

TOPIC: Housing Management : Allocations Policy

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1. INTRODUCTION

Shettleston Housing Association operates in accordance with;

- Statutory requirements,
- The standards set down in the Scottish Social Housing Charter,
- The requirements of the Scottish Housing Regulator,

in the formulation and implementation of all its policies. SHA seeks to fulfil its Corporate Aims through the development and implementation of its policies and all SHA's policies operate to achieve its Strategic Objectives as set out in its Internal Management Plan.

2. EQUALITIES

SHA is committed to providing equality of opportunity to all persons or groups within its area of operations in every aspect of its activities. In operating this policy SHA will endeavor to ensure, equality of opportunity for all, at all times, and in all circumstances. In line with this commitment to equality, this policy, and any summary or information leaflet, can be made available, free of charge, in a variety of formats including; large print, translation into another language or, audio tape.

3. ACCESS TO POLICY INFORMATION

SHA will ensure that its policies are made fully available to all tenants, applicants, members, persons or groups within its areas. Every effort will be made by SHA to support access and promote awareness of its policies by posting these on its website, developing summaries, guidance and information leaflets as appropriate.

4. TENANT INVOLVEMENT AND CONSULTATION

SHA is committed to meet the requirements of the Housing (Scotland) Act 2010 in all of its policies and to meet the requirements of the Scottish Social Housing Charter. SHA will involve tenants in the development of its policies and seek feedback in appropriate circumstances. It will ensure that any material change to services affecting tenants in this and other policies will be the subject of consultation.

5. POLICY MONITORING

SHA is committed to ensure that adequate monitoring of the implementation of its policies is undertaken. This will be achieved through regular review by the Management Committee, customer/tenant feedback surveys, and regular consultation with tenant/resident groups.

6. RISK MANAGEMENT AND ASSESSMENT

SHA has a detailed Risk Management Policy in place and it will assess the risks to the Association in the implementation of each of its policies as part of its risk management strategy.

7. PROCEDURES

SHA will develop a detailed set of procedures identifying actions, roles and responsibilities in the implementation its policies. These procedures will be subject to regular review and audit.

8. TRAINING

SHA will ensure that its staff are properly trained in terms of their knowledge and understanding of statutory requirements and the requirements of the Scottish Social Housing Charter pertaining to its policies. It will ensure that appropriate staff are kept up to date with all procedures pertaining to the implementation of policies. The Management Committee will have access to training to ensure that it can maintain appropriate control and overview of the policy and procedures.

SECTION 9 - PRINCIPLES & OBJECTIVES OF THE ASSOCIATION

The following key principles govern the Allocation of our rented houses within Shettleston:-

- **Housing Need**

In the Allocation of our stock and in compliance with legislation the Association aims to give reasonable preference to those applicants in housing need.

In determining these needs the Association recognises those households who are experiencing some or all of the following conditions:-

- Homelessness
- Occupying Overcrowded Properties
- Occupying properties which are lacking basic amenities
- Living in unsatisfactory housing conditions (which can include medical as well as some social need)

- **Open Access To The Housing List**

The Association operates an open access allocations system which provides the opportunity for anyone aged 16 years or over to apply to be placed on the register and have their application assessed.

- **Equalities and Diversity**

The Association will abide by its Equalities and Diversity Policy and take cognisance of the following legislation:

(i) **Race Relations Act 1976 (as amended by the Race Relations (Amendment) Act 2000**

The Association will not discriminate on the basis of colour, race, nationality or ethnic or national origin in the assessment of applications and in the letting of our properties.

(ii) **Sex Discrimination Act 1975 and Amendments 2003**

The Association will not discriminate on the basis of sex in the provision of housing facilities unless it falls within the exemption provisions contained within this Act

(iv) **Gender Recognition Act 2004**

The Association will not discriminate against transsexual people in the assessment of applications for the purpose of letting our properties.

(v) **Disability and Equality Act 2010**

The Association will not discriminate in the provision of housing facilities on the basis of a person's disability

(vi) **Accessibility**

The Policy will be available to the public in a range of languages on request. We will ensure that translation services are available for both more detailed information and to assist those who wish to make personal inquiries. In addition the Association will ensure that relevant documents are available on tape, braille or large print for those who have difficulties with their sight. Applicants can also apply online through the Association's Website. The Association also offers the service of Happy to Translate which promotes equal access by overcoming language barriers.

- **Confidentiality**

The Association will comply with the Data Protection Act 1988. The Association shall respect the confidentiality of the applicant and will follow legislation in terms of any information being disclosed to a third party or any requests for access to personal data.

- **Regulatory Standards of Governance and Financial Management**

Our Regulatory Standards and the associated guidance meet our duties under Part 3 of the Housing (Scotland) Act 2010 ("the Act")

- **Objectives Of The Association**

The Association aims to

- ***To deliver the highest quality of housing services and customer care to the residents of Shettleston by providing a sensitive and efficient management and maintenance service to tenants and owners.***
- ***To contribute to the regeneration of Shettleston through the provision of good quality housing, at affordable rents or prices for people in housing need who wish to live in the area.***

As a community based organisation the Association aims to promote a stable and balanced community within the Shettleston Area. We aim to promote this by also operating a number of local letting initiative's included within our policy.

Whilst housing need will always be the overriding priority, the Association aims to develop social inclusion and sustainable communities and will use the Allocations Process to assist in the creation and maintenance of our community.

When originally formulating this policy we consulted with all applicants, and 69% of waiting list applicants and 100% of tenants thought we should take into account the length of time that a person has resided in their current home when they wish to move to alternative accommodation and there is no housing need. This encouraged the introduction of the Aspirational List.

The Association is committed to ensuring that anyone choosing to apply to the Association for housing, has their housing circumstances assessed in a **consistent and fair way** and that Allocations are made in a **consistent and fair way**.

SECTION 10 - ADMISSION TO THE HOUSING LIST

- Anyone aged 16 years or over will be admitted to the housing list following which their application will be fully assessed.
 - All applicants enquiring about applying for housing regardless of any individual circumstances will be clearly advised of their right to be admitted to the housing list.
 - A full assessment of the applicant's circumstances will be carried out and the applicant will be advised of the outcome of their assessment within 14 days of submitting the application.
 - The Association will operate an "Active" and "Non Active" housing list. Applicants can be suspended from the "Active" List and placed on the "Non Active" List for the following reasons:-
 - Social landlords can suspend applicants who have rent arrears, or other tenancy related debt, unless they fall within the provisions of the Housing (Scotland) Act 2001.
 - Where an applicant has previously had their own secure accommodation and has lost it as a result of their own actions e.g. been evicted, abandoned the property, their application will be suspended for a period of two years.
 - Where an applicant has voluntarily given up the secure accommodation, the reason for this will be carefully considered prior to applying the two year suspension.
 - Where it seems, from the information provided, that an applicant has, without good reason, worsened their own housing circumstances in order to appear in greater housing need, the Association reserves the right to suspend the application for a period of two years.
 - Applicants will be asked to provide documentary evidence confirming address and household composition when submitting an application. Where an applicant has not provided a true and honest disclosure of their circumstances, or has knowingly given false information or withheld information, their application will be suspended for a period of two years.
 - An applicant will be entitled to three offers; if the first and second offer is refused there will be no penalty to the applicant. On refusing the second offer, the applicant will be invited to attend an interview to discuss in detail their choice of locations, property type and floor heights etc. in order to ensure the third offer meets their requirements.
- If the third offer is refused the applicant will be suspended for a period of one year before any further offers would be made.
- Applicant's who adopt threatening, violent or abusive behaviour against any person in the neighbourhood. Such people include their residents, visitors, employees of the Association, including agents or contractors and Committee Members.

- The period of suspension will be effective from the date of the date of suspension, if different from date of application. And Time in Need Points will not be accrued whilst the application is suspended.
- An applicant will be notified of their right to appeal any decisions made on these grounds:
 - If the applicant is placed on the Active List they will be provided with written details confirming their admission to the list and the likelihood of re-housing given that demand for our stock is greater than the supply.
 - If an applicant is placed on the “Non Active” list they will be provided with written confirmation detailing the reason why and any action they require to take, if appropriate. Applicants will also be advised of their right to appeal.
 - The Association will provide details of alternative housing providers for the applicant to obtain accommodation and advice.

Removal from the List

The Association will only remove an applicant from for the following reasons:-

- Applicant requests in writing to have their application removed from the list
- Applicant fails to respond to the periodic review of the Housing Lists
- Death of an Applicant

SECTION 11 - THE HOUSING LISTS

The Association operates ten separate lists for which an applicant can be considered for housing. Those lists are:-

- General Housing List
- Transfer List
- Section 5 Referrals
- Medical List
- Social Priority List
- Aspirational List
- Local Lettings Initiative
- Referrals
- Housing Action Area/Clearance/Major Repairs

Bedroom Tax List

- **General Housing List**

The General Housing List is open to all applicants who are not tenants of the Association.

- **Transfer List**

The Transfer List is open to existing tenants of the Association.

- **Section 5 Referrals**

The Section 5 Referral List is the list of statutory Homeless applicants. The Association acknowledges its duty as a Registered Social Landlord to comply with a request from Glasgow City Council to accommodate a Homeless Person/family under Section 5 of the Housing (Scotland) Act 2001.

In implementing any such request the Association will abide by the contents of the Homeless Protocol arrangement established between Glasgow City Council and RSL's (Registered Social Landlords) (Copies of the Protocol are available at the Association Office)

Homeless applicants applying directly to Shettleston Housing Association will be invited to make an application, and where necessary an interview with a Homeless Persons Case Worker from Glasgow City Council will be arranged.

- **Medical List**

The Medical List is open to all applicant's who have a Medical Need. The key principle in determining access to this list is not the applicant's health condition in itself, but, whether re-housing the applicant will significantly alleviate the medical condition.

There will be two different levels of medical award, a high level and low level. If an applicant is awarded a high level of points then they will be offered a ground floor property only, with limited external stairs and no internal stairs.

If an applicant is awarded a low level of points then they will be offered a property at a maximum of 1st floor height and this accommodation will normally be on the one level. A property with internal stairs will only be offered where both ground and first floor levels have toilet facilities.

The Association within its Medical Information leaflet has provided a comprehensive list of all medically suited stock.

Prior to being considered for Medical Points, all applicants will be required to consider the list of "non eligible" medical conditions, if an applicant's condition is on the list then their application will not *normally* be assessed.

The selection process from this list will be based on date order.

Appendix 1 details the list of non-eligible medical conditions.

- **Social Priority List**

Social Priority is awarded to applicants who are experiencing severe harassment and abuse and where their situation may be life threatening.

This list will run in date order and an applicant will only be entitled to one offer of accommodation and this will be to a property broadly equivalent to their current home. The Association will endeavour to offer re-housing within a three month period, if a reasonable offer has been made and the applicant refuses, the social priority will be removed..

In considering the award of Social Priority the Association will seek corroborating evidence, eg. Police Reports to confirm the situation.

- **Aspirational List**

Tenants who have held their current tenancy for more than ten years and have no other points to allow them to be considered for a move will be placed on a separate list which will run in date order. This list will be given a small target of lets each year.

- **Local Regeneration Lettings Initiative**

Within the triangular area covering the West of 88 Old Shettleston Road/663 Shettleston/660 Shettleston Road, including Blair Street and St Mark Street, the Association has a lettings policy which is a supplement of the main Allocation's Policy. The objective of the Lettings Initiative is to assist in the development of a more stable and balanced community within this designated area.

This area is subject to a very high turnover of void properties; these properties are a mix of 2apt, 3apt and 4apt properties.

The 40 x 2 apartment properties at 2-10 Cockenzie Street are also part of a Lettings Initiative and are also a supplement of the main Allocations Policy, with the main objective also to assist in the development of a more stable and balanced community within the designated closes.

The following eligibility criteria has also been developed to try and address the trend which was developing in this area of less desirable stock and increasing voids.

- ***Have a close family member living in Shettleston***
- ***Or, Be in paid employment***
- ***Or, be a Tenant of the Association***
- ***And, Be Over 25 years of Age***

The selection process for the Initiative will be prioritised in Date Order and Transfer Applicants will be given priority within this area.

- **Referrals**

The Association will accept referrals from other organisations with whom they have an agreed referral arrangement.

In attempting to create accessibility for applicants with specific support needs the Association will consider requests from other organisations to enter into a referral arrangement.

The referral arrangements will be reviewed on an annual basis.

- **Housing Action/Clearance Areas**

The Association recognises that some local areas may be designated as Housing Action/Clearance Areas and there will be an expectation for the Association to provide appropriate housing for those applicants living within a Clearance Area.

In the event of a Housing Action Area being designated within our own Stock, the Association will endeavour to find suitable housing within our stock to allow those tenants to be re-housed.

- **Bedroom Tax**

The bedroom tax waiting list has been introduced to meet the demand of tenants who are under-occupying their current home following the Welfare Reform. All tenants who wish to move due to under-occupation will be placed on the bedroom tax waiting list.

- **Target of Lets to each List**

With the exception of Mutual Exchanges, the Association sets Targets for each Waiting List Category, which means that each Waiting List category will be allocated a certain proportion of the houses which become available each year.

The actual proportion for the General Waiting List, Transfer Lists and Medical Lists will be reviewed annually to take account of the demand and balance of need from these lists.

The Target for Section 5 Referrals between the Glasgow City Council and the Association is based on an agreed protocol currently set at 25% of annual turnover. The target for other referrals at 3% is set by the Association itself in order to allow access for specific vulnerable client groups.

The Targets, agreed annually by the Management Committee, are set in **Appendix 2**.

- **Elderly Lettings Initiative**

Whilst the Association operates the above nine lists, we also have an Elderly Lettings Initiative, which allows us to identify properties within our stock which would more suitable for elderly applicants.

The Association recognises that there is a high elderly population in both the Springboig and "Steel" Estate of our stock.

Both areas offer appropriate and desirable amenity location for elderly applicants. However, the property size within both locations are exclusively 3 and 4 apt properties which excludes many elderly applicants due to the Association's adherence to apartment size eligibility as detailed in section 15 of this policy.

The Association's objective of this Lettings Initiative is to provide access and opportunities to this area of stock for elderly applicants who would otherwise be excluded because of the general provisions in the Allocation's Policy.

As funding and turnover permits the Association undertakes to adapt any void properties of the type and location specified below to full amenity standard by means of accessing HAG funding for disabled adaptations.

In addition where an existing elderly tenant already occupies a property type appropriate to the stock included in the Lettings Initiative and where amenity adaptations would benefit the housing needs of that tenant there will be the opportunity to include the property as part of the initiative by accessing HAG funding for those adaptations.

The initiative will be confined to lower 4-in-block flats and bungalows within the following streets:- on the basis that they can be readily adapted to amenity standard.

Steel Estate

- Ardgay Place
- Culrain Street
- Glenalmond Street
- Gilmerton Street

Springboig

- Hermiston Road/Place/Avenue
- Hollowglen Road
- Greenfield Road
- Threestonehill Avenue

SECTION 12 - CHOICE AND ALLOCATION

The Association aims to promote choice within its Allocations Process.

Applicants will be able to select their choice of re-housing within the Association's stock, a detailed list of the stock will be provided to allow selection.

Given supply and demand can vary significantly within different areas and property types, we will try and ensure that applicants are given sufficient advice and information on the availability within their chosen areas when making their selection.

Every applicant will normally be visited at home, the main purpose of the visit is to discuss the application, choice of the accommodation etc, and to verify the information provided. Only in extreme circumstance will the condition of the applicants accommodation affect their application, for example, where there has been wilful neglect or damage.

In terms of Transfer tenants, Association Staff will carry out a "Tenancy Termination Inspection" to ensure tenants comply with their tenancy agreement to leave their house in a clean and tidy condition , good decorative order and to carry out any repairs which are the tenants responsibility e.g. removal or replacing of unauthorised fixtures or fittings.

Applicants will be provided with up to three offers of re-housing within their selected locations. If the second offer is refused, applicants will be invited to discuss in detail their re-housing requirements and choice of particular property type, location, floor height etc in order that the Association can try where possible to meet the applicants choice of re-housing.

If a third offer is however refused, the Association will place the applicant on the "Non Active" Waiting List for a 12 month period.

Applicants have the right to appeal any decisions which may affect their choice or prospects for re-housing.

- **Housing Support**

The Association recognises that some clients may require a level of support to allow them to sustain and live independently. The Association will take all reasonable measures to ensure that a level of support could be provided to the clients at commencement of tenancy.

Support will be organised in conjunction with relevant agencies eg. Social Work Department.

- **Expectant Mothers**

An applicant who provides confirmation of their 20 week period of confinement can be placed on the relevant list for larger accommodation.

- **Couples**

Couples who apply will be offered the choice of both a 2 apt (1 bedroom) or a 3 person 3 apt property (1 double and 1 single bedroom) subject to availability. These properties in the first instance, will be offered to couples/lone parents who have a child under the age of five years.

- **Common Housing Registers**

Shettleston Housing Association recognises that Section 8 of the Housing (Scotland) Act 2010 encourages the development of Common Housing Registers. The Association will contribute to the Common Housing Register development as and when appropriate in partnership with Glasgow City Council, The Scottish Federation of Housing Association's and The Housing Regulator.

SECTION 13 - APPEALS

Appeals

The Association recognises that a situation may occur where an applicant is unhappy with a decision reached over their application, and in such an event may wish to appeal this decision.

In the event that an applicant wishes to appeal a decision made in relation to their application, the following mechanism will be observed:-

- If the Allocations Officer does not adequately clarify the decision, you can discuss the situation with the Housing Manager, who will confirm the outcome in writing.
- If you remain dissatisfied, we would encourage where possible an applicant to submit their appeal in writing to the Director of the Association. Where this is not possible, an applicant can make contact at the Association's Office either in person or by telephone.
- If you don't feel that staff have resolved your complaint satisfactorily you can appeal to the Association's Management Committee.

Although it is this committee which is responsible for considering your appeal, it may pass the matter to a special Sub Committee who have responsibility for dealing with appeals.

- If you are not happy with the outcome from this meeting you will normally be able to contact the Scottish Public Services Ombudsman.

SECTION 14 - MONITORING AND REPORTING

The Allocations Policy will be implemented in relation to written procedural guidelines, which also includes details of Monitoring, Reporting and Reviewing Mechanisms.

- Monitoring

The Association will review and monitor the outcomes of the Allocation's Policy on an ongoing basis in order to assess whether the stated objectives are being achieved.

Shettleston Housing Association is committed to ensuring equality and diversity and as a result monitors all applications received to ensure that we do not directly or indirectly discriminate against disadvantaged groups and that our services reflect the needs of the population we serve.

- Reporting

Staff within the Housing Management Section will prepare monthly performance reports on Allocations activity in line with The Scottish Housing Regulator Guidance, and report these to the Housing Management Sub Committee on a monthly basis.

In addition, our performance against targets set for each list will be reported to the HM Sub Committee on a monthly basis. Key Performance indicators will be reported to the Management Committee on a quarterly basis.

SECTION 15 - ASSESSMENT OF APPLICATIONS

- **Overcrowding**

For the purpose of this Allocations Policy a house is overcrowded where the number of persons sleeping is such as to contravene the standards specified in Sections 136 (Room Standard) and 137 (Space Standard) Part V11 of the Housing (Scotland) Act 1987.

Overcrowding points will be awarded using the following criteria:-

- The Living Room
- One Double Bedroom for Couple/Single Applicant
- One Bedroom for each single person
- One Bedroom for two children under 10 years of age
- One Bedroom for two children of the same sex between 10 and 16 years of age.
- One Bedroom each for two children of different sex where one is between 10 - 16 years of age.

Overcrowding points will be calculated on the basis of:-

- The number of rooms in present accommodation
and
- The number of rooms required
- Overcrowding Points will be awarded as follows:
 - For each additional bedroom required **25 Points**
 - For each household member exceeding the Property permitted number **5 Points**
 - Where a household member over 10 years is sharing with the opposite sex **5 Points**

(Overcrowding points will not be awarded when an applicant is applying for the same size of accommodation)

- **Lacking Amenities**

Lacking amenity points are awarded to applicants who own or rent accommodation that does not have the basic amenities.

- Lack of Kitchen Facilities **30 Points**
- Lack of Bathroom/Shower **20 Points**
- Lack of hot water supply **15 Points**

- Lack of inside toilet **30 Points**
- Lack of separate kitchen **12 Points**
- Property has internal kitchen - 6sq m **2 Points**
- Property on ground floor at main road and no garden. **2 Points**
- Rising Penetration Dampness (require report from Environmental Health Department confirming Dampness) **12 Points**
- Poor Quality Windows (Steel Frames) **2 Points**

- **Insecurity of Tenure**

Insecurity of Tenure points applies to the following category of applicants:-

- Applicant's living care of another household **5 Points**
- Applicant's living care of family **5 Points**
- Applicant's residing in hostel or HMO's (Housing of Multiple Occupation) - where there is no tenancy agreement. **5 Points**
- Applicant's who have a Notice to Quit or Legal Action Pending (where this is not the result of the applicant's own actions). **5 Points**

- **Sharing Amenities**

Sharing Amenity Points are awarded to applicant's who do not have their own home and who share someone else's home or live in a hostel sharing the basic amenities.

- Applicant sharing cooking or toilet facilities with another household **16 Points**
- For a couple or each person other than the applicant, an additional award of points will be made. **2 points**
- Applicant's sharing multi-occupied property **30 Points**

- **Medical Award**

A Medical award will only be made where it is demonstrated that the current accommodation is unsuitable and by moving to alternative accommodation the applicant will receive an immediate health benefit. The applicant will be requested to complete a medical self-assessment form and a list of non-eligible medical conditions will be enclosed with this form.

All completed forms will be assessed with reference made to the HMSO Publication "The Disability Handbook". If an applicant is not in receipt of any DLA (Disability Living Allowance) or Attendance Allowance we would require a certified certificate from their GP. The assessment of applications will be carried out by Allocations Staff and authorised by the Housing Manager or the Senior Housing Officer.

Medical awards will be based on high and low priority, the level of award will determine the type of property offered as detailed in Section 4 of this Policy.

The Medical List will be prioritised in Date Order and availability of medically suited stock.

- **Social Priority Award**

Social Priority is awarded to applicants where re-housing is felt essential and that if an applicant remains in their current housing situation it may result in serious threat, ongoing harassment, abuse or other exceptional circumstances. These applicants will be placed on the Social Priority List which will run in date order, all applicants will only be entitled to one offer of accommodation and this will be to a property equivalent to their current home. The Association will endeavour to offer re-housing within a three month period, if a reasonable offer has been made and the applicant refuses, the social priority will be removed.

- **Family Support Points**

Points will be awarded to children of existing Association tenants who have always resided in the family home and where it is recognised that they have a housing need to maintain and sustain local kinship connections by remaining within the Community.

2 Points

- **Under-occupying Points**

In order to make best use of Association Stock and create availability of larger properties the Association will award under-occupying points to applicants on the following basis:-

- The number of rooms in the present accommodation
and
- The number of rooms required

The number of points awarded for each room surplus to requirements is **18 Points**

- **Care & Support Points**

Points will be awarded to an applicant who requires to move to the area to provide support or to receive support from a relative living in the area.

Applicants will be awarded one of the following priorities:-

- Priority A **50 Points**
- Priority B **25 Points**

The way in which the Association will process applications for Care & Support Points is explained in the separate leaflet, which is available on request.

- **Age at Height**

Points will be awarded for the following:-

- For each member of an applicant's household that is of pensionable age where the household lives on the second floor or above. **5 Points**
- For each child under 10 years of age within an applicant's household living on the fourth floor or above. **5 Points**

- **Medical - Need for Separate Bedroom**

The Association recognises that where an applicant requires an additional bedroom, for either partner or carer, the Policy will allow for these applicants to be considered for a larger property through the Medical Waiting List

For applicants who have a medical need to move, they will be assessed in accordance with the medical priority list. If an applicant does not meet the requirements for an award of medical priority the housing need within the household will be assessed in accordance with the Allocations Policy.

Only applicants who have suffered from a long term medical condition will be eligible for consideration under this category. The Association will also require certification from a Medical Practitioner, Social Work Department or relevant support agency prior to considering the decision to allow an offer of larger accommodation.

- **Time in Need Points**

Time Points will only be awarded for those applicants who have housing need points (these points will not be awarded for lists which run in date order).

The date at which the applicant is experiencing the housing need, is the date at which the housing need points will be applicable.

There will be an award of **two points per year. A maximum of 20 Time In Need Points will be awarded.**

SECTION 16 - REVIEW

The policy will be subject to three year review, and any changes will be done through consultation with our tenants as per Section 54 of the Housing (Scotland) Act 2010.

In monitoring performance against objectives in this way, the Annual review of the Allocations Policy can take full account of the trends witnessed through monitoring of the policy.

APPENDIX 1

LIST OF NON ELIGIBLE CONDITIONS FOR MEDICAL PRIORITY POINTS

Addison's Disease	Diabetes (<i>unless complicated by other disease</i>)
Agoraphobia	Drug Addiction
Alcoholism	Duodenal Ulcer
Amnesia	Ear Infections
Anaemia (<i>unless caused by other disease</i>)	Eczema
Anorexia	Epilepsy (<i>unless accompanied by Clinicians Report</i>)
Anxiety State	Fallen Arches
Asthma (<i>unless accompanied by Clinicians report</i>)	Fractures (<i>upper limbs, arms and ribs, within 1 year</i>)
Arthritis (neck, shoulder, arms)	Foot Strain
Back Strain	Frozen Shoulder
Behavioural Problems (<i>unless accompanied by clinician's report</i>)	Gall Stones
Bladder Stones	General Debility
Brucellosis	Glandular Fever
Bunions	Hay Fever
Bursitis	Hepatitis
Cancer (<i>unless affecting mobility and non terminal</i>)	Hernia
Cartilage Tears	High Blood Pressure
Choleo-cystitis	Hypertension (<i>unless accompanied by chest or leg pain on walking</i>)
Claustrophobia	Hysterectomy
Colic	Irritable Bowel Syndrome
Colitis	Jaundice
Colostomy	Kidney Stones
Crohn's Disease	Ligament Tears around joints
Cystitis	Lumbago
Deaf	Mastectomy
Depression	Meningitis (<i>unless other complications</i>)
Dermatitis	Migraine
	Myxoedema

Neurosis

Neuralgia

Oedema

Panic Attacks

Pancreatitis

Pelvic Inflammation

Phlebitis

Peptic Ulcer

Peritonitis

Pleurisy

Pneumonia

Pregnancy

Psoriasis (*unless lower limbs
severely affected*)

Psychiatric Illness

Pyelitis

Raynaud's Disease (*white finger*)

Rhinitis

Sciatica

Sinusitis

Slipped Disc

Spondylosis

Thrombophlebitis

Thyroid Disease

Thyroidectomy

Thrush

Tonsillitis

Tuberculosis

Ulcers

Varicose Veins

Venereal Disease

Vertigo

Vitamin Deficiency

Weil's Disease

APPENDIX 2

Association Allocations Targets 2012/13

Transfers	20%
General Waiting List	40%
Section 5 Referrals	30%
Referrals	1%
Aspirational List	2%
Medical List	7%