

North Yorkshire County Council Allocation Process

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North

Yorkshire County Council

Introduction

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Allocation Process History

- First introduced in 2004 in partnership with Hanover Housing for Hill View Manor, Knaresborough
- Felt we wanted a fair and equitable process to record and score applicants for the scheme
- The scoring process was based on NYCCs assessment process at that time and includes reference to applicants physical care and support needs, mental health, risk to physical health / safety , social support network and accommodation
- Alongside the scoring process we introduced a set on standard recording documents, which the housing providers are responsible for keeping up to date.
- Scoring process and associated documents have been revised and updated several times since 2004, most recently in Aug 2019.
- All housing partners, care providers and care and support team had in put into the recent updates.
- All extra care schemes, where we have input into the allocation process, use this process for allocations. It is also embedded into NYCCs procurement documents for any future schemes that are developed in North Yorkshire.

Allocations Panel

Allocation panel made up of representative from:-

- **Housing Provider, Scheme Manager**
- **NYCCs Housing Market Development Team**
- **Care Support Team Manager (NYCCs Assessment Teams)**
- **Home Care Manager/Registered Manager**
- **District Housing Manager (this can be variable across the 7 District and Borough Councils in North Yorkshire)**
- **All decisions around allocation are joint panel decisions, however the Housing provider has the final say**
- **Follow eligibility criteria, as outlined in any section 106s**
- **Look to achieve a balanced community within our own process**
- **Terms of reference for allocation panel**

Pre Allocation Process

- Start allocation process approx. 12 months prior to practical completion and continues with monthly meetings when scheme is operational
- Expect people to come view the scheme so they understand the concept of extra care
- Ensure that all applicants are given information about the scheme including rent, service charge, care cost, so they know what is included before they apply.
- Applicants are advised that they can have own care provider or use onsite care team
- Housing provider send out housing application and self-assessment – advise applicants to request care assessment from Local Authority to support application (including out of County applicants)
- All information logged onto expression of interest list/progress list (we do not call it waiting list, as each allocation is done on priority, not how long applicants have been on the list)
- All meeting notes are recorded along with outcomes and scores and placed in a priority order for allocation, 1st 2nd 3rd in each dependency level - H 10+ hrs of care pw/M 5-10 hrs pw/L 0-5 hrs pw)

Scoring Process

- PHYSICAL CARE AND SUPPORT NEEDS
- MENTAL HEALTH
- RISK TO PHYSICAL HEALTH / SAFETY
- SOCIAL SUPPORT NETWORK
- ACCOMMODATION

Current Lets			
Total Number of Units =			
Number of Short Stay / Respite / Step up / Step down units =			
High lets = 10+ hrs Target 30% of total units =		Medium lets = 5-10 hrs Target 40% of total units =	Low lets = 0-5 hrs Target 30% of total units
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
Care Hours Delivered Above =		Care Hours Delivered Above =	Care Hours Delivered Above =
		Overall Care Hours delivered Total =	
		Staffing Hours Total =	

Priority for allocation / Risk Score												
Name												
Care and Support needs												
Mental health												
Risk to Physical Health / Safety												
Social Support Network												
Accommodation												
Waiting Time												
Risk Score Total												
Dependency Level												
Priorities for allocation	Low				Medium				High			
	1				1				1			
	2				2				2			
	3				3				3			
	4				4				4			
	5				5				5			
	6				6				6			

Benefits of using this process


- Fair and equitable process for all applicants – everyone is scored against same criteria.
- Cuts down on void losses for housing providers as we always have an applicant ready to allocate to should a void come up for each dependency level
- Gives us a good indication of the dependency levels of people in the scheme and we can adjust the balance as required. (work on ratio of 30% H, 40% M, 30% L)
- Able to determine whether the on site care provider is able to deliver a care and support package or if we need to consider another provider.
- Ensure we are allocating applicants based on priority rather than how long they have been waiting
- From practical completion of the scheme – all units at The Cuttings were allocated

EXTRA CARE HOUSING APPLICATION FOR ALLOCATION PRIORITY CONSIDERATION

Alongside our standard process we also have an additional opportunity for our care and support assessment team workers to refer an applicant for extra care housing.

This is only used where there is an urgent need for some one who:

- has urgent housing or care and support needs, or**
- is at risk of being admitted to a residential care home or hospital due to them not being able to remain in their own home and extra care housing is deemed a suitable placement for them.**



Q & A

Thank you