



## **April 2025: POPS FORUM**

### **A Focus on Rough Sleeping**

POPS MEMBERS: For any enquiries email  
[jessica.cox@cityco.com](mailto:jessica.cox@cityco.com)

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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

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# 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](https://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](https://gmp.police.uk) to log the incident and report to [asb.action.team@manchester.gov.uk](mailto: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](mailto:asb.action.team@manchester.gov.uk)
- Foul or abusive language.
- Threats of violence.
- Contact GMP via 101 or [gmp.police.uk](http://gmp.police.uk) to log the incident and report to [asb.action.team@manchester.gov.uk](mailto:asb.action.team@manchester.gov.uk)
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# 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	<ul style="list-style-type: none"> <li>• Council officers;</li> <li>• Police officers;</li> <li>• Social landlords (if designated by the council).</li> </ul>
Test	Behaviour has to: <ul style="list-style-type: none"> <li>• have a detrimental effect on the quality of life of those in the locality;</li> <li>• be of a persistent or continuing nature; and</li> <li>• be unreasonable.</li> </ul>
Penalty on breach	<ul style="list-style-type: none"> <li>• Breach is a criminal offence.</li> <li>• A fixed penalty notice can be issued of up to £100 if appropriate.</li> <li>• A fine of up to level 4 (for individuals), or a fine for businesses.</li> </ul>



# Contact ASBAT

- All referrals should be sent to [asb.action.team@Manchester.gov.uk](mailto:asb.action.team@Manchester.gov.uk)
- 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

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

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

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

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Reviewing the space – prevention. Seek advice on uncontroversial interventions

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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






#lovenotspikes


Top | Live | Accounts | Photos | Videos | More options ▾

Coffee4Craig and 2 others follow

**Cathy Urquhart** @cathyurquhart · 26 Feb 2015  
@AJHilboHil thanks! 10K + fantastic people and me :- ) #lovenotspikes


↩️ ↻️ ❤️ 1 ⋮

Big Issue North and 1 other follow

**AJ Hill** @AJHilboHil · 26 Feb 2015  
#LoveNotSpikes wins in #Manchester as #Selfshes @selfridges remove Anti-Homeless spikes. Good job @cathyurquhart! [change.org/p/selfridges-m](http://change.org/p/selfridges-m)


↩️ ↻️ ❤️ ⋮

EverydaySexism and 3 others follow


**Change.org UK** @UKChange · 25 Feb 2015  
VICTORY 4 @cathyurquhart's petition against anti-homelessness spikes outside @Selfridges store! People power strikes again! #LoveNotSpikes

↩️ ↻️ ❤️ 1 ⋮


Professor Andy Miah follows


**Anand Sheombar** @Anandstweets · 24 Feb 2015  
@Selfridges Manchester: Remove the anti homeless spikes from the outside of your store. [change.org/p/selfridges-m](http://change.org/p/selfridges-m) via @Change #LoveNotSpikes

↩️ ↻️ ❤️ ⋮

**Anand Sheombar** @Anandstweets · 24 Feb 2015  
Who's next? @cathyurquhart got spiked at #Selfshes @Selfridges MCR [facebook.com/Lovenotspikes/](https://facebook.com/Lovenotspikes/)... Remove Anti-Homeless Spikes #LoveNotSpikes

↩️ ↻️ ❤️ 1 ⋮

**Anand Sheombar** @Anandstweets · 24 Feb 2015  
Church leaders to march on @Selfridges MCR in row over 'anti-homeless spikes' [manchestereveningnews.co.uk/incoming/church](http://manchestereveningnews.co.uk/incoming/church)... #LoveNotSpikes [facebook.com/Lovenotspikes](https://facebook.com/Lovenotspikes)





### 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

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# Step by step guide on how to donate

## THANK YOU FOR DONATING!

**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.



*Give Helpfully*

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.





A fridge.





# 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