

Best Practice Guidance

for groups, charities and individuals
supporting people who are vulnerable,
begging, or homeless on the streets
in Sheffield.

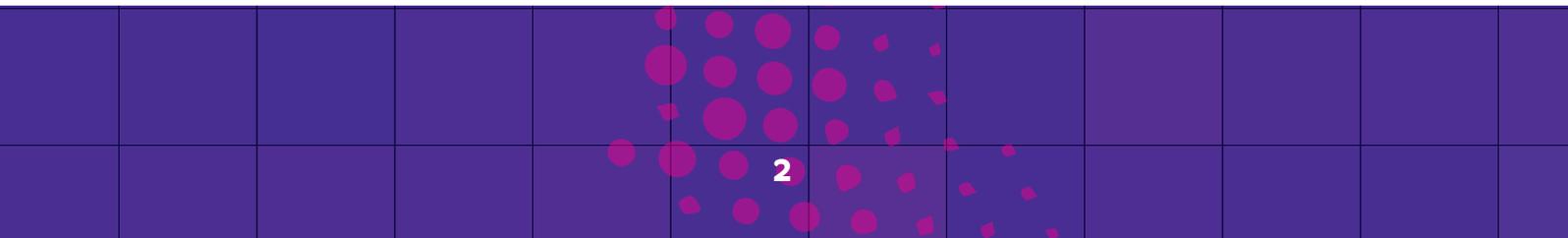


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1. Document Introduction

1.1. Who this guide for?

This document is aimed at groups, charities or individuals who already are or are considering offering support to people on the street. This guidance has been co-produced by members of the Sheffield Street Outreach Network (See Appendix 3 - Sheffield Street Outreach Network - Terms of Reference) and Sheffield City Councils Community Safety Team.

1.2. Introduction

Begging and low level anti-social behaviour (ASB) is visible on the streets of many British cities and is a part of a wider street culture/street lifestyle. Street culture could be defined as involvement in the act of begging and low level ASB, including visible use of illegal substances. A high number of these individuals are considered to have multiple and complex issues. These include alcohol and substance abuse, poor mental health, victims or perpetrators of domestic abuse, homelessness and involvement in the criminal justice system.

People can be on the streets for a variety of reasons. In Sheffield we have people migrating from other towns and cities, perhaps looking for a fresh start, or people who have found themselves on the street as a result of family breakdown or financial hardship. For others, the streets can be a space to socialise or to earn money out of activities such as shop lifting and begging. Responding to street culture is complex, and the dynamics and challenges are always changing. Outreach is one of those responses, going to meet people by taking services onto the street. We want outreach to be purposeful with the goal of ending homelessness and stopping the need for begging.

Individuals who take part in street activity are drawn to the city centre because that is where there are the most opportunities to get the money in order to survive. However, there is a high degree of risk for individuals who engage with street culture including exploitation and bullying. The violence and physical harm within street culture groups often goes unreported. This means individuals who frequent the streets for prolonged periods of time are at a higher risk of physical and psychological harm. The need, then, is clear. Outreach is not just about providing crisis relief to people on the street, it is about helping people find ways to leave street culture once and for all.

Getting outreach right is good for everyone. It is certainly good for those who are homeless but it goes further because homeless related street cultures have an impact on the whole city centre and our public resources. ASB and associated crimes and activities put pressure and demand on the Police and other services, and they cause quality of life issues for those who live, work and visit the City Centre.

1.3. Purpose of the guide

There has been an increase in the number of groups and individuals who want to help end homelessness. This guide is to help people think about how best to help and what is involved in good engagement with homeless people. It:

- Promotes a **partnership** approach, to avoid unnecessary duplication and confusion

- Encourages **best practice**, based on experiences and expertise of both professionals and people with lived experience of being on the streets
- Ensures the **safety** of both volunteers and people on the streets is a top priority.

2. Partnership Approach

2.1. Introduction

There is a common perception that little or no support is being offered to people who are on the streets of Sheffield. The reality is that Sheffield has numerous charities, voluntary organisations and public services working with and for people in street cultures. This includes provision of food and shelter, specialist housing support, rapid access to substance misuse treatment services, health services, including mental health services, and much more.

This section describes some of the combined efforts being made to deliver support services to the people who are on the Sheffield streets.

2.2. Cross Agency Information Sharing

Individuals who frequent the city centre are normally known to the partnership of agencies who work with homeless people and street culture cohorts. There is a weekly multiagency meeting with staff/agencies that are already working with those individuals and who have some knowledge of their personal circumstances. The purpose of the group is to share vital information to agree a carefully coordinated action plan for individuals. The aim is to improve the chances of supporting people away from the street and into accommodation. In addition to individual support plans, there are a number of strategic plans in place to address the support needs of people on the streets:

As well as specialist support services, Sheffield also has various groups and charities offering direct on street support. (See Appendix 1 - Street Outreach Timetable)

All of this information is available on the Help Us Help website (www.helpushelp.uk). Set up by local day care services, charities and Sheffield City Council, Help Us Help provides information about the support and assistance available to people who find themselves on the streets. The site also has access to blogs and stories about Sheffield's wider partnership approach.

In 2020 the Sheffield Street Outreach Network was established (See Appendix 3 Sheffield Street Outreach Network - Terms of Reference.) in order to create a forum for anyone undertaking street outreach in Sheffield. The forum:

- Provides a space where people can network and build stronger links and relationships
- Identifies the gaps and the roles that people can play in meeting the needs of those on the streets whilst keeping both staff/volunteers and people on the street safe.
- Brings together expertise to agree and develop guidance based on best practice
- Develops and offers training to support smaller groups which includes a set of minimum standards covering issues such as health and safety, food hygiene, methods of engagement, provision of information about and signposting to other street-based services and mainstream agencies.

If you are already offering outreach support or considering it then this would be a great place to help you learn about what's going on in Sheffield and a great opportunity to network. Please contact tracey.ford@sheffield.gov.uk for more details.

2.3. Achieving Best Practice - Lessons learned

The Outreach Network is focused on ensuring that people in street cultures get both the things they need to survive and the opportunities to build new lives. A particular focus has been on reviewing outreach formats.

This has been achieved by:

1. Moving away from Static or Pop up Soup kitchens to mobile on street support

Definition of Static or Pop Up Soup Kitchen: provision of hot and cold food, soup and hot drinks served outdoors from a car boot or from portable tables

Sheffield has a long history of outreach to support people on the streets. For more than 30 years a key part of this has been Sheffield's faith community successfully coordinating soup kitchens to ensure that food, drinks, and social connection has been available 7 days a week. They operating from a static location, most recently on Silver Street.

Partner agencies in the city recognize that there were good reasons for having static soup kitchens and that in the past they have provided an important service. It has also been recognized, though, that there are negatives associated with offering static on street support:

"Some users of soup kitchens are vulnerable and the mixing with others at the soup kitchen put them at risk. Risks include aggression, threat, targeted dealing, exploitation, etc. Often those in most need of food don't/wont access the service" Steve Clarke Sunday Centre.

"Many clients have reported feeling threatened by some who frequent the soup run and some report that there is 'a clique' of longstanding users who are very intimidating" St Wilfred's

"Previously, static soup kitchens could attract in the region between 30-50 individuals. There are often issues when individuals gather in groups waiting for the soup kitchen to open and after it closes. The nature of behaviour sometimes displayed can make members of the community feel uncomfortable and/or unsafe. In addition, ASB and associated crimes put pressure and demand on the Police and other services." Inspector Ali Bywater SYP

"Impact on city centre has been mainly around litter and complaints from local businesses about anti-social behaviour" Steve Cooper, City Centre Management

Added to this are the results of the Rough Sleeper Survey 2020 conducted during the pandemic with people who remained on the street and those using emergency hotel accommodation. Common themes identified in the survey included:

- anxiety about being on the streets
- the threat of bullying or intimidation,
- being at risk from others who see them as easy prey for taxing(stealing) prescriptions or money.

They wanted to avoid old associates, because of the likelihood of being drawn back into street culture activities such as begging, shop lifting or drug dealing.

Static soup kitchens have attracted a regular group of people. Some are homeless, some are people who suffer from loneliness. As well as the positive aspects of people being fed and meeting together, there are negative aspects as mentioned above. The agencies in the city asked a simple question: Is there a better way of meeting the needs of those who used Soup Kitchens?

As a result of COVID all soup kitchens ceased operating in the City Centre. Charitable agencies and groups adapted quickly to ensure that no one went without food.

There are some good examples of how previous static soup kitchen providers have adapted their approach to support people on the streets:

- Sarah, who ran a Soup Kitchen located on King Street, started offering food and refreshments by walking around to find people. Her experience can be found at <http://www.helpushelp.uk/blog/when-perceptions-change-about-life-on-the-streets> Sarah reported that by doing so, she was able to reach people that the Soup Kitchen wouldn't otherwise have done because they were scared or felt too intimidated to come along to the King Street location.
- Jill, who used to operate the Wednesday Night Soup Kitchen, has found different ways to support people on the street <http://www.helpushelp.uk/blog/jills-story-weds-night-soup-kitchen>
- The Sunday Centre, developed a walk and talk service, taking their support offer of a friendly chat to the streets. <http://www.helpushelp.uk/blog/sunday-centre-update---how-weve-changed-our-service-in-response-to-coronavirus>

For more information about preparing food for people on the streets please go to Appendix 2 - Guidelines For Providing Food For The Homeless

In summary, the benefits of moving away from static provision and to a mobile provision are:

- Reaching individuals who wouldn't have accessed support from a static soup kitchen, including vulnerable individuals who are victims of bullying.
- Reducing the risk of large groups congregating and thus reducing opportunities for exploitation by drug dealers and, in the current circumstances, the spread of COVID.
- Protecting volunteers from the threat of aggression from any risky street-based activity.
- Engagement is with single homeless people or small groups and is therefore more personal and private

It is worth noting though that static soup kitchen-based provision does have some benefits:

- People know when and where food and support will be available and so aren't dependent on the luck of being found.
- It is easy to deliver and doesn't require people carrying things round the streets.
- It attracts vulnerable people who might not be found on a walking outreach such as people who have accommodation but suffer from loneliness.

Currently, the Help Us Help Network wants to promote non-static provision because the benefits are seen as greater. The Network have also therefore recommended that loneliness in accommodation should be looked at as an important separate issue in order to identify better ways of addressing the needs it presents.

If you would like more information about this new approach please contact tracey.ford@sheffield.gov.uk

2. Increased Public Sector Provision

During 2020 and 2021, Sheffield received significant funding to increase its specialist outreach.

This included:

- Housing First is a new project in Sheffield which focuses on helping entrenched rough sleepers find secure, long-term accommodation and provides intensive, wrap-around support once they are in their new homes. Housing First in Sheffield follows the principles set out in Housing First England's guidance and we have helped house and support numerous rough sleepers over the last year while also developing key relationships with other agencies in the City. For more info on the principles of Housing First see <https://hfe.homeless.org.uk/>
- HALT - Multiagency outreach support aimed at improving access to drug treatment services working alongside accommodation providers
- Changing Futures BID that will target people with complex needs requiring a combination of mental health, drug treatment, and housing interventions.

3. Getting Started

3.1. Introduction

This section contains the guidance that has been produced to ensure the safety of both volunteers and the street community. It has been developed by members of the Sheffield Street Outreach Network and with people who have lived experience on Sheffield Streets.

3.2. Establishing The Need

Before you embark on any street support it is important to find out what support is already being offered. This is important for a number of reasons:

- it could be that there isn't a need for the support you want to provide, or
- it could be that it's already being provided and if that's the case then there could be opportunities to volunteer and piggyback onto existing support.

We would always advise people to find out what support is currently being offered. Please contact tracey.ford@sheffield.gov.uk

3.3. Self-Care

Supporting people on the streets can be challenging and even traumatising at times. That is why employees and volunteers working in this field have access to support and supervision. Before you consider embarking on offering street support it is vital that you consider your own support needs. The Sheffield Street Outreach Network brings together agencies and groups supporting people on the street and can be an invaluable source of support where you can learn from others with previous experience.

3.4. Be clear about your responsibilities and the scope of what you are offering.

- Do you have a clear understanding of complex support needs of people on the streets?
- Does your group have a constitution describing your purpose and how decisions are made?
- Do you have a volunteer policy and are volunteers inducted? Do volunteers understand their safeguarding obligations, their roles and responsibilities? Will volunteers be DBS checked?
- If you are providing food, do you have the relevant food and hygiene certificates and policies in place?
- Do you have a risk assessment in place?

3.5. Safeguarding

3.5.1. Safeguarding adults

This is at the forefront of all our work. In Sheffield there is a dedicated website that provides advice and guidance aimed at professionals, the general public, carers and families. They also produce a regular newsletter that will help keep you updated and informed about any new legislation and training opportunities. Please go to www.sheffieldasp.org.uk for more information.

3.5.2. Safeguarding Children

You may come across young people on outreach or realise that someone you have met has responsibility for youngsters that you think isn't being met. Sheffield Children Safeguarding Partnership (SCSP) Training Section provides information for all practitioners who work with children, young people and their parents or carers in Sheffield. They provide E-learning packages, single-agency and multi-agency training. All courses can be applied for by using the electronic application forms available on the training pages. <https://www.safeguardingsheffieldchildren.org/sscb/training/welcome-to-safeguarding-children-training>

3.5.3. Street Support Network policies

We have worked in partnership with the Manchester Street Support Network who have shared some sample policies that they have pulled together that can be adapted by your project to help protect the vulnerable adults that use your services, your volunteers and members of the public. These can be found here <https://streetsupport.net/manchester/standards-toolkit/>. Sample policies that can be adapted to suit your group and activity including:

- Complaints policy
- Confidentiality policy
- Data protection policy
- Health and Safety Policy
- Lone Working Policy
- POVA Policy (Protection of Vulnerable Adults Policy)

- Risk Assessment
- Risk Assessment Advice
- Risk Assessment for Service User
- Social Media Policy
- Volunteer Induction Process Advice
- Volunteer Policy

The Sheffield Street Outreach Network would strongly recommend that all the above are considered before embarking on any outreach or on street support.

3.5.4. Some helpful guidance/tips when working with people on the streets

- Just a brief smile and exchange can make the world of difference to someone on the street, but not everyone will appreciate or want to engage or talk. So do a quick assessment, based on body language, location and the activity around someone before encroaching on someone's personal space.

3.5.5. Picking up on cues / what to avoid

- **Taking under 18's out on outreach**

The majority of people with lived experience on the streets felt it was an unsafe environment for under 18's to be after dark or within larger groups of people on the streets. The potential of exposure to substance misuse, abuse and violence is significant.

- **Personal details**

Never give out your personal information, telephone numbers, home address or invite people onto your social media accounts. The best advice is to not leave yourself open to a possible negative situation, which could potentially leave yourself and your family in a vulnerable position.

- **Money**

Never give or lend your own money. Whilst outreach is there to provide support, it can be compromised if individuals on the street think they will be able to persuade volunteers to give them money. We aim to help people move away from the street and giving money helps to sustain people to remain on the street.

- **Avoid lone working**

It is always advisable to stay in small groups of three, with one person observing any potential harm/threat whilst other volunteers are speaking with people.

- **Social media**

No photos, names or videos should be taken or published unless an individual has given written consent using a consent form and is of sound mind. Remember people on the streets may be fleeing abuse or have children who might see the social media streams. This area is complicated and we suggest it takes considerable work before you can be certain of not causing harm.

- **Reporting concerns**

You should always report anything that causes concerns officially (not via social media) especially around vulnerability. You can work with members of the Network to understand how and when to report concerns.

3.5.6. Substance Abuse

It is advantageous to have an understanding and insight into the various substances that can be used by people on the streets.

- **Spice (Mamba)**

This is the substance of choice for many within the Street Culture cohort, it began life as a legal high but is now a controlled substance. Spice is not a single drug, but a range of laboratory-made chemicals that mimic the effects of tetrahydrocannabinol (THC), the main psychoactive component of cannabis. Research suggests that Spice and other forms of synthetic cannabis are capable of producing much more intense and prolonged effects at much lower doses than natural cannabis. This is because, while the THC in natural cannabis only partially reacts with the body, synthetic cannabis reacts far more fully which results in the person becoming overwhelmed by its effects.

There is currently no medical intervention available however support is available via the START non-opiates service, they also offer a specific SPICE clinic (please see Section 4.2 Agencies & Services - Non-Opiates Service).

You can also find out more about SPICE and access to resources by clicking on the link <https://sheffielddact.org.uk/drugs-alcohol/resources/spice-training-resources/>

- **Heroin (smack, brown, gear, b's)**

Can be smoked or injected. It is a powerful opiate which, when used, can result in overdose and death. Heroin is commonly injected with crack cocaine (snowballing, speed balling).

Medical interventions are available for the treatment of heroin dependency (substitute prescribing, Methadone, Subutex).

For treatment and support please see Section 4.2 Agencies & Services – Opiates service.

- **Crack cocaine**

Crack cocaine is an extremely powerful and addictive stimulant which can be smoked or injected. Its effects are felt almost immediately and include heightened alertness, euphoria, loss of appetite, and increased sociability. Crack's effects are intense but wear off within a few minutes to an hour, and people will repeatedly use the drug to prolong the effects, leading to addiction. Signs of crack addiction include burns on lips or hands, possession of small bags or pipes, picking or scratching skin, restlessness, insomnia, and paranoia. Crack use can lead to severe withdrawal symptoms and cravings, and many people will continue to use the drug to get rid of these symptoms.

For treatment and support please see Section 4.2 Agencies & Services - Non-Opiates service.

- **Benzodiazepines - also known as “benzos”**

These are substances such as Valium and Xanax and are available for individuals who need mood-regulating medications. These types of substances alter the brain's chemical makeup and withdrawals can also be extremely severe and can be fatal.

For treatment and support please see Section 4.2 Agencies & Services - Opiates service.

- **Pregabalin and Gabapentin**

These substances belong to a class of drugs known as Gabapentinoids. Pregabalin is a prescription-only medication, used to treat generalised anxiety disorder, neuropathic pain and epilepsy. These substances are being commonly used in conjunction with other illicit substances and can increase the risk of overdose.

For treatment and support please see Section 4.2 Agencies & Services – Opiates service.

4. Signposting - encouraging people on the streets to engage and access local specialist services

4.1. Introduction

This section lists the agencies and services that are available within Sheffield that can support homeless and vulnerable individuals.

4.2. Agencies & Services

- **Housing - Sheffield**

City Council Housing Solutions give advice and support to homeless people in Sheffield to enable them to take up accommodation.

The main point of access is by phoning the Access Team 0114 2736306.

The Service has a dedicated Rough Sleeper Initiative (RSI) Team for people who are either rough sleeping or at risk of sleeping rough. The duty number for the RSI team is 0114 2930 309.

- **Framework**

The Street Outreach Team (SOT) operate 365 days of the year supporting rough sleepers. They complete outreach every day starting as early as 4am. They take referrals from other services, street link, their free phone and text service as well as directly from clients. They will then verify these clients are rough sleeping and support them with what they would like support with. This may be housing but sometimes it can be something as simple as accessing clothes, toiletries, food or it could be benefits, support to access mental health services, substance misuse services.

They also have a SOT nurse who completes outreach with us 3 days a week and who can offer clients physical health input.

Phone: 0800 066 5358 - free phone number for clients to access

Text: 80800 send a message starting SOTS followed by message

- **Shelter**

For anyone seeking one-to-one, personalised help with housing issues and homelessness. Advice and guidance - in the first instance please try to use our extensive online resources at https://england.shelter.org.uk/get_help

If this is not possible, call 03301 755 121 between 9am-5pm, Monday to Friday.

- **Our Legal Aid legal services**

For assistance with a housing legal matter or an appointment with our Legal team, call 03445 151 776 between the hours of 9am-5pm, Monday to Friday

- **Alcohol Services**

For anyone concerned about their own or someone else's drinking.

This is an open access service, (which means that people can self-refer)

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: 12 noon-8pm

Website: <http://shsc.nhs.uk/service/sheffield-alcohol-services/>

- **Opiate Service**

For anyone using heroin or other opiate based drugs.

This is an open access service, (which means that people can self-refer)

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

Website: <http://shsc.nhs.uk/service/sheffield-opiates-service/>

- **Non-Opiate Service**

For anyone using drugs such as cocaine, cannabis, new psychoactive substances and any other non-opiate based substances.

This is an open access service, (which means that people can self-refer)

Phone: 0114 305 0500

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.

Website: <http://shsc.nhs.uk/service/sheffield-non-opiates-service/>

- **Drugs intervention Service**

Support for adults to address offending behaviour relating to their substance misuse. They support those who are completing statutory orders or those attending on a voluntary basis. They also offer a range of mutual aid groups and activities.

Phone: 0114 305 0500

Address: 42 Sidney Street, Sheffield, S1 4RH

- **Mental Health**

SPA (single point of access) - referrals for adults aged 18+ who are in a mental health crisis.

Open 24/7 between 8am- 8pm, with the Out-of-Hours Team operating 8pm-8am.

Phone: 0114 226 3636

Email: SPA_AdultMentalHealth@shsc.nhs.uk

- **HAST (homeless assessment and support team)**

Mental health assessment and, where appropriate, support and treatment to rough sleepers and other homeless people.

We work by appointment only to enable service users to access and engage with mainstream services.

Phone: 0114 226 2520

Address: Hanover Medical Centre, 100 William Street, Sheffield, S10 2EB

Drop-In: Thurs 9am-11.30am at The Cathedral Archer Project

Website: <https://www.shsc.nhs.uk/services/homeless-assessment-and-support-team>

4.3 Onsite Provision – Day Care/Centres

- **Archer Project - Campo Lane, (at the back of the Cathedral), Sheffield, S1 2EF**

The Archer Project is a place of welcome and shelter for people who are homeless and for those who have been and are now building a new life.

It works collaboratively with many other services to offer

- Breakfast and lunch six days per week
- Hot drinks
- Health facilities such as showers, a laundry and fresh clothing
- Cold weather clothing and sleeping bags
- Medical clinics for nursing, GP's, and dentistry
- Access to the internet and telephone
- Support to engage with housing, treatment and probation services
- Personalised 1:1 support to take steps away from homelessness and towards a stable and satisfying lifestyle
- A place away from the street or loneliness where life can be re-imagined

We want to see people build new lives so we offer volunteer opportunities to people who are or have been homeless, the chance to join in health and wellbeing activities and to develop the skills needed to enter employment through our own social enterprises.

Phone: 0114 2636970

Email: contactus@archerproject.org.uk

Address: Sheffield Cathedral, Church Street, Sheffield, S1 1HA

Opening hours: 8.30am – 1.30pm

Website: www.archerproject.org.uk

Office hours: 9am-4pm every weekday

- **Ben's Centre**

Ben's Centre's day centre provides a sanctuary and a place of shelter for clients with substance misuse issues and problems that arise from homelessness and street culture. On a daily basis we provide:

- A hot, nutritious meal
- Free hot drinks and snacks
- Hygiene facilities and products
- A change of clothes, sleeping bags, rucksacks etc
- One-to-one keywork, a listening ear
- Advocacy and signposting to other agencies
- Access to internet and phones
- A care of address
- Activities and respectful atmosphere
- A chance for people to be themselves and stay safe, warm and dry

We also offer:

- The plant a seed program, an educational program that builds confidence and self-value, subjects change and flex to meet the needs of clients and help to engage and encourage them to invest in themselves.
- Day trips and workshops
- Pop up medical and wellness events, including vaccines, blood born virus screening and other health related interventions

During our outreach patrols we aim to encourage clients to attend our day centre, but also help to provide the above on the street, where possible.

Phone: 0114 279 9961

Email: benscentre@hotmail.co.uk

Address: 22 Wilkinson Street, Sheffield, S10 2GB

Website: www.benscentre.org

Opening hours: 10:30am-2:30pm every weekday for clients

Office hours: 9.30am-4.30pm every weekday

- **St Wilfrid's - 524 Queens Road, Sheffield, S2 4DT**

St Wilfrid's Centre is open to clients Monday to Friday 10am to 3.30pm to any adult who is homeless, vulnerable or socially isolated, providing a place of welcome, safety and welfare support. Every aspect of St Wilfrid's Centre aims to improve clients' wellbeing and promote independence.

We have skilled staff and volunteers that offer welfare services of food, clothing, showers and laundry, as well as liaison with and signposting to allied services and agencies.

St Wilfrid's Centre facilitates over 30 sessions per week as part of our 'Skills for Living' programme, including literacy, IT, workshop and gardening.

We are a 'dry' centre in order to maintain a safe space, so do not admit anyone under the influence of alcohol or drugs.

Phone: 0114 255 5720

Email: info@stwilfridscentre.org

Address: 524 Queen's Road, Sheffield, S2 4DT

Website: www.stwilfridscentre.org

Opening hours: 10am - 3.30pm every weekday for clients

Office hours: 9am - 5pm every weekday

Appendix 1 - Street Outreach Timetable

A1.1 Outreach Offer

The following table lists the outreach teams that are available within the city and where and when they operate.

Key to colours: Daytime provision Evening provision

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
FRAMEWORK	FRAMEWORK	FRAMEWORK	FRAMEWORK	FRAMEWORK	FRAMEWORK	FRAMEWORK
Outreach daily from 6:30am	Outreach daily from 6:30am	Outreach daily from 6:30am	Outreach daily from 6:30am	Outreach daily from 6:30am	Outreach daily from 6:30am	Outreach daily from 6:30am
open to clients Mon-Fri 8am-5pm	open to clients Mon-Fri 8am-5pm	open to clients Mon-Fri 8am-5pm	open to clients Mon-Fri 8am-5pm	open to clients Mon-Fri 8am-5pm	open to clients Sat-Sun 8am-2pm	open to clients Sat-Sun 8am-2pm
PCSO: Steve Hart	PCSO: Steve Hart	PCSO: Steve Hart	PCSO: Steve Hart	PCSO: Steve Hart		
START	START	START	START			
10-12noon St Anne's Hostel	Drugs worker undertakes street outreach, linking in with Archer Project	10-11.30am Quality Hotel, 12.30-1.30pm Earl Marshall Guest House	Drugs worker undertakes street outreach, linking in with Archer Project			
Ben's Outreach	Ben's Outreach	Ben's Outreach	Ben's Outreach	Ben's Outreach		
10am and 2.30pm	10am and 2.30pm	10am and 2.30pm	10am and 2.30pm	10am and 2.30pm		
Bobby Walker		Bobby Walker		Bobby Walker		
10am-12pm		10am-12pm		10am-12pm		
Rough Sleeper Initiative team (Sheffield City Council)	Rough Sleeper Initiative team (Sheffield City Council)	Rough Sleeper Initiative team (Sheffield City Council)	Rough Sleeper Initiative team (Sheffield City Council)	Rough Sleeper Initiative team (Sheffield City Council)		
9am-11am	9am-11am	9am-11am	9am-11am	9am-11am		

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Sunday Centre Walk and Talk evenings around the city centre X 2 staff permitting	Sunday Centre Walk and Talk evenings around the city centre X 2 staff permitting	Sunday Centre Walk and Talk evenings around the city centre X 2 staff permitting	Sunday Centre Walk and Talk evenings around the city centre X 2 staff permitting	Sunday Centre Walk and Talk evenings around the city centre X 2 staff permitting		
			UNITY Outreach 5pm -8pm		Sheffield Street Kitchen 5-7.30pm	
Helping Hand currently being reviewed						
St. Matthew's - Street Outreach 1-4pm and 7-9pm	St. Matthew's - Drop in 12noon-4pm Based in the Moor			St. Matthew's - Drop in 12noon-4pm Based in the Moor		
SWWOP evening outreach 5-7pm Neepsend/ Kelham Island		SWWOP evening outreach 5-7pm Neepsend/ Kelham Island		SWWOP evening outreach 5-7pm Neepsend/ Kelham Island		
	Chocolate Box Covering the red-light district		Hope City Foundation 6-8pm (food and drinks)			Chocolate Box Covering the red-light district

The Homeless

A2.1 Introduction

When providing home-cooked food it is important to understand that there are food safety risks involved. It may be easier to consider buying pre-packed food or donating food, money or your time to recognised food banks, day centres or homeless charities.

You may also like to consider providing low risk food that does not contain meat, fish, eggs or dairy products and does not require any temperature control.

A2.2 Good Food Hygiene

Good food hygiene is essential to make sure that the food you provide is safe to eat.

This guidance includes the steps you need to take to address the risks of providing home-cooked food, and how to provide food safely.

1. Wash your hands thoroughly before starting food preparation and after touching raw food
2. Ensure that work areas, surfaces and equipment used for raw and ready-to-eat food are adequately separated.
3. Clean and disinfect work surfaces, chopping boards and equipment thoroughly before you start preparing food and after you have used them to prepare raw food. Use a sanitiser to do this.
4. Use separate cloths to clean surfaces where raw food and ready-to-eat foods are stored, handled and prepared
5. Check food is within a use-by date and keep it in the fridge until you're ready to use it. Check your fridge is working at between 1°-4C° by using a thermometer.
6. Store raw food below ready-to-eat food in the fridge.
7. Be aware that some people may have allergies so must know what is in the food you serve. Common allergens include celery, gluten, fish & shellfish, eggs, lupin, milk, mustard, nuts, sesame soybeans and sulphites, so you must check no one has an allergy before serving your food.
8. Ensure food, especially meat, is cooked properly by checking that they are steaming hot all the way through, any juices run clear and there's no pink or rare meat inside
9. If serving hot food, serve it as quickly as possible, preferably within two hours of cooking.
10. Food that needs refrigerating must be kept cool while being transported. This may need to be packed in an insulated box with a coolant gel or in a cool bag. Food that needs to be kept hot should be packed in an insulated bag.

While you may not define yourself as a business, if you are providing food on a regular and organised basis, you will need to register with Sheffield City Council. This will ensure you are inspected regularly and provided with up-to-date advice and information.

Please contact Sheffield City Council at health.protection@sheffield.gov.uk or call us on 0114 273 5774 for any further advice or information.

Appendix 3 - Sheffield Street Outreach Network -

Terms of reference

A3.1 Introduction

Vulnerability, rough sleeping, and anti-social behaviour, including begging are distinct and visible issues that coexist in the city centre. Individuals on the streets may have multiple complex issues, experiencing poor mental health alongside substance misuse issues. Some individuals are rough sleeping and cause low level anti-social behaviour (ASB) and often beg for money to support their lifestyle. These issues can serve to reinforce such individual's chaotic way of life, making it harder for support providers to engage this cohort of people in support services.

There are a number of services whose role it is to engage with people on the street, to undertake welfare checks, provide food/drinks, and build trust, with a view to encouraging this cohort of people to engage with services that can support them away from the streets and street culture. These services range from small independent soup kitchens and local charities, to LAA and current commissioned services.

A3.2 Purpose

The purpose of the Sheffield Street Outreach Network is to create a forum that brings together anyone undertaking any form of street outreach in Sheffield in order to:

- Provide a space where people can network and build stronger links and relationships.
- Understand the gaps and the role that people can play in meeting the needs of those on the streets whilst keeping both staff/volunteers and people on the street safe.
- To work together to agree and develop guidance based on best practice
- To develop and offer training to support, in particular, smaller groups which would include setting out minimum standards and covering issues such as health and safety, food hygiene, methods of engagement, provision of information and signposting work proactively with other street-based services and mainstream agencies.
- Come to an arrangement about dates and times to help better coordinate support in the city centre

A3.3 Different Types of Sheffield On-Street Support

We have established that there are different types of on street support operating in Sheffield City Centre. These include:

- **Soup kitchens** - Pre-COVID were offering food and supplies from a static position, 7 days a week from Kings Street and Silver Street Car Park (see 2.3 Achieving Best Practice - Lessons learned, page 6)
- **Food/Supplies outreach** - Saturday Soup kitchen, Ben's Centre, UNITY outreach, Street Angels and Hope City Church - Outreach
- **Passive outreach** - could be described as the walk and talk, having a social chat. This is currently being offered by Sunday Centre Walk and Talk, Bobby Walker. Street Pastors & Helping Hand, Sheffield University Students' Union
- **Assertive outreach** - A persistent approach to street-based outreach requires

repeated contact with individuals initially unwilling to engage, usually delivered by statutory/commissioned services such as Framework, PCSO - Steve Heart, START (Criminal Justice) & RSI-Housing.

- **Specialist outreach** - Hep C volunteers
- **Enforcement outreach** - SYP organise multi-agency police operations targeting prolific ABS offenders
- **Partnership days/Evenings of Action** - bringing together staff from Probation, Hep C, Drugs and criminal justice & housing street-based assessments and referrals into Housing / Health Care.
- **Other outreach patrols** - provided by city centre ambassadors
- **Evening security** - funded by BID to check on businesses

A3.4 Network Membership

Membership of the group to date includes:

- Framework
- South Yorkshire Police (Early Morning Patrol Officer)
- Bens Centre
- SWWOP (Sheffield Working Women's Opportunities Project)
- Chocolate Box
- Saturday Street Kitchen
- Meals on Wheels (formally known as Wednesday night soup kitchen)
- Sunday Centre - walk and talk
- Archer Project
- St Wilfrid's
- St Matthews Church
- Helping Hand (Sheffield University Student's Group)
- Think, Care, Help (Sheffield Hallam Student's Group)
- HARC
- SCC - RSI team
- START (SHSC) Drugs and Alcohol outreach
- City Centre Ambassadors
- Hope City Church - Outreach
- Street Angels
- UNITY Street Outreach
- St Marks Street Outreach

A3.5 Governance

Meetings will be convened by the Safer Community Partnership Team, Risk and Vulnerability Manager– Tracey Ford

Meetings are currently scheduled monthly, via Zoom

tracey.ford@sheffield.gov.uk

