

This factsheet explains what happens when you apply for a home in one of our extra care housing schemes. These homes are designed to help people stay independent for longer, with support and planned care available on site.

You may not be offered a home straight away – demand is high, and we often have a waiting list.

This guide explains how we assess applications, what we consider, and what to expect.

### **What is housing with extra care?**

Extra care housing is an alternative to residential care. It helps people stay independent in their own home while receiving planned care during the day. Planned care is delivered through an on-site care provider, commissioned by Lincolnshire County Council.

Each scheme includes self-contained apartments with extensive shared communal areas, and access to support from our Housing and Support team.

### **Who can apply**

To be eligible for our housing for older people schemes, you must:

- Be aged 55 or over and demonstrate a need for at least 1-hour personal care per week.
- Be eligible to live in the UK and able to prove your residency status.
- Have care and support needs that are difficult to manage in your current home.
- Use the additional services and setting provided by extra care housing.
- If you own a property, be willing to sell it and not transfer or rent it out instead.

### **What happens after I apply?**

We follow these steps to assess your application:

- We receive your expression of interest or referral.
- We confirm that you meet the basic eligibility criteria.
- We request an Adult Social Care needs assessment.
- We start our pre-tenancy assessment to explore your housing, care and support needs.
- If suitable, you will be added to the waiting list for your preferred scheme (s).
- When a vacancy arises, we complete the full pre-tenancy assessment with you or confirm it is up to date.
- We work with the care provider and Adult Social Care to decide who is offered the property, with the decision being made through a multi-agency allocation panel.

## How we prioritise applications

We assess applications using a banding system to group applicants. This helps us offer homes fairly, based on individual needs and the urgency of your situation.

### How our housing banding system works

We use the following criteria to determine the housing band.

#### Band 1 – High need

- **You are at immediate risk of harm or homelessness:**
  - You've been given notice to leave your home or are at serious risk of this.
  - Your current home is unsafe or unsuitable due to health or disability.
  - You need to leave due to domestic abuse.

#### Band 2 – Medium

- **You need to move for your health or independence, but the situation is less urgent:**
  - Your current housing affects your wellbeing or limits your mobility.
  - Your home lacks adequate heating, bathroom, or kitchen facilities.
  - You're unable to receive the care or support you need.
  - You need to be closer to family or other informal support.

#### Band 3 – Low

- **You're managing, but your current home doesn't meet your long-term needs.**
  - You may be under occupying, socially isolated, or planning for future needs.
  - You want to move closer to support networks, but you are currently managing.

### How our care needs band works

#### Band 1 – High care need

- More than 10 hours per week.

#### Band 2 – Medium care need

- Between 5 -10 hours per week.

#### Band 3 – Low care need

- Between 1 -4 hours per week.

## How our support needs band works

Band 1 – High support need

Band 2 – Medium support need

Band 3 – Low support need

Based on extent of health needs, speak to a member of our Housing and Support team for more details.

## When will I be offered a home?

We can't guarantee when you'll be offered a home, as it depends on availability and levels of need across the scheme.

We aim to maintain a balanced mix of residents at each scheme to ensure it functions safely and sustainably. Typically, we aim for:

- **40% with high care needs.**
- **40% with medium care needs.**
- **20% with low care needs.**

We also assess support needs separately – such as help managing your tenancy, finances, appointments, or daily wellbeing.

When a vacancy arises:

- We identify what **care and support profile is needed to keep the overall balance** (e.g. someone with low care but medium support needs).
- We look at all eligible applicants whose assessed needs match that profile.
- Applications are reviewed by a multi-agency allocation panel – including representatives of LACE, the care provider and Adult Social Care.
- If more than one applicant is suitable, we allocate based on:
  - Housing Band (greatest housing need).
  - Then effective date (how long the application has been active).
- Offer you a viewing of the property.
- Give you three working days to accept or decline the offer.
- Confirm the tenancy start date, which will be once the property is vacant and ready to let.

We may contact you to confirm or update your circumstances. It's important to let us know if anything changes that might affect your application.

## What else do I need to know before accepting a home?

We want you to feel fully informed about what's required if you're offered a home.

### Rent and payments

You'll need to pay **at least one month's rent in advance**.

Rent is due on the **1<sup>st</sup> of the month**, paid by **Direct Debit**.

If claiming **Housing Benefit or Universal Credit**, you'll need to **start your claim before your tenancy begins**.

### Pets

Pets may be allowed in certain schemes, depending on layout and safety.

Please speak to us or read our **Pet Ownership Factsheet** before making assumptions.

### Equality and diversity

We do not discriminate based on age, disability, ethnicity, religion or sexuality.

We aim to treat everyone fairly and make reasonable adjustments where needed.

### Appeals

If your application is declined or you disagree with your banding, you have the right to appeal. We will explain the reason for our decision and how the appeal process works. If you need help making an appeal, just let us know – we are happy to support you. This includes helping you understand your options, complete the appeal request, or provide supporting information.

Appeals should be made within **5 working days**.

Appeals are reviewed by a manager not involved in the original decision.

We aim to respond to all appeal requests within **5 working days**.

## People, Places, Partnerships in practice

Allocating extra care homes fairly helps us support those who need care, support and independence.

For **people**, it's about dignity, safety, and the right support at the right time.

In the **places** we manage, it ensures residents can thrive in settings that match their needs.

Through **partnerships**, we assess needs thoroughly and help people live independently for longer.