



# Report to Safer and Stronger Communities Scrutiny and Policy Development Committee 9<sup>th</sup> November 2017

**Report of:** Executive Director Place

**Subject:** Rough Sleeping in Sheffield

**Author of Report:** Zoe Young – 0114 2053118

## Summary:

This report discusses the issue of rough sleeping in Sheffield and the provision in the city to support those people who are sleeping on the streets.

**Type of item:** The report author should tick the appropriate box

Reviewing of existing policy	
Informing the development of new policy	
Statutory consultation	
Performance / budget monitoring report	
Cabinet request for scrutiny	
Full Council request for scrutiny	
Response to Scrutiny Task Group Report	
Call-in of Cabinet decision	
Briefing paper for the Scrutiny Committee	<b>x</b>
Other	

## The Scrutiny Committee is being asked to:

The safer and stronger communities scrutiny committee is asked to note the contents of this report and to provide views and recommendations on the councils approach to working with rough sleepers.

## Background Papers:

List any background documents (e.g. research studies, reports) used to write the report. Remember that by listing documents people could request a copy.

**Category of Report:** OPEN

Most reports to Scrutiny Committees should be openly available to the public. If a report is deemed to be 'closed', please add: '**Not for publication because it contains exempt information under Paragraph xx of Schedule 12A of the Local Government Act 1972 (as amended).**'

## **Rough Sleeping in Sheffield**

### **1. Introduction**

Ending rough sleeping in Sheffield is a priority for the city and its partners. Although most people who become homeless will never sleep rough, it is the most visible form of homelessness. It is unsafe and has serious consequences on a person's health and wellbeing. There are many reasons why people end up on the street, and these are often complicated and confounded by substance abuse, mental health, offending and a history of abuse and trauma.

Sheffield City Council is working with partners in the city to co-ordinate services, and ensures that the response to homelessness is both robust and holistic and that anyone on the streets or at risk of rough sleeping is able to access advice, support and accommodation.

### **2. Rough Sleeping in Sheffield**

The level of rough sleeping in Sheffield has been relatively low. The annual official estimate independently verified by Homeless Link found 15 people in November 2016. An unofficial count on 25<sup>th</sup> August 2017 found 20 people. This count was undertaken by Framework (Sheffield's Street Outreach Service), and was also attended by Housing Solutions. Four of the people found to be sleeping rough during the count had accommodation available to them. All were known to services and had offers of accommodation and support.

The majority of rough sleepers are male aged between 35-50 years, white/British and from Sheffield. Most referrals to the Sheffield Street Outreach Service are made by the public who see people sleeping rough or self-referrals when people approach the team directly for assistance. Members of the public and local businesses are being asked to use the new freephone number to report the location of people they see people rough sleeping. Officers from Housing Solutions work closely with the outreach team to identify and work with everyone found rough sleeping to help support them into services.

The majority of people seen by Sheffield Street Outreach never sleep rough or are seen out only once and are supported to return home or access a suitable housing option. However, there is a small number, around 20 people who sleep rough on a fairly regular basis, in between staying with friends and stays in prison and hospital. The Council is working with those identified as 'entrenched rough sleepers' to offer them both accommodation and support including recovery to address any substance misuse issues, as well as access to health care and specialist services.

### **3. Supporting and identifying rough sleepers in Sheffield**

A person sleeping rough or at risk of doing so can access a range of services in Sheffield. This includes advice, assistance and access to housing through statutory services, as well as information and support from a range of commissioned and non-commissioned services, alongside practical help with food and clothing from voluntary and charitable organisations. People can access advice, support and a meal every day in the week from a number of different projects.

The Council has an emergency out of hour's telephone number that anyone who is homeless and has nowhere else to stay can call. They will be assessed and offered advice and assistance, which may include temporary accommodation. The offer of emergency accommodation is extended to include anyone in need of a place to stay during cold and extreme weather conditions. ASSIST (Sheffield Charity for asylum seekers) provide overnight and temporary accommodation for people who are destitute and without recourse to public funds.

SCC's housing advice and options service manager chairs a multi-agency group where each individual rough sleeper is discussed and an action plan put in place for each person with an aim to getting them off the streets and finding suitable accommodation. This includes putting support in place to help people maintain this accommodation. Members of this group include SCC, health, police, community support officers, drug and alcohol services and the voluntary and faith sector.

SCC commission a Street Outreach Service run by Framework. Framework focuses on identifying rough sleepers and supporting them to secure accommodation and support. Every week they undertake a number of early morning outreach sessions to identify and support people sleeping rough.

Many people who sleep rough have high and complex needs and are not engaged with other services such as health. SCC has a monthly complex cases panel to discuss those people with severe and enduring mental health issues who are in housing difficulty to ensure that multi-agency solutions are in place.

If people do find themselves homeless (people without a permanent home but have somewhere to stay which could be sofa surfing or temporary accommodation) and /or roofless (people who have nowhere at all to go and may have to sleep rough) they can contact the SCC Housing Options and Advice Telephone Access Team. Some people are homeless but have somewhere to stay temporarily and others potentially have to sleep on the streets. An experienced officer will offer support and advice to individuals as well as starting to determine if the council has a duty to provide accommodation. The team will also refer to supported housing if the customer has a particular housing support need. There is also an out of hours for people who find themselves roofless outside office hours.

Sheffield has a number of non – accommodation based services who offer practical help and advice to homeless and vulnerable people. These include offering one to one support as well as food, clothing, showers and laundry facilities. These include:-

- Nurse, dental and GP consultation's which can accessed on a drop-in basis at the Cathedral Archer Project
- GP and nurse surgeries or appointments are also provided in our supported accommodation
- Support and treatment available for anyone in Sheffield experiencing drug and alcohol issues- drug and alcohol services - all services in Sheffield take self-referrals and are open access, meaning people can walk in and be seen that day. There are no waiting times.

The council has a number of contracts with different local and national service providers, generally charities or housing associations, to deliver a range of housing related support services including supported accommodation services in Sheffield. These services are aimed at people who lack independent living skills and the resilience to cope with negative events in life. These services prevent people falling into crisis and reduce demand for more expensive social care and health services and for statutory homeless services.

All supported accommodation services working with people who have been street homeless, adopt a personalised approach to help people to fulfill their aspirations through a range of activities, volunteering and training opportunities.

#### **4. Severe Weather provision (SWEP)**

There is a humanitarian obligation on all local authorities to prevent deaths on the streets caused by severe winter weather. The council's responsibilities towards those households who are owed a duty under the homeless legislation are not affected by severe weather.

The Met Office weather forecast is used and when temperatures are forecast to drop to zero degrees or below for the three consecutive nights the SWEP should be implemented on day one of the three day forecast.

Once SWEP provision is in place anyone who finds themselves in a position where they have to sleep rough are placed in accommodation. This accommodation includes crash pads, hostels including their communal areas and Bed and Breakfast. The Rough Sleeper Service also works with these customers who were placed in SWEP provision to try and identify move on accommodation.

**Access to Accommodation**

**Sheffield City Council- Housing Solutions**

Call 0114 273 6306

Call the council's Housing and Options line on 0114 273 6306 from Monday – Friday, 8.30am to 5pm.

In emergencies, during evenings and weekends, please phone: 0800 7311 689. Everyone contacting the council for help and advice will receive support. This might include:

- Help to prevent someone from becoming homeless
- An assessment to determine if the council has a duty to find someone somewhere to stay
- Referring someone to a service which offers support to look at things a person might find challenging and which could lead them to leave to return to being homeless such as help to budget, or to contact landlords for repairs.
- A referral to a supported accommodation provider where support is on hand and there are regular and frequent visits from the accommodation provider's staff team.
- Sign posting to services in the city who may be able to help
- Support to register on the council housing register
- Help to find private rented accommodation

**Sheffield Street Outreach Team- Framework**

Sheffield Street Outreach Team:

Advice and support for rough sleepers.

If you need help or you see someone sleeping rough call Frameworks Street outreach Team on

08000 066 5358 or Text SOTS to 80800 followed by your message

In emergencies, during evenings and weekends, please phone: 0800 7311 689.

**ASSIST Sheffield**

Call 0114 2754960

ASSIST Sheffield  
C/o Victoria Hall Methodist Church  
Norfolk Street  
Sheffield  
S. Yorkshire  
S1 2JB

- provides support to destitute refused asylum seekers
- people who have No Recourse to Public Funds are able to access accommodation during extreme cold weather.

People with No Recourse to Public Funds may also receive help if they:

- Have dependent children
- Are victims of domestic violence
- Are victims of trafficking

### **Access to Healthcare**

Devonshire Green Surgery – provides access to GP and other primary healthcare

Dental, nurse and GP surgeries can be accessed on a drop-in basis at the Cathedral Archer Project.

GP and nurse surgeries or appointments are also provided at the Salvation Army and Bevin Court hostels and appointments at Supported Accommodation providers.

### **Drug & Alcohol Services**

Call 0114 226 3000

Support and treatment is available for anyone in Sheffield experiencing drug and alcohol issues.

All services in Sheffield take self-referrals and are open access, meaning people can walk in and be seen that day. There are no waiting times.

The support given by services is tailored to each person and might include: one-to-one support, therapeutic help, medical help and rehabilitation.

#### **Get help with alcohol**

Help is available if you're worried about your drinking or someone else's.

- Phone: 0114 226 3000
- Address: 44 Sidney Street, (Matilda Street entrance), Sheffield, S1 4RH
- Walk in: Mon, Tue, Wed and Fri 9am-4.30pm, Thursdays 9am-7pm
- Online information: [shsc.nhs.uk/service/sheffield-alcohol-services/](https://shsc.nhs.uk/service/sheffield-alcohol-services/)

**Get help with drugs - Opiate Service** - for anyone using heroin or other opiate based drugs:

- Phone: 0114 305 0500

- Address: Fitzwilliam Centre, 143-145 Fitzwilliam Street, Sheffield, S1 4JP
- Walk in: Mon, Tues, Fri 9am-4.30pm, Wed and Thurs 9am – 8pm
- Online information: [shsc.nhs.uk/service/Sheffield-opiates-service/](http://shsc.nhs.uk/service/Sheffield-opiates-service/)
- **Get help with drugs - Non Opiate Service** -This service is for anyone using drugs such as cocaine, cannabis, new psychoactive substances and any other non-opiate based substances.
- Phone: 0114 272 1481
- Address: 44 Sidney Street (Sidney Street entrance), Sheffield, S1 4RH
- Walk in: Mon, Tue, Fri – 9am-4.30pm, Wed 9-7pm (5-7pm Juice Clinic for steroid and performance and image enhancing drug users), and Thurs 9-7pm.
- Online information: [shsc.nhs.uk/service/sheffield-non-opiates-service/](http://shsc.nhs.uk/service/sheffield-non-opiates-service/)

### **Addaction Sheffield**

- Work with anyone over 18 who has a substance misuse issue which has led to involvement in the criminal justice system. Aim to reduce the impact of drug related harm and offending for individuals and the wider community. Services are open to everyone, including people who are completing a statutory order.
- Service opening hours are Monday – Friday 9-5 (late appointments are available Thursdays 5-7) This includes support groups including Narcotics Anonymous (NA); a weekly Art Group; acupuncture; and fishing (seasonally).

### **Needle exchange**

Needle exchanges are available at the Opiate and Non-Opiate services. More than 14 pharmacies also provide a needle exchange. See where

#### **Support groups**

Support for people to address criminal behaviour relating to substance misuse  
Addaction Sheffield provides support for adults to address offending behaviour relating to their substance misuse. They support people who are completing statutory orders and others who are attending voluntarily. They also offer a range of mutual aid groups and activities.

Find out more.

Call: 0114 253 6830

Address: 42 Sidney Street, Sheffield, S1 4RH

### **Local charities working with vulnerable people**

#### **Cathedral Archer Project**

Help homeless people achieve a better life. There are a range of services and activities on offer. These include:

- Assessment and signposting to appropriate service providers
- 1:1 support
- In-house nurse and dental clinics
- Access to hot food, drinks and food parcels
- Showers and laundry
- A programme of activities to help people learn skills and enjoy new experiences
- The chance to gain accredited awards
- A structured volunteer programme which helps people to gain structure in their lives.
- Support to attend drug and alcoholic treatment services
- Access to computers and telephones

We are open Monday to Fridays from 8.30am to 1.30pm. We need volunteers to help deliver our services as well as donations. Find out how to get involved.

### **Ben's Centre**

Ben's Centre is a day centre and an outreach service for people who suffer from the negative impact of drugs or alcohol. We provide:

- Hot meals and drinks
- Clothing and sleeping bags
- Client advocacy
- Treatment referrals and advice
- Key working and support
- Support with benefits, housing, physical and mental health services
- Hair cutting
- Podiatry
- Hygiene support
- Activities, day trips and workshops
- Internet access
- Food bank referrals
- Volunteering and time bank opportunities
- Outreach services support people in their own environments

Open on Mondays, Tuesdays, Thursdays and Fridays: 10:30am to 2:30pm.  
Contact us: 0114 279 9961 or 07771 897 086; or email:  
benscentre@hotmail.co.uk

### **The Sunday Centre**

Provide a safe, warm refuge for homeless and vulnerable people on Sundays – providing hot food and drinks, and offering guests the chance to socialise with others. Help guests access information about other services that may benefit them.

Sessions are run in Victoria Hall Methodist Church, using the entrance on George Street for access. Session timings are:

- 1.30pm onwards - tea/coffee bar with biscuits and cup-of-soups available. Guests are also able to chat among themselves or with volunteers, read books & newspapers and play board games or snooker.
  - 2pm - two-course hot lunch is served, prepared on site by our volunteer kitchen team.
  - 3.30pm – sessions close.
- Our sessions are run entirely by volunteers. We are always glad to hear from people who want to get involved or donate to us.

Session timings are:

- Mondays: 1pm - 4pm, Art group
  - Wednesdays: 1:45pm – 4pm, Momentum: a semi-structured support group rolling 12 week program
  - Fridays: 10am – 12noon, Right Turn group for veterans - 1pm - 3pm, Tea and Toast – relaxed drop in with games, food, magazines and more.
- We would like volunteers to work as part of our team in all aspects of our service. To find out how to get involved contact Beth Mottram on 0114 253 6830.

### **The Soup Run**

Sheffield Churches Soup Kitchen is based on King Street and provides food and 1:1 support.

Available 7 nights per week. Open from 8pm till 9pm between September and May. Typically, food includes hot drinks, sandwiches, crisps, cakes and biscuits. Dog and cat food is also available.

They get to know many of those who attend really well and alert other services if regulars go missing or if new faces appear.

Small fund is used to buy clothing, small pieces of furniture, or electric goods such as fridges or cookers.

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