

ALLOCATION POLICY

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ALLOCATION POLICY

1. INTRODUCTION

1.1 Allocation Policy

This document sets out Blue Triangle's Allocation Policy and establishes the manner in which all of the Association's vacant accommodation will be allocated.

This policy replaces any existing local practices and will seek to ensure a consistent and equitable approach to allocating accommodation throughout the Association.

1.2 Principles and objectives

The policy is underpinned by three basic principles:

- To allocate accommodation in response to an identified need amongst vulnerable people.
- To provide a support service compatible to individual circumstances.
- To ensure allocations help achieve balanced and sustainable accommodation groupings.

The objectives of the policy are:

- To be fair, consistent, efficient and flexible in allocating accommodation.
- To ensure applicants are offered accommodation suitable to their needs.
- To maximise the occupancy levels.
- To be responsive to local authority needs and individual circumstances.
- To be non-discriminatory in the allocation of accommodation.

1.3 Access to information

All information supplied by applicants will be held on a computerised system which meets the requirements of the Data Protection Act 1998.

Applicants are entitled to supervised access and viewing of any data held in respect of their own application, including information held on non-computer records.

Applicants wishing to exercise these rights should contact the Association's Headquarters to make appropriate arrangements.

2. REFERRING TO BLUE TRIANGLE ACCOMMODATION

2.1 Who do Blue Triangle accommodate?

The Association seeks to provide high quality, affordable accommodation and person-centred support services to marginalised and vulnerable people.

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To achieve this aim the Association caters for a significant number of people within a diverse range of accommodation settings. These include registered residential care establishments, direct access emergency accommodation units, generic supported accommodation units, semi-independent living flats and independent tenancies.

Whilst the majority of its services are delivered to young single people aged 16 to 25 years, the Association also provides accommodation and appropriate levels of support for adults over 25 years and has a specific supported accommodation service for young single parents and their children.

The Association, as part of its equal opportunities policy and non-discriminatory practice, encourages referrals from all sections of the community but due to the nature of its service is generally unable to offer accommodation to couples.

Similarly the logistics of many of its buildings means that the Association is generally unable to provide accommodation to non-ambulant referrals, although there are a number which offer ground floor facilities as listed in Appendix III.

2.2 What determines a referral to specific accommodation facilities?

The referral routes to the Association are normally defined by the following criteria:

- Geographical location.
- Nature of service specification.
- Revenue funding source.
- Applicant's age.
- Applicant's assessed needs.
- Availability of local accommodation resources.

2.3 Who can refer to accommodation?

Referral sources vary from self-referrals and ad-hoc contacts such as clergy, family and friends to professional staff from local authority Housing and Social Work Services.

Currently the majority of the Association's referrals are from local authority homelessness sections and reflects the fact that the accommodation is provided as part of local homelessness initiatives.

Details of referral routes and referring agencies can be found in Appendix II.

2.4 How responsive is the Association to referrals made?

Most referrals are made by telephone contact and all are recorded and details transmitted to the Association's central database within 24 hours period.

The pace at which referrals are then processed is dependent on certain factors:

- Availability and accessibility of accommodation, i.e. vacant and lettable rooms.
- Mobility and motivation of applicant.
- Urgency of applicant's need.
- Gender implications in shared accommodation, i.e. bedroom facilities.

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In many instances, assuming that these factors are met, the process is fast-tracked to enable immediate admission on day of referral. In the event of the unavailability of accommodation then Association staff will maintain regular contact until a vacancy arises.

The Association is committed to both minimising inappropriate accommodation options for vulnerable people and maximising occupancy levels within its own accommodation provision and has 5% to 10% voids as a reasonable and achievable performance target.

2.5 Where is Blue Triangle accommodation located?

The Association provides a wide range of accommodation throughout West Central Scotland and the details are listed in Appendix I.

2.6 Who determines the acceptance of a referral to Blue Triangle accommodation?

Each accommodation resource, known as projects, has a local manager and this individual is responsible and accountable for the accommodation they manage.

In the majority of instances the Association accepts all the referrals they receive and processes them to admission, assuming that the individual referred chooses to live at the respective accommodation identified.

On rare occasions however the local manager will, in consultation with the Association's Executive Management, exercise autonomy in deciding it is inappropriate for the referral to be admitted to the accommodation. The grounds for these exceptional circumstances are outlined in Section 3.1.

3. ADMISSION CRITERIA

3.1 Are there any grounds for the Association not admitting a referral to its accommodation?

Whilst the Association will always reserve the right to refuse admission to a person referred to its accommodation, it accepts its provider role in the Purchaser – Provider partnership relationship and operates in the main with a non-rejection protocol.

There is however some limited circumstances where, after careful consideration of the information received and the undertaking of an appropriate risk assessment exercise, a referral is not offered accommodation.

Although the Association is not prescriptive about these matters the reasons for rejection would tend to fall into the following categories.

- Person with known history of drug dealing.
- Person unwilling to address a substance misuse problem.
- Person who has recent history of violence related offending behaviour.
- Person with known hostile relationship with existing resident.

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3.2 What rights does the person being referred have in the event of their referral not being accepted?

Every person whose application for accommodation is not accepted is entitled to the following:

- Within 24 hours of the decision being made they will receive a verbal response either directly to themselves or to the person who has acted upon their behalf in making the initial referral.
- Within three working days they will receive a written response communicating in full the reasons behind the rejection of their application.
- The opportunity to meet with an independent representative from the Association's Executive team to discuss the rejection of their application.

4. APPEALS

4.1 What action can an applicant take if they feel they have been unfairly treated under the terms of this policy?

Any person being referred to the Association reserves the right to appeal against any decision taken.

4.2 What is the format to be adopted for making an appeal?

The Association requests that any person registering an appeal adhere to this procedure.

- Write within ten working days from receiving the notification from the Association to the Association's Headquarters.
- This letter must outline the decision the individual wishes to challenge, the reasons why they wish the decision reviewed and any background or supporting information relevant to the appeal.

4.3 What is the process for the Association's response to an appeal?

The Association is committed to responding in writing, within five working days to the letter submitted by the individual. Its response will articulate the following:

- A thorough review of the original decision and a consideration of all material submitted in support of the appeal.
- Reference to any additional information sought.
- A final decision either overturning the original decision or alternatively supporting the original decision. In the case of the latter the letter will explain the reasons why the appeal was unsuccessful.

4.4 Does the person appealing have any further means of redress if their original appeal was unsuccessful and they remain dissatisfied?

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The person can submit a further appeal to the Association's Director within ten working days of notification of the outcome of the original appeal. This appeal will be considered and the individual will be advised in writing of the Director's decision within ten working days.

The Director's decision is final.

5. MISCELLANEOUS PROVISIONS

5.1 Pregnant females

With the exception of the dedicated service listed in Appendix 1, the general nature of the accommodation and the service provided by the Association means it is unable to accommodate young women beyond the birth of their child. In this instance every effort will be made, in conjunction with all relevant agencies, to ensure that appropriate accommodation and support is in place following discharge from hospital.

5.2 Named places from Statutory Social Work and/or Criminal Justice Orders

Given the nature of the accommodation and support service provided by the Association it is unable to provide accommodation to those individuals who either by order of the Children's Hearing or the Court system have a named place of residence. In the event however that plans are in place to lift such an order and this is factually evidenced and confirmed by local authority/court staff then accommodation can be made available on an emergency basis only until the relevant case hearing is dealt with.

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APPENDIX 1

Listed below is the Association's current provision of accommodation and support services.

Glasgow

- 1) 28 Bed Supported Accommodation Project in City Centre.
- 2) 12 Bed Residential Care Project in Charing Cross
- 3) 8 Bed Residential Care Project in Partick
- 4) 14 Bed Semi-Independent Living supported flats in Gallowgate
- 5) 8 Bed Semi Independent Living supported flats in Easterhouse
- 6) 10 Independent tenancies in Shettleston

Renfrewshire

- 1) 12 Bed Supported Accommodation Project in Linwood

East Ayrshire

- 1) 13 Bed Supported Accommodation Project in Kilmarnock
- 2) 8 Bed Independent Living supported flats in Kilmarnock

South Ayrshire

- 1) 11 Bed Supported Accommodation Project in Ayr
- 2) 1 Bed Independent Living supported flat in Ayr

South Lanarkshire

- 1) 12 Bed Supported Accommodation Project in Hamilton
- 2) 12 Bed Supported Accommodation Project in Lanark
- 3) 12 Bed Supported Accommodation Project in Rigside

North Lanarkshire

- 1) 12 Bed Supported Accommodation Project in Viewpark
- 2) 12 Bed Direct Access/Emergency Hostel in Airdrie
- 3) 3 Bed Supported Accommodation for young parents and children in Uddingston

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Notes

- I. Supported Accommodation implies a twenty-four hour staffed presence for the residents.
- II Registered Care implies an intensively supported unit with a minimum of two members of staff on duty at any time in a twenty-four hour period.
- III Direct Access/Emergency Hostel implies a twenty-four hour staffed presence for the residents but with a finite time limit on length of stay at accommodation, e.g. 16 weeks.
- IV Semi-Independent Living supported flats implies peripatetic support on a planned or needs basis between the hours of 8.30 a.m. to 4.30 p.m., with overnight on site caretaker contact between hours of 9.00 p.m. to 7.00 a.m.
- V Independent Living supported flats implies peripatetic support on an ad-hoc basis with no on site contact.
- VI Independent tenancies imply security of tenure and permanent accommodation unlike the accommodation listed in I – V, which is classified as temporary. It should be noted however that with the exception of the Airdrie Hostel there is no stipulation as to length of stay, despite its temporary accommodation status.

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APPENDIX II

Listed below is the local arrangement relating to the Association's current provision of accommodation and support services:

Glasgow

- 1) 28 Bed Supported Accommodation Project in City Centre referrals from Glasgow City Council Homelessness services.
- 2) 12 Bed Residential Care Project in Charing Cross referrals from Glasgow City Council Social Work Services.
- 3) 8 Bed Residential Care Project in Partick referrals from Glasgow City Council Social Work Services.
- 4) 14 Bed Semi-Independent Living supported flats in Gallowgate referrals from any source.
- 5) 8 Bed Semi-Independent Living supported flats in Easterhouse referrals from any source.
- 6) 10 Independent tenancies in Shettleston referrals from any source.

Renfrewshire

- 1) 12 Bed Supported Accommodation Project in Linwood referrals from Renfrewshire Council Homelessness services.

East Ayrshire

- 1) 13 Bed Supported Accommodation Project in Kilmarnock referrals from East Ayrshire Council Homelessness services.
- 2) 8 Bed Independent Living supported flats in Kilmarnock referrals from any source.

South Ayrshire

- 1) 11 Bed Supported Accommodation Project in Ayr referrals from South Ayrshire Council Homelessness services.
- 2) 1 Bed Independent Living supported flat in Ayr is a move on resource from Association's Supported Accommodation Project in Ayr.

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South Lanarkshire

- 1) 12 Bed Supported Accommodation Project in Hamilton referrals from South Lanarkshire Council Homelessness services.
- 2) 12 Bed Supported Accommodation Project in Lanark referrals from South Lanarkshire Council Homelessness services.
- 3) 12 Bed Supported Accommodation Project in Rigside referrals from South Lanarkshire Council Homelessness services.

North Lanarkshire

- 1) 12 Bed Supported Accommodation Project in Viewpark referrals from North Lanarkshire Council Housing and Social Work Departments.
- 2) 12 Bed Direct Access/Emergency Hostel in Airdrie referrals from North Lanarkshire Council Housing's Rough Sleepers Initiative.
- 3) 3 Bed Supported Accommodation for young parents and children in Uddingston referrals from North Lanarkshire Council Housing and Social Work Departments.

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APPENDIX III

Listed below are the buildings which offer ground floor facilities:

North Lanarkshire

- Airdrie Project
- Viewpark Project

Renfrewshire

- Linwood Project

South Lanarkshire

- Hamilton Project
- Lanark Project
- Rigside Project