Moor Road Homelessness Services Short Stay Family Temporary Accommodation Management Statement

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Introduction

Moor Road will be a new build purpose-designed site developed in partnership between Manchester City Council's Homelessness Service and the property developer Sumo Developments. The site will be leased to the Council on a long-term lease of 20+ years. The site will provide temporary accommodation for families who have become homeless in Manchester. The main support need families will have is being homeless. These families will require help with sourcing suitable and affordable accommodation to move their family into in order to end their homelessness. The support the service provides will help families to become '*tenancy ready'* so that they can move on with resilience to manage their new tenancy and their new home well.

Some families will need support with managing their finances effectively, with addressing debt, and previous rent arrears. Support on accessing employment/ training/education for those not in employment or training will be provided. Families with children under 5 will also have the support of the Homeless Health Visitor Service, with whom the service works closely.

By providing the right kind of support and guidance as well as a roof over their heads families will quickly move on with greater resilience out of temporary accommodation into their own home. Most importantly the aim is the family will never become homeless again.

The site will be built to the design specification of the service with families in mind. It will consist of 16 X 2 bed flats. Each flat will be easy to maintain, keep clean and tidy and will be economical for a family to afford. The flats will be fully furnished and accessible. There will be wet room bathrooms in each flat. There will be a lift within the building. There will be a separate laundry facility in the building so no need to dry laundry in flats, minimising any risk of causing condensation issues. There will be onsite parking, and electronic vehicle charging points. The grounds will be landscaped and well maintained.

Losing a home as short notice is very upsetting. There are many reasons why a family can become homeless – the main reasons are:

- Section 21 – landlord wants their property back/ to increase rent and tenant can't afford the rent increase - 'no fault eviction to regain possession' and the family has no choice but to leave.

- Family/friends can no longer accommodate a family in their home – too little space/ sofa surfing no longer sustainable, family/friend breakdown/dispute so family loses the place they were staying in

- Relationship breakdown – a family splits and must leave losing their home with minimal notice

There is a limited number of temporary accommodation properties available for homeless families within Manchester. This means homeless families often find they are placed out of borough in temporary accommodation in the surrounding boroughs. This could be Oldham, Bury, Wigan, for example, even though they were originally living in Wythenshawe, or elsewhere in Manchester prior to becoming homeless. This places a family away from support networks, employment and school. This is why it is vital that good quality temporary accommodation can be developed by the Council within Manchester.

The families who will be accommodated at Moor Road will have minimal support requirements. The family's main support needs will be with having become homeless because of being exposed to the Manchester housing market – increased number of Section 21's being issued by landlords, rising rents, the limited availability of social housings.

Maximum number of residents

The site will be made up of 16 X 2 bed units. 16 families could be accommodated at any one time. Homeless family group sizes vary. As the property will consist of 2 bed units the service will ensure families are matched to the accommodation appropriately. Maximum occupancy would never exceed 60 occupants in total for the entire site.

Confirmation of occupancy by homeless families and maximum periods of occupation

This site will only ever be occupied by Manchester families who have become homeless from within the city and presented as homeless to the Council. These households will have been assessed by the Council's Homelessness Housing Solutions service and found to be owed a Homeless Duty by the local authority. The aim of the service will be to accommodate families for a short time period to enable supportive work with them to source settled move on accommodation to address their being homeless. The maximum period of occupation is likely to be for a 12-week period, often less. The residents are unlikely to have any significant support needs other than having been exposed to the Manchester housing market (s21/rising rents/availability of social housing/current temporary accommodation out of the city) and so length of occupancy will be for a short period only.

Details of any curfew

The site will be staffed and managed by Manchester City Council staff. There will be a small team of Accommodation Support Staff X 3, as well as security personnel based on site. This will ensure the site is staffed 24 hours a day.

This site and service will be operated in the same way as all family temporary accommodation that the Homelessness Service operates in Manchester. Access in and out of the building will be monitored by on site staff. There is a no visitors policy in place for residents of this service, other than by professionals working with a resident. This is to ensure the safeguarding of all and that the service has awareness of who is present in the building. This is in line with all In House Temporary Accommodation sites operated by the service.

Residents will be allowed to stay out from their temporary accommodation two nights a week by prior arrangement if they chose to visit friends/family. Residents will be expected to be in the building no later than 10pm. This is in line with the operation of other family temporary accommodation.

Arrangements for staffing

The site will be managed by the Council's Homelessness Service which already manages 27 homeless sites across the city and therefore has a wealth of experience in managing, operating and delivering support in temporary accommodation.

The site will be staffed by a team of 3 X Accommodation Support Workers (ASW), who will work Monday to Friday with a mix of rostered weekend working. The site will also benefit from security personnel based on site working evenings, night shifts and at weekends. This level of staffing ensures 24-hour staffing of the site with continuity of staffing and a hand over between shifts. This is the same model as is currently operated at other family temporary accommodation operated by the service. This model works well for the client group.

The site will be managed within the portfolio of the Homelessness Service In-house Families Temporary Accommodation Service. There will be a dedicated Homeless Lead Officer with specific responsibility for site and staff management. The Homeless Lead Officer will report into the Team Leader for Families Temporary Accommodation.

Accommodation referrals and timings for moving in and moving out of the premises

The apartments will be allocated by the Homelessness Service only and no other source or external agency. The accommodation will be made available for families the Council owes a duty to under the 'relief' part of the Housing Act 1966 (as amended under the Homeless Reduction Act (2017). Homelessness assessment will be undertaken by the Homelessness Housing Solutions Service. This ensures that all background detail and checking of each referral will have been collected and recorded by the Homelessness Service. The Team Leader for the service will

consider the suitability of the referrals for the site before the accommodation is offered taking into consideration the support needs of the household. Accommodation will be allocated to Manchester homeless families only.

This approach ensures a much-needed high demand accommodation offer is available to those who need it the most. Background detail checking of each referral will have been undertaken to ensure suitability of the referral for the site. Everyone accommodated at this site will be owed a full Homeless Duty by the local authority.

People placed into the accommodation will be booked in during office hours of 9am to 5pm. When a suitable settled accommodation offer is sourced for a family to move out into this will be co-ordinated to take place also during office hours of 9 am to 5pm.

Details of contract agreement as specified between the resident and the operator

All households accommodated at this site will be subject to a license agreement which they will sign upon booking into the accommodation. Included within the license agreement is a set of terms and conditions regarding expected behaviours whilst accommodated at the site. Any behaviours which breach this agreement can jeopardise the accommodation for the household and result in the loss of the temporary accommodation offer to that client.

As part of the booking in process the main applicant for the family on signing their license agreement is made aware that they jeopardise their accommodation and they risk eviction from the apartment if the terms and conditions of the license are breached in any way. The service finds that the impact of losing accommodation previously is sufficient to impress upon clients the value of the accommodation being provided and compliance with license agreements is rarely an issue.

Detail of operator responsible for ongoing management

The council's Homelessness In-house Temporary Accommodation service currently delivers temporary accommodation to homeless clients at 27 individual sites across the city. There are currently 3 sites specifically delivering temporary accommodation 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 type 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 unrepeated.

The Homeless Lead Officer for this site provides on site management to the staff team and management of the building. They will report to the Team Leader for Families Temporary Accommodation. The Team Leader reports to the Operations Manager for In-house temporary Accommodation. The Operations Manager reports to the Service Manager for Accommodation and Support, Homelessness Services.

Details of on-going methodology for liaison with the local community and residents

The contact details for the site will be made publicly available. The contact details for the Homeless Lead Officer, Team Leader and Operations Manager for this service will be made available to residents should any queries or concerns need to be raised or answered. The service welcomes the opportunity to work with local community/ residents' associations. 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 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 is very happy to share performance information for the site with local elected members monthly. This is in line with the approach the service takes at other sites managed in the city. The management of the service will liaise regularly with Neighbourhood Services, GMP and ASBAT contacts at a ward area. The service representatives will be very happy to regularly attend local community association meetings.

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.

Management system to enable 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.