Extra Care Nominations Policy

February 2014
1. Background

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. The aim 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. The provision of Extra Care housing avoids admission to hospital, increases 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. Nominations

2.1 The Nomination Process

Knowsley Council (KMBC) has 100% nomination rights in perpetuity for new rented and shared ownership accommodation in the borough’s Extra Care schemes. This is to ensure that KMBC’s Adult Services are able to undertake an assessment of care/ support needs prior to an applicant being nominated.

2.2 Allocations into individual Schemes

KMBC will be able to make nominations for all Extra Care Housing schemes to our Registered Provider (RP) partners who manage the individual schemes. Once a nomination is made it will be the responsibility of the RP to carry out its own verification procedures before a formal offer of accommodation is made. RP's ultimately do have the right to refuse a nomination. However, if a refusal is made they will need to liaise with the Chair of the Extra Care Panel who will record the refusal and the reason for it and will write to the individual regarding the decision. Appeals regarding a refusal to offer a tenancy will be made directly to the RP rather than to the Extra Care Housing Panel.

2.3 Extra Care Nomination Criteria:-

The applicant must be aged 55 or over (any partner should be aged 50 or over).¹ Age will be the initial qualifying criteria, however, someone below this age with a long term disability will be considered. Couples are eligible to apply where one or both meet the criteria. All applicants must demonstrate a local connection and should meet at least one of the following criteria:-

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¹ Applicants below the age threshold will be considered on their own merits by the Extra Care Panel.
• A combination of housing, support and / or care needs, or are awaiting discharge from residential, nursing, hospital or other care settings, as identified by an Adult Services assessment of need;

• Require assistance with their daily living tasks and / or personal care as identified by Adult Services assessment; Have care and support needs due to a range of difficulties or disabilities as identified by an Adult Services assessment; or

• Be a carer with a son, daughter or dependent with a learning/physical disability who requires care and support.

2.3.1 Local Connection

In order to access Extra Care Housing within Knowsley the applicant must demonstrate a local connection. To demonstrate a local connection, an applicant must satisfy at least one of the following criteria:

• Have lived in Knowsley for 6 months out of the last 12 months or 3 years out of the last 5 years;

• Have a permanent job in Knowsley;

• Have a close family association (parent, adult child or adult brother/sister) who is currently living in Knowsley and have done so for more than 5 years;

• Have a need to be in Knowsley to be near to a particular health facility for long term treatment;

• Have a need to be in Knowsley to give or receive caring support.

2.4 Extra Care Housing Panel

The Chair of the panel will receive all administration relating to rented or shared ownership applications for Extra Care Accommodation. The Chair will collate the information for each application and make sure it is available for the next meeting of the Panel. (See appendix 1 for Terms of Reference of the Panel).

2.5 Dependency Levels

2.5.1 The Panel should endeavour, wherever possible, to maintain a balanced community within the scheme.

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2 Housing Act 1996
2.5.2 A threshold of 80% of residents aged over 55 should be maintained at all times. The only exception to this will be in the Marsden Gardens scheme which does have a higher percentage of younger adults with physical and learning disabilities.

2.5.3 The balance of needs is shown below. The figures are to be used as a guide only:

- 30% of residents with a housing only/or low care needs
- 40% of residents who have moderate care needs
- 30% of residents who have high care needs

2.5.4 The level of need is determined by the amount of care hours required as part of an assessment by Care Managers.

2.5.6 Residents living within Extra Care Schemes will usually have care and support needs related to social/health difficulties, including disability; frailty; low level dementia/ cognitive impairment; mental ill health or learning disabilities. The Panel will endeavour to enable applicants to enter Extra Care accommodation at an optimum time for them.

2.5.7 Nominees may be living in residential care or sheltered housing but may benefit from Extra Care. A more independent lifestyle may be facilitated for some, whereas the provision of care or continued support will be of benefit to others.

2.5.8 Individual Support Plans should be flexible to change over time to ensure they continue to meet the needs of the applicant and the needs of the scheme.

2.5.9 **Maximum Dependency/ Risk Assessment**

If a resident requires care levels beyond the level that can be adequately met by an Extra Care Scheme, then all agencies on the Extra Care Housing Panel should work together to find a more suitable option for the individual and formally notify the referrer of the outcome and alternative provision.

2.6 **Nominations for referrals in Priority need**

2.6.1 There may be occasions when there are a number of referrals made at a similar time for the same scheme. In this case the panel will decide which referral to nominate by assessing if any of the individuals are in Priority need.

2.6.2 Individuals whose circumstances include one or more of the following may be considered in Priority need. If there were limited vacancies and more that one referral then these factors would ensure that these individuals had priority for the nomination.
• Someone who is unable to leave hospital as they are unable to return to their current property
• Someone who is living in an unsuitable property and they are at critical risk of harm in their current living environment
• Someone who is in the early stages of a terminal illness and wishes to move to more suitable accommodation
• Someone who is overcrowded or under occupying in a family home
• Someone who is at risk of homelessness within 28 days

2.7 Prioritising Apartments

Sometimes individual referrals will specify that there is a need for consideration for a specific floor or apartment within an individual scheme. If this detail is to be given to the RP as part of the nomination then the following must be considered:-

• Establish why a particular floor is required (all schemes will have at least one lift)
• Establish if and why a particular flat is required
• Establish why a flat with full adaptations is required (input from an Occupational Therapist will be required to determine this need)
• A care needs assessment will need to be carried out by Adult Services.

2.7.1 Ground Floor 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 with phobias of lifts
• Nominees requiring easy access to support staff who are generally based on the ground floor
• Nominees with severe visual or sensory impairments.

2.7.2 First/Second Floor Priority

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

3. 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. KMBC 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.
4. **Recommending suitable nominations**

If the panel accept the referral as a suitable nomination for Extra Care Housing or for a particular scheme then the referrer/nominee will be notified in writing of the outcome. The RP will then carry out all verification procedures before a formal offer of accommodation is made.

5. **Complaints and Appeals**

5.1 **Complaints**

All complaints regarding the nominations process will be processed through KMBC’s complaints policy. Complaints regarding decisions taken by RP’s not to accept individual nominations must be made directly with the relevant RP of the scheme.

5.2 **Appeals**

Individuals being referred to Extra Care Housing will be entitled to appeal against decisions not to nominate made by the Extra Care Housing Panel. All appeals will be referred to the Senior Commissioning Manager with responsibility for Extra Care housing. Appeals will be about the decision rather than the process. The Extra Care Housing Panel will be consulted on any appeals and their views will be taken into consideration. The Chair of the Extra Care Panel will inform the nominee regarding the appeal decision and how this decision was reached.³

6. **Nomination Process for Extra Care – Shared Ownership**

6.1 All expressions of interest in relation to shared ownership will be filtered by the relevant Registered Provider of the scheme. If shared ownership or outright sale information is sought then it is the responsibility of the Registered Provider to visit the interested person to discuss the matter.

6.2 KMBC can nominate people for the shared ownership apartments up to eight weeks from the start of the sale and marketing process.

6.3 The Registered Provider should provide a monthly update to the Extra Care Housing Panel confirming the purchaser’s name and sale status including tenure type.

³ 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.
6.4 Re – sale of Shared Ownership

The Registered Provider will inform the Extra Care Housing Panel when a property becomes available. The Extra Care Housing Panel will see if they can identify any suitable nominations from the expressions of interest list. Where no nomination can be made, the vendor will be free to place the property on the market for sale. Any applicant must meet the eligibility criteria of the Nominations Policy.
Extra Care Nominations Panel
Terms of Reference

1. Purpose of the Panel

The purpose of the Extra Care Housing Panel is to make decisions on nominations for Extra Care Schemes, and keep a watching brief on the balance of needs within the extra care community. The panel will maintain a waiting list of assessed referrals ready for potential vacancies within the Extra Care Schemes in Knowsley, and ensure that assessments are kept up to date.

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 at forums as required.

1.1 What does the panel do?

- The Panel will look at referrals from people who request Extra Care housing using a care assessment needs application form to ensure the referrals meet the panel eligibility criteria and that reasonable preference is given to those with appropriate needs.
- The Panel will make recommendations to KMBC and RP partner organisations in order to nominate to the most suitable Extra Care scheme.

1.2 Panel Process

The Panel must consider the need to maintain a balanced community, but should assess each applicant against the following criteria:

- Care and support needs, and the ability of the care provider to meet those needs.
- Housing need
- Ability to live in a community with others, where relevant.
- Willingness to accept the need for supported housing.
- Carer’s needs where relevant;
- Any other factors, which may affect the supply and demand for supported housing.

Once the Panel decides on a suitable nomination this is forwarded to the care provider and RP 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:

- Representative from KMBC – Strategic Housing (Voting)
- Representatives 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)

As and when required the following:

- A representative from the Care and Support Provider for the scheme being considered (Voting)
- A representative from the RP for the scheme being considered (Voting)

The panel Chair 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 those items in the minutes of previous meetings for which they are responsible.

1.4 **Meetings**

The Extra Care Housing Panel will meet Quarterly (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 Referrals to the Panel

Referrals will be sent on the Extra Care referral form to the Chair. Referrals can be made direct via the individual or through a nominated Officer/advocate. The Chair will ensure that all completed referrals are saved in a secure location. Any referrals not fully completed will be returned to the nominated officer or individual to request more details. Once the details are completed in full the Chair will pass the details to all members of the panel to be discussed at the next meeting along with any supporting social care or health assessment information. The Chair will make enquires prior to the panel meeting as to the availability of accommodation at the various schemes within the borough.

If the case is considered to be too urgent to wait until the next proposed meeting then an extraordinary meeting will be called via the Chair.

1.6 Access to the panel

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

1.7 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 RP with input from the care provider/care manager as necessary.

1.8 Choice Based Lettings

Potential Extra Care vacancies may be advertised on the Property Pool Plus (Choice Based Lettings System) system. However, nominating to the relevant scheme must be completed through the Extra Care Nominations Panel.

1.9 Reporting

The panel will report periodically on the numbers of nominations and subsequent allocations, the number of available voids and progress of the development of the schemes to, the housing partnership, Knowsley’s Older Peoples Voice Housing Sub Group and in turn the Health and Wellbeing engagement board and Older peoples Partnership board.