

Etrop Grange Management Statement for Planning 2024

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The Etrop Grange site provides the Council's off the street temporary accommodation provision for those entrenched to, and new to, rough sleeping in the City.

The accommodation service is managed and operated by the Council's Homelessness Service. The short stay accommodation is for single homeless males/females and a small number of childless couples. The team responsible for delivering the support service is the Homelessness In-House Temporary Accommodation Service. The Homelessness Service has managed the site for this cohort of vulnerable clients since May 2023.

Prior to this the Council used the site to provide a cold weather accommodation provision for the same client group over the winter months since 2021. The aim is for the accommodation to continue to operate in the same way as it has been, offering a short stay accommodation site which supports clients to move on into other forms of accommodation, specialist supported accommodation, family reconnection, or private rented sector settled properties as appropriate according to need of the client. All clients of the service are owed a homelessness duty by the local authority. Clients are supported to settle into the site, engage with relevant specialist services dependent upon their needs.

i. Maximum number of residents;

Etrop Grange can accommodate up to 77 residents in total. It is for single people with no more than 8 childless couples accommodated at any time. There are no families accommodated at this site.

ii. Occupancy and maximum periods of occupation;

Maximum number of residents – There are 69 rooms in total at Etrop Grange. The site can accommodate 8 childless couple as a maximum at any one time given a total occupancy of 77 people in total. Maximum period of occupation is averaged at 3 months or less for each person placed at Etrop Grange.

iii. Arrangements for on-going staffing and accommodation referrals and timings for moving in and leaving the premises;

Etrop Grange is staffed by a team of the Council's Homelessness Service staff who are on site 24 hours a day. There is a staff team of 14 Accommodation Support Workers, a cook, a Homeless Lead Officer and a Team Leader. There is a 24-hour security staff presence on site. There are always 2 security staff on site throughout the 24-hour cycle of each day working alongside the support staff team. The site has a no visitor policy in place. The only other people coming on site will be other professionals visiting or meeting with their clients.

Accommodation referrals for Etrop Grange come directly from within the Homelessness Service and no other routes. These referrals come via the Rough Sleepers Service, the Housing Solutions Assessment Team or from other in-house temporary accommodation sites. All referrals to Etrop Grange are discussed daily at a case panel meeting whereby all referrals and placements are scrutinised and approved by the Senior Management Team and managers of the service. This provides oversight at all times of who is being accommodated at the site and ensure placement is appropriate. No referrals are taken from any other source. This also ensures that all people accommodated are owed a statutory homelessness duty by the local authority.

When first referred and allocated a place at Etrop Grange clients can arrive at any time during the day between 8.30 am and 5pm. Moving on to alternate or settled accommodation for clients leaving Etrop Grange would also occur between the above hours.

iv Details of contract agreements as specified between resident and operator.

A license agreement is in operation between the resident and the Homelessness Service. This agreement is discussed with and signed by the client on arrival at the accommodation. This license agreement and booking in documentation contains specific house rules and behavioural stipulations which all clients residing at Etrop Grange must abide by. There are specific statements drawing attention to the zero tolerance of any forms of behaviour that constitute anti-social behaviour to the site or local community. It is made clear during this booking in process and in the documentation that any breach of this agreement will result in the service likely to cease the accommodation offer and evicting the person. The service finds this is a strong deterrent as the last thing a homeless person wants to become is homeless again and to lose the duty owed to them by the local authority.

V. Details of operator responsible for on-going management.

The operator responsible for the on-going management of the accommodation site is Manchester City Council, Homelessness Service - In-house Temporary Accommodation Team. The In-house service currently delivers temporary accommodation to singles homeless clients at 24 individual sites across the city and 3 sites in addition for homeless families. This service is an experienced provider of accommodation support to those who are unfortunate enough to experience the upheaval of homelessness within their lives. All staff in the service work in a trauma informed approach to ensure the right levels of support is provided to help people move on from homelessness with resilience. The service aims to ensure homelessness is experienced for as short a period as possible and is unrepeatable.

The Team Leader for this service area reports to the Operations Manager for In House Temporary Accommodation within the Accommodation and Support Service.

The accommodation service in operation at Etrop Grange is for vulnerable homelessness clients some of whom, but not all, may have been subject to rough sleeping. The service, via the referral routes stipulated above, provides a direct access site assisting people who may have become entrenched or are new to sleeping rough in the city to break free from this practice. The site has been operated as an In-house Temporary Accommodation site for this cohort since May 2023. It has been in use by the council previously as a cold weather provision for people sleeping rough during the wintertime since 2021 at which time it was operated by the Council's Homeless Commissioned Service.

The team of accommodation support staff are trained to deliver a trauma informed support service to clients of Etrop Grange. This support enables people who have become homeless to regain their equilibrium, address the issues which have resulted in a person becoming homeless, signpost them to relevant specialist services where necessary and source suitable more settled accommodation for people to move on into with the resilience to live independently.

Our security partner at Etrop Grange provides an excellent quality service which safeguards and supports all clients. On site security wear bodycams for recording purposes. A strong security and support presence on site safeguards all residents. Any incidents that occur on site are recorded. Security staff are trained in professional conflict management and de-escalation techniques, safeguarding responsibilities, mental health awareness and First Aid.

CCTV at the site provides full coverage of all aspects of the building and grounds up to the perimeter fencing. In the full spirit of transparency, a commitment has been undertaken to provide ward members and other key contacts in Neighbourhood Services with performance information for the site monthly, which includes statistics of any logged incidents. This is in line with the approach that the service takes at other temporary accommodation sites managed in the city.

The management of the service will attend ward meetings to represent the service and maximise all opportunities for collaborative working with all key stakeholders in the ward

vi. Details of on-going methodology for liaison with the local community and residents' groups.

The Council's Homelessness Service and the manager of Etrop Grange site are committed to meet regularly with local community and resident groups. The service attends the Woodhouse Park Ward Meeting and meets regularly with key contacts from Wythenshawe Community Housing Group. The service managers are happy to attend resident groups and community association meetings by invite.

The contact details for the Team Leader and Team Manager for this service area will be made available to local resident group representatives should any queries or concerns need to be raised or answered. The main contact details for the site will be made available on signage at the front of the building. The Team Leader will welcome the opportunity to work with local community organisations. Being an involved and responsible partner within the neighbourhood is a service priority.

The service is very keen and committed to work with residents and community associations on initiatives on site, such a green space, litter picks and planting developments. In addition, the service is keen to investigate any community activities and volunteering opportunities for clients of the service to become involved in.

The service Team Leader is meeting regularly with Parks Management in the vicinity of the site on various initiatives around supportive actions for Painswick Park. The Team Leader also meets regularly with the locally based GMP team to ensure collaborative work on reduction of criminal activity, harm reduction and anti-social behaviour wherever possible in the wider community. The service works in collaboration with the Council's Wythenshawe based Neighbourhood Services team for the locality, as well as key contacts at Wythenshawe Community Housing Group to take a co-ordinated approach to community engagement. Having a zero tolerance of disruptive anti-social behaviour the Homelessness Service at Etrop Grange is linked to both the above services and the Community Safety Team/ASBAT officers. This is to ensure a proactive stance is taken to prevent and investigate any anti-social behaviour in the area that may relate to any residents of Etrop Grange.

Should any issue/concern arise in relation to the site this will be promptly addressed through an effective and collaborative local approach with all key partners.

Details of any curfew:

There is a no visitors policy in place for clients of this service other than by professionals/care providers working with a client. This is to ensure control of who exactly is present in the building and safeguards all. This is in line with all In House Temporary Accommodation sites operated by the Homelessness Service. Access in and out of the building is monitored by on site security. Residents are not allowed to stay out from their temporary accommodation at all at Etrop Grange. There is a 12-midnight curfew in place for the site. This is in line with the operation of all In-house temporary accommodation sites.

Management system to enable the reporting of complaints and resolution.

As set out above the immediate service will be always contactable. We welcome prompt escalation of any matters of concern to address these at speed direct with the service. If resolution of an issue cannot be resolved via this approach complaints can be formally submitted to the Council via the MCC website to be investigated and responded to within the designated time frame to resolve. Any queries or complaints that are raised via an elected member or MP will be formally addressed and responded to by the service via the City Council's Feedback and Complaints Team system