

**From:** [REDACTED]  
**To:** [Tim Ball \(Cllr\)](#)  
**Cc:** [Graham Sabourn](#)  
**Subject:** Grosvenor Place Draft Response  
**Date:** 02 July 2020 16:29:46

---

Hi, Tim

Suggested response to the questions raised by [REDACTED]:

*Thank you for your recent email regarding your concerns about Grosvenor Place. Before I address your questions, I would like to give you some background information.*

*At the end of March, as the national Covid-19 lockdown was starting, central government directed all Local Authorities to provide accommodation for all rough sleepers in order to safeguard their health and the health of the general public. The directive was to make this happen within 48 hours. In Bath & North East Somerset, this was achieved partly by securing the release of 23 Grosvenor Place from Guinness Housing, a process which was already underway. A number of other locations were also secured. As the pandemic has progressed, Housing Services has worked closely with partner-organisations to ensure that the provision was appropriately supported and this continues. Housing Services has revised its procedures to ensure that all available resources are being used to focus on ensuring that, where appropriate, people who were rough sleeping are able to move into longer term accommodation much more quickly.*

*We are aware that there are concerns not only from the people accommodated but also from the wider community about what is likely to happen when the pandemic is no longer at its height and a semblance of normality returns. To address this, we have been working on a strategic approach that will cover both the need to accommodate and support often vulnerable people and be deliverable within tight timetables and with limited resources. This approach includes a short term plan to retain 23 Grosvenor Place and some of the other locations in their current use as supported housing for at least 6 months. This time will be used to examine what the ongoing need is for supported housing for people who have previously slept rough, how we might address this need and what resources might be*

*available to deliver it. The results of that work will inform our longer term plans, including how we consult more widely on the options identified.*

*The issues you raise in your email have been passed on to Julian House and they have given assurances that the security firm working at 23 Grosvenor Place have been reminded that they should only ever be outside if they are on a scheduled break or if there is a concern about one of the residents. Following your report, they have also been asked to ensure that any congregations of people living at or associating with someone living at number 23 are dispersed. Please be aware that all residents are allowed to smoke and drink in their flats and so are less likely to be outside for that purpose. Hopefully, by discouraging any friends or associates from outside the building, this should improve.*

*On your reports of illegal or suspicious activity, I strongly recommend that you report these to the Police. For incidents or concerns that are not Police matters, you can contact [REDACTED] (Complex Adult Team Leader at Julian House) between the hours of 8 and 4, Monday to Friday. Outside of those hours, you can contact Julian House on 01225 311991. They will ask a Duty Manager to contact you.*

*I hope this explains the Council's approach and gives you some assurance that we are endeavouring to balance the needs of vulnerable people with those of the settled community.*

Let me know if you want any of this amended. If not, I will use it as the basis of a response to another of the local residents who has been in contact alongside [REDACTED]

[REDACTED]

Housing Strategy & Commissioning Manager  
Housing Services  
Bath and North East Somerset Council  
Lewis House  
Manvers Street  
Bath and North East Somerset Council BA1 2ZH

Tel [REDACTED]