



SCORE Log Completion Guide 2010/11

Changes to SCORE for 2010/11

- In order to provide clear and concise guidance on which successions should be recorded in SCORE, the definition has been updated as follows:
 - If a succession occurs **which leads to a new tenancy being created** i.e. the tenant signs a new tenancy agreement, then **you should complete a SCORE lettings log**.
 - If the succession leads to the **amendment of an existing tenancy agreement**, then a **SCORE log should not be completed**.
- This has led to the one amendment to the log, in Q13a option 6, which previously read '*previous tenant died (no succession)*'. The text in brackets for option 6 has been removed so the option now simply reads '*previous tenant died*'.
- The SFHA have recommended using a 35 hour working week as defining a full-time worker rather than 16 hours i.e. 35+ hours per week would be classified full-time, <35 hours per week would be part-time. As SCORE uses the SFHA affordability measure, we will use this guidance from 1st April 2010.

Collecting and submitting SCORE data

Good Practice

- Please inform tenants why you are collecting the information, how it will be used and who will be using it.
- It is important to stress that SCORE information is anonymous and absolute confidentiality is maintained.

Collecting SCORE information

- Complete the *Letting code* on every log. This will ensure that you can identify the log from your in-house records if the SCORE team needs to contact you.
- Answer all questions fully. If the tenant was not interviewed or refused to give details for any of Q1 – Q11 of the Lettings log, please use the appropriate *Interview Refused* or *Unable to Interview* code.
- Code sheet – the codes for use with Q1 – 4 and Q6 & 7, are listed on the *back page of this guide*.
- Record babies up to 12 months as aged 0.
- Children living permanently with the tenant should be coded as economic status 9; children who stay part-time with the tenant as part of a custody agreement should be coded economic status 10.
- Child Tax Credit – the amount received depends on income and number of dependant children. Table 3 overleaf lists the maximum weekly entitlements.
- Statutorily homeless – A tenant can only be classified as *Statutorily Homeless* by a local authority (and only if certain conditions are met – see SCORE manual).
- Postcodes – please provide the full postcode for the property being let along with the Council Area Code – this information will be queried by the SCORE office if missed. Previous location property details should be filled as accurately as possible, where known. Postcodes can be checked at www.royalmail.com
- Council Area codes are listed on page 3 of the Log Completion Guide or Appendix 6.1 of the SCORE manual (Council Area codes are 3 digits long and refer to a unitary authority area).

Submitting SCORE logs

Submitting electronically is now the only way to submit your SCORE logs.

- Over the last few years, we have seen a dramatic increase in the number of users submitting through our Online Submission System. Due to the small number of logs which were being submitted via paper, it is no longer viable for us to produce the in-house facilities required for the processing of paper logs.

SCORE Online Submission

- Click the *Save and Validate* button at the bottom of your completed log – once you are happy you have completed and validated all fields the log is instantly transferred to the SCORE office.

SCORE Lettings logs

Section / Question Number

- Page 1 Header**
- Please ensure all fields in this Header section are fully completed – all these fields are necessary for the SCORE office to process your lettings logs.
- Part A: Household Details**
- Q3, 4 & 6**
- The *Unable to interview* and *Interview refused* options only refer to **Q1 – 11**. The rest of the log must still be completed.
 - HA lettings only – if Q3 answer = 1 (household was *Statutorily Homeless*), then the answer to Q4 (Previous Living Circumstances) should be a type of temporary accommodation, and, Q6 (Source of Referral) should be either - option 3 *Section 5 referral*, option 4 *Nomination* or option 2 *Direct Application*.
- Q5**
- Please enter the previous location Council and Postcode as fully as possible. If only partially known e.g. you know the Council code and the first half of the postcode, please enter what you know.
- Part B: Income and Benefits Details**
- Q8**
- Please assure Tenants that Income details are collected to calculate how affordable their rents are and to ensure they are getting a fair deal NOT to check their benefits or other income.
 - Affordability calculated from SCORE data is used by YOUR organisation to inform your rent review each year.
 - Please record the WEEKLY income figures of the Tenant (and Partner). If you only have monthly figures, multiply these by 12 and divide by 52 to get a weekly figure.
- Q8**
- If only the Total Weekly Income is known please enter this in the appropriate box in Q8
 - Please **exclude** Disability Living Allowance and Attendance Allowance from any breakdown – these are calculated at the SCORE office by the responses given for Q9.
 - For a summary of current benefit figures please refer to Tables 1, 2 and 3 on the opposite page.
- Part C: Accommodation Details**
- Q14**
- Please complete in full the *Council Area code* and the *Postcode* for the property being let.
 - Please answer all Property questions as fully as possible.
 - Please enter a *Void Date* for the property (and *Major repairs completion date* if Major repairs were carried out during the void period). If the property was let via succession or mutual exchange (or any other circumstance where there was no void period) then a *Void Date* should be entered which is exactly the same as the *Tenancy Start Date*.
 - Only enter a *Major Repairs date* if Major Repairs have actually been carried out. Major Repairs are works which could not reasonably be carried out with a tenant in occupation, and which need to be carried out in a property while it is vacant.
 - Works are only defined as Major Repairs if they are carried out to properties that have previously been let; where rehabilitation work to newly acquired properties has been carried out, the date of completion of this rehabilitation work should be entered under *Void (or new build handover) date* and the *Major Repairs date* should be left blank.
- Q15**
- Please complete all Rent and Housing Costs fields fully.
 - The *Rent Period* and *Rent Year* fields should be completed on every log.
 - If a breakdown is unavailable but the *Total Housing Costs* are known, please enter this figure in Q15e.

Completing the Income question (Q8) – helpful hints and benefits figures

- Please ensure all income figures are WEEKLY amounts.
- If you only have monthly figures, multiply these by 12 and divide by 52 to get a weekly figure.
- Income *Refused, Not known or Not Applicable* – only use these options if the tenant is unwilling or unable to provide complete income details.
- Disability Living Allowance and Attendance Allowance should be **excluded** from any breakdown – these are calculated at the SCORE office by the responses given for Q9.
- If an income breakdown is unavailable but you have a total weekly figure, please enter this in the *Total Weekly Household Income* box in Q8.

Table 1 Weekly state benefits figures (April 2010 – March 2011)

Income Support (economic status 4 or 6)	£	Disability (economic status 8)	Min £	Max £
Single person, under 25	51.85	Single person, under 25	79.85	229.65
Single person, aged 25 or over	65.45	Single person, aged 25 or over	93.45	243.25
Single person, aged 60 or over	132.60	Single person, aged 60 or over	160.60	310.40
Couple, both aged 18 or over	102.75	Couple, both aged 18 or over, one disabled	130.75	280.55
Couple, both aged 60 or over	202.40	Couple, both aged 60 or over, one disabled	230.40	380.20
State pension (economic status 5)	£	Pension credit (economic status 5)	£	
Single person	97.65	Single person (minimum weekly income)	132.60	
Couple	156.15	Couple (minimum weekly income)	202.40	

Table 2 Examples of the expected income breakdown for families receiving CB, IS and CTC

Household Type	Child benefit (£)	Other state benefits (£)	Child Tax Credit (£)
Single person over 18, with one child	20.30	65.45	54.66
Single person over 18, with two children	33.70	65.45	98.82
Couple, one or both over 18, with one child	20.30	102.75	54.66
Couple, one or both over 18, with two children	33.70	102.75	98.82

Table 3 Child Tax Credit (maximum weekly entitlement)

Total received = family element + (no. of children x child element) + any additional elements			
	£		£
Family element	10.50	Disabled child element	52.08
Baby element (if at least one child under 1)	10.50	Severely disabled child element	21.00
Child element (per dependent child)	44.16		

Council Area codes

Council Name	Code
Aberdeen, City of	100
Aberdeenshire	110
Angus	120
Argyll & Bute	130
Borders	140
Clackmannan	150
West Dunbartonshire	160
Dumfries & Galloway	170
Dundee, City of	180
East Ayrshire	190
East Dunbartonshire	200
East Lothian	210

Council Name	Code
East Renfrewshire	220
Edinburgh, City of	230
Falkirk	240
Fife	250
Glasgow, City of	260
Highland	270
Inverclyde	280
Midlothian	290
Moray	300
North Ayrshire	310
North Lanarkshire	320
Orkney Isles	330

Council Name	Code
Perth & Kinross	340
Renfrewshire	350
Shetland Isles	360
South Ayrshire	370
South Lanarkshire	380
Stirling	390
West Lothian	400
Western Isles	410
UK - Not Scotland	500
Outside UK	999

SCORE Lettings Log – Code Sheet

Q1 Household Characteristics

Sex codes:

Male	1
Female	2

Relationship to Person 1:

Partner	P
Child (Eligible for benefit <16, or <20 in F/T ed.)	C
Other Adult	X

Economic Status codes:

Working F/T (35+ hrs per wk)	1
Working P/T (<35 hrs per wk)	2
Training	3
Unemployed	4
Retired	5
At home (not seeking work)	6
Student	7
Disabled/Long-term sick	8
Child under 16	9
Child (custody)	10
Other	99

Q2 Ethnic Origin

Ethnic Codes:

White Scottish	1
White English	2
White Welsh	3
White Northern Irish	4
White British	5
White Irish	6
Gypsy/Traveller	7
Polish	8
Other white background	9
Any mixed background	10
Asian, Asian Scottish or Asian British	
Pakistani	11
Indian	12
Bangladeshi	13
Chinese	14
Other Asian background	15
Black, Black Scottish or Black British	
African	16
Caribbean	17
Black	18
Other Black background	19
Other ethnic background	
Arab	20
Other background	99

Q3 Homeless Prior to Letting?

Codes:

Statutorily Homeless	1	Not Homeless	3
Other Homeless	2		

Q4 Previous Living Circumstances of Tenant

Codes:

Renting from this HA/LA	1	Partner	9
Renting: (other) LA	2	In B&B/Temporary accommodation	10
Renting: other HA/Co-op	3	Institution	11
Renting privately	4	Supported	12
Renting with job	5	Caravan	13
Owning/buying	6	Roofless/NFA	14
Immediate family	7	Other	99
Friends/Relatives	8		

Q6 Source of referral

Codes:

Internal transfer	1	Voluntary agency	6
Direct Application	2	Mobility scheme	7
HA lettings only – Section 5 referral by council	3	Mutual Exchange	8
HA lettings only – Nomination by council	4	Succession	9
Other statutory agency	5	Other move from social rented tenancy	10
		Other	99

Q7 Main Reason for Housing

Codes:

Problems with existing dwelling		Relationship or personal issues - continued	
Poor housing conditions	1	To move nearer family/friends/school	12
Overcrowding	2	Harassment/violence	13
Under-occupancy	3	Disability	14
Tenant landlord issues		Domestic abuse	15
Temporary accommodation	4	Financial issues	
Tied accommodation	5	Job reasons	16
Notice to quit	6	Financial difficulties	17
Relationship or personal issues		Mortgage repossession	18
Need personal/social support	7	Other	
Require independent living	8	Succession/Assignment	19
Leaving institutional care	9	Section 5 referral	20
Medical/Health reasons	10	Waiting time/length of residence	21
Relationship breakdown/bereavement	11	Other	99

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