
One YMCA - Allocations Procedure

One YMCA supports residents by enabling them to acquire new skills and confidence, and to move towards independent living.

Contents

Context.....	1
Scope	1
Purpose.....	1
Eligibility Criteria	1
Procedure Statements	2
Appendices	4
Read this procedure in conjunction with.....	6

If there is something contained within this procedure that you do not understand, it is your responsibility to speak to your Support worker at your earliest convenience.

Allocations Procedure

Context

The allocation of accommodation takes place in accordance with this procedure and the contracts and protocols with Key Partners, Stakeholders and Commissioning Teams.

In most cases One YMCA will undertake a risk assessment before making a decision on a referral. The current community dynamic at the accommodation site will be considered during the assessment process.

One YMCA will exhaust all risk management options, including involvement of other agencies in risk management plans before declining or deferring new referrals.

Scope

This procedure applies to all One YMCA housing services and all external applicants to each service.

Purpose

In line with the best practice and funding requirements, this procedure aims to ensure that One YMCA:

- allocates rooms in a fair, transparent and efficient manner,
- takes into account the housing needs and aspirations of applicants,
- contributes to the local authority's single homeless pathway
- establishes a clear eligibility criteria and ensures applicants are placed at the appropriate stage of One YMCA's Dynamic Pathway to Independence
- has clear decision making and appeals processes.

Eligibility Criteria

- applicants must be 18 and over,
- applicants must be homeless or at risk of homelessness and have a housing related support need,
- applicants must be eligible for housing benefit or have the means to pay the full weekly charges,
- applicants must agree to comply with their individual support plans and meet regularly with their key worker
- applicants must be willing to engage with external support agencies when applicable,

- applicants must accept the principles of shared living,
- applicants must be capable of basic personal care,
- applicants who require mobility assistance/adaptations due to disability will require further risk assessments to ensure health & safety compliance is achieved

Priority will be given to those in most need, based on an assessment of the following criteria:

- the applicant's current housing circumstances
- other options available to the applicant
- financial circumstances of the applicant
- the ability of the applicant to meet the charges for accommodation with, where appropriate, the assistance of Housing Benefit or other state funded options,
- the applicant's local connection
- the acceptance of an appropriate local support network for those applicants assessed as having complex needs.

One YMCA will consider application from the following subject to a risk assessment:

- persons with a history of sex offences,
- persons with a history of arson/fire setting,
- persons with previous episodes of violence towards any persons,
- persons with a known history of refusing support,
- persons who present a risk of harm to self and others,
- staff and family members of One YMCA
- staff and family members of the Board of Trustees

Offer & acceptance of accommodation to an individual currently employed by One YMCA is in line with the standard principles of the service with no exceptions.

All referral agents are recommended to contact the service directly to discuss their client's application. Any deviation from the eligibility criteria is at the discretion of the Supported Housing Manager.

Local priority criteria are detailed in Appendix 1.

Procedure Statements

One YMCA requires each applicant to complete the application process to access the service.

In line with One YMCA's Equal Opportunities policy all applicants will be considered in line with the policy regardless of their protected characteristics. One YMCA will monitor and report on the profiling data of declined applications in accordance with the protected characteristics as set out in the Equality Act 2010. One YMCA accepts referrals from a range of agencies and self-referrals.

One YMCA, where possible and subject to available resources, will consider modifications to its property to assist residents with particular disabilities / needs.

One YMCA seeks to ensure that it is open to all applicants who meet the eligibility criteria and individuals will only be declined following an assessment of needs and risk.

Each applicant is considered and assessed according to the applicant's individual circumstances as detailed on the application form and from information provided by the applicant at the interview stage.

If an application for accommodation is declined or deferred, the applicant will be notified verbally and then confirmed in writing, within 5 working days of their interview. This will include the reasons for accommodation being declined or deferred and the applicant's right to appeal through the Appeals Process.

Failure to disclose criminal record will be deemed as a deliberate attempt to mislead the One YMCA to gain accommodation and may result in the application being rejected or asked to leave.

Any false statements may disqualify an applicant. If a licence or tenancy is granted and it is subsequently proved that a false statement was made to obtain the licence / tenancy, the licence/ tenancy may be terminated.

All referrals may be subject to background checks by referring agencies and/or One YMCA.

Responsibility lies with any staff member to report to their Line Manager as soon as they become aware that a member of their family has applied for housing. Failure to disclose will be addressed under the Staff Code of Conduct. This may lead to disciplinary action.

If the applicant is successful but there are no vacancies, they will be offered a place on the waiting list. The waiting list is reviewed weekly to establish whether there has been any change in circumstances. If an applicant on the

waiting list is to be offered accommodation, the applicant may be required to attend a second interview to confirm their eligibility and assess any change in circumstances. A reassessment of the applicant's needs and circumstances may result in the offer of accommodation being withdrawn, in accordance with the criteria set out above.

One YMCA will document all decisions relating to the allocation process and where appropriate, the reasons for such decisions.

One YMCA will endeavour to maintain communication with all relevant referral agencies throughout the process.

Should an applicant or referral wish to complain about the referral process but not appeal our decision they will be referred to the Complaints, compliments and suggestions procedure.

One YMCA will ensure that there are clear monitoring and evaluation systems in place to maintain the transparency of the allocation process.

One YMCA will use resident feedback and satisfaction data to review the allocation procedure and where appropriate to make service improvements.

One YMCA will aim to work in partnership with other housing providers both at a strategic and operational level to ensure best use is made of available stock.

This procedure will be made available to all referral agencies and applicants on request.

Appendix 1 - Priority Criteria Welwyn & Hatfield

Peartree lane

Priority will be given in the following order:

- Rough Sleepers
- Local Authority referrals
- Local Authority TA referrals
- All other referrals for applicants from Welwyn Hatfield area
- All applicants from Hertfordshire but outside Welwyn Hatfield area.
- All applicants from outside of Hertfordshire
- Local Authority EP referrals

HMOs (Shared Housing)

- Assessed as ready to move from Peartree Lane
- Identified as appropriate by Local Authority

Appendix 2 - Priority Criteria Buckinghamshire

Crest rd (Main building)

Priority will be given in the following order:

- Rough Sleepers (locally)
- Local authority referrals
- All applicants from Buckinghamshire
- Applicants from outside Buckinghamshire area

Wycombe studios

- Assessed as ready to move from Crest rd (Main building)
- Identified as appropriate by Local Authority

Housing First

- Placement by Local Authority

Appendix 3- Priority Criteria for Watford

Charter House

Priority will be given in the following order:

- Rough Sleepers (locally)
- Applicants who are experiencing domestic violence/are at risk of violence
- Local connection applicants
- Local homelessness agencies' referrals.
- All other referrals for applicants from Watford area
- All applicants from Hertfordshire but outside Watford area
- Applicants from outside Hertfordshire area

Brindle Court

- Referred by Local Authority

Watford shared Housing

- Assessed as ready to move from Charter House (Main building)
- Identified as appropriate by Local Authority

Watford Housing First

- Placement by multi-agency Housing First panel

Appendix 4 – Priority Criteria for Northgate End

- Aged 18-30 years and single
- Nominations from East Herts DC (In Area)
- Self-referrals with a connection to the local area (in order to be processed as a priority)
- Other Agencies (out of area)

Appendix 5 – 16-18 Young Persons services

- Placement by Local Authority Children's services only

Appendix 6 – Shenwood, Hertsmere

- Placement by Hertsmere BC only

Appendix 7 – Stevenage & North Herts

- Local Authority referrals
- All other referrals for applicants from Local Authority area
- Other agencies

Move on accommodation (Stevenage & North Herts)

- Assessed as ready to move on from the local area hostels

Read this procedure in conjunction with

- Appeals Procedure
- Equal opportunities policy

Reviewed by: Samantha Voyle and Nikky Manning (Deputy Heads of Housing)

Date reviewed: Feb 2023