

# Putting people first

## Person centred | Relational working | Rights-based approach

The Street Engagement Hub is a collaborative initiative dedicated to supporting vulnerable individuals, especially those experiencing homelessness or engaging in anti-social behaviour on the streets of Manchester. The Hub is a partnership between civil society and voluntary organisations, like Mustard Tree, Manchester City Council, Greater Manchester Police and CityCo to make sure that we can connect people to the right help and change people's lives.

**It takes a village to raise a child,  
and it takes a city to combat rough sleeping.**

**What do we do:** *Giving what is needed most, when it is most needed.*

### Address vulnerability:

Homelessness and anti-social behaviour don't occur in a vacuum. People suffer from a combination of factors, that a lot of times, are out of their control, like mental health issues, substance abuse, and economic hardship. We're about helping people regain stability in their lives.

### Aid recovery, empower, and reintegrate:

Although we do provide short-term immediate solutions, we understand that there are complex social issues at play. We offer pathways to housing, employment, and support services to improve people's circumstances and help them reintegrate back into society.

### Promote dignity and respect:

We take a trauma informed approach. Our clients are not homeless people, they are people who are homeless. We are human-centred in the work we do and aim to foster a sense of community and belonging, helping people feel heard, valued, and respected.

**How we do it:** *Offering people the opportunity to change, by building confidence and trust.*

### Holistic support:

The Hub provides a range of services including mental health support, accommodation assistance, and help with substance misuse issues.

### Community focus:

We operate an open-door policy, welcoming anyone in need of support, regardless of how they come to the Hub.

### Partnership approach:

The initiative emphasises the collaboration amongst different agencies to address the complex needs of individuals who come to the Hub, ensuring that individuals receive comprehensive care. This ensures a smoother pathway to recovery away from the streets.