



POLICY

4.38 Allocations and Lettings Policy

Policy Category	Category 1 – ELT & Trustees
	Category 2 – Managers & Deputies, Housing
Policy Cross Ref	1.29 Dealing with Compliments and Complaints Policy (Housing)
Summary of Policy Changes	V3.0 November 2025 - Full policy rewrite and simplified to become an overarching policy.
Policy Owner	Director of Housing and Estates
Approval Route	Quality & People Committee (January 2026)
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1.0 Policy Summary

This policy outlines St Anne's approach to the allocation and letting of Supported Housing, Supported Living Properties, and Hostel Accommodation. It details our commitment to working in partnership with Local Authorities, Health Authorities, and the CCG to meet statutory duties and support people in housing need. The policy ensures a fair, transparent, and person-centred allocations process, placing residents at the heart of all decisions.

For the full details of this policy, please read the entire document, not just the summary.

2.0 Scope

This policy applies to the allocation and letting of all St Anne's Supported Housing, Supported Living Properties, and Hostel Accommodation. It sets out the actions required to ensure allocations are made fairly, transparently, and in partnership with relevant authorities, always prioritising the needs and preferences of prospective residents.

3.0 Main Policy Content

Introduction

St Anne's Community Services is committed to empowering people to live full and independent lives. Our vision, purpose, values, and strategic objectives underpin all aspects of our housing and support services.

Vision: A Life Without Limits

Purpose: Empowering people to live full and independent lives

We strive to be inclusive, ensuring residents are central to everything we do by actively listening, responding, and involving them, their families, and carers in all service decisions.

Because our accommodation is highly specialised and designed to meet complex support needs, the majority of allocations are managed through direct referrals or formal nominations from Local Authorities or Health Authorities. This approach ensures that placements are appropriate, prioritise individuals with assessed needs, and align with statutory responsibilities for housing and care. It also enables collaborative decision-making with commissioning partners to ensure that residents receive the right level of support in the most suitable environment.

Aims and Objectives

St Anne's aims to provide a fair and transparent allocations service to prospective residents, working closely with partners to ensure efficiency, effectiveness, and best use of our housing stock. We uphold a person-centred approach, foster respectful interactions, maintain open communication, and act with dedication to improving lives.

We aim to ensure:

- Compliance with statutory and regulatory obligations
- Partnership working with Local Authorities, Health Authorities, and the Integrated Care Board.
- Homes are let fairly and transparently, without discrimination
- Holistic assessment of residents' housing and support needs
- Consistent, accountable, and open decision-making
- Provision of advice, assistance, and information to all applicants
- Flexible, equitable, and transparent allocations

Each service providing a housing function will have a clear local protocol for selecting and allocating housing, agreed with the Housing Team and regularly reviewed.

Selection and Allocation Criteria

Each service's allocations procedure will outline the selection process, define the resident group, and specify the support provision. All applications must be accompanied by a Third-Party Risk Assessment, and if commissioners require a different format, this must be accommodated—provided all areas identified in St Anne's assessment are addressed.

In cases where an applicant lacks capacity, a capacity assessment and best interest decision must be included. Additionally, assessment appointments should be tailored to the applicant's needs, taking into account the timing, venue, and communication requirements to ensure accessibility and fairness throughout the process.

Assessment

Applicants must be informed of their referral and the process discussed with them and the referrer as appropriate. Each applicant will undergo a needs assessment to ensure the service can meet these needs. If not, they will be signposted to other services. Assessments outside St Anne's premises require a risk assessment.

Applicants will be informed of how and when they will be notified of the decision.

Communication

All applicants will sign an Access to Information agreement and consent to information sharing in line with GDPR requirements. All communication will use the resident's preferred method, meeting the Accessible Information Standard. Standard letters, agreed with the central Housing Department, will be used. Where the applicant lacks capacity or prefers, communications will be directed to their representative.

Internal Transfers

St Anne's recognises that, in exceptional circumstances, residents may require an internal transfer to another property or service. Internal transfers are managed fairly and consistently, ensuring that decisions are based on individual needs and circumstances rather than preference alone.

Each service or area will have a documented process for managing internal transfers, which is detailed in the relevant local protocol and forms part of this policy. These processes will include:

- Clear criteria for considering a transfer request
- Assessment of the resident's needs and risks
- Consultation with relevant managers and stakeholders
- Transparent communication with the resident throughout the process

Transfers will only be approved where there is a demonstrable need, such as safeguarding concerns, significant changes in health or support requirements, or other exceptional factors. All decisions will be documented and subject to review.

Exclusions

St Anne's Community Services is committed to an inclusive approach and does not exclude any person from applying for housing on the basis of background or personal history alone. Each application is considered individually, with a holistic assessment of needs and circumstances. In rare cases, where there are significant concerns regarding safety or risk that cannot be reasonably managed, an application may not progress.

If a resident is referred to any service and is identified as having a history of fire starting and/or arson, the referral will be sent in liaison with the Corporate Governance Team to our insurers for a final decision. All decisions to bypass or not progress an application will be clearly documented, and applicants will be informed of their right to appeal.

Refusals

If residents are refused or refuse accommodation, a refusal form will be completed and analysed quarterly for service improvements.

Complaints

St Anne's Community Services is committed to fostering a culture where feedback, including complaints, is welcomed and valued as an opportunity for learning and improvement. Residents and applicants are encouraged to raise any concerns or dissatisfaction regarding the allocations and lettings process. All complaints will be treated seriously, handled fairly, and responded to in a timely and transparent manner, in line with our organisational values, regulatory requirements, and following our complaints policy. St Anne's will ensure that all individuals are aware of how to make a complaint and will support them throughout the process.

False Information

St Anne's will not house applicants who misrepresent their circumstances, withhold information, or provide false information. Possession may be sought under Ground 17 of Schedule 2 of the Housing Act 1988 if this is discovered after tenancy is granted.

Decisions Not to Allocate and Appeal

Applicants not allocated accommodation will be notified in writing, or by their preferred method of communication, with reasons provided. Decisions are made by the relevant manager, with a right of appeal. All decisions will be communicated using the applicant's preferred method of communication.

Legal Framework

St Anne's Community Services will allocate properties in compliance with all relevant legislation and guidance, and in line with the Tenure Policy.

4.0 Effects

The expected outcomes of this policy are:

- Fair, transparent, and person-centred allocation of housing
- Compliance with legal and regulatory requirements
- Effective partnership working with statutory agencies
- Consistent and accountable decision-making
- Improved resident satisfaction and service quality

5.0 Appendix

- None