



Annex 1 2019/2020 Accommodation and Requirements

Accommodation & Contact Centres

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27 June 2019

Lancaster Circus



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Trust occupied sites



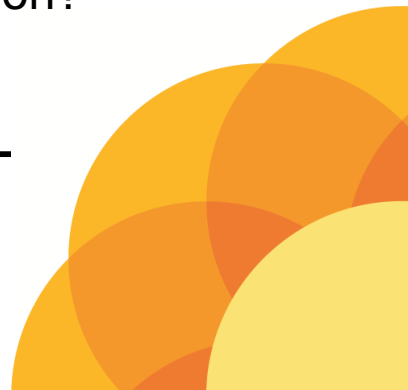
- Church Road
- King Edward Building (TESS)
- Lancaster Circus
- Lifford House
- New Aston House
- Park Road
- South Access Centre
- St Andrews
- St Thomas
- Sutton New Road
- The Circle
- The Wharf
- The Willows
- Woodcock Street
- YOS 52 Newton Street
- YOS Halescroft
- YOS Kingsmere/Earlswood
- YOS Oxygen Rooms
- YOS The Sanctuary
- YOS Victoria Law Courts
- YOS Washwood Heath



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Contact and Conference

- Taking place in a number of locations, some venues host both in the same building
- Trust space is mainly of poor quality
- Do we have sufficient space? – Contact Manager advises we need more contact rooms, especially near the city centre
- Do we want to split Contact and Conference?
- Are there any plans to consider the outsourcing of Contact?
- Do we want to consider hosting Contact from a centralised location?



Contact

- Limited data on number of contacts taking place and venues due to lack of process for capturing it
- Has been reported that there are not enough Trust rooms to host contact
- No evidence to support shortage of rooms
- More robust process needs to be developed to record contact information, Contact Manager agrees and is working on it



Contact Data – April/May 2019

Month	Locality	Total Contacts Booked	Internally Supported	Agency Supported	2 Workers Required (Internally)	2 Workers Required (Agency)	Cancelled (Internal)	Cancelled (External)	Total Cancelled	Actual Contacts Held
Grand Total	All	1575	786	789	167	92	138	103	241	1334
Locality Totals	NWC	768	441	327	123	19	80	34	114	654
	East	338	153	185	18	2	13	8	21	317
	South	469	192	277	26	71	45	61	106	363

Note : it is not known of the 1334 contacts held, which were on Trust sites and which were in the community

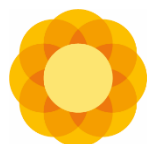


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Conference Data April 2018 to March 2019

Month	Margaret St	New Aston House	St Andrews	Selly Oak Access Centre	Month Totals
Apr-18	24	65	68	67	224
May-18	17	70	83	64	234
Jun-18	19	54	63	72	208
Jul-18	23	66	74	83	246
Aug-18	5	42	66	53	166
Sep-18	15	60	72	79	226
Oct-18	26	69	71	85	251
Nov-18	7	57	60	58	182
Dec-18	9	44	50	65	168
Jan-19	10	70	80	72	232
Feb-19	7	45	50	77	179
Mar-19	12	60	70	79	221
Total	174	702	807	854	2537

Note : Margaret Street is no longer being used, for health, safety and security reasons



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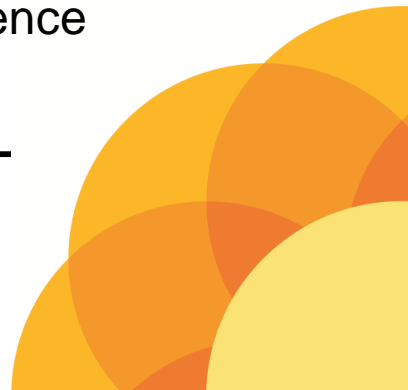
Contact room requirements

- Variety of rooms with different sizes to accommodate very young babies with their parents, curious toddlers and older young people
- Durable sofas
- Individual chairs
- Small plastic mini chairs
- High chairs
- Floor mats
- Bean bags/cushions with removable covers
- Robust flooring, such as wooden that can last a long time and is easy to clean
- Bright colours similar to the colours of the rainbow
- Walls that can be easily wiped
- Range of toys and activities for children and young people of all ages



Conference room requirements

- Supports the Strengthening Families Conferencing model
- Able to fit the horseshoe room layout
- People would arrive, having been able to get there easily and feel welcomed into the building
- An environment where everyone feels safe
- A nice waiting room
- Small rooms where confidential conversations can take place prior to conference commencing
- Able to accommodate anything from 6 to 14 people
- Nice furniture
- Neutral, soft decoration
- Enough space for the new IT solution
- Adjustable room temperature settings
- Dedicated space for staff to work from before and after a conference
- Access to a printer and photocopier



South Access Centre relocation

- Needs to remain a priority
- Existing use of centre is understood
- Alternative option offered from BCC is Lifford, but plan would need to be refreshed
- BCC have not offered any other sites offered in the south
- Consider commercial properties to lease from private organisations
- Do we use the opportunity to split conference and contact?
- Decision needs to be made so the right site can be found



South Access Centre relocation

Lifford House Option

- Plans and costs would need to be refreshed
- Current plan incorporates Contact, Conference and issuing of payments to young people
- Desk utilisation study would need to be completed as impacts on staff working in the space identified (a short study was completed in May 2019)
- BCC would look to increase the current recurring costs associated with this site



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Contact Centres

Example of Contact Centre Rooms

Swan Family Centres - <https://www.youtube.com/watch?v=ZYVo8kFaOHE>



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