



Supporting Rough Sleepers Policy and Procedure

Under the [Homelessness Act 2002](#), all housing authorities must have in place a homelessness strategy based on a review of all forms of homelessness in their district. The strategy must be renewed at least every 5 years. The social services authority must provide reasonable assistance.

The strategy must set out the authority's plans for the prevention of homelessness and for securing that sufficient accommodation and support are or will be available for people who become homeless or who are at risk of becoming so.

The government is committed to halving rough sleeping by 2022 and ending it by 2027. Ending rough sleeping will require central and local government, as well as business, communities, faith and voluntary groups and the general public to work together in new ways.

This strategy shows the government doing exactly that, as we announce a range of cross-government initiatives which will see us working jointly in new ways, for instance through new health provision for people who sleep rough, and work in prisons to prevent people from sleeping rough in the first place.

We understand that rough sleeping is an issue that impacts different people and different places in different ways, so our approach is hardwired to recognise this difference. We are providing targeted funding to ensure that provision is in place for women who sleep rough as we recognise mainstream provision does not always meet their needs. This supports a locally driven approach, with local authorities leading the charge.

We recognise that there are gaps in our understanding. We are told by the sector that LGBT individuals are more at risk of homelessness and rough sleeping. This is particularly the case among vulnerable young people. We are also told that people who sleep rough can be vulnerable to trafficking and modern slavery. We want to understand this better and we set out measures to address both of these issues in the strategy.

Prevention is vital, but if we are to ensure no one has to sleep rough again, we must act and intervene now to support the people who are experiencing it today.

New training for frontline staff: new training to ensure staff have the right skills to support people who sleep rough. This includes training on how to interact with clients under the influence of various drugs, identifying and supporting victims of modern slavery and domestic abuse, and how to effectively support LGBT people.

Implementing effective methods for delivering a service of support is essential when supporting these vulnerable and occasionally volatile individuals.

All volunteer workers that support our rough sleepers must adhere to these policy guidelines and sign to say that they agree. Failure to do so, will result in them having to leave their voluntary role.

All volunteers must:

- Remain in pairs at all times when providing support to rough sleepers
- Wear and display their identification badge
- Ensure they are wearing their high visibility vest (provided)
- All hot meals must be delivered at the correct temperature
- Never allow a rough sleeper into your vehicle
- Never hand over cash to a rough sleeper.
- Anything purchased to help the individual must be handed directly to them and receipt retained for management.
- Ensure space is kept between you and the individual and meetings are kept to public locations.
- Never arrange to meet with a rough sleeper without the authorisation of a member of the management team.
- Never befriend a rough sleeper and keep all interaction solely professional.
- Any concerns must be raised with the management team.
- If you are made aware of any new rough sleepers, please report to the management team so they can be flagged up with the relevant services.
- Never approach any tent/temporary dwelling.

Please ensure that you inform a member of the management team upon completion of all tasks. This is for your own protection.

Please sign and date:

Signed.....

Print Name.....

Date.....

