

case selection policy

Housing Rights Service is unable to undertake to assist in every case.

Subject to the availability of appropriate resources the following criteria will be considered prior to agreeing to undertake a case on behalf of a client:

- 1 Core area of work
- 2 Appropriate complexity
- 3 A satisfactory resolution is achievable
- 4 Consequence to client
- 5 Strategic importance
- 6 Duplication of service
- 7 Conflict of interest
- 8 Level of Risk
- 9 Timing of Referral
- 10 Financial Means of the Client
- 11 More appropriate for a different agency

Where a case cannot be undertaken, Housing Rights Service will endeavour to make an appropriate referral.

1 Is the issue within a core area of work?

Continuing active involvement by the organisation will only be considered where the housing issue is within a core area of work ie

- prevention of homelessness
- accessing accommodation
- affordability
- housing conditions

2 Is the issue of appropriate complexity?

With the exception of housing debt cases, Housing Rights Service will only agree to take on cases of a complex nature as defined in the advice matrix guidance (further information can be obtained on request from HRS).

3 Is a satisfactory resolution to the case achievable?

Housing Rights Service will only become involved in a case which the adviser believes that they can assist the client in obtaining a satisfactory resolution.

4 How serious are the consequences to the client of the case not being resolved?

Where the consequence to the client is serious, eg loss of home, this will influence the decision whether or not to undertake a case when compared to a case with lesser possible consequences.

5 Has the case a strategic importance?

The strategic element of a case will be a determining factor when agreeing active involvement. The strategic element should be clearly definable and comply with the strategic casework criteria.

6 Is there a duplication of service?

To prevent duplication of services continuing active involvement should not be agreed where another relevant agency/party is assisting a client in the resolution of their problem.

7 Is there any conflict of interest?

Where there is potential for a conflict of interest in a case e.g. where Housing Rights Service is asked to assist both parties in the resolution of a dispute, continuing active involvement should not be agreed.

8 Level of Risk

Cases containing a high level of risk due must be brought to attention of The Risk Manager to ensure that risks are fully assessed prior to agreeing to take the case on.

9 Timing of Referral

If a case is referred to us close to a deadline or a hearing then we may not take the case on if we consider it will not be possible to provide an effective service.

Note: 10 only applies to Housing Rights Solicitor:

10 Financial means of the client

Normally where court proceedings are necessary, HRS Solicitor will only be able to take on a case where the client is eligible for legal aid assistance. In exceptional circumstances this requirement may be waived at the discretion of the Solicitor.

11 Would it be more appropriate for a different agency to deal with it?

Where a case would be more appropriately, effectively dealt with by another voluntary/statutory/private agency, continuing active involvement should not be agreed. The adviser should refer the client to a relevant agency.