

Our Commitment to *Rough sleeping*



www.wychavon.gov.uk/homelessness
www.malvern hills.gov.uk/homelessness

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good services, good value

Introduction:

We understand that rough sleepers often need a different approach and type of support to other customers who approach our service. In part, this is because there have often been a number of traumatic experiences that have caused someone to sleep rough in the first place; but this is also because these customers don't necessarily have access to the same technology and access to services as those living in more secure accommodation.

As a team, we have looked at 'what works' when we have supported rough sleepers and look to adopt a believing and non-judgemental approach. We are committed to ensuring we find innovative and creative solutions to encourage rough sleepers to engage so they are able to settle in long term accommodation.

Who will be involved in providing a service to rough sleepers?:

The Outreach Team

Our Outreach Team are here to provide practical and emotional support to rough sleepers to keep them engaged in statutory services such as housing and to encourage them to work on the steps they need to take to achieve a long term housing option. These are often set out in the customer's Personalised Housing Plan.

The Triage Team

The Triage Team will usually be the first point of contact when a rough sleeper approaches the services. They will either make contact via telephone or support the Outreach Team with a face to face visit. Their objective is to get as much information about a rough sleeper as possible so they can support officers to provide the right advice.

Housing Options Officers

Rough sleepers are likely to be allocated a Housing Officer. Their objective will be to put together a plan alongside the customer to help them to resolve their homelessness. The Housing Officer will co-ordinate the support needed to give the customer the best possible chance of finding long term accommodation. They will work closely with the Outreach Team to make sure there is a package of support in place to help customers sustain or access their own tenancy.



Our commitment to rough sleepers:

- We will work closely with partners to make sure that the customer has the right package of support in place, at the right time.
- We will work flexibly to support customers, understanding that they may take longer to provide information or, because of poor tenancy history may need more help accessing accommodation
- We will be creative and work with other agencies who have strong relationships with the customer to find out more about how to work with them and the best way to keep them engaged.
- We will be empathetic. This doesn't mean we will always agree with what the customer has to say, or the behaviour they might exhibit but we will endeavour always to try to understand the customer's perspective and put ourselves in their shoes.
- We will be creative about staying in touch and we will make sure we work with our partners to try and engage with rough sleepers, where they are struggling to maintain engagement with us over the phone
- We will adapt our style and approach to build a rapport with the customer, using the following techniques:
 1. We will always remain calm and keep the tone and volume of our voice low wherever possible
 2. We will speak slowly and clearly, giving the customer the chance to ask questions if they don't understand.
 3. We will make sure we only provide as much information as the customer can take in and break down tasks into smaller steps
 4. We will send reminders so that customers don't forget and are encouraged to remain engaged
- We will be honest and realistic with someone about their housing options. We won't make false promises and will provide advice that is accurate and gives the customer a clear understanding of their options
- We will respect the customer's decision if they are not ready to engage with us even if we don't think it is the best thing for them, we will respect their right to personal choice
- We will maintain professional boundaries and focus our efforts on empowering the customer to achieve things for themselves, rather than making them reliant on others. We believe this is important to improve independence and self-esteem.

How we will look after ourselves?

We understand that working with customers who are vulnerable can cause emotional distress and fatigue. We are committed to making sure we look after ourselves so we can provide the best service to our customers.

- We will seek support from our colleagues when we need help to identify what the right plan is for a rough sleeper
- We will attend training that will give us ideas on the best ways to work with rough sleepers so that we can seek the views and experience from others
- We will remove ourselves from situations where a customer is being abusive and consider the best ways to engage going forward, in a safe and healthy way
- We know we can seek Reflective Practice using www.frontlinenetwork.org.uk and should utilise this if we need to work through our feelings or experiences around a particular case
- We will make sure that we take regular breaks and time off work so that we have time to recuperate and enjoy time outside of work
- We will seek support from managers if we are struggling emotionally so a plan can be put in place to relieve stress and re-focus.

Who are our main partners when supporting rough sleepers?

Single Point of Access (Mental Health Team)

T: 01905 681477

Maggs Outreach and Transition Service

T: 01905 25027

Adult Safeguarding Team

T: 01905 768053

Adult Safeguarding Lead (Amanda Smith)

T: 07725058579

Rough Sleeper Navigators

T: 07511889126

Rough Sleeper Co-ordinator (Countywide)

T: 07977207783

Malvern Community Mental Health Team- Rowan House

T: 01684 612763

Worcestershire Mental Health Community Centre

T: 01905 734559

Cranstoun Drug & Alcohol Support Service

T: 03003038200

If you have any further housing enquiries please contact us

Housing Needs:

housing,needs@wychavon.gov.uk

Private Sector Housing, including Property Standards:

privatesectorhousing@wychavon.gov.uk

Strategic Enabling:

HousingStrategyAndEnabling@wychavon.gov.uk

Housing Service

Malvern Hills and Wychavon District Councils

Civic Centre, Queen Elizabeth Drive,
Persore, Worcestershire, WR10 1PT

