

Operational Procedure 20

Annsbrae House Allocations

Responsible Officer	Senior Housing Officer – Supported Accommodation						
Issue No.	1	Revision No.	5	Revision Date:	30/5/2011	Doc Ref:	OP20 v1.5

Amendment and Authorisation Record

Annsbrae House Allocations

Date	Author	Paragraph ref:	Nature of change	Authorised by
22/05/02	-	n/a	Initial Issue.	-
23/07/03	-	-	First recorded Revision.	-
06/04/06	DLT	n/a	Revision 1.2 - OP2 Documentation standards upgrade.	DLT
2/2/2009	MH	N/a	Stage 4 - Removal of staff names and replacement of Community Care Assessment to Single Shared Assessment	GM
30/05/2011	MH	Throughout	Following the internal audit carried out in May 2011, references to Understanding You added to match working practice.	GM

Annsbrae House Allocations

1. INTRODUCTION

1.1 This procedure note is compiled of KEY TASKS and DECISIONS.

1.2 This procedure note covers the following:

- i) The identification of applicants for Annsbrae scheme.
- ii) Completion of appropriate housing application forms, Understanding You and any other specialist assessment which would normally be provided by the Community Mental Health Team (CMHT).
- iii) Notification of vacancies.
- iv) Annsbrae Management Group Allocation meeting.
- v) Offer of accommodation to applicant.

2. KEY TASKS AND DECISIONS

Stage 1 – Identification of Housing Applicants for Annsbrae House

The Annsbrae House project is supported accommodation provided for those with ongoing mental health problems, who have either been residing within Shetland or who wish to return to Shetland but are eligible to be on the Shetland Islands Council's housing waiting list.

Identification of appropriate applicants will normally occur through any one or a combination of the following:

- i) The Housing Officer following the submission of a Housing Application.
- ii) Housing Officer following contact with either a Housing Applicant or Homeless Applicant.
- iii) Referral by Social Worker.
- iv) Referral by Community Mental Health Team (CMHT) or directly from Annsbrae.

Applications received by the Housing Officer should be registered and processed on the Orchard allocation system and passed to the Senior Housing Officer – Supported Accommodation (SHOSA) so that the application can be processed.

The Housing Officer assigned should then follow Stage Two.

Stage 2 – Completion of Appropriate Forms

Stage two can be completed by either:

- Referring Social Worker.
- Referrer from CMHT.
- Area Housing Officer
- Annsbrae Staff

This will be dependant upon who is deemed the most appropriate person on a case by case basis.

The Senior Housing Officer (SA) will, however, be responsible for ensuring that this Department has received all the appropriate documentation.

No applicant will be considered for accommodation at Annsbrae unless they have:

- i) Completed a Housing Application, Social Needs and Medical forms (where appropriate).
- ii) A completed and updated Understanding You and/or other specialist assessment as appropriate.

Where an existing Single Shared Assessment is in operation this and any review documents will suffice.

A copy of the Understanding You Assessment should be sent to Housing Services to be held with the Housing Application.

Stage 3 – Vacancy at Annsbrae House

Tenants terminating their tenancy at Annsbrae should give Housing Services four weeks written notice, in line with their Tenancy Agreement.

Housing Officer to advise SHOSA of vacancy.

Property to be inspected by Technical Officer and then advise SHOSA of work required.

SHOSA to notify the following of pending allocation:

- i) Service Manager – Community Care, to circulate to all Social Care staff.
- ii) CMHT.
- iii) Manager – Annsbrae
- iv) Housing Officers via email.

using standard memo 1. Date set by which all applicant's names and documents to be submitted to Housing Services prior to allocation meeting.

Stage 4 – Annsbrae Management Group Meeting

SHOSA to compile list of applicants to be considered from Orchard and replies received from STANDARD MEMO 1 as outlined above.

STANDARD MEMO 2 sent to members of Annsbrae Management Group:

- Manager - Annsbrae House
- CMHT Manager
- SHOSA

A copy of the Understanding You for each applicant will be copied to the people listed above.

In addition the referrer for the applicant detailed in the Understanding You will be invited to provide information regarding the applicant.

Allocation Decision

Housing points level should be used as the basis for the allocations decision. There must be clear and documented reasons if the top pointed applicant is bypassed for allocation.

To be agreed by consensus by the members of the Management Group (Referrer should not be involved in the actual decision).

After the meeting all copies of the Understanding You are to be returned to the SHOSA who will dispose of the extra copies.

SHOSA to advise Housing Officer of successful applicant.

Stage 5 – Advising the Applicant

The Housing Service will inform the applicant in writing of the offer of accommodation. The referrer will be advised of the outcome of the allocations meeting.

It is expected that applicants who have not been allocated should to be advised by their referrer.