

Caritas House – Management and Operations Statement January 2024



Caritas House,
4 Nobby Stiles Drive, M4 4FA,
Ward: Miles Platting and Newton Heath

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Project Aims

Caritas Salford proposes to open a new 19-room supported accommodation project at Caritas House, 4 Nobby Stiles Drive in Miles Platting Manchester, utilising a former care home that has recently been used as offices.

This scheme will offer a pathway out of homelessness for single men with low support needs. It will provide high-quality, single-room accommodation with 24-hour staffing. Residents will be supported to improve their health and well-being and develop independent living skills before being supported to move onto independent private rented tenancies. People will be linked in with other support services including education and training to support people to move into employment.

Background information about Caritas Salford and track record of running homelessness services.

Caritas Diocese of Salford (Caritas Salford) is a registered charity (registration number 1125808) that works across Greater Manchester and Lancashire. Our mission is to help people experiencing poverty, disadvantage, and discrimination to transform their lives with dignity. We rebuild lives for the long-term, enabling people to live in a safe, healthy, and secure environment.

Caritas Salford has a long history of supporting people who are homeless or at risk of homelessness in Manchester, including running the Cornerstone Day Centre in Hulme. Caritas is currently successfully running supported accommodation for homeless people in priority need at its Morning Star Hostel in Hulme under a contract from Manchester City Council to provide a supported alternative to B+Bs.

Caritas also supports local people experiencing poverty and discrimination in North Manchester, including operating the Lalley food bank and community allotment in Collyhurst, an Energy Advice Service, refugee community sponsorship, education, and business support projects, St. Joseph's Mission to the Deaf based in the church adjacent to Caritas House, and an accessibility project, which would provide support to this project about housing people with access needs. This range of community projects gives us expertise in supporting residents with a range of needs and will help ensure that the project and its residents are rooted in the local community.

Supporting local and national strategic aims

This project supports the vision of the **Manchester Homeless Partnership** which aims to work toward ending homelessness in Manchester and specifically that:

“Everyone who is homeless should have a safe, secure home, and if needed, an appropriate level of support to create a good quality of life”

This service would support objectives in **Manchester's Homelessness and Rough Sleeping Strategy 2024-7** to make:

- Homelessness a rare occurrence: increasing prevention and early intervention
- Homelessness as brief as possible: improving temporary and supported accommodation so it becomes a positive experience
- Experience of homelessness a one-off occurrence: increasing access to settled homes

It will do this by providing supported move-on accommodation that will provide the additional support that some residents need before they are ready to take on their own tenancy. It will also free up bed spaces in hostels around the city for people with more complex needs, including people

who are sleeping rough. It would help to reduce the number of people in Bed and Breakfast accommodation by freeing up spaces in hostels by providing a new move-on option for people with low needs/risks.

Needs analysis and partnership working

This project has been developed through extensive discussions with Manchester City Council's Homelessness Directorate. Caritas is an active member of the Manchester Homeless Partnership and has partnerships with a range of voluntary and statutory sector organisations in the city including the Urban Village Medical Centre (which would provide primary care to the residents at Caritas House), GMMH (mental health), DWP, etc.

Manchester City Council's Homelessness Directorate is fully supportive of this service and they have identified the need for more accessible supported and move-on accommodation for residents who have experienced homelessness and/or who are being discharged from the hospital. They consider that there are sufficient people with low needs/risks who would benefit from this scheme.

Social Value

This project will deliver social value and support Our Manchester through:

- Employment/skills - this project would create 5 new jobs which would be advertised to local people, and we aim to use local contractors wherever possible.
- Being a Real Living Wage employer.
- Providing comprehensive training for all our staff.
- We have a track record of employing and supporting employees who have personal experience of homelessness in Manchester.
- Helping train social work and nursing students from MMU through placements in our hostels.
- Using local suppliers/contractors wherever possible, and all our suppliers are required to sign up to pay the Real Living Wage and take steps to prevent modern slavery in their supply chain.
- Supporting and encourage our residents to get back into work, education, training, or voluntary work.
- Environment - we are part of the wider initiatives of the Catholic Diocese to reduce our carbon footprint and have been involved in mapping our current footprint and identifying means to mitigate and reduce impact.
 - We procure utilities that are considered as "green" as possible.
 - We promote recycling. Residents are required to separate their waste.
 - We operate a local community allotment in Collyhurst which includes a food composter, activities, and training to grow food and reduce food waste.
 - We encourage re-use through our clothing banks.
 - We encourage volunteers to use public transport and provide bus passes.
 - We also run an Energy Advice Service which advises Manchester residents about ways to reduce their energy use/costs.
 - Any reserves are deposited through ethical investment arrangements with a nationally recognised scheme for charities that support measures to improve the environment.
 - We use an electric van for maintenance and deliveries.
 - We do not use single-use plastics.

Who will live at Caritas House

The scheme will be for 19 men who are low risk/low needs but would benefit from accessible, supported accommodation to receive support around their health/wellbeing and independent living skills before moving into their own PRS or social tenancies.

The admission criteria would be:

- people who are not drug/alcohol dependent
- people who have a low risk of criminal activity
- people who do not pose a risk of causing anti-social behaviour in the local area

Typically, residents would be older men who have support needs including accessibility needs, physical health issues, mild/moderate learning difficulties, or anxiety/depression. They will have been stable for several months/years in supported accommodation or will be ready to be discharged from the hospital and have access needs but otherwise low needs/risks.

The Building

This property was built as a residential care home and comprises 2 floors with 16 bedrooms each with its own toilet, 3 shower/bathrooms, a communal kitchen and dining room, meeting room space, a reception, an enclosed outdoor space not visible from the road and a ground floor flat with 4 rooms + a bathroom and kitchen. It has a gated car park.

Although it is currently being used as office space, it was designed as a residential care home and needs very little modification to bring it back into use for supported housing. It is fully accessible with level access, a lift, and accessible bathrooms- this makes it very valuable to meet the needs of people with mobility issues or access needs, including people who are low risk/needs and are ready to be discharged from the hospital.

- **Ownership/lease/management agreement**

The building is owned by the Diocese of Salford. It is currently being occupied as office space by Caritas Salford. A new 3-way agreement will be put in place. This agreement will be between the Diocese of Salford (property owner), DePaul Housing Services (leaseholder and Registered Provider), and Caritas Salford (who would operate the service under a management agreement). We currently have a similar arrangement with the Morning Star Hostel in Hulme.

- **Facilities**

This service will provide:

- Reception office by the front door controlling access to the building.
- 19 single bedrooms each equipped with a bed, bedside table, chest of drawers, wardrobe, fridge, carpet, blinds/curtains.
- 15 of the rooms have an ensuite toilet/sink and 4 will share a walk-in bathroom.
- 3 additional shared bath/shower rooms + 2 additional toilets.
- Two shared kitchens, 1 for 15 people and 1 for 4 people.
- Shared dining room with a TV.
- Enclosed outside space where people can smoke.
- Wi-Fi will be provided throughout the building.
- Laundry room equipped with washers and dryers + cleaning cupboard and linen store.
- Staff room/office/kitchenette and 2 support rooms for individual meetings.
- Gated car park for staff parking and internal bike storage.

Photos of Communal Facilities

Kitchen



Dining Room looking out onto the courtyard



Service model

Caritas House will provide supported move-on accommodation for 19 low-risk, low-needs adults.

This project will be based around three general areas of support:

1. A psychologically informed, high-quality environment. The building will provide a psychologically informed environment including a welcoming reception area, individual personal space, communal space to enable people to socialise, and meeting rooms to provide private space for people to meet with their workers. Staff will be trained in strengths-based approaches, motivational interviewing, and trauma-informed care to ensure that they are providing the support and encouragement that will help people move forward in their lives.

2. Health and Wellbeing. The service will have a focus on health and wellbeing. Support workers will ensure that residents access the full range of primary health care through a partnership with the Urban Village Medical Practice. Referrals will be taken from the Hospital Discharge Team where appropriate. The building is suitable for people with access needs, including those in wheelchairs. There is very little accessible temporary accommodation in Manchester so this project will plug a specific gap in the current provision.

3. Support to move towards independence. Each resident will have a key worker who will help them to build on their strengths, positive social networks, and skills and to address any underlying issues that have contributed to their homelessness including financial, legal, or health issues. Links and partnerships will be developed with support services and meeting rooms will be available for other services to meet with residents on site if appropriate. This would include appropriate Caritas Services, such as our Energy Advice service. People will also be encouraged to build their skills, confidence, and self-esteem and to make good use of their time, through referrals to education, training, and employment services, including Caritas Aspire Education. People will be prepared for independent living, and they will be supported with referrals into the private rented sector or into social housing/sheltered housing where this is available.

Outcomes for residents would include:

- Improved health and wellbeing.
- Gaining independent living skills.
- Gaining financial management skills.
- Support to take up education, training, voluntary work, and employment.
- Move on to independent tenancies.

Referrals

Referrals would come from the Morning Star and other Housing Related Support or ABEN services, who would be asked to refer people who meet the set criteria. Background checks would be carried out and people would be interviewed before being admitted.

Referrals would also come from the hospital discharge team for people who have physical health issues and access requirements that could be met at Caritas House while they wait for accessible social housing. However, these would be handpicked and identified as low-risk. As per the other referrals, people would be interviewed, and background checks made to ensure they are suitable.

License Agreement and Behaviour Management

Residents will sign a license agreement. Conditions in the license agreement would include a requirement not to perpetrate criminal activity or anti-social behaviour in the local area. If the license conditions are breached, Manchester City Council Housing Team has agreed that they will be moved to emergency accommodation in another area of the city. This is to ensure that they will not remain in the local area. It is not anticipated that this will be needed as the people being accommodated in the scheme will be known and low risk/need, but it is an extra safety measure.

All residents will be expected to engage with support relating to their needs. There will be clear expectations set for residents about what is acceptable behaviour – including around noise, visitors, and drugs/alcohol. These expectations will be communicated when residents move in and will form part of the license agreement they sign. Breaching the license agreement could lead to eviction.

The building will have controlled access from the reception office next to the front door. Everyone entering the building will need to ring the bell and will be buzzed in. The service will operate a robust No Visitor Policy. Residents will be encouraged to meet friends and family away from the project. In exceptional circumstances, visitors may be allowed through prior arrangements during the day by booking a support room with staff. Support/health workers from other services will be able to visit and meet their clients in the support rooms.

Residents will be encouraged to mix in the communal kitchen/dining room and outdoor, enclosed courtyard, which are all monitored by CCTV.

Residents will be encouraged to stay in the building after 10 pm. The concierge will monitor all people entering and leaving the building and additional security will be provided via the use of CCTV both internally and externally.

Staffing and Management

The project would be staffed 24/7;

9 am to 5 pm Monday to Friday Housing Management and Support Staff

5 pm to 9 pm Monday to Friday concierge and 9 am to 9 pm Weekends concierge

9 pm to 9 am 7 nights a week security/concierge

A part-time cleaner will be employed to ensure high hygiene standards in line with public health standards for hostels and COVID requirements.

A part-time maintenance worker will be employed to provide on-site maintenance.

The staff/client ratio for support/Housing Management staff would be 1:8

There will be senior managers on call 24/7 in case of emergencies.

The project would be managed by an experienced supported housing manager and overseen by our Head of Homelessness, Director, and Trustees with support from our Finance, Fundraising, Comms, and HR teams.

Coproduction

We have an Engagement/Coproduction policy and in all our services we involve people in developing policies and procedures and enabling people to volunteer with practical tasks to build skills, and confidence, and provide work experience.

Move on Accommodation

Residents would be supported to move on into their own independent tenancies in either the private rented sector or into social housing, including sheltered housing.

Funding

- **Capital/building improvements**

Funding has been secured through a grant from DLUHC's (Department of Levelling Up, Housing, and Communities) Night Shelter Transformation Fund (approx. £50,000) and from a charitable trust (approx. £50,000), to pay for small building improvements. This includes CCTV in all internal communal areas (external CCTV already exists).

- **Housing Management**

Funding for housing management would come from Housing Benefit.

- **Support Costs**

Grant funding has been secured from a charitable trust to pay for the support element of the service. We also have a range of community projects under the Caritas umbrella that will provide additional support for these residents.

This project is cost-neutral to the local authority.