



ALLOCATIONS POLICY MEDICAL ASSESSMENT

To help you complete your Medical Assessment Form, please read the details below.

This form helps the Housing Needs Team assess whether or not any additional priority should be given to your application based on your medical needs, or those of a family member with whom you are to be rehoused. This medical need must be directly affected by your current accommodation; if your medical need is not affected by your housing it is unlikely you will receive additional medical priority.

Once you have completed the form it will be sent to an independent company of medical advisors to assess.

The City of London reserve the right not to submit your Medical Assessment Form should it not include sufficient detail or if the information provided is not of a medical nature.

If you believe that something in or around your home causes you difficulty but your need is not of a medical nature. For example, if you are:

- at risk of or experiencing harassment
- at risk of or experiencing violence from inside or outside of the home.

Then you should complete an Additional Assessment form, available from the Housing Needs Team.

Completing your Medical Assessment Form

When completing this form, it is important to provide as much information as possible so that your circumstances can be fully assessed. If you have supporting documents please enclose copies with your form. The information you provide on the form and any supporting letters from General Practitioners, Consultants, Occupational Therapist and any other qualified medical professionals will enable the independent medical assessors to make an informed decision of your medical needs.

When making an assessment, the medical assessors will look at the details of your current living arrangements and health circumstances. They will consider how your living conditions are affecting your health and will determine how a change in your housing will make a difference.

For example: someone who has a heart condition but is living on the 1st floor with a lift in the property might not be seen to have the same priority to move as someone with similar health problems in a property with no lift.

Please bear in mind that although we may acknowledge a medical condition, if it is not directly impacted by your current accommodation, medical priority may not be awarded.

Change of Circumstances

The City of London reserves the right to remove medical priority pending reassessment should your circumstances change. For example, if you move home, we will send you a new Assessment form to complete, so your circumstances may be assessed in your new accommodation.

Second request for Medical Assessment

If you have been assessed and not awarded priority or your circumstances have changes and you would like to be re-assessed, you need to provide additional evidence to that which was previously provided. In this instance a new form should be requested and detailed information about what has changed in relation to the original claim should be provided.

Medical Appeals

If a person wishes to appeal the decision, the Housing Needs Team will ensure that the person understands the medical assessment procedure and on what basis the decision has been made, in order to ensure that any objection is not due to a misunderstanding of the nature of the assessment.

A person may appeal against the medical adviser's recommendations or the City of London decisions that are based upon the recommendations. An appeal is a review of the existing information. A re-assessment involves assessment of new information.

If the person appealing remains unhappy with the decision, they are asked to write to the Housing Needs Team explaining why they are unhappy about the existing assessment and submit any supporting information that they may have. The Housing Needs Manager will consider the appeal and endeavour to make a decision within four working weeks, dependent upon the amount of information submitted.

If the person remains unhappy regarding the assessment then they may formally request that it is further reviewed in which case it is presented to the Head of Housing Management for review, they may also seek a second medical opinion.

The applicant will be informed of the result of the appeal, and a copy will be kept on their housing file. This decision is final and no further appeal is available. However applicants may request reassessment in the light of new information at any time.

If a person has any concerns regarding the process, they may submit a complaint to the Housing Complaints team. By email to housing.complaints@cityoflondon.gov.uk or in writing to Housing Complaints at the Barbican Estate Office address below.

Housing Needs Team
Barbican Estate Office,
3 Lauderdale Place,
Barbican,
London,
EC2Y 8EN

0207 332 1237 / 3452
hadvice@cityoflondon.gov.uk