PILOT SENSITIVE LETTINGS SCHEME

Commencement date 12th September 2005

Implementation of a pilot sensitive letting scheme within the existing policy framework pending strategic review of the use of sheltered and de-designated accommodation

PURPOSE OF SENSITIVE LETTINGS SCHEME

To achieve as far possible a lettings outcome that delivers a good quality of life for the new tenant and the existing community

Prime focus:

To deliver a sustainable tenancy through the best possible fit between a persons housing needs and the home they are offered

SCHEME DETAIL

- All lettings are made within the current SKDC allocations policy.

- This has regard to:
    - Legal duties of the council
    - Persons meeting the eligibility criteria for assistance with housing
    - Council agreed policy priorities
    - Selection based upon the amount of housing list points

- The introduction of the sensitive lettings pilot does not alter the above, but when applied will mean that some people will not be offered a particular property because of a RISK BASED ASSESSMENT that indicates such an offer would run a high and unacceptable risk of the new tenancy failing

- A prospective tenancy will be deemed as having a high risk of failure where:
    - A person is considered to be vulnerable or in the case of a family has a recognised support need for at least 1 member of the household
    - Support is required but cannot be guaranteed
    - The available property is deemed to be in a high risk area
    - The person is known to exhibit behaviour whilst not requiring support intervention could be distressing in a particular environment such as a sheltered housing scheme, GOPD or previous GOPD that is now de-designated

- A sensitive letting will be made in the following high risk areas;
    - All sheltered housing schemes
    - All GOPD
    - All de-designated properties
    - Flats in recognised "hot spot" areas
    - Other properties in "hot spot" areas or where previous tenant was evicted for ASB and where the neighbourhood requires stability

- It is recognised that a risk assessment carried out prior to an offer being made is not 100% fail safe, as some behaviours are only exhibited periodically or do not become apparent until a tenancy has commenced

- The risk framework should significantly reduce the risk of tenancy failure

HOT SPOT AREAS

These will be determined by the Tenancy Support Manager (in the interim by Estate Manager) and will be based upon a local area assessment of:

- Number of complaints about nuisance or ASB
- Level of reported crime
- Police/housing officer call-out

Once designated as a hot spot area all properties becoming available for letting will be subject to a sensitive letting
The hot spot designation will be reviewed quarterly in consultation with police, social services and tenants.

THE RISK ASSESSMENT

This will work as a secondary filter once a short list of applicants has been drawn up within the existing SKDC policy

All short listed applicants will be assessed with the attached assessment. The Allocations Officer in consultation with Care Services will make the assessment.

Effectiveness of this part of the process will be reviewed within the first month of the pilot.

Risk Assessment points for each section are added together to achieve a risk score. This risk score will either include or exclude a person from consideration for a particular property:

- **High risk:** 18 –24 points = no offer for particular property
- **Medium risk:** 12 –15 points = Review sustainability of support before offer made
- **Low risk:** 9 points or below = Offer acceptable but extra management monitoring required

An offer will be made to the lowest risk assessed applicant in accordance with their points order on the housing register

MONITORING & EVALUATION

During the pilot monitoring and evaluation will take place to assess impacts both for applicants e.g. delay for rehousing and also on the voids period. This will include:

- Total number of void properties
- Number of void properties designated for sensitive lettings
- Number of risk assessments carried out
- Number of risk assessments resulting in: no offer; offer with improved support
- Offer with additional management monitoring
- Days taken to make offer
- Impact on void period
- Number of applicants with delayed offers pending suitable accommodation becoming available
- Equality & diversity measures