



Housing Service

Housing Void Policy

Responsible Officer:	Team Leader – Housing Management
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Introduction

The Void Management Policy sets out how the Shetland Islands Council's Housing Service deals with empty properties.

A void is a property that does not have a current tenancy. The void period is the number of days between a tenancy termination date and the start date of a new tenancy.

The length of time a property is void depends on a number of related factors, including application management, allocations, demand in any allocation area and repairs and maintenance.

Principles and Objectives

The overall aim of the Void Management Policy is to provide efficient management of empty properties, and limit the length of time properties are empty. This will ensure we can provide an efficient service, make the best use of resources, maximise rental income and meet housing need.

The policy complies with current legislation and reflects the aims of the Single Outcome Agreement, Community and Corporate Plans, the Local Housing Strategy and the aims of wider good practice in housing management.

Principles

Legality

We will ensure that our void policy and procedures reflect the legal framework and relevant codes of guidance.

Consistency

We will apply the void policy in a consistent manner in all areas of Shetland so that existing and new tenants are treated in a similar manner regardless of tenure.

Social Inclusion

We will not discriminate against existing and new tenants on the basis of their sex, marital status, race, disability, age, sexual orientations, language, social origin, religious beliefs or political opinions.

Responsiveness

We seek to have a policy, which is capable of responding to a wide range of complex individual needs and circumstances.

Openness

We will ensure that the void policy is operated in an accountable manner with regular performance monitoring and reviews. We will publicise the results of the performance monitoring. In doing so an individual's right to confidentiality and the requirements of the Data Protection Acts will be safeguarded. Individual tenants personal details will not be disclosed.

Objectives

The key aims are:

- To ensure that properties meet the defined re-lettable standard;
- To minimise the amount of rent lost through voids
- To minimise the cost of repairs to void properties
- To ensure that tenants are aware of their responsibilities with regard to décor, cleanliness, repair and authorised/unauthorised alterations
- To ensure that prospective tenants are aware of availability of support and assistance
- To monitor and report on void performance in order to highlight successes and weaknesses
- To comply with health and safety, legal duties, regulatory requirements and good practice standards
- To ensure that all staff are aware of their individual and team responsibilities in meeting the policy;
- To ensure effective, efficient and accountable, management of the process

Training

Clear procedures are provided to officers to ensure there is a consistent approach to managing voids complying with equal opportunities principles and best practice.

Officers shall be fully trained and given sufficient flexibility to make reasonable judgements in dealing with individual cases.

Links with Legislation, other policies and procedures

The void management policy will assist the Council to meet its Local Housing Strategy, Corporate Plan and Service Plan aims and priorities. In particular, it will assist the Council to provide decent, secure and affordable housing to meet housing need. The void management policy will also assist the Council to achieve 'best value' in the use of its resources.

In meeting the principles and objectives of the void management policy we will take account of the following legislative and policy requirements:

- Community Planning Framework
- Council's Corporate Plan
- Housing Service Plan
- Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001
- Homelessness etc (Scotland) Act 2003
- Shetland Islands Council's Child Protection Procedures
- Sex Offenders Joint Protocol
- Anti-Social Behaviour Policy
- Data Protection Acts

Notice of Intention to Terminate

Most tenancies will terminate by a tenant giving notice. The tenant retains liability for the full 28 days up to the termination date.

The 28 days notice period will begin only on receipt of **written** notice that is signed by all tenants.

The notice should include:

- Tenant/s name and address
- Date of actual leaving
- Forwarding / contact address and telephone number
- The tenant's signature – if the tenancy is in joint names, both tenants must sign the notice

We cannot process a termination where the applicant is assessed as lacking capacity. This is to ensure compliance with the Adults With Incapacity (Scotland) Act 2000 (AWI Act). Further details are in [Appendix 1](#).

Pre-termination inspection

A standard report form will be completed at the pre-termination inspection, signed by the Inspection Officer and the out-going tenant. The main purpose of the pre-inspection, which may last up to 1 hour, is;

- To identify repairs required to the property
- To categorise repairs; routine & essential
- To advise the tenant that some repairs will be carried out as routine and may be undertaken prior to them moving out - suitable appointment times should be noted
- To identify any major works that may be required to the property as part of planned maintenance e.g. replumb, kitchen replacement
- To decide if the property is suitable for viewing with a prospective tenant, and then to confirm with the out-going tenant if they are agreeable to this
- To list any items that the tenant wishes to leave or sell onto the new tenant and advise the tenant of the policy on this
- To check on and list any alterations carried out by the tenant, to determine qualifying improvements for compensation and to advise the tenant of the 'Right to Compensation' scheme
- To identify any adaptation or special features of the property to assist in the allocation process
- To remind the tenant of the Void Property Standards

Essential repairs will include:

- Repairs essential to make the property habitable
- Health, safety and security repairs
- Repairs considered essential to achieve a quick letting
- Repairs that are impractical to do in an occupied property
- Removal of substandard tenant alterations

The out-going tenant should receive a copy of the signed pre-inspection report within 3 days, should rechargeable repairs be identified at the pre-inspection. The tenant will then have the opportunity to remedy any defect for which they are responsible prior to the end of the tenancy.

If any such defects are not remedied prior to the end of the tenancy, or if the work is not of a satisfactory standard, a recharge may then be raised for the cost of the works.

Ordering Repairs

Wherever practicable, all essential repairs required to make a property ready to let should be given a 7-day priority or less, from the projected termination date.

All other works should be given a 28 day priority or less. However, some repairs may be outside of the existing repair contract and completion within 28 days may not be enforceable.

Work given a 28+day priority shall be any work that cannot reasonably be expected to be done within 28 days. An example would be new windows.

Sporadic post repair inspections on void properties will be completed by senior DLO operatives to ensure repairs are of an acceptable standard, and the property is ready for a new tenant.

The Inspection Officer should apply the following standards during Void Inspections. Unless otherwise specified this standard applies to all void properties and is to be included in the Tenant's Handbook.

These conditions will ensure that Shetland Islands Council new tenants will have accepted a property that is:

- Wind and water tight
- Secure and safe
- In a habitable condition

SIC Housing Letting Standard

The list below describes how an outgoing tenant should leave the property and the incoming tenant should expect to find their new home.

The standards highlighted in **red** are required to be met before a tenant signs a tenancy agreement and given the keys to a property. Standards shown in black are not essential for letting a property and such works can be carried out after the tenant has signed their tenancy agreement and been given the keys.

General Standard

- *The home will be wind and watertight, safe and secure*
- *A valid energy performance certificate will be displayed in the property*
- *The home will have a working heating system and instructions will be available*

Electrics

- *Electrical wiring, switches, sockets and light pendants will be in working order*
- *Smoke alarms will be in working order*

Kitchen

- *As a minimum, spaces and services are provided for a cooker, washing machine and under counter fridge*
- *Sinks will be in working order, taps being free of leaks or drips and plugs will be fitted*
- *Plumbing, where visible, will be checked and in working order*
- Kitchen units and drawers will be sound and useable.
- Worktops will be free from significant damage.
- Where fitted, extractor fans will be in working order

Bathroom

- *Toilets, wash hand basins, taps, baths and showers, where fitted, will be secure and free from leaks, significant chips and cracks and plugs will be fitted*
- *Plumbing, where visible, will be checked and in working order*
- Where fitted, extractor fans will be in working order

Windows and Doors

- *External doors and windows will be secure and wind and watertight*
- *All doors and windows will be in working order*
- *Internal glazing will be intact and compliant with safety standards*
- *2 sets of keys will be provided for each external door*
- *Safety restrictors on windows (where fitted) will be in working order*

Floors and stairs

- *Floors will be safe and secure and ready for floor coverings*
- *Stairs, handrails and banisters will be safe and secure*
- All flooring to be removed. Flooring can only be left where there is an agreement with the SIC Inspection Officer, or with a new tenant and the SIC has been informed.

Walls & Ceilings

- *Will be free from large cracks, loose plaster and large holes*
- *There will be no polystyrene tiles or polystyrene coving in the property*
- Skirtings and door facings will be renewed if missing or badly damaged

Cleanliness (inside and outside)

- *The property will be clear of all furniture, floor coverings and belongings (including loft) – unless a prior agreement in writing has been made between outgoing and incoming tenant and shared with SIC Housing.*
- *All surfaces will be wiped down including windows, kitchen and bathroom. All floor surfaces should be swept/vacuumed. Any mould needs to be cleaned.*
- The garden will be in a neat and tidy condition with the grass cut and clear of all rubbish and belongings.

All of the above should be completed by the outgoing tenant. Where this is not done, the Housing Service will complete the work and recharge the previous tenant accordingly.

Decoration

- *The decoration will be clean with wallpaper intact.*
- *Damaged plasterboard will be repaired/filled and ready for redecoration*

Please note –

Decoration - is a tenant's responsibility.

Alterations - where non-standard alterations, for example showers, internal doors etc are left, the new tenant will be asked to sign an alteration agreement accepting responsibility for continuing maintenance. Otherwise, such items will be removed. Non-standard tenant alterations will only be left if they are safe, visually acceptable and maintainable. Where applicable, they need to meet the current Building Regulations at time of installation.

Recharges – Outgoing tenants will be recharged the cost of any corrective actions which have to be taken as a result of not carrying out works which were their responsibility.

Temporary accommodation – This letting standard applies to all SIC properties. For temporary accommodation, the provision of furniture and white goods, along with internal decoration, is the responsibility of the Housing Service.

Links to Relevant Policies:

[SIC Repairs & Maintenance Policy](#)

[SIC Recharge Policy](#)

Pre-Allocations

All Shetland Islands Council properties are allocated in accordance with [OP1 Allocation Policy](#).

Purpose of accompanied viewing

- To enable the applicant to view the offered property
- To answer any queries the applicant has about the property
- To provide information on the tenancy agreement, rent, repairs and planned maintenance that will be carried out to the property
- To advise the prospective tenants that sign up will take place as soon as the property is ready to let. All tenancies will commence on a Monday.

It should be noted that accompanied viewing must take place on all voids and pre-lets.

If the outgoing tenant will not give permission for an accompanied viewing, the prospective tenant should be given a virtual tour where possible, of the property from photos held electronically.

Formal Offers

All formal offers will be made in writing within 1 day of the home visit and viewing.

Every offer of tenancy will contain at least the following information:

- Size / type of property
- Rent
- Proposed date of entry where possible
- Arrangements for accepting, signing leases etc
- Named contact for queries

Applicants are required to respond to a formal offer within 2 working days of receiving the letter. A standard form is enclosed with the offer letter for this purpose.

The prospective tenant should be advised in writing of the principal repairs to be carried out on the property and of any programmed capital work due, such as kitchen replacement, refurbishment etc.

If an offer is refused, the applicant will be asked to complete a refusal form, giving details of the reason for refusal. Where these reasons relate to the condition of the house or concerns about neighbours etc, the issue will be referred to the Housing / Inspection Officer for comment / action.

Termination of Tenancies

Keys

The outgoing tenant must return two sets of keys for each door to the Housing Service, properly labelled, by the date specified in the acknowledgement letter.

If the outgoing tenant has handed in one set of keys only, a lock change is required, which is then rechargeable to the tenant.

The out-going tenant remains liable for the rent on the property for the full 28 day period of notice, even when keys are handed in early. When the keys are returned to the office the Housing Assistant will log the keys, and the housing management system accordingly.

If no notice is received prior to keys being handed in, the Housing Assistant will ask the outgoing tenant to sign a termination, ensuring that a forwarding address is given and advising the outgoing tenant of the Council's 28 days notice policy and recharge policy.

If keys are returned with no termination, the Housing Assistant will notify the appropriate Housing Officer, who will follow abandoned tenancy procedures.

Both sets of keys should be handed over to the new tenant at sign up stage, removing the property address tags for additional security. Spare keys should not be kept in the office for repairs when a property is tenanted.

Termination Inspection

The Inspection Officer will carry out the majority of post termination inspections within 1 working day of keys being received, or as practicably possible. Property inspections in more remote locations may be scheduled with other planned visits to the area.

The purpose of the post-termination inspection is:

- To ensure that the outgoing tenants have complied with the Void Property Standard
- To ensure that the property meets the Council's minimum standards for properties to be re-let
- Identify any further repairs that are required to the property
- Identify whether there are any outstanding items of disrepair, which are the responsibility of the outgoing tenant
- Review qualifying improvements for compensation
- To ensure that the property has a current up to date Energy Performance Certificate as required by the Building (Scotland) Amendment Regulations 2006.

Services in Void Properties

- The Inspection Officer will take meter readings for all services to the property – electricity and district heating.
- The Inspection Officer must record the readings on the inspection sheet
- The Inspection Officer will contact the suppliers, provide final meter readings and arrange for the supply to be transferred into the SIC's name until the property is re-let.
- The Inspection Officer will check the water has been turned off.

The Inspection Officer should ensure that any deviations from the Void Property standard that are to be carried out after the new tenant has moved in are agreed with the incoming tenant

The Inspection Officer should ensure that the outgoing tenant is informed in writing if there are outstanding items, which will be recharged. Please refer to OP11 – Recharge Policy.

Sign Up & Creating tenancies

When a prospective tenant has indicated their acceptance of a vacant property, the date of entry to the house must be agreed. This will be as soon as possible after all **essential** repairs are completed and the property is ready to let. It is the responsibility of the Housing Officer to have all relevant documents ready for the sign up.

The Housing Officer should ensure the prospective tenant attends the Finance office in the first instance, and pays rent for a fortnight in advance. This is also an opportunity for a Housing Benefit claim to be made.

At the sign up interview, the area Housing Officer will go through the terms and conditions of the Scottish Secure Tenancy agreement, ensuring if it is a joint tenancy, that both parties are present to sign the document.

The Housing Officer will also arrange a post tenancy phone call with the tenant for approximately four weeks after the sign up date, with a home visit arranged if required.

Tenants will be advised to visit the Housing Service website, where they can access the 'Tenants Handbook'.

Tenant's Improvements to Home – Right to Compensation

Tenants may be entitled to claim compensation at the end of their tenancy for certain types of improvements, which they have undertaken during the course of their tenancy.

This only applies to work started after 1 April 1994 and for which they received the written permission of the Housing Service.

The tenant can claim compensation when one of the following items has been installed or replaced:

- Bath or shower
- Wash-hand basin
- Toilet
- Kitchen sink
- Storage cupboards in bathroom or kitchen
- Work surfaces for food preparation
- Space or water heating
- Thermostatic radiator valves
- Insulation of pipes, water tank or cylinder
- Loft insulation
- Cavity wall insulation
- Draught proofing of external doors or windows
- Double-glazing or other window replacement or secondary glazing

- Rewiring or the provision of power and lighting or other electrical fittings (including smoke detectors)
- Security measures, excluding burglar alarm systems

Making a claim for Compensation

The tenant must make their claim in writing and tell us:

- Their name and address
- Details of each improvement they have made
- The cost of each of these improvements (include copies of receipts or invoices)
- The dates on which each improvement was started and finished
- Details of any grants or other financial assistance they received for the work
- Details of any other compensation they have claimed for the item of work
- The date on which their tenancy ends
- Where they would like us to send their payment

The Inspection Officer should reply within 28 days of their tenancy ending, or within 28 days of their application

The Inspection Officer should tell the tenant the amount of compensation they are entitled to, or that their claim has not been accepted.

Death of a Tenant

Where a tenancy is terminated as the result of a death, and where there is no qualifying person to succeed the tenancy in accordance with the Housing (Scotland) Act 2001, the Housing Service will:

- Terminate the tenancy from the date of death;
- Request Next of Kin details from the person notifying the death;
- Write out to the Next of Kin to;
- Offer a pre-inspection appointment with a Technical Officer
- Confirm keys are expected to be returned within 14 days
- Confirm rent arrears and outstanding rechargeable repairs may be recovered against the tenant's estate, if any exists

Appeals / complaints

If anyone is dissatisfied with any aspect of the void management process they can lodge a complaint in line with OP4 Customer Feedback or Complaint.

Links for reference:

www.shetland.gov.uk/contact-us/make-complaint

www.spsso.org.uk/

Performance Monitoring

Following on from the introduction of the Housing (Scotland) Act 2010, we report our annual performance figures to the Scottish Housing Regulator, through the Scottish Social Housing Charter.

This annual report will be published on the Housing Service website, and will include the following performance figures;

- Percentage of tenants satisfied with the standard of their home when moving in
- Percentage of rent due lost through properties being empty during the last year
- Average length of time taken to re-let properties in the last year

In addition to this, we will produce a 'report card', which will be sent out to all Shetland Islands Council tenants.

Timescales and Targets Summary

	Timeline	Housing Assistant	Inspection Officer	DLO	Housing Officer
02/03/2016	-28	Notice Received			
03/03/2016	-27	VYP & pre-inspection letter issued			
04/03/2016	-26				
05/03/2016	-25				
06/03/2016	-24				
07/03/2016	-23				
08/03/2016	-22				
09/03/2016	-21		Pre-termination inspection		
10/03/2016	-20		Essential repairs programmed / routine repairs ordered		
11/03/2016	-19			Routine repairs carried out	
12/03/2016	-18			Routine repairs carried out	Shortlisting & pre-allocation
13/03/2016	-17			Routine repairs carried out	
14/03/2016	-16				
15/03/2016	-15				
16/03/2016	-14			Routine repairs carried out	Accompanied viewing
17/03/2016	-13			Routine repairs carried out	
18/03/2016	-12			Routine repairs carried out	Acceptance / refusal
19/03/2016	-11			Routine repairs carried out	Shortlisting & pre-allocation
20/03/2016	-10			Routine repairs carried out	
21/03/2016	-9				
22/03/2016	-8				
23/03/2016	-7			Routine repairs carried out	Accompanied viewing
24/03/2016	-6			Routine repairs carried out	
25/03/2016	-5			Routine repairs carried out	Acceptance / refusal
26/03/2016	-4			Routine repairs carried out	
27/03/2016	-3			Routine repairs carried out	
28/03/2016	-2				
29/03/2016	-1				
30/03/2016	0	Keys in	Termination Inspection		Accompanied viewing if not already carried out and / or tenancy sign up
31/03/2016	1		Essential repairs ordered		
01/04/2016	2			Essential repairs carried out	
02/04/2016	3			Essential repairs carried out	
03/04/2016	4			Essential repairs carried out	
04/04/2016	5				
05/04/2016	6				
06/04/2016	7			Essential repairs carried out	
07/04/2016	8			Essential repairs carried out	
08/04/2016	9		Post repairs inspection		
09/04/2016	10				Accompanied viewing if not already carried out and / or tenancy sign up
10/04/2016	11				
11/04/2016	12				
12/04/2016	13				

Appendix 1 Moving Adults On

MOVING ADULTS ON **The Adults with Incapacity (Scotland) Act 2000**

1. Introduction

This procedure has been prepared by the Council's Governance & Law to summarise the legal challenges and considerations facing Council staff when an adult's capacity is in question and the adult needs to be moved on to a more appropriate care setting. The aim is to ensure compliance with the Adults With Incapacity (Scotland) Act 2000 (AWI Act).

Examples of when this procedure may apply are when there is a proposed move for an adult from:-

- home into supported accommodation/tenancy.
- home into residential care.
- supported accommodation/tenancy into residential care.
- one supported accommodation/tenancy to another.
- one residential care unit to another.

2. Does the adult have capacity to consent to the proposed move?

Whether or not the adult has the capacity to consent to the move and if anyone has formal powers in place under the AWI Act to make decisions on the adult's behalf are the first questions to be answered. If the adult has a Care Manager, they will form a preliminary view of the adult's capacity and if necessary request an initial assessment of capacity from a suitably qualified health professional. Where the adult does not have a Social Worker, a referral should be made to Duty Social Work.

The informal assessment of capacity can be further aided by referring to the Scottish Government Communication & Assessing Capacity Guidelines which are incorporated into the AWI Procedures.

This assessment should involve staff who know the adult and have worked closely with him/her. The assessment may involve pictures, communication aids or any other appropriate method of assessing the adult's capacity to consent to the proposed move.

However, if the adult has no experience of living away from their current home then it may be difficult to explain what a move would involve. A Social Worker should be involved in planning an introduction to the proposed move, which will enable the adult

to experience their proposed new home in a meaningful and positive way that is suited to the adult's needs and abilities. The language used to convey this to the adult will have to be carefully chosen to avoid unnecessary distress.

3. The adult has capacity to consent to the move

If it is determined that the adult has the capacity to consent to the proposed move, the assessment process and final outcome must be clearly documented. If there is a meeting to discuss the issue of capacity, a minute will be taken to ensure all decisions taken are clearly documented. If capacity remains questionable or there is disagreement about the adult's capacity then a GP may be asked to undertake an assessment of capacity. The adult's decision will be clearly documented within their care file or minute of any relevant meeting.

If appropriate, relatives and carers should also be involved in these discussions to ensure that they are aware of what is happening and the outcome of the assessment. This will give them the opportunity to voice any concerns about the assessment and the outcome. However, staff must remember that if the adult has the capacity to make the decision, the adult's family has no right to interfere with that decision unless they hold powers under the AWI Act which covers the issues to be decided upon. Relatives and carers should not be involved in the assessment process unless the adult has given their consent to avoid any breach of the Data Protection Act 1998.

The adult can then be moved in accordance with his/her decision.

4. The adult lacks capacity to consent to the move

If it is determined that the adult lacks the capacity to consent to the proposed move, the assessment process and final outcome must be clearly documented. If there is a meeting to discuss the issue of capacity, a minute will be taken to ensure all decisions taken are clearly documented. If capacity remains questionable or there is disagreement about the adult's capacity then a GP may be asked to undertake an assessment of capacity.

(i) Deprivation of Liberty

Consideration must be given to whether or not the proposed move amounts to a deprivation of liberty in **every** case where the adult lacks capacity to make the decision, regardless of whether any formal powers under the AWI Act are held.

The Cheshire West Case established that “deprivation of liberty” has a wider meaning than was previously considered by authorities. A deprivation of liberty will occur in any situation where the adult is subject to constant control and supervision. A deprivation of liberty is a breach of Article 5 of the European Convention on Human Rights (ECHR). The Council has a statutory duty to respect the human rights of service users and therefore should not take action which deprives service users of their liberty.

It is therefore important that any decision taken which amounts to a deprivation of liberty is taken by someone with formal powers under the AWI Act to offer some protection to the Council that the proposed move was properly managed and in accordance with the ECHR.

(ii) Determine if anyone holds powers under the AWI Act

Where the adult lacks the capacity to consent to the proposed move, anyone with formal powers under the AWI Act must be identified. The powers required to consent to a move for the adult are likely to be covered by a Continuing and Welfare Power of Attorney or a Welfare and Financial Guardianship Order. A copy of the relevant documentation should be examined and if necessary forwarded to Governance & Law for advice.

(iii) Appropriate powers are held under the AWI Act

Where someone does have appropriate powers under the AWI Act, they should be involved in the discussions about the proposed move at an early stage to enable them to make the decision on behalf of the adult taking into account the principles of the AWI Act.

The powers held under the AWI Act should be clearly recorded alongside the decision made on behalf of the adult.

The adult can then be moved in accordance with the decision taken on their behalf.

If the decision is that the adult cannot be moved then a referral must be made to Social Work if they are not already involved. Further advice should be sought from Governance & Law where necessary.

(iv) Section 13ZA of the Social Work (Scotland) Act

This section provides that where a local authority has concluded that an adult requires a community care service, but is not capable of making decisions about the service, the local authority may take any steps which they consider necessary to help the adult benefit from that service.

In the past, this section has been used by the Chief Social Worker to provide an adult with community care services (including residential care) when the adult does not have the capacity to consent to receiving the service. Following the Cheshire West case it is no longer appropriate to rely on s.13ZA for the provision of residential care and formal powers under the AWI Act must be in place for such a proposed move. S.13ZA can still be relied on for the provision of other community care services provided to the adult where there is no deprivation of liberty or proposed move from their current home.

(v) No appropriate powers are held under the AWI Act

Where no one holds appropriate powers under the AWI Act, it will be necessary to provide advice to the adult's carers/relatives about seeking independent legal advice on what powers to seek under the AWI Act to enable appropriate decisions about the proposed move to be taken.

As a power of last resort, where no-one is willing to seek formal powers under the AWI Act, the Council will consider whether or not make such an application.

5. Adults with Incapacity Case Conference

The Social Worker or Mental Health Officer will decide in conjunction with their line manager if an Adults with Incapacity Case Conference needs to be held.

An Adults with Incapacity Case Conference must be held to formally discuss and record the following:-

- That the adult lacks capacity in relation to the proposed move.
- Consideration of the AWI Principles.
- The suitability of the proposed care package.
- Deprivation of liberty.
- Need for a Housing application & Housing Waiting List*
- Action required under the AWI Act.
- The powers that need to be applied for.

* Please note that no formal powers under the AWI Act are required to submit a Housing Application on behalf of the adult or to place the adult on a waiting list for a Council property. This does not commit the Council or the adult to a particular property or to a proposed move. The need for a housing application should be discussed at a Planning Meeting between Social Work and Housing, but does not require an Adults with Incapacity Case Conference.