

Operational Procedure 19

Sheltered Housing Allocation Procedure

Responsible Officer	Senior Housing Officer – Supported Accommodation						
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Amendment and Authorisation Record
Sheltered Housing Allocation Procedure

Date	Author	Paragraph ref:	Nature of change	Authorised by
03/03/03	-	n/a	First dated Revision.	-
06/04/06	DLT	n/a	Revision 1.2 - OP2 Documentation standards upgrade.	DLT

PROCEDURE TO BE FOLLOWED BY HOUSING STAFF WHEN A REQUEST FOR SHELTERED HOUSING IS RECEIVED

Introduction

This procedure note is comprised of key tasks and decisions. It should be used in conjunction with the sheltered housing assessment form and any accompanying file notes should be attached, all of which should be kept in the application file.

A request for sheltered housing will be dealt with by the area Housing Officer for the area from which the request is received.

The promotion of joint working with other agencies in the completion of the sheltered housing assessment is to be encouraged.

Key Tasks and Decisions

Receipt of request

General needs/transfer application received by Housing Officer indicating a request for sheltered housing. Application form entered on system. 'New application' points letter held in file.

The procedure for enquiries or applications from an address outwith Shetland should be the same as above. A request for a home visit from the applicant's Local Authority Housing Department will be issued. It may be appropriate to telephone the applicant to ascertain whether or not there appears to be a need for sheltered housing prior to requesting a home visit. A Community Care Assessment should also be requested from the Authority in which the applicant is currently living.

Home visit Applicants - in Shetland

A home visit should be arranged by the named Housing Officer, for the next available area team appointment.

Applicants preferred contact details should be noted i.e. direct to applicant, applicant and carer or carer only.

The applicant should be informed about the type and size of housing stock in their areas of choice, during the visit. The applicant's willingness to accept a bedsit or a Hjalmland Housing Association Sheltered house in North Lerwick should also be noted.

If the applicant is already living in amenity housing their willingness to receive the services of the Mobile Housing Support Worker should be discussed.

The applicant should also be informed that as part of the sheltered housing assessment procedure. A referral will be made to the Social Work Department to request additional information in relation to their application.

A member of staff from the Social Work Department may therefore contact the applicant to carry out a social / care needs assessment. This will include such issues as:

- the applicant's mobility,

- need for OT adaptations,
- support needs,
- present support provided,
- other social factors,
- other options e.g. independence at home (Charitable Trust) support.

In some instances, it may be appropriate to arrange for a joint visit to facilitate this assessment process. A report will then be submitted to the Housing Department.

Should the applicant not wish to be contacted by any other agency, they must confirm this in writing at the time of the home visit. A copy of the letter should be sent to the agency concerned.

Assessment

Sheltered Housing

Applicant should have:

- a housing need,
- a need for the services of a Housing Support Worker,
- a need for the Community Alarm Service.

Housing Needs Criteria:

- Overcrowding / under-occupation,
- Lacking / sharing amenities,
- Insecurity of tenure confirmation from landlord required in writing,
- Housing related medical needs (assessed by Shetland Health Board),
- Other factors in accordance with the Allocations Policy.

Housing Support needs criteria:

- Applicant is isolated and basic needs cannot be met by family / friends,
- Applicant needs one or more of the housing management welfare services provided by a Housing Support Worker i.e. routine monitoring, social contact, emotional support and assistance, information on living in the home, and these needs cannot be met by family / friends,
- Applicant needs one or more of the caretaking services provided by a Housing Support worker i.e. replacement of smoke detector batteries, minor housing repairs, gritting of front paths in icy weather and assistance with emergency heating / lighting during a power cut, and these needs cannot be met by family / friends.

In addition to any one of the above, the applicant would benefit from having the facility to call for help in emergency.

Very Sheltered Housing

Applicant should have:

- a housing need,
- a need for onsite support and care services 24 hours per day,
- a need for the Community Alarm Service.

Housing needs criteria - as above.

Housing support needs criteria - as above.

In relation to very sheltered housing, this resource is currently being reviewed and assessment procedures will be revised accordingly.

Consultation with Social Work Department and other agencies

A referral (standard Memo 1) should be signed and faxed by the Sheltered Housing Coordinator to the duty social worker. The memo should also include brief details of the applicant and note any concerns assessed by the Housing Officer.

Where it is felt that an applicant may require very sheltered housing the Principal Officer should be advised of this in the memo. It is expected that where an applicant is identified as possibly requiring very sheltered housing a joint Social Work and Housing assessment will be undertaken.

The Social Work Department will respond to this memo within 9 working days, in one of four ways. This response may either:

- A) include a report and/or recommendation,
- B) advise that further information will be provided by a specified date and social work department have an interest in the case,
- C) advise that social work have no involvement and based on the information available have no comment to make at this stage, or
- D) advise that a community care assessment is required.

Where a comprehensive community care assessment is required, the Social Work Department will advise the Housing Officer of this, and will then carry out the Community Care Assessment in consultation with other agencies within 25 days.

Consultation by Housing Officer with any other agency i.e. Community Nurse, GP etc. will be undertaken as required.

Decision by Housing Officer

Housing Officer should decide, in consultation with the applicant, what type of housing is required by the applicant i.e. amenity, sheltered, very sheltered or general needs.

Note that following assessment it may be that the applicant / Housing Officer / (social worker) or other agency feels that the Mobile Housing Support Worker, or some other solution i.e. provision of home care services (at home) may be more appropriate.

Recommendation by Housing Officer

If sheltered, or very sheltered housing is required then the housing officer should make a recommendation regarding the applicant's priority to the Sheltered Housing Coordinator, either:

- Priority 1: Applicant has an urgent housing need and a high level of need for support from a Housing Support Worker.
- Priority 2: Applicant has a high level of need for support from a Housing Support Worker. Applicant also has a housing need.
- Priority 3: Applicant is relatively independent and would require the support of a Housing Support Worker only on a limited basis. Applicant also has a housing need.

Note that priority 3 applicants can also be considered for amenity housing.

If general needs, or amenity housing is required the housing officer should also put this recommendation to the Sheltered Housing Coordinator, but in these cases no recommendation regarding priority is required.

Sheltered Housing Coordinator will confirm recommendation or discuss and agree alternative with the Housing Officer.

Notification of decision

The applicant should be informed by the Housing Officer in writing of the final decision regarding their assessment and number of points awarded. Where necessary, a second visit should be carried out to explain what the letter means to the applicant and the procedure regarding allocations i.e. timescale, type and size of accommodation they will be considered for, rental charges, right to have the decision reviewed.

Any review of decisions will be carried out by the Divisional Manager (Housing Management Services).

Further action

Social Work should be informed by memo of the final decision regarding the applicant's requirement for sheltered housing. The memo should include notification of the priority given to the application and provide an opportunity for Social Work to comment.

Details of all sheltered housing applicants will be kept on the sheltered housing waiting list in order of priority and number of points.

The sheltered housing waiting list and application system will be updated by the Sheltered Housing Coordinator, following confirmation of the Housing Officer's recommendation.

Information relating to Priority 1 and 2 applicants should be confirmed/updated at 6 monthly intervals either by a further home visit or by telephone.

A review date will be noted on the sheltered housing waiting list.

Information relating to priority 3 / amenity applicants should be confirmed / updated at 12 monthly intervals. A review letter will be generated automatically at this time.

Allocation

When an amenity / sheltered house becomes available an allocation will be made on the basis of most need according to the priority assessments. Other management factors such as type of accommodation being let and its suitability, and necessity to make best use of housing stock by releasing under-occupied family-sized housing may also be taken into account.

When a very sheltered unit becomes available an allocation will be made on the basis of the existing allocation policy i.e. in close liaison with Social Work, noting the decision to review procedures for this services at the end of 1998.

The applicant should be informed in writing, taking account of their preferred named contact.

An accompanied visit should, where possible, be carried out by the Housing Officer Lettings, or the named Housing Officer, at a prearranged time.

Applicants should not contact the Housing Support Worker directly for access unless the property is ready and any repairs / cleaning have been completed.

If the applicant receives a number of domiciliary services from Social Work a lead in period of approximately two weeks should be allowed prior to the commencement of their tenancy. Social Work (Home Care Organiser) should be informed by memo of the applicant's tenancy start date.

Mobile Support Worker Vacancies

If an applicant is already in amenity housing but has applied for a move to sheltered housing, a decision should be made at the allocation meeting as to whether the applicant can be provided with the services of the Mobile Housing Support Worker based on an assessment of need for housing support services.