



Pitch Allocation Policy for Gypsy/ Traveller Sites

Contents

Section 1 – Introduction

- 1.1 Scope of policy
- 1.2 Objectives of the policy
- 1.3 Access to information
- 1.4 Equal opportunities

Section 2 – Applying for a pitch

- 2.1 Access to the list
- 2.2 How applicants are queued
- 2.3 Allocations between priority categories
- 2.4 Exceptional circumstances

Section 3 – Managing applications

- 3.1 Offers
- 3.2 Refusals
- 3.3 Cancellation of applications
- 3.4 Suspensions

Section 4 – Appeals and complaints

- 4.1 Allocation appeals
- 4.2 Appeals process
- 4.3 Complaints
- 4.4 Monitoring and review of the policy

Section 5 – Useful contacts



Section 1 – Introduction

1.1 Scope of the policy

South Lanarkshire Council operates two Gypsy / Traveller's sites. These are located in:

- Springbank Park, East Kilbride
- Shawlands Crescent, Larkhall

This policy aims to set out the way in which vacant pitches will be allocated within the two sites.

1.2 Objectives of the policy

The objectives of the policy are to:

- ensure those assessed as being most in need are prioritised;
- be fair, efficient and consistent in the allocation of pitches;
- ensure equality of opportunity in the allocation of pitches;
- make sure the allocation process helps to achieve balanced and sustainable communities; and
- comply with all relevant legislation.

1.3 Access to information

All information supplied by applicants will be held in accordance with the requirements of the General Data Protection Regulations 2018.

Under the General Data Protection Regulations 2018, applicants are entitled to access any information the council hold in respect of their application.

More information on this can be found on the council's website at www.southlanarkshire.gov.uk, or by phoning the local housing office or visiting the site office.

1.4 Equal opportunities

In relation to the allocation of pitches, this policy is consistent with South Lanarkshire Council's Equal Opportunities Policy.

It aims to ensure that the council acts fairly and lawfully on all occasions. The council will not discriminate against applicants on the grounds of age, disability, gender, gender identity (reassignment), marriage and civil partnership, pregnancy and maternity, race, religion or belief or sexual orientation.

An Equalities Impact Assessment (EQIA) has been completed to ensure that the policy is inclusive and does not unfairly disadvantage any particular groups.

If applicants feel that they have been treated unfairly, they have the right through the appeals process, to have their case reviewed. Section 4 provides further details on the appeals process.

Section 2 – Applying for a pitch

2.1 Access to the list

Anyone over the age of 16 can add their name to the waiting list for a pitch, provided they are not prevented from doing so by immigration or any other relevant legislation.

Application forms can be obtained by:

- downloading an application form from the council's website or completing it online at www.southlanarkshire.gov.uk
- phoning the local housing office or visiting the site office

2.2 How applicants are queued

Depending upon the applicant's circumstances, their application will be placed in one of the following categories:

Category	Criteria
Priority level one	<ul style="list-style-type: none">● The applicant has a caravan or access to a caravan which is their principal home, but has nowhere to locate it.
Priority level two	<ul style="list-style-type: none">● The applicant is living on a South Lanarkshire Council site which does not provide sufficient space for their family and/or does not meet their medical or support needs
Priority level three	<ul style="list-style-type: none">● The applicant is living on a council or registered social landlord site outwith South Lanarkshire, which does not provide sufficient space for their family and/or does not meet their medical or support needs● The applicant is living on a private site● The applicant is living in a house, as their only or principal home which is overcrowded, or does not meet their medical or support needs, and has access to a caravan
Priority level four	<ul style="list-style-type: none">● The applicant is living on a council owned site which provides sufficient space for their family and meets their medical or support needs● The applicant is living in a house which meets their housing need, is not overcrowded and has access to a caravan

2.3 Allocations between priority categories

When a pitch becomes vacant, consideration will in the first instance be given to applicants in **priority level one**.

If there is no applicant in priority level one, applicants in **priority level two** will be considered.

If there is no applicant in priority levels one or two, then applicants in **priority level three** will be considered.

If there is no applicant in priority levels one, two or three, consideration will be given to applicants in **priority level four**.

Priority within each of the levels will be given to applicants with the earliest date of application.

2.4 Exceptional circumstances

Where the applicant's needs cannot be effectively met within the categories noted at 2.2 and cannot be prioritised using the process outlined at 2.3, the council may also take other needs into account and will consider how best to meet these.

An assessment of need will be made based on the information included on the application form, alongside any other supporting information.

This may include:

- the need to be close to specialist education provision or medical services;
- the need to live on the site to provide or receive care and support to or from relatives.

This list is not exhaustive and does not guarantee a priority decision. The council will consider all cases on an individual basis and decisions will be made in a fair and transparent manner.

Section 3 – Managing applications

3.1 Offers

Applicants will receive up to two reasonable offers.

The council will consider an offer to be reasonable if it meets the preferences stated on the application form.

Before an offer of a pitch is made, the council reserve the right to take account of the needs of the wider community and the impact that the allocation may have on the site.

3.2 Refusals

Should an applicant refuse an offer of a pitch, contact will be made to discuss their preferences and options in more detail.

3.3 Cancellation of applications

Applications for a pitch will only be cancelled in the following circumstances:-

- the applicant has requested in writing that they be removed from the list;
- the council has been notified of the applicant's death;
- the applicant's need for a pitch has been met by another site provider;
- the applicant has failed to respond to the annual review of their application; or
- the applicant has persistently failed to respond to the council's attempts to contact them.

3.4 Suspensions

In certain circumstances it may be appropriate to suspend an application for a period of time. Where an applicant's application has been suspended, they will not be considered for or receive an offer of a pitch during the period of the suspension. A suspension will not affect the date of application.

The table below details specific reasons and circumstances which will result in an application being suspended, as well as the length of time the suspension will apply for.

Suspension reasons and circumstances where a suspension will apply	Rules and timescale of suspension
<p>Anti-social behaviour – by an applicant or member of their household.</p> <p>The list below provides examples of the types of behaviour considered to be anti-social. It should be noted that the list is not exhaustive:</p> <ul style="list-style-type: none"> ● annoyance, harassment, violent or intimidating behaviour towards staff members, neighbours or others ● criminal convictions relating to a tenancy e.g. drug dealing, prostitution, fire raising ● extensive damage caused to a landlord's property ● Anti-social Behaviour Order granted ● eviction decree granted relating to anti-social behaviour ● established and sustained pattern of conduct considered anti-social. 	<p>Where the applicant has an existing application for a pitch and anti-social behaviour has been established or under investigation, the application will be suspended.</p> <p>Where an offer of a pitch has been made to the applicant, the offer will be held pending the outcome of any investigation.</p> <p>Where the anti-social behaviour has been established, the application will be suspended and the offer of a pitch withdrawn.</p> <p>Suspension timescale – up to 36 months (suspension timescales subject to nature and severity of the anti-social behaviour)</p> <p>Following application of the suspension, the case will be reviewed by the Area Housing Manager to determine whether:</p> <ul style="list-style-type: none"> ● the applicant can demonstrate their ability to behave in such a way as to not cause harassment, nuisance or annoyance to others. ● the household will be able to occupy the site in an acceptable manner.
<p>Tenancy related debt – attributable to the applicant as a tenant of a social rented landlord and accrued within the previous three years.</p> <p>Suspension will be applied where the applicant has rent arrears or any other tenancy related debt (for example, rechargeable repairs/service charges).</p> <p>Exceptions to this would be where:</p> <ul style="list-style-type: none"> ● the debt has been paid off in full ● the level of debt is equivalent to or less than a month's full rent before any benefit adjustments ● an agreement with the tenant has been made to pay the debt off and this has been maintained for at least three months and is continuing ● the debt is not the responsibility of the applicant as a tenant. 	<p>Suspension timescale – up to 36 months</p> <p>The suspension will be lifted in the following circumstances:</p> <ul style="list-style-type: none"> ● immediately following full payment of the debt; or ● where an arrangement to pay off the debt has been maintained for a minimum of three months; or ● where the debt has been reduced to less than a month's rent

Suspension reasons and circumstances where a suspension will apply	Rules and timescale of suspension
<p>Breach of occupancy conditions</p> <p>Suspension will be applied where the applicant is currently resident on a council owned site and has breached the terms of their occupancy agreement.</p> <p>For example:</p> <ul style="list-style-type: none"> ● unsatisfactory condition of pitch, utility unit, common areas, disposal of rubbish, wilful damage, vandalism, control of pets ● where alterations / improvements have been carried out on a pitch without the relevant approval from the council 	<p>Suspension timescale – up to 36 months</p> <p>Suspension will be lifted as soon as the council is satisfied that the condition of the pitch, or any other breach of occupancy, has improved to a satisfactory level.</p> <p>The suspension will continue until the landlord is satisfied that the pitch has been brought up to a satisfactory condition and that any rechargeable repairs associated with bringing the pitch up to a satisfactory standard have been paid.</p>
<p>False or misleading information</p> <p>Suspension will be applied where the applicant has deliberately misrepresented information in order to gain advantage over other applicants.</p>	<p>Suspension timescale – up to 36 months</p> <p>Timescales will be set by Area Housing Managers relative to the severity of the fraud.</p>

Section 4: Appeals and Complaints

4.1 Allocation appeals

If the applicant feels that they have been treated unfairly under the terms of this policy, they have the right to appeal.

An applicant can appeal against decisions made regarding the following:

- the priority category their application has been placed within;
- the reasonableness of the offer;
- the reasonableness of the suspension imposed; or
- the removal of their application from the list.

4.2 Appeals process

The council operate a two stage appeals process. More information on this is available on the council's website at www.southlanarkshire.gov.uk or by phoning the local housing office or visiting the site office.

4.3 Complaints

Applicants dissatisfied with any aspect of the service have the right to make a complaint through the council's comments and complaints scheme. Complaints will be accepted either in writing or verbally and can be registered in two ways:

- through a housing office, where staff will register the complaint; or
- by completing and returning the comments and complaints feedback form

Further information on the comments and complaints scheme can be found on the council's website at www.southlanarkshire.gov.uk or by phoning the local housing office or visiting the site office.

If, after making a complaint, an applicant continues to be dissatisfied with the service they have received, a further complaint can be made to the Scottish Public Services Ombudsman (SPSO). The Ombudsman will only consider complaints of injustice or hardship as a result of maladministration or service failure. A complaint can be made online to the SPSO at www.spsso.org.uk/making-a-complaint or by writing to:

The Scottish Public Services Ombudsman

Bridgeside House
99 McDonald Road
Edinburgh EH7 4NS
(FREEPOST SPSO)

4.4 Monitoring and review of the policy

The council will monitor applications and allocations to support the achievement of the policy objectives and to ensure that applications are processed fairly and consistently.

The policy will be reviewed in line with the Housing and Technical Resources Policy Review Schedule or following changes to any relevant legislation, national or local policies.

Section 5 – Useful contacts

Gypsy / Traveller sites

Springbank Park

Kirktonholme Road
East Kilbride G74 1HN
Phone: 01355 806248
Email: housing.eastkilbride@southlanarkshire.gov.uk

Shawlands Crescent

Swinhill Road
Larkhall ML9 2PH
Phone: 01698 793164
Email: housing.larkhall@southlanarkshire.gov.uk

Local Housing Offices

To contact your local area housing office by phone, please call 0303 123 1012 (automated service).
Email addresses are provided below.

Blantyre / Hamilton / Larkhall Local Housing Office

Brandon Gate
1 Leechlee Road
Hamilton ML3 0XB
Email: housing.blantyre@southlanarkshire.gov.uk
Email: housing.hamilton@southlanarkshire.gov.uk
Email: housing.larkhall@southlanarkshire.gov.uk

Cambuslang / Rutherglen Local Housing Office

Cambuslang Gate
27 Main Street
Cambuslang G72 7EX
Email: housing.cambuslang@southlanarkshire.gov.uk
Email: housing.rutherglen@southlanarkshire.gov.uk

Clydesdale Local Housing Office

South Vennel
Lanark ML11 7JT
Email: housing.carluke@southlanarkshire.gov.uk
Email: housing.lanark@southlanarkshire.gov.uk

East Kilbride Local Housing Office

Civic Centre
Andrew Street
East Kilbride G74 1AB
Email: housing.eastkilbride@southlanarkshire.gov.uk



If you or someone you know needs this information in another language or format, please contact us to discuss how we can best meet your needs. Phone: 0303 123 1015
Email: equalities@southlanarkshire.gov.uk

www.southlanarkshire.gov.uk

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