

JOINT NOMINATION PROTOCOL FOR EXTRA CARE SCHEMES.

1. Introduction

Derby City Council working with Housing Providers in the City seeks to create and maintain sustainable communities that support older and disabled people in the city's Extra Care Housing (ECH) schemes. The partners in the nomination process are:

These ECH Providers:

- Housing 21 – Sunnyfield Court and Handyside Court
- Sanctuary Housing - Greenwich Gardens
- The Retail Trust – Cedar House
- Derby Homes – Parkland View

The Council:

- The Operational Lead for Extra Care (or appointed deputy) OLEC and
- Market Manager for Extra Care (MM) from the Commissioning Team for Adults

The Council and Housing Providers will review this protocol annually or as circumstances necessitate to consider changes in legislation, Government policy, Local Government reorganisation and good practice. This protocol replaces the earlier procedure, reflecting changes in legislation and increased use of IT to support communication between the partners.

2. Approach to leasehold/shared ownership properties

This protocol focusses on rental properties. The Council will assist Housing Providers in identifying potential leaseholders promoting extra care services to people who may be interested in this option.

The Housing Manager will provide early notice to the Care Team that there may be a new shared ownership resident moving into the scheme. The Care Team will provide information to the Housing Provider about the services that they provide. The Housing Manager and Care Team Manager will ensure that potential new leaseholders are aware of how onsite services are arranged.

3. Creating a Community

The aim of extra care is to create a community in each scheme where older people stay independent for as long as possible but have ready access to care and housing related support. To achieve this, each ECH scheme will need to contain people with a mix of care and support needs. Social care support will only be available in line with the Care Act 2014 and Fairer Charging Policies.

4. Eligibility Criteria and Tenant Profile

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All Residents are normally expected to be aged 55 or over. There will be circumstances in which younger adults with disabilities would be suitable for an ECH scheme, but these would be the exception rather than the rule. The Council's OLEC will examine such situations on a case by case basis in conjunction with Extra Care Service Provider.

People with one or more of the following care and support needs will be considered for potential nomination by the Council: -

- Would benefit from a safe environment and housing support to help them continue living in the community.
- Are frail or physically disabled.
- Suffer 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 this setting.
- Exhibit some cognitive dysfunction, possibly with short term memory loss and some disorientation.
- Having a degree of learning disability.

In addition, applicants may have an informal carer who would derive considerable relief and support from a move into extra care. Couples are eligible to apply where one or both meet the criteria set out in the eligibility criteria above.

Although the accommodation is not suitable for larger households, a dependent adult relative with a disability could be included in two-bedroom accommodation with a couple, subject to conditions within the tenancy agreement offered by the Housing Provider of that particular extra care scheme.

5. Exclusions

Generally, people whose needs exceed those which can be met in residential care will not normally be nominated for accommodation in one of the ECH schemes. An applicant should not have, based on medical or other professional opinion, on entry to the ECH scheme (or be predicted on the basis of such opinion, to develop within a short time of entry):

- A level of physical or mental frailty exceeding that can reasonably be met by the care and support provision within an ECH 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 would include, for example, people who are persistently wandering or physically aggressive.

6. Prioritisation of Nominations by Council

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Applications will be considered by OLEC in line with the requirements of the Care Act 2014. Therefore, it is anticipated that applications will come because of one of the reasons below:

- a) People who have an urgent need for re-housing because of their high care needs, and who would otherwise need residential care.
- b) People who have had an assessment that indicates Extra Care would reduce ongoing care needs.

The following factors (listed in priority order) should be considered when prioritising potential tenants: -

- i. Fit to identified tenant criteria for the vacancy
Including any specific eligibility criteria that is agreed as specific to the scheme eg Retail Trust and the requirement for residents to have links to retail sector.
- ii. Risk of otherwise requiring residential care
With people in this category being prioritised according to the likelihood and imminence of this risk
- iii. Potential of ECH reducing care needs as identified by their social care assessment
With people in this category being prioritised according to the degree of reduction that was likely

7. Prioritisation of applications by Housing Providers

Housing Providers will consider:

- i. Accommodation needs,
- ii. Tenancy history as part of the housing assessment
- iii. Other relevant circumstances as appropriate

Housing Providers will update OLEC/MM of reasons for rejection to inform future nomination processes.

All parties will support ineligible applicants to find alternative housing options by referral to other accommodation and/or support services eg Derby Housing Options service.

8. Nominations Process

The process will be regularly reviewed to ensure a smooth process that minimises potential void properties and loss of rental income. The full process is as follows.

- a) On an ongoing basis social work teams will be identifying potential applicants as part of carrying out social care assessments. If the social care assessor (key worker) identifies that extra care would be suitable they will provide OLEC with an extra care expression of interest (EOI) form and a copy of the assessment. If no vacancies are currently available for these potential applicants, then applicants and social care

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staff will discuss alternative care and support options, and their details will be kept for consideration if a vacancy arises in the future.

- b) The Housing Provider will notify OLEC of any vacancies in rented accommodation once notice has been served by or on behalf of a tenant, within one working day. The date of receipt of this e-mail by OLEC will be regarded as the start date for monitoring the nomination process. (E-mails received after 4pm are to be treated as received on the next working day.)

Housing Providers will also notify OLEC if they are aware that any vacancies are likely to arise within the next 2-3 weeks. Early notice will assist in identifying potential applicants.

The notification will include details of accommodation (e.g. date on which the tenancy will end, floor on which it is located, number of bedrooms and any special adaptations that are to remain in place).

- c) OLEC will email details of nominated person/s to Housing Provider contact within three days.
- d) The Housing Provider will contact the nominated person/s to complete their housing assessment.
- e) Once an offer is made, the Housing Provider will arrange for the potential tenant or their representatives to view the accommodation.
- f) The potential tenant must decide whether they will accept the offer within a maximum of three working days of the offer being made. If the offer is not accepted within that time the Housing Provider may withdraw the offer and contact the second applicant, or re-contact OLEC who will provide alternative nomination within three working days.

Housing Provider will keep operational lead updated with progress of placement, to support OLEC to:

- i. if required, offer social work support for the applicant in the housing assessment process
- ii. the early identification of potential alternative applicants
- iii. begin the process of setting up the contract for the applicant with the onsite Care Service Provider

When an offer is made, the Housing Provider will contact the onsite extra care team to inform them of the potential new Resident and ensure any care that is required is available and ensure a smooth transition to extra care when a new Resident moves in.

- g) If no suitable tenant is identified by the OLEC/MM within 12 working days of initial notification of vacancy, the Housing Provider will:
 - i. let the unit directly to any suitable person meeting the minimum age criteria and site-specific criteria where any apply
 - ii. inform the OLEC that the vacancy has been filled.

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The Market Manager will coordinate discussion between Partners to review the placement process and identify any actions required to prevent re-occurrence

- h) Once a move in date is confirmed the Partners will coordinate setting up the tenancy and support arrangements:
 - i. The Housing Provider will arrange for the Resident to sign the tenancy agreement and be liable for rent and service charges from a date agreed with Housing Provider.
 - ii. The onsite Extra Care Service Provider will work with the new Resident to set up any appropriate care package for Planned Home Care and/or for the 24/7 Emergency Response service.
 - iii. Key worker for the Resident will initiate all actions required to set up a new Individual Agreement working with the Council's Brokerage Team.

9. Appeals and Complaints

Complaints about the process will be managed jointly by the partners, with the:

- Council taking the lead on concerns and complaints about the nomination process
- Housing Provider taking the lead on complaints about the housing assessment process

10. Maintaining Tenancies

Every reasonable effort will be made 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 accommodation with deteriorating physical or mental frailty will be able to maintain their tenancy as long as care and support 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 Council in advance. All Partners will then work with the Residents and their circle of support to agree a mutually acceptable solution.

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 requirements of the scheme, and being under 60 years of age, that person would usually be required to move to a more suitable property, if this is appropriate. If this situation arises the Housing Provider will discuss their plans for how this situation would be managed with the OLEC and Market Manager. If required, the Housing Provider will offer reasonable assistance in finding suitable alternative accommodation with support as appropriate from the Council.

Anti-Social Behaviour (ASB) - Extra Care housing is designed to offer a safe, private and secure environment. This Joint Nomination Policy aims to **create communities where people are happy to live. While most Residents and their visitors will get on well with their neighbours, sometimes problems occur. The Council is committed to supporting our Housing Providers**

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who should identify and tackle problems at the earliest opportunity to stop them becoming more serious, keeping the Council informed of their actions.

The Housing Provider will take all reports of ASB, harassment/hate crime and domestic violence very seriously and work closely with other agencies to tackle it. In the majority of cases, instances of ASB can be resolved without taking legal action. Where it is determined to terminate or not to renew a tenancy due to ASB, the Housing Provider should liaise with the *Housing Options Team* at the earliest point possible to identify and meet the tenants future housing needs wherever possible.

Extra Care Referral and Nomination Process

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