



## Report to Safer and Stronger Communities Scrutiny and Policy Development Committee 12<sup>th</sup> July 2018

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**Report of:** Laraine Manley, Executive Director, Place

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**Subject:** Street Culture Report – Cabinet response

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**Author of Report:** Maxine Stavrianakos, Head of Neighbourhood Intervention and Tenant Support, Housing & Neighbourhood Services, Place Portfolio  
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This report is to provide an interim response by Cabinet to recommendations made by a Task Group of the Safer and Stronger Communities Scrutiny and Policy Development Committee that was set up by the Committee after hearing from a range of partners, and service providers at a meeting to better understand Street Culture in Sheffield.

In attendance for the item at the Safer and Stronger Communities Scrutiny and Policy Development Committee on 9<sup>th</sup> November 2017 were Councillor Tony Downing (Cabinet Adviser for Neighbourhoods and Community Safety), Maxine Stavrianakos (Head of Neighbourhood Intervention and Tenant Support), Suzanne Allen (Head of Citywide Neighbourhood Services), Tracey Ford (Sheffield Drug and Alcohol Co-ordination Team), Superintendent Paul McCurry (South Yorkshire Police), Tim Renshaw (Cathedral Archer Project), Guy Biggin (Supervisor, City Centre Ambassadors), Sam Lloyd, Jason Marriott and Dave Smith (Framework Sheffield Street Outreach Team), Bobbie Walker (Street Pastor/Soup Kitchen), and Peter Sephton (Sheffield City Centre Residents' Action Group).

The task group in addition invited comment from, accompanied, and met with Sheffield Street Outreach team (night counts); City Centre Ambassadors (out on patrol); SCCRAG (Sheffield City Centre Residents Action Group); Sheffield Business Crime Reduction and City Centre CCTV control room; Sheffield City Council, Housing Options and Advice Service Manager, South Yorkshire Police City Centre Neighbourhood Policing Team; and the combined Safer Neighbourhoods Team.

The Scrutiny Task and Finish group produced its final report, endorsed by Safer and Stronger Communities Scrutiny and Policy Development Committee on 8th March 2018. Drawing on the task group findings their report frames recommendations around three themes:

- Joined up provision – Education and having the right system for frontline workers
  - Making more of a difference in Sheffield – Potential improvements to services and support
  - Local leadership - Sharing scrutiny recommendations
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**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	
Community Assembly request for scrutiny	
Call-in of Cabinet decision	
Briefing paper for the Scrutiny Committee	<b>x</b>
Other	

**The Scrutiny Committee is being asked to:**

Consider the interim response to the recommendations to Cabinet made by the Safer and Stronger Communities Scrutiny and Policy Development Committee in a report dated Wednesday 18 April 2018, and provide any views and comments on the interim response and any further suggestions of what should be included in the full response in October 2018

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**Background Papers:**

Safer and Stronger Communities Scrutiny and Policy Development Committee Report on Street Culture to Cabinet dated Wednesday 18<sup>th</sup> April 2018

**Category of Report:** OPEN

## **Report of the Director of Place**

### **Title of report: Street Culture Report – Cabinet response**

Interim response to Street Culture Scrutiny Task Group recommendations

#### **1. Introduction/Context**

1.1 This report is to provide an interim response by cabinet to the recommendations made in a report dated 8 March 2018 by a Task Group of the Safer and Stronger Communities Scrutiny and Policy Development Committee that was set up by the Committee after hearing from a range of partners, and service providers at a meeting to better understand Street Culture in Sheffield.

#### **2 The recommendations and responses are set out below**

##### **2.1 SCRUTINY RECOMMENDATION 1:**

***Support what is done now across the system. We recommend areas for improvement in education of others to improve our message about rough sleepers, and for example the relationship with begging, and particularly raising profile and awareness of “Help Us Help” through media.***

2.1.1 We are continuing to look at evidence based response demonstrating that a significant number of people begging are not actually homeless and already have accommodation. Their choice to beg is based on an anticipated income, which may supplement welfare benefits.

2.1.2 We continue to publicise and support “Help Us Help” as much as possible as an alternative for people to contribute to rather than giving money to people begging.

##### **2.2 SCRUTINY RECOMMENDATION 2:**

***Ensure the system is effective for all those involved in working at the frontline on the street and that they know how/where to get the right support for an individual, enhanced through common training & culture in frontline organisations of handling individuals.***

2.2.1 All agencies and partners are now aware that Help us Help is the vehicle for messaging and sharing information with the public to raise awareness.

2.2.2 Thanks to investment from Community Safety Partnership, the BID and Central ward pot funding towards the Help us Help campaign, more work has been done on getting the message out to the general public, staff and the city centre business community.

- [www.helpushelp.uk](http://www.helpushelp.uk) has had over 3,500 hits in the last 12 months with 15% customers returning to the site again

- There have been a number of multi-agency “days of action” focussed on the city centre to both raise public awareness alongside increased police visibility to engage with and take action against problematic individuals
- A week long communications event was held in December 2017, utilising internal and external media as well as a Christmas market stall. The stall saw staff, including the third sector making contact with over 2,200 members of the public over the week, averaging over 300 people per day. In addition the stall collected over £450 for relevant local charities and collected a mountain of goods which were shared between them. There are plans to do this again this year.
- Staff have also been hosting Help us Help (HusH) community roadshows, at key locations, in city centre, Waitrose on Ecclesall Road, central library and the railway train
- The HusH Facebook page has now over 500 regular followers. On average, the page gets 3 e-mail enquiries per day from members of the general public asking how they can help; mainly requesting volunteering opportunities and also offering donations
- Thanks to funding from BID and central ward, we are currently updating the HusH website, to make it easier to navigate and compatible with mobile devices

2.2.3 We are currently considering using a recommended external social media company to deliver an intense 3 month campaign, particularly targeted at students, to spread the HusH message further amongst this group.

2.2.4 Future developments:

- Producing a short video to raise awareness via social media
- Producing a 12 page newspaper that will explain what services are available, include some “stories from the street” and provide tips for the public on how they can help
- A stall will again be in operation at the Christmas Market 2018 to run a communications event. There will be copies of the newspaper available and the video will be running on a loop.

### **2.3 SCRUTINY RECOMMENDATION 3:**

***Encourage the sharing of information and systems that support joined up provision and collaboration – both technical and relationship – and that the current good communications and relationships across agencies continue to be formalised so that they are not dependent on individuals or impacted negatively by changes in personnel.***

2.3.1 A multi-agency group responding to anti-social behaviour (ASB) and people with vulnerable and complex needs within the city centre meets monthly. The meeting agrees actions to ensure support and

safeguarding of individuals is co-ordinated, alongside identifying individuals of concern. The meeting is well attended showing a clear commitment from partners to continue the joint work in this area.

- 2.3.2 Following the multi-agency group, a monthly enforcement meeting has been established where key individuals who continue to cause ASB despite support and intervention are discussed and enforcement actions agreed.
- 2.3.3 A major strength of the work taking place in the city centre is the breadth of agencies positively engaging with each other and sharing information on a daily basis. For the most part, the ASB and Community Safety Team provide the formal organisational structure for the meeting structure, including an ever-changing database of vulnerable individuals.
- 2.3.4 In addition, the City Centre Management Team have introduced the Business Crime Portal as a means of encouraging businesses, including bars, to update details of issues and individuals. An app has been introduced to enable staff to upload incidents and receive information around individuals and positively identify them in situ.

#### **2.4 SCRUTINY RECOMMENDATION 4:**

***We support and reinforce our previous recommendation that having heard testimony from a range of experts in the field of homelessness, that the excellent work by different agencies, including Help us Help, is given the opportunity to develop further before the idea of Night Café be considered. Further, whilst commending the intentions behind this idea, note the concerns about its safety expressed by some contributors at the committee meeting on 9<sup>th</sup> November and subsequently to the task group.***

- 2.4.1 See response to recommendations 1 and 2.

#### **2.5 SCRUTINY RECOMMENDATION 5:**

***We do have some concerns about current provision, for example what are the alternatives when some provision is not there e.g. Ben's Centre on Wednesdays, and the suggestion that addiction services be offered as outreach as well as drop-in, and we ask Cabinet to lead on a response to this.***

- 2.5.1 In terms of “drop in” centres – there is still a gap in provision, mainly after 8pm and at weekends. Alongside Ben's centre, the Archer project opens daily Mon – Fri and the soup kitchen operates 7 days per week.
- 2.5.2 It is positive that in Sheffield all our recovery services are open access, meaning no-one requires an appointment. The street outreach team, city centre ambassadors and the police accompany people to recovery services, if they are willing to engage.

- 2.5.3 There are a range of provisions in city with statutory, commissioned & voluntary services working more collaboratively on a joined up approach to prevent a crisis
- 2.5.4 We are aware a lot of services are used by people with accommodation but for genuine rough sleeping we have recently acquired increased government funding to improve partnership services. This will look at out of hours accommodation and Move on accommodation.

**2.6 SCRUTINY RECOMMENDATION 6:**

***We have a concern with the robustness of communication on Weather Watch, and ask that the channels of communication for informing Weather Watch is in operation be reviewed and/or monitored.***

- 2.6.1 Every day Weather Watch is on we use twitter and the Council's Facebook page to promote. The police, city centre ambassadors and all partners i.e. Archer Project, Bens Centre and local faith and community groups are also all advised.
- 2.6.2 The City Council's Out of Hour's service is ready to place anyone through Weather Watch. Often people are placed and do not turn up
- 2.6.3 This winter Sheffield City Council provided accommodation for 197 people who may have otherwise slept rough and been at serious risk due to the very low temperatures. This was delivered in partnership with commissioned providers and voluntary partners, who helped to target anyone at risk of sleeping rough, including those considered to be particularly vulnerable. There was a clear message that no one had to sleep rough in Sheffield during the very cold weather. However, we are keen to improve and develop this approach in preparation for next winter.
- 2.6.4 We have therefore completed a review of Weather Watch 17/18. This makes a number of recommendations which will inform the planning and delivery of the protocol. This includes the establishment of a Weather Watch Task and Finish group. This group will oversee a number of actions including a communications plan to include partners and stakeholders and most importantly people who are at risk of rough sleeping in severe weather conditions.
- 2.6.5 We are starting this work now to ensure we have a robust and effective protocol ready for the colder weather.
- 2.6.6 Weather Watch has also been improved by the recent collaboration with South Yorkshire Fire and Rescue Service who provide overnight shelter which operates in winter in cold weather temperatures. This shelter is a warm place, a chair, blanket and feed and for people who do may not want a bed. Outreach services call in to offer people further advice on their options.

### **2.7 SCRUTINY RECOMMENDATION 7:**

***We want to feed our recommendations into multi-agency working for further response. For example, to the city centre task groups and into the action plan of the workshop held on 11th October 2017.***

2.7.1 Partners are currently engaged in putting together a 'Street Culture Action Plan' detailing the work taking place in the city centre so that progress can be monitored alongside capacity to monitor and respond to key risks. The plan will also provide us with a touchstone and evidence base demonstrating the breadth of activity concentrated on the city centre to improve public safety.

2.7.2 The City Centre Task Group is responsible for pulling together the 'Street Culture Action Plan' and the recommendations will form part of the delivery plan.

2.7.3 It is expected that the draft plan will be completed by August 2018.

### **2.8 SCRUTINY RECOMMENDATION 8:**

***We would recommend that committee findings be shared with health providers for a response. We would like to see that access to universal health services is not disadvantaged by being of no fixed abode or in a hostel, especially mental health services, as we believe these are essential to tackle predominant underlying issues for rough sleepers, street beggars, substance misusers.***

2.8.1 We are sharing findings with CCG and with the Hospital Trust. Having access to health services is a priority in the new Homeless Prevention. Strategy and representatives from Health partners sit on the steering group.

### **2.9 RECOMMENDATION 9:**

***We seek reassurance that should the authority take the legislative route of a Public Spaces Protection Order (PSPO) where appropriate, it would be implemented proportionately. We would welcome early engagement in development of any Sheffield PSPO and ask Cabinet Member to include the Committee, or its task group, in the development process.***

2.9.1 Approval has been given by the Cabinet Member to commence consultation on a PSPO.

2.9.2 Before introducing a Public Spaces Protection Order, the council would need to demonstrate evidentially that the issues to be addressed are:

- having, or likely to have, a detrimental (harmful) effect on the quality of life of those in the locality;
- persistent or continuing in nature;

2.9.3 As part of its consideration, the council would need to implement an enforcement plan, taking into account the impact of enforcement on individuals measured against the impact of their behaviour on members of the community and businesses in the city centre.

2.9.4 The council is under a statutory obligation to consult with members of the public and partners before introducing a PSPO and would welcome the opportunity to discuss with Members.

### **3. Recommendation**

3.1 The Committee is asked to consider the interim response and provide any views and comments on the interim response and any further suggestions of what should be included in the full response in October 2018