**Audit Tool: Housing Association**

This audit tool is for Housing Associations to complete to understand how well their services are meeting the needs of Veterans.

The completion of this self-audit tool will provide you with a baseline position. By using the associated toolkit you will be able to ensure that you have a clear plan on how your services can be developed to better meet the housing needs of Veterans.

Where you have a shared allocations policy with your Local Authority partner(s) you may wish to work closely with them to consider how the needs of veterans can be better met.

|  |
| --- |
| **Housing Allocations & Management** |
| **How do you identify veterans when they are applying for social housing? Does the Housing Register form ask key questions to identify veterans/reservists/widows?** | See **Section 3** ofthe toolkit |
|  |
| **Does your allocations policy give priority to veterans?** | See **Section 9.2** of the toolkit |
|  |
| **Do you allocate a set percentage of social housing vacancies to veterans?** | See **Section 9.4** of the toolkit |
|  |
| **Do you identify if any new tenant or a member of their household is a veteran at sign up?** | See **Section 3** of the toolkit |
|  |
| **Does any of your pre-tenancy work address the specific needs of veterans?** | See **Section 9.7** of the toolkit |
|  |

|  |  |
| --- | --- |
| **What local services/charities are available to support Veterans? How well do you work with these organisations? Do staff know about them? How well do they work in partnership?** | See **Section 11** of the toolkit |
|  |
| **Do your development plans take the specific needs of Veterans into account? (e.g., building/spaces that do not reinforce trauma, accessible properties, etc.)** | See **Section 9.6** of the toolkit |
|  |

|  |
| --- |
| **Staff Knowledge & Awareness** |
| **Are staff aware of the Armed Forces Covenant?** | See **Section 4** of the toolkit |
|  |
| **Do staff know how to identify Veterans? How knowledgeable are staff about Veterans? (In terms of who qualifies as a Veteran, what the Housing Law says? What support agencies/charities are available? Support needs of Veterans?)** | See **Sections 3 & 9** of the toolkit |
|  |
| **Do staff know about the Veterans Gateway?** | See **Section 6.2** of the toolkit |
|  |
| **Have any staff had any specific veteran training/briefings?**  | See **Section 11** of the toolkit |
|  |
| **Is there a member of staff who specialises/leads on working with veterans?** | See **Section 11** of the toolkit |
|  |