**S.189A Interview: Peer Observation Sheet**

This template is for recording thoughts and reflections when shadowing peers during their S.189A assessment interviews with clients. It should be used as a prompt to give them feedback after the interview and should not be shared with anyone else.

**Interviewing Officer: Rating Key:**

**Observing Officer: 1 = Weak 2 = Almost meets standard**

**Date & Time: 3 = Meets standard 4 = Excellent, could not be improved**

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| **Area** | **Rating (1-4)** | **Notes** |
| **Preparation**  *Were they suitably prepared for the interview?*  *Had they read all relevant case notes? Was all relevant admin completed beforehand?* |  |  |
| **Welcome & Introductions**  *Did they clearly explain the purpose of the interview, how it would be conducted and the process?*  *Did they develop a rapport with the client and make them feel at ease?* |  |  |
| **Content: circumstances**  *Did they support the client if they were finding it difficult to disclose their circumstances?*  *Did they explore a full housing history - not just the immediate presenting issue?* |  |  |
| **Content: housing needs**  *Did they consider individual household members and all relevant needs?*  *Did they discuss size, type of accommodation and location?*  *Did they consider and record the applicant’s wishes and preferences?* |  |  |
| **Content: support needs**  *Was this holistic and comprehensive?*  *Did they provide sensitive encouragement and assurances to help identify all needs? Both met and unmet?* |  |  |
| **Content: personalised housing plan**  *Did they explain the purpose of the plan and what it is for?*  *Did they discuss and document the steps in collaboration with the client?*  *Did they provide sufficient information and advice to encourage reasonable choices?*  *Did they seek consent to involve other agencies and services?* |  |  |
| **Content: securing agreement**  *Did they make every effort to secure the client’s agreement with the PHP?*  *If necessary, did they attempt to identify personal wishes and preferences to help achieve this?*  *Did they encourage the client to raise any concerns and/ or work to resolve disagreements if they arose?* |  |  |
| **Content: next steps**  *Did they clearly communicate what would happen next?*  *Did they establish and agree timescales to review the plan and actions? Was this summarised and reflected back?*  *Did they explain what the client should do if anything changed and how to contact them?* |  |  |
| **Conduct: questioning**  *Did they use open and closed questions appropriately? e.g. open to start lines of questioning and closed to gain clarity or commitment*  *Did they give the client the opportunity to put across their views? Including what’s important to them?* |  |  |
| **Conduct: responding**  *Did they conduct the interview in an “adult to adult” manner? Were they open minded, fair, rational and calm?*  *Did they demonstrate effective listening? e.g. accurate summarising and reflecting back, displaying understanding, positive body language etc.* |  |  |
| **Conduct: client motivation and empowerment**  *Did they help the client understand they will need to focus some effort to get a positive outcome?*  *If applicable, did they help the client identify a target area about which they are ambivalent or struggling to make a change?*  *Where appropriate, did they sensitively challenge the client’s thinking, open new perspectives or halt evasion?*  *Did they use evoking as opposed to telling the client what to do? e.g. generating choices and discussing consequences, affirming the client's positive qualities, bringing out the situation’s positives etc.* |  |  |

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| **Any other comments** |  |