

Pickering and Ferens Homes Allocations Policy

Introduction

Pickering and Ferens Homes (The Association) is a registered charity, a registered Social Landlord, and a member of the Almshouse Association of England and Wales. The Association owns and manages 1210 properties within the city of Kingston upon Hull.

The governing instrument of Pickering and Ferens Homes is the Charitable Commission Scheme of the 30 September 1998, as amended on 30 September 2008. This scheme has been approved by the Charity Commissioners for England and Wales. The scheme sets out the purposes of the charity and how the charity is to be administered. The scheme also describes how accommodation is to be allocated to the future beneficiaries of Pickering and Ferens Homes. The Association is administered by a Board of Trustees.

Objectives of the Allocation Policy

Pickering and Ferens Homes primary objective is to be a leading and innovative provider of high quality accommodation and services mainly to those aged over 60, and to people, aged over 60, with a disability

This Allocations policy aims to ensure that access to housing is based on the requirements of the different charitable schemes, which includes housing need whilst also ensuring community stability. To try to achieve this the Association gives consideration to personal as well as medical factors and housing need. This is so that the social welfare of schemes can be balanced against these other factors. Pickering and Ferens Homes also offers a range of services, these include varying degrees of support, opportunities for companionship, participation in various organised activities and the continuous improvement of the organisation, as well as being suitably designed for older people.

Equal Opportunity – Fair access to homes and services

As a Social landlord it is important that our homes are available to all people in the communities in which we work. The aim of the Lettings and Allocations criteria, policy and procedures is to let accommodation to those in the greatest need. Allocations will be made to future beneficiaries in accordance with the associations' Charitable Trust Deed, of the 30 September 1998- amended 30 September 2008.

The association provides access to interpreters for minority languages and sign language, and can organise written material in large print and Braille where necessary. Our offices are wheelchair accessible. A portable induction loop is available in the main reception area.

The association also works in partnership with the local authority and others, in order to try to meet the housing needs of the elderly persons in the communities in which we work. We will also consider assisting vulnerable groups who may fear harassment, incorporating design features to enable people to feel secure.

Types of Housing Provided

Pickering and Ferens Homes provides three different types of housing

- Non Sheltered Housing – with no communal facilities
- Non Sheltered Housing – with communal facilities
- Sheltered Housing

Non-Sheltered Housing – with no communal facilities – in the main designed to meet the requirements of people over the age of 60 (depending on the scheme, age requirement may be 55 and over also where operational difficulties exist minimum age restriction may be reduced). May have warden call service but no communal facilities or on – site staff. The Community Liaison Officer arranges activities and outings for residents of these schemes. This type of housing is in self-contained bungalows or flats. There are no communal lift facilities available on these schemes however stair lifts are provided where appropriate.

Non-Sheltered Housing – with communal facilities – designed to meet the requirements of people over the age of 60 (depending on the scheme, age requirement may be 55 and over, also where operational difficulties exist minimum age restriction may be reduced). Has no on site staff but warden call service is provided and also communal pop – in facilities to help facilitate social interaction. Activities and outings are usually organised by a formal Residents Association or non formal working group. There is a need for sufficient active older residents to be housed on this type of scheme so that they can contribute to the social welfare and balance of the scheme and make full use of the Pop – In facilities provided. This type of housing is in self-contained flats or bungalows a limited number of which are for residents in wheelchairs. There are no communal lifts available on these schemes however stair lifts are provided where applicable.

Sheltered Housing – designed to meet the requirements of people over the age of 60, has on site staff support for residents and communal facilities to help facilitate social interaction. There is a need for sufficient active older residents to be housed to contribute to the social welfare of each area of the scheme and help maintain a balanced workload for the staff. This type of accommodation is mainly in flats with lift facility. On some schemes bungalows owned by Pickering and Ferens Homes in the surrounding village also have access to the on site staff member and the communal facilities of the scheme. A limited number of properties are provided for residents in wheelchairs.

All of the above properties are designed as far as possible to enable older residents to live as independent a life as possible. Where a resident has particular problems with personal or health care needs the statutory health and / or social services teams will assess their requirements and make arrangements for meeting these needs. Pickering and Ferens Homes will where possible act as advocate for the resident to help facilitate these arrangements. We will also provide Aids and Adaptations for our residents where an Occupational Therapist has advised that the work is necessary. The work will be funded either through Pickering and Ferens Homes own budget or through Disabled Facilities Grant (DFG) via Hull city council. It is envisaged that the work carried out to the property will enable a person to live longer and more independently in their own home.

As Pickering and Ferens Homes is an Almshouse, accommodation is provided via a letter of appointment.

Access to the Waiting list

In accordance with the charitable trust deeds of Pickering and Ferens Homes, the Trustees are responsible for the allocation of accommodation to future beneficiaries of the Association. In addition the Trustees must:-

- a) Decide how applications are to be made to them, and
- b) Consider the suitability of each applicant, for the accommodation to be provided.

The following is the criteria that has to be met for the various schemes when considering any allocation.

Classes of beneficiaries

The Trustees of Pickering and Ferens Homes have the discretion to allocate accommodation to the future beneficiaries of the Association.

The criteria in respect of the allocation of accommodation to future beneficiaries is as follows:-

a) Almshouse Charity of Elizabeth Stephenson

When allocating vacancies of the above properties the Trustees of Pickering and Ferens Homes will allocate accommodation to beneficiaries who are :-

- Persons who are in conditions of need hardship or distress and are not less than 60 years of age.

The trustees must give preference** to such persons who are mainly employed in agriculture or who, if they have retired , were mainly employed up to the date of their retirement.

b) Charles M Jacobs Homes

When allocating vacancies of the above properties the Trustees of Pickering and Ferens Homes will allocate accommodation to beneficiaries who are :-

- Persons who are in conditions of need, hardship or distress resident in the City of Kingston upon Hull are not less than 60 years of age

Preference shall be given to persons in the following order of priority:

- 1) persons of the Jewish faith, provided that the number of such persons in residence at any one time shall not exceed one third of the total number of almspeople in residence.
- 2) Persons who have been longest resident in the city.

c) Esther Jacobs Homes

When allocating vacancies of the above properties the Trustees of Pickering and Ferens Homes will allocate accommodation to beneficiaries who are :-

- Persons who are at least sixty five years of age in conditions of need, hardship or distress and must have resided in Kingston upon Hull for not less than five years and preference** must be given to persons of the Jewish faith.

d) The Frank Finn Homes of Rest (Boulton Grove)

When allocating vacancies of the above properties the Trustees of Pickering and Ferens Homes will allocate accommodation to beneficiaries who are :-

- In need, hardship or distress, and
- Aged 60 or more, and
- Resident in either the city and county of Kingston upon Hull or the East Riding of Yorkshire, (both as constituted on 6 April 1951) and
- Are members of the Roman Catholic Church

e) The Frederic Isaac Reckitt Havens (Frederic Isaac Reckitt Havens Laburnum Avenue Hull)

When allocating vacancies of the above properties the Trustees of Pickering and Ferens Homes will allocate accommodation to beneficiaries who:-

- Are in need hardship and distress, and
- Who have at some time been resident in or near Hull.

f) The Icelandic Trust Homes (Icelandic Close)

When allocating vacancies of the above properties the Trustees of Pickering and Ferens Homes will allocate accommodation to beneficiaries who are :-

- In need, hardship or distress, and
- Aged 60 or more.

The Trustees must give priority* to such persons who :

- Firstly are seamen, or wives or widows of such seamen, who have served in the fishing industry of Kingston upon Hull; and then
- Secondly are seamen , or wives or widows of seamen.

g) The Sir James Reckitt Village Haven

When allocating vacancies of the above properties the Trustees of Pickering and Ferens Homes will allocate accommodation to beneficiaries who are :-

- Persons who are in need in the following order of preference:

- 1) Members of the Society of Friends who attend the Pickering and Hull Monthly Meeting and persons being dependents of or closely associated with such Friends;
- 2) Former employees of Reckitt & Colman plc or its subsidiary companies based in Hull, or husbands, wives or descendents of such employees;
- 3) Such other suitable persons as the trustees consider in need.

h) The Juliet Reckitt Haven (Juliet Reckitt Havens, Laburnum Avenue, Hull)

When allocating vacancies of the above properties the Trustees of Pickering and Ferens Homes will allocate accommodation to beneficiaries who are :-

- In need, hardship or distress and who have at sometime been resident in or near Hull;

The Trustees must give priority* to such persons who :

- Have at some time been connected with the Hull based business of Reckitt and Coleman products Ltd.

i) The Linsley Almshouse Trust (Ashwell Avenue, Hemswell Avenue & Rosedale Grove)

When allocating vacancies of the above properties the Trustees of Pickering and Ferens Homes will allocate accommodation to beneficiaries who are :-

- In need, hardship or distress

j) The Pickering and Ferens Homes (All properties of the charity not specified elsewhere)

When allocating vacancies of the above properties the Trustees of Pickering will allocate accommodation to beneficiaries who are:-

- Persons who are over the age of 60 or are in need, hardship or distress; and are either born or are resident in the city of Kingston upon Hull or East Riding of Yorkshire.

The Trustees must give preference** to such persons who have a lengthy connection with the fishing industry.

k) The Thomas Hudson Memorial Home (St Pancras Close)

When allocating vacancies of the above properties the Trustees of Pickering and Ferens Homes will allocate accommodation to beneficiaries who are:-

- In need, hardship or distress, and
- Aged 60 or more.

The Trustees must give priority* to such persons who:

- Firstly are seamen, or wives or widows of such seamen, who have served in the fishing industry of Kingston upon Hull; and then
- Secondly seamen, or the wives or widows of seamen.

Finally and in accordance with the Charitable Trust Deeds of Pickering and Ferens Homes it is stated that the Trustees may appoint to an almshouse a resident who is not qualified to occupy that almshouse..... but is qualified to occupy another almshouse of the charity. The Trustees may only appoint such a person if no suitably qualified person has applied to occupy the vacant almshouse. At least two thirds of the residents of each category of almshouse must be qualified to occupy those almshouses.

It has been agreed therefore that subject to the specific requirements of the each of the 7 charities outlined above that there may require to be exceptions, dependent on the specific trust deeds of each of the original charitable trusts, and dependent on any specific operational difficulties.

The Trustees are therefore responsible for the allocation of accommodation to future beneficiaries of the Association. In addition the Trustees have the discretion to allocate accommodation to future beneficiaries dependent upon:-

- a) the suitability of the applicant to be considered for the accommodation,
- b) the requirements of each of the individual charitable trusts, and
- c) on any specific operational difficulties.

* Priority - The dictionary definition of 'priority' is to be placed

ahead of another. Consequently priority will be awarded to applicants who, for example, have at some time been connected with the Hull based business of Reckitt and Coleman products Ltd (the Frederic Isaac Reckitt Havens and the Juliet Reckitt Havens) or the fishing Industry of Kingston upon Hull (the Icelandic Trust Homes and the Thomas Hudson Memorial Homes).

** Preferences - The dictionary definition of 'preference' is to 'like one party over another'. Consequently should two applicants be awarded the same number of points ie via the Housing waiting List – then preference will be given to the applicant, for example, who has had a lengthy connection with the fishing Industry (Pickering and Ferens Homes).

Subject to the limitations of the above schemes Pickering and Ferens Homes recognises an applicants right to choose to apply for any type of housing. Therefore although the design of property and services found in some types of housing may be more suited to some individuals than to others there is no restriction on applicant (where they meet the criteria) choosing to apply for the different types of property. The assessment process may afford individuals different levels of priority for different schemes.

Please note that the above is specific qualifying criteria that have to be met for the various schemes. General criteria for eligibility for all schemes also apply. Access to the application and assessment process therefore does depend upon the following and applications will not be considered where:-

Property ownership – where the property is worth over £150,000

Savings – where the applicant(s) have savings of more than £150,000

Property Ownership and savings – where a combination of the two comes to more than £150,000

Owner occupiers will be asked to provide a valuation of their property before their application is assessed. Applicants will also be asked to sign a declaration that all the information provided is true. If it is subsequently found that knowingly false information has been provided then any offer can be rescinded, if on the other hand the person(s) have moved into a property their home could be at risk.

Application forms and information about Pickering and Ferens Homes Allocations Policy and Procedures are made widely available in order to encourage and facilitate applications. Access points include:

- Pickering and Ferens Homes main office and all Sheltered Schemes
- Other locations where older people meet and who are willing to hold supplies of forms including – community centres , day centres, age concern , GP surgeries, clubs for older people, multi cultural centres.
- On line via Pickering and Ferens Homes web site

Assessment

All applicants are asked to complete a standard application form. Advice and assistance from Pickering and Ferens Homes staff is available to anyone who has difficulty completing the form. Pickering and Ferens Homes also has access to interpreters for minority languages including sign language. Documents can be provided in large print and Braille where necessary.

The application form provides the basic information to allow an assessment of need to be made. If the forms are incomplete or unclear in any way the Association will contact the applicant to enable all relevant information to be considered.

The form gathers information in four different areas

Individual Information
Housing Circumstances
Personal Factors
Care needs

Applications are classified as being active (i.e. on the waiting list) or rejected following an initial assessment of the application. The status of an application is assessed according to the needs of the applicant and the scheme applied for. Because of different levels of demand for different schemes an applicants status and level of priority may not be the same for all schemes chosen by the applicant. Applications are normally acknowledged within 2 working days and applicants are advised in writing of the status of their application within 14 working days of the application form being received.

Applicants who have high care needs may not be offered housing unless social services agree to put a care package in place to meet

these needs and Pickering and Ferens Homes are satisfied that this will continue long term. The impact that such an application may have on the health and welfare of existing residents, the scheme overall and where applicable on site staff will also be considered.

Points are not awarded for care needs, however an applicants care needs will form part of the assessment process. Pickering and Ferens Homes will when necessary liaise closely with Health and Social services as part of the assessment process.

Individual information

The following housing circumstances are taken into account and awarded points as indicated

a) Individual Information - Accommodation

Overcrowding/sharing

Applicant is in shared accommodation but has own bedroom
Applicant does not have their own bedroom

Requirements

Applicant needs smaller or larger property
Applicant is living in caravan has to vacate over winter months

Repair

Applicant unable to redecorate property, and maintain to a reasonable standard
Property has minor repairs
Property has major repair problems

Heating

Property is partially heated
Property has heating which does not work efficiently
Property has no central heating

Stairs

Property has **external** stairs with a lift that is unreliable
Property has **external** stairs without lift access
Property has **internal** stairs which makes access to bathroom or bedroom difficult
Property has **internal** stairs which makes access to upstairs impossible without assistance (therefore sleeps downstairs)

Garden

Property has a garden which applicants is starting to struggle with
Property has garden which someone else maintains (relatives/private gardener)
Garden is overgrown can not afford private gardener or has no relatives

Homeless

Persons who will be homeless within the next future (28 days) and can produce written evidence (circumstances dependant)

Applicant has assured shorthold tenancy with notice and court action pending

Applicant has been refused statutory homeless on grounds of non-priority/no local connection

Applicant In hospital and unable to return home until suitable accommodation has been found

Applicant has had a relationship breakdown with no security of tenure/right to remain/need to sell?

Applicant is leaving tied accommodation

Applicant is living in B&B/Agencies

Applicant is No Fixed Abode NFA

Finance implications

If the applicant does not have sufficient income to meet current housing costs (If applicants HB is restricted because the actual rent is above the rent offices valuation)

Private landlord rent too expensive or rent keeps going up

Applicant can't afford to pay mortgage due to illness / loss of income

b) Harassment and Anti-Social Behaviour

Harassment/Security

WITHIN THE PAST 6 MONTHS (Evidence to be provided)

Applicant suffers mild harassment/security problems less than once a week e.g. one off incidents (tapping windows, knocking on doors)

Applicant suffers mild harassment/security problems at least once a week e.g. only weekends/school holidays, playing football

Applicant suffers severe harassment/security problems e.g. parties, noise issues, threatening intimidating behaviour **(evidence to be provided)**

Applicant suffers severe harassment/security problems most days e.g. Antisocial Behaviour team/police involved on going problem deprives area **(evidence to be provided)**

OVER 6 MONTHS AGO

Applicant suffers mild harassment/security problems less than once a week e.g. one off incidents (tapping windows, knocking on doors)

Applicant suffers mild harassment/security problems at least once a week e.g. only weekends/school holidays, playing football

Applicant suffers severe harassment/security problems e.g. parties, noise issues, threatening intimidating behaviour **(evidence to be provided)**

Applicant suffers severe harassment/security problems most days e.g. Antisocial Behaviour team/police involved on going problem deprives area **(evidence to be provided)**

Domestic Violence (may require further information)

c) Social Contacts

Social

Applicant feels need to move due to bereavement

Applicant needs to move closer to family/lonely/isolated/wanting communal facilities

Applicant would like to move to be nearer hospital/amenities

Applicant wants to move to increase support or give support

Applicant needs scheme manager/pull cord

d) Medical Factors – Assessment for Low /Medium/High Medical

House Work	
No help required	0
applicant needs help with larger housework chores e.g. nets/windows	1
some help from family on regular basis	2
applicant needs a lot of help with house work e.g. family visit daily/private cleaner/home help	3

Meal Preparation	
No help required	0
applicant needs help with meal preparation/ only does microwave meals	1
applicant needs a great deal of help with meal preparation e.g. meal on wheels daily, carers or social services peel veg, or applicant goes to day centre for meals	2

Bathroom supervision/needs	
No help required	0
Needs supervision when bathing from family or carer	1
Current bathing facilities unsuitable	2

Shopping	
No help required	0
needs to be nearer shops than could manage	1
applicant is taken by family/friends to do the weekly shop	2
applicant has private carers or family do the shopping	3

Mobility Aids	
Uses mobility aid outside sometimes	1
Uses mobility aid outside at all times	2
Uses mobility aid inside sometimes	2
Uses mobility aid inside at all times	3
Needs to use mobility aid inside however property is currently unsuitable for this	4

Review of Applications

All applications on the waiting list are reviewed on an annual basis. Applicants will be contacted in writing however on occasions we may contact by phone or in person. The purpose of the review is to ensure that the information that we hold on each applicant is accurate and up to date and that we are aware that the applicant still wishes to remain on the list.

Pickering and Ferens Homes will also review an application where an individual has provided information about changes in their circumstances. The Association expects applicants to contact them either in writing, by telephone or in person should their circumstances change.

Appeals

Any one enquiring or applying to Pickering and Ferens Homes for rehousing can appeal against a decision that has been made. The appeal should firstly be made to the Director of the Association. The appeal will be acknowledged normally within 2 working days and a full response to the appeal will be made normally within 14 working days.

If the applicant is still unhappy they may appeal to the Trustees of Pickering and Ferens Homes setting out their reasons for being unsatisfied and how they would like the matter resolved. The Director of the Association will process the appeal.

If the applicant believes that Pickering and Ferens Homes has not complied with the terms of the Associations Allocations Policy or they are dissatisfied with the way their application has been handled they should use the complaints procedure

If the complaint is still unresolved then they should be advised that they can appeal to the Independent Housing Ombudsman Service.

Monitoring

Statistical and performance information regarding the waiting list and allocations will be reported in the following ways

To Bi monthly Board of Trustees meetings
On an ad hoc basis - in People First - residents newsletter
Residents Annual Report

