



MANCHESTER
CITY COUNCIL

Neighbourhood Apartments in Manchester: referral documentation and guidance



Manchester Local
Care Organisation

manchester.gov.uk

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Part 1 Criteria

What are Neighbourhood Apartments?

Neighbourhood Apartments are for persons aged 55+ or 60+ who require a period of up to eight to twelve weeks' transitional housing with different levels of support. Please note that twelve weeks will be dependent on the needs of the individual; there may be cases where this is longer or shorter. The maximum stay is twelve weeks, unless there is a valid reason for a longer length of stay and this is agreed with the Neighbourhood Apartment Co-ordinator.

What is the purpose of Neighbourhood Apartments?

1. To speed up hospital discharge for older people
2. To deflect people from residential care when alternative forms of care are available
3. To support a range of other health and care scenarios where a short stay would be beneficial, for example, people undergoing large adaptations to their home would have had to go to temporary residential care
4. Provide a discharge to assess opportunity

Referral criteria

Must:

- Be resident in Manchester and registered with a Manchester GP
- Be aged 55+ or 60+ depending on the housing provider and scheme
- Have a clear exit plan
- Have an allocated key worker.

Examples of types of referrals:

- Someone leaving hospital whose home is no longer suitable for them and cannot be adapted, so they need to move somewhere while alternative suitable housing is found for them
- Step down from residential care when it has been assessed that residential care is not required.
- Someone who is at risk of admission or readmission to hospital
- Someone who is at risk of abuse from family, friends or the local community and needs somewhere safe to stay, for example, protection from cuckooing – the practice of taking over the home of a vulnerable person in order to establish a base for illegal drug dealing

- Someone who cannot live at home at the moment because of a domestic housing emergency or unsafe property conditions, for example, a fire or flood etc, or hoarding or crisis clean required
- Someone who is experiencing or at risk of carer breakdown
- Someone who is having major adaptations on their home and need a short stay while the work is carried out
- Someone who needs a bit more support than they would get at home for a short period
- Someone whose housing needs have changed, and we need to find more appropriate accommodation for them in the long term.

Exclusion criteria

These apply to those:

- Under the age criteria
- Not registered with a Manchester GP or resident in Manchester
- Requiring a Continuing Healthcare (CHC) Assessment
- Who have been assessed or deemed to require nursing or residential care
- Needing 24-hour care and waiting for a new placement at a nursing or residential home
- Needing constant supervision and who cannot be left alone
- Who cannot ask for help when they need it
- Lacking in capacity (depending on the severity)
- With a recent history of aggression, agitation, or challenging behaviour and who could put other tenants at risk
- Who are known to safeguarding and require a potential security presence
- With a non-UK address
- With substance and alcohol misuse who are unwilling to seek treatment

Each case will be assessed on an individual basis.

Part 2 Referral process

See the flow diagram in Part 5 of this document for an overview of the referral process.

Step 1:

Referrals will be accepted from health, social care and housing professionals; for example:

- Neighbourhood teams – health and social care staff (eg. social workers and Primary Assessment workers)
- Hospital discharge teams
- Intermediate care
- Reablement workers
- Housing providers
- GPs.

Please note that this is not an exhaustive list of referrers.

Step 2:

a) Referrers need to complete all the documents included in this referral pack and send it back to the Neighbourhood Apartment Co-ordinators:

- Referral form
- Allocation/scoring tool
- A signed statement regarding convictions and court action
- A signed allocated Workers Agreement.

b) Additional documents required:

- If there has been an assessment/Mancas and the support plan is completed, this must be attached to the referral.

c) Documents to be completed once the referral has been accepted:

- Citizen Licence Agreement form

And returned to:

neighbourhoodapartments@manchester.gov.uk

Neighbourhood Apartment Co-ordinators contact details:

Kate Kay

Neighbourhood Apartment Co-ordinator,
Adult Social Care

Tel: 0161 219 2087

Mobile: 07773 537458

Email: **kate.kay@manchester.gov.uk**

or **neighbourhoodapartments@manchester.gov.uk**

Eileen Reynolds

Neighbourhood Apartment Co-ordinator,
Adult Social Care

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Mobile: 07970 378994

Email: **e.reynolds@manchester.gov.uk**

or **neighbourhoodapartments@manchester.gov.uk**

Daljit Singh (Dan)

Neighbourhood Apartment Coordinator
Adult Social Care

Tel: 0161 219 6324

Mobile: 07971 617377

Email: **daljit.singh@manchester.gov.uk**

or **neighbourhoodapartments@manchester.gov.uk**

Step 3:

All referrals should be sent to the Neighbourhood Apartment Co-ordinators, who will process the referral within 24–72 hours from receipt of referral. Please note this may take longer if additional information has been asked for by any of the involved parties. The decision to accept the referral will be based on the assessment information provided. This will involve the Neighbourhood Apartment Co-ordinator, the housing provider manager, and/or the team leader (care provider). The Neighbourhood Apartment Co-ordinator will inform the referrer as appropriate:

1. The referral is accepted
2. An allocation is available
3. The service user is on a waiting list
4. The referral is unsuccessful and the reasons why.

Where the number of applicants is above capacity, priority will be given to the more urgent cases. Prioritisation will be done through a scoring tool, which the referrer will complete.

Part 3 Acceptance process

Once a referral has been accepted, the Neighbourhood Apartment Co-ordinator will send a confirmation email with all the relevant details: the address of the scheme; the contact details for the scheme manager and care team; a move-in date and end date; care package requirements; what the citizen needs to bring; details of signing the citizen agreement.

a) Social care input

If the citizen is going into a sheltered scheme and requires care, you will need to commission an external package of care or reablement in the usual way. If the citizen is going into extra care and requires care and if there is capacity from the onsite care provider, then hours will be taken off the commissioned block contract. If there is no capacity, then again you will need to commission an external package of care or reablement. If a citizen requires support with cleaning and shopping please ensure that this is included in the support plan or that other arrangements are made as this is not included in the Neighbourhood Apartments service.

NB. Exceptions are Village 135 and the Depot, as they have an onsite reablement team during the day and an onsite care provider during the night (at Village 135) and Community Alarm during the night at the Depot.

b) Medical input

GP

Citizens who move to a Neighbourhood Apartment within their local area will be able to remain under the care of their existing GP while in the apartment. Citizens, family or friends or the allocated worker will need to ensure that the GP has been informed of the change of address.

For citizens who move to a Neighbourhood Apartment outside of their local area, they or their family or friends or the allocated worker will need to ensure that they are temporarily registered with a local GP for the duration of their stay in a Neighbourhood Apartment.

Pharmacy

Citizens who are transferred from intermediate care or hospital will need a supply of medication for a minimum of one week. Citizens, family or friends, or the allocated worker must inform their own GP for prescriptions after this period.

Therapy

During their stay, citizens will be able to continue to receive therapy interventions in the Neighbourhood Apartment from the Intermediate Care Therapy Team as clinically required. Please identify this where possible in the referral form.

Nursing

Nursing care will be able to be provided by the Community Nursing Teams as necessary within the Neighbourhood Apartment. Therapy/social care teams are to make any necessary referrals. Please identify this where possible in the referral form.

Equipment

Any equipment needed will need to be provided by the relevant teams as if the citizen were at home. Citizens and family and friends will need to be aware that this equipment may need to be transported home when they move into a Neighbourhood Apartment and then taken with them following their stay in the apartment. Please identify this where possible in the referral form.

c) Citizen information and agreement

Once a referral has been approved by the Neighbourhood Apartment Co-ordinator, the citizen will be given a copy of the Citizen Licence Agreement, which will need to be signed by the citizen and returned to the Neighbourhood Apartment Co-ordinator:
neighbourhoodapartments@manchester.gov.uk

The Citizen Licence Agreement outlines the expectations and conduct of living in both the apartment and the overall Sheltered Housing/Extra Care Scheme. It is a legal document.

d) What the citizen needs to bring with them

There is no charge for staying in a Neighbourhood Apartment. Manchester City Council will cover the cost of the rent and the utility bills. All the apartments are fully furnished. Please ensure that the citizen, carer and their family and friends are aware they will need to bring clothing, toiletries, food, shopping and cleaning materials with them, for example, toilet rolls and washing-up liquid. Where the citizen moving in has no family or friends to collect initial shopping, this would then be the responsibility of the allocated

worker to arrange. Citizens 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 citizen, family and friends are aware they will need a mobile telephone if they want to make personal phone calls. 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. A Frequently Asked Questions leaflet is available about Neighbourhood Apartments.

e) Admission times

Once a referral has been approved by the Neighbourhood Apartment Co-ordinator the admission time will be agreed between the scheme manager and allocated worker. Generally, this will be Monday to Thursday during normal office hours to ensure that keys/fobs for the apartment can be handed over and any necessary information passed to the individual using the Neighbourhood Apartment. Admissions can be made on a Friday, but will be dealt with on a case-by-case basis. To reduce risks to the individual and support staff it would be preferable to avoid Friday afternoon admissions to ensure that appropriate support is available for them from the outset of their stay.

f) Updating social care records

Once the citizen moves, the Neighbourhood Apartment Co-ordinator will add the temporary address on their social care record. The Neighbourhood Apartment Co-ordinator will also add a case note entry to say 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.

g) Cost of Neighbourhood Apartments

There is no charge for rent or bills etc for a stay in

a Neighbourhood Apartment; this is covered by Manchester City Council. However, in order for us to monitor usage, a new uncoded element has been added for Neighbourhood Apartments on social care record. This is purchased in the same way as Homecare, and the Neighbourhood Apartment Co-ordinators will complete this.

h) During the stay

The Neighbourhood Apartment Co-ordinators will keep in touch during the period the citizen is in the apartment; they will check everything is going okay and keep up to date with the exit plan etc. If there are any issues, you can get in touch with the Neighbourhood Apartment Co-ordinators or the scheme manager.

If there are any issues during a citizen's stay which cannot be resolved, or if their needs can no longer be met in a Neighbourhood Apartment, then they may be asked to leave before the end of their stay, for more suitable accommodation.

i) Exit plan

The discharge/exit plan and any onward referrals will be co-ordinated by the allocated worker. An exit plan will form part of the referral, so referring professionals will need to consider how long the person will need support for, usually a maximum of eight to twelve weeks. Please note this is for short-term support only.

If a citizen is to be rehoused following their stay in a Neighbourhood Apartment, then allocated workers will need to engage with the HOOP (Housing Options for Older People service). The HOOP service is aimed specifically at people over 50, their families and carers. It informs people about their housing options. The HOOP officers work closely with health and social care professionals, using a holistic, person-centred approach to ensure that people's needs are addressed and met in relation to their requirements. HOOP officers are also able to help you with people in hospital who require rehousing. You will need to complete a hospital discharge form, which may help you gain a band one priority. Also, having the correct identification could speed the process to be rehoused. Details of the HOOP service are included in the housing section of the referral form.

Please also ensure that they have the appropriate finances and benefits in place ready for when they move. In addition, if they require furniture for their new accommodation, please ensure that they spend their money wisely when purchasing this. Please see below for links to Manchester City Council's Welfare Provision Scheme and appropriate charities.

Get essential items of furniture | Get essential items of furniture | Manchester City Council

http://www.manchester.gov.uk/info/200008/benefits_and_support/6301/get_essential_items_of_furniture/1

The link below also provides information about other charities that can support with furniture:

http://www.manchester.gov.uk/info/200008/benefits_and_support/6310/see_where_you_can_get_second-hand_furniture_and_goods

j) Evaluation form

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.

Part 4 Citizen's consent to the referral

Please note that the referrer will be contacted within 24–72 hours of receipt of the referral to confirm the outcome of the referral.

Please note this may take longer if additional information has been asked for by any of the involved parties.

It should also be noted that if there has been an assessment and support plan completed, this must be attached to the referral.

Please include as much information as possible and provide a full picture of the citizen's background and needs in order for us to make an informed decision and help us expedite the referral as quickly as possible.

In order to progress the citizen's referral and seek agreement from the relevant professionals involved with the Neighbourhood Apartments we require consent to share the information in this form.

The information will not be shared with anyone else other than professionals involved in the Neighbourhood Apartment application.

If you would like to find out more about what personal information we collect and why, please visit https://www.manchester.gov.uk/directory_record/431799/independent_living

Does the citizen consent to this?

Yes

No

Part 5 Neighbourhood Apartments

Allocated Worker Agreement

This section outlines the roles and responsibilities of an allocated worker of a citizen during their stay in a Neighbourhood Apartment.

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.

By submitting this referral you are agreeing to undertake the roles and responsibilities of the allocated worker during a citizen's stay in the Neighbourhood Apartment.

Part 6 Referral application

Section 1: Basic information

Referrer's name:

Referrer's email:

Referrer's phone number:

Referrer's organisation and job title:

Date of referral:

Citizen's name:

Citizen's date of birth:

Age:

Liquidlogic number:

NHS number:

Home address:

What type of accommodation is the home address? (eg. extra care, sheltered scheme, general needs, flat, bungalow, house)

Current address if different to home address:

(eg. hospital, intermediate care)

Citizen's GP and GP address:

Name and contact details of allocated worker:

(eg. social worker/community health team) during person's stay at the flat, if different to referrer

What type of accommodation is the home address? (eg. hospital, intermediate care, residential)

Which area of Manchester would you prefer?

North Central South Any area

Do you have a preference for a particular transitional flat?

If yes, please state which (please refer to the Neighbourhood Apartment brochure).

Would you prefer a Neighbourhood Apartment in a sheltered scheme or extra care scheme, or both?

Sheltered scheme Extra care scheme Both

Do you require a ground floor apartment?

Yes No

If the transitional flat was not available, would this person have:

(tick where appropriate)

- a) Attended A&E
- b) Required a temporary stay in 24-hour care
- c) Been a delayed discharge from hospital
- d) Required a permanent stay in 24-hour care

Projected length of stay:

Section 2: Allocation/Scoring tool

Guidance for completion

The scoring tool is used as an evaluation tool for Neighbourhood Apartment applications. It is really to get an understanding of the person's situation at that moment and to assess their level of priority if there is more than one applicant being considered for a vacancy. Guidance and context around what the questions mean and what should be considered when answering them is shown below.

Please use the explanation grid to help you decide on a score out of five, and enter it in the 'Scoring decision' boxes on the right. Please ensure you enter a total score at the end.

Domain	High-risk example (5 points)	Medium-risk example (3 points)	Low-risk example (1 point)	Scoring decision (out of 5)
Housing status at present Brief explanation	Nowhere to live They either have nowhere to live or they cannot return to their current home as it is unsafe for them to do so	Potentially has nowhere to live They could go home but it would be beneficial for them to get more suitable accommodation, or they are at risk of losing their tenancy	Has somewhere to live – no risk Has a secure tenancy or owns their own home and no risk associated with accommodation	/5
Facilitation of hospital discharge Brief explanation	Currently in hospital and needs to leave Is in hospital and fit for discharge	Recently discharged, or at risk of admission Has had one or more recent admissions (ie. in the past six to 12 months)	No recent hospital admissions No admissions in past year	/5
Current health status Brief explanation	Extremely frail/vulnerable (scoring tools evidence this)	Poor health overall and likely to deteriorate further	In good health	/5
Likely to be moved to residential or nursing care Brief explanation	High likelihood of admission to institutional care if no alternative Will need to go into 24-hour care if no alternative accommodation is found, resulting in an inappropriate 24-hour placement	Currently in temporary or permanent placement (residential/nursing) Is already in 24-hour care but doesn't need to be and is still able to live independently	No risk/living in the community Not at risk of 24-hour care, and living at home	/5

Domain	High-risk example (5 points)	Medium-risk example (3 points)	Low-risk example (1 point)	Scoring decision (out of 5)
Health exacerbated by current housing Brief explanation	Current housing severely impacting on health/LTCs, eg. damp, stairs, hoarding etc Their health is being put at severe risk due to their current housing and they may have had hospital admissions around this, or safeguarding raised	Some evidence of housing needs, eg. damp, stairs, lack of accessible facilities etc Their housing could put their health at risk if circumstances don't change	No impact on health Their housing is suitable and not having a detrimental effect on their health	/5
Memory problems Brief explanation	Diagnosis of dementia/ Alzheimer's; needs support to minimise risk Will include mental health, brain injury or depression	Low to moderate memory problems – needs some prompting Will include mental health, brain injury or depression	No memory problems No issues with memory or mental health	/5
Impact on carers Brief explanation	High impact on informal carers If they have informal carers, are they at significant risk of this breaking down, or has it already broken down?	Some impact on informal carers Informal carers are struggling with their commitments and have expressed their concerns, or the person's needs are increasing and the care relationship could be at risk	No carers or no impact Carers are managing well	/5
Need for adaptations Brief explanation	Currently awaiting or need adaptations Self-explanatory, but if unable to return home, would be in lowest area, as adaptations not appropriate	Would benefit from adaptations but not critical	No need for adaptations	/5

Domain	High-risk example (5 points)	Medium-risk example (3 points)	Low-risk example (1 point)	Scoring decision (out of 5)
Social circumstances Brief explanation	Extremely lonely and isolated – currently considered high risk They are very isolated and this is having a detrimental effect, or they are very vulnerable to risk and abuse in current home	Is lonely and isolated but not at as much risk	Social and active with no risk of isolation	/5
Need to summon help in an emergency Brief explanation	Highly likely given health status For example, is at high risk of falls or seizures and would need to summon help urgently	Quite likely given current health and social care needs Lower level risk but would still need access to immediate support but less frequently	Unlikely to need to summon help in an emergency Low risk of requiring emergency help	/5
			Total score	

Section 3: Background information

What is the reason for the referral?

(Please refer to the referral criteria from section 2)

[illegible]

Background information:

Include any known risks, background and housing background, eg. arrears or antisocial behaviour. Please provide as much information as possible.

[illegible]

[illegible][illegible]

Must be eight to twelve weeks. If the person requires a longer period, you will need to liaise with the Neighbourhood Apartment Co-ordinator for a period of extension.

[illegible]

Section 4: Care and support needs

Does the citizen have care and support needs?

Yes

No

If yes, please give details of care package.

Number of calls a day

Length of calls

Is double cover required?

Yes

No

Additional information:

Is the citizen registered disabled?

Yes

No

Is the citizen a wheelchair user?

Yes

No

Is the citizen registered blind?

Yes

No

Is the citizen deaf or hard of hearing?

Yes

No

Does the citizen have a car?

Yes

No

Will they be bringing it with them to the Neighbourhood Apartment?

Yes

No

Does the citizen have a mobility scooter?

Yes

No

Would they like to bring it with them to the Neighbourhood Apartment? (If yes, the Neighbourhood Apartment will check with the scheme whether this is a possible)

Yes

No

Does the citizen have a mental health condition?

Yes

No

Does the citizen have any issues concerned with drug or alcohol use?

Yes

No

If you have answered yes, please give details of any of the above if not already covered elsewhere:

If care support is required:

Please provide full information on the referral form if this is different from the support plan, or if there is no assessment or support plan.

Please tick yes or no to the following areas:

a) Meal preparation

Does the person require support preparing meals/ eating and drinking?

Yes

No

Please provide additional information if needed:

b) Bearing weight

Is the person able to bear weight?

Yes

No

Please provide additional information if needed:

**c) Does the person have equipment,
eg. Zimmer, wheelchair?**

(This must be brought with the individual on arrival at the flat and taken back with them when they leave.)

Yes

No

Please provide additional information if needed and remind the person and their family that they need to bring any equipment with them.

d) Transfer needs

Does the person require assistance with transfer/moving/getting in and out of bed?

Yes

No

Assistance of one

Assistance of two

Please provide additional information if needed:

e) Medication

Does the person require support with taking prescribed medication?

Yes

No

Please provide additional information if needed, eg. times of day, medication needs, does the person need prompting/administering of medication?

f) Personal care

Does the person require support with their personal care, eg. toilet needs/washing and dressing?

Yes

No

Please provide additional information. If they are independent, does this need monitoring?

g) Nursing needs

Does the person have any nursing needs, such as change of dressings etc?

Yes

No

Please provide additional information. If they are receiving nursing support, how long will this be for?

h) Family support

Does the person have support from family members or friends?

Yes

No

Please provide additional information if needed:

i) Cultural needs

Does the person have cultural requirements,
eg. food preparation, that the care team will need
to recognise?

Yes

No

Please provide additional information if needed:

If other agencies are involved, please state the
agency's name and whether they will require visits:

Name of agency and professional	Visits required	Contact details

Section 5: Housing

What is your current housing tenure?

(please tick one box only)

Council
Family and friends
Hostel or temporary accommodation
Prison
Tied accommodation
Housing association
Owner
Lodger
Hospital

Other (please state):

Name of landlord if renting from a housing association:

Has this person been registered on Manchester Move if appropriate?

Yes

No

If yes, what is your rehousing application number?

If yes, what is the current position of the application?

Has a referral being made to the Housing Options for Older People (HOOP)?

Yes

No

If no, would you like us to send you further information?

Yes

No

The above HOOP service is aimed specifically at people over 50, their families and carers. It informs people about their housing options. The HOOP Officers work closely with health and social care professionals, using a holistic, person-centred approach to ensure that people's needs are addressed and met in relation to their requirements.

HOOP Officers are also able to help you with people in hospital who require rehousing. You will need to complete a hospital discharge form, which may help you gain a band one priority. Also, having the correct identification could speed the process to be rehoused. Tick below to receive further information.

North

HOOP Officer at Northwards Housing Trust

Frances McDermott

Tel: 0161 720 5805/07595 651430

Email: frances.mcdermott@northwardshousing.co.uk

South

HOOP Officer at Southway Housing Trust

Jackie Duncan

Tel: 0161 448 4369/07860 855377

Email: j.duncan2@southwayhousing.co.uk

Central

HOOP Officer at MSV Housing

Margaret McCann

Tel: 07793 257157

Email: margaret.mccann@msvhousing.co.uk

Section 6: Convictions and court action information

(Before completing this section of the referral form, please see information on pages 21–23 for rehabilitation periods and the time it takes for a conviction to become spent.)

You must answer all three questions in this section.

(See pages 18 and 19 to help you answer this question.)

1. Do you, or does anyone who is to be housed in the Neighbourhood Apartment with you, have any convictions that are unspent?

Yes

No

2. Are you, or is anyone who is to be housed in the Neighbourhood Apartment with you, currently subject to any pending criminal court action?

Yes

No

3. Has any current or previous landlord served a notice or taken court action against you (or anyone who is to be rehoused with you) for rent arrears or antisocial behaviour?

Yes

No

If you have answered yes to any of the questions in this section, please provide further details below.

Name:

Signed:

Date:

Spent and unspent convictions

If you have been convicted of an offence, you will have been asked to declare in our applicant declaration form if you have any criminal convictions that are unspent. The guide below will help you answer this question.

Describing criminal convictions as either spent or unspent is linked to the Rehabilitation of Offenders Act 1974. This Act allows criminal convictions to become 'spent' after a 'rehabilitation' period. After this rehabilitation period, a person is not normally required to declare or mention to others that they have received a conviction for a criminal offence.

In contrast, 'unspent' convictions will be those where the rehabilitation period has not yet run out. During this period the person will have to declare to others that they have received a criminal conviction. Rehabilitation periods are not based on the offence committed but on the sentence passed down by a court. Currently (June 2015), rehabilitation periods are:

Prison sentence of	Rehabilitation period – or the time it takes for a conviction to become ‘spent’	
	Aged 18+ at time of conviction	Aged under 18 at time of conviction
More than 4 years	Never spent	Never spent
More than 2.5 years (30 months) but less than 4 years	Sentence length +7 years	Sentence length +3.5 years
More than 6 months but less than 2.5 years (30 months)	Sentence length +4 years	Sentence length +2 years
Less than 6 months	Sentence length +2 years	Sentence length +18 months

Example of calculating a rehabilitation period on a prison sentence:

If you have been convicted of an offence and received a prison sentence of one year, then you have a total rehabilitation period of five years (one year for your sentence and four more years). The overall rehabilitation period is not affected if you were released on licence, say after six months.

Sentence	Rehabilitation period – or the time it takes for a conviction to become ‘spent’	
	Aged 18+ at time of conviction	Aged under 18 at time of conviction
Community order or youth rehabilitation order	1 year	6 months
Conditional discharge	Length of order	Length of order
Absolute discharge	None	None
Conditional caution	3 months – or when caution ceases to have effect if earlier	3 months – or when caution ceases to have effect if earlier
Simple caution/youth caution	None – immediately ‘spent’	None – immediately ‘spent’
Fine (does not include fines arising from fixed penalty notices, or penalty notices for disorder (PND))	1 year	6 months
Other (including Compensation Order, Supervision Order, Bind Over, Hospital Order)	Length of the order, once compensation is paid	Length of the order, once compensation is paid

The information above should be seen as a general guide only and not as a definitive interpretation of the Act. Advice from a solicitor or specialist advocate should be sought if required.¹

¹ The following document can also be consulted – Rehabilitation of Offenders Act 1974, produced by NACRO

Section 7: Equality monitoring

Manchester City Council wants to meet the aims and commitments set out in its equality policy. This includes not discriminating under the Equality Act 2010, and building an accurate picture of the make-up of the citizens of Manchester in encouraging equality and diversity.

Manchester City Council needs your help and co-operation to enable it to do this, but filling in this form is voluntary. The information provided will be kept confidential and will be used for monitoring purposes.

What is your age in years?

0 to 4	5 to 9	10 to 14
15 to 19	20 to 24	25 to 29
30 to 34	35 to 39	40 to 44
45 to 49	50 to 54	55 to 59
60 to 64	65 to 69	70 to 74
75 to 79	80 to 84	85 to 89
90+		

Are your day-to-day activities limited because of a health problem or disability that has lasted, or is expected to last, at least 12 months?

Yes No Don't know Prefer not to say

If yes, please indicate what type of impairment/condition you have.

A long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, asthma, or epilepsy

A mental health impairment, such as depression, schizophrenia, or anxiety disorder

A mobility issue or physical impairment, such as using a wheelchair or crutches, or difficulty walking short distances, climbing stairs, lifting or carrying objects

A learning difficulty – neurodiverse, eg. dyslexia, dyspraxia, autism, or ADHD

An impairment, health condition or learning difference that is not listed above (please say):

Blind or visual impairment

Deaf or hearing impairment

Prefer not to say

Other – please say:

What is your ethnicity? Please tick the appropriate box/boxes below that apply to you.

Asian

English/Welsh/Scottish	Bangladeshi
Northern Irish/British	Chinese
Indian	Kashmiri
Pakistani	

Black

English/Welsh/Scottish	African
Northern Irish/British	Caribbean

Mixed

White and Black British	White and Asian British
White and Black African	White and Asian (continent)
White and Black Caribbean	

Other – please say:

White

English/Welsh/Scottish	Gypsy or Irish Traveller
Northern Irish/British	Roma
Irish	
Prefer not to say	

Are you intersex?

Yes No Unsure Prefer not to say

Which of the following describes how you think of yourself? Please tick one option:

Male (including trans man) Female (including trans woman) Non-binary Another way

Which of the following best describes your sexual orientation?

Straight or Heterosexual	Gay or Lesbian
Bisexual	Pansexual
Asexual	Queer
Another way	Prefer not to say

Which of the following best describes your religion or belief?

Buddhist	Muslim	Other religion
Christian	Sikh	No religion
Hindu	Jew	Prefer not to say

What is your legal marital or registered civil partnership status?

Never married and never registered in a civil partnership	Married
In a registered civil partnership	Separated, but still legally married
Formerly in a civil partnership that is now legally dissolved	Divorced
Surviving partner from a registered civil partnership	Widowed
	Prefer not to say

Have you previously served in the UK Armed Forces?

Yes No Prefer not to say

Have you ever sought advice or help for a homelessness issue from an organisation other than the Council?

Yes No Prefer not to say

Have you ever slept rough?

Yes No Prefer not to say

Part 7 Referral process flow diagram





