



Allocations Policy	
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Prepared by	Stacy Angus, Housing Services Manager
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Reviewed & Approved by	Joint Housing Committee
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OSPREY GROUP ALLOCATIONS POLICY STATEMENT

Osprey Housing and Osprey Housing Moray (referred to as the Group) believe that effective and efficient allocations and management of their stock is vital to the success of sustainable communities, maintaining good quality services for all our tenants and provide value for money.

We embrace quality property management and this is encompassed in our Core Values;

✓ **AMBITION**

empowering through innovation and challenge

✓ **(E)QUALITY**

doing the best for individuals and communities in a fair and equal way

✓ **RESPECT & PROFESSIONALISM**

towards each other, the people we work with; the people we serve and our environment

✓ **ACHIEVEMENT**

delivering outcomes that matter and make a real difference – now and in the future

1. INTRODUCTION

- 1.1 Our allocation policy aims to provide sustainable housing within stable communities. We will do this by making best use of our homes, balancing the need for housing with the needs of the local community.
- 1.2 The key outcomes of this policy are to facilitate the open, fair and transparent letting of our homes to meet local needs and preferences where possible. Osprey Group work closely with the Local Authorities in the communities we serve to prevent homelessness.
- 1.3 We are committed to fulfilling our legal obligations under the Housing (Scotland) Act 1987 (as amended) to give reasonable preference when selecting tenants from certain groups, including people who
 - • Occupy overcrowded houses
 - • Occupy houses which do not meet the tolerable standard
 - • Have large families
 - • Live in unsatisfactory housing conditions, or,
 - • Are homeless or threatened with homeless
- 1.4 The Housing (Scotland) Act 1987 also states that when allocating housing we will not take any account of the following factors:
 - Length of time lived in local area;
 - Length of time on the housing register;
 - Income of household;
 - Arrears of rent amounting to less than one month of the annual rent due;
 - Arrears of rent amounting to more than one month of the annual rent due to which an agreed arrangement has been made and is being regularly maintained.
- 1.5 The Scottish Housing Regulator (SHR) will use the outcomes and standards in the Scottish Social Housing Charter (SHC) to assess the performance of social landlords. The outcomes and standards that have been considered in the development of this policy are outlined below:
 - **Outcome 7:** People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
 - **Outcome 8:** Tenants and people on housing lists can review their housing options
 - **Outcome 9:** People at risk of losing their homes get advice on preventing homelessness
 - **Outcome 10:** People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

2 POLICY AIMS

- 2.1 **Legal and good practice.** We meet legal and good practice standards in our allocation approach and processes that address housing need through a fair and effective system
- 2.2 **Advice and information.** We provide customers with quality advice and information about their housing options including advice on how to prevent homelessness
- 2.3 **Promote equal opportunities.** We provide services that are fair and transparent and accessible to the needs of individual customers.
- 2.4 **Maximising income.** We will let houses quickly to maximise our rental income.
- 2.5 **Use of housing.** We make best use of our housing stock to address housing need.
- 2.6 **Partnerships.** We work in partnership with a range of organisations to promote the objectives of this policy, for example, we work with the Local Authorities in the communities we serve to promote sustainable tenancies.
- 2.7 **Performance management.** We monitor the effectiveness of this policy through our performance management system. This covers both qualitative and quantitative indicators.

3 POLICY PRINCIPLES

3.1 Allocations sources

3.1.1 Osprey Group (both OH and OHM) are members of Apply4Homes, a Common Housing register in partnership with Local Authorities (Aberdeenshire Council and Moray Council) and other local RSL's. The Apply4Homes online application system is maintained by Aberdeenshire Council as the lead partner in this initiative. This includes;

- Annual review of applications – including archiving
- Verification of data (example, application of below tolerable standard points, pregnancy, medical needs)
- Suspensions

3.1.2 Osprey Group consider three key allocation classifications groups when allocating their general needs properties;

- 1) General waiting list applicants
 - 2) Internal transfer applicants
 - 3) Homeless applicants
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- 1) General Waiting list applicants – are accessed via nomination to the Local Authority. These are applicants on the Apply4Homes system and are either new applicants or existing tenants, Local Authority or Social housing providers. When requesting nominations from the Local Authority, we will request three applicants to then be assessed by the Osprey Group Needs assessment (Appendix 1)
 - 2) Internal transfer applicants – applications are made directly to Osprey Group and are assessed for priority in accordance with Osprey Group Needs assessment and a list is held internally by areas of choice and priority. Specific elements relevant to how we process Internal Transfers are referred to under Appendix
 - 3) Homeless applicants – Applicants assessed by the Local Authority as statutorily homeless will be accepted as homeless applicants. When requesting a homeless applicant, only one nomination will be requested per property.

3.1.3 Housing Need Quotas. Osprey Group have an agreement with each Local Authority to allocate a minimum of 50% to meet the needs of the Local Authority demand on social housing. Of this 50%, a minimum of 25% of available properties per annum will be let to statutorily homeless applicants.

3.2 Letting of New Build Developments

Osprey Group will liaise and negotiate with the relevant local authority that the new build properties are being developed to reach appropriate lettings plans for each individual community.

Local Letting Initiatives will be agreed between parties to meet the housing demand in the area and provide sustainable communities.

Internal transfer applicants will also be considered in the letting of new build developments to maximise use of existing stock whilst meeting current housing need of existing tenants. This will be to a maximum of 50% of each new development.

3.3 Eligibility for Housing

- 3.3.1 We will accept nominations and applications from applicants over the age of 16 years regardless of race, colour, ethnic or national origin, gender, sexual orientation, marital status, religion, physical or learning disability, financial circumstances or any local connections
- 3.3.2 We will allocate housing to any nominee or internal transfer applicant according to our policy and procedure to match the suitability of available housing with the person in greatest housing need.
- 3.3.3 At all stages in the allocation process we will ensure that we comply with our Equality & Diversity Policy, which meets all current statutory requirements. All applications and allocations will be monitored to ensure compliance with equal opportunities.
- 3.3.4 Current or former employees of Osprey Housing, Governing Body Members and their close family may, if nominated, be accepted for housing. Any resulting allocations will be made solely on the basis of housing need. All such allocations will require to be approved by the Chair of Housing Committee.
- 3.3.5 We will continue to review and enter into Nomination Agreements with the Local Authorities whose areas we operate, whereby the Councils will be able to nominate applicants from their housing lists to an agreed proportion of our vacant properties.
- 3.3.6 We will develop appropriate procedures in association with the Local Authorities in whose areas we operate to ensure that we meet current statutory requirements for the provision of housing for homeless persons. Our housing management practices will seek to prevent homelessness wherever possible.

3.4 Flexible Letting

3.4.1 We reserve the right to allocate outwith the nomination agreement and internal transfer options. For example, to advertise a property via Choice Based lettings. Housing Need will still be assessed and addressed by using this method and be carried out in a transparent and fair way.

3.4.2 This list is an example of potential reasons for flexible lettings but it is not exhaustive;

- Low demand area or type of property
- To develop sustainable communities
- Under recommendation from other agencies
- Lack of provision of larger size properties (4 or 5 bedroom properties)
- To release two properties back into the public sector

3.5 Property Size Assessment Criteria

Applicants will be matched to properties depending on the house size required and the household composition. We will not make tenancy offers which will result in overcrowding of the property.

In exceptional circumstances where supply outweighs demand, or based on the needs of the individual family, we may make offers of tenancies with an additional bedroom in relation to entitlement. For these offers we will ensure the household are aware of benefit entitlement and how this may affect their income due to under-occupancy charges being applied for Housing Benefit applicants.

The following table will be used when assessing the size of property to be offered to households and the age of children where relevant;

Household composition	Bedrooms	Minimum Bed spaces
Single person	1	2
Couple – no children	1	2
Two adults - not in a relationship. No children	2	2
Tenant (s) with one child	2	3
Tenant (s) with two children of opposite sex – where both children are under 10 years of age and an age gap of less than 5 years	2	4
Tenant (s) with two children of opposite sex – where one child is over 10 years of age	3	4
Tenant(s) with two children of opposite sex – where the age gap is more than 5 years	3	4
Tenant (s) with two children of same sex where both children are under 16 years old and an age gap of more than 5 years age gap	3	4
Tenant (s) with two children of same sex where both children are under 16 years old and the age gap is less than 5 years age gap	2	4
Tenant (s) with three children – assessment done on ages for sharing purposes	3/4	5
Tenant (s) with more than three children – assessment done on ages for sharing purposes	3+	6+

Any additional adults within the household will be assessed as requiring a separate bedroom. For example, a grandparent or any child over 16 years of age where it is their main and principle home.

In cases where applicant has joint custody/regular access and sleep over on average, 2 nights per week or more, consistently over the year they will be entitled to one additional bedroom only. See supporting documentation section 3.6 for this entitlement.

Where medical evidence is provided, an additional bedroom may be allocated. For example, live in carers, couples requiring separate bedrooms or children with additional needs.

3.6 Supporting documentation

3.6.1 Nominees/Applicants may be required to provide the relevant documents from the list below:

- In early stages of pregnancy, either a scan report or written confirmation from a GP/midwife
- Following the birth of a baby, a copy of the birth certificate (Internal Transfers only)
- In cases where applicant has newly acquired custody of children, a copy of child benefit entitlement or extract of custody order
- Medical evidence in writing to support of any medical points awarded or additional bedroom requirements
- In cases where applicant has joint custody/regular access and sleep over on average, 2 nights per week or more, consistently over the year. An extract of the custody order, solicitors letter, a letter from another professional or a suitable form of written confirmation.
- In cases under threat of eviction or a tenancy not being renewed, a copy of the Notice to Quit or a letter from the landlord confirming the date the tenancy is to end
- If a house is under repossession, written proof from the mortgage lender or solicitor
- If the house is to be sold and the applicant required to move out, a confirmation letter from solicitor, Bank or building society or other form of verification.

3.6.2 Tenancy References. We reserve the right to make enquiries in connection with all housing applications and applicants are asked to sign a declaration, allowing us to do this. We will contact previous and current landlords to obtain a tenancy report. The information contained within the tenancy report can be shared with the applicant and can be used to inform an allocations decision. The information received will not be passed on to a third party.

3.7 Exceptional circumstances

In exceptional circumstances we reserve the right to consider urgent applications on a discretionary basis. In other cases where circumstances are not covered adequately the Housing Services Manager will award additional points for the reasons listed below.

All cases deemed to have exceptional circumstances will be considered by the Housing Services Manager. Supporting documentation will be required in each circumstance:

- Health – Not adequately covered by our medical condition criteria.
- Social/cultural factors not adequately covered by our criteria
- Compassionate grounds
- Other urgent reasons not covered by our criteria
- To make best use of mobility adapted properties

We reserve the right in exceptional circumstances to over or under-occupy a property.

3.8 Grounds for refusal

3.8.1 Giving False and Misleading Information

To avoid us making allocations based on false information, applicants may be asked to provide documentary support for statements made in their application form.

If an applicant is found to have deliberately falsified or omitted information in order to be offered a property the nomination/application will be refused. If after letting a property, a tenant is found to have obtained a house on the basis of deliberately falsified information we may take legal action to repossess our property.

3.8.2 Previous/current debt owed to a landlord

We will refuse to consider an applicant if there is an outstanding debt owed to a landlord, unless there is a repayment plan in operation, which has been adhered to for at least three months prior to the nomination/application and payments are continuing.

If the applicant/nominee has been an owner occupier we may seek a reference from the mortgage lender. If there is an outstanding debt owed to the mortgage lender there must be a repayment plan in operation which is being adhered to for at least three months prior to the nomination/application being received.

For those applicants who have a substantial debt owing to a previous landlord we may require the applicant to reduce the outstanding debt to at least one twelfth or one months rent charge and provide proof of same, prior to being housed. A repayment plan must be in operation for the remaining balance of debt owed, for a minimum of three months and payments are continuing.

In exceptional circumstances where it can be evidenced that a move to a more suitable property will alleviate an applicants debt (ie, by down sizing) then this may be dealt with via discretion assessment on an individual basis if approved by the Housing Services manager.

3.8.3 Anti-Social Behaviour

Where there is evidence of "serious" anti-social behaviour from an applicant or a member of their household, corroborated from an official source, namely the Police or a previous social landlord the application may be refused.

For refusing an application based on anti-social behaviour it must have taken place in the 2 year period prior to application. The behaviour must have occurred on a consistent basis. We see violence to neighbours, any incident causing distress and worry to others, convicted drug trafficking, damage to property and convicted housebreaking as serious anti-social behaviour.

Anti social behaviour includes the following:

- **Eviction.** Where applicants have been evicted from a previous tenancy due to anti social behaviour within the previous 2 years.
- **Anti social behaviour order.** Where applicants or a member of their household is subject to a current ASBO or has been served with an Anti-social Behaviour Order in the previous 2 years.
- **NOP.** Where an applicant has been served with a Notice of Proceedings due to anti-social behaviour in the previous 2 years.

3.9 Confidentiality

Once submitted, all applications will be treated as confidential and no information will be given to third parties without the applicants consent.

Staff respect the confidentiality of personal information at all times. Applicants may request copies of their application or other papers you have submitted. All information stored may be subject to the Data Protection Act ****date****.

3.10 Appeals and Complaints

3.10.1 Appeals. If an applicant is dissatisfied with the way in which their application has been assessed, reviewed, or any other decision taken in relation to their application, an appeal in writing can be made to the Housing Services Manager for the decision to be appealed. The Housing Services manager will respond within 7 days.

If the Housing Services Manager cannot satisfactorily resolve it then the appeal will be referred to our Executive Director. Dependant on the nature of the appeal and decision, the matter may be referred to the Osprey Group Joint Housing Committee for a final decision.

3.10.2 Complaints. The Group have a formal complaints policy and procedure and copies are available on request or accessible via our website - <https://www.ospreyhousing.org.uk/complaints-compliments>. A quarterly report on complaints received is submitted to the Governing Bodies and relevant sub-committees.

4 EQUALITY & DIVERSITY

The Group is committed to ensuring and promoting diversity and equality of opportunity in housing, employment and provision of services for all people within its range of work. The Group will treat all people equally and in accordance with the Equality & Diversity Policy.

5 MONITORING & REPORTING

The following areas will be subject to monitoring on a continuing basis:

- i. Risk management – Strategic risk matrix and Key Performance Indicators
- ii. Training and information for staff – to ensure all staff dealing with allocations on behalf of the Osprey Group have suitable training
- iii. Governing Body reporting. The Housing Services Manager will present quarterly reports to the Housing Committee and Governing Bodies of OH/OHM:
 - The number of mutual exchanges carried out
 - the number of properties lets per month and by category of let
 - The number of tenancy offers refused

6 REVIEW

This policy will be reviewed every 3 years unless the following criteria dictate that it would be best practise to review sooner:

- i. applicable legislation, rules, regulations and guidance, both those which affect the Group directly and those which affect the resources available to significant numbers of our customers to enable them to sustain tenancies
- ii. changes in the organisation
- iii. continued best practice

APPENDIX 1 – OSPREY GROUP HOUSING NEEDS ASSESSMENT – POINTING SYSTEM

Table 1

Current housing situation	Points
Applicant without a home of their own	
Sleeping rough / Roofless	60
Lodger/Sub-letting a room	35
Living in homeless accommodation / Hostel / Bed and Breakfast/ refuge	40
Living with friends / relatives	30
Living in the parental home	10
Private rented or tied accommodation (inc armed forces. Student accom)	
Where Notice to Quit has been served or a set lease/employment end date	30
Ongoing tenancy	10
Social rented accommodation (LA/RSL)	
Joint tenancy – relationship breakdown	20
Non tenant – relationship breakdown	30
Ongoing tenancy – property not suitable	10
Private Owners and Owner Occupiers	
Relationship breakdown leading to sale of marital home (property already for sale)	30
Mortgage repossession (date set)	30
Other Accommodation	
Caravan/mobile home – not on a site with facilities	30
Caravan/mobile home – on a site with facilities – non permanent site	20
Caravan/mobile home – on a site with facilities – permanent site	10

Table 2

Undesirable Accommodation	Points
Multi-storey flat	10
Bedsit	10

Table 3

Overcrowding	Points
Two adults not in a relationship sharing a room	10
Applicant or other adult (aged 16 or over) sleeping in living area or sharing a bedroom with child under 16	10
Three or more children sharing one bedroom	10
Two children of opposite sex with one child over 10 years	9
Two children of opposite or same sex with an age gap of 5 years or more	7
Applicant or other permanent household member is 3 months or more pregnant if the birth will cause overcrowding	3
Under occupation	
2 or More Bedrooms extra to Requirements	20

1 Bedroom Extra to Requirements	10
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Table 4

Condition of Property	Points
Below tolerable standard	10
Private water supply and risk of breakdown	5

Table 5

Heating Type	Points
No heating other than portable electric or gas heaters	10
Solid fuel fire only - with no back boiler or radiators	8
Focal point gas or electric fire, with no radiators	6
Solid fuel fire – with radiators/back boiler	4

Table 6

Violence / Harassment	Points
Applies to persons experiencing racial/domestic abuse, violence or harassment	
Fleeing or at risk of Domestic Violence	30
Direct harassment – where evidence is provided i.e. police reports, landlord report, social work etc	10
Affected by neighbour or local area issues, ie, disputes, noise nuisance, indirect harassment	5

Table 7

Medical Condition	Points
Where an applicant (or member of their household) health would benefit from rehousing:	
Applicant (or other household member) is unable to return to the property following an accident/illness	20
Restricted mobility/use of house due to medical condition – and current housing does not have suitable access/GF bedroom/bathroom	10
Quality of life would improve with a move to other accommodation i.e. due to heating type, floor levels, bathroom facilities etc	7
On medication for or suffering from stress / depression /mental health – directly linked or affected by current living accommodation/environment	7

Table 8

Support Requirements	Points
Applies only where support is provided/received from applicants current accommodation and a move would be beneficial	
Where the applicant is currently providing or receiving support (applies outwith 5 miles radius)	5
Where the applicant is planning to provide or receive support following a move (applies outwith a 10 mile radius)	3

Table 9

Travelling Difficulties – rural locations only	Points
Where applicant (or a member of their household) requires a move to ease travel difficulties – applies to medical care, education, work and essential services.	
Over 2 Miles to services - public transport is also 2 miles away (no car)	10
Over 2 Miles to services - public transport within 2 miles (no car)	5
Over 10 Miles to services (own car)	3

Table 11

Commuting Difficulties – applies to all locations. Employment or education	Points
Commuting 60 miles or over a day for a minimum of 3 days per week	10

APPENDIX 2 – INTERNAL TRANSFERS

The internal transfer process is an appendix to our full allocations policy. The allocations policy and all contents and conditions apply to internal transfer applications unless otherwise stated in this appendix.

When a property comes vacant, in accordance with the nomination agreement and in accordance with the targets stated in the main body of the Allocations Policy we will consider all appropriate transfer applications. We will then assess each applicant against the following criteria to identify the applicant in greatest housing need. Where two or more applicants are identified as being in equal need the date of receipt of the transfer application will be the deciding factor (e.g. the person on the transfer list for the longest).

1. LETTING OF NEW-BUILD PROPERTIES

In new build developments internal transfer applications will be considered up to a maximum of 50%. However this will be assessed on an individual development basis in agreement with the local authority or partner agencies.

2. OUR TRANSFER CRITERIA AND POINTS SYSTEM

We feel that a points system is the most appropriate method for allocating our properties for internal transfer applicants as it can be applied in a flexible but fair manner.

We will assess all transfer applications in accordance with housing need by a system of points allocated to the existing housing circumstances of each applicant.

3. TRANSFER ELIGIBILITY

All transfer applicants will require to:

- have a clear rent account from the date of submitting a transfer form (excluding current Housing benefit entitlement due but not received)
- have conducted their tenancy satisfactorily
- Have a property inspection carried out and the property to be in a satisfactory condition with no or minimal rechargeable repairs

4. GROUNDS FOR SUSPENSION FROM TRANSFER LIST

Applications initially accepted will be suspended from our list if:

- The tenants rent account goes into arrears (regardless of any repayment plan agreed) Under exceptional circumstances this will not apply, where a move will significantly financially benefit a tenant and enable them to repay debt. This will be decided by the Housing Services Manager.
- When a minimum of two anti-social or tenancy reports about the tenant, members of their household or visitors to their home are received, investigated and substantiated within the past two years.

- If during a routine visit or inspection it has been identified of unacceptable damage and neglect (that are the tenants responsibility) . The suspension will be in place until the property has been brought up to an acceptable standard that is free from rechargeable repairs.

5. GROUNDS FOR REFUSAL

Transfer applications will be refused:

- Their rent account is in arrears (regardless of any repayment plan agreed). Under exceptional circumstances this will not apply where a move will significantly financially benefit a tenant and enable them to repay debt. This will be decided by the Housing Services manager.
- When a minimum of two anti-social or tenancy reports about them, members of their household or visitors to their home have been received, investigated and substantiated in the 2 years prior to their application.
- The property inspection highlights issues of unacceptable damage and neglect that are the tenants responsibility.

6. ASSESSMENT CRITERIA

Osprey will issue a review form to all transfer applicants on an annual basis. However between reviews it is the transfer applicant's responsibility to inform us of any changes to their application such as family composition, revised areas of choice or if they now feel they meet the conditions for acceptance onto the list as at 5.0.

Suspended transfer applications will be reviewed bi annually and readmitted onto the transfer list when the conditions listed as reason for suspension have all been met. Between reviews it is the transfer applicant's responsibility to inform us when they feel the conditions listed have been met. If the conditions have been met their application can be readmitted onto the transfer list at any time.

The Housing Services Manager will ensure that all staff receives the necessary training to enable them to implement the transfer process and the procedures which support it, and will carry out a sample survey of 3 transfer applications bi annually to ensure ongoing consistent application of the points system.

Below are the categories and circumstances we consider when prioritising all Osprey Group transfer applications.

A maximum of one set of points will be awarded from each table.

Table 1

Overcrowding	Points
By one bedroom	5
By Two bedrooms	10
By Three or more bedrooms	15
Applicant or other permanent household member is 3 months or more pregnant	3
Under occupation	
2 or More Bedrooms extra to Requirements	10
1 Bedroom Extra to Requirements	5

Table 2

Heating Type	Points
Solid fuel fire only, with back boiler and/or radiators	5
Electric storage heaters	2

Table 3

House type	Points
Flatted property	5

Table 4

Violence / Harassment	Points
Applies to persons experiencing racial/domestic abuse, violence or harassment	
Fleeing or at risk of Domestic Violence	30
Direct harassment – where evidence is provided i.e. police reports, landlord report, social work etc	10
Affected by neighbour or local area issues, ie, disputes, noise nuisance, indirect harassment	5

Table 5

Medical Condition	Points
Where an applicant (or member of their household) health would benefit from rehousing:	
Applicant (or other household member) is unable to return to the property following an accident/illness	20
Restricted mobility/use of house due to medical condition – and current housing does not have suitable access/GF bedroom/bathroom	10
Quality of life would improve with a move to other accommodation i.e. due to heating type, floor levels, bathroom facilities etc	7
On medication for or suffering from stress / depression /mental health – directly linked or affected by current living accommodation/environment	7

Table 6

Support Requirements	Points
Applies only where support is provided/received from applicants current accommodation and a move would be beneficial	
Where the applicant is currently providing or receiving support (applies outwith 5 miles radius)	5
Where the applicant is planning to provide or receive support following a move (applies outwith a 10 mile radius)	3

Table 7

Length of tenancy in current property	Points
4 years or more	4
Under 4 years	2

Table 8

Travelling Difficulties – rural locations only	Points
Where applicant (or a member of their household) requires a move to ease travel difficulties – applies to medical care, education, work and essential services.	
Over 2 Miles to services - public transport is also 2 miles away (no car)	10
Over 2 Miles to services - public transport within 2 miles (no car)	5
Over 10 Miles to services (own car)	3

Table 9

Commuting Difficulties – applies to all locations. Employment or education	Points
Commuting 60 miles or over a day for a minimum of 3 days per week	10

APENDIX 3 – JARVIS COURT – ALLOCATION POLICY STATEMENT AND PROCEDURE

1. INTRODUCTION AND FRAMEWORK

This Policy statement and process supplement our full allocations policy that refers particularly to the letting of very sheltered housing within Jarvis court, Fraserburgh. The full allocations policy and all contents and conditions apply to Jarvis Court allocation process unless otherwise stated in this appendix document.

2 PURPOSE

The complex has been designed for older persons who have care needs, which are assessed on an individual basis ensuring minimum eligibility criteria is met. As per Care management Social work definition, an older person is recognised as 65 years of age. An agreed flexibility of ten years can be applied to this criteria if the long term needs of an applicant are deemed appropriate by their Care Management VSH Assessment.

The process listed below reflects the unique nature of the very sheltered housing complex and acknowledges the joint working and support between Aberdeenshire Council and the expert medical guidance given by Aberdeenshire Council's Social Work Team. Osprey Housing holds and maintains the waiting list for Jarvis Court.

3. THE PROCEDURE

The following process was agreed at a meeting with Social work representatives, Osprey and Jarvis Court staff team -

1. All initial enquiries will be passed to Aberdeenshire Council's Very Sheltered Housing Manager or the Jarvis Court Coordinator for eligibility advice and screening. If deemed Jarvis Court is a suitable housing option for the applicant then an application form, a Jarvis Court leaflet and an information sheet on support charges will be issued to the prospective applicant. These are available from Osprey Housing and the Jarvis Court office.
2. If an applicant does not meet the minimum eligibility criteria, a copy of the screening form will be passed back to the Osprey Housing Officer. A letter will be issued to applicant explaining that at present they do not meet the criteria for Jarvis Court however if their circumstances change to make contact for a reassessment.
3. If an applicant does meet the minimum eligibility criteria, their application form will be passed to Aberdeenshire Council's Care Team for a full VSH Assessment to be carried out. A home visit for the care assessment shall be arranged.
4. Osprey will issue a letter of acknowledgement to all applicants on receipt of their completed form.
5. If an applicant applies without having been prior screened for eligibility by the Jarvis Court Coordinator, then their letter will advise the applicant that the Coordinator from Jarvis Court will make contact to carry out an initial eligibility screening prior to being passed for a full VSH Care assessment.
6. On receipt of application forms, Osprey to scan and email a copy of completed application forms to Jarvis Court Coordinator. On receipt of the application form, Jarvis Court Coordinator will run through the eligibility criteria on the Screening Checklist.
7. A member of Care Management team will visit the applicant at home and carry out Single Shared Assessment (SSA) and the Very Sheltered Housing Assessment. The total points to

be highlighted at the end of the assessment with an overview statement advising whether the applicant is a suitable candidate for housing within Jarvis Court. The assessing Care Manager shall identify whether a Financial Assessment is required and highlight this on assessment.

8. Care Manager to send copies of the SSA and the Very Sheltered Housing Assessment to Osprey and the Jarvis Court Co-ordinator. Jarvis Court Coordinator will carry out the Financial Assessment for those applicants identified as requiring one.
9. Osprey to hold the waiting list in order of points. New applicants will be added onto the list in appropriate point order. Only Social Work Care Team can point applications and decide on priority based on the SSA and VSH assessments.
10. Jarvis Court allocations meeting will be held regularly to review and update the waiting list accordingly. The meetings will be with a Multi-agency approach, attendees including Osprey Housing Officer, Jarvis Court Coordinator, Care Team staff, Local District Nurse and Occupational Therapists.
11. When a vacancy arises, Osprey will contact the Jarvis Court coordinator. They shall then advise regards Care capacity which applicant is most suitable to be rehoused at that time. An email will be sent to all who attend the Jarvis Court Allocations meetings. A meeting will be held where there are aspects to be discussed or there is more than one potentially suited applicant to ensure best use of the resource is utilised.
12. Osprey Housing Officer will contact the applicant and arrange to carry out a home visit to discuss the details of the tenancy agreement and financial implications.
13. If an applicant accepts the property, Osprey will sign them up on a Scottish Secure Tenancy Agreement and complete the SSA form. Osprey will notify Care Team and Jarvis Court Co-ordinator of tenancy acceptance and tenancy start date.
14. Osprey will issue a review letter to all waiting list applicants on an annual basis. However between reviews it is the applicant's responsibility to inform us of any changes to their application.