



Extra Care Housing Allocation & Sales Policy

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1. Introduction

- 1.1 Wythenshawe Community Housing Group (the Group or WCHG) is committed to developing sustainable and balanced communities that support older and disabled people in our Extra Care Schemes. It recognises that an effective Allocations & Sales Policy is a key driver in achieving this. We are therefore positive about the impact that successful allocations can have on our existing extra care housing communities.
- 1.2 This policy sets out the Group's vision of a balanced community with Extra Care. It recognises the range of dependency levels that people moving into vacant Extra Care housing apartments may have. It also considers the circumstances under which people living in Extra Care housing apartments may need to move in to other accommodation.
- 1.3 The Group will ensure that the Allocations & Sales Policy is open and transparent and as easy for customers to understand as possible. We will ensure that literature is available to customers in order to help them understand the policy and our processes involved in allocating our vacant properties.
- 1.4 Applicants wishing to rent or buy Extra Care apartments must initially complete a self-assessment form and a financial assessment. If the applicant meets the eligibility criteria (section 6) then a further community care assessment must also be undertaken.

2. Scope

- 2.1 This policy applies to all customers who apply for rent or wish to purchase Extra Care housing with WCHG.
- 2.2 An applicant is a person who completes an application form to apply for rented housing or to purchase housing.

3. The Allocations Panel and Creating a Community Balance

- 3.1 WCHG will work with other partners to ensure that an Allocations Panel assesses all applications for Extra Care.
- 3.2 This panel will consist of a representative from WCHG, and from other partners, such as the Care Provider, the Local Authority and health partners.
- 3.3 The Group's Extra Care Allocation Panel will assess all applications and agree the care needs and housing priority on a case by case in conjunction with the Extra Care providers/partners.

- 3.4 In order for a community balance to be achieved, the panel will need to assess the care need alongside the housing priority, and vacancies may not always be given to those with the highest care need, this will depend on the capacity within the scheme to provide care and an applicant's match with the profile required for the vacancy.
- 3.5 Our aim is to create a community within Extra Care where older people stay independent as long as possible but have ready access to care and support. To achieve this, the aspiration is to accommodate people with a mix of care and support needs with approximately one third of occupiers having a high dependency care needs, one third having medium dependency care needs and one third should have low dependency or support needs. The low can include older people who have a need for support, but not necessarily a care package.
- 3.6 Social care support will only be available in line with the City Councils Fair Access to Care and Fairer Charging Policies.

The definition of care levels is given below.

- Below 5 hours per week **Low**
- 5 – 10 hours per week **Medium**
- Above 10 hours per week **High**

4. Applications from Serious Offenders

- 4.1 WCHG is a member of the Manchester Move Partnership (MMP), and as part of this, applications from applicants declaring serious criminal offences will be assessed by the Serious Offenders Panel at Manchester City Council (MCC), which will make a recommendation on the suitability of rehousing to WCHG.

5. Eligibility Criteria

- 5.1 All residents are normally to be aged 55 or over. There will be circumstances in which younger adults with disabilities would be suitable for an Extra Care Scheme, but these would be the exception rather than the rule. All sales and lettings for Extra Care will be approved in the first instance by the Allocations Panel.
- 5.2 The following groups of people can benefit from moving into Extra Care housing. People with one or more of the following care and support needs will be able to apply or be referred for consideration by the Extra Care Allocation Panel
- People who are at risk where future access to support and care is desirable, although their current care package may be small or non-existent.
 - People with concerns about their present accommodation in terms of security, location or layout and would benefit from a safe environment.

- People who are highly vulnerable and at risk, making access to support and care invaluable, although their actual care package may not be large.
- This may include:
 - People with anxiety or people suffering from depression or some other mental illness which is managed through appropriate treatment and support and be likely to derive psychological benefit from living in Extra Care.
 - People who neglect themselves
 - People who are frail or physically disabled
 - People who are socially isolated and would benefit from a safe environment and housing support to help them to continue living independently the community
 - People who are being abused
 - People who exhibit some cognitive dysfunction, possibly with short term memory loss and some disorientation
 - People who have a degree of learning disability

- People with high levels of care

For example:-

- People that require a large package of care (10 hours +) and night care
- People in residential care who would prefer to live in self-contained accommodation
- People whose needs are unpredictable and therefore, more difficult to meet with pre-determined time slots of care.

For example:-

- People with Parkinson's Disease
- People with conditions making them prone to falls
- People with degenerative conditions where a move to Extra Care could prolong independent living

For example:-

- People in the early stages of dementia where settling in early on is important

- People with Rheumatoid Arthritis or Multiple Sclerosis

- 5.3 In addition, prospective residents may have an informal carer who would derive considerable relief and support from a move into Extra Care.
- 5.4 Couples are eligible to apply where one or both meet the criteria set out in out eligibility above. Although the accommodation is not suitable for larger households, a dependent adult relative could be included in two-bedroomed accommodation, subject to conditions with the tenancy agreement.
- 5.5 In line with the Manchester Housing Partnership, if an applicant for rented accommodation has a large amount of capital (currently £75,000 but may be amended from time to time in line with Home England guidance), then they will not be eligible for rented accommodation. This rule will not apply to shared ownership or outright sales.

6. Exclusions

- 6.1 As a general rule, people whose needs exceed those which can be met in residential/nursing care will not normally be eligible for accommodation in one of the Extra Care housing schemes. An applicant should not have, on the basis of medical or other professional opinion, on entry to the scheme (or be predicted on the basis of such opinion, to develop within a short time of entry) any of the following:
- A level of physical or mental frailty exceeding those which can reasonably be met by the care provision within the Extra Care housing scheme.
 - A requirement for frequent nursing care beyond the level available from the Community Nursing Service.
 - A requirement for specialist Health Services that cannot be provided in a community setting
 - A level of physical or mental frailty that is likely to cause serious disruption or risk to other residents. These could include, for example people who are persistently wandering or physically aggressive.
 - An applicant that is a serious offender and after investigation poses a risk to other residents in the Extra Care community
 - The applicant is currently in breach of a tenancy agreement where the breach is not related to more support being required, for example property condition, or anti-social behaviour.
 - If the individual shows a pattern of drug and/or alcohol misuse and/or dependency which has not been resolved or there is no prospect of change.

7. Maintaining Tenancies/Leases

- 7.1 The Group will make every reasonable effort to enable residents to live in their preferred accommodation for life, or to the point, when they need specialist nursing care. Those people living in rented or leased accommodation with deteriorating physical or mental frailty will be able to maintain their tenancy/lease as long as care provision can be increased in line with their needs. If a resident's needs change to the point that they can no longer be met within existing resources, relevant staff will discuss the situation with the resident and/or/his/her family and all parties will then work with the resident and involved supporters to agree a mutually acceptable solution.
- 7.2 In the event of a carer (who is not a spouse, partner or sibling) being the sole occupant of the accommodation and not meeting the criteria of the scheme and being over 55 years of age, that person would normally be required to move to a more suitable property. The Group will offer reasonable assistance in finding suitable alternative accommodation and will use the terms of the lease to enforce sales where necessary.
- 7.3 Where the law permits the group's Extra Care applicants will be offered a starter tenancy, otherwise known as an Assured Shorthold Tenancy (AST). Where there is a change to housing legislation and new tenancy types are introduced, the most appropriate tenancy will be offered at that time. Existing tenants of the group will be offered a tenancy equivalent to their current tenancy in line with housing law.
- 7.4 The Group will monitor all tenancies within the first 12 months for breaches of tenancy including anti-social behaviour. At the end of the AST period (usually 12 months) the Group will decide whether to extend the AST for a further period or whether to give the tenant a full Assured Periodic Tenancy. This will be done in accordance with the Group's Tenancy Management Policy.
- 7.5 If a resident's needs change and there is a requirement for extra support, in special circumstances it may be necessary for family members/relatives/friends to require extended periods of stay to support the resident. Relevant staff will discuss the situation with consideration to all parties.

Please refer to visitor section of Village 135 Welcome Guide.

8 Maintaining the community balance

- 8.1 The allocations panel will comprise of a representative from WCHG, the Commissioning Team and the Care Provider, and will consider all applicants across tenures who are looking to move into Extra Care vacancies.
- 8.2 The panel will give consideration to both the care and support needs of the potential resident and the balance of the existing community. Thus vacancies arising will not necessarily be offered to the person with the greatest care and support needs. Where care resources are already fully deployed, it will fill any vacancies with people with lower care needs in order to maintain the appropriate balance within the scheme. People falling into the medium and low dependency categories are likely to derive significant benefit from moving in to

one of the apartments by being able to live independently for longer.

8.3 Consideration for vacancies will be on a balance of care needs and the current capacity within the scheme, and then housing need.

9. Selection Criteria of Applicants

9.1 Applications received will follow the process as highlighted in the table below.

9.2 When selecting potential residents for any tenure the care priority band should be prioritised firstly, and the appropriate care needs be the first factor, for example, if the scheme has capacity for a medium care resident, then this is the group that would be assessed first.

9.3 Once the care needs have been established the applicant will be categorised by group and placed in date order of the application. The details and circumstances of applicants will be assessed so that priority can be given within an appropriate group. This will be based on the following criteria:

- The applicant's health, care and support needs, assessed through WCHG assessment form or social care assessment to fit in line with tenant criteria for the vacancy ie; low, medium or high.
- Family circumstances and current housing provision.
- Risk of otherwise requiring residential care. Applicants will be prioritised according to the likelihood and imminence of risk.
- Potential benefits of Extra Care housing reducing care needs as identified via social care assessment/reablement assessment. Priority given according to the degree of reduction that was likely.
- Accommodation needs. Suitability of existing accommodation, in compliance with the Housing Health and Safety Rating System (HHSRS) this will also include under/over occupation. Also the cost of any potential adaptation to enable the applicant to continue living in their current home.
- Links to the area of South Manchester
- If the applicant is/was a tenant of WCHG their tenancy history (Potential tenants will only be suspended in accordance with the Manchester Rehousing Review List (RRL) and if reasonable support options have been exhausted)
- Other relevant circumstances as necessary

Circumstance	Description
Group A	<p>Urgent medical care that requires a high level of care and support.</p> <p>Risk of residential care, Hospital discharge, Safeguarding risk Homeless or potentially homeless, demolition, decant, risk of harm, risk of health deterioration, abuse.</p> <p>Major adaptations required to existing property</p> <p>Exceptional cases will be assessed and allocated on an individual basis. These may include applicants under the age threshold of 55.</p>
Group B	<p>Lower medical need, where the provision of care and support would greatly improve the applicant's quality of life</p> <p>Property unsuitable – needs level access accommodation</p> <p>Applicant over crowded</p> <p>Poor property condition</p>
Group C	<p>Would benefit from the improved services and support of Extra Care</p> <p>Socially isolated in current accommodation</p>

10. Pets

10.1 The group must ensure that the management of pets is carefully carried out, as residents' pets can have an impact on other residents. All pets must be declared on the initial assessment / application form.

10.2 Caged pets such as budgies and fish in small tanks will be permitted in all accommodation, provided that there is sufficient capacity from the resident to care for the pet, or provided that sufficient support is given from carers or family to provide care for the pet.

10.3 Cats and dogs are not permitted in Extra Care properties that are flats with shared areas, for example Village 135.

11. Equality & Diversity

11.1 WCHG will ensure that the Extra Care Allocations Policy and procedure is

accessible to its diverse customers and will take into account the different needs of our customers when explaining the tenancy/property occupation at sign up.

11.2 WCHG has a responsibility to serve the needs and promote the interests of its entire staff and all its customers/service users. WCHG's Single Equality Scheme works towards developing services, facilities and working practices, which are equally accessible and non-discriminatory for all its customers. This is irrespective of their gender, age, race, sexuality, disability, religion, marital status/civil partnerships, pregnancy/maternity and economic status, and in line with the nine protected characteristics part of the new legislation under Equality Act 2010.

11.3 A key element of the Equality standards involves carrying out an Equality Impact Analysis on all existing and, in particular, new policies to ensure they do not have an adverse impact or promote any form of discrimination to particular groups or associated protected characteristics. An Equality Impact Analysis has been carried out to this policy and will be reviewed on a yearly basis.

11.4 We will provide information in languages other than English, in Braille, Large Print and Audio format. Our reception and interview rooms are fitted with a hearing loop system and the use of mobile loop systems

12. Associated Policies

- Tenancy Management policy
- Void Management policy
- Complaints policy
- Single Equality Scheme
- Data Protection policy
- Anti- social behaviour policy
- Safeguarding Policy