



Knowsley Council

Extra Care Allocations Policy 2019

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TITLE	<p>Title: Extra Care Allocations Policy</p> <p>Publication Date:</p> <p>Document Type: Policy</p> <p>Version Number: 2.6</p> <p>Brief Summary: Extra Care Housing schemes are 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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POLICY DEPENDENCIES	<p>Link to other Council documents: Sub Regional Choice Based Lettings Allocation Scheme, October 2017. Knowsley Housing Strategy, 2016-2021. Strategy for Knowsley, 2016-2020. Extra Care Sufficiency Strategy 2016</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 Scheme apply.

3. Application Process

3.1. 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 Strategic Housing Service. Applicants will be asked to provide current information to confirm the circumstances of all household members before the application can be checked and assessed.

3.2. Property Pool Plus Assessment

- 3.2.1. 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 Allocation Scheme¹ for further information on this assessment process. Please note in

¹ <https://www.propertypoolplus.org.uk/content/About/OurPolicies>

addition to the local connection criteria for Property Pool Plus, to qualify for affordable rented Extra Care housing, applicants must have been living in the borough for at least 12 months previously. Applicants will be placed in a Housing Band according to their housing need. Those applicants who have more than one housing need, for example health need and overcrowding, will be placed in the Housing Band which affords greatest priority. Once an application has been assessed it will be categorised in one of the following Bands according to the relevant housing need that exists;

Band	Reason for Housing Need
Band A Urgent Priority	<ul style="list-style-type: none"> • Health/Welfare (Urgent) • Homeless (owed the main homeless duty with priority need) • Regeneration • Overcrowded (two or more bedrooms) • Homeless Relief and likely to be owed a Statutory Main Duty as priority need
Band B High Priority	<ul style="list-style-type: none"> • Health/Welfare (High) • Homeless Prevention (priority need) • Overcrowded (one bedroom) • Disrepair • Under-occupation
Band C Medium Priority	<ul style="list-style-type: none"> • Health/Welfare (Medium) • Homeless Relief/ Prevention (no priority need) • Homeless (intentional with priority need) • Living with family and friends)
Band D Low Priority	No assessed need and in employment
Band E No Priority	No assessed need and not in employment
Band F Reduced Priority	Reduced propriety status due to unacceptable behaviour; or rent arrears between 4 & 8 weeks gross rent

3.2.2. Within the Allocations Scheme document, there is further explanation of each sub band. Those relating to applicants who are considering applying for Extra Care are detailed below. Please note this is not a complete list of each sub-band and further information can be found in the Property Pool Plus Allocations Scheme document.

3.2.3. Band A - Health / Welfare (Urgent)

This will include but is not limited to:

- Applicants with severe long term health conditions causing substantial disabilities who are unable to enter or leave their home and are unable to access all the essential facilities (bathing/toileting and separate room for sleeping) in their current accommodation;
- Applicants with an exceptional welfare need, including severe incidents of violence where other temporary resolutions are not possible and where continued occupation of their current dwelling could place lives at risk;
- Applicants ready to be discharged from hospital or residential care where they are unable to access any essential facilities within their home;
- Applicants temporarily or permanently displaced from their accommodation through the intervention of Private Sector Housing/Environmental Health teams of the Scheme Councils using the Housing Act 2004 and/or 1985 to deal with Category 1 and/or 2 Hazards in the premises or Public Health legislation to deal with conditions which are prejudicial to health;
- Applicants temporarily or permanently displaced from their living accommodation through the intervention of Fire and Rescue Services using Fire Safety Legislation to deal with conditions which pose an imminent risk to occupiers' safety;
- Households containing serving or former members of the Armed Forces or Reserve Forces who need to move because of a serious injury, medical condition or disability sustained as a result of their service;

3.2.4. **Band A - Regeneration**

This will include residents being displaced as a result of their home being included in a Regeneration Area for clearance or redevelopment by the Scheme Council or by a scheme Landlord in partnership with the Scheme Council. Only those schemes approved by the Scheme Council will be included in this Sub-Band.

3.2.5. **Band B - Health / Welfare (High)**

This will include but is not limited to:

- Victims of harassment, domestic abuse, victims of hate crime who need to move a significant distance to remove the risk;
- People with a severe long term health condition that causes a permanent and substantial disability who are unable to enter or leave their home or are unable to access one of the essential facilities(bathing/toileting, food preparation/kitchen and separate room for sleeping) within their home;
- Applicants living in an area/community that has a serious detrimental effect on their mental health issues;

3.2.6. **Band B - Under-occupation**

Applicants who are tenants of Scheme Landlords in the Scheme Area who are under occupying their present home. The priority is given for a move to suitable accommodation for example single applicants or couples under-occupying a 3 bedroom property would normally be expected to move to a property they would fully occupy.

3.2.7. **Band C – Health / Welfare (Medium)**

This will include:

- Applicants whose long term health condition is made worse by their living conditions;
- People whose relationship has permanently broken down and who have to leave a shared home;
- People who need to move to a particular locality to give or receive care or support;
- Applicants from hostel or supported accommodation where funding is not provided by adult social services or other Council commissioned services.

3.2.8. Please note in line with the overarching Property Pool Plus Allocation Scheme, if this scheme is reviewed and subsequently the above banding is amended, the new banding will supersede that detailed above.

3.3. **Sheltered Accommodation**

Following their Property Pool Plus registration, assessment and banding, applicants will be guided to consider 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 will be provided with a Sheltered Accommodation leaflet containing an up to date list of schemes and relevant contact details to explore this option. 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.

3.4. **Extra Care Eligibility**

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:

3.4.1. Local Connection

In order to access affordable rented Extra Care Housing within Knowsley the applicant must demonstrate a local connection. For the purpose of demonstrating an Extra Care local connection, an applicant must have been living in the borough continuously for the last 12 months.

3.4.2. Age

The applicant must be aged 55 or over (any partner should be aged 50 or over).² Age will be the initial qualifying criteria, however, someone below this age with for example a long term disability or considerable care needs may be considered. Couples are eligible to apply where one or both meet the criteria.

3.4.3. Support or Housing Needs

All applicants must meet at least one of the following criteria:-

- A support and / or care need as identified by an Adult Social Care assessment
- A housing need as identified through the Property Pool Plus application,
- Are 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 health³;
- Require assistance with their daily living tasks and / or personal care as identified by an Adult Social Care assessment;
- Have care and support needs due to a range of difficulties or disabilities as identified by an Adult Social Care assessment; or
- 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.

3.5. Extra Care Application Form

3.5.1. To apply for Extra Care housing applicants are required to complete an Extra Care Application Form. During this process the applicant will be asked questions to ascertain their eligibility for Extra Care, please see section 3.4 for further information on eligibility criteria. At this point the applicant will be required to submit supporting information such as Adult Social Care assessments, hospital discharge plans, mental health assessments etc. If an applicant has identified they do not currently have a care package in place, however they do have care needs they will be asked to provide details of how this need is currently being met. For these applications an Adult Social Care Assessment will be required before their level of need can be determined. During this time an applicant's application will continue to be assessed and if successful they will be placed in the 'low' care needs banding pending the outcome of the Social Care

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.

Assessment, at which time they may be moved into the 'medium or high' care needs banding.

3.5.2. Please note all assessment must have been completed within the last 12 months to be classed as current. If the assessment(s) provided were completed outside of the last 12 months, an up to date assessment will need to be undertaken. As above, in these circumstances an applicant's application will still be assessed and if successful they will be placed in the 'low' care needs banding pending the outcome of the new assessment.

3.5.3. If it is stated on the application form that there are 'known risks that the applicant may present to others', then a full risk assessment must be completed on-line and should be submitted as part of the application process. In these instances the referring officer will be asked to attend the panel meeting to present the case to the attendees for discussion, before the final decision of the application can be made.

3.5.4. 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.

3.5.5. 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 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 is required
- Establish why a flat with full adaptations is required (input from an Occupational Therapist will be required to determine this need)

3.5.6. 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.

3.5.7. First/Second Floor Priority

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

3.6. Assessment of an application

Applications will be assessed based on the eligibility criteria in section 3.4 by the Chair of the Extra Care Panel. Please see section 7 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 an individual has complex needs or where a risk assessment for the 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.

3.7. Successful Applications

Where applications have been assessed as successful for Extra Care housing, the applicant will be awarded a Care Needs Profile, see section 4 for further information. Their Care Needs Profile along with their Housing Banding will determine an applicant's priority status on the waiting list of the scheme 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.

3.8. Unsuccessful Applications

Where applications have been assessed as unsuccessful, applicants have the right to a review of their decision. Please see section 9 for more details on the process for reviews.

3.9. Change in circumstances

If an applicant's circumstances change it is their responsibility to inform the Chair of the Extra Care Panel promptly via e-mail, in order that their application can be reassessed. Examples of changes of circumstances could include:

- 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 hours 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.

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 Chair of the Extra Care Panel of any changes to their contact details as this may affect the ability to contact them.

3.10. Care Needs Assessment & Registered Provider Assessments

For successful applications, following notification to the applicant, the Care Provider and Registered Housing Provider will complete their relevant assessments. The Care Provider will undertake a Care Needs Assessment to determine the level of care required for the particular scheme 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 the applicant has been awarded the highest preference for.

4. 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.

4.1. Age Threshold

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 qualifying factors such as, mental health, physical and learning disabilities.

4.2. 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 can be seen 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

4.3. 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 balance of community is shown below:

- 30% of residents with a housing only⁴/ or low care needs
- 40% of residents who have moderate care needs
- 30% of residents who have high care needs

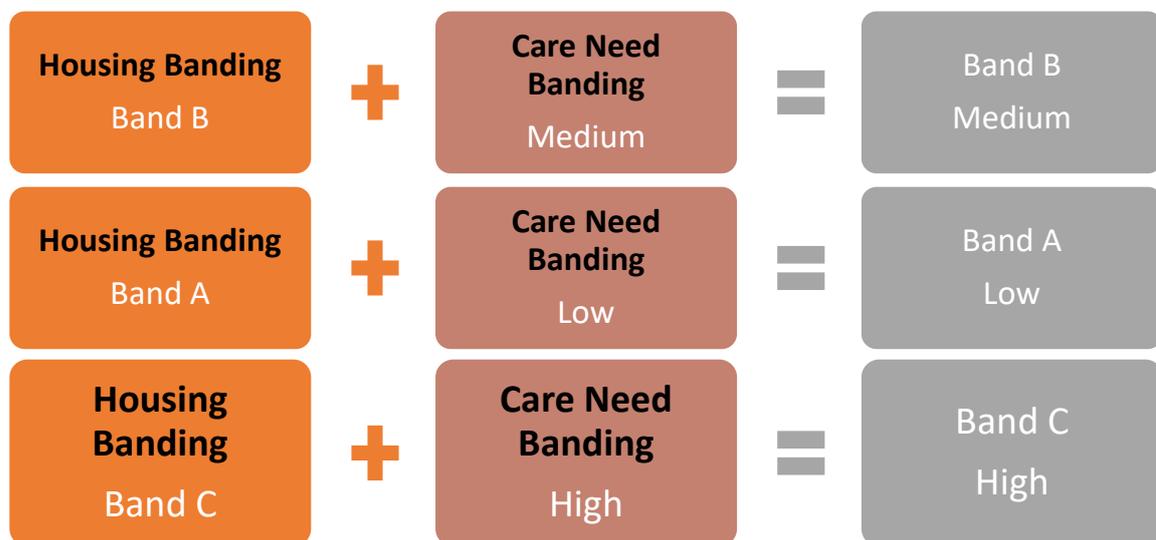
Whilst the Panel should endeavour, wherever possible, to maintain a balanced community within the scheme, there may be occasions where the balance is shifted slightly towards one level of care needs. This could occur due to residents care needs increasing over time whilst they live in the Extra Care Scheme or conversely residents care needs decreasing due to the positive impact Extra Care is having on their health and wellbeing. 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.

4.4. Maximum Dependency/ Risk Assessment

If a resident requires care levels beyond the level that can be adequately met by an Extra Care Scheme, then 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.

5. Extra Care Banding

5.1. Following their Property Pool Plus Application and Extra Care Application, successful applicants will be awarded an overall Extra Care Banding incorporating their housing banding and care need banding. A few illustrative examples of this extra care banding are as follows:



⁴ These residents may include those with mental health difficulties who do not require a physical package of care, but would vastly benefit from living in an extra care scheme e.g. those with agoraphobia who would be able to access the activities in an Extra Care Scheme without having to venture outside which would have a positive impact on their health and wellbeing.

5.2. 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 Urgent Priority	<ul style="list-style-type: none"> • Health/Welfare (Urgent) • Homeless (owed the main homeless duty with priority need) • Regeneration • Overcrowded (two or more bedrooms) • Homeless Relief and likely to be owed a Statutory Main Duty as priority need
		Band B High Priority	<ul style="list-style-type: none"> • Health/Welfare (High) • Homeless Prevention (priority need) • Overcrowded (one bedroom) • Disrepair • Under-occupation
		Band C Medium Priority	<ul style="list-style-type: none"> • Health/Welfare (Medium) • Homeless Relief/ Prevention (no priority need) • Homeless (intentional with priority need) • Living with family and friends)
Medium	7.25 – 15 hours	Band D Low Priority	<ul style="list-style-type: none"> • No assessed need and in employment
		Band E No Priority	<ul style="list-style-type: none"> • No assessed need and not in employment
Low	0 – 7 hours	Band F Reduced Priority	<ul style="list-style-type: none"> • Reduced propriety status due to unacceptable behaviour; or rent arrears between 4 & 8 weeks gross rent

6. Nominations

6.1. The Nomination Process

Knowsley Council has 100% nomination rights in perpetuity for all rented and shared ownership accommodation in the borough's Extra Care schemes. This is to ensure that Knowsley 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.

6.2. Allocations into Individual Schemes

Knowsley Council will be able to make nominations for all Extra Care Housing schemes to our Registered Provider partners who manage the individual schemes. 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. 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. 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 9 for further details on reviews of decisions.

7. Number of Offers

7.1. The Extra Care Allocations Policy promotes choice to applicants by enabling them to choose the scheme they wish to be considered for and express preference for the type of property and floor the property is on. Therefore, there is an expectation that applicants will only apply for the Extra Care Schemes they are genuinely interested in. Applicants can visit the Extra Care Schemes they are interested in prior to submitting their application.

7.2. In order to be as fair as possible to all applicants, the number of offers an applicant can refuse is limited to one. Applicants who refuse an 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 would not affect the applicant's primary housing application through Property Pool Plus and the applicant would continue to qualify to seek alternative housing through this.

7.3. 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:

- Applicant is in hospital or awaiting hospital treatment;
- Applicant has recently suffered bereavement;
- Other reasons which will be considered on an individual case basis.

7.4. 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:

- 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 3.6;
- Refusing a specific property because it does not have patio doors into the garden, when they do not have a need for this specific requirement as detailed in section 3.6;
- 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 which will be considered on an individual case basis.

8. Extra Care Housing Panel

8.1. 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.

8.2. 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.

8.3. The Chair of the Extra Care Housing panel will receive all administration relating to rented or shared ownership 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 the Chair of the Panel will complete the assessment and issue the decision letter to the applicant and/or referrer.

8.4. Further information on the Extra Care Panel can be found at appendix 1 in the Terms of Reference.

9. 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.

10. Review of Decisions

10.1. Applicants have the right to request a review of the decision made by the Extra Care Housing Panel and on decisions not to nominate to Extra Care Housing schemes.⁵ Reviews of decisions will be about the decision rather than the process. In the interest of fairness and transparency this policy offers applicants a two stage review process. 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.

10.2. Stage One

The review will be carried out by an appropriate Senior Manager 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.

10.3. 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 Senior Commissioning Manager 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 a Senior Manager 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.

10.4. Further Redress

If applicants are still dissatisfied then they may 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 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.

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.

11. Complaints

- 11.1.** 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.
- 11.2.** 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. Complaints regarding decisions taken by Registered Provider's not to accept individual nominations must be made directly with the relevant Registered Provider of the scheme.

12. Nomination Process for Extra Care – Shared Ownership

- 12.1.** 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.
- 12.2.** KMBC can nominate people for the shared ownership apartments up to eight weeks from the start of the sale and marketing process.
- 12.3.** 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.
- 12.4. 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 Extra Care Nominations Policy as set out in section 3.4.

13. 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 administer 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 complete the assessment.
- 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 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 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)
- A representative from the Care and Support Provider for the scheme being considered (Voting) All there
- A representative from the Registered Provider 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 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

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 following the Extra Care Allocations Policy.

1.8 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.

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
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