Are workers properly trained for housing projects?
2. Do workers know the area?
3. Will workers be regularly supervised?
4. Will workers receive regular training?
5. Is there time management training for assisting users in skills related to how to organize and plan their day?
6. Are there information initiatives on how services for residents work?
7. Are there courses on mental health in schools?
8. Will users' families be trained and informed?
9. Will training be provided to anyone involved in housing projects?
10. Will there be training/educational programs for those who are involved in housing projects?
11. Are there training/educational programs for those whose task is selecting workers dedicated to housing projects?
12. Are there local initiatives encouraging the development of social inclusion skills?
13. Is there training to develop the ability to work in a group and with groups?

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## 9. HOUSING RESOURCES

1. Is there a 24/7 dedicated specialist?
2. Are there foster families who can share insights from their experiences with users?
3. Are there opportunities for people affected by different problems living together (mental health, drug addiction, migrants) to provide mutual support?
4. Is financial support planned for institutions in charge of finding homes (for example: local authorities, health facilities, etc.)?
5. Are there any commercial, sports or cultural event promotions or facilitations for users?
6. Will users be helped to handle their money, if necessary?
7. Are there any resources dedicated to deinstitutionalization that promote housing projects?
8. Are users' associations encouraged?
9. Does local legislation encourage housing projects?
10. Do public institutions help find homes for users?
11. Does the public administration facilitate the acquisition of housing facilities for mental health users with specific measures?
12. Is there a guarantee that the costs for the home occupants do not change if one of them leaves the home?

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## 10. IMPACT EVALUATION

1. Is there an agency qualified to assess the housing system?
2. Will there be stakeholders who assess the impact of the housing system?
3. Apart from housing projects, are there other territorial initiatives aiming at inclusion?
4. Will the impact of housing facilities on users and their families be part of the planned assessment?
5. Will there be regular surveys on costs/benefits of the housing program?
6. Will residential facilities be assessed regularly?
7. Is there a system of periodic assessment of housing projects?
8. Is quality of life monitored?

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