



HARE HILL EXTRA CARE ALLOCATIONS POLICY

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1. Introduction

- 1.1 This is the Allocations Policy for the Hare Hill Extra Care Scheme, managed by Rochdale Boroughwide Housing (RBH). Allocations to RBH extra care are made on the basis of applicants' care and support needs, housing needs and benefits from the extra care provision.
- 1.2 RBH and RBC (Rochdale Borough Council) Adult Care have agreed to maintain a balance of needs within Hare Hill to maintain a self supporting environment alongside care and support provision from the in-house and commissioned services. The split of needs will be divided into three levels:
- Level 1 – 5 - 9 hours of care per week – 20% of tenants
Level 2 – 10 - 14 hours of care per week – 50% of tenants
Level 3 – 15 plus hours of care per week, 30 % of tenants
- 1.3 In exceptional circumstances, consideration could be made for an allocation to be made to someone with less than 5 hours of care needs, dependent on their long term diagnosis, or if no other suitable applicants are available for Hare Hill.
- 1.4 There will be the capacity to increase and decrease the care provision as needs dictate.
- 1.5 Care eligibility will be assessed under current national eligibility criteria. The allocation model must ensure a good mix of tenants across the three levels of need. A needs assessment must be undertaken to establish the level of care and support prior to tenants commencing an extra care tenancy.
- 1.6 Allocations decisions will be made by the extra care allocation panel as outlined in this document.

2.0 Aims of the Policy

- 2.1 The aims of the policy are to :-
- Establish a criteria for referral to the extra care allocations panel
 - Establish the make up of the panel
 - Describe the roles and responsibilities of the panel
 - Detail the assessment process
 - Describe how the waiting list is managed
 - Ensure the time a home is empty is kept to a minimum at all times
 - Outline the offer process
 - Describe the appeals process
 - Establish the role of personalisation within extra care

3.0 Eligibility Criteria

- 3.1 For consideration for allocation to Hare Hill, an applicant must be 55 or over. In exceptional circumstances people under the age of 55 could be considered if, in the view of the allocations panel, the person's needs could be best met within an extra care setting. The panel would need to be clear about how the extra care provision any applicant aged under 55. In the case of joint applicants, where one applicant is aged over 55 and one under 55 with care needs, the allocation panel will consider their suitability for Hare Hill. Applicants with dependent children will not be considered for the scheme unless in exceptional circumstances.
- 3.2 All new tenants at Hare Hill must have an assessed care need as a result of social care needs assessment. The needs assessment for all levels of care must fall within the current national eligibility criteria and must be commissioned through a personal budget to be managed by RMBC. Where a couple is referred for consideration to extra care at least one of the couple must meet the criteria.
- 3.3 The care needs must be provided by the on-site care provider. Care needs will have been identified in readiness for presentation to the allocations panel. The applicant (or referrer) must be able to demonstrate the benefits of moving into the extra care scheme which could include benefit from the activities and community involvement, use of technology, the front of house resources and therapy facilities. The panel must be satisfied of the independence, enablement and tenancy sustainability that extra care would provide.
- 3.4 A financial assessment will be undertaken to establish a personalised budget. The panel must be satisfied that the costs of living in the extra care scheme, including all care and housing costs, can be met by the tenant through personalisation, housing benefit and/ or self funding.
- 3.5 Applicants with a local connection to the Rochdale Borough will be given preference for an allocation ahead of those without such a connection. The local connection criteria is defined by RBC's definition of people who are eligible for care in the borough.

4.0 The Allocations Panel

4.1 Decisions on allocations for Hare Hill are made by the Allocations Panel. The panel is made up of the following:

1. A representative for HomeChoice
2. The Scheme Manager
3. Representative from RMBC Adult Care
4. Individual case managers to present individual cases
5. A representative of the care provider
6. Representative from the CCG/ Health providers or the MERIT Team where possible

4.2 All members of the panel will need to have the skills to play an effective part in the decision making process and be able to make decisions on behalf of the organisation they are representing.

5 The Role and Responsibilities of the Panel

5.1 The panel will have two main roles.

1. Overseeing and agreeing allocations to Hare Hill.
2. Assessing priority for extra care in line with the care needs assessment and accepting applicants onto the waiting list.

5.2 Decisions will be made on a case by case basis and individual cases will be presented by the relevant case manager where possible. A representative from HomeChoice will oversee all aspects of extra care allocation. The panel will be responsible for ensuring:-

- That the allocation criteria are met;
- That the policy is adhered to;
- That allocations are made in line with the split of the different levels of care within the scheme.
- That the individual's care and support requirements can be fully met;
- That all costs of extra care can be met through the applicant's personal budget, housing benefit, and self funding;
- That an assessment through the RMBC eligibility criteria has been undertaken for all applicants.

5.3 The panel will need to be satisfied that a personal budget will be managed by the Council and they will be responsible for payments to the care provider. They must have a good understanding of the existing care

provision within the scheme.

The care provider must update the panel on any changing care requirements within the scheme where this impacts on allocations decisions.

- 5.4 The HomeChoice team will manage the waiting list for extra care and advise the case managers of other supported housing accommodation should a place not be available at Hare Hill.
- 5.5 Should the allocations panel be aware of a home becoming available before the next allocations meeting; the panel can make a decision in advance so that a provisional offer can be made, or can agree via email if they are unable to meet to discuss the allocation.
- 5.6 The Panel will meet every six weeks. Where a panel member cannot attend there is a commitment to deputise. The panel will be chaired by the HomeChoice representative and will be quorate with three people in attendance.

6 The Assessment Process

- 6.1 All eligible applicants will need to have had needs and financial assessments prior to presentation to the allocations panel. This will determine the level of care need and the level of funding through personalisation. No applicant will be considered without the appropriate needs and financial assessment.
- 6.2 For those applicants not eligible for benefits and assessed as being over the threshold for personalisation, the costs will have to be met through self funding. This may be as a whole or in part.

7 Managing the waiting list and allocations decisions

- 7.1 The allocation decision needs to take into account the balance of existing levels of need within Hare Hill and the benefits to each individual person allocated a tenancy. All decisions will be made on a case by case basis, taking into account the individual circumstances of each applicant.
- 7.2 RBH may only allocate accommodation to those people who are defined as “qualifying persons” as defined in the RMBC Allocation Policy. Those specifically stated as ineligible are:
 - Applicants subject to immigration control and prescribed by the Secretary of State as ineligible or who are not habitually resident in the Common Travel Area (i.e. the United Kingdom of Great Britain and Northern Ireland, the Republic of Ireland, The Channel Islands and the Isle of Man), and/or;

- Cases where the applicant, or any member of his/her household, has been guilty of unacceptable behaviour serious enough to make him/her unsuitable to be a tenant. This includes those owing housing related debt (rent arrears, court costs and/or costs involved in repairing residential property) and those involved in anti-social behaviour/nuisance/harassment.
- Applicants guilty of unacceptable behaviour which would have been serious enough to lead to the granting of an outright possession order (or equivalent serious legal action); the behaviour is the fault of the applicant or members of the household applying for rehousing and is/was not caused by factors outside his/her control; and the circumstances and behaviour have not changed and improved since the unacceptable behaviour occurred.

7.3 Decisions on eligibility will be made through the allocations panel. If an applicant is considered ineligible for extra care, they will be informed of this in writing and have the right to ask for a review of that decision. Please refer to section 9 of this policy.

7.4 At allocation, the panel will firstly only consider applicants with a local connection to the borough. Of those applicants with a connection, the panel will decide whether the home is let to an applicant with level 1, level 2, or level 3 care need, based on the requirements of the scheme as outlined above. If there is more than one person with assessed need at the identified care level, the allocation will usually be made to the applicant waiting longest in that needs band who has a local connection to the Borough.

7.5 Other factors will also be taken into account by the allocations panel which may mean the person waiting longest with the relevant care requirements is not made the final offer. If a decision is made to bypass an applicant, this must be agreed at panel and recorded. This could include:

- Ensuring a reasonable balance of medical conditions within the scheme.
- If the applicant's needs change whilst on the waiting list a new care assessment will be needed.
- A review may require further assessment which could identify additional hours therefore requiring funding for the personal budget.
- If the applicant's needs assessment is not up to date.

- If in the opinion of the panel, the tenancy cannot be sustained for a reasonable amount of time as extra care is not the most suitable option, or where their behaviour may mean they are unable to manage a tenancy successfully, for example if the applicant has specific support needs or presents a risk to other residents or employees.

- 7.6 The needs of the individual must be considered at the point of allocation, not just at the point of assessment.
- 7.7 If there is no one in the required needs band with a local connection to the Borough, the panel will need to consider whether an applicant in another band should be considered, or in extreme circumstances housing applicants without a need for the extra care provision. If there are no other suitable applicants available, the panel may consider applicants without a local connection to the borough.
- 7.8 If housing is required in an emergency, for example bed blocking from hospital, if there are palliative or end of life care requirements, or if the tenant's life is at risk, alternative housing may be considered as extra care cannot be regarded as short term accommodation. This will be considered on a case by case basis by the panel. Alternative housing would be allocated accordingly through the general Allocations Policy
- 7.9 Where a case is presented to the allocations panel and there are no available homes at Hare Hill, the panel can agree that the applicant is placed on the waiting list for future vacancies and be advised on other housing options.
- 7.10 Should the individual case manager (or agreed person in their absence) not attend the meeting, the panel may choose not to consider that individual for the vacancy.
- 7.11 In exceptional circumstances where an applicant has been identified as likely to require extra care provision, but a needs assessment has not been undertaken, the allocations panel can agree to make a provisional offer. This will be dependent on the needs assessment being completed before the tenancy commenced. The needs assessment must be completed within 5 working days of the offer being made and made available immediately to RBH and the care provider. If this does not happen within these time scales the offer will be withdrawn.
- 7.12 Should a home be available where there is no suitable applicant identified, the panel will be given three weeks from notice to make a suitable offer within the above criteria. After this time if there is still no one suitable

within the agreed criteria, the home will be let as a standard sheltered housing home with no care eligibility assessment being needed.

This will be considered by the allocations panel based on the RBC Allocations Policy.

- 7.13 Should a home become available because of an immediate or special circumstance, the notice period could be reduced to one week if transferring from an existing RBH home.

8 The Offer and Tenancy Commencement Process

- 8.1 Following the decision of the allocations panel, the successful applicant will be made the offer of the home. Following viewing and offer acceptance, the scheme manager will undertake sign up. If the offer is refused, the panel will consider the person who is second on the shortlist for the home.

9 The Right to Review Decisions

- 9.1 All applicants have the right to ask for a review of any decision made about their case, including the assessment of need and allocations decisions. The review will be undertaken by the Housing Access Manager. If an applicant is not satisfied with the response they are able to contact the Housing Ombudsman Service.

10 Customer Consultation

- 10.1 This policy has been developed in partnership between RBH and RMBC. RBH tenants have been involved in the development of this policy through the Sheltered Housing in Partnership (SHIP) Operations Group. The policy will be reviewed in consultation with the Services for All Customer Involvement Group.

11 Equality and Diversity

- 11.1 A full Equality Impact Assessment has been undertaken and the outcomes of allocations will be monitored closely for the impact on particular groups.

12 Review of the Policy

- 12.1 This policy, including any other related procedures will be reviewed annually in order to ensure its continued appropriateness and formally reviewed and submitted to the appropriate 'approving body' at least every three years.