

This policy can be made available in different formats, for example, in larger print, Braille or audio-format. It may also be made available in other languages as appropriate.

Referral Policy

20th February 2023

Our Mission Statement

“To empower people to thrive.”

Revision history

Rev No.	Rev. Date	Consultation Requirements	Lead Officer	Committee	Approved by COM	Review Due:
1	2005	Allocation Policy	IB	Housing Management	22 September 2005	
2	2017	Housing management policy - requirement to consult. (this policy was previously known as the Allocation Policy)	IB	Housing Management	28 September 2017	
3	Feb 2023	Review and new template	LM	Delivery and Change	17 Aug 23	Feb 26

Chairperson

Signed: 

Dated: 17th August 23

Chief Executive Officer

Signed: 

Dated: 17th August 23

This policy explains how we receive referrals of supported people from local authorities and any other partner organisations. This policy is aligned to law and good practice concerning housing and homelessness services. The policy is supported in practice with a range of organisational procedures to ensure that the policy is applied consistently across all of our services.

This policy is needed to meet governance objectives, as well as legal and regulatory standards. For example, although the referral policy is a housing management policy, its objectives involve governance aims by:

- ▲ promoting social inclusion and equal opportunities through addressing the housing and support needs of individual referrals; and
- ▲ maximising our income by having accommodation occupied quickly and to set timescales.

Referral Policy

The referral policy operates to ensure that referrals are provided with housing and support programmes for designated purposes and specified periods. The Organisation does not operate a housing list, as such, but receives referrals from local authorities and other sources such as social work services, and other agencies (only by approval of the commissioning local authority).

Although this policy is not based on any specific law, we promote legal duties incumbent on other social landlords to address particular housing needs. For example, we work in partnership with local authorities to provide temporary accommodation under occupancy agreements until these local authorities can secure other accommodation for our supported people. [See Appendix A.](#)

Information and publicity about our referral policy is published on our website and in a range of other public locations such as local authority offices and other social landlords. Other sources that we use are local libraries; agencies representative of equality matters; and any other places where we believe our supported people might find the information, including websites, Health Centres, and local colleges and so on. This policy is available in electronic format or hardcopy to all staff, supported people, Committee of Management members and other customers, as appropriate.

Our referral procedure explains in detail our rules on: sources of referrals; initial referral process; accepting or refusing referrals, including appeal rights; and housing options after the housing and support programme ends. This latter stage covers referrals to other organisations/persons to try and secure suitable and sustainable housing opportunities.

Appendix A Regulatory Standards

Regulatory standards: the Scottish Housing Regulator (SHR) (Governance and Financial Management)

Regulatory standard 1

The governing body leads and directs the RSL to achieve good outcomes for its tenants and other supported people.

Regulatory standard 2

The RSL is open and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, supported people and stakeholders. And its primary focus is the sustainable achievement of these priorities

Regulatory standard 4

The governing body bases its decision on good quality information and advice and identifies and mitigates risk to the organisation's purpose

Significant Performance Failures

The Scottish Housing Regulator (SHR) has a duty to consider issues raised with them about "significant performance failures". A significant performance failure is defined by the SHR as something that the landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved. That is something that is a systemic problem that does, or could, affect all of a landlord's tenants. Examples of a significant performance failure could be if social landlords are not:

- ▲ delivering the outcomes and standards in the Scottish Social Housing Charter over a period of time; or
- ▲ achieving the regulatory standards on governance or financial management

OSCR (Office of the Scottish Charity Regulator)

The Targeted Regulation Framework

- ▲ You must act in the interests of the Charity (standard 1)
- ▲ You must do what is best for the charity and its beneficiaries not what is best for you, your friends or family or business interests
- ▲ You must seek in good faith to ensure that the charity operates in a manner consistent with its purposes (standard 1.1)
- ▲ You must act with care and diligence (standard 1.2)

As charity trustees:

- ▲ You are responsible for making sure that your charity complies with any relevant laws. For example, health and safety, employment, data protection and equality laws.

The Scottish Social Housing Charter

The customer/landlord relationship

Equalities

Social landlords perform all aspects of their housing services so that:

- ▲ Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services

Communication

Social landlords manage their businesses so that:

- ▲ Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides

Participation

Social landlords manage their businesses so that:

- ▲ Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with

Access to housing and support: 7,8,9: Housing options

Social landlords work together to ensure that:

- ▲ People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
- ▲ Tenants and people on housing lists can review their housing options

Social landlords ensure that:

- ▲ People at risk of losing their home get advice on preventing homelessness

11. Tenancy sustainment

Social landlords ensure that:

- ▲ Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations

Regulatory standards: The Care Inspectorate: Health and Social Care Standards

Principles:

Dignity and Respect

- ▲ My human Rights are respected and promoted
- ▲ I am respected and treated with dignity as an individual
- ▲ I am treated fairly and do not experience discrimination
- ▲ My privacy is respected