

Brownley Road – Management Statement for Planning 2024

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-Maximum number of residents; Brownley Road is the former probation office which is being reconfigured into a temporary accommodation provision providing 20 bedspaces to single homeless people. The accommodation provision is for single people only (no couples) and the maximum occupancy of 20 persons will never be exceeded.

-Confirmation of occupancy by single persons only and maximum periods of occupation; The site will provide accommodation for 20 homeless single people, both male and female clients with low to medium support needs. The accommodation is comprised of 19 bedrooms with a large shared kitchen dinner facility, bathrooms, toilets and staff office accommodation. The staff team will include a Move On Officer who will work with all clients to source settled accommodation for them to move on into. The length of time to achieve this will depend upon individual circumstances. It is envisaged that the maximum length of occupancy will be no more than 6 months for each client. Some will move on much quicker, especially if already in employment.

-Details of any curfew; The site will be staffed and managed 24/7 hours a day by MCC staff as well as security personnel. There will be a no visitors policy in place for all clients, which 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. This ensures that the service has full control over who is in the building at any time. 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 on going staffing and accommodation referrals and timings for moving in and leaving the premises. The site will be staffed by a team of 10 Accommodation Support Workers (ASW), who will work on a 24/7 rota. The site will also benefit from security personnel working on site alongside the team. This level of staffing delivers a rota which provides two ASW's per shift during the day and evening. Overnight one ASW will work alongside security staff. This level of staffing ensures continuity of support throughout the day and ensures effective handover between all staff. The site will be managed by a Team Leader with sole responsibility for the staff team and building. This manager will also be based on site. As indicated above there will also be a dedicated Move On Worker based at the site.

Referrals into the service will all come direct from the Homelessness Service. No referrals will be taken from any other external agency. This ensures that background detail of each referral will have been collected and recorded by the Homelessness 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.

-Details of contract agreements as specified between resident and operator. All clients accommodated at Brownley Road will be subject to a license agreement which they will sign on booking into the accommodation. This is 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. Brownley Road will be operated and managed by the In-House Temporary Accommodation Service (Homelessness Services). 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 Brownley Road will report to the Team Manager for In House TA 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 Manager for this service area will be made available to local communities and resident group representatives should any queries or concerns need to be raised or answered. The Team Leader will welcome the opportunity to work with local community organisations as being a responsible partner within the neighbourhood is a service priority. Performance information for the site will be shared with local members monthly. This is in line with the approach that the service takes at other sites in the city. The management of the service will liaise regularly with Neighbourhood Services, GMP and ASBAT contacts at a ward area. Any issues that may arise from time to time in relation to the site will be promptly addressed through an effective and collaborative local approach with all key partners.

-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.