



# Supported Housing Application and Allocation Protocol

**Communities Directorate**  
**Housing**

**Angus Health & Social Care Partnership**  
**Adult Services**

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## **Section 1 Introduction and Background**

Angus Council is committed to ensuring a person-centered approach through joined-up services and integrated working which focuses on delivering positive outcomes for service users.

The Council has a statutory duty to carry out an assessment of need for anyone who might be considered to require community care services, including housing support or specialist housing solutions.

Being able to live independently in one's own home requires much more than just securing accommodation. Not only do people need accommodation which is suitable to their personal circumstances (e.g. household makeup, physical disability, or access to services) they may need care and support to enable them to sustain their accommodation or cope with the limitations of poor health or incapacity. The Scottish Government introduced legislation to ensure that people with eligible care needs have more choice and control over the way that their support is arranged and delivered. This is called Self-Directed Support. This legislation provides people as much choice, control and responsibility as they want in organising their own support following an assessment.

Supported Housing aims to provide accessible housing with facilities to maintain a supportive environment in which individual tenants can receive tailored care and support to live independent lives.

This protocol aims to provide a basis for positive partnership working that will promote quick and easy access to a full assessment of need and suitable housing options.

### **1.1 Description of Supported Housing**

Supported Housing enables individuals to retain their independence in their own tenancies, while having the reassurance of 24 hour assistance from onsite staff when required.

Supported housing provides accessible housing within a complex with 24 hour on-site enhanced housing management and communal facilities. Supported housing complexes are designed to facilitate efficient, flexible and responsive delivery of care and support services to meet the individual needs of people with substantial community care needs. Tenancies are designed, or adapted, for individuals with mobility or sensory disabilities, mental disorders including learning disabilities, and those with complex community care needs. Onsite staff provide 24 hour management of the security and safety of the housing complex, supervision of the communal facilities, and are available to respond to emergency alarm calls from tenants. Complexes include communal facilities providing opportunities for tenants to participate in social activities with the support of staff.

In Angus, Supported Housing is provided by Angus Council and a number of Registered Social Landlords (RSLs). A list of current Supported Housing schemes covered by this protocol can be found in Appendix 1. Onsite management or support in these properties is provided or commissioned and procured by Angus Health & Social Care Partnership and other care agencies.

## **1.2 Policy Context**

### **1.2.1 Adult Services**

Angus Council, through the Angus Health & Social Care Partnership, is committed to the policy objective of enabling people with community care needs to maintain their independence in their own homes as far as possible.

### **1.2.2 Housing Allocation**

Angus Council and RSL partners operate a Common Housing Allocation Policy, in accordance with current housing legislation, which seeks to:

- give priority to people in need of housing
- make best use of available housing, and
- help sustain communities.

The allocation policy is intended to be transparent and fair while giving priority to those in greatest housing need.

All supported housing covered by this protocol will be allocated in accordance with this allocation policy.

### **1.2.3 Assessment of Housing, Care & Support Needs**

Both Adult Services and Housing teams use holistic assessments to assess an individual's circumstances and needs which can be shared between those involved in meeting any identified housing, care and support needs.

The assessment determines what is important to the applicant and will look at their particular housing circumstances and how this affects their safety and independence.

If additional support and care is required a Self Directed Support assessment will identify the support and care needs of the individual.

## **Section 2 Purpose of the Protocol**

The purpose of this protocol is to set out the process for the assessment of applicants for supported housing, the handling of applications and the allocation of tenancies. The protocol represents a formal agreement between:

- Angus Council Communities Directorate in respect of the Council's responsibilities as operators of the Angus Common Housing Register and common allocations policy on behalf of participating landlords, and
- Angus Health & Social Care Partnership in respect of the Council's duties under the National Health Service and Community Care Act 1990 and Social Care Self Directed Support (Scotland) Act 2013 to assess the needs of people who may require community care services
- Registered Social Landlords who are full participants in the common housing register, including Angus Council in respect of its landlord function, or where such a landlord has granted Angus Council 100% nomination rights in respect of supported housing.

This protocol also outlines the key principles underpinning the joint development, implementation, and periodic review of the protocol by Angus Council Communities and Angus Health & Social Care Partnership.

### **2.1 Aims**

- To ensure the Council responds effectively in assessing and meeting the housing and support needs of applicants
- To ensure an applicant's housing, housing support, social care and health needs are assessed holistically
- To ensure applications are assessed sensitively
- To ensure assessment decisions on applications are determined consistently and are accountable and open to scrutiny
- To ensure advice, assistance and information is provided to all applicants
- To ensure supported housing is allocated in a flexible but equitable and transparent way.

### **2.2 Objectives**

The objectives of the protocol are to clearly set out:-

- roles and responsibilities

- the referral process
- the assessment process
- the decision making process
- how the protocol will be monitored, reviewed and evaluated

## **Section 3 Eligibility Criteria**

The protocol defines supported housing by three care group provisions. However, there are no strict definitions and discretion should be applied to ensure accommodation can be allocated flexibly across care groups to meet identified needs; providing this is approved by the case worker, service provider and appropriate Service Manager.

### **3.1 Supported Housing for Older People**

Applicants applying for supported housing designated for older people must satisfy the following criteria:-

- The applicant's care and support needs are such that supported housing would provide an environment in which those needs could be met
- Their care and support needs must be long term in nature.
- The prognosis of any condition will be considered, making allowance for any likely deterioration over the long term
- They cannot be safely supported in their present home due to care and support needs which are unpredictable and may require intervention
- Normally be 60 years of age or older, applications from younger applicants who otherwise meet the criteria will be considered
- The applicant would benefit from the safety and security of supported housing and access to communal facilities
- The prognosis of any condition will be considered, making allowance for any likely deterioration over the longer term.

Where there are joint applicants, e.g. a couple, at least one applicant must meet all the above requirements.

### **3.2 Supported Housing for Adults with Learning Disabilities**

Applicants applying for supported housing designated for adults with a learning disability must satisfy the following criteria:-

- The applicant's care and support needs are such that supported housing would provide an environment in which those needs could be met
- They have a learning disability or complex care needs which could be appropriately met within this setting.
- They cannot be safely supported in their present home due to:
  - a) Care and support needs which require interventions which are frequent



and/or unpredictable; and/or

- b) Their requirement for continual supervision or support to maintain their safety due to vulnerability or cognitive impairment.

Where there are joint applicants, e.g. a couple, at least one applicant must meet all the above requirements.

See appendix 1 for specific criteria for individual complexes.

### **3.3 Supported Housing for Adults with Severe and Enduring Mental Health Problems**

Applicants applying for supported housing designated for adults with mental health problems must satisfy the following criteria:-

- The applicant's care and support needs are such that supported housing would provide an environment in which those needs could be met
- They have severe and enduring mental health problems or complex care needs which could be appropriately met within this setting.
- They cannot be safely supported in their present home due to:
  - a) Care and support needs which require interventions which are frequent and/or unpredictable; and/or
  - b) Their requirement for continual supervision or support to maintain their safety due to vulnerability or cognitive impairment.
- Currently require a minimum of 10 hours of care and / or support per week based on assessed need.

Where there are joint applicants, e.g. a couple, at least one applicant must meet all the above requirements.

## Section 4 Roles & Responsibilities

### 4.1 Overview of the Process

The protocol sets out the five stages of the process of allocating a tenancy in Supported Housing:

- 1 **Processing applications for supported housing.** Responsibility for this stage rests with Angus Council Communities Support and Resources Team.
- 2 **Assessing applicants housing, care and support needs.** Responsibility for this stage rests with Adult Services within Angus Health & Social Care Partnership and the Community Housing Teams within Angus Council Communities Directorate.
- 3 **Awarding housing priority.** Responsibility for this stage rests with Angus Council Community Housing Teams.
- 4 **Notification of vacant properties.** Responsibility for this stage lies with individual landlords of supported housing schemes covered by the protocol.
- 5 **Nomination of applicants for individual tenancies.** Responsibility for this stage lies with the Angus Council Community Housing Teams.
- 6 **Allocation of tenancy and sign-up.** Responsibility for this stage lies with individual landlords of supported housing schemes covered by the protocol.

### 4.2 Business Improvement Manager (Support and Resources)

The Business Improvement Manager, Communities Directorate will have day to day responsibility for ensuring efficient administration of housing applications. This will include ensuring consistent performance in line with the performance management targets and quality standards set for the service and compliance with statutory requirements, guidance, policy, and best practice.

### 4.3 Housing Options Coordinator

The Housing Options Coordinator will ensure consistent practice across the Community Housing teams in line with the performance management targets and quality standards set for the service and compliance with statutory requirements, guidance, policy, and best practice.

### 4.4 Senior Housing Officers (Communities)

The Senior Housing Officers (Communities) will have the day to day responsibility for ensuring the effective and efficient assessment and allocation of special and medical housing needs. The Senior Housing Officers (Communities) will also arrange for shortlisting for nomination requests received from other landlords.

#### **4.5 Housing Officers (Housing Options)**

The Housing Officers (Housing Options) will be responsible for implementing housing needs assessments and agreeing and processing the housing needs assessments received from Adult Services case holders.

#### **4.6 Housing Officers (Community Housing)**

The Housing Officers (Community Housing) will be responsible for running a shortlist from the Common Housing Register on receipt of notification of a vacancy and will be responsible for processing Angus Council and ACCCT offers.

#### **4.7 Service Manager (Home Care & Accommodation), Service Manager (Learning Disabilities), and Service Manager (Adult Services)**

The designated Service Managers will have day to day responsibility for ensuring efficient administration of the adult assessment and housing needs assessment process in respect of applicants for supported housing.

#### **4.8 Angus Health & Social Care Partnership Case Holders**

Case holders within Angus Health & Social Care Partnership – Care/Case Managers, or Care Coordinators, and Homecare Assessors – are responsible for implementing the Adult Assessment and completing the Housing Needs Matrix (HNM).

#### **4.9 Liaison Arrangements**

Overall responsibility for the effective operation of this protocol shall be the joint responsibility of the Housing Options Coordinator on behalf of Angus Council Communities Directorate and the designated Service Managers on behalf of Angus Health & Social Care Partnership.

These officers shall be responsible, jointly, for ensuring effective liaison between staff of Angus Council Communities and Angus Health & Social Care Partnership who are involved in day-to-day operation of the protocol, staff of participating landlords, and staff of agencies providing care and support within supported housing.

Liaison arrangements shall be regularly reviewed to ensure the key personnel in the operation of this protocol are familiar with each other and to ensure good ongoing awareness, understanding and communication.

There will be quarterly review meetings between the designated Service Managers and the Housing Options Coordinator to review the effectiveness of the protocol and discuss any issues or problems arising.

See Appendix 5 for contact details of responsible parties.

## Section 5 Processing of Applications & Assessments

### 5.1 Required Documentation

To be considered for supported housing applicants must have an assessed long term health or support need which could be effectively met within supported housing.

In order to be placed on the waiting list **three** documents require to be completed:

- 1 A Common Housing Application Form
- 2 An Adult Assessment or housing needs assessment
- 3 A Housing Needs Matrix

### 5.2 Trigger Questions

All applications for supported housing will be made using the common housing application form (HAF). An assessment of need will be triggered if both the following trigger questions are answered:

- An application will only be treated as an application for Supported Housing if the choice "Supported Housing" is selected
- The answer "Yes" is selected to the following question:

"Do you think that you or someone that will live with you has extra needs because of a long– term medical condition, a disability or unmet support or social care need?"

### 5.3 Handling of Applications

#### 5.3.1 *Applications accompanied by completed assessment documentation*

In most cases an application will be the result of an assessment of need in which case the application will be accompanied by a completed adult assessment and the housing needs matrix (see appendix 2 for template Housing Needs Matrix).

On receipt of the housing application form, the Common Housing Register team will forward the adult assessment and housing needs matrix to the Community Housing team. In these cases, stage 5.3.2 is not required.

### **5.3.2 Applications made without assessment documentation**

Where an application is received without supporting assessment documentation the CHR Team will notify the Community Housing team of the application.

The Housing Options Assistant will email First Contact to check if the applicant is currently open to Adult Services in Angus.

If the applicant is currently an open case, First Contact will notify the case holder and team manager.

Where a case holder receives a notification of an open case, they will:

- ascertain whether the service user has had an assessment in the previous 3 months (if appropriate to the service user's care group)
- establish whether there have been any significant changes in circumstances which would warrant a new full assessment.

**If there is no current Adult Services involvement**, the Housing Options Assistant will schedule an appointment for a housing needs assessment to be completed by a Housing Officer (Housing Options).

In the course of any other housing needs assessment where the Housing Officer (Housing Options) determines supported housing for older people to best meet the applicant's needs, the Housing Officer (Housing Options) can make this recommendation without the requirement of a community care assessment from adult services.

However all applications for supported housing for people with Learning Disabilities or Severe and Enduring Mental Health Problems must be accompanied with a community care assessment.

### **5.3.3 Action on receipt of assessment documentation from Angus Health & Social Care Partnership**

On receipt of the completed assessment documentation the Housing Options Assistant will acknowledge receipt of the documentation to the case holder and forward the assessment documentation to the Senior Housing Officer for allocation to a Housing Officer (Housing Options).

**Service Standard:** All applications for supported housing will be processed and placed on the appropriate category of the Common Housing Register within 28 days of receipt of the application

The Housing Officer (Housing Options) will check the documentation to confirm it is complete and that the housing priority proposed is supported by the documentation.

Where the documentation is incomplete or further information is required the Housing Officer (Housing Options) will liaise directly with the case holder. If the Housing Officer (Housing Options) and the case holder are unable to agree the award of housing priority the procedure in Section 7 will be followed.

Once the applicant's housing priority has been agreed, the Housing Officer (Housing Options) will register that priority and recommendations on the housing management system.

**Service Standard:** The housing priority of an applicant will be entered onto the Common Housing Register on the same working day as the housing priority is approved by the Community Housing Team.

Applications for supported accommodation will be placed on the appropriate category of the Common Housing Register to await an allocation as per the Common Allocation Policy (see appendix 3).

### **5.3.4 Notifying the applicant**

Once the assessment has been processed the Housing Options Assistant will send a letter to the applicant (or formal proxy such as a welfare guardian) outlining the outcome of their housing needs assessment, the level of housing priority awarded and any assessed adaptation requirements. (see appendix 4) A copy of the letter will also be sent to the applicant's case holder in the Angus Health & Social Care Partnership, where an open case.

**Service Standard:** Applicants shall be notified in writing of the outcome of the housing needs assessment and the priority awarded within 1 working day of the priority being awarded by the Community Housing Team who will also copy the letter to the applicant's case holder.

## **5.4 Change of Circumstances**

The primary case holder (Adult Services or Community Housing team) will be responsible for ensuring that the applicant's assessment and application for housing is kept up to date and reflects their current circumstances.

Where the case holder is notified or becomes aware that the applicant's circumstances have changed, they will update the assessment and, if necessary, undertake a new assessment.

If as a result of updating the assessment or carrying out a new assessment it becomes clear that:

- The existing housing priority needs to be altered, or
- A different type of housing is required to meet the changed needs, or
- There are additional or different housing design characteristics arising from the change in circumstances

the assessment decision and Housing Need Matrix will be reviewed and updated.

## **5.5 Routine Review**

Whether or not the applicant has had a change of circumstances the case holder will review their assessment at least every six months to establish whether their current housing priority is still appropriate.

**Service Standard:** Applicants for supported housing will have their assessment reviewed by their case holder within 6 months of their application for supported housing and every 6 months thereafter.

## Section 6 Allocation of Housing

### 6.1 Overview

Allocation of Council Housing is coordinated through the appropriate Community Housing Team or RSL. Any queries regarding allocations should be directed to the appropriate Community Housing Team, or Registered Social Landlord. Angus Council, Hillcrest Housing Association, Blackwood Housing Association and Caledonian Housing Association are partners in the Common Housing Register.

This register allows applicants to complete a single application form when applying for housing and to be considered by the different landlords without the need to apply to each landlord individually.

For the purposes of the efficient and fair operation of this protocol these arrangements shall apply to any supported housing provided in Angus by landlords who are not full partners in the Common Housing Register but who have assigned 100% nomination rights to Angus Council.

### 6.2 Notification of Tenancy Vacancies

Participating landlords will inform the appropriate Angus Council Community Housing Team of any vacancies by email as soon as they are notified of the termination of a tenancy or otherwise become aware a tenancy is due to fall vacant.

**Service Standard:** The participating landlord will inform the Community Housing Team by email within 1 working day of a tenancy being terminated or notice of termination received.

The landlord will provide the address of the vacancy, the size of the property, the layout and any existing adaptations, the date it will become vacant, and the expected date on which it will be available for occupancy.

### 6.3 Allocation Process

On receipt of notification of a vacancy the Community Housing Team will run a shortlist from the common housing register using the following restrictions:

- Applicant must be eligible for the particular housing scheme
- Any adaptation requirements are able to be met in that property
- Applicant must want to live in the area

Allocations to vacancies in supported accommodation will be taken from the Common

Housing Register as per the Common Allocation Policy and Local Lettings Plans. Applications will be prioritised by category, assessed risk then date of application.

The Housing Officer (Community Housing) will

- Discuss with the Housing Officer (Housing Options) to confirm the circumstances of the client have not changed and that the proposed vacancy is appropriate. (In exceptional cases a Multi-Agency case conference will be necessary prior to allocation).
- Notify the applicant's Care/Case Manager by email, if an open case
- Liaise with Occupational Therapy, if required, to ensure the layout of the property is suitable and any aids or adaptations needs identified can be met.

### **6.3.1 Angus Council and ACCCT Offers**

Where it is confirmed the allocation would be appropriate the Housing Officer (Community Housing) will proceed with the allocation process.

The Community Housing Team will:

- contact the applicant by telephone and by letter to arrange a time for the applicant to view the property
- If the applicant **accepts** the offer, arrange a time for signing of the tenancy agreement and agree a date of entry
- If the applicant **does not accept** the offer, rerun the shortlist to identify the next applicant on the list and notify the Housing Officer (Housing Options)

### **6.3.2 Offers from Other Landlords**

This section applies for CHR partner Registered Social Landlords or where the Landlord has assigned 100% nomination rights to Angus Council in respect of the property which has fallen vacant:

- Landlord notifies the Senior Housing Officer (Community Housing) of vacancy
- Housing Officer (Community Housing) will run a short list to identify a suitable applicant, liaising with the Housing Officer (Housing Options)
- Notify the applicant's Care/Case Manager by email, if an open case
- Where it is confirmed the allocation would be appropriate the Housing Options Assistant will email the applicant's Housing Application form, Housing Needs Matrix and Assessment to the Landlord's nominated officer along with the contact details of the applicant's Care/Case Manager, if an open case.

On receipt of the details of the nominated applicant the Landlord will:

- contact the applicant by telephone and by letter to arrange a time for the applicant to view the property and email a copy of the letter to the applicant's Care/Case



Manager

- If the applicant **accepts** the offer, arrange a time for signing of the tenancy agreement and agree a date of entry
- If the applicant **does not accept** the offer the Landlord will notify the Senior Housing Officer (Communities) who will arrange for the shortlist to be rerun to select the next applicant in order of priority.

## **Section 7      Dispute Resolution**

### **7.1      Disputes over Housing Assessment and Priority**

If agreement cannot be reached on the housing priority of an application the Community Housing Team will notify the Care/Case Manager or Care Co-coordinator by email requesting a case conference.

On receipt of a request for a case conference the Care/Case Manager or Care Co-coordinator will convene a case conference involving all relevant professionals involved in the case. The Housing Options Coordinator will also be invited to attend the case conference.

### **7.2      Appeals**

If an applicant, or their formal proxy or authorised representative, is unhappy about the award of housing priority they may appeal to the Quality, Assurance & Appeals Panel.

The Panel will include representatives from Health, Angus Council Communities, Angus Health & Social Care Partnership and the Medical Advisory Service. The panel meets every 8 weeks.

## **Section 8    Monitoring and Evaluation**

### **8.1    Administration and Performance**

The Housing Policy Manager is responsible for monitoring and evaluating performance management targets and quality standards for the Community Housing teams.

The designated Angus Health & Social Care Partnership Service Managers are responsible for monitoring and evaluating performance management targets and quality standards for community care assessments of applicants for supported housing.

### **8.2    Needs Assessments**

The Quality, Assurance & Appeals Panel will regularly review a sample of cases to monitor the consistency and appropriateness of needs assessments and awards of priority for supported housing.

### **8.3    Housing Allocations**

The Housing Policy Manager is responsible for monitoring the appropriateness of, and performance in, the administration of allocations by Angus Council to people awarded housing priority following assessment. Other Registered Social Landlords will be expected to have their own quality assurance arrangements in this regard.

### **8.4    Review Meeting**

A quarterly review meeting will be held with the designated Service Managers and Housing Options Co-coordinator to discuss any issues or problems.

### **8.5    Review Cycle**

This protocol will be reviewed on an annual basis from the date of adoption.

## Appendix 1 – Supported Housing Schemes

### Schemes for Older People

<b>Area</b>	<b>Complex Name</b>	<b>Landlord</b>	<b>Service Provider</b>
Carnoustie	Kinloch Court	Angus Council Housing	Angus Council People Directorate
Brechin	St Drostans Court	Angus Community Care Charitable Trust	Angus Council People Directorate
Forfar	Beech Hill Court	Trust Housing Association	Angus Council People Directorate
Forfar	Kirkriggs Court (Blocks 2 and 3)	Trust Housing Association	Angus Council People Directorate
Montrose	Provost Johnston Road	Angus Community Care Charitable Trust	Angus Council People Directorate

## Schemes for Adults with Learning Disabilities

Area	Complex Name	Landlord	Service Provider	Eligibility Criteria / Key Support Provided
Arbroath	Doocot Park	Hillcrest Housing Association	Gowrie Care	4 adults with profound multiple learning difficulties. Care at home Housing Support
Arbroath	Burnside Drive	Ark Housing Association	Ark Community Networks	Adults with Learning Disabilities, on site care & support. 1 block, communal facilities.
Arbroath	Marine Court	Arj Housing Association	Ark Community Networks	
Brechin	River Street	Hillcrest Housing Association	Gowrie Care	7 Adults with a Learning Disability Care at Home Housing Support
Brechin	River View, River Street	Hillcrest Housing Association	Gowrie Care	3 Adults on Autism spectrum Care at Home Housing Support
Forfar	Windmill Brae	Ark Housing Association	Ark Community Networks	Adults with Learning Disabilities on site care & support. Mixed with mainstream.

Forfar	Kirkriggs Court (Block 1)	Trust Housing Association	Angus Council People Directorate and Ark Community Networks	Adults with a Learning Disability or cognitive impairment. Normally be under 65 years of age. Currently require in the region of 10 hours of care and/or support per week based on assessed need
Montrose	Silverway	Hillcrest Housing Association	Gowrie Care	10 Adults with a Learning Disability. Housing Support Services Care at Home
Montrose	Broomfield	Angus Housing Association	Real Life Options	Adults 18-64 years old, mild to complex learning disabilities, housing support and care at home.

### Schemes for Adults with Learning Disabilities and Sensory Impairment

Area	Complex Name	Landlord	Service Provider	Eligibility Criteria / Key Support Provided
Forfar	Lilywynd	ACCCT	Real Life Options	Adults 18-64 years old, mild to complex learning disabilities with challenging behavior and sexual offending behavior, housing support.

### Schemes for Adults with Learning Disabilities who require Enhanced Security

Area	Complex Name	Landlord	Service Provider	Eligibility Criteria / Key Support Provided
Forfar	Lentlands Court	ACCCT	SENSE Scotland	Adults with Sensory Impairment and complex communication needs. Housing Support and Care at Home.

### Schemes for Adults with Severe and Enduring Mental Health Problems

Area	Complex Name	Landlord	Service Provider
Arbroath	Cliffview Court	ACCCT	Angus Council People Directorate
Montrose	Chapel Bond	Caledonia Housing Association	Angus Council People Directorate

## Appendix 2 – Housing Needs Matrix

Impact	4	3	2	1	Score
Impact of the physical environment on the applicant's physical or mental health	The applicant can't be discharged from hospital or there are significant dangers from the physical environment such that the applicant will be admitted to hospital or institutional care or the risk or likelihood of admission to hospital or residential care is high. The risk of injury is high.	The applicant <b>can't safely</b> access all the essential areas of their home <b>or</b> there has been a deterioration in their mental health attributed by qualified practitioners to the physical environment. This is shown through an increase in medication, an increase in contact/engagement with support services or admission to hospital for assessment and the like	The applicant <b>can't safely</b> mobilise in / around their home <b>or</b> their mental health is so affected by the physical environment that this affects their quality of life and there is some objective evidence available that their quality of life is deteriorating.	The applicant <b>has difficulty</b> accessing the essential areas of their home or mobilising in or around the home <b>or</b> there is some objective evidence that their mental health is affected by the physical environment but the affect is limited.	
Mitigation	3	2	1	0	Score
To what extent can the effects of the physical environment be mitigated/lessened?	The property <b>can be</b> adapted <b>or</b> support can be provided that would alleviate the impact of the physical environment on the applicant's physical or mental health and this is a long-term solution.	The property <b>can be partially</b> adapted <b>or</b> physical aids or support could be provided that would alleviate some, though not all, of the impact of the physical environment on the applicant's physical or mental health.	The property <b>cannot</b> be adapted but support could be provided that would alleviate some though not all, of the impact of the physical environment on the applicant's physical or mental health. This solution is only available in the <b>short-term</b> .	The property cannot be adapted, and neither physical aids nor support can be provided that would alleviate the impact of the physical environment on the applicant's physical or mental health.	
<b>TOTAL (IMPACT - MITIGATION)</b>					
<b>RISK: HIGH = 4      MEDIUM = 3 / 2 LOW = 1      NO RISK = 0</b>					



## Appendix 3 – Common Allocations Policy - Categories

CATEGORY	THIS CATEGORY COVERS	DEFINITION	WHEN YOU'LL GET THE POINTS	POINTS
A. Duty to House	People affected by homelessness to whom the council has a duty to house under the Housing (Scotland) Act 1987 (as amended) and young people to whom the council has a duty under the Children (Scotland) Act 1995.	Unintentional homelessness	One point for every day following the decision that you are affected by, but did not cause, your homelessness.	1 point per day
B. Medicals and Support	People needing to move on medical grounds because their current home isn't suitable and can't be adapted; people needing specific accommodation such as sheltered housing or a wheelchair adapted house; people that have housing support or social care needs that can't be met in their current home or someone that needs to move to Angus to provide essential care and support to someone living in Angus.	Additional need points	Points will depend on the outcome of the housing needs assessment. Points will be awarded for - <ul style="list-style-type: none"> <li>• risk (and how any risk can be reduced if aids or services were put in place);</li> <li>• location and accessing services;</li> <li>• the benefit of sheltered housing (where appropriate.)</li> </ul>	1 – 4 low 5 – 9 medium 10 + high
C. Short Term Accommodation	<p>Anyone living in Angus -</p> <ul style="list-style-type: none"> <li>• that is a tenant in the private rented sector with a Short Assured tenancy;</li> <li>• living somewhere temporarily (such as living with friends);</li> <li>• living in a home that comes with their job;</li> <li>• that has no home but has refused one reasonable offer of housing or did something that caused their homelessness.</li> </ul>	e.g. a house of multiple occupancy	<b>You live with people you don't know sharing facilities</b> i.e.	10 points (each room)
		Sharing facilities in lodgings	• a toilet, bathroom or kitchen	5 points
		Common law tenancy	• a living room	
		Your home comes with your job (we call this having a 'service' or 'tied' tenancy)	90 days before your tenancy ends	40 points
			one point for every day thereafter	up to 120 points
			You don't have all the bedrooms you need	For each bedroom you don't have that our policy says you need
	You do not have a fixed address and are temporarily in different homes		35 points	
	A member of Her Majesty's Forces leaving the forces who intends to return to Angus or who lives in Angus and wants to stay.	Your home comes with your service in Her Majesty's forces	<ul style="list-style-type: none"> <li>• for being in Her Majesty's forces</li> <li>• 90 days before your tenancy ends</li> <li>• one point for every day thereafter</li> </ul>	10 points 40 points 1 point

CATEGORY	THIS CATEGORY COVERS	DEFINITION	WHEN YOU'LL GET THE POINTS	POINTS
D. Inadequate accommodation	<p>Anyone living in Angus -</p> <ul style="list-style-type: none"> <li>•with too few or too many bedrooms;</li> <li>•that doesn't have all the essential facilities they should have like an indoor toilet;</li> <li>•anyone that has to travel more than 1½ hours by public transport or 30 miles in a vehicle to get to their place of work, training or study in Angus; anyone that has accepted an offer of a job in Angus and our Economic Development division tell us that worker is an essential or 'key' worker.</li> </ul>	You don't have all the essential facilities or services you need	<p>The property where you live -</p> <ul style="list-style-type: none"> <li>•has a bad problem with rising or penetrating damp</li> <li>•doesn't have satisfactory provision for ventilation, natural and artificial light or heating</li> <li>•doesn't have adequate thermal insulation</li> <li>•doesn't have an adequate supply of fresh water</li> <li>•doesn't have a sink with hot and cold water</li> <li>•doesn't have an indoor toilet</li> <li>•doesn't have a fixed bath or shower and wash basin with hot and cold water</li> <li>•doesn't have a good drainage and sewerage system</li> <li>•the electric supply doesn't meet the relevant safety regulations</li> <li>•doesn't have facilities to allow you to prepare a hot meal (this doesn't mean your landlord has to provide you with a cooker. A microwave oven counts as 'facilities to cook a hot meal.')</li> <li>•doesn't have a proper entrance</li> <li>•is not structurally stable: for example it's subsiding and a demolition or closing order has been placed on your home</li> </ul>	<p>10 points</p> <p>10 points</p> <p>10 points</p> <p>10 points</p> <p>10 points</p> <p>10 points</p> <p>10 points</p> <p>10 points</p> <p>10 points</p> <p>10 points</p> <p>10 points</p> <p>10 points</p>
		You don't have all the bedrooms you need	•For each bedroom you don't have that our policy says you need	20 points
		You have too many bedrooms	•For each bedroom that tenants of council or any other Registered Social Landlord don't need	30 points
		To help you if you travel a long way to work, training or study in Angus or we need your skills	<ul style="list-style-type: none"> <li>•you have to travel more than 1½ hours by public transport or more than 30 miles by vehicle to get to your place of work, study or training and your work, study or training is located in Angus</li> <li>•Where our Economic Development division tells us you are an essential or 'key' worker</li> </ul>	<p>5 points</p> <p>50 points</p>
E. Choice	For anyone that doesn't need to move and is a secure tenant, an owner or an assured tenant; or anyone that doesn't live in Angus with no medical or support need to move in to Angus.	No housing need	•Our tenants that would like to transfer with no housing need	1 point

## Appendix 4 – Decision Letter

Your Ref: Medical or Support Need/Initial/Reference

Letter Date

Applicant Name  
Corresp Address

**COMMUNITIES**  
Strategic Director:  
**Alan McKeown**

Dear Applicant Name

### **HOUSING ASSESSMENT DECISION (MEDICAL & SUPPORT NEEDS)**

Following your recent assessment, a decision has been made on your housing and support needs:

<b>Assessed Risk</b>	<b>Recommendations</b>
High / Medium / Low / No Risk	Recommendations

#### **WHAT DOES THIS MEAN?**

Your application will be placed on the housing list on category B (Medical & Support Needs) C (Short-term accommodation) D (Inadequate Accommodation) E (Choice). If you would like more information about your application, such as whether your application is live or deferred, you can contact the Data Processing Team (CHR) on 01307 474765.

#### **IF YOU DISAGREE WITH MY DECISION, YOU CAN APPEAL**

If you wish to appeal, do not delay. I enclose a booklet describing how to appeal. **An appeal MUST be received within 21 days** of the date at the head of this letter.

If you want to appeal I advise you to contact an independent agency such as Shelter or the Citizens Advice Bureau. These agencies can provide you with free and independent help. The addresses and contact numbers for these agencies are listed in the separate booklet enclosed with this letter.

#### **IF YOUR CIRCUMSTANCES CHANGE**

If something changes, for example your address or phone number changes, or your health needs change, please let us know without delay by telephoning us or completing a change of circumstance form (available at any local ACCESS Office).

Failure to do so could result in the Council losing contact with you, or you missing out on an offer.

If you need further information or help because you find any part of this letter hard to read or understand, you can contact me by:

- Phone: 03452 777 778 or
- Email: [HousingOptions@angus.gov.uk](mailto:HousingOptions@angus.gov.uk) or
- Going to any local ACCESS Office and asking them to contact me on your behalf.

Yours sincerely

Officers Name  
Housing Officer

Encs

## Appendix 5 - Contact Details

### Communities Directorate

<b>Business Improvement Manager (Support &amp; Resources)</b>		Catriona Ferrier	01307 474714	
<b>Housing Policy Manager</b>		Gary McKenzie	01307 474141	
<b>Housing Options Coordinator</b>		Lynsey Dey	01307 474767	
<b>Senior Housing Officers (Communities)</b>	<b>Arbroath</b>	Alison Paton	01241 435199	
		Steve Bremner	01241 435199	
		Fiona Spence	01241 435639	
	<b>Forfar</b>	May Callan	01307 474789	
		Deirdre Mitchell	01307 474740	
	<b>Montrose</b>	Moira Kelman	01674 662698	
		Caroline Spink	01674 664123	
	<b>Housing Officers (Housing Options)</b>	<b>Arbroath</b>	<a href="mailto:HouOptionsArbroath@angus.gov.uk">HouOptionsArbroath@angus.gov.uk</a>	
		<b>Forfar</b>	<a href="mailto:HouOptionsForfar@angus.gov.uk">HouOptionsForfar@angus.gov.uk</a>	
<b>Montrose</b>		<a href="mailto:HouOptionsMontrose@angus.gov.uk">HouOptionsMontrose@angus.gov.uk</a>		

### People Directorate

<b>Service Manager (Homecare &amp; Accommodation)</b>	Jillian Richmond	01307 473137
<b>Service Manager (Learning Disabilities)</b>	Linda Kennedy	01307 473130
<b>Service Manager (Adult Services)</b>	Peter McAuley	01307 474833