



MANCHESTER
CITY COUNCIL

Neighbourhood Apartments in Manchester: Allocated Worker Agreement



Role of the allocated worker and agreement to fulfil the responsibilities of the role

NEIGHBOURHOOD APARTMENTS ALLOCATED WORKER AGREEMENT

1. Each citizen should have an allocated worker (eg. social worker, Primary Assessment worker, or district nurse) for the duration of their stay, for review purposes and to ensure that the citizen either returns home or moves to a more suitable property as part of their identified care and support needs.
2. The exit plan forms part of the initial referral and must be considered before any placement is made; therefore, referring professionals will need to consider how long the person will need support for, usually a maximum of 8–12 weeks. This can be extended if justified, with agreement from the Neighbourhood Apartment Co-ordinator, housing provider and care provider.
3. Once a placement has been agreed, the allocated worker is responsible for arranging the care package, whether via an external package of care through a care provider or reablement, or via the onsite care team in Extra Care.
4. The allocated worker is responsible for ensuring that the citizen signs the Licence Agreement and returns it to the Neighbourhood Apartment Co-ordinator. The allocated worker also needs to advise the citizen that it is a requirement that they adhere to the Licence Agreement during their stay in the Neighbourhood Apartment, otherwise they may be issued with a warning letter and/or be asked to vacate the Neighbourhood Apartment.
5. The allocated worker will be responsible for ensuring the citizen is registered with a local GP as a temporary resident of the area where appropriate.
6. All of the apartments are fully furnished. Please ensure that the person, carer and their family are aware that they will need to bring clothing, toiletries, food and cleaning materials with them, for example toilet roll and washing-up liquid. They will also need to bring any necessary money and equipment personal to them. Bedding and towels will be provided and there is a separate laundry room in the apartment block that can be utilised. A telephone is not provided in the flat, so please ensure that the person/family is aware they will need a mobile telephone if they want to make personal phone calls. Where the person moving in has no family or friends to collect initial shopping, this would then be the responsibility of the allocated worker. If a citizen requires support with cleaning and shopping, please ensure that this is included in the support plan, as this is not included in the Neighbourhood Apartment's service. The allocated worker must support with this process.
7. The Neighbourhood Apartment Co-ordinator will keep in touch during the period the citizen is in the apartment, check everything is going okay, and keep up to date with the exit plan etc. The allocated worker must keep in touch with the citizen during their stay, and provide the co-ordinator with regular and timely updates about the citizen. They must also escalate any issues in a timely and proactive manner. Any visits should ideally take note of the property conditions and highlight any matters of concern, such as hoarding, obvious repairs that may be needed, or failure to maintain a habitable home environment. There has been significant investment in the apartments, and it is important that the quality of the property and associated furnishings is maintained to ensure that the property can be relet quickly during turnaround periods.
8. Once a citizen moves, the Neighbourhood Apartment Co-ordinator will add a temporary address on Liquidlogic and will also add a case note entry to say when the placement started and when the move took place, plus any other essential information. The Neighbourhood Apartment Co-ordinator will also remove the temporary address when the citizen moves out and add a case note to say the placement has ended. It is the allocated worker's responsibility to keep Liquidlogic up to date with any relevant case information during the citizen's stay, and the Neighbourhood Apartment Co-ordinator will use Liquidlogic as a source for updates and information.
9. The allocated worker will be responsible for organising/co-ordinating rehousing of the citizen. The Neighbourhood Apartment Co-ordinator, the HOOP officers (Housing Options for Older People) and the Housing Providers will assist with the processing of rehousing. The allocated worker will work with the relevant HOOP officers (Housing Options for Older People) or housing officer for each housing provider to facilitate the best exit plan for each citizen where that support is required.

If the exit plan for a citizen is rehousing, it is the allocated worker's responsibility to ensure that:

- The citizen is made aware that they will need to save money to support their future move to a new property, to support where necessary with rent, bills, moving and furniture costs.
- Appropriate benefits are in place; if support is required with this, then the necessary referrals are made.
- Appropriate finance arrangements are in place if necessary, for example support from Client Financial Services.
- If a citizen does not have furniture to take with them to their new property, they can get help through the Manchester City Council Welfare Provision Scheme, which provides a basic furniture package. The allocated worker can apply for this on behalf of the citizen once a new property has been signed for. There are also many charities that can support with furniture.

10. If the allocated worker changes during the course of the stay in a Neighbourhood Apartment, the current allocated worker must alert the Neighbourhood Apartment Co-ordinator. The allocated worker must also report any case-transfer information to a new allocated worker and make them aware of the criteria of an allocated worker for a Neighbourhood Apartment.
11. If, during their stay, the citizen does any of the prohibited things outlined in the licence agreement, or if there are any other issues or problems that cannot be resolved, they may be asked to leave the apartment before the end of their allotted time. The allocated worker must support the co-ordinator with this process.
12. If a citizen's needs can no longer be met in a Neighbourhood Apartment, they may be asked to move into more suitable accommodation. The allocated worker must support the co-ordinator with this process.
13. There is also an evaluation form for the citizen to complete upon exit of the flat. The Neighbourhood Apartment Co-ordinator will arrange to undertake this once a final exit date has been agreed; however, the Neighbourhood Apartment Co-ordinator may ask for your assistance with this as the allocated worker.
14. A citizen must vacate the Neighbourhood Apartment by or on the date agreed, unless otherwise agreed by the Neighbourhood Apartment Co-ordinator. The citizen must also ensure that the property is left in the same condition they found it on arrival, and that all items belonging to Manchester City Council are left within the apartment on their departure. Please also ensure that all keys/key fobs and pendant alarms are handed back to the scheme manager on departure. Should any items be missing, broken or damaged while the citizen is residing in the apartment or after they leave, then we will claim the cost of these replacements from them. The allocated worker must support the Neighbourhood Apartment Co-ordinator with this process.