

	Question	Response
1.	<p>Q1. what criteria will the residents have to meet to become housed in the property</p> <p>-----</p> <p>Q2. what other facility is similar to this, by way of residents/ages/males and with complex needs within such close proximity to families/elderly. Mulberry house being in the middle of a business park is not a viable comparison.</p> <p>-----</p> <p>Q3. how will anti-social behaviour outside the premises and in the local area committed by the residents be handled?</p> <p>-----</p> <p>Q4. what will you do to prevent crowds of men gathering outside the premises in groups this is not only against current Covid regulations but is intimidating for local residents/children</p> <p>-----</p> <p>Q5. how will you successfully monitor 21 people if there are no staff present? CCTV does not tell the whole story, how will you prevent loud noise, anti-social behaviour, drug taking, people sleeping over.</p> <p>-----</p>	<p>Q1: People that move into Brook Lane will have at some point been homeless, and will be in need of support to help them live independently in their own home. They will be on a planned pathway to find permanent accommodation suitable to them as an individual.</p> <p>-----</p> <p>Q2: There are properties of a similar size to the larger building such as Howley House and Phoenix Lodge which are both in residential areas, both are discreet within the communities. Services are managed well and neither of them have a negative impact on the local community.</p> <p>-----</p> <p>Q3: It cannot be assumed that customers within the service will be anti-social. Management of the service will ensure customers don't congregate outside. Staff will monitor the exterior of the premises to make sure they are kept tidy and aesthetically pleasing.</p> <p>-----</p> <p>Q4: There will be regular walkabouts of both properties (24 hours per day). The only people on site will be the people that live there. There will be 24-hour staff monitoring. Customers who move into Brook Lane will want support to move on with their lives and because of this want to comply with their licence agreement and want to be responsible members of society.</p> <p>-----</p> <p>Q5: Staff will monitor all activity and there will always be at least two staff on site at any time. We have agreed a Customer charter for all our services which always includes specific expectations of positive behaviours.</p> <p>-----</p>

	<p>Q6. The garden at 26/27 backs onto Newry Park and was horrendous when the students partied in there, what will be done to assure this doesn't happen, will there be a curfew, rules on loud music/partying?</p> <p>-----</p> <p>Q7. why is drink being allowed on the premises where there are residents with complex needs.</p>	<p>Q6: The Customer charter will include curfew time on music being played and the use of the garden. "Parties" will not be allowed within the Customer charter.</p> <p>-----</p> <p>Q7: Alcohol is not an illegal substance; Customers will only be able to consume alcohol in their own rooms. We allow this because it is safer for them and others than drinking outside in the community. Dependency on alcohol will be supported by the relevant agencies.</p>
2.	<p>Q1. The report by Alistair Jeffs into the recommissioning of homeless services in 2017 was endorsed by the Public Scrutiny Committee in June 2017 and agreed by the Cabinet (Council) in October 2017. Section 4.4 of the report sets out the requirement for <i>"a greater range of accommodation (including the closure of the 30 bedded Richmond Court.. to be replaced by a wide range of more dispersed smaller units) located across the borough."</i> Why is the council now going against this agreement to provide smaller units dispersed across the borough by proposing to open a similarly large unit (21 beds) in close proximity to other places already housing homeless and vulnerable people (e.g. Halkyn Road, Ermine Road, City Centre)?</p> <p>-----</p> <p>Q2. The above report also states in section 9.2 that "it is important that a robust outcome based performance management framework (PMF) and contract management is in</p>	<p>Q1: The October 2017 Cabinet report described Richmond Court as having 30 beds which was incorrect. Richmond Court had 48 units in total (36 beds plus 12 safe seats) The correct number of 36 beds is detailed in the scrutiny report.</p> <p>We are therefore not going against this agreement</p> <p>-Brook Lane is two schemes providing a total of 21 units. This is significantly less than the 36 beds at Richmond Court which was all in one building. Additionally, Brook Lane will not provide safe seats or any emergency provision compared to Richmond Court.</p> <p>-We have opened other accommodation across the borough most recently Mulberry Centre in Chester (27 beds), but in the last two years we have also opened Phoenix Lodge in Ellesmere Port (12 beds) and various shared 3/4 bed houses and individual flats in Ellesmere Port, Winsford and Northwich to give a range of different smaller accommodation across the borough.</p> <p>-----</p> <p>Q2: The Council's contract with ForHousing is closely monitored by the Council's Commercial Management Team to ensure that the specified service outcomes are being delivered. Monthly</p>

<p>place ensuring emergent issues are mitigated swiftly". What performance management framework is in place for the proposed accommodation to ensure that issues such as antisocial behaviour are identified and swiftly resolved and what are the consequences for breaches of the Key Performance Indicators (KPIs)?</p>	<p>reports are submitted by forfutures, measuring service performance against a suite of key performance indicators. Details of complaints and ASB incidents are also reported. Monthly contract meetings review the performance submissions and any issues or concerns about service delivery are discussed and addressed. The contracts team are in regular weekly contact with forfutures and work with them and the Council's Housing service to develop and improve the homeless support service.</p> <p>In addition to the formal contract performance management processes and procedures, the Council's Housing team work closely with forfutures to enable day to day operational service decisions to be made promptly. Where there are ongoing complaints or reports of ASB the Council works alongside forfutures and other agencies and Council services, adopting a multi-agency approach.</p>
<p>-----</p> <p>Q3. Why does the Council - for example in its' responses to residents' concerns and its' FAQ document - insist on comparing the Brook Lane proposal to other existing units when there are many key differences between them? Examples given</p>	<p>-----</p> <p>Q3: Supported accommodation services in Chester, are all part of pathways for individuals to move from homelessness into a secure home and better future. Regardless of where these services are or what size they are, they all support individuals who for various reasons have been homeless (ie the same cohort of need of those who we propose will reside in Brook Street) and are in need of a home in a well managed environment to support them to improve their lives. Individuals may well move from some of the named services into Brook Lane on their journey to living independently, which is why it is relevant to mention them.</p> <p>This information was also offered to demonstrate that forfutures manage a number of services already in Chester that are not</p>

		<p>having a negative impact on local communities, showing their ability to provide well managed services (Some of your information is incorrect, for example Watergate Street is a direct access service for single adults (18 +) who have been rough sleeping.)</p>
<p>3.</p>	<p>- Given the vast number of concerns the local residents and businesses have regarding the proposed homeless accommodation for 26, 27 and 28 Brook Lane, why hasn't there been a thorough risk assessment carried out prior to the submission of the planning applications in order to see if this is a viable option, when considering the safety, needs and amenities of the local community?</p> <p>- Section 2.17 of the CWAC Constitution states that decision takers should "assess the likely impacts of each option, with particular regard to human rights, equality, diversity, and sustainability issues". With this in mind what other options have been considered as an alternative to The Brook Lane Project, or is it just that this is being pushed through by the council as a cost saving measure that ticks another box?</p> <p>- The recommendations following the closure of Richmond Court state that the homeless should be housed in smaller numbers, spread throughout the borough. Why, therefore, are you not following your own recommendations and placing 21 vulnerable people all in one locality, where there is already an ongoing drug issue? You are setting up the potential residents of Brook Lane to fail.</p>	<p>We have taken into account the recommendations of previous reports and believe these properties will provide smaller dispersed accommodation in the community. They provide accommodation across two properties rather than in one large building but mean that the properties can be staffed 24/7 which is not cost-effective in smaller settings. The location is on a main road, in an area of mixed student, rented and owner occupied homes. The properties were previously student HMO accommodation. They are walking distance to shops and city centre services and on a bus route.</p> <p>They will increase the supply of supported housing which is in line with our Homelessness Strategy and reduce the reliance on unsuitable hotel accommodation. As we increase the supply of accommodation, we will reduce the number of people who are homeless, which is key to addressing equality and diversity issues. The properties will give vulnerable people a real opportunity to get ready for their own independent tenancy and provide associated health and well-being and equality and diversity benefits for individuals.</p> <p>There is a range of different size and types of properties across the borough in order to meet local needs. There is a particular need in the Chester area, hence these proposals have been brought forward.</p>

	<p>- The Constabulary Consultation identifies that the alleyways behind the properties on Brook Lane "have little natural surveillance." Meaning these alleyways.... "could become an area which suffers from drug dealing, drug use and inappropriate congregation as people feel less vulnerable being seen." One of these alleyways backs on to my house. How can you guarantee the safety of my young children when playing in their own garden?</p> <p>-----</p> <p>- The Constabulary Consultation identifies "Adding 20+ people to this area.....could potentially lead to conflicts of people already in this area and therefore lead to an increase of demand on the police." How can 2 underqualified forfuture's staff members manage the additional incidents of anti-social behaviour within our community, when the police won't be in a situation to provide the necessary support?</p>	<p>The Council and forfutures will continue to work with Cheshire Constabulary to identify and address any issues arising from the proposals.</p> <p>-----</p> <p>All forfutures Staff have intense training to de-escalate situations and manage difficult behaviours. We have a close working relationship with the Police and hold weekly multi-agency meetings to pro-actively address any concerns about the behaviours of individuals in the community. forfutures employ experienced staff and have training plans in place to provide/refresh skills to deal with difficult and challenging behaviours</p>
4.	<p>What is driving the need to force the proposal through now, when by doing so the residents are therefore forced to meet to organise, to leaflet houses and talk to other residents in order to exercise their rights during this difficult and unprecedented time?</p>	<p>Our Homelessness Strategy highlights the need to increase the housing options for people, including supported housing provision so we were already working to do this in a number of ways, including looking for properties. Covid significantly increased the demand from people who became homeless as they couldn't remain sofa surfing etc during lockdown. The Government opened up a funding opportunity to Councils to help tackle homelessness so we have bid for a grant towards this proposal and if successful, the delivery timetable is very tight so we wanted to start the process now.</p>
5.	<p>"In an effort to reduce the likelihood of crime, disorder and antisocial behaviour in the vicinity of the proposed Brook Lane hostels, what provision is there for</p>	<p>The greenway is owned by Sustrans, a national charity and the ponds owned by the Council. There is a management plan in place (in the public domain) that details standards the area is cut</p>

	<p>a) an ongoing programme for clearing the vegetation that obscures natural surveillance on this section of the Greenway and Northgate Ponds and</p> <p>b) the installation of supplementary lighting and CCTV in these areas and the residential roads, service roads, back allies and footpaths, and the monitoring/recording thereof”.</p>	<p>to. The area is monitored regularly and is managed by a Ranger in the Greenspace team – there are no reported issues at present. There are some additional funds for the area from S106 monies, to spend on green infrastructure and if you are interested in finding out more, contact HousingStrategy@cheshirewestandchester.gov.uk and we will put you in contact with the Greenspace Team.</p>
6.	<p>These premises (using the definition and terminology used by Shelter, Crisis and indeed your own published reports) are clearly hostels. To call it something other than a hostel implies that you are being disingenuous. Why?</p> <p>This is a residential area, with families, students, and elderly people and so an ideal place for young families. Why not convert these buildings into flats / apartments for them?</p> <p>-----</p> <p>After years of problems you closed Richmond Houses. Three years later your hostels are still making headlines with exactly the same issues. Why?</p> <p>-----</p> <p>Recent newspaper articles have linked drug dealers from Blacon and Brook Street to the specific targeting of homeless hostels. How can you sanction a new hostel with direct links and easy access to both these areas knowing what will happen?</p> <p>-----</p>	<p>The proposals will provide housing with support and won't be a hostel – hostels normally provide temporary basic housing, usually in an emergency, often people share rooms or there are communal sleeping spaces like we had in Hamilton House. This is not the case here, these will be peoples' homes.</p> <p>Currently the highest need is for single accommodation rather than for families, hence this proposal. People want to live in Chester area so we need to provide suitable accommodation in the area. The accommodation will be staffed and vulnerable people protected.</p> <p>-----</p> <p>We are not aware that the Council's supported housing provision is making headlines and there aren't the same issues as those reported at Richmond Court in any of the accommodation provided by forfutures.</p> <p>-----</p> <p>The properties will be staffed 24/7 so it won't be possible for vulnerable individuals to be targeted within the accommodation; they will be much more effectively protected in the accommodation.</p> <p>-----</p>

<p>There has been opposition to homeless shelters, hostels and supported housing over Richmond Court and with other venues in recent months, due to size, location and mix of occupants. Why are you not listening, recognizing the issues and amending your plans accordingly?</p> <p>-----</p> <p>You may claim that you can address problems within the buildings and that CCTV will be installed. As soon as these tenants step beyond this how will you deal with any issues that occur?</p> <p>-----</p> <p>As soon as the tenants step outside of the building how will you shield them from dealers? how will you deal with any issues that occur?</p> <p>-----</p> <p>You state in your FAQ's that all tenants will sign an occupancy agreement outlining the rules and conditions of their stay. Could we see a copy</p> <p>-----</p> <p>If the council were to go ahead with the proposal how would the council/forfutures guarantee that the existing model as a halfway house will not be changed in the future at any point? If</p>	<p>There was opposition to the Mulberry Centre initially but no complaints since it's opened.</p> <p>-----</p> <p>We will work closely with the police to address any criminal behaviour and there will be expectations re peoples' behaviour both inside and outside in order to stay in the property. Residents will not congregate outside the building. The service is not just about providing accommodation. Support is person-centred discussing how the individual behaves both inside and outside so they can integrate into the wider community. Support is also offered to encourage meaningful use of time; Individuals also have great support from the voluntary sector in Chester with opportunities to join in activities. forfutures also provide direct support with training, volunteering and employment.</p> <p>-----</p> <p>Staff support residents to address their addictions and work directly with the substance mis-use provider to ensure they get this support. Individuals who are in addiction are vulnerable to abuse from dealers, staff are vigilant and report all intelligence regarding dealing to the Police. Residents are constantly asked to talk to support staff with any concerns they have about activity from dealers.</p> <p>-----</p> <p>There will be an excluded license agreement issued by ForHousing but we do not normally share specific agreements, exerts from the licence agreement will be shared</p> <p>-----</p> <p>'Halfway house' isn't the right terminology for the accommodation.</p>
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	<p>this were to go ahead would we be given a cast iron legally binding guarantee to state this</p>	<p>The future of these properties would be determined by Planning and planning conditions</p>										
<p>7</p>	<p>There are already similar schemes for the homeless nearby, what guarantees are there for not having further homeless accommodation in this part of Chester?</p> <p>How do you think this proposal fits with the 2020-24 council plan statement of 'your local area will feel safer, cleaner and greener', particularly when reading the comments from the local police?</p> <p>Cheshire west labour made a 2019 election manifesto pledge on 'Feeling safe. Safe on your street and secure in your home.' Doesn't this proposal contradict that pledge for local residents?</p> <p>Why has the council deviated from the policy to deliver small homeless units dispersed across the borough?</p> <p>-----</p> <p>What is the current mix of homeless accommodation for each ward in chester?</p>	<p>There are supported housing schemes across the borough, however need in the Chester area is particularly high, therefore we need to increase the provision here. The Council has a responsibility to provide good quality and affordable housing for everyone and these properties will enable us to do so for people who have previously been homeless. Homelessness can happen to anyone and everyone needs somewhere to live; the properties will be managed by forfutures who will support vulnerable people to feel safe and live in the local community.</p> <p>This accommodation is significantly smaller than that at Richmond Court, which provided 36 flats and 12 emergency beds known as safeseats. Brook Lane is two separate properties, one providing 8 bedrooms and the other providing 13. It will not provide emergency beds nor have people moving in directly from the streets.</p> <p>-----</p> <p>Here are the numbers of commissioned accommodation by ward:</p> <table border="1" data-bbox="958 1023 1397 1254"> <thead> <tr> <th>Ward</th> <th>Units</th> </tr> </thead> <tbody> <tr> <td>Blacon</td> <td>57</td> </tr> <tr> <td>Chester City & Garden Quarter</td> <td>28</td> </tr> <tr> <td>Upton</td> <td>5</td> </tr> <tr> <td>Newton & Hoole</td> <td>6</td> </tr> </tbody> </table>	Ward	Units	Blacon	57	Chester City & Garden Quarter	28	Upton	5	Newton & Hoole	6
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	<p>These properties aren't on the open market, have any other properties been looked at?</p> <p>Why is this scheme being rushed through with a minimum of consultation?</p> <p>Do you accept that residents feel they have been poorly treated, having to battle to get a reasonable amount of time to respond, any literature on the scheme, and a meeting at the eleventh hour; and further disadvantaged due to covid restraints and the inability to organise attendance at council meetings etc?</p>	<p>The university is a partner and presented the opportunity of the two vacant properties; the council will consider any opportunities presented to it to increase the provision of accommodation.</p> <p>This proposal is one of the actions to deliver our Homelessness and Rough Sleeper Strategy, to increase housing options for people, and reduce the use of bed and breakfast and temporary accommodation. Covid 19 has seen an increase in homelessness so the need is even greater. The Council has bid to MHCLG for funding, which if successful, would require completion in a short timescale.</p> <p>Residents were first contacted on 11 September, the statutory timescale for consultation on a planning application is 21 days and residents will have until 18 October to comment and then Planning committee will be a public meeting on 3 November</p>
	<p>ADDITIONAL QUESTIONS RECEIVED ON THE DAY OF AND AT THE MEETING</p>	
	<p>1) Will the residents of 26/27/28 Brook Lane be in line to receive social housing accommodation and will they be taught the right skills to maintain a tenancy?</p> <p>2) What support infrastructure is offered by forfutures to the community?</p>	<p>Each resident will have their own resettlement plan which may include social housing or accommodation in the private rented sector. forfutures adopts a person-centred approach to support individuals to develop whatever skills they need to maintain a Tenancy. Their support needs are reviewed regularly and where more support in a certain area is needed, we will provide this.</p> <p>forfutures always endeavours to have a close working relationship with the community, which is vital to the success of the services we manage. In recent new services we have invited neighbours to come and look around the properties. Should the proposals go ahead, there will be a named manager and a direct phone number</p>

	<p>3) Have all residents of Newry Park been contacted about this matter or just selected residents? And if only selected residents have been contacted what qualifies them for contact?</p> <p>4) Where will Brook Lane residents move on to?</p>	<p>to contact should there be any issues or any support you would like to offer.</p> <p>Letters were sent to 59 addresses closest to the properties. There is a planning notice on site and articles in the press. The letters and FAQs will be shared.</p> <p>The Council has a significant housing delivery programme to build more affordable homes and this includes building more smaller properties to meet housing needs. We work closely with our housing association partners to ensure their housing delivery programmes are designed to meet the housing need in Cheshire West as well. Other move on options include prioritising housing association vacancies to people who are homeless, using the Housing First model for people who are currently sleeping rough and encouraging and supporting private landlords to let their properties.</p>
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