



# Appendices



**Top Tips for :**

## **Engaging with individuals**

- Explain what is going to happen, when and why. State clearly what is expected and explain any consequences.
- Be predictable. Try and use the same room, follow the same routine and keep appointments to time.
- Reduce sensory stimulation in the environment, choose a quiet area, dim lighting.
- Say what you mean, don't use idioms or metaphors. Don't rely on tone of voice, facial expressions or body language to emphasise a point.
- Always address the person by name at the start of each sentence especially if there are other people present.
- Keep instructions short and be specific. Avoid using abbreviations and terms such as 'regularly' or 'often' as these can be confusing.
- Do not keep repeating requests or questions. Allow time for the individual to process the information and follow up to check understanding.
- Offer a structured approach to all tasks, break down large tasks into smaller parts. Utilise visual planners, diaries and lists where possible.
- Many autistic people may avoid eye contact, don't assume this means they are not listening. Sitting alongside, instead of opposite may help.
- Be understanding and patient, many autistic people experience high levels of anxiety.

# What challenges may autistic people face?

## How can I help?

<b>These things might challenge me ...</b>	<b>These things might help me ...</b>
Direct eye contact	Look to the side of my face or over my shoulder when you are interacting with me
Direct communication	Address what you are saying to a nearby wall rather than directly to me
More than one person talking to me, other people's conversations	One person talking to me at a time
Perfume, aftershave or other scents	Neutral odours
Patterned clothing	Plain clothes
Bright coloured clothing	Dull coloured clothing
Strip lights	Uplighters
Bright or white light, bright sunshine	Red or green bulbs
Kettles, engines, traffic sounds, phones	A quiet environment
The toilet flushing, running water, fans	Quiet personal care
Different people responding to me in different ways	Consistency
Being bombarded by a lot of information	One thing at a time
Unpredictability and chaos	Knowing what is happening next

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- AutSide
- Bridgend County Borough Council
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- Chartered Institute of Housing
- Community Housing Cymru (CHC)
- CSP - Housing Solutions
- Cymorth Cymru
- Housing Networks Project
- Learning Disability Wales
- Mi-space
- Monmouthshire County Council
- National Autistic Society Cymru
- National Autism Team
- Powys Integrated Autism Service
- Rent Smart Wales
- Residential Landlords Association
- Shelter Cymru
- Swansea Council
- Tai Pawb
- Torfaen County Borough Council
- TPAS
- Welsh Government (Housing & Social Services and Health Division)
- Western Bay Integrated Autism Service

Housing Writing Group which included representation from the following:

- AutSide
- Cymorth Cymru
- Housing Networks Project
- National Autism Team
- Shelter Cymru
- Swansea Council
- Welsh Government

## Further Reading & References

**ASDinfoWales –**

<https://bit.ly/30bevV3>

**Autism: A Guide for those who support adults following a diagnosis -**

<https://bit.ly/2xxK2Ek>

**Housing Act 2014 –**

<https://bit.ly/2xtRcJM>

**Code of Guidance for Local Authorities on allocation of accommodation and homelessness -**

<https://bit.ly/2LFZsit>

**Shelter Cymru – Accessing and sustaining social tenancies exploring barriers to homelessness prevention -**

*(Dr Jacqueline Aneen Campbell, Adam Golton, Rebecca Jackson & Richard Evans)*

<https://bit.ly/2kAaxUu>

**Shelter Cymru – Piecing together a solution: Homelessness amongst people with autism in Wales**

*(Dr Jacqueline Aneen Campbell, Senior Research Officer, Shelter Cymru and Beverley Winn, Cardiff University) -*

<https://bit.ly/2JbfBur>

**Autism Network – Housing with support: the options for autistic adults**

*(Clarissa Manuel-Jones) -*

<https://bit.ly/2xsc5Fn>

**Autism - The prevalence of autistic traits in a homeless population**

*(Alasdair Churchard, Morag Ryder, Andrew Greenhill and William Mandy) -*

<https://bit.ly/2KWOnKj>

## Glossary

**Auditory (hearing)** : tapping fingers, snapping fingers, grunting, humming

**Gustatory (taste)** : licking objects, placing objects in mouth

**LA** : Local Authority

**Neurotypical** : *Someone without a diagnosed neurodevelopmental condition.*

**Olfactory (smell)** : smelling objects, sniffing people

**PHP** : Personal Housing Plan - *Where a person is homeless or threatened with homelessness and eligible, a local authority should draw up a 'personalised housing plan' (PHP) based on its assessment of her/his need. The plan should contain the steps to be taken to prevent or relieve the applicant's homelessness.*

**PIE** : Psychologically Informed Environments - *Psychologically informed environments go hand in hand with trauma informed approaches. It refers to the need to ensure that environments are set up to be calming, relaxing and welcoming, to ensure that people are able to engage. A lack of physical barriers, decent levels of privacy, and similar, are recommended.*

**PIP** : Personal Independence Payment - *PIP is a benefit that helps with the extra costs of a long-term health condition or disability for people aged 16 to 64. It is gradually replacing Disability Living Allowance (DLA).*

**Proprioceptive (body position)** : teeth grinding, pacing, jumping, banging against hard objects

**PRS** : Private Rented Sector - *is a classification of United Kingdom housing tenure as described by the Department for Communities and Local Government.*

**Tactile (touch)** : *scratching, clapping, feeling objects, playing with strings, hair twisting, toe-walking*

**TIA** : Trauma informed approaches - *Trauma informed approaches go hand in hand with psychologically informed environments. It refers to a way of working which takes into account individuals' backgrounds and potential trauma in their past, and means practitioners should work in a responsive, flexible and proactive way rather than following rigid processes.*

**UC** : Universal Credits - *a payment to help with your living costs. You may be able to get it if you're on a low income or out of work.*

**Vestibular (movement)** : rocking, spinning, jumping, pacing

**Visual (looking)** : staring at lights, blinking, gazing at fingers, staring at the corners of ceiling

**WHQS** : Welsh Housing Quality Standards - *The Standard was developed by the Welsh Government to provide a common target standard for the condition of all housing in Wales.*

## NOTES