



Knowsley Council

Extra Care Allocations Policy 2023

Version:	
Approved by:	Delegated decision
Date formally approved:	13/12/2023
Document Author:	Emma Abbott
Name of responsible directorate:	Strategic Housing/ Whole Life Commissioning
Review date:	2026
Target audience:	Extra Care Housing Applicants

KMBC DOCUMENT CONTROL PAGE

TITLE	<p>Title: Extra Care Allocations Policy</p> <p>Publication Date:</p> <p>Document Type: Policy</p> <p>Version Number:</p> <p>Brief Summary: Extra Care Housing schemes are a specialist housing provision designed to offer safe, private and secure accommodation allowing service users to retain the independent of having their own home, whilst enjoying the benefits of having staff on hand to provide planned and unplanned care and support. The Extra Care Allocations Policy details the process for applying for Extra Care Housing in Knowsley.</p>
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FORMAL APPROVAL	<p>Approved by: Executive Director (Regeneration and Economic Development) in consultation with the Cabinet Member for Regeneration and Economic Development.</p> <p>Date approved: 13/12/2023</p>
REVIEW	<p>Review Date: 2026</p> <p>Responsibility of: Strategic Housing/ Whole Life Commissioning</p>
SUPERSEDES	<p>Supersedes: Extra Care Allocations Policy (February) 2019.</p> <p>Description of Amendments: The 2023 Extra Care Allocations Policy has been updated to take account the 2021 Sub Regional Choice Based Letting Allocations Scheme along with the changing landscape of Extra Care Housing in Knowsley.</p>
POLICY DEPENDENCIES	<p>Link to other Council documents:</p> <p>Property Pool Plus Housing Allocations Scheme Procedure, July 2023</p> <p>Knowsley Housing Strategy, 2022-2027</p> <p>Adult Social Care Market Position Statement, 2022-2026</p>

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1. **Introduction**

- 1.1. Extra Care Housing schemes are specialist housing provision designed to offer safe, private and secure accommodation. Service users of schemes retain the independence of having their own home whilst enjoying the benefits of having staff on hand to provide planned and unplanned care and support.
- 1.2. The objective of Extra Care Housing is to provide high quality housing, support and care services which enable, support and encourage people to live independently for as long as they wish to do so. Each Extra Care Housing scheme will aim to create a balanced community of people with a mix of care and support needs. The provision of Extra Care Housing can reduce the likelihood of admission to hospital, with the knock-on benefits of increasing the bed capacity within hospitals, increases the number of patients discharged from hospital, and decreases those who may have a need for residential care.

2. **Policy Context**

The Extra Care Allocations Policy is supplementary to the Sub-Regional Choice Based Lettings Allocations Scheme, also known as Property Pool Plus. This allocations scheme applies to all properties available to Knowsley Council, for nomination purposes. This policy includes Registered Providers of Social Housing properties, Sheltered Accommodation and Extra Care Housing. Together these policies ensure that Social Housing and Extra Care Housing are allocated fairly and objectively to those most in need, having regard to any law, official guidance and good practice. Where matters in this policy are silent, the overarching principles in the Property Pool Plus Allocation Scheme¹ apply. The Extra Care Allocations Policy details the eligibility criteria and the application process for Extra Care Housing in Knowsley.

3. **Eligibility for Extra Care**

Following the consideration of Sheltered Accommodation applicants may feel that Extra Care housing would be more suited to their needs. In order to be considered for Extra Care housing applicants must meet the following age, support needs and local connection eligibility criteria:

3.1. Local Connection

In order to access affordable rented Extra Care Housing within Knowsley the applicant must demonstrate a local connection through residency. For the purpose of demonstrating an Extra Care local connection, an applicant must have been living

¹ [PPP HousingAllocationScheme 26 July 23.pdf \(propertypoolplus.org.uk\)](#)

in the Property Pool Plus Scheme Area continuously for the last 24 months, of which the preceding 12 months must have been residing in Knowsley. An applicant who is applying for Extra Care Housing will not be able to satisfy local connection requirements through any other means. This diverts from the local connection requirements set out in the overarching Property Pool Plus Allocations Scheme.

3.2. Age

Depending on the scheme the applicant is wanting to apply for, the applicant must be aged 55 or over (any partner should be aged 50 or over).² However, there are some schemes where applicants aged 18 or over may be considered. Age will be the initial qualifying criteria, however, someone below this age with for example a long-term disability and considerable care needs may be considered on a case-by-case basis. Couples are eligible to apply where one or both meet the criteria.

3.3. Support or Housing Needs

All applicants must meet **both** of the following criteria:-

- A support and / or care need, due to a range of difficulties or disabilities, as identified by an Adult Social Care Needs assessment,
- Care and support needs and risks can be met by the Extra Care Service providers,
- A housing need as identified through the Property Pool Plus application.

The following situations may also be considered but are not a requirement in order to qualify for Extra Care Housing:

- Whereby an applicant is awaiting discharge from residential, nursing, hospital or other care settings and their previous housing is no longer suitable to return to due to a decline in their health, as identified through an Occupational Therapist assessment³;
- Require assistance with their daily living tasks and / or personal care as identified by an Adult Social Care Needs assessment,
- Be a carer of a partner or with a son, daughter or dependent with a learning/ physical/ or mental health disability who requires care and support.

² Applicants below the age threshold will be considered on their own merits by the Extra Care Panel.

³ This does not include physical housing conditions which may be addressed through other avenues such as housing enforcement via Environmental Health.

3.4. Assets and Savings

- 3.4.1. An applicant, or a member of their household with financial resources consistent with the UK Government's upper limit for savings set out in the common rules of the DWP Benefit and Pension Rates who would be excluded from accessing social rented housing through Property Pool Plus will be eligible to apply for Extra Care Housing if they have been assessed as requiring Extra Care following the outcome of a Social Care Needs Assessment being completed by Adult Social Care and if they meet the other initial eligibility criteria contained in Section 3.
- 3.4.2. Applicants who are homeowners will be required to sell their property at point of a suitable offer of accommodation in Extra Care or must provide proof of their property being up for sale at point of offer.
- 3.4.3. Applicants with financial savings over the upper limit will not be eligible to apply for other forms of social housing in line with Section 3.2.10 of the Sub Regional Allocations Scheme.

4. **Application Process**

4.1. Property Pool Plus Registration

Applicants will need to complete an Extra Care Application Form and register on Property Pool Plus before considered for Extra Care Housing. The Property Pool Plus website www.propertypoolplus.org.uk. Applicants who require assistance and support to register on Property Pool Plus can speak directly to the Property Pool Plus Team. Applicants will be asked to provide current information to confirm the circumstances of all household members before the application can be checked and their housing need assessed.

4.2. Property Pool Plus Assessment

Property Pool Plus applications will be assessed to ensure that people with the greatest housing need are given the appropriate priority to enable them to move to more suitable accommodation. Please refer to the Property Pool Plus Allocations Scheme⁴ for further information on this assessment process. Please note, applicants must satisfy the local connection criteria for Property Pool Plus in order to be awarded a housing need that enable them to join the waiting list for Extra Care Housing. Applicants will be placed in a Housing priority band according to their housing need. Once an application has been assessed, it will be categorised in one of the following bands according to the relevant housing need that exists;

⁴[PPP HousingAllocationScheme 26 July 23 \(propertypoolplus.org.uk\)](http://www.propertypoolplus.org.uk)

Band	Reason for Housing Need
<p>Band A Additional preference where rehousing is required, including:</p>	<ul style="list-style-type: none"> • Homeless Main Duty or Relief • Risk to Life • Sudden loss of home as a result of a disaster • Overcrowded by two or more bedrooms • Under occupying social rented housing by two or more bedrooms • Life threatening or terminal medical issues • Discharge from hospital • Armed Forces with a housing need • Bereaved spouses and civil partners of Armed Forces personnel leaving Services accommodation
<p>Band B Reasonable preference where rehousing is required, including:</p>	<ul style="list-style-type: none"> • Homeless cases not included in Band A • Homeless Prevention • Occupying unsanitary housing • Overcrowded by one bedroom • Under occupying social rented housing by one bedroom • Medical/ welfare grounds
<p>Band C No additional preference</p>	<p>Other applicants who do not meet the criteria for either Band A or B.</p>
<p>Band D</p>	<p>Applicants who have exhausted their right to refuse an allocation of social rented housing. This will also include applicants who have failed to bid on a suitable property on more than three occasions in a 12-month period.</p>

4.2.1. Please note this is not a complete list of each housing band and further information can be found in the Property Pool Plus Allocations Scheme document.

4.2.2. For Extra Care Housing applicants who are also eligible to seek an offer of social rented housing through Property Pool Plus and are assessed following an Adult Social Care Needs Assessment as having low care needs will be expected to consider multiple housing options at the same time. Whereby these applicants have failed to bid on more than three occasions where a suitable property was available,

they may be moved to Band D. Applicants will remain in Band D for a period of 12 months from date of final refusal. After which, they will then be moved to whichever Band is applicable to their circumstances at that time.

- 4.2.3. For applicants who are assessed following an Adult Social Care Needs Assessment as having medium or high care needs whereby Extra Care Housing is the only suitable housing option available to meet their needs, they won't be moved to Band D and will remain in their assessed housing band until a suitable Extra Care property is identified.

4.3. Sheltered Accommodation

Following their Property Pool Plus registration, assessment and banding, applicants will have the opportunity to consider and bid for alternative accommodation options which may be advertised e.g. Sheltered Accommodation available in Knowsley. Sheltered Accommodation is designed for older applicants, generally those aged over 55 years, as a way of enabling continued independent living with added security and support. This accommodation is mainly advertised through Property Pool Plus, however applicants can be provided with contact details for the landlords who manage the schemes within the borough to make an expression of interest if they are not advertised through Property Pool Plus. Scheme landlords may have differing eligibility criteria for this type of accommodation, and this will be made clear in the letting advert of properties when they are advertised through Property Pool Plus. Scheme landlords may also advertise a number of these properties outside of Property Pool Plus. These will be subject to the advertising landlord's own allocation policy rules which are separate to Property Pool Plus.

4.4. Extra Care Application Process

- 4.4.1. To apply for Extra Care Housing, an Extra Care Application Form must be completed. The application form can be completed by a variety of persons e.g. social workers, relatives or via a self-referral. During this process, the applicant will be asked questions to ascertain their initial eligibility for Extra Care, please see Section 3 for further information on eligibility criteria. At this point, the applicant will be required to submit supporting information that they wish to be taken into consideration as part of their Extra Care Housing application.
- 4.4.2. The Extra Care Team will review the application and if the initial qualifying criteria is met (e.g. Age and Local Connection) and they have an assessed housing need through their Property Pool Plus application, the team will request for a Social Care Needs Assessment to be completed by Adult Social Care in order to ascertain their eligibility for Extra Care Housing. Adult Social Care will be responsible for assessing the care needs of the applicant. The Social Care Needs Assessment will determine

eligibility based on the Care Act 2014 criteria to determine the level of care and/ or support required and what care needs banding an applicant should be placed in.

- 4.4.3. Please note if an assessment has been completed within the last 12 months, the assessment will be classed as current, and a new assessment is not required if it is recognised within the current assessment that the applicant would be suitable for Extra Care Housing. If the assessment is completed prior to the previous 12 months, the applicant will need to be reassessed to determine whether their needs have changed and if they are still suitable for Extra Care Housing.
- 4.4.4. If it is stated on the application form that there are 'known risks that the applicant may present to others' or 'themselves', then a full risk assessment must be completed online by the relevant service or agency and this should be submitted as part of the application process and will be shared with the Extra Care Panel. In these instances the referring officer may be asked to attend the panel meeting to present the case to the attendees for discussion.
- 4.4.5. Where risks or concerns have been identified, the Care Provider and the Registered Housing Provider for the applicant's scheme(s) of choice may be asked to assess the application prior to a void property becoming available in order to determine suitability for that particular scheme.
- 4.4.6. As part of the application process, applicants will be asked to specify which Extra Care Schemes they would like to be considered for. In instances where applicants specify more than one scheme, they will be asked to rank them in their order of preference.
- 4.4.7. As part of the application process applicants have the right to request if there is a need for consideration for a specific floor or apartment in the Extra Care Schemes. If their application is successful, the Social Care Needs Assessment will:-
 - Establish why a particular floor is required (all schemes will have at least one lift)
 - Establish if and why a particular apartment or property type is required.
 - Establish why a flat with full adaptations is required (input from an Occupational Therapist will be required to determine this need)
- 4.4.8. Applicants may be required to provide additional evidence supporting the need for a specific property type. The additional information could include, but not limited to, those that are listed below:
 - Evidence from a medical professional stating and describing any illnesses or ailments (medical, physical and mental) that the applicant suffers from and how it affects what property may be suitable.

- A report from an Occupational Therapist (or similar) that describes what additional facilities or aids that an applicant may require within their current or future home.

4.4.9. Ground Floor (including Bungalows) Priority - The following consideration can be given relating to individual cases as part of the nomination process if any or all of the following apply:

- Nominees requiring easy access to support staff who are generally based on the ground floor.
- Nominees with severe visual or sensory impairments.
- Schemes where there is a preference for ground floor only where the applicant is bringing a pet (e.g. cat or dog).

4.4.10. Upper Floor Priority

- For those cases who would feel or would be more vulnerable on the ground floor.

4.4.11. Second Bedroom

- Prioritised for dual applicants and those cases where the applicant has large medical equipment.

4.5. Assessment of an application

Applications will be assessed based on the eligibility criteria in Section 3 by the Chair of the Extra Care Panel and the information provided from the applicant's Social Care Needs assessment. Please see Section 9 for more information on the Extra Care Panel. For some assessments, the views of the Extra Care Panel will be taken into consideration e.g. where a risk assessment for an applicant or other residents has been completed. In these instances the referring officer may be asked to attend the panel meeting to present the application and discuss with attendees before a decision is made. An applicant will be informed in writing of the outcome of their assessment by the Panel.

4.6. Successful Applications

Where applications have been assessed as successful for Extra Care Housing, the applicant will be awarded a Care Needs Banding, see Section 5.2 for further information. Their Care Needs Banding along with their Housing Banding will determine an applicant's priority status on the waiting list of the scheme(s) they

have chosen to be considered for. Applicants who have chosen more than one Extra Care Housing Scheme to be considered for will be given the same priority status on each scheme's waiting list.

4.7. Unsuccessful Applications

Where applications have been assessed as unsuccessful, applicants have the right to a review of their decision. Please see Section 11 for more details on the process for reviews.

4.8. Change in circumstances

If an applicant's circumstances change it is their responsibility to inform the Extra Care Team promptly via e-mail to extra.care@knowsley.gov.uk so that their application can be reassessed. Examples of changes of circumstances could include but are not limited to:

- Change of address or name;
- Being admitted to hospital, respite care;
- Decrease in household size due to bereavement or person leaving the household;
- The serious deterioration of, or improvement in, a health condition;
- Threat of homelessness; or
- A dramatic increase or decrease in the number of care hours delivered to the applicant which would change their 'care need banding' (see Section 5.2); or
- The applicant deciding they do not wish to be considered for a certain scheme they had chosen at the application stage.

The applicants' date of application (the date they submitted their application) will not be affected if there are changes to their circumstances. It is also important that the applicant advises the Extra Care Team of any changes to their contact details as this may affect the ability to contact them.

4.9. Care Needs Assessment & Registered Housing Provider Assessment

For successful applications who meet the initial qualifying criteria and are being considered for a property, at the point of nomination, the Care Provider and Registered Housing Provider will complete their relevant assessments for that particular scheme and consider the wider balance of community. The Care Provider will undertake a Care Needs Assessment to determine that they can deliver the level of care required and the Housing Provider will complete their standard allocation checks which may include for example affordability and reference check. These assessments will be completed jointly for the Extra Care Scheme. At this point, the outcome of the assessment with the care provider and the Registered

Provider of Social Housing will determine whether the applicant is suitable for that specific scheme. See Section 4.5 for assessments that take place prior to a void property becoming available. Should it be determined by the Registered Provider of Social Housing that an applicant is not suitable, this should be in accordance with their individual published allocations policy.

5. **Balanced Care Profile**

Extra Care Housing is designed to provide high quality housing, support and care services which enable, support and encourage people to live independently for as long as they wish to do so. Extra Care Housing provides a positive approach to the health and wellbeing of those who live within such schemes. It is therefore crucial to undertake allocations which aim to promote a balanced community within each Extra Care Scheme.

5.1. Age Threshold

Applicants under the age of 55 may apply for Extra Care Housing with the reasons for contained in Section 3.2. and these cases will be considered on a case-by-case basis for all schemes. The only exception to this will be Arncliffe Gardens, Marston Gardens and the Supported Units at The Maples who accept younger adults over 18 years of age with qualifying factors such as, mental health, physical and learning disabilities.

5.2. Care Need Banding

To ensure we achieve the aims of Extra Care Schemes, we will create a community where there is a balanced mix of residents with differing levels of care need, across the low to high care need range. The three levels of care needs are determined by the number of care hours an applicant has been assessed as requiring and is displayed in the table below:

Care Need Banding	Assessed number of care need hours per week
Low	0 – 7 hours
Medium	7.25 – 15 hours
High	15.25+ hours

5.3. Managing the Balanced Care Profile

The Extra Care Panel will be responsible for maintaining the Balanced Care Profile. In order to enable this, the Care Providers will be required to provide an update on the balance of care in each scheme ahead of Extra Care Panel meetings. This will ensure that any vacant properties discussed are allocated to applicants which enable the balance of community to be maintained. The target balance of community is shown below:

- 30% of residents with low care needs
- 40% of residents who have moderate care needs
- 30% of residents who have high care needs

Whilst the Panel should endeavour, wherever possible, to maintain a balanced community within the scheme, there may be occasions where the balance is shifted slightly towards one level of care needs. This could occur due to residents care needs increasing over time whilst they live in the Extra Care Scheme or conversely residents care needs decreasing due to the positive impact Extra Care is having on their health and wellbeing. At this point, applications may be prioritised for allocation based on the needs of the particular scheme at the point of nomination. Individual Support Plans should be flexible to change over time to ensure they continue to meet the needs of the resident. These support plans will be continuously assessed by the individual care providers of each scheme, which will feed into the monitoring of the balance of community.

5.4. Maximum Dependency/ Risk Assessment

If a resident requires care levels beyond the level that can be adequately met by an Extra Care Scheme, then the Extra Care Panel will notify the applicant or referrer of the outcome and suggest alternative housing options.

6. Extra Care Banding

Following a Property Pool Plus Application and an Extra Care Application, if accepted at the Extra Care Panel, successful applicants will be awarded an overall Extra Care Banding that incorporates their housing and care need bandings. This will be used to prioritise applicants who are waiting to be allocated an Extra Care property. Examples of this Extra Care Banding are detailed in the table below:

Property Pool Plus Housing Band	Care Needs Banding	Extra Care Banding	Priority Order for Allocation
Band B – Reasonable Preference	15.25hrs	Band B High	First
Band C – No Additional Preference	12.25hrs	Band C Medium	Second
Band A – Additional Preference	6.75hrs	Band A Low	Third
Band B – Reasonable Preference	1.5hrs	Band B Low	Fourth
Band C – No Additional Preference	3.5hrs	Band C Low	Fifth

6.1. Extra Care Banding

The below table illustrates the different housing bandings and care need bandings an applicant can be awarded in their extra care application:

Care Need Banding		Housing Banding	
Band	Assessed number of care hours need per week	Band	Reason for Housing Need
High	15.25+ hours	Band A Additional preference where rehousing is required, including:	<ul style="list-style-type: none"> • Homeless Main Duty or Relief • Risk to Life • Sudden loss of home as a result of a disaster • Overcrowded by two or more bedrooms • Under occupying social rented housing by two or more bedrooms • Life threatening or terminal medical issues • Discharge from hospital • Local Council Care Leavers • Local Council approved Foster Carers who need to move to a larger home • Armed forced with a housing need • Bereaved spouses and civil partners of Armed Forces personnel leaving Services accommodation • Regeneration, Compulsory Purchase Order, Local Council approved decant • Housing First

Medium	7.25 – 15 hours	Band B Reasonable preference where rehousing is required, including:	<ul style="list-style-type: none"> • Homeless cases not included in Band A • Homeless Prevention • Occupying insanitary housing • Overcrowded by one bedroom • Under occupying social rented housing by one bedroom • Medical / welfare grounds • Hardship
		Band C No additional preference	<ul style="list-style-type: none"> • Other applicants who do not meet the criteria for Band A or Band B
Low	0 – 7 hours	Band D	<ul style="list-style-type: none"> • Applicants from Band A, B or C, who have exhausted their right to refuse an allocation of social rented housing. Applicants who have failed to bid on more than three occasions where a suitable property would be available may also be moved to Band D. Applicants will remain in Band D for a period of 12 months from date of final refusal. After which, they will then be moved to whichever Band is applicable to their circumstances at that time.

6.2. Rightsizing

When prioritising applications for allocation, consideration will also be given to applications [or households] who are currently living in an adapted and/or level access social rented property or are under occupying a social rented property by one or more bedrooms. Whereby two applicants have been assessed as having the same housing band and care and support needs, those who are currently under occupying in a social rented property or living in an adapted and/or level access social rented property may be prioritised for allocation of a property in Extra Care. This will promote housing mobility by releasing properties that can be fully occupied by other households and help to meet the local demand for housing across Knowsley.

6.3. Consideration for those in Supported Accommodation

When prioritising applications for allocation, consideration will also be given to those who are moving on from a Supported Accommodation setting. These applicants may apply for Extra Care housing when they no longer require the intensive support provided in Supported Accommodation, and it has been identified they could live independently within the community. Whereby two applicants have been assessed as having the same housing band and care and support needs, those living in current Supported Accommodation may be prioritised for allocation of a property in Extra Care. This will ensure that the Supported Accommodation is freed up for those who require this high level of support and specialist housing provision.

7. **Nominations**

7.1. The Nomination Process

Knowsley Council has 100% nomination rights in perpetuity for all rented accommodation in the borough's Extra Care schemes. This is to ensure that the Council can promote a balanced community within each Extra Care Scheme and ensure the objectives of the Extra Care Allocations Policy are achieved by applying the allocations criteria contained in the policy.

7.2. Allocations into Individual Schemes

- 7.2.1. The Registered Provider must notify the Extra Care Team as soon as they are made aware of a void becoming available in the scheme. The Chair of the Panel and the designated officer will then meet within three working days and nominate a minimum of three individuals that can be considered for the void and placed in a priority order determined by their housing need and level of care need. An example of this is illustrated in Section 6. It seeks to ensure that properties are relet within a maximum of 30 working days after notification of a vacancy by the relevant landlord to the Council.
- 7.2.2. Once a nomination is made it will be the responsibility of the Registered Provider to carry out its own verification procedures before a formal offer of accommodation is made. Registered Providers' ultimately do have the right to refuse a nomination. The reason for refusal must be in accordance with the Registered Provider's own published allocations policy. However, if a refusal is made, they will need to liaise with the Chair of the Panel or designated officer who will record the refusal and the reason for it. The Council will then notify them by writing to the individual to inform them of the decision. Reviews regarding a refusal to offer a tenancy will be made directly to the Registered Provider rather than to the Extra Care Housing Panel. Please see Section 11 for further details on reviews.

7.3. Advertisement of vacant properties on Property Pool Plus

Where a suitable nomination cannot be provided by Knowsley Council within 28 working days, the Registered Provider may exercise its right to advertise the vacant property on the Property Pool Plus system. The suitability of the applicant must still meet the eligibility criteria for Extra Care Housing, and it must be agreed with the Chair of the Panel before an offer of a property can be made. The applicant will still require a Social Care Needs Assessment to be completed by Adult Social Care to determine eligibility before they are formally offered a property.

7.4. Allocations into New Build Schemes

The Council will retain 100% nomination rights for first time lets in new build schemes as per the Nominations Agreement agreed to by all the Registered Providers. The Council will aim to provide suitable nominations within approximately three months before the practical completion of a new scheme and approximately three months from that date to allow for a smooth transition of new residents into the scheme and allow flexible capacity for urgent applications. The Council will have 100% rights for the subsequent reletting of void properties. If the scheme is not fully allocated near the time of the scheme opening, the Council will liaise with the Registered Provider to review alternative options available.

7.5. Internal Transfers

For applicants who live within an Extra Care Scheme and wish to move to a different property within the scheme, these requests will be dealt with by the Registered Provider of the scheme where there is a valid reason for the request.

This may include:

- The serious deterioration of a health condition that means the resident's current property is no longer suitable or able to meet their needs.
- There would be an improvement in their quality of life if they were moved to a different property.

The Registered Provider should notify the Chair of the Panel via email of this prior to the move. This request should be taken into consideration with the demand on the waiting list for the specific property type an applicant is requesting a transfer to.

7.6. Transfers between different Extra Care Schemes

For applicants who live within an Extra Care Scheme and wish to move to a different scheme, the applicant may have to request a new Adult Social Care Needs assessment (if older than twelve months) and follow the formal application process.

8. Number of Offers

- 8.1. The Extra Care Allocations Policy promotes choice to applicants by enabling them to choose the scheme(s) that they wish to be considered for. Applicants are therefore expected to only apply for the Extra Care Schemes they are genuinely interested in. Applicants should visit the Extra Care Schemes prior to submitting their application to ensure they are certain of their schemes of choice.
- 8.2. Applicants who refuse a suitable offer of accommodation for reasons found to be unrelated to their housing, support and care needs will be made ineligible for inclusion on the Extra Care waiting list for all Extra Care Schemes. Applicants would be ineligible for a minimum period of 12 months from the date of written notification. This may also affect the applicant's primary housing application through Property Pool Plus based on their housing band and the applicant may not continue to qualify to seek alternative housing.
- 8.3. Reasonable grounds for refusal are those where although the offer meets the applicant's requirements as detailed in the application form, the applicant's circumstances have changed. This may include the following, but not limited to:
- Applicant is in hospital or awaiting hospital treatment;
 - Applicant has recently suffered bereavement;
 - Other reasons may also be considered on an individual case basis
- 8.4. Unreasonable grounds for refusal are those where the offer meets the applicant's requirements as detailed in the application form and their circumstances have not changed. This may include the following, but not limited to:
- Refusing a specific property because it is not on an applicant's floor of choice, when they do not have a need for a specific floor as detailed in section 4.4.8 and section 4.4.9;
 - Refusing a specific property because it does not have patio doors into the garden, or balcony, when they do not have a need for this specific requirement and this has not been evidence through supporting information;
 - Refusing a particular scheme they have identified as their preference because an applicant wishes to wait for a period of time in case a property becomes available in another scheme which is their first choice;
 - Other reasons may also be considered on an individual case basis.

9. Extra Care Housing Panel

- 9.1. The Extra Care Housing Panel will be responsible for maintaining a waiting list of successful applications ready for potential vacancies within Extra Care Schemes in Knowsley. The Panel will also be responsible for assessing applications from individuals with complex needs and applicants where a risk assessment for other residents has been completed.
- 9.2. The Panel will be responsible for keeping a watching brief on the Balanced Care Profile to ensure balanced communities within the individual schemes. It is the responsibility of the Care Providers to monitor the balance of care within their individual schemes and to provide regular updates at the Panel meetings. The Panel will be required to undertake regular audits on the Balanced Care Profile in the individual schemes.
- 9.3. The Chair of the Extra Care Housing panel will receive all administration relating to applications for Extra Care Accommodation. This will include the completed application forms from the web-based system including any supporting evidence which has been submitted. The Chair will ensure information relating to applications for individuals with complex needs and those where a risk assessment has been completed is available in advance to the attendees of the Panel for discussion and assessment. For all other applications, Adult Social Care will complete a Social Care Needs Assessment and the designated officer will issue the decision letter to the applicant and/or referrer.
- 9.4. Further information on the Extra Care Panel can be found at Appendix 1 in the Terms of Reference.

10. Equal Opportunities

The Extra Care Housing Panel is committed to providing housing services to the whole community and will not discriminate against any applicant on the basis of their ethnic origin, religion, gender, sexual orientation, disability or race. Knowsley Council values the diversity of our communities and will monitor referrals to the services to ensure that services are accessible to all members of our community.

11. Review of Decisions

- 11.1. Applicants have the right to request a review of the decision made by the Extra Care Housing Panel not to accept an application for Extra Care Housing and on decisions made by the individual scheme to not accept the nomination of an individual for a

property.⁵ In the interest of fairness and transparency this policy offers applicants a two stage review process depending on whether an appeal is made regarding the decision of the Extra Care Housing Panel or the Registered Provider for a particular scheme. Reviews of decisions made in relation to an applicant's Property Pool Plus registration or banding will be managed in accordance with the Property Pool Plus Allocation Scheme appeals process.

11.2. Review of a decision made by the Local Authority

11.2.1. Stage One

The review will be carried out by an appropriate Commissioning Manager in Knowsley Council who was not involved in the original decision, and who is more senior than the officers on the Panel making the original decision. A response will be provided in writing to the applicant within 15 working days of the request being received.

11.2.2. Stage Two

If an applicant is not satisfied with the outcome of the stage one review, they may request a review of the decision by stating their reasons to the Commissioning Manager who made the stage one decision which should be made in writing within 15 working days of the date of the notification letter advising the stage one decision. An acknowledgement will be issued to the applicant within 10 working days. The review will be carried out by the Group Manager of Housing who was not involved in the original or stage one review decision within 15 working days of the acknowledgement letter being issued. A response will be provided in writing to the applicant informing them of the outcome of their review.

11.3. Review of a decision made by the Registered Provider for an individual scheme

11.3.1. If an applicant is not satisfied with the reason for the refusal of accommodation provided by the Registered Provider(s), an appeal can be made following the appeals process provided in the individual Registered Provider's Allocations Policy. Each Registered Provider should advise on how an applicant can request an appeal of their decision when notifying them of the original decision.

11.4. If applicants are still dissatisfied then they may also seek other forms of external redress, such as the Local Government Ombudsman (www.lgo.org.uk) or through a legal process known as Judicial Review. Both of these forms of redress are

⁵ The appeals process is distinct from and does not affect the right of applicants to request a review by the Local Authority under section 166A (9) (c) of the Housing Act 1996.

primarily concerned with ensuring that correct procedure has been followed rather than the actual decision made, although they will consider whether the policy on which a decision is based is lawful.

12. Complaints

- 12.1. A request for review is in effect an appeal against a decision which has been made with which the applicant does not agree. A complaint is different – it is an expression of dissatisfaction with the level of service received, or the way it was provided.
- 12.2. If an applicant disagrees with the handling of any aspect of their application or review, they can complain through Knowsley Council's Have Your Say Process.

Applicants are able to submit a complaint through a number of channels to the Corporate Complaints team:

- Web form via the Knowsley Council Website⁶
- Email to haveyoursay@knowsley.gov.uk
- Telephone: 0151 443 3231
- By post to:

Customer Liaison Team
Knowsley Metropolitan Borough Council
Archway Road
Huyton
Knowsley
L36 9UX

- 12.3. Complaints regarding decisions taken by the Registered Provider not to accept individual nominations must be made directly to the Registered Provider of the scheme.

13. Shared Ownership

- 13.1. All expressions of interest in relation to shared ownership will be directed to the relevant Registered Provider of the scheme(s). If shared ownership or outright sale information is sought, then it is the responsibility of the Registered Provider to contact the interested person to discuss the matter.

⁶ <https://secured.knowsley.gov.uk/haveyoursayform>

14. Information Sharing, Confidentiality and Data Protection

The information an applicant provides relating to their Extra Care housing application will be treated as confidential in accordance with guidelines on handling personal data. These guidelines relate to the General Data Protection Regulation 2018 that covers both electronic and manual records and governs what can be done with the data, including collection, retention, sharing, storage, usage and disposal of it.

APPENDIX 1

EXTRA CARE PANEL **TERMS OF REFERENCE**

1. Purpose of the Panel

The purpose of the Extra Care Panel will be to maintain a waiting list of successful applications ready for potential vacancies within Extra Care Schemes in Knowsley. The Panel will be responsible for discussing and assessing applications from individuals with complex needs and applicants where a risk assessment for other residents has been completed.

The Panel will be responsible for keeping a watching brief on the Balanced Care Profile to ensure balanced communities within the individual schemes. It is the responsibility of the Care Providers to monitor the balance of care within their individual schemes and to provide regular updates at the Panel meetings. The Panel will be required to undertake regular audits on the Balanced Care Profile in the individual schemes.

The Panel meeting is held as part of the nomination and care co-ordination process and to ensure the most appropriate use of resources before the Registered Provider agrees a tenancy to an individual wishing to access Extra Care Housing. The Panel will feedback information regarding demand and community mix at various liaison meetings and forums as required.

1.1 What does the panel do?

- The Chair of the Panel will be responsible for administration of the web-based application form to ensure its efficiency and effectiveness.
- The Panel will discuss and assess applications from individuals with complex needs and those where a risk assessment has been completed. For all other applications the Chair of the Panel will review the information provided.
- The Chair of the Panel will issue all decision letters to applicants.
- The Panel will maintain the waiting list for each Extra Care Scheme including each applicants awarded Extra Care Banding.
- The Panel will utilise the waiting lists and banding criteria to nominate individuals to vacancies whilst taking the Balanced Care Profile into consideration.

- The waiting list will be based on need rather than length of time placed on the waiting list.
- The Panel will monitor the Balanced Care Profile to ensure balanced communities within the individual schemes. This includes the Registered Landlord/Care Provider providing an update on the balance of community at the meeting.

1.2 Panel Process

For those applications which are referred to the panel for assessment, the Panel will assess each against the eligibility criteria and process as detailed in the main Extra Care Allocations Policy.

Once the Panel decides on a suitable nomination this is forwarded to the care provider and Registered Provider to progress.

The Panel is also responsible for ensuring, whenever possible, that there are assessed individuals on the waiting list for the various schemes across the borough. If the Panel is not able to provide referrals then the vacancies may be advertised on Property Pool Plus.

1.3 Membership of the Panel

The Panel will consist of:

- At least one representative from KMBC – Strategic Housing (Voting)
- At least one representative from KMBC – Commissioning Team (Voting)
- At least one representative from KMBC - Adult Social Care. Representative should come from a variety of care management teams so that the needs of older and younger people with disabilities are represented. (Voting)
- A representative from the Care and Support Provider for the scheme(s) being considered (Voting)
- A representative from the Registered Provider for the scheme(s) being considered (Voting)

The Chair of the Panel will ensure that all relevant officers are invited to attend the meeting.

Where officers are unable to attend the meeting, they will arrange for a suitable deputy to attend. Where this is not possible, they will provide the Chair with a written summary of their case decision and those items in the minutes of previous meetings for which they are responsible.

1.4 Meetings

The Extra Care Panel will meet every 4-6 weeks (more often depending on the number of referrals) and meetings will be chaired by Knowsley Council (KMBC) Commissioning Team. Extraordinary meetings can be arranged as necessary by the Panel Chair and it would be expected that the panel would meet more often when a new scheme is nearing completion.

The meetings shall be convened by KMBC by giving the members not less than 5 working days' notice of a meeting unless the business to be considered is urgent.

The representatives at the meeting shall have one vote each to determine suitable nominations. In the event of a tied vote KMBC Chair shall have a second or casting vote.

Members will be required to take an active part and should be in a position to decide whether individual referrals can fit into the balanced needs of the scheme and will also highlight any particular risks as part of an individual referral.

1.5 Access to the Panel

It is the Panel Chair's responsibility to act as a point of contact for partners when wishing to present cases to the panel.

1.6 Availability of Extra Care Accommodation

The Panel recognises that the final decision as to who is made a formal offer of accommodation is made by the individual Registered Provider. All verification and background checking regarding the referral will be completed by the Registered Provider with input from the care provider / care manager as necessary.

1.7 Choice Based Lettings

Where The Panel has no suitable nominations for a scheme, the vacancies will be advertised on the Property Pool Plus (Choice Based Lettings System) system. However, nominating to the relevant scheme must be completed following the Extra Care Allocations Policy. Please refer to Section 6.3. of the Extra Care Allocations Policy.

1.8 Reporting

The Panel will report to the appropriate stakeholders on request of the numbers of nominations and subsequent allocations, the number of available voids and progress of the development of the schemes.

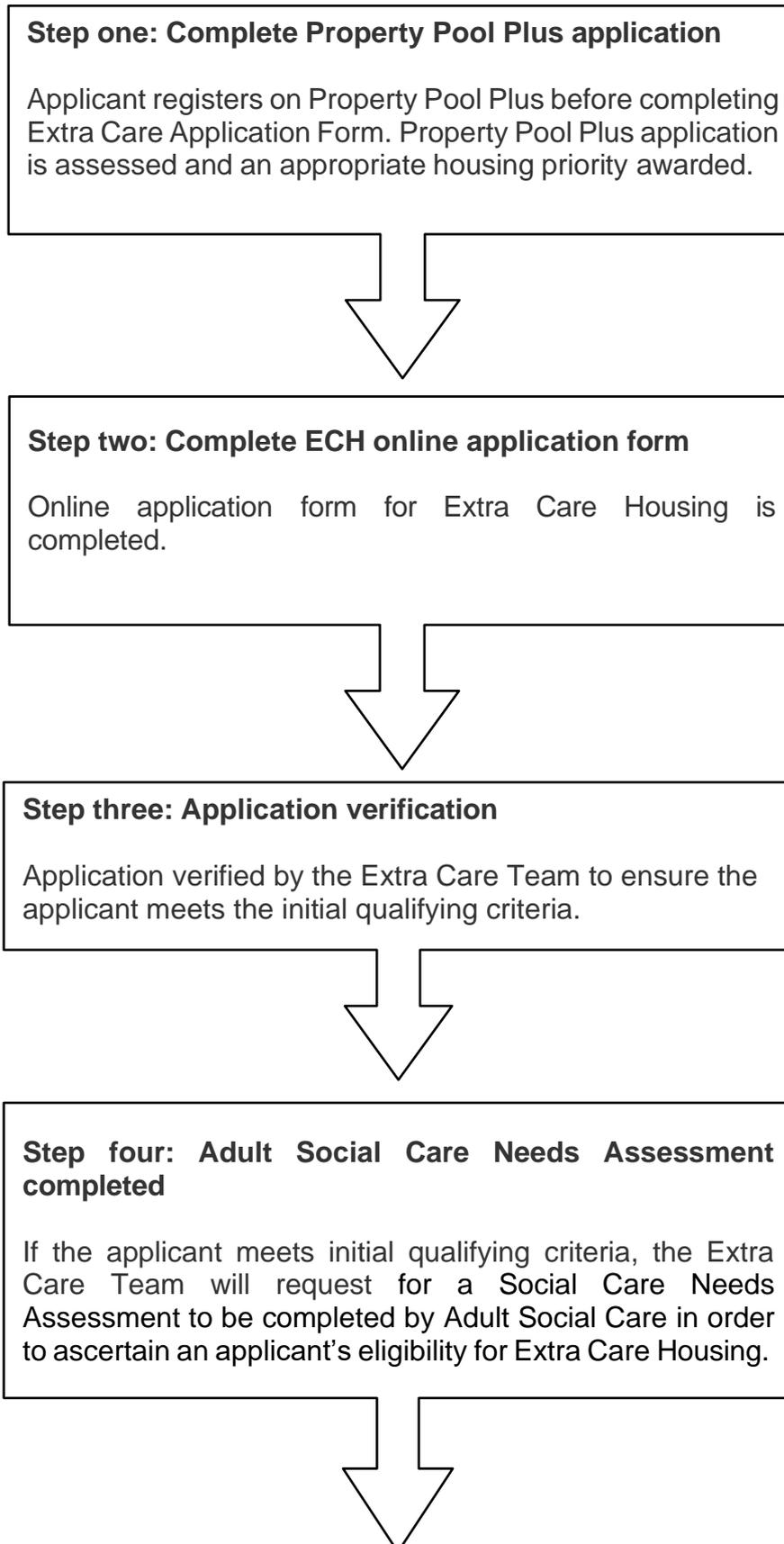
1.9 New Extra Care Schemes

For new Extra Care Schemes, separate Extra Care Panels will be held in addition to the above. These panels will be subject to the above principles surround the Extra Care Panel and the new schemes will be subject to the overarching Extra Care Allocations Policy.

You can also get this information in other formats. Please phone Customer Services on 0151 489 6000, or email customerservices@knowsley.gov.uk

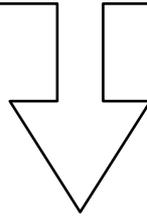
APPENDIX 2

EXTRA CARE HOUSING APPLICATION PROCESS



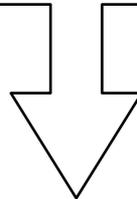
Step five: Extra Care Panel

If the applicant is assessed as having eligible care needs and requiring Extra Care Housing, their application is presented at the Extra Care Panel with Care & Housing representatives for each scheme in attendance. Applications are either accepted onto the waiting list or refused. Those that are refused will be notified regarding the decision.



Step six: Nomination and assessment

If an individual is top of the priority order for a scheme when a property becomes available, they are nominated for the property and are assessed by Registered Care Provider & Registered Housing Provider of that scheme.



Step seven: Offer of a property

When the assessment is completed and the applicant is deemed suitable, the applicant will be offered property and their Extra Care application closed. Applicants who are deemed not suitable by the scheme will be notified regarding the decision.