

**Homesearch
@
Bath and North East Somerset**

Revised Policy
November 2008

**Homesearch
Adult Social Services and Housing
Bath and North East Somerset Council
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1. INTRODUCTION

The Council's Housing Register is called Homesearch and is based upon the principles of choice based lettings. That means we aim to give applicants choice wherever possible, while prioritising applicants on their housing need.

Homesearch is committed to giving choice to people who need housing by providing an open and accessible lettings service for affordable housing in Bath & North East Somerset. We aim to:

- i) provide a simple, clear and fair way to access affordable housing within Bath & North East Somerset.
- ii) give sufficient information to promote informed choices about your housing options.
- iii) help to build sustainable communities by looking at the needs of communities as well as the needs of individuals and by making better use of the existing housing stock.
- iv) ensure that vulnerable people are fully supported through the process, so that they are not excluded.

Anyone wanting to be considered for affordable housing in Bath and North East Somerset must complete an application form. The quickest and most effective way of doing this is by visiting www.homesearchbathnes.org.uk and completing the application form online. Alternatively a paper copy of the application form is available from the Homesearch Team (telephone 01225 396118).

2 THE HOMESearch PARTNERSHIP

Homesearch is a partnership between the Council and the Registered Social Landlords (RSLs) working in the Bath & North East Somerset area. Applying to the Homesearch partnership means that applicants will be considered for housing by any of the following Registered Social Landlords:

Anchor Housing Association
English Churches Housing Group Ltd
English Rural Housing Association
German Lutheran Housing Association
Hastoe Housing
Knightstone Housing Association
Methodist Homes Housing Association Ltd
Places For People
Redland Housing Association
Sanctuary Housing Association
SHAPE Housing Association
Somerset Community Housing Trust

Sovereign Housing Association
The Guinness Trust
United Housing Association
Western Challenge Housing Association

Information which is provided in an application may be shared with Registered Social Landlords in the Homesearch partnership.

3 ELIGIBILITY CRITERIA FOR JOINING HOMESearch

- Anyone aged 16 years or over can apply to join the Homesearch scheme even if they do not currently live in the Bath and North East Somerset area. However, people under the age of 18 will need a Guarantor before being offered accommodation.
- Joint applications can be made by opposite-sex couples or same-sex couples, or by brothers and sisters who want to live together. Joint applications will not be accepted from friends who want to live together or where government rules mean that one of the people has no right to social housing in the United Kingdom. Parents and adult children can make an application together but they will not be considered for a joint tenancy.
- Eligibility for accommodation size according to household size is shown Appendix 1.
- If you currently hold, or have previously held, a tenancy with a Council or Registered Social Landlord you can still apply to Homesearch.
- Applicants from abroad may be considered for housing providing there is proof of exceptional or indefinite leave to remain in the UK or granted refugee status or are habitual residency in the UK, Channel Islands, Isle of Man or Republic of Ireland.
- Applicants subject to immigration control may not join the Homesearch register. This includes asylum seekers, people with restrictions or conditions on their leave to enter or remain in the UK, people who have entered the UK illegally or who have overstayed their leave and people who are not habitually resident in the UK, Channel Islands, Isle of Man or Republic of Ireland.
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4 THE GROUPING SYSTEM

When we receive a completed Homesearch application form we will assess it and place the application in either Group A, B, C or D.

A summary of the Groups is shown below and full details are in Appendix 3.

- **Group A**

This Group includes people who need affordable housing as a result of a specific statutory requirement or those who are at a serious risk to their health, safety and well-being due to their housing situation and have an agreed need to live in the Bath and North East Somerset area. This will need to be verified. Applicants in this Group will have their priority reviewed on a regular basis

- **Group B**

This Group includes people who have a medium level need for housing. It includes people whose current housing situation is causing a risk to their health, safety and well-being and have an agreed need to live in the Bath and North East Somerset area. This will need to be verified. Applicants in this Group will have their priority reviewed on a regular basis

It also includes people who are eligible for the Assisted Move-on Scheme, a strategic management move or are at imminent risk of becoming homeless where the authority would owe them a statutory duty

- **Group C**

This Group includes people who want affordable housing and have an agreed need to live in the Bath & North East Somerset area.

- **Group D**

This Group includes people who do not meet the criteria for inclusion in Groups A, B or C and students who have moved to the area to study at one of the colleges in Bath and North East Somerset.

Advertising of vacant properties will be carried out to achieve the allocation shown in Appendix 4. The Homeseach Team Leader will monitor the number and type of properties being offered to each Group to ensure that the yearly quotas are being met. However, we may need to change the proportion in response to need. This may only be done by the Executive Member for Housing.

5 EFFECTIVE APPLICATION DATE

The day when the Homeseach Team receives your completed form will be the effective application date. However, if your application moves from one Group into a higher Group your effective application date will change to the date you changed Groups. This is so that people in the higher Groups have an effective date that is relevant to their situation and grouping at that time. If you move down a Group your original effective application date will be used. The effective date of applicants serving a prison sentence will be adjusted so that time on the register is not accrued while the applicant is in prison.

We will write to you when your application has been assessed. We will tell you which Group your application has been placed in and your effective application date. We will also give you information about ways to register your interest in properties.

You must tell us about any changes in your circumstances so that we can update your housing application. We will write to you if these changes mean that your Group and effective application date have changed.

6 ADVERTISING OF AVAILABLE PROPERTIES

Vacant properties will be advertised weekly and will be placed on the Homesearch website, in selected local newspapers and on an advert sheet which will be available in some Council and Registered Social Landlord Reception Areas. The adverts will give as much information as possible and include photographs where we have them.

7 REGISTERING AN INTEREST

How to Register an interest (bid)

If you see a property you would like advertised **and** it is the right size for your household **and** you are in the correct Group you can bid for the property. You can do this by:-

- Phoning the automated telephone line on 0845 270 1239
- Visiting www.homesearchbathnes.org.uk Free internet access available at some libraries throughout Bath and North East Somerset
- SMS Text on 07781484692. When sending a text please use this format:
Homesearch Ref (space) Date of birth (space) Property Ref
E.g. 00000 (space) 14011976 (space) 643
- Visiting our receptions in Lewis House, Manvers Street, Bath, Council Connect at The Hollies, Midsomer Norton or Council Connect at Riverside, Temple Street, Keynsham

You can only bid for 3 properties during any weekly advertising cycle

For more information about ways to register your interest you can visit our website or telephone one of our Homesearch Marketing Officers on 01225 396118.

If the information you give on your application form indicates that you need help to register an interest in properties then, if you would like us to, we will arrange for a member of the Homesearch team to help you. Or you can nominate a helper to bid on your behalf. This helper can be a friend, relative or support or agency worker.

8 ASSESSMENT OF REGISTRATIONS OF INTEREST

When the advertising cycle for a property has closed we will look at all the interest received and produce a shortlist. This shortlist will be in order of time on list for everyone in the correct Group. If there is more than one person at the top of the

shortlist with the same effective application date and Group, we will look at who has the earliest Homesearch reference.

The only exceptions to this are where the property is a rural connection property (more information about this is in Appendix 5) or a specific needs property.

If an applicant has registered an interest in a property and moves into another Group during the advertising cycle this may result in them becoming ineligible for that property. In this situation their registration of interest will be withdrawn.

The Homesearch Team will forward the shortlist to the appropriate Registered Social Landlord. The Registered Social Landlord will offer the tenancy to the person at the top of the shortlist. If the Registered Social Landlord refuses to offer the property to the highest person then they must write to the person to tell them why. (Please see Section 9- Refusals)

People to whom we have a Homeless Duty

If you have been placed in Group A because of our homelessness duty you will keep this status for 3 months. If you have not found accommodation during this time, we will offer you a suitable property as soon as one becomes available. If you refuse this property, we may discharge our homelessness duty. This may mean that we re-assess your application and place it in a lower Group which matches your circumstances.

HomechoiceWest

HomechoiceWest is a sub regional scheme for the four Councils (Bath & North East Somerset, Bristol City, North Somerset and South Gloucestershire) in the West of England Partnership. When the scheme becomes live, a percentage of all properties will be advertised sub-regionally as given in Appendix 4. These properties will be randomly selected from each bed size. Applicants for these properties will be assessed according to the Council's policy where the property is located. Therefore, applicants wishing to be considered for sub-regional properties outside of their home Council may need to supply the Council where the property is located with additional information.

9 REFUSALS OF OFFERS

If you refuse a property

If you refuse 2 reasonable offers of accommodation after you have registered your interest and viewed the property your application will be suspended for 12 months. This is designed to ensure that applicants only register an interest in properties they are serious about, thus preventing abortive work which would impact on other applicants. See section 11 for details on how to appeal against this decision.

If a Registered Social Landlord refuses an Applicant

A Registered Social Landlord may only refuse to offer the vacant property for the following reasons:

- The person or a member of their household has demonstrated anti-social behaviour and is likely to create management problems for the landlord or unreasonably affect neighbouring tenants in the future;
- The person has unmanaged rent arrears relating to a current or former tenancy;
- The person was previously evicted for breach of tenancy conditions;
- The person has displayed threatening, violent or otherwise unreasonable behaviour towards a member of staff;
- A Local Lettings Plan is in place and the person's support needs are such that they would be unsuitable for that property;
- Unable to contact the applicant after all efforts have been made to contact the applicant;
- If the assessment of an applicant or household needs has not been fully completed, and an incomplete assessment might substantially misjudge the applicant's housing and support needs;
- If the nomination assessment indicates a need for further investigation, or re-investigation of circumstances (e.g. a change to the medical circumstances), the applicant will not be considered for nomination until the investigations are completed;
- If information regarding a household's application appears to be false or misleading and further investigation is required;
- If the applicant does not attend a nomination assessment interview;
- If the applicant does not co-operate with the nomination assessment procedure;
- If an applicant has already been nominated for another property;
- If a nomination assessment interview with the applicant is not possible to arrange within the agreed timescales.

If the Registered Social Landlord refuses to offer the property to the highest person on the shortlist they must notify the Homesearch Team or the Housing Options and Homeless Team. They must also write to the applicant to tell them why and include information on how to appeal. The applicant will be advised of the appeal decision in writing. If the applicant is successful the RSL and Homesearch Team will work in partnership to directly offer the applicant the next suitable property which becomes available. This property should match the size and area of the property they were originally refused for. If the applicant refuses this offer of accommodation no further direct offers will be made. During this process the applicant can continue to participate in the bidding system. There is no further right to appeal.

10 SUSPENSION OF AN APPLICATION

Your application will be suspended for the following reasons:

- You are in supported accommodation and are not yet considered by your support worker to be ready for a tenancy.
- You have displayed violent, threatening, aggressive or otherwise unacceptable behaviour towards members of the Homesearch team or a Registered Social Landlord, the Council, the Homesearch Partnership or anyone connected to the Partnership and this behaviour still poses a risk.
- You are serving a prison sentence. Applications will be made active one month prior to release.

- You or a member of your household has support needs and the agreed care or support is not yet in place.
- If there is a need for further investigation, or re-investigation of circumstances
- You tell us, in writing, that you are not ready to move.
- Your application is being investigated for fraud, based upon reasonable grounds for suspicion, or we have been advised by our RSL partners that your application is inaccurate.
- You have refused 2 reasonable offers as explained in section 8, 'Refusal of Offers'.

11 CANCELLING AN APPLICATION

Your Homesearch application will be cancelled if:

- You have not responded to correspondence from us or when correspondence from us has been returned because it could not be delivered. Prior to cancellation you will be sent a further letter giving you 30 days to contact the Team.
- You do not bid for a property within five years. However, prior to cancellation you will be sent a minimum of two letters giving you the opportunity to advise us that you wish to remain on the scheme.
- You ask us to cancel your application. We will write to you to confirm that we have cancelled it.
- You have been housed through the Homesearch scheme.
- Your application is fraudulent.

If your application has been cancelled any new application you send us cannot usually be backdated.

12 APPEALS

Appealing about a Homesearch decision

The table below gives details of your rights of appeal against Homesearch decisions.

Appeal is about:-	Time limits to Appeal	Who looks at Appeal
Effective application date	30 days of date of registration letter	Adult Social Services, Health and Housing Manager
Local Connection	30 days of date of registration letter	Adult Social Services, Health and Housing Manager
Suspension of application following 2 refusals of accommodation	30 days of date of suspension letter	Adult Social Services, Health and Housing Manager
Social Award Decision	30 days of date of social decision letter	Adult Social Services, Health and Housing Manager

Medical Award Decision	30 days of date medical decision letter	Adult Social Services, Health and Housing Manager
Suspension or Cancellation of application for other reasons	30 days of date of suspension/decision letter	Adult Social Services, Health and Housing Manager

If you want to appeal you should put your case in writing, giving the reasons for the appeal and enclosing any supporting documents. If your appeal is rejected there are no second stage appeals.

13 FRAUDULENT APPLICATIONS

The Council and our partners undertake random sampling of Homesearch applications to ensure the information supplied is correct. If you deliberately provide false or misleading information in your application for housing you may be suspended or excluded from the Homesearch scheme. In addition giving fraudulent information is a criminal offence and may lead to prosecution and eviction from any housing accommodation offered.

14 SPECIAL CIRCUMSTANCES

In a very small number of cases a household will be directly allocated a property. This can occur when:

- A member of the household is severely disabled and it is essential to match the person to a suitably adapted property
- Applicants have an essential and exceptional medical or social need to live in a particular locality in the local authority, where failure to meet that need would cause hardship
- We have to fulfil our partnership obligations under the Multi-Agency Public Protection Arrangements and the National Witness Protection Scheme
- We have to comply with judicial instructions
- We have to discharge homelessness duty
- A large property is required for a priority homeless family

These cases can only be authorised by the Housing Services Manager or Group Manager (Housing & Health).

15 EQUAL OPPORTUNITIES

Bath and North East Somerset Council are committed to promoting equality of opportunity in delivering housing services. The Homesearch Team, Housing Services

and Partnership Registered Social Landlords aim to treat each application fairly and equally regardless of race, gender, ethnicity, age, religion, disability, marital status, sexual orientation, colour or political affiliation.

Regular monitoring of the Homesearch register, nominations to Registered Social Landlords and nomination outcomes will be undertaken and the evaluation of this fed into policy and service development.

16 LEGAL CONSIDERATIONS

This policy has been informed by the Housing Act 1996, as amended by the Homelessness Act 2002 and the Code of Guidance for local housing authorities on the Allocation of Accommodation (2008) including the prioritisation of specified categories of applicant.

17 INFORMATION SHARING

Information contained in the Homesearch application may be shared with other agencies including Registered Social Landlords, local authorities, the Home Office, Immigration and Nationality Directorate and other Government Departments and agencies.

This document can be made available in a range of languages, large print, Braille, (01225 396118 Fax: 01225 477839 Minicom 01225 477815)

ELIGIBILITY CRITERIA RELATING TO SIZE & TYPE OF ACCOMMODATION

The table below gives details of the size of the property households will be considered for:

Household Circumstances	Studio	1 bed	2 bed	3 bed	4 bed
Single person	√	√			
Couple		√			
Parent/couple with 1 child or pregnant			√		
Parent/couple with 1 child under 8 and pregnant			√		
Parent/ couple with 2 children (eldest under 8 years)			√		
Parent/couple with 2 children same sex (eldest 8 years or over)			√	√	
Parent/couple with 2 children of different sex (eldest 8 year or over)				√	
Parent/couple with 2 children and pregnant with 3 rd child				√	
Parent/couple with 3 or more children				√	√

Due to the shortage of larger accommodation, families who need four or more bedrooms will be considered for large three bedroom properties.

Dependent Children

A child can only be added to your application if you are the primary carer and the child (ren) normally resides with you on a permanent full time basis and we have a copy of your 'eligible for child benefit' letter. We may also ask for confirmation of the child's address from the child's GP, Nursery, or School.

Joint care of Children

In situations where joint care of a child is equal, applicants may be considered for larger accommodation. Evidence to support this will usually be a Court Order. The decision will be made by the Homeseach Team Leader (See Section 11 Appeals).

Medical need for an extra bedroom

If you want to be considered for an extra bedroom on medical grounds you will need to provide written confirmation from medical services of the need for an extra bedroom, for example, for a resident carer or for medical equipment.

SHELTERED ELIGIBILITY CRITERIA

If you are aged 60 or over you can be considered for general needs, sheltered housing or both.

In addition, if you are between the age of 50 and 60 and in receipt of the middle or high rate care or mobility component of Disability Living Allowance (DLA) and your housing need cannot be met in general needs housing you may be considered for sheltered housing. Only in exceptional circumstances will applicants under the age of 50 be considered for sheltered housing. The final decision to accept a person for sheltered housing is made by the Registered Social Landlord.

GROUPING DETAILS

GROUP	You will be in this group if:
<p style="text-align: center;">GROUP A</p> <p>Applicants who seek affordable accommodation as a result of statutory requirements or those who are at a serious risk to their health, safety and well-being. Or applicants with an agreed combination need to move. And who have an agreed need to live in the area (see Group C criteria).</p>	<p>Statutory Homeless Duty You are accepted as Homeless (in priority need, not intentionally homeless and eligible to receive a full housing duty) by the local authority under Part VII of the Housing Act 1996 (as amended by the Homelessness Act 2002).</p> <p>Statutorily Overcrowded Your home is Statutorily overcrowded as defined by the Housing Act 1985 and confirmed by the Housing Standards Team.</p> <p>Dangerous Housing Conditions Your home is dangerous and it is confirmed by the Housing Standards Team that a Housing Act 2004 Category 1 Hazard exists and cannot effectively be resolved through enforcement action.</p> <p>Urgent Medical Need See Appendix 6</p> <p>Urgent Social Need See Appendix 7</p> <p>Combination Need Your household has been given two Medium level priorities.</p> <p>Transfer to Sheltered Accommodation You are aged 60 or over and are renting general needs housing belonging to a Registered Social Landlord in Bath and North East Somerset and would like sheltered accommodation in this area.</p>
<p style="text-align: center;">GROUP B</p> <p>Applicants who have a medium level need for accommodation. And who have an agreed need to move to the area (see Group C criteria).</p>	<p>Medium Medical Need See Appendix 6</p> <p>Medium Social Need See Appendix 7</p> <p>Assisted Move on Scheme You are living in a property which is part of the Assisted move on scheme. Confirmation from project provider including details of satisfactory support package details is required.</p>

	<p>Care Leavers You are a Care Leaver under the age of 21, living in insecure accommodation and referred to us by Bath and North East Somerset Social Services. Confirmation from Support Worker including details of satisfactory support package details is required.</p> <p>Prevention of Homelessness The Housing Options and Homeless Team have determined that you are in imminent risk of homelessness and the authority would have a statutory duty under section 184 of the Housing Act.</p> <p>Significant Overcrowding The Homeseach Team have determined that you are significantly overcrowded due to lacking 2 or more bedrooms. Please refer to the guidance in Appendix 1 regarding bedroom size and eligibility.</p> <p>Strategic Management Move A strategic management move can be agreed by the Council's Housing Services Manager for the following reasons:</p> <ul style="list-style-type: none"> a) Your home is owned by a Registered Social Landlord or Housing Association and the scheme, property or land is to be redeveloped. b) You are a Council employee in tied accommodation and are due to retire within 6 months.
<p style="text-align: center;">GROUP C</p> <p>People who have an agreed need to live in the area.</p>	<p>Residency Your sole or main home is in Bath and North East Somerset</p> <p>Employment You are permanently employed in Bath and North East Somerset or have a firm offer of permanent employment in the area and this is confirmed by the employer</p> <p>Care Requirement</p> <ul style="list-style-type: none"> a) You need to move to Bath and North East Somerset to receive intensive care and support from a close relative* and this is confirmed by the relative b) You need to move to Bath and North East Somerset to provide intensive care and support for a close relative* and this is confirmed by the

	<p>relative</p> <p>c) You need long term specialist health, education or other support services that are only available in Bath and North East Somerset.</p> <p>Military Personnel</p> <p>a.) You or your partner have lived or worked in Bath and North East Somerset prior to or during military service, or</p> <p>b.) You or your partner has a close relative* living in Bath and North East Somerset and this is confirmed by the relative.</p> <p>*Eligible relatives are mother, father, adult brother or sister, or adult child over 18.</p>
<p>GROUP D</p> <p>People who do not meet the criteria in Groups A, B or C</p>	<p>No Agreed need to live in the area You do not meet one of the agreed need to live in the area requirements detailed in Group C.</p> <p>Students Students who have moved to the area to study at one of the colleges in Bath and North East Somerset</p>

All priority is reviewed on a regular basis

GROUPING PROPORTIONS

Group	Proportion of Available Properties
A	50%
B	30%
C	20%
D	Hard to let properties*

*Properties with no registrations of interest from applicants in Groups A, B or C.

HomeChoice West property allocation

Properties to be advertised across the sub region	Proportion of Available Properties
HomeChoice West	5%

RURAL CONNECTION

In rural communities where there is a population of less than 3000, people with a local connection will usually be given priority when a property becomes vacant in the village.

Applicants must meet one or more of the following local connection criteria:

- Currently live in the village and have done so for at least the last year
- Have permanent employment in the village
- Have close relatives (mother, father, adult brother or sister, or adult child over 18) with whom there is ongoing positive contact and who currently live in the village and have done so for at least the last year
- Are not currently living in the village but have done so for 3 out of the last 5 years

Applicants who meet one or more of the above criteria to a surrounding village may be considered if there is no demand from applicants with a local connection to the village we are advertising.

RURAL EXCEPTION SITES

Some new build affordable housing has been developed on land outside of the village development boundary, where normally housing is not allowed to be developed. This is known as an exception site and this housing can only ever be for people with a local connection.

Applicants must meet one or more of the following local connection criteria which is taken from the Rural Exception Site Legal Agreement:

4.2 The Developer covenants with the Council at all times not to Occupy or allow or cause to be occupied any Affordable Housing Unit other than by anyone in need of Affordable Housing and who in priority order (with the greatest priority being given to the occupant described in 4.2.1:-

4.2.1 has immediately prior to occupation of the Affordable Housing Unit been resident in the Parish for five years or

4.2.2 has a strong local connection with the Parish based upon any one or more of the following criteria (with the greatest priority being given to the occupant described in (i):

- (i) prior to the time of commencement of occupation of the Affordable Housing Unit has lived in the Parish for three years
- (ii) has family associates in the Parish or
- (iii) is permanently employed in the Parish
- (iv) prior to the time of commencement of occupation of the Affordable Housing Unit has lived in the Parish

4.2.3 has immediately prior to occupation of the Affordable Housing Unit been resident in the adjoining parishes for a period of five years or

4.2.4 has a strong local connection with a parish in paragraph 4.2.3 above based upon the factors set out in paragraph 4.2.2

MEDICAL NEED TO MOVE

If you or a member of your household has a medical condition which is affected by your current housing, you can ask for this to be taken into consideration by completing a Medical Assessment form. Alternatively, you can contact the Homesearch Team to discuss your medical condition with a Homesearch Advisor. (Please see section 11 for Appeals)

Medical priority will only be given in cases where a move to alternative accommodation would significantly improve or alleviate the medical condition. A person's current position on the register will be taken into consideration as well as their ability to access their own alternative accommodation in the private sector. We may use independent medical advice.

An Urgent Medical priority may be given:-
If you or a member of your household suffers from a severe continuing or a severe intermittent medical condition that is made substantially worse by your living circumstances and it would only be improved by a move to more suitable accommodation, rather than by having aids or adaptations.
and/or
If you or a member of your household has severe mobility problems which mean you are unable to use all your home, for example, you are unable to access the property, or are unable to climb the stairs to reach the WC or bathroom and this will only be improved by moving to another property.
and/or
If you or a member of your household suffers from an acute progressive or life threatening illness and this would lead to severe problems with your accommodation in the future.
and/or
If you depend on regular care from a named voluntary Carer who does not live with you and you would significantly benefit from living nearer to your Carer.
A Medium Medical priority may be given:-
If you or your household's current housing conditions are having a major adverse effect on quality of life due to a permanent medical condition.
and/or
There is an actual risk to physical safety and a severe effect on your daily life which cannot be improved by adaptations.

SOCIAL NEED TO MOVE

An officer from Adult Social Services and Housing can ask for a social award to be considered for an applicant. The representative will compile a report for the Social Award Panel, which includes members of Adult Social Services and Housing. (Please see section 11 for appeals)

Social priority will only be given in cases where a move to alternative accommodation would significantly improve or alleviate the social problem. A person's current position on the register will also be taken into consideration.

An Urgent Social priority may be given:-
If you or a member of your household's safety, independence or quality of life is seriously affected by your social circumstances and re-housing is vital and the only way to resolve the problem.
and/or
Your application has been on the Assisted Move On Scheme and you have been unable to successfully move on within a suitable period of time, and you have an urgent need to move.
and/or
If you are taking over child care arrangements for a child/children who were in the care of Bath and North East Somerset Council and your existing accommodation is preventing you from being able to take over the arrangement.
and/or
If you have been subject to racial or domestic violence, harassment or abuse which can be verified by the Police, Housing Association (where applicable) or support agency.
A Medium Social priority may be given:-
If you are experiencing acute social problems which would be improved or resolved by moving to other housing.
and/or
if you have support needs which cannot be met in your existing home, and moving closer to support providers will improve your daily life.

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