

Selection and Allocation Policy

CC Housing Association Ltd:
2019



Selection and Allocations Policy and Procedure

Principles	
	<p>The purpose of CC Housing Management (CCHM) is to provide quality housing related services to vulnerable people including those who are homeless or at risk of homelessness and who need and are willing to accept support in their transition into independent living.</p> <p>This policy sets out the accountabilities of CCHM to our partners, referring agents and local authority to ensure that our services meet the eligibility criteria of those clients who are in need.</p> <p>Our core aim is to assist the local authorities and adults' services in fulfilling their statutory duties towards homeless, vulnerable people and where possible align with localised allocations policies to include re referrals into statutory agencies, ensuring that we are the most adequate provider for each client and to facilitate the most appropriate allocation that meets their individual needs. We will work to continuously improve and adapt to circumstances presented and considering the differentials between local authority needs and availability of stock to meet those needs.</p> <p>We intend to make optimum use of properties to minimise void losses, allowing deferred allocations to ensure we let appropriately, taking into consideration the needs of the current applicant and existing service users.</p> <p>This policy ensures that CCHM are letting its properties fairly and efficiently and making the best use of its available housing and efficient and effective use of available resources. The policy promotes lettings decisions that support neighbourhood sustainability.</p> <p>The Selection and Allocation Policy applies to all properties managed by CC Housing Management.</p>
Equal Opportunities and Diversity	
	<p>CCHM is committed to ensuring equal access and allocation of housing. No one will be treated less favourably because of race, colour, origin, religion, sex, disability, sexual orientation and age.</p> <p>It is also important that the Allocation Policy is understood by everyone who is part of it. Information leaflets and other communications that are easily understandable are made available and can be provided upon request. Subject to the age criteria, applications are welcomed from all in line with the Equality Act 2010.</p> <p>Our services are not intended for people who have a history of committing serious offences, arson convictions or sex offences. We do not provide support to clients</p>

with severe learning disabilities or those with severe mental health needs; unless our risk assessment deems them suitable.

Applicants may be excluded if deemed a serious risk to the safety of other tenants, staff or the local community. People on release from a custodial environment, or subject to a Court Order, will be considered, subject to risk and needs assessment.

Applicants who have a recent history of significant substance misuse (Class A drugs/alcoholism) must be participating in a programme of rehabilitation.

Not all properties are suitable for wheelchair users – though reasonable aids and adaptations may be considered for non-wheelchair users, in line with the landlords Aids and Adaptations Policy.

Applicants are asked to complete an equal opportunity monitoring form and this information is analysed to check that we are not discriminating against groups in the application and allocation process.

We routinely monitor enquiries to check equality of access to our supported housing.

CCHM Applications and the Process

Applications

In general referrals can be made by any statutory or voluntary agencies, or individuals who have contact with client groups that are homeless or at risk of homelessness and are aged 18 and over. Individuals may also self-refer.

Consideration for a place is based on the following criteria:

- Needs assessment which ascertains, and identifies the applicant's need for support and housing;
- The degree to which they are likely to benefit from the opportunity and their motivation to utilise the support made available to them;
- Risk assessment to ascertain the degree to which they present a significant risk to themselves, other occupants or staff;
- The individual's ability to move into alternative accommodation following a period of supported living;
- Affordability and access to funds to meet rent requirements

Further criteria will also be considered once a support need has been established.

- Is believed to be at serious risk of harm if they remain where they currently are.
- Has been, or is about to be, evicted from the family home or wherever else he/she is currently staying, and has no appropriate alternative accommodation.
- Is failing to cope in their current accommodation due to lack of necessary life skills or sense of responsibility.

Out-of-Area placements may be considered, though it is expected that applicants will have a local connection. Joint working partnerships with local authorities is the

preferred method of referral with referrals received from alternative agencies being provided to the local authority in line with The Homelessness Regulations 2018.

Application and Selection Process

Applications can be made by completing a CCHM referral form online, face to face or via email. Where current agencies have conducted needs assessments, or risk assessments and care/support plans exist; they should accompany the application along with the client's consent to share information.

CCHM Housing Support Team will assess the applicant's suitability by considering the above criteria and completing a thorough needs and risk assessments. All information gathered will be comprehensive and may include obtaining further information from third parties. We may also obtain reports from other involved agencies and where appropriate carry out a visit to the applicant's current residence. Staff are trained to recognise and work with the behavioural and emotional issues presented, in terms of psychological unmet needs, which ensures that clients with complex needs are not excluded.

The assessment process will be commenced within 10 days of receiving an application and will normally be complete within 21 days. Frequently the assessment process will take less time, and occasionally may take more time if further information is being sought. If it takes more time the applicant will be kept informed by the service of progress.

Deliberate acts of providing false or misleading information is considered as a breach of the license/tenancy agreement and could result in eviction under Ground 7 of the Housing Acts of 1988 and 1996

Allocations

Once CCHM Housing Team are satisfied that all the application criteria have been met the selection and allocation process will commence. We aim for this to be within 7 days of acceptance where we have vacancies. Where we have no vacancies, applicants will be placed on a waiting list. The waiting list is reviewed regularly to ensure information held is accurate and up to date
CCHM has the power to retract any decision based on any new information presented, considering the needs and risks.

Where a vacancy is available the following will be taken into consideration for each client:

- Community Surroundings
- Current occupiers
- Individual needs

Once completed an informed decision will be made around suitability.

Keeping Applications Up to Date

All applicants must notify CCHM when their circumstances change. Any changes in priority will date from when the information including supporting evidence is received. It is the responsibility of the applicant to inform us if their circumstances change and to provide us with up to date contact details.

All applicants will be asked to provide proof of ID the following documentation can be accepted:

- Full birth certificate or passport
- Where applicable passport and/or letter from the Home Office detailing current residential status in the United Kingdom
- Proof of address – e.g. utility bill/tenancy agreement
- Proof of income – e.g. letter of benefit entitlement/wage slips

Due to the demographic of CCHM client base it is sometimes the case that documents are not immediately available. In this instance clients are supported in obtaining the relevant documentation before being considered for allocation.

The Allocations Process

The client will be invited to meet with other clients where applicable and a house meeting will be called to discuss any concerns with current residents. All viable concerns raised will be monitored as part of a Housing settlement plan and actions will be recorded.

If the applicant accepts the offer, a move in date is agreed for any suitable day of the week, and a tenancy/license agreement (depending on which service) is completed. If necessary, a claim for Housing Benefit is prepared and submitted

Clients will be inducted into each property, covering all aspects of their sign up to the service, to include licence terms and conditions, Fire, health and safety and general house rules and policies.

At point of allocation a support worker will be nominated and will arrange for the beginning of a more in-depth support and risk management plan.

Allocation of Places on the Waiting List

Applicants on the waiting list can continue to access support from local specialist agencies.

Priority for accommodation will be given to rough sleepers, and people at risk of rough sleeping who are unable to access mainstream housing. Length of time on the waiting list will also be considered.

If a vacancy occurs and there is more than one person on the waiting list, priority will be given on the following basis:

- People who are currently rough sleeping
- Vulnerability. The person who is felt to be most at risk should there be a delay in receiving accommodation. This could mean the person who is closest to being evicted, who is felt to be at crisis point or who can be clearly identified as vulnerable.

We will endeavour to apply consistent standards in the way in which each person's needs are assessed.

Appeals

Reason for rejected application

If an applicant is unsuccessful, they will be told why and be informed of their right to appeal.

Applications will be refused if the person poses serious risk to the safety and welfare of other occupants or staff. The risk may be of direct harm - e.g. the risk of violence - or indirect - e.g. the risk of influencing others to partake in criminal or anti-social behaviour. Individuals who do not need the level of support offered by the project for more than a few weeks will usually be refused unless there is merit in the short-term stay. If information is received after acceptance on the waiting list, regarding a change of circumstances or level of risk, then we may remove them from the waiting list. Such a decision will be taken by the Housing Manager.

Risk information will not be used to exclude applicants independently of all other factors, and each application will be considered on an individual basis. All decisions will be informed, evidence based and recorded.

If the application cannot be accepted, we will provide support through re-referral to back in to statutory agencies with the potential of re-referrals to CCHM if circumstances change e.g. completion of in-patient rehabilitation.

Right to Appeal

An applicant may appeal against a decision to refuse a service, in writing to the Area Manager within 14 days of the date of the decision.

An appeal hearing will be coordinated, and the client will be informed of the date. The hearing will be within 14 days after receiving the appeal request.

The applicant has the right to be accompanied by an advocate when the appeal is being heard.

Data Protection

Information held by us about applicants is strictly confidential and only available within CCHM on a need to know basis. Access by applicants to this information is made in accordance with Data protection legislation and in line with our policy.

Information supplied to/by third parties will only be made available with the consent of the client.

Refused applications will be destroyed 1 year after receipt