

Brookside Extra Care Housing Scheme Ormskirk **Sales and Lettings Framework**

1.0 Introduction

1.1 The Brookside Extra Care Housing Scheme will provide a range of services for the older people of West Lancashire. It will consist of 111 extra care housing apartments and will operate as a hub for integrating health, social care and housing support services for both residents and people in the local community. The services at Brookside will include:

- a 24/7 care and support service;
- a health and wellbeing centre and allied services;
- education, activity and recreational services;
- an information and advice service;
- dementia resource centre, including enhanced day care; and
- memory assessment and diagnosis, community outreach, dementia adviser and peer support.

1.2 Brookside will cater for all levels of physical ability from the fully able to the very frail. It will also offer specialist health, care and support services for older people with dementia. It will seek to offer a home, for as long as a resident's social care and health needs can be supported in that environment, by providing facilities which transcend disability backed up with flexible services which can be adapted to meet individual need.

1.3 The partners - Lancashire County Council, NHS Central Lancashire, West Lancashire Borough Council, Arena Housing Group and Arena Options - all agree that our aim will be to promote a balanced and inclusive community which will reflect both age profiles and the ability levels of individual residents. The target set in the agreed project plan is to aim for a balanced community of high, medium and low 'dependency'.

1.4 Our experience has shown that early pre-allocation can enable residents to start to form a community prior to moving in and help them to take ownership and participate in shaping the scheme.

1.5 In considering applicants, it is clear that if we wish to maintain a balanced community then vacancies will not necessarily be offered to the person with the greatest care and support needs or to those who have been waiting the longest. If care resources are already fully deployed, it will be important to fill any vacancies with people with lower care and support needs.

2.0 Joint Allocation Procedure

2.1 The aims of the Sales and Lettings Procedure will be:

- to allow the partners to consider the housing, care and support needs of applicants;
- to ensure we create and maintain balanced communities in each complex; and
- to promote efficient and effective management of the accommodation and fill vacant properties with the minimum delay.

2.2 A Sales and Lettings Panel will be established to include representatives from:

- Lancashire County Council;
- NHS Central Lancashire;
- West Lancashire Borough Council; and
- Arena Housing Group.

2.3 West Lancashire Borough Council will host a pool of applicants for Brookside based on the dependency profile agreed by the partners. This pool will be subject to at least one review each year.

2.4 In selecting residents, the Sales and Lettings Panel will have regard to a number of factors including:

- age (ensuring an appropriate age profile) - aimed at older people aged 55 or over who have a local connection to West Lancashire;
- health, care and support needs (as defined by a Community Care Assessment) - a mixed need community which through careful management of nominations will aim to achieve a mix of a third with low needs, third medium needs and third high needs;
- their fit to the required resident profile - including older people with a Learning Disability and older people with a dependant under 55 who has a learning disability;
- the suitability of current accommodation; and
- family circumstances.

2.5 Arena Options has the right to final approval of all sales and lettings in order to comply with the requirements of its charitable status.

2.6 The Sales and Lettings Panel must ensure that the occupancy level averages 98%. Where the average drops below this level, Arena Options reserves the right to make sales and lettings in line with the eligibility criteria to ensure occupancy levels reach 98% or above.

2.7 The Sales and Lettings Panel will endeavour to fill any vacancies in one week. Procedures will be put in place to ensure this can be achieved through managed pools, pre-assessments etc.

3.0 Sales and Lettings Guidance

3.1 Our general guidance for extra care housing is as follows.

3.2 Applicants must normally be 55 or over. Couples will be eligible where one or both meet the criteria.

- 3.3** Applicants with a care need will receive a community care assessment and will be placed into a low, medium or high dependency banding.
- 3.4** All applicants will receive equal treatment regardless of sex, sexual orientation, race, colour, disability, health, economic circumstances, religion or ethnic origin.
- 3.5** Applicants will have a housing and support need and/or a care need. For those in housing need, we have a priority system.

Where applicants have a housing and support need:

- 3.6** Priority A covers situations where the applicant's health and well-being or safety is at risk. This category would cover the following situations:
- if the property is in serious disrepair;
 - if the home is unsuitable due to medical circumstances (severe);
 - if the applicant cannot access their bathroom/toilet or bedroom because of poor mobility (part of award on medical grounds);
 - if the applicant is a victim of violence or is being subjected to serious harassment,
 - there is overcrowding (severe);
 - if the applicant has been left in occupation of a West Lancashire Borough Council tenancy;
 - if the applicant is under occupying a West Lancashire Borough Council tenancy;
 - if the applicant has multiple needs.
- 3.7** Priority B covers situations where property conditions are unsuitable or access to essential facilities are limited or not entirely suitable. This might include:
- if the home is unsuitable due to medical circumstances
 - if the applicant is homeless, living in temporary accommodation, living in an unsuitable mobile home or similar structure;

- if the applicant does not have an indoor bathroom or toilet;
- if the heating is inadequate or non-existent;
- if the property is damp;
- if the bathroom/kitchen facilities are shared;
- there is overcrowding;
- bathroom/kitchen facilities are accessible but with difficulty due to mobility problems (part of award on medical grounds);
- if the applicant is a victim of violence or is being subjected to serious harassment, or has been a victim of burglary or vandalism; (part of award on social welfare grounds)
- if the applicant is lonely or isolated (part of award on social welfare grounds)
- if the applicant needs to move closer to your family to give or receive support
- if the applicant needs to move for hardship, employment or financial reasons

3.8 Priority C covers situations where the applicant's home is generally suitable but they would benefit from the safety, support and social interaction available in the extra care scheme. This might include:

- if the applicant has been assessed as intentionally homeless;
- if the applicant has been assessed as homeless without a priority need;
- if the applicant was originally awarded band A or B but have refused three properties;
- if the applicant was originally awarded band A or B but has stated they are not ready to move;
- if the applicant has been assessed as homeless and refused an offer of accommodation.

3.9 Priority D might include the following situations:

- You own a mobile home on a residential site
- You want accommodation but don't have a housing need
- You are a secure council or housing association tenant with no other housing need

- You are privately renting and have a tenancy of longer than 12-months
- You have had reduced priority awarded to your application
- You gave up a secure property within the 12-months before your application without a good reason for doing so

3.10 The length of time the applicant has had to contend with unsuitable housing will also be taken into account in assessing the application. WLBC prioritise applicants within Bands by date they were placed into the band i.e. date became in housing need.

Where applicants have a care need:

3.11 The following set of circumstances may apply:

- the allocation will be offered to an applicant whose needs match each vacancy as it arises to maintain a balanced community;
- care needs cannot be met in the applicant's current home and either the applicant will have to remain or be admitted to residential care. Within this group priority will be given to those for whom the extra care housing is the most suitable alternative;
- care is being provided in the applicant's home but does not fully address their needs and re-housing to the extra care housing scheme would provide a better quality of life; and
- applicants are receiving care in their homes which address their needs but they would benefit from social integration provided by the extra care setting.

4.0 Succession

4.1 Rented - If a couple holds a joint tenancy and one of them should die, the tenancy automatically passes to the remaining partner (provided they are living in the property as their main home at the time). If a close relative has been living there for at least 12 months, s/he may have the right to take over the

tenancy if the tenant dies, providing they are a qualifying person. This 'right of succession', as it is known, can only happen once.

4.2 Sales/Shared Ownership–Assignment provisions are incorporated in the sales documentation.

5.0 Dementia

5.1 Applications for the extra care apartments will be accepted from individual applicants who may be in the early stages of or have a new diagnosis of dementia, but who will still be able to make relationships, function within a daily routine, have some knowledge of their surroundings, and will benefit from moving to Brookside.

5.2 Applications for the extra care apartments will be accepted from couples where one has more advanced dementia and where, without the support the Brookside team provides, it would be likely that the couple would be separated.

5.3 Arrangements for applications for any 'specialist' dementia housing – will be agreed between the partners if this service is to be commissioned.

6.0 Sales and Lettings procedure- first allocations

6.1 West Lancashire Borough Council will hold the pool for applicants and this will be reviewed annually. Dependency profiles for the scheme will be agreed between the partners.

6.2 Any eligible applicants affected by potential decommissioning / demolition plans within West Lancashire will be a high priority

6.3 The Sales and Lettings Panel will start to meet some 6-8 months before scheme completion and make decisions about selection.

7.0 Sales and Lettings procedure- Relets

- 7.1** West Lancashire Borough Council will continue to hold the pool for applicants and this will be reviewed annually. Dependency profiles for the scheme will be agreed between the partners.
- 7.2** Any eligible applicants affected by potential decommissioning / demolition plans within West Lancashire will be a high priority
- 7.3** When a vacancy arises, Arena Options will notify the details to members of the Sales and Lettings Panel (date when tenancy will end, number of bedrooms, which floor, any special adaptations etc.) together with a view of the profile of the prospective resident needed to maintain a balanced community.
- 7.4** Up to three potential tenants will be identified and the Panel will select the most appropriate applicant. Arena Options will offer the vacancy within a week, with the remaining two acting as reserves. Meetings will be chaired by a member of the Panel on an annually rotating basis.
- 7.5** Arena Options will arrange a viewing of the accommodation. Applicants will have 7 days after viewing to accept the offer and agree to sign the tenancy agreement. In the event of refusal, Arena Options will make the offer to the next individual on the reserve list until accepted.

8.0 Approach to shared ownership/sales applicants- initial release of accommodation.

(The Government 'Homes and Communities Agency' has agreed to allow between 25 and 40 units to be available to eligible applicants who wish to retain equity through shared ownership or sales options. Due regard will be given to HCA guidance on matters of affordability.)

- 8.1** As with the process with letting rented accommodation, it is important that the process put in place for shared ownership/sales properties creates and maintains balanced communities and allows for the effective management of the

accommodation.

8.2 Applicants will have to meet the minimum age criteria.

8.3 Priority will be given to older people:

- whose care and support needs meet the dependency profile agreed by the County Council, the Borough Council, the NHS Central Lancashire and Arena;
- who have links to the locality;
- whose accommodation is unsuitable and does not meet their needs; and
- who can complete the sales process and move in within the required timescales.

8.4 Shared ownership arrangements will allow applicants to acquire an equity share up to a maximum of 75% and pay a rental on the balance.

9.0 Resale of Shared Ownership/ Sales Properties

The lease between Arena and shared owners/ leaseholders, together with a purchaser information pack, will detail the arrangements.

10.0 Review of the Sales and Lettings framework

The sales and lettings framework will be reviewed annually by the partners.

11.0 Appeals

The Appeals process will be to the chair of the Joint Assessment Panel, whose decision will be final, via Arena Housing Group's complaints procedure. Details of appeals and findings will be shared between the partners.

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