

LIVER CARE AND HOUSING (LCH)

Allocations Policy.

Approved by Board:	19 July 2025
Review date:	July 2028

1.0 Introduction

1.1 Liver Care and Housing (LCH) aims to provide good, quality, and safe homes. We transform lives by providing housing to individual vulnerable adults aged over 18 whomay need community care/support services because of disability (mental or physical), age or illness or who are unable to protect themselves from abuse, neglect, or self-neglect, because of a disability. The overall aim of the Allocations and Lettings Policy is to provide a framework for the equitable, effective, and accountable allocation of LCH's affordable housing stock to those persons in greatest need.

2.0 Compliance with Regulatory Standards

2.1 In accordance with the Regulatory Standards this policy aims to ensure that LCH:

- ensures the allocation of its social housing contributes socially towards vulnerable adults, as well as economically and demographically.
- let's its homes in a fair, transparent, and efficient way.
- considers the housing needs and aspirations of tenants and potential tenants.
- makes the best use of its available housing.
- contributes to Local Authorities' strategy for dealing with vulnerable adults and persons forced out of their homes as a result thereof.
- has clear decision making and appeals processes.
- promotes social inclusion.
- promotes and achieves equality of opportunity.

3.0 Nominations – general provision

3.1 Nominations from Local Authorities

3.1.1 The nominating local authority will undertake a full housing needs assessment of potential nominees and will then make nominations into LCH's properties. Each nomination will be accompanied by evidence of the nominee's need for temporary accommodation and LCH may request further information should it require it.

3.1.2 LCH shall review the nomination and decide whether to accept it. Should LCH refuse a nomination, it will give written reasons, therefore.

3.2 Nominations from other bodies

LCH has a small number of properties to let and so it is unlikely that it will be able to take additional nominations from other bodies. However, in the unlikely event that vacancies in its housing stock arise which cannot be filled by nominees from the local authority, LCH may seek nominations from other local authorities, local housing associations and/or other agencies. These will be referred to LCH for a full housing needs assessment and nomination following the same procedure set out in paragraph 3.1.2 above.

LCH took part in a tender process to become a member of the flexible purchasing system and is now on this framework.

This is a single, flexible, procurement framework which operates as a common, shared 'marketplace'. This is a single 'entry point' for the six councils to commission services and a single route for providers to supply services across the Liverpool City Region (LCR).

This referral process is another avenue of referrals from different local authorities, to access this system, highlight potential voids in LCH supported accommodation and approach LCH to refer an individual.

LCH has no need for and therefore will not operate a housing register as it will only service one main client group. This is a more effective and efficient method of operation.

LCH does not have properties suitable for couples or for a family as all are rooms intended for single occupancy. As such it will not accept nominations of either couples or families and does not offer succession rights to its properties.

4.0 Housing Needs Assessments

For nominations from local authorities the nominating local authority will carry out full housing needs assessments on all applicants for accommodation on behalf of LCH. The local authority must follow a specific process to determine the outcome of a housing needs assessment.

A social worker will determine Care Act 2014 eligibility through completing a Care Act 'Needs Assessment'. This will assist in identifying a person's needs. If it is assessed that the person requires supported living (housing and support) then a Pen Picture will be completed, which specifies the type of support / environment required. This is approved by social care managers to ensure this is the least restrictive and a strength-based approach. The pen picture is then sent out to the approved providers on the contract framework for them to review and make an offer if they have a suitable service / vacancy.

This process provides assurance to LCH, from the professional referrer, that the individual has certain vulnerabilities and is eligible for supported accommodation.

After receiving the pen picture from the local authority, LCH will carry out its own assessment of the individual, see appendix 1 and come to an informed decision from both the pen picture provided by the local authority and the completion of LCH assessment, which accommodation will be most suitable for the individual based on their needs and background.

The decision around suitability is based on the other individuals residing in this accommodation and the backgrounds/disabilities from all potential tenants.

5.0 No self-referrals

LCH will not accept any persons who have self-referred themselves to it. All Applicants will be nominated via the process in paragraph 3.0.

6.0 Full and Fair Consideration

6.1 LCH will ensure that all potential tenants who are nominated or referred for a tenancy of a LCH property have their cases fully and fairly considered, in line with this policy.

6.2 All nominees who are not accepted will have the reasons why their nomination/referral has been declined, and the opportunity to appeal against the decision in accordance with paragraph 17 below.

7.0 Roles and Responsibilities

The Manager responsible for allocations has the responsibility of ensuring that everyone nominated or referred for a place is considered in accordance with this policy.

8.0 The Policy

8.1 All LCH's accommodation will be let in accordance with this policy.

8.2 Referrals or nominations for a place will be considered by LCH and their decision will be based on the eligibility criteria.

8.3 If a referral or nomination is rejected, the reason for the rejection will be communicated to the applicant and the person who made the referral or nomination, along with details of the appeals procedure. Such an appeal should be made to the relevant Manager. If they are dissatisfied with the way their application has been handled applicants may use LCH's Complaints Procedure.

8.4 As LCH only lets properties to individual applicants, it does not offer succession rights to those properties.

9.0 Equality and Diversity

9.1 In line with LCH's Equality and Diversity policy all applicants for housing will be considered in the same manner regardless of their background (unless age restrictions apply). LCH will monitor and report on the profiling data of rejected applications in accordance with the protected characteristics as set out in the Equality Act 2010.

9.2 The impact of this policy on the diverse range of groups within our community of tenants and residents will be monitored to ensure it promotes equality to everyone. In order to achieve this, all applicants will be asked to provide details of their circumstances and any personal information when they apply to join the housing register.

10.0 Helping people to make an informed decision.

10.1 All referrals / nominees will be given suitable information to allow them to make an informed choice about the suitability of the accommodation being offered.

11.0 Promoting Independence

11.1 To promote the move towards independence, tenants will continue to receive support help them move on into permanent accommodation.

12.0 Confidentiality, Data Use, and Data Protection

12.1 All information held by LCH on a referral/nominee is confidential and will be used solely for the purposes of assessing their referral/nomination for temporary accommodation from LCH.

12.2 Applicants will be asked to give their consent for LCH to disclose information about them that is necessary to assess their application.

12.3 Additionally, a person will not qualify for housing by LCH if they:

- have housing related debt that is in arrears, owed to a social or private landlord.
- have provided false or misleading information or have withheld information that has been reasonably requested; and/or
- have caused unacceptable or anti-social behavior.

12.4 Information about applicants will only be disclosed without an applicant's consent in the following defined circumstances:

- In accordance with s115 of the Crime and Disorder Act 1998 as part of a criminal investigation.
- Where there is a serious threat to the applicant themselves or to another party's staff or contractors if the information is not disclosed; or
- Where information is relevant to the management or support duties of a support organisation to ensure the health and safety of the applicant, a member of his or her household, or a member of staff.

13.0 Funding

13.1 Before a place in a service is confirmed, an applicant will need to have entitlement to funding that is adequate to meet his or her needs or be able to demonstrate that they have the means to pay the rent and support charges or are eligible for Housing Benefit.

14.0 Financial Restrictions

14.1 Account will be taken of income and capital/savings in assessing an applicant's ability to pursue other housing options. An overall income limit will be applied, inclusive of interest from savings. Account will be taken of any savings or capital, which an applicant could be expected to use to purchase a property. LCH will make 'fairer charging' referrals to Councils when appropriate, who in turn will decide as to whether a service user needs to contribute to the cost of their support.

15.0 Tenure

15.1 Tenants moving into a LCH property will be made an offer of a tenancy in accordance with LCH's Tenancy Policy.

16.0 Monitoring

16.1 Quarterly reports will be made to the Board on lettings, evictions and refused applications.

16.2 Demographic monitoring will be undertaken at the stages of application/nomination, letting and refusal. Demographic monitoring statistics will be reported to the Board annually.

17.0 Right to Appeal

17.1 All applicants will have the right to appeal if they feel that their application has not been dealt with in accordance with this policy, or if they regard an offer of accommodation as unreasonable. Appeals should be made to the Head of Service and Client Care, LCH. If an applicant is dissatisfied with the way their application has been handled, they may raise a complaint under LCH's Complaints Procedure.

18.0 Review

18.1 This policy will be reviewed every three years or earlier if legislative or regulatory changes require it.

Appendix 1.

CONFIDENTIAL

Liver Care & Housing Ltd



PRE-ASSESSMENT APPLICATION FORM

Please complete application form before completing Assessment.

For completion by Liver Care & Housing staff:		
Applicant's Name:	Male / Female	
Member of staff dealing with application:		
Correspondence Address:		
Inertview/assessment date?	Yes / No	Date:
Signposted to other services (if appropriate)?		Yes / No
Post Code:	Contact phone number:	

If yes, please give brief details:		
Age:	Date of birth:	National Insurance No:

Please explain your current housing situation and reason for applying to Liver Care & Housing Ltd

Housing History (please use additional paper if required)				
Previous addresses for the last Five years (start with current):	Dates		Type of accommodation	Reason for leaving
	From	To		

Do you have a social worker, probation officer, CPN, GP or other?		Yes / No
If so, please provide their details below:		
Name:	Name:	
Position:	Position:	
Service/Agency:	Service/Agency:	
Phone:	Phone:	
Name:	Name:	
Position:	Position:	
Service/Agency:	Service/Agency:	
Phone:	Phone:	

Does the Local Authority have a duty of care for you under the Leaving Care Act 2000?	Yes / No
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Do you want support with:

Budgeting / Welfare Benefits (e.g. applying for benefits, managing money, saving, paying bills, opening a bank account)	Yes / No
Training / Employment (e.g. applying for jobs, application forms, finding voluntary work, further training opportunities)	Yes / No
Education/Literacy/Numeracy (e.g. further education, applying to college, finding suitable courses)	Yes / No
Social Activity (e.g. Getting involved in social activities, in-house social activities, friendships, using leisure time)	Yes / No
Family (e.g. building or rebuilding family relationships, contact with children)	Yes / No
Independent Living Skills (e.g. developing domestic skills such as cooking, cleaning, managing laundry, shopping)	Yes / No
Health & Lifestyle (e.g. healthy eating, exercise classes, alcohol & drug management, mental health support, medication)	Yes / No
Personal Safety (e.g. awareness in the home or on the streets, personal boundaries, understanding domestic abuse)	Yes / No
Emotional Wellbeing (e.g. feelings and emotions, being assertive, self-esteem building)	Yes / No
Physical Limitations (e.g effects on day-to-day life, equipment needed, suitable support)	Yes / No
Immigration Status (e.g. applying for status, liaising with immigration, immigration information)	Yes / No
Culture & Faith (e.g. finding local places of worship, local cultural shops, support networks)	Yes / No
Future Aspirations (e.g. setting and achieving goals, future goals and plans)	Yes / No
Other (please state other if not covered on application)	

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For the following areas, please tick if you are currently experiencing them, or have in the past, and also to say if you are receiving help in any of these areas.	Current	Past	Receiving Help
Drug misuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alcohol misuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suicide attempts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self-harm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anger management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability and/or long-term illness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If so, are you taking any medication for this?	Yes / No		

Are you currently in debt (including arrears with rent payments)?	Yes / No
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Have you ever been a victim of violence?	Yes / No
If you answered yes, please give details:	

Criminal Activity <i>If any apply, please enter dates in the boxes on the right</i>	Cautious date	Conviction date	Court date pending
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Violence			
Arson			
Offences against children			
Antisocial behaviour			
Burglary/theft			
Other (please state)			

Please use this space to write anything else you wish to add:

DECLARATION (to be signed by all applicants)

The facts I have put down on this form are true and complete. I will inform Chapter One at once if the facts change so that my application can be kept up to date. I understand that it may affect my application or licence if the facts are found to be untrue.

Signed: Date:
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