Management Plan

Proposed Crisis Bed Accommodation – Use Class C2 Residential Institution

Site address: 35 Anson Road, Manchester, M145DA
Applicant/operator: Cantwell Properties LTD
Proposed use: Short-term crisis accommodation for adults requiring mental health and/or wellbeing support
Planning use class sought: Class C2 – Residential Institution
Maximum occupancy: 7 crisis beds
Operating model: 24-hour supported residential accommodation with 2 staff presence and structured management arrangements

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1. Purpose of the Service

The proposed service will provide short-term, managed crisis accommodation for adults who require a safe, supervised and supportive environment during a period of mental health, emotional or social crisis.

The service is intended to operate as a **small-scale residential care/support setting**, not as a hostel, HMO, hotel, emergency shelter or general rented accommodation. Residents will be admitted through a controlled referral and assessment process and will stay for a limited period while stabilisation, support planning and move-on arrangements are completed.

The service will be operated in a way that protects:

- the wellbeing and safety of residents;
- the residential amenity of neighbouring occupiers;
- highway safety and parking conditions;
- the character of the surrounding area;
- safeguarding, risk management and professional standards.

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2. Nature of the Proposed C2 Use

The property will provide residential accommodation for people who are in need of care, support and structured supervision. The use will differ from ordinary C3 residential occupation because:

- residents will not occupy the property as a single private household;
- admissions will be managed by the operator;

- residents will be subject to individual risk assessments and support plans;
- staff will be present on site;
- the property will operate under written policies and management procedures;
- the accommodation will be used for crisis intervention and short-term stabilisation;
- the day-to-day running of the property will be controlled by the provider.

This management structure is consistent with the rationale for a C2 residential institution, where care and management are central to the use rather than incidental to ordinary domestic occupation. C2 commonly includes care homes, nursing homes, hospitals and other residential institutions.

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3. Resident Profile

The service will accommodate adults aged **18+** who require short-term crisis accommodation and support.

Typical residents may include people experiencing:

- mental health crisis or relapse risk;
- emotional distress;
- risk of placement breakdown;
- temporary inability to remain safely in their usual accommodation;
- need for a short period of structured support before returning home or moving to longer-term accommodation.

The service will not operate as:

- bail/probation accommodation unless separately agreed and risk assessed;
- drug/alcohol detoxification accommodation;
- emergency night shelter accommodation;
- general homelessness hostel;
- accommodation for people requiring detention or secure care;
- accommodation for people whose risks cannot be safely managed in a small residential setting.

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4. Number of Beds and Occupancy Control

The property will provide a maximum of **7 crisis beds**.

No more than **7 residents** will live at the property at any one time.

Each resident will have access to:

- a private bedroom;
- shared kitchen/dining facilities;
- shared lounge or communal space;
- bathroom/shower facilities;
- staff support areas as required.

The operator will maintain an occupancy register. The number of residents will not exceed the planning-approved capacity.

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5. Length of Stay

The accommodation will be short-term crisis provision.

The expected length of stay will normally be:

- **minimum:** 1 night
- **typical:** 8 weeks
- **maximum:** 30 weeks

Any extension beyond the normal maximum stay will require a formal review by the service manager and referring agency.

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6. Referral and Admission Procedure

Residents will not self-present at the property. There will be no walk-in admissions.

All referrals will be managed through an approved route, such as:

- local authority adult social care;
- NHS mental health crisis team;
- integrated care/local care organisation;
- housing options team;
- community mental health team;

- approved voluntary-sector referral partner.

Before admission, the provider will complete:

- referral screening;
- needs assessment;
- risk assessment;
- safeguarding check;
- compatibility assessment with current residents;
- confirmation that the person can be safely supported at the property.

Admissions will only be accepted where the person's needs and risks can be safely managed within the service.

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7. Exclusion Criteria

The service will not accept a referral where the assessment identifies an unmanaged risk that would make the placement unsuitable.

Exclusion criteria may include:

- current risk of serious violence that cannot be safely managed;
- need for secure accommodation;
- acute medical needs requiring hospital admission;
- unmanaged fire-setting risk;
- unmanaged high-risk substance misuse requiring detoxification;
- behaviour likely to cause serious nuisance, harm or intimidation to neighbours;
- requirement for nursing care where the service is not registered or equipped to provide it;
- any other risk that cannot be safely mitigated by staffing, support planning or environmental controls.

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8. Staffing Arrangements

The property will be staffed according to assessed resident need.

The proposed staffing model will be:

Daytime: 2 staff (Support workers)

Evening/night: 2 staff (Support workers)

Staff Present = 24 hours

Sleeping nights: None

Management cover: A service manager on Site 11am -5pm (Mon- Friday). senior on-call manager will be available for escalation in out of hours.

24-hour contact:
A contact number will be available for residents, staff, neighbours and emergency services.

Staff duties will include:

- resident support;
- welfare checks;
- medication prompts where appropriate;
- visitor control;
- incident response;
- safeguarding reporting;
- fire safety checks;
- record keeping;
- liaison with professionals;
- ensuring compliance with house rules.

Staff will receive training appropriate to the service, including safeguarding, mental health awareness, de-escalation, fire safety, medication procedures where relevant, confidentiality, equality and diversity, and incident reporting.

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9. Daily Management and House Rules

Residents will be required to comply with written house rules. These will be explained at admission and included in the resident agreement.

House rules will cover:

- quiet hours;
- no antisocial behaviour;

- no overnight guests;
- no illegal substances;
- no alcohol misuse on site;
- no threatening or abusive behaviour;
- respect for neighbours;
- smoking only in designated areas, if applicable;
- safe use of kitchen and communal areas;
- reporting maintenance issues;
- engagement with support planning.

Failure to comply with house rules will trigger a proportionate response, which may include warning, support review, increased monitoring, referral back to the placing agency or planned move-on.

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10. Visitors Policy

The property will not operate as an open-access building.

Visitors will be managed to protect residents and neighbours.

Visitor arrangements:

- visitors by prior agreement only;
- no large gatherings or parties;
- no unauthorised overnight visitors;
- visiting hours: 9am – 17:00pm
- visitors to sign in and out;
- staff may refuse entry where there are safeguarding, risk or nuisance concerns;
- professional visits by appointment where possible.

The operator will take action where visitors cause nuisance, noise or safety concerns.

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11. Noise and Neighbour Amenity

The operator will manage the property to ensure that the use does not cause unacceptable disturbance to neighbouring residents.

Measures will include:

- quiet hours between **: 22:00pm and 07:00am**
- no parties or large social gatherings;
- staff monitoring of communal areas;
- controlled visitor access;
- prompt response to noise complaints;
- resident induction on neighbour respect;
- escalation procedures for repeated breaches.

The service will operate as a calm, managed residential environment. It will not generate entertainment, late-night activity or public access.

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12. Parking, Transport and Deliveries

The majority of residents are expected to have limited car ownership due to the short-term crisis nature of the accommodation.

Parking arrangements:

- staff parking: on site- parking
- resident parking: none
- visitor parking: by prior arrangement only;
- professional visits: scheduled where possible to avoid congestion.

Deliveries will be limited to ordinary domestic-style deliveries, such as groceries, post, small parcels and maintenance visits.

No commercial deliveries, heavy goods vehicles or frequent servicing activity are expected.

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13. Refuse and Recycling

Waste generation will be similar to a managed residential household of comparable occupancy.

Arrangements:

- bins stored at the front of the building on the drive

- bins presented only on collection days;
- waste separated into general waste and recycling;
- staff responsible for monitoring refuse storage;
- no waste to be left loose outside the property;
- bulky waste removed by licensed contractor when required.

Clinical waste will not be generated unless a specific resident need arises. If clinical waste is required, it will be managed through an approved specialist collection service.

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14. Fire Safety and Property Compliance

The property will be managed in accordance with applicable housing, fire safety and health and safety requirements.

Fire safety arrangements will include:

- fire risk assessment;
- suitable fire detection and alarm system;
- emergency lighting where required;
- fire doors where required;
- clear escape routes;
- regular fire alarm testing;
- evacuation plan;
- personal emergency evacuation plans where required;
- staff fire safety training;
- records of checks and maintenance.

The operator will also maintain:

- gas safety certificate;
- electrical installation condition report;
- portable appliance testing where applicable;
- legionella risk assessment;
- asbestos management information where applicable;
- general health and safety risk assessment.

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15. Safeguarding and Risk Management

All residents will have an individual support plan and risk assessment.

Risk assessments will consider:

- mental health presentation;
- self-harm risk;
- suicide risk;
- vulnerability to exploitation;
- substance misuse;
- medication;
- behaviour towards others;
- fire safety;
- visitors and associations;
- community safety;
- move-on needs.

The service will maintain safeguarding procedures aligned with local safeguarding board requirements. Any safeguarding concerns will be reported to the appropriate statutory body.

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16. Incident Management

The provider will maintain an incident reporting system.

Incidents may include:

- safeguarding concerns;
- missing person episodes;
- aggression or threats;
- self-harm;
- medical emergencies;
- police or ambulance attendance;
- neighbour complaints;

- property damage;
- breach of house rules.

All incidents will be recorded, reviewed and escalated where necessary. Lessons learned will be used to improve management practice.

Emergency services will be contacted where there is an immediate risk to life, safety or public order.

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17. Neighbour Liaison and Complaints Procedure

The operator will provide a named contact for neighbours and the local planning authority.

Neighbour contact:
Name: Ali Raja
Role: Manager
Telephone: 0161-758 0135
Email: info@cantwellproperties.co.uk

Complaints procedure:

1. Complaint received and logged.
2. Manager reviews within **5 working days.**
3. Immediate action taken if urgent.
4. Complainant updated where appropriate.
5. Repeat issues reviewed at management level.
6. Corrective action implemented if required.

The operator will seek to resolve any amenity concerns promptly and constructively.

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18. Security and Access Control

The property will be managed to maintain safety without creating an institutional appearance.

Security measures may include:

- staff presence;
- visitor sign-in;

- external lighting;
- secure storage of records and medication where applicable;
- regular checks of communal areas;
- reporting of repairs or hazards.

CCTV will only be installed if necessary and proportionate, and it will be operated in accordance with data protection requirements. CCTV, if used, will not intrude into neighbouring properties.

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19. Medication Management

Where residents require medication support, this will be managed in accordance with the provider's medication policy.

The service may provide:

- medication prompting;
- safe storage where appropriate;
- liaison with GP/pharmacy/community mental health team;
- recording of medication support.

The service will not provide clinical treatment unless appropriately registered, staffed and authorised to do so.

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20. Move-On Planning

Each resident will have a move-on plan from admission.

Move-on options may include:

- return home;
- supported living;
- temporary accommodation;
- longer-term housing;
- hospital admission if needs escalate;
- referral to community services.

The provider will work with the referring agency and relevant professionals to avoid unnecessary extended stays.

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21. Record Keeping

The operator will maintain records including:

- referral forms;
- admission assessments;
- risk assessments;
- support plans;
- occupancy register;
- staff rota;
- visitor log;
- incident reports;
- complaints log;
- maintenance records;
- fire safety records;
- safeguarding reports;
- move-on plans.

Records will be stored securely and processed in accordance with data protection legislation.

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22. Management Review

The service manager will review the operation of the property regularly.

Reviews will consider:

- occupancy levels;
- incidents;
- complaints;
- safeguarding issues;
- neighbour feedback;

- staffing levels;
- property maintenance;
- parking or waste issues;
- compliance with planning conditions.

Where required, the operator will cooperate with the local planning authority, environmental health, adult social care, police, fire service or other statutory bodies.

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23. Planning Controls Offered

The applicant would be willing to accept reasonable planning conditions controlling the use of the property, including:

- maximum number of residents;
- use restricted to C2 crisis accommodation;
- implementation of the approved management plan;
- provision of a neighbour contact number;
- parking arrangements;
- refuse storage arrangements;
- no self-referrals or walk-in admissions;
- no use as an HMO, hostel or general temporary accommodation.

The premises shall be used only as short-term crisis accommodation within Use Class C2 for a maximum of 7 residents, and shall be operated in accordance with the approved Management Plan. The property shall not be used as a hostel, house in multiple occupation, hotel, general temporary accommodation or any other use without prior written approval from the Local Planning Authority.

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24. Conclusion

The proposed crisis-bed service will provide a small-scale, professionally managed residential care/support environment for adults in crisis. The use will be controlled through referral-only admissions, staff presence, individual risk assessments, house rules, visitor controls, incident management and neighbour liaison.

The management arrangements set out in this plan are designed to ensure that the property operates safely and responsibly, while protecting the amenity of neighbouring residents and the character of the surrounding area.
