

Feedback from Forum members on the current landscape for our POPS:

- **GNW – Mark** advised that most rough sleepers (RS) gain access to the estate and sleep in the 24hr carpark and stairwells. They've also experienced fallout from the Watson Street encampment. Security, equipped with body cams, will usually approach and check if the individuals are okay or need assistance. They also use the [Street Support App](#). If individuals are aggressive or violent, they contact ASBAT or GMP.
- **NOMA – Darcy** reported regular engagement with rough sleepers. Security will approach individuals, particularly around the CIS building where they are experiencing issues with tents, and ask them to move along. However, they are limited in enforcement and the CIS is technically not part of their estate.
- **Mansukh – Adept (Spinningfields/St John's)**: Security teams are instructed to ask individuals to move on.
- **Jess – St John's**: Echoed the same approach—generally allowing 1–2 hours before asking individuals to leave but making sure to engage but they bed down.
- **Caitlin** raised concerns about abuse directed at staff and cleaners, who also have to deal with incidents of defecation.
- **Vicky – TCS**: Security asks individuals to move on. A major issue at Urban Exchange underground car park is graffiti. They are building an audit trail and working with BCRP. Access to the 24 hour car park is enticing RS.
- **Jamal and Rob – 1St Street**: Mainly issues with begging. Security uses body cams to ask individuals to move on, record incidents, and report to BCRP. They attempt to direct people to available services. Repeat offenders are logged. There is a feeling of lack of GMP presence – there used to be officers who would patrol, but this presence has disappeared.
- **Hannah – Bruntwood**: Rough sleepers have been found breaking into empty buildings to sleep during periods of redevelopment.
- **Gillian – Bruntwood**: CCTV and security teams are instructed to approach and ask individuals to move on from both Piccadilly 111 and Manchester One buildings. Belongings, such as suitcases, are often left beneath the ramps or in the smoking shelter.
- **Edward – Bruntwood**: At the Exchange Building, rough sleepers often gather in the fire exit alcove. The facilities team will ask them to move on but walk away if they become abusive.
- **Helen – Bruntwood**: Reports beggars outside Tesco shouting and graffiti as the main issues. They refer individuals to relevant support services.
- **Canice – Bruntwood**: In most cases, the issue is with charitable fundraising rather than homelessness. If rough sleepers are present, they are asked to move on.
- **Toby – CBRE**: Main concern is the mess left behind. The ledges on Belvedere have been attracting rough sleepers. Their cleaning team now charges £150 per human waste removal.
- **James – CRT**: They signpost individuals to support services if they are in unsafe locations but don't actively move them on unless there is immediate danger—

such as being on a canal ledge. A key issue involves people staying on boats, which may require legal proceedings

Additional learnings and advice in response to discussion in the Forum:

Behind the scenes:

Various agencies are working collaboratively, including MCC ASBAT (Antisocial Behaviour Action Team), MCC Outreach Team, and GMP Outreach Team. The key priority is documenting all incidents—even if the individuals have left the area.

Please email your local BCU or Operational Team to log the issue so that patterns can be tracked over time.

Information about services you can refer individual to, and share with your teams. This interactive map is currently being updated but can be use as reference: [Local Homelessness Services](#)

Policing Discussion:

- **PACT (Police and Communities Together):** Superintendents meet with local neighbourhood wards to discuss policing concerns. Since 1st Street falls within the Deansgate Ward, Rob and his team are encouraged to attend. Meetings are held bi-monthly—MCC's Juliet will confirm the schedule and share it with businesses.
- **Bee in the Loop App:** GMP uses this to provide updates and circulate meeting details. [Bee in the Loop](#)

Guidance on Charitable Fundraising (chuggers):

In Manchester, there is an agreement with the Institute of Fundraising that allows only four designated sites for direct debit fundraising collections. These are permitted only on Mondays, Wednesdays, and Fridays, and must follow strict codes of conduct.

However, an ongoing issue involves marketing agencies exploiting loopholes and misleading businesses or individuals to gain permission for non-compliant fundraising activities. MCC has an Action Day planned next month to disrupt these operations.

If you are struggling with 'chuggers' in your POPS please contact operations@cityco.com