

If you have any questions or can't make your assessment of need meeting(s) then please call our office number:

07590 627693



What Happens During the Assessment of Need Process?



We understand that taking part in an assessment of need process can be daunting. We hope that this information sheet may help you feel less worried about it? If you have any questions about what to expect or if there is anything we can do to make the process easier for you, please let us know.

What is the Assessment of Need / What will we Ask You?

The Assessment of Need is a process that helps the Phoenix Team to find out more about you. We will focus on how you are feeling, how you are coping and what help you would like. We will ask you to tell us as much as you want to about the abuse you have experienced.

We will also share our confidentiality policy, complaints procedure and privacy notice (what we do with the information you give us) with you. We will ask you to sign a consent form – without this we cannot support you.

Where will the Assessment of Need take place?

We will meet you at a place where you feel safe and comfortable; this could be at your home, at school or at a public cafe.

How long will the Assessment of Need take?

The assessment could be completed in one meeting or more if needed - we will go at your speed. The meeting will usually last between 1 – 2 hours depending upon how much you want to tell us.

Will I have to tell you everything?

No, it is up to you how much you tell us.

Can I bring someone with me?

Yes

Will we talk to anyone else?

If you give us consent to do so, it is sometimes very helpful to speak to other professionals or agencies supporting you, e.g. school, social worker, police, getset.

What happens after the Assessment of Need is completed?

Once we have gathered all the information from you, it is shared with the rest of our small team so we can think how we might be able to best help you. We will listen to what you want and try our best to offer this. We may not be able to offer what you want but will try our best to offer something that hopefully will be helpful.

If you decide that you do want our support then depending upon the type of support offered, you may either have to go on a waiting list or you might be able to access support immediately. Support may be provided by the same person who undertook the Assessment of Need with you, but this is not guaranteed.

If you go on a waiting list we will contact you to offer you an appointment as soon as one becomes available. If you want to know the estimated waiting time please call us on: 07590627693

What if I change my mind?

You can change your mind at any point; we just ask that you give us a call to let us know. You can call us again at any point should you decide that you do want support.

Where will support take place?

This will depend upon the type of support you receive. We will be able to meet you at a place of your choosing, e.g. school / home / local café.