

Medical Priority Award

I have a medical condition and would like to be considered for a priority move.

You may apply for Medical Priority by completing a Medical Priority Request Form. Not all medical conditions will result in medical priority being awarded. Your medical condition will be assessed solely on how it is affected by your current accommodation and how much it is likely to be improved by you moving home and not by how serious the condition is.

What is considered?

We will take into consideration the symptoms of your condition, your prognosis and treatment and any medication you are taking. We will also consider whether your needs would be better met if you stayed in your current home and had appropriate aids and adaptations fitted. If this is the case we will not grant you priority for a move but will look to assist you in securing the appropriate adaptations to your home.

What if my doctor thinks I need to be moved?

If we consider that your request needs medical evidence to support it we will request further information from your doctor or consultant. We have to pay for this information and can only ask for it if you have signed the Medical Priority Request Form giving us permission to do so.

Doctors will often say they 'support' someone's request for a transfer, however, you may only be considered for priority if your doctor confirms that your medical condition is being worsened by your current home. Also remember that although we take into account your doctor's opinion we are not legally bound to accept their recommendations.

How long will it take for a decision to be made?

If we can assess your request without further medical evidence it will normally be processed within 10 working days. If we have to write to your doctor or consultant for further information it could take up to 6 weeks before we can make a decision. If this is the case we will write and advise you.

What happens when you have considered my request?

Once a decision has been made we will write to you advising you whether or not Medical Priority has been awarded. If your application has been placed into a higher band than you were in previously, your waiting time will start again in that band.

Priority Bands

- **Band 1** – Emergency or Exceptional Circumstances – awarded when you or a member of your household has an immediately life-threatening or progressive condition which is being seriously affected by your home.
- **Band 2** – awarded when your home is having a major adverse effect on your, or a member of your household's, medical condition.
- **Band 3** – awarded when your home is having a moderate or variable adverse effect on the medical condition.
- **Band 4** – awarded when your home is having no effect on the medical condition.

Mobility conditions will be considered against the accessibility standards of your current accommodation. Ground floor flats without large external steps and flats on 1st floor and above in a block with a lift are considered to be of a similar accommodation type as a bungalow for applicants wishing to move due to mobility issues.

What if I disagree with the decision?

If you disagree with the decision we have made you will need to write to us to tell us why you disagree. Your appeal will then be assessed by a Senior Officer and a decision will be made based on the information that you have provided and, where appropriate, provided by your doctor or consultant. You will be advised of this decision within 10 working days. If you still disagree with the result we can send your information to an independent medical advisor for consideration. Their decision will be final.

Contact the Allocations Team on **0300 303 2500**

Email: allocations@swan.org.uk

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