



Refurbishment and Proposed New Extension at Former Alexandra Road Housing Office into Homelessness Accommodation

The Works, 130 Alexandra Road- Manchester City Council's Homelessness Services Management Statement for the change of use and full planning application.

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The Works, a former Council Housing & Employment office, is a surplus asset made available for alternative redevelopment through the Council's Strategic Asset Management Plan (SAMP). Proposed re-configuration of the site will provide the Council's Homelessness Service with a 20-bed temporary accommodation facility with accessible facilities for single homeless clients. The building is a one storey bungalow design and the ability to provide all bedspaces available on one level is extremely beneficial to the service and clients. This type of accommodation is a scarce resource and much needed by the Homelessness Service within the city as there is a shortage of adapted/accessible temporary accommodation to meet demand.

Having sufficient temporary accommodation bedspaces available for homeless single people will enable the Council to reduce and avoid the prolonged and extremely costly use of unsuitable bed and breakfast accommodation for single adults who are owed a full homeless duty. Additionally, having enough temporary accommodation available for single people *within* the city will help avoid placing anyone out of borough into a placement away from their support networks.

The temporary accommodation service at The Works site will be managed and operated by the Council's Homelessness Service. The team responsible for delivering the support service is the Homelessness In-House Temporary Accommodation Service. The service currently manages 29 temporary accommodation sites across the city in residential areas and has a proven track record in supporting people and delivering service excellence. All the temporary accommodation sites managed by the service are in residential locations because integration rather than segregation is a key priority for the Council in the delivery of temporary homes for homeless people.

i. Maximum number of residents;

The building would accommodate up to 20 residents. The site is for single homeless people, both male and female clients. There are no families accommodated at this site.

ii. Occupancy and maximum periods of occupation;

Maximum number of residents – There will be 20 bedspaces in total at this site. Maximum period of occupation would be averaged at 6 months or less for each person placed at this accommodation site.

iii. Arrangements for on-going staffing and accommodation referrals and timings for moving in and leaving the premises;

The site would be staffed 24 hours a day. The site would be staffed by a team of 5 Homelessness Service Accommodation Support Workers who will be on site from 8am to 8 pm and at weekends. There will be support staff on shift throughout the day with additional personnel of 'cover shifts'. This means there is a cross over of staff on each shift to provide a well-staffed and consistent support service with effective handover periods between shifts. There will be a Homeless Lead Officer on site supervising the team and reporting to a Team Leader with overall responsibility for the management of the service. In addition, our security service partner will always have a presence on site providing a concierge service and working as one team alongside our support service staff. The site would, in line with all other temporary accommodation sites operated by the Council's Homelessness Service, have a no visitor policy in place. The only other people coming on site would be other professionals visiting or meeting with residents. For example, some clients may have care packages in place that would be delivered by visiting staff.

Accommodation referrals for this site would come directly from the Homelessness Service Housing Solutions assessment service and no other routes. To be offered accommodation at this site the individual would need to be found to be owed a homelessness duty by the Council following a homeless assessment. All referrals would be discussed at a daily case panel managed by the Homelessness Service whereby all referrals and placements are scrutinised and approved by the managers of the service. This provides oversight at all times of who is being accommodated at the site and ensures placement is appropriate. No referrals are taken from any other source. This also ensures that all people accommodated are owed a statutory homelessness duty by the local authority and the accommodation meets the needs of those who need it the most.

When first referred and allocated a place at the accommodation clients would arrive at any time during the day between 8.30 am and 5pm, Monday to Friday. Moving on to alternate or settled accommodation for clients leaving the accommodation would also occur between the above hours.

iv Details of contract agreements as specified between resident and operator.

A license agreement would operate between the residents placed into the accommodation and the Homelessness Service as the landlord. This agreement is discussed with and signed by the client on booking into the accommodation. This license agreement and booking in documentation contains specific 'house rules' and behavioural stipulations which all clients residing at the accommodation must abide by.

There are specific statements in the license agreement drawing attention to a zero tolerance of any forms of behaviour that constitute anti-social behaviour to the site or local community. It is explained to all during the booking in process that any breach of the agreement will result in the service likely ceasing the accommodation offer and evicting the person. Any poor behaviour in temporary accommodation provided by the Council could result in a decision to cease the homeless duty owed to a person. The service finds this is a strong deterrent as the last thing a homeless person wants is to become homeless again and to lose the duty owed to them by the local authority. The service finds across our large estate of temporary accommodation offering 550+ bedspaces eviction is minimal at all sites.

v. Details of operator responsible for on-going management.

The operator responsible for the on-going management of the accommodation site is Manchester City Council, Homelessness Service - In-house Temporary Accommodation Service. The In-house service currently delivers temporary accommodation to singles homeless clients at 29 individual sites across the city as well as homeless families in three family schemes. 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 and person focussed approach to ensure the right kind and levels 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 Operations Manager for In House Temporary Accommodation within the Accommodation and Support Service.

The accommodation service at this site will be for adult homelessness men and women who find themselves unable to resolve their homelessness situation and are owed a homelessness duty. The support will enable people who have become homeless to regain their equilibrium and draw upon advice and guidance with their re-housing. Staff will work to address issues that will have contributed to people becoming homeless, assisting them to become tenancy ready. Staff will signpost to relevant specialist services, where necessary, and work together to source suitable settled accommodation to move on into with the resilience to live independently.

Our chosen security partner provides an excellent quality service which safeguards and supports all clients in temporary accommodation sites. As standard security colleagues wear bodycams for recording purposes. A supportive security presence on site safeguards all residents. Security colleagues will be on site, 24/7. They work in tandem with the Homelessness Service support staff team.

CCTV at the site would provide full coverage of all aspects of the building and grounds up to the perimeter fencing.

Being a good neighbour within the local community is extremely important to the Council's Homelessness Service. The management oversight of the site would include the carpark area, and pavement area of the building at the front of the site and the entrance areas. Congregation of any residents of the site outside of the property will not be permitted and will be closely managed by the onsite staff presence and CCTV. Included in the license agreement all clients placed at the service will sign on placement is the set of behaviour standards. These form part of the license agreement and must be complied with. The agreement sets out what the consequences of breaching this behaviour standards is, which will include eviction and the risk of a cessation of homelessness duty owed to the individual. The Council's Homelessness Service includes this behaviour standard in all license agreements. We find that this is extremely effective in ensuring a considerate and respectful home environment is achieved for all.

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

The Council's Homelessness Service and the manager of the accommodation would meet regularly with local community and resident groups as required. As a good neighbour the service commits to provide ward members and other key contacts in Neighbourhood Services with monthly performance information for the site. The management of the service would welcome being invited to attend ward meetings to represent the service as required and maximise all opportunities for collaborative working with all key stakeholders and voluntary partners/organisations and community groups in the ward by invite.

The direct phone number for the site would be made available to all. The contact details for the Team Leader and Operations Manager for this service area would be made available to any local resident group representatives should any queries or concerns need to be raised or answered. The main contact details for the site would be made available on signage at the front of the building. The Homeless Lead officer and Team Leader would welcome the opportunity to work in partnership with local community organisations.

The service is very keen and committed to work with residents and community associations on initiatives on site, such as green space projects, litter picks 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.

Although not expected to occur should any issue/concern arise in relation to the site this would be promptly addressed through an effective and collaborative local approach with all key partners.

vii. Details of any curfew:

There is a no visitors policy in place for clients of this service other than by professionals/care providers working with a client at all MCC operated Homelessness Services In-House Temporary Accommodation sites. This is to ensure oversight of who is present in 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 would be monitored by on site security. Residents are allowed a maximum number of two nights per week stay out of the accommodation should they wish to visit and stay with friends or family. There would be a 12-midnight curfew in place for the site. This is in line with the operation of all In-house temporary accommodation sites.

viii. Management system to enable the reporting of complaints and resolution.

As set out above the immediate service would 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 would be formally addressed and responded to by the service via the City Council's Feedback and Complaints system.