**Audit Tool: Supported Housing Provider**

**Scotland**

This audit tool is for Supported Housing Providers 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.

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| **Referral Form and Support Planning** | |
| * **How are veterans identified?** * **Do you ask all customers if they are a veteran on either the referral form or during any assessment interview?** * **Does the form identify whether any member of the household is a an (ex)partner/widow(er) of a veteran?** * **Do you ask if the customer or a member of the household is a reservist?** | See **Section 3** of the toolkit |
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| * **What supplementary questions do staff ask to determine what the support needs are of any veterans (or Reservists) once they have been identified?** * **Does your support planning take into account the specific needs of veterans?** | See **Section 10** of the toolkit |
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| **Do you prioritise any vacancies for veterans?** | See **Section 10** of the toolkit |
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| * **Do you have any projects specifically aimed at meeting the housing and support needs of veterans?** * **Do you have any plans to develop any projects specifically aimed at meeting the housing and support needs of veterans?** | See **Section 10.2** of the toolkit |
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| **What local services/charities are available to support veterans? How well do you work with these organisations? Do staff know about them? How well does your organisation work in partnership with them?** | See **Section 11** of the toolkit |
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| **Staff Knowledge and Awareness** | |
| **Are staff aware of the Armed Forces Covenant?** | See **Section 4** of the toolkit |
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| **Has your organisation signed the Armed Forces Covenant?** | See **Section 4** of the toolkit |
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| * **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 **Section 3 & 11** of the toolkit |
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| **Do staff know about the Veterans’ Gateway?** | See **Section 6.2** of the toolkit |
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| **Have any staff had any specific veteran training/briefings** | See **Section 11** of the toolkit |
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| **Are there any specific staff who specialise/lead on working with veterans?** | See **Section 11** of the toolkit |
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| **What does your organisation do as an employer to support members of the Armed Forces community and veterans?** | See **Section 12** of the toolkit |
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