



Management Strategy

Site:	Land at the junction of Devonshire Street and Coverdale Crescent, Ardwick, Manchester M12 4BB
Planning Ref:	PP-12405528 for self-contained apartments with communal and ancillary space within Use Class C2, with associated parking, access, landscaping and associated works
Total Plots:	24

A. Registered Provider

The proposed development will be owned and managed by Jigsaw Homes North Ltd, a Registered Provider and part of Jigsaw Homes Group. Across all subsidiaries, Jigsaw owns and manages over 36,000 affordable properties across the North West and East Midlands.

Jigsaw Homes North will retain ownership of the properties and will therefore be responsible for repairs and maintenance throughout the lifetime of the development. They will manage rental income, tenancy matters and letting the properties at first and subsequent lets, ensuring all s106 requirements and local lettings policies are adhered to.

Details:

Jigsaw Homes North Ltd, Cavendish 249, Cavendish Street, Ashton-Under-Lyne, OL6 7AT.

Co-operative and Community Benefit Society, Registration Number: IP16668R

B. Proposal

All 24 x 1 bedroom flats are self contained, which would be managed by Jigsaw Support.

There is no shared living facilities as each flat is self contained with its own front door.

There is a staff office and 2 treatment rooms.

The site will be manned 24 hours a day 7 days a week.

C. Support & Management Strategy

Jigsaw Support, a subsidiary of Jigsaw Homes Group will deliver support for the scheme. Jigsaw Support is an established Community Benefits Society that currently delivers 18 support services and contracts across Greater Manchester for rough sleepers and those with multiple complex needs. We currently employ 218 staff to deliver our services and have extensive knowledge of delivering supported accommodation for vulnerable individuals.

We will recruit a dedicated new team comprising a Team Leader who will be responsible for the day to day operational delivery of the service and a team of four Key Workers and one specialist Mental Health Worker. Our core delivery hours will be 8am to 8pm, 7 days a week with out of hours wrap around support. Staff rotas will include weekends to ensure clients receive support based around their needs.

Each Key Worker will manage a caseload of six individuals. The service will be demand led. Whilst each Key Worker will be expected to provide an average of 7 hours support to each person per week, this will be determined on the need of each individual at any time. Our delivery model is adaptable and flexible; we increase/decrease support based upon people's individual needs, recognising the different stages of recovery.

Support will be based on evidence of what works, including taking account psychologically informed ways of working, a strengths-based approach to service delivery, and a consideration of trauma-informed work and therapeutic practice. Key Workers will coordinate a support plan for each resident based on their individual needs providing support and interventions to develop the skills for independent living. A Specialist Mental Health Worker will support recovery, engagement and understanding for those facing more complex challenges, identify appropriate treatment pathways.

The team will report into Jigsaw Support Head of Service who will take overall responsibility for service delivery. An established case management system will be used to record needs, interventions and outcomes achieved.

D. Maintenance Strategy

Gardens & Communal Landscaped Areas:

Communal areas will be kept to a minimum with 2no. support rooms able to merge into larger rooms if necessary. A Communal garden, and landscaped area will provide secure external areas for the residents. Secured gated parking will be provided for visiting staff.

The maintenance of all shared garden areas and communal landscaped areas will be the responsibility of the contractor during the 12 months defects period and after this period Jigsaw Homes North.

The Service Outputs shall be achieved through a maintenance regime of 19 visits per annum. These are to consist of 14 evenly spaced visits between the months of April-October; and a further 5 visits, evenly spaced between November through to March.

Property Repairs:

Any items identified as a defect during the first 12 months of occupation will be rectified by the contractor. After this period any repairs will be the responsibility of Jigsaw Homes North.