



<b>Bridgewater Housing Association Policy</b>	
<b>Policy name</b>	Allocation of Extra Care Housing Policy
<b>Policy category</b>	Housing Services (HS)
<b>Policy number</b>	HS01
<b>Date adopted</b>	May 2018
<b>Last review</b>	N/A
<b>This review</b>	February 2025
<b>Next review</b>	February 2028
<b>Equalities impact assessment required</b>	Yes
<b>Links to other documents</b>	HS12 Common Allocations Policy HS05 Estate Management Policy HS16 Customer Engagement Strategy
<b>Consultation</b>	Yes

**This policy is available to the public on the Association’s website. Copies are also available on request and free of charge from the Association. This policy can also be provided in large print, braille, audio or other non-written format and in a variety of languages, on request.**

## **1 INTRODUCTION**

Bridgewater Housing Association (BHA) owns and manages around 850 rented properties and provides services to over 2000 owners in Renfrewshire, predominately in Erskine. We have 2 Extra Care Housing Developments in Erskine - Robertson House in North Barr and Clayson House in Bargarran.

The development at Clayson House has 20 units and Robertson House has 26.

## **2. PURPOSE**

- 2.1 The purpose of this policy is to set out our approach and how applicants will be assessed and selected for vacant properties in our Extra Care Developments.
- 2.2 The Allocation of Extra Care Housing Policy sets out who we will let our houses to, and how allocations will be achieved. Our aim is to comply with all relevant legislation and good practice in the allocation of our extra care housing to achieve positive outcomes for older people, who wish to move to this type of housing with support.

## **3. PRINCIPLES**

- 3.1 We are committed to the provision of housing for older people so that they can continue to live independently in their own home, with any care and support that they need coming directly to them.
- 3.2 We recognise that there is an unmet demand for extra care housing throughout Erskine and because of this, housing will be allocated on the basis of demonstrable need.
- 3.3 We will ensure that staff, board members and tenants are consulted on this policy document. In addition, we will ensure that staff are provided with appropriate training on this policy.

## **4.0 ALLOCATION OF EXTRA CARE HOUSING**

- 4.1 We recognise the importance of ensuring that extra care housing is available to those who most need it, and will hold a separate housing list for this type of accommodation.
- 4.2 We maintain an open housing list - applicants may apply for housing at any time and select the Development/s of their choice.
- 4.3 Applicants wishing to apply for extra care housing must qualify for this type of accommodation and meet the following criteria:
  - Be aged 65 or over, or in the case of joint applicants, at least one person must be aged 65 or over.
  - If an applicant has some other particular housing need which would be met through the allocation of extra care housing, exceptions to the age restriction may be made on a discretionary basis.

- Be in need of assistance with daily living activities and assistance with food preparation and personal care.
- 4.4 Where a joint applicant, or other person in the application, is significantly under 65 years old, and would therefore not meet the criteria for housing for older people, an offer of extra care housing may not be made which would include that person.
- 4.5 Our Allocation of Extra Care Housing Policy sets out the rules we follow to select people for our empty extra care properties. When we talk about allocating a house we are referring to the process of selecting people from our extra care housing list, offering them a house, and if they accept, signing a tenancy agreement with them.
- 4.6 This policy was initially developed in consultation with Renfrewshire Council Social Work Department/Renfrewshire Health & Social Care Partnership; a cross-section of our tenants and housing applicants; community groups, other landlords, agencies and stakeholders.

## **5. ASSESSING APPLICATIONS**

- 5.1 The assessment process for extra care housing is three fold:
1. Bridgewater staff will be responsible for determining that the criteria for extra care has been met.
  2. Renfrewshire Health & Social Care Partnership (RHSCP) staff will be responsible for assessing applicants' care and housing support needs.
  3. The Joint Allocations Panel will determine the overall priority to be given to individual applications.
- 5.2 All applicants will require to complete an Extra Care Housing Application Form. The form will enable applicants to describe their housing, care and support needs.
- 5.3 The criteria for extra care will be determined by Bridgewater staff in line with its Allocations Policy for general needs housing.
- 5.4 A copy of each application form will be provided to RHSCP so that an Assessment of Needs can be completed for each applicant. This assessment will enable applicants to be fully assessed to determine whether they need the level of care and support provided by extra care housing. This will inform each applicant's overall assessment.
- 5.5 In addition, assessments may be supplemented by input from other departments within Renfrewshire Council, such as, but not only, Community Alarms. All applicants will be informed whether they qualify for this type of housing, care and support.
- 5.6 All applicants will be informed in writing of the outcome of their assessment for extra care housing.

## 6. JOINT ALLOCATIONS PANEL

- 6.1 Although Bridgewater owns and maintains the extra care housing and successful applicants will ultimately be our tenants, we are not responsible for the provision of the care and support service, and have no control over the funding of this service. This is the responsibility of RHSCP.
- 6.2 A Joint Allocations Panel has been established, comprising representatives from Bridgewater and Renfrewshire Council - with input from Health professionals where possible. This Panel has responsibility for prioritising all applications and selecting applicants for all re-lets to the extra care developments. A Housing Officer or the Housing Support Co-ordinator will represent the Association on the Panel.
- 6.3 Bridgewater and RHSCP will work closely together to ensure full occupancy of the Developments, and will meet regularly to assess new applications.
- 6.4 All applications will be considered by the Panel. Void properties will generally be let to applicants with the greatest assessed need and capacity to benefit from the support available at the Extra Care Development. RHSCP will assess care and support needs and Bridgewater will determine the extra care criteria in accordance with its general needs Allocations Policy.
- 6.5 Applicants with no priority award will nonetheless have their care and support needs assessed, and may be considered for extra care housing based on their overall assessment.

## 7. PRIORITIES

The Panel will give priority to each application received. This will be based on the following criteria.

Priority for Extra Care Housing	Applicant's Needs
Priority 1+	Currently in hospital and cannot return home because current home is unsuitable for applicant's needs
Priority 1	<ul style="list-style-type: none"><li>• Current home is unsuitable: or</li><li>• Move to extra care housing will prevent a hospital admission; or</li><li>• At home, but care is breaking down, for example, likelihood that carer could go into care or require respite; or</li><li>• Unable to cook/prepare meals (in conjunction with other Priority 1 needs); or</li><li>• Has 4 or 5 visits per day from home care</li></ul>
Priority 2 +	<ul style="list-style-type: none"><li>• Unable to cook/prepare meals (in conjunction with other Priority 2 needs); or</li><li>• Has high personal care needs ; or</li><li>• Needs support to manage behaviour/has a cognitive impairment;</li></ul>

	<ul style="list-style-type: none"> <li>• High risk of falls</li> <li>• Socially isolated</li> </ul>
<b>Priority 2</b>	<ul style="list-style-type: none"> <li>• Unable to cook/prepare meals (in conjunction with other needs); or</li> <li>• Has high personal care needs; or</li> <li>• Has a cognitive impairment;</li> <li>• Requires other input from family or informal carers</li> </ul>
<b>Priority 3</b>	<ul style="list-style-type: none"> <li>• Has minimum personal care needs</li> <li>• Unable to cook or prepare meals - but can prepare snacks</li> </ul>
<b>Priority 4</b>	<ul style="list-style-type: none"> <li>• Can provide own meals</li> <li>• Has no personal care needs</li> <li>• Needs are being met where applicant currently lives</li> </ul>

## **8. ALLOCATION OF VOID PROPERTIES**

- 8.1 Where applications have been assessed and a property becomes available for re-let, RHSCP members of the Joint Allocations Panel will be contacted to select the applicant most in need of the service. This arrangement will also apply where more than one applicant has been awarded the same priority.
- 8.2 However, from time to time, the care and support service provided by RHSCP may be unable to fully support new tenants with high priority needs within the context of the overall number of approved hours of care delivered in the development. Therefore, in these limited circumstances, an applicant with a lower priority may be made the offer of housing following full consultation with Bridgewater staff. The reasons for such allocations will be fully documented.

## **9. OFFERS OF HOUSING**

There will not normally be any restrictions on the number of offers made and applicants/their next of kin or advocate will be encouraged to advise us of any changes in circumstances, which are likely to affect their application.

## **10. TRANSFERS**

We will maintain a transfer list for Extra Care Housing. Applications will be considered by the Joint Allocations Panel so that the reason(s) for moving can be fully addressed. Tenants may also wish to move to an extra care development out with Erskine and moves within Renfrewshire would be facilitated through the Panel.

## **11 RIGHT TO APPEAL**

- 11.1 Applicants have the right to appeal against decisions that we have made about their housing application.

- 11.2 If an applicant disagrees with any decision regarding his/her application – the priority given, the care and support service, or its funding - he/she may write to Home Care Manager at RHSCP, stating clearly the reasons for asking the decision to be reviewed. Once the decision has been reviewed, if the applicant remains dissatisfied, he/she can appeal to the Director of Social Work, with whom the final right of appeal lies.
- 11.3 Where the disagreement relates to the assessment of housing need, or an offer of housing, this will be referred to the Housing Services Manager, where the final right of appeal lies.

## **12.0 COMPLAINTS PROCEDURE**

Any tenant who feels aggrieved by their treatment under this Policy can ask for a copy of the Association's Complaints Handling Procedure, which is available on the Association's website or at our office. You also have a right to complain to the Scottish Public Services Ombudsman. The Complaints Policy details the way in which you can complain and the timescales for responding.

## **13. EQUALITIES COMMITMENT**

- 13.1 BHA aims to treat all customers with respect and professionalism and will ensure that this service is fair and accessible to all. Where tenants have any particular needs or requirements, BHA will do all that it can to ensure that its services are tailored to these needs.
- 13.2 This Policy will not be used to discriminate against any individual or household on grounds of race, religion, marital status, disability, age, sexual orientation, gender reassignment, political opinion, pregnancy, or maternity. BHA aims to promote equal opportunities and comply with the requirements of the Equality Act 2010.

## **14. DATA PROTECTION REGULATIONS**

The Association will treat personal data in line with our obligations under the current data protection regulations and our own policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Privacy Notice.

## **15. REVIEW**

This policy will be reviewed every three years, unless amendment is prompted by a change in legislation, operational requirements or staff feedback.