



MANCHESTER
CITY COUNCIL

Homelessness Update for Communities and Equalities Scrutiny Committee

Author

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Service Environment

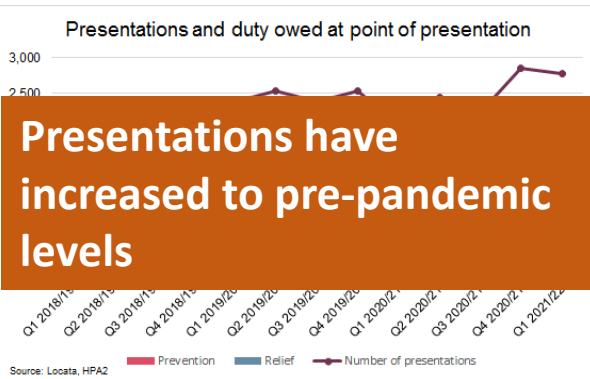
COVID remains a live operational issue.

- Vaccinations
- Increasing cases
- Safety in hostels and B&B's

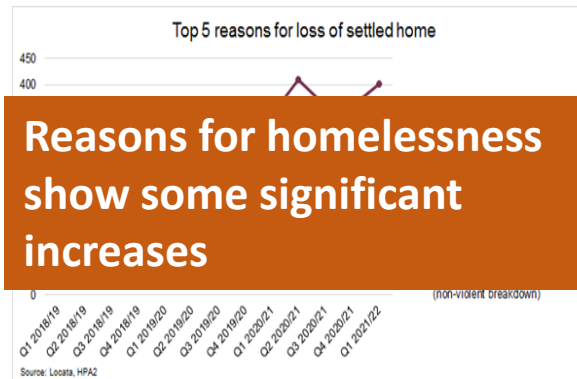
Eviction ban ending will lead to increased pressure on services

Managing the safety and well-being of staff:

- Safe and reassuring return to office
- Well-being of staff through the transition
- Integration into neighbourhoods



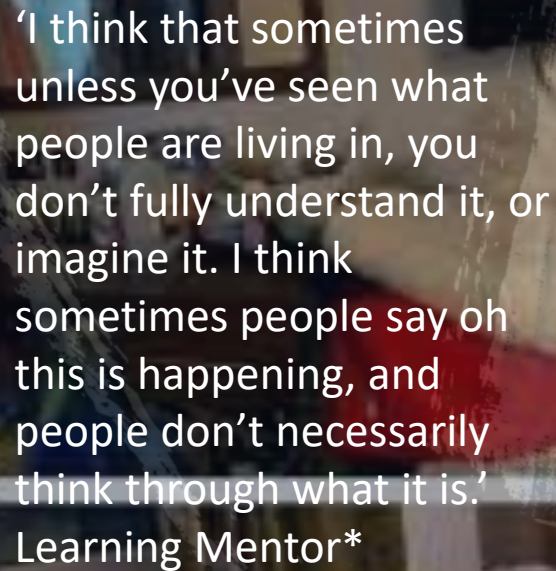
Presentations have increased to pre-pandemic levels



Reasons for homelessness show some significant increases

Every change in the graphs is a household





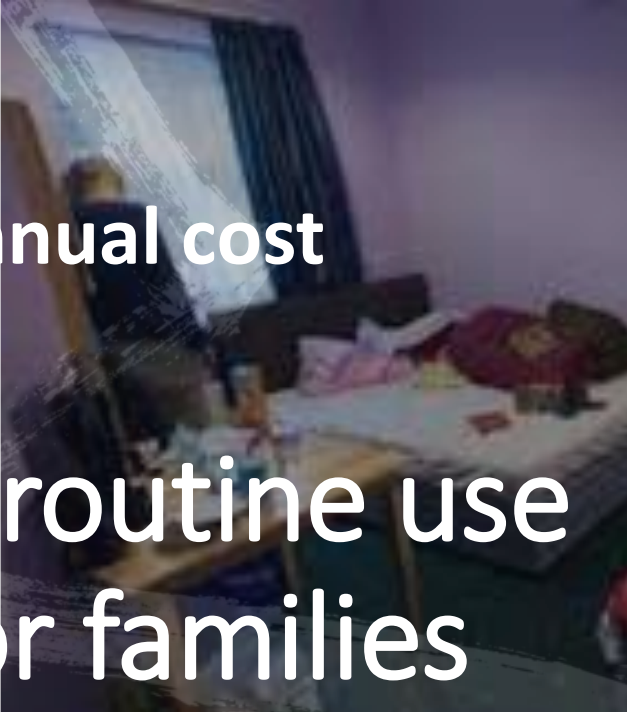
'I think that sometimes unless you've seen what people are living in, you don't fully understand it, or imagine it. I think sometimes people say oh this is happening, and people don't necessarily think through what it is.'

Learning Mentor*

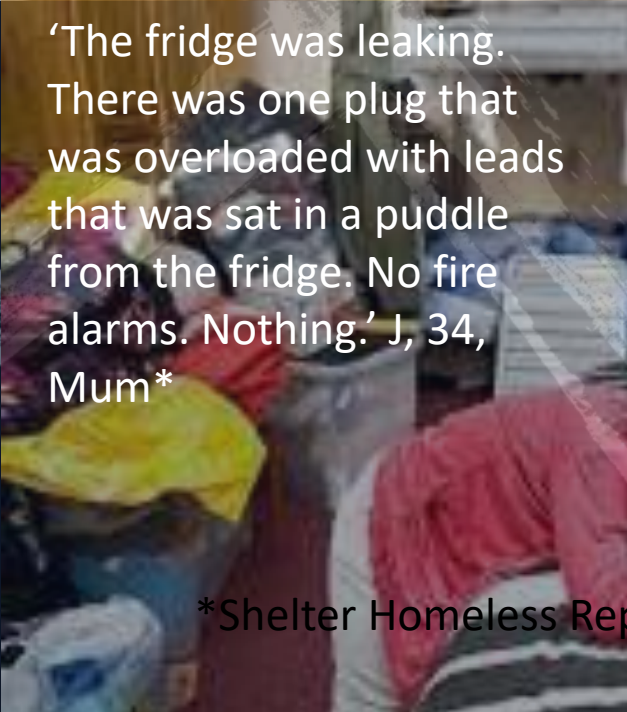


£850K annual cost

Ending the routine use of B&B for families




- 'Me and my daughter share the bed. She wriggles around all night. Half the time her feet are on my head so I don't sleep properly and there's no place for me to put a little bed or cot'. S, 30, Mum*



'The fridge was leaking. There was one plug that was overloaded with leads that was sat in a puddle from the fridge. No fire alarms. Nothing.' J, 34, Mum*



>1000 children a year affected



'My daughter is fifteen and she's always been used to her own room. Having to share a bed with your mum. It was just degrading. She didn't tell any of her friends.' S, 34, Mum*

*Shelter Homeless Report 2015

Redesign of Private Rented Sector Scheme

Collaboration with Lambeth Council and Homelessness Impact to test scheme design

Objective is to reduce the number of homeless households who need temporary accommodation because we can instead prevent their homelessness

We will consult with agents and landlords about scheme design

We will also consult with homeless households about how the scheme can support their resilience

We are exploring ways to increase security for households

Woodward Court and Direct Access Hostel



- Our largest schemes are occupied by our most vulnerable residents
- Established best practice suggests people with complex needs do better in smaller settings with specialist support

We intend to reconfigure our provision to ensure the most vulnerable are accommodated in the settings that will best support their journey

- Procure, Redevelop, or develop fit for purpose properties
- Procure evidence-based specialist support services
- Manage the transition



Temporary Accommodation Review

- Our temporary accommodation portfolio is large and multi-faceted. It is a significant area of expenditure and is a complex and highly technical service area.
- We are undertaking a review of our portfolio to ensure our investment is achieving best value for money and we are achieving the best service and outcomes for the people we serve.
- The review is being undertaken by Tim Gray, a leading specialist in TA and Housing Benefit Subsidy for TA and will take another few weeks to complete.

Deliverables of the review will be:

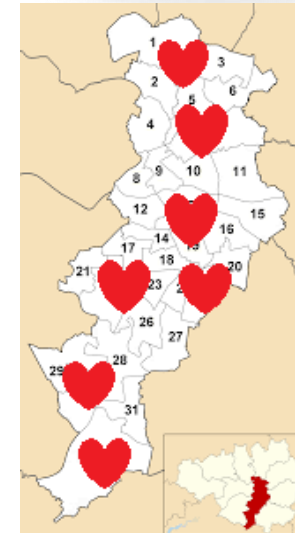
- Regular feedback to the council as the investigation progresses
- A report covering findings in the below areas
- Recommendations for change and further work
- Presentation and discussion of the findings to different audiences as required by the council



Service Redesign



We are redesigning our statutory service, embedding prevention and the community at the heart of the service



The service redesign will also embed the service in the heart of the community

Outcomes

- Fewer households in temporary accommodation because we have prevented the need
- Families with children only in bed and breakfast accommodation by exception and for a minimum time
- Increased supply of good quality private rented sector accommodation used to prevent homelessness
- Better outcomes for the most vulnerable households
- Progress towards a high quality, value for money and low or zero carbon temporary accommodation portfolio
- We want to move resources from behind the statutory line to in front, where they can be used to prevent homelessness