cityco

April 2025: POPS FORUM A Focus on Rough Sleeping

POPS MEMBERS: For any enquiries email jessica.cox@cityco.com

What has been your experience with homelessness or begging?

What is your current protocol or policy?

What is your messaging strategy?

Who usually initiates the interaction?



Manchester City Council's ASB Team

ASBAT: Anti Social Behaviour Action Team









ASB Crime and Policing Act 2014

- The legal test: A person has caused or is likely to have caused harassment/alarm/distress to another person
- There is a pattern to this behaviour
- Applies to Adults and Youths
- Accepting referrals from GMP, members of the public including businesses and commercial sectors across the city
- Work within the Criminal and Civil Justice system





What & Where to Report

A person rough sleeping with no associated ASB

thestreetlink.org.uk





Rough Sleepers

- Blocking a fire exit
- Surrounded by litter and waste
- Evidence of drug use
- Refusal to move when asked.
- Foul or abusive language.
- Threats of violence.
- Contact GMP via 101 or gmp.police.uk to log the incident and report to asb.action.team@manchester.gov.uk
- Immediate threat to life: 999



Begging



- Persistent begging
- Aggressive begging
- Impeding access.
- Refusing to move when asked.
- asb.action.team@manchester.gov.uk
- Foul or abusive language.
- Threats of violence.
- Contact GMP via 101 or gmp.police.uk to log the incident and report to asb.action.team@manchester.gov.uk
- Immediate threat to life: 999







Early Intervention

- ABA's (Acceptable Behaviour Agreement)
- Early intervention / Voluntary Engagement with YJ
- CPN Warning
- Multi-agency meetings/ case conferences
- Restorative Justice / Mediation
- Warning interviews / Letters





Staged Approach Protocol

Persistent / continuing conduct having a detrimental effect on the quality of life of those in the locality

1.Approach, engage, advise

Gather evidence - what we see, smell, hear. Photos, CCTV, body-cam.

Offer Support where possible and advise

2.Approach, engage, warn

Gather evidence - what we see, smell, hear. Photos, CCTV, body-cam. Offer Support where possible and warn

3.Approach, engage, action

Offer Support where possible... and Serve CPN / warning.





Formal Tools and Powers

- Community Protection Notice
- Criminal Behaviour Order
- ASB injunction interim / Final (POA)
- Closure Notice / Order
- Public Space Protection Order
- Dispersal Power (section 35 GMP Power)





Community Protection Notice

Purpose	To stop a person aged 16 or over, business or organisation committing anti-social behaviour which spoils the community's quality of life.
Who can issue a CPN	 Council officers; Police officers; Social landlords (if designated by the council).
Test	Behaviour has to: have a detrimental effect on the quality of life of those in the locality; be of a persistent or continuing nature; and be unreasonable.
Penalty on breach	 Breach is a criminal offence. A fixed penalty notice can be issued of up to £100 if appropriate. A fine of up to level 4 (for individuals), or a fine for businesses.





Contact ASBAT

- All referrals should be sent to <u>asb.action.team@Manchester.gov.uk</u>
- If urgent or you wish to discuss a case, call 0161 234 4612 (currently Mon-Fri 8-8) Sat (9-5) and ask for the duty worker city centre team



Rough Sleeping on private land

POPs teams benefit from 360 understanding of rough sleeping in the city of Manchester

Upskilling your teams in 3 key areas

1 The immediate response

2 The Strategy in Manchester

3 How you can support

1. The Immediate Response

Engaging in a humane way – ask to move on, whether they have knowledge of the local services or if they need help finding them.

Staying calm – taking note – staying safe. Calling ASBAT / Police or logging with CityCo will trigger a response. It can be expeditated in certain circumstances (call your account manager)

Cleaning up – hazardous waste, soiled belongings can be disposed of. Ideally each stage is recorded.

Reviewing the space – prevention. Seek advice on uncontroversial interventions

Brief your comms / social media teams.

2. The Strategy in Manchester

- The main duty of a local authority is to relieve homelessness
- Manchester takes a broader approach and sets out their strategy
 - Prevention
 - Ending Rough Sleeping
 - Improving Housing Options (affordable homes)
 - Supporting Better Lives (health, wellbeing, employment)

POPS managers can access and influence this strategy via The Manchester Homelessness Partnership board

CityCo sit on the board

Co produced change – Improving services

Partnership Board

Communication and Accountability

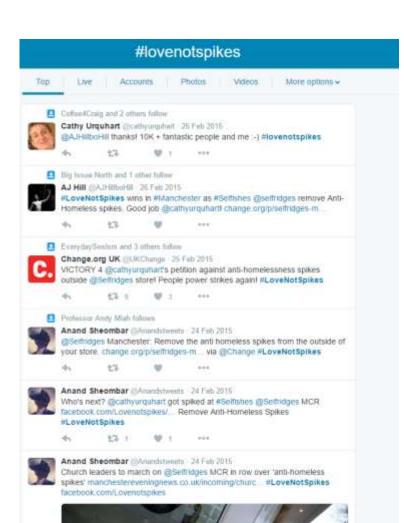
Action Groups

Strategy and Scrutiny
Activities and Wellbeing
Prevention
Accommodation
Real Change MCR
Strategic Advisory Group
Employment
Physical Health
Migration and Homelessness
Women's Homelessness
Involvement
Co-production
Mental Health









3. How you can support – The key messages for clients and occupiers







Street Engagement Hub – History

Deep-rooted behaviours, often related to unresolved trauma or injury

Revolving door of enforcement and custody

Wasted resources / fragmented support / frustrated practitioners

Person centered and trauma informed response.



Winter Ready Campaign



Campaign developed for POPS audience







Step by step guide on how to donate





Your thoughtful donations can make a real difference and we really appreciate it.

Take a photo and share it on Linkedin, tag Mustard Tree, inspire others to donate this winter.



Cut here and stick the bottom half on your donation box.





Give Helpfully

DONATION BY:

Thank you for your donation!



Real Change MCR



How does it work?

Working with people with experience of begging and sleeping rough, designing a campaign which doesn't "demonize" people, (like the image shown) but offers a choice.







Bespoke Offer

CityCo offers bespoke site audits for POPS and orientation tours of POPS for police, council and Voluntary sector

We are available to support any comms re rough sleeping and your POPS

Offer seminars for your occupiers – include colleagues from across the partnership

Help you achieve your ESG commitments

Connect you to local charities