Longmire Management Statement for Planning 2024

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Introduction

The Longmire Centre in Northenden is a Council building, formerly an Adult Education Centre which has been disused for some time. In January 2024 the centre was brought back into productive use as a Refugee Rest Centre by the Homelessness Service.

This was in response to the high numbers of former asylum seekers receiving positive leave to remain decisions from the Home Office. With minimal notice of a positive decision being granted individual people have 28 days to find accommodation. In Manchester due to high cost of accommodation and demand pressure this proves to be an impossible task within the period. This results in a high-level of homeless presentation from these people. The Longmire Centre provided an emergency response to a humanitarian crisis for the city.

Longmire has been invaluable to the service and the city in enabling our ability to accommodate large numbers of single refugees fast tracked through the Home Office asylum decision process. We have accommodated and moved on over 300+ people through using Longmire – many into settled private rented sector tenancies of their own. The service has now sourced an alternative site from which this valuable offer can continue to operate.

The Homelessness Service operates many different types of temporary accommodation. One service vital to the council is the Homeless Hospital Discharge Accommodation service. This service has been delivered at Elizabeth Yarwood Court (former sheltered housing) for the last 2 years. A new purpose-built site is being refurbished for this accommodation at the former children's home owned by the Council at 69 Dickenson Road in Rusholme. It is expected the site will be ready for the service to occupy in summer 2025. In June, the Council's Growth & Development Service confirmed a need to decant from that site by August 2024. A delay in vacating this site would place at risk the planned development of the Life Science Lab Space and wider Upper Brook Street regeneration proposals. The service therefore needs a temporary accommodation site to continue the hospital discharge service in the meantime.

Every week, hospital discharge teams make a 'duty to refer' application from hospitals in the city to the Housing Solutions Hospital Team for people homeless on discharge. The Housing Solutions team liaise with the accommodation team trying to

find suitable bedspaces. The Council and the Homelessness Service cannot afford for a hiatus to this vital service in the intervening months before the Dickenson Road development completes.

To maintain a service for the most vulnerable with physical disability/mobility issues a service decision has been taken to use The Longmire Centre as a 12-person shared house for hospital discharge cases. The accommodation provides the ideal facilities this cohort needs. Being single storey with a wide central corridor, the site provides level access to all. There is a large wet room bathing facility, a laundry room, disabled toilets, a large, fitted communal kitchen and 12 ample sized bedrooms with vehicular access to the rear with disabled parking bays. The building is surrounded by a high solid fence with hedging and presents no overlooking issues.

Maximum number of residents;

The site will accommodate 12 people as a maximum number, each accommodated in their own bedroom space with shared facilities. Clients of the service will be single adults. There will be no couples accommodated at this site and the maximum occupancy of 12 will never be exceeded.

Confirmation of occupancy by single persons only and maximum periods of occupation;

The site will provide accessible accommodation for 12 homeless single people on discharge from hospital treatment, both male and female clients with health support needs. Some clients, where it has been deemed necessary, will be in receipt of a heath care package commissioned by the NHS/adult social care. This will enable them to live as independently as possible whilst living in their temporary accommodation.

It is difficult to confirm a maximum period of occupation for a client of the service, due to consideration of individual client circumstances and the kind of settled accommodation people will be able to move on into.

All clients within homeless hospital discharge accommodation have a Band 1 priority awarded on Manchester Move. If adapted level access property is required for a safe and sustainable move on for a client this can take some time to achieve via Manchester Move. Wherever suitable, the Homeless Accommodation & Support Service will look to procure suitable private rented sector accommodation for those clients who can manage this kind of property. The aim will be to move clients on within a 3-month timeframe where possible.

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 mean that the site is staffed 24 hours a day.

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 visits 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 will be monitored by on site staff. Residents will be allowed to stay out from their temporary accommodation two nights a week by agreement if they chose to visit friends/family. There will be a 12-midnight curfew in place for the site. This is in line with the operation of all In-house temporary accommodation sites.

Arrangements for staffing.

The site will be staffed by a team of 3 X Accommodation Support Workers (ASW), who will work Monday to Sunday 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 within the hospital discharge accommodation service and it works well for the client group.

The site will be managed within the portfolio of our Shared Housing and Hospital Discharge temporary accommodation team. The site will benefit from the management of a Team Leader and 2 X Homeless Lead Officers. There is sufficient office space at Longmire to ensure that managers from the service will spend a proportion of their working week at this site.

Accommodation referrals and timings for moving in and leaving the premises:

Referrals into the service will only come direct from the Homelessness Service Housing Solutions Hospital Discharge Team. This is a dedicated team working directly with the hospital-based discharge teams in the city's hospitals. No referrals will be taken from any other external agency.

This approach ensures a specialist accommodation offer is only available to those who need it the most. Background detail checking of each referral will have been undertaken by the Service which will 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 client move out will be co-ordinated to take place also during office hours of 9 am to 5pm.

Although medically fit for discharge from hospital some clients will be subject to ongoing care support or treatments. This will mean that care support services will call at the site frequently to deliver that care package. Ambulance transport may visit the site to pick people up for treatment/appointments and return them to the site afterwards. The timings of this will depend upon the individual person.

Details of contract agreements as specified between resident and operator.

All clients accommodated at Longmire will be subject to a license agreement which they will sign on booking into the accommodation. This is a known as a Non-Secure Tenancy Agreement and is in line with the license agreement which is operated at all MCC In-house temporary accommodation.

There will be a set of house rules which a client must sign up to as part of the above around the terms and conditions of them staying at the accommodation. Any behaviours which breach this agreement will result in the loss of the temporary accommodation offer to that client and the requirement to immediately vacate the property without notice.

Details of operator responsible for on-going management.

As set out above Longmire will be operated and managed by MCC's In-House Temporary Accommodation Service (Homelessness Services) within the Shared Housing & Hospital Discharge Service.

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

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

The contact details for the Team Leader and Team Operations Manager for this service area will be made available to local residents should they have any queries or concerns that need to be raised or answered. 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 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 members monthly. This is in line with the approach that 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 as required. 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 and neighbours. Manager contact details and site contact details will be made available.

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