

Selection Process and Criteria for Extra Care Housing for Older People

Purpose

To match the housing and support needs of older people who have identified care needs, with available and appropriate housing options.

The City Council is committed to helping people achieve a good quality of life, to help them retain their health, and to lead fulfilling lives for as long as possible in their own homes and community whenever feasible.

Extra care housing schemes for older people play a key role in enabling the City Council to deliver those objectives, by providing flexible care and support services, and offering an independent alternative housing option for applicants who are over 55 and have an identified care need.

The ability to have care available over a 24-hour period based upon individual assessed need is integral in assisting people to be supported to live in their own homes, and to access community facilities.

Allocations Policy

The Council is required by the Housing Act 1996 to have an Allocation Policy which sets out how we decide who is selected for social housing. Every allocation of housing made by or on behalf of the Council must be in accordance with the policy. Allocations for the scheme will be made in accordance with Newcastle City Council's allocations and lettings policy, and in consideration of the criteria and process detailed in this plan.

Property Criteria

In order to be considered for a nomination to the schemes the applicant should:

1. Be aged 55 and over. Applicants under 55 may be considered where there is evidence to support the need for extra care housing.
2. Have care needs identified and assessed by the Council's People Directorate and a current care plan in place. An individual's care needs will be assessed using Newcastle City Council's Fair Access to Care Services criteria. These criteria may be overlooked in circumstances where there are no applicants with a current care plan.
3. Be registered on Tyne and Wear Homes.

Preference will be given to those with an urgent care and housing need who will benefit from living in an extra care housing scheme. (See "**Extra Care Supported Housing Criteria**").

In circumstances where there are no applicants with a current care plan then the property will be re-advertised and allocated using criteria 1 and 3 only.

Disqualification on the grounds of assets and income

In accordance with the Council's Allocations and Lettings Policy applicants can be disqualified on the grounds that they have sufficient assets and income to access housing in the private market.

To recognise that Extra Care is a specialist market, Panel will consider the applicant's needs and likely viability of similar private market options. Panel can make recommendations but do not have the remit to disqualify applicants.

Local Connection

To qualify for the schemes an applicant must ordinarily be a resident of Newcastle or have a demonstrable local connection with the city, i.e.:

- Lived in Newcastle for 6 months in the last year. This does not include those whose only residence in the city is because of time spent living in a hospital or hostel accommodation.
- Lived in Newcastle for 3 years in the last 5 years.
- Be employed in non-casual employment or be training in Newcastle.
- Have close family living in Newcastle, such as a parent, child or sibling.
- Have relatives or social networks in Newcastle that will provide support or care to meet specific needs.
- Served in the armed forces in the last 5 years
- Other special circumstances.

First preference for Assisi House, Walker will be given to those who are living in, or who have a local connection with the Walker and Walkergate wards.

First preference for Dewley House will be given to those who have memory issues.

Applications from those who have no local connection will be considered in exceptional circumstances e.g. where there are vacancies in the schemes for which there are no eligible applicants, or where the applicant has no local connection but lives geographically close to a scheme.

Referral Process

Applicants may be identified from Tyne and Wear Homes or by the People Directorate, who will promote extra care schemes to all who meet the scheme criteria.

All applications and queries in relation to schemes will be referred to Your Homes Newcastle who will make sure they are registered on Tyne and Wear Homes and then referred to the Panel.

Your Homes Newcastle will send out information packs, where available, to any applicant expressing interest in the schemes.

The Registered Providers of each scheme will, wherever possible, enable applicants to view their schemes to help the applicant decide whether they would like to be considered for a tenancy.

Your Homes Newcastle will carry out some basic checks to ensure the applicant is eligible and qualified for Tyne and Wear Homes and meets the property criteria. Where applicants meet the criteria, they will be referred to the Panel.

Your Homes Newcastle will request a copy of the care assessment from the People Directorate, in advance of any allocations panel meeting, to be included with the housing application together with any supporting evidence.

Where applicants have not met the criteria for extra care, Your Homes Newcastle will advise them that their application will remain registered on Tyne and Wear Homes, and will provide advice and information on their housing options. Applicants may be reconsidered if there are no applicants meeting the schemes criteria.

If a property has been advertised but has not attracted applications from people with a care plan, Your Homes Newcastle, at the request of the scheme landlord, will re-advertise the property to all applicants meeting criteria 1 and 3.

NCC will be responsible for keeping the “waiting list” up to date. This will be kept in a shared file which members of the extra care housing allocations panel will be able to access.

Extra Care Housing Criteria

Allocations for the scheme will be considered by the Extra Care Housing Allocations Panel. Details can be found at Appendix 1

Any referral to the Panel will need to include:

- Confirmation of eligibility and qualification on the Tyne and Wear Homes Scheme
- Referral pro forma completed by the People Directorate
- An up to date care and risk assessment provided by the People Directorate
- Any support or recommendation from the People Directorate or YHN
- Confirmation of any adaptation needs together with details of any adaptation work carried out to their existing property

The Panel will consider the suitability for any scheme using the following 2 stages:

1st stage:

Your Homes Newcastle will Band (A-D) each application in accordance with their housing need including the criteria below:

Extra Care Supported Housing Criteria	Assessment
<u>Housing needs</u> Housing needs are not met within the applicant's current home and will be met in the extra care scheme.	Council's housing allocation policy via YHN Bands A-D

2nd stage:

Your Homes Newcastle will provide the Allocation Panel with the full list of applicants for consideration, following an assessment of housing needs in accordance with the Council's allocations policy. The Allocations Panel will then agree the nominations using the following criteria:

Extra Care Supported Housing Criteria	Assessment
<u>Care needs</u> Care plan requirements can be better met within the extra care scheme than in the applicant's current home. This may be relevant for service users who require: <ul style="list-style-type: none"> • assistance at night for transfer and toileting; • flexibility for those with less predictable care needs; • on site care 24 hours per day to provide re-assurance. Consideration will also include the number of care hours the applicant has and the applicant's capacity to manage a tenancy.	Individual social worker to assess
<u>Welfare needs</u> A move to the extra care scheme will improve the applicant or their carers social well being e.g. provide additional support to prevent relationship breakdown or enable the applicant to reside closer to caring networks.	Individual social worker
<u>Best use of accommodation</u> The applicant may have mobility requirements which cannot be met by the use of aids and adaptations within the applicant's home. The applicant is currently under occupying social housing or their home can be relet to someone else in housing need.	YHN
<u>Commissioning considerations</u> Care requirements can be better met through the extra care scheme. This may include consideration of those applicants currently housed in residential care settings.	Panel
<u>Projected needs</u>	Individual social worker/panel

Applicants' long-term needs will be met through the extra care scheme.	
<u>Risks</u> Identification of risks should the applicant be housed or not housed in the scheme.	

When determining who will be selected the panel will look at applicant's long-term care needs as well as giving consideration to:

- the applicant's housing preferences (including family and carers where appropriate)
- the applicant's general suitability for the scheme
- the applicant's long-term needs and wellbeing
- the current mix of residents in the scheme
- the applicant and their carer's social and financial wellbeing
- the need to release high demand accommodation
- any commissioning issues
- managing any risks

Dependency Levels

Each scheme will have a dependency level set. This means that a proportion of lettings will be made to high, medium and low needs. This helps to ensure a balanced community and is important if the ethos and values of Extra Care are to be maintained, and to allay tenants concerns that schemes will become 'residential care homes' by another name.

Dependency levels will be set by the People Directorate. They may change from time to time, depending on commissioning circumstances.

The Panel reserve the right to refuse an application where the applicant's needs or behaviour pose a risk to other residents.

Maximum Dependency

If a tenant's care and support needs alter due to medical or cognitive impairment, such that they require very frequent or 24-hour nursing, beyond the level of the Community Nursing service and their behaviour or condition means that their needs cannot be adequately and or safely met in extra care accommodation, then agencies will work to find suitable alternative accommodation and care for the tenant. Such action must be in accordance with their wishes and the best interest decision.

An applicant will not usually have, upon entering the scheme:

- a level of physical or mental frailty exceeding that which can reasonably be met within the community, and/or
- a level of physical or mental frailty which is likely to cause serious disruption or risk to other residents, including;

- persistently intruding on others;
- physical or verbal aggression.

Ground floor priority

Priority for ground floor accommodation will be given to applicants:

- with poor mobility to enable them to continue to visit the laundry, restaurant, Scheme Manager's Office and other amenities
- with phobias of lifts
- who require quick access to the Scheme Manager or care staff
- with severe visual impairment or blindness.

Adapted flats

If a property has been adapted or converted for medical or disability requirements, first consideration will be given to those applicants demonstrating the need for those aids and adaptations.

Two-bedroom accommodation

Preference for two-bedroom accommodation will be given to those applicants who can provide a demonstrable need for 2 bedrooms. Examples include:

- where the household size and or composition warrants 2-bedroom accommodation
- the applicant has a demonstrable medical or care need that warrants a need for an additional bedroom

Transfers within the extra care accommodation

There could be reasons why an applicant may apply for a transfer from one flat to another as a vacancy arises. Such applications will be discussed at the Allocations Panel to decide whether a potential transfer will benefit the applicant. If a vacancy arises and the Scheme Manager is aware that this may benefit an existing resident who has not applied for a transfer, they may approach the resident/their advocate. This situation may arise if an adapted property becomes available which may meet the needs of a resident who is living in property without adaptation. The decision to agree a transfer is made by the Allocations Panel.

Transfer applications may be suspended if:

- there are management concerns which need resolving;
- where the transfer will result in additional costs to the landlord, for example where the tenant has carried out unauthorised alterations to the flat.

Equal Opportunities

The Panel is committed to providing services to the whole community and will not discriminate against any applicant on the basis of their ethnic origin, religion, gender, sexual orientation or disability.

Determination of Allocations

All allocations to the schemes will be determined by the Panel in consideration of the aforementioned criteria. Your Homes Newcastle will notify all decisions to the applicants/their advocates in writing, including rights of appeal against unsuccessful applications.

In order for the Panel to be quorate the Chair or Vice Chair needs to be in attendance, and at least one Member from each of the following partners:

- People Directorate;
- Your Homes Newcastle;
- The landlord who has the vacancy

Refusals

The reason for refusals, either by the Panel or the applicant will be recorded in the minutes of the Panel meetings. All documentation and information will be kept with the Tyne and Wear Homes application.

Confidentiality

All Panel members will adhere to the **Information Sharing Agreement** attached at **Appendix 2**. Panel members will also need to sign the Declaration of Confidentiality attached at **Appendix 3**.

Members of the Panel will communicate via secure email and all information will be held securely in a shared file.

The contents of any document including agendas, minutes, waiting list and other information circulated which includes personal details of clients are restricted and should only be produced with the agreement of the Chairperson or the owner of the document.

The Appeal Process

Housing applicants will be entitled to appeal against decisions made by the Panel. All appeals will be dealt with by Your Homes Newcastle. The Panel will be consulted on any appeals made and their views will be taken into consideration. Your Homes Newcastle will inform the appellant regarding the appeal decision and how this decision was reached.

Applicants wishing to appeal on any decision relating to care needs and planning will be referred to the People Directorate.