

#sospboro

A stylized outline of a house in a dark blue-grey color, positioned in the upper left quadrant of the page. The house has a chimney on the left side and a simple gabled roof. The background is split diagonally from the top left to the bottom right, with orange on the top right and white on the bottom left.

Safer OFF THE Streets

P E T E R B O R O U G H

2018-19 Annual Report

www.saferoffthestreets.co.uk

   @sospboro

A multi-agency partnership to tackle
Peterborough's street homelessness.

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1. Preface from Chair

Over many years, rough sleeping has been a concern for the city. Not only for the residents but for those agencies working in the city. We are proud of our city and we do not wish for any residents to be in a position that they are sleeping out. Our aspiration is to ending homelessness *the right way* by providing a safe and secure home and enabling people to be part of the community. We believe that, by helping someone to remain on the street, rather than helping them to move into settled accommodation we are actually shortening their life expectancy. Recent research undertaken by the University of Sheffield (funded by Crisis) found that the average life expectancy of a homeless person is 47 years, compared to 77 years for the rest of the population – a difference of 30 years!

We know that this needs the whole city work together – those with a legal duty to end homelessness, the faith and community sector who are working to address the needs of those who are rough sleeping and, just as importantly, the public.

This partnership came together in order that we can pool our resources and expertise. You might think that you have heard this before, but this is different because we are looking to encourage the public to be part of the solution to this problem that is of concern to them.

Getting partners across the city on board delivering one key message on how we can help and support rough sleepers is a massive achievement. Having a forum where partners can discuss ways in which we can work together to support rough sleepers has enabled more cohesive partnership working. These relationships with partners across the city are becoming stronger which in turn is enabling us to broaden the work that we do to support rough sleepers off the streets.

I am very proud to be asked to Chair this partnership. I have lived in Peterborough for over 30 years and, having previously worked for the local authority and co-ordinating Peterborough Street Pastors since its inception ten years ago, I am committed to getting involved in projects that will make a real difference to Peterborough. I am proud to call Peterborough my home and I am proud that others in the city are committed to making a difference to others too.

Christine Graham

Christine Graham



2. Launch of Safer off the Streets

On 10th October 2018 the Partnership was launched. This involved the agencies involved signing a charter – their pledge to work together to eradicate rough sleeping in Peterborough.

As part of the launch, for the first time, the public had the opportunity to help those on the streets in a more constructive way than giving to those begging. We provided practical ways for the people of Peterborough to contribute towards services that will help those rough sleeping to move into settled homes. As part of the launch we opened our contactless donation point and provided other ways for members of the public to donate.

3. What is different this time?

It is quite reasonable that people ask what is different to about this approach to street homelessness. There are a number of features of this approach that are different.

WORKING TOGETHER

Agencies providing frontline services to those sleeping on the streets have agreed to work together and, to this end, a charter has been signed by all member organisations. Our charter is set out below:

Our vision: To end street homelessness the right way by providing a safe and secure home and enabling people to be part of the local community.

We will do this by:

Supporting the partnership in organising street homelessness outreach programmes that will have the maximum impact on assisting those living on the streets.

Promoting the work that is done in the city.

Educating key stakeholders and the wider population of Peterborough on the true facts about street homelessness both nationally and locally so that we can dispel myths and develop a clear understanding of the situation in Peterborough.

Empowering the people of Peterborough to pledge their support, by providing proven ways in which they can help.

Using **enforcement** to protect those who are living on the streets from violence, abuse, theft and discrimination

Principles:

All of our work both individually and collectively will be undertaken in a way that:

- Protects people from violence, abuse theft and discrimination
- Is non-judgemental and treats people with respect at all times
- Listens to those with lived experience when planning and delivering our services
- Provides every person with an offer that allows them to leave the streets
- Ensures all can access the information and services and have the same opportunities to access training, volunteering, leisure and employment as the rest of the city

The Safer off the Streets partnership is made up of voluntary, faith and community organisations. At the present time, our members are:



We have agreed a number of policies to ensure that we are giving out consistent messages to the public.

PROVISION OF DAY SERVICES

For the first time in many years, Peterborough now has a centre offering support and services to those who are living on the streets during the day. The Garden House is based in Cathedral Gardens and is operated by Light Project Peterborough. More details about the work can be found at www.lightprojectpeterborough.org.uk.



OPPORTUNITY FOR MEMBERS OF THE PUBLIC TO CONTRIBUTE TO SUPPORT FOR ROUGH SLEEPERS

Never before has the people of Peterborough had a co-ordinated way in which to support those living on the streets. People have always been able to donate to charities who are working in the city but, for many people, they see people begging on the streets and they feel that this is a way that they can support this person. It provides an immediate response. As we now have a number of ways in which people can give to support those on the streets, we believe that this provides a more constructive way for people to show their support.

We know, from past experience, that businesses and individuals look to support those who are sleeping the streets, especially in the run up to Christmas. Whilst we are very grateful for the concern and donations, we are committed to ending homelessness *in the right way* by providing a safe and secure home and enabling people to be part of the local community. Although, from time to time, we will ask for donations of items for our service providers, on the whole we prefer people not to show their concern in this way. We know that this generosity can lead to:

- Organisations being inundated with items such as sleeping bags, hi-visibility vests etc that they are unable to use
- Inappropriate items such as quilts being given to those on the street
- Individuals being given more items than they can reasonably use and therefore may be left to litter the city
- People taking items they are offered and then selling them at car boot sales etc
- People being less likely to engage with services as they can maintain their life on the streets

We do not want well-meaning and caring individuals inadvertently helping to maintain a person's life on the streets. If we are offered items we will suggest that people help by raising money for Safer off the Streets so that the money can go to support services for those who are rough sleeping, by donating food to Peterborough Foodbank or supporting one of the local charities – but please ask them what support they would like!

Donate money to fund shelter for homeless people, as well as other services that will support them to leave and stay off the streets

 Online at www.saferoffthestreets.co.uk

 Contactless card point at St Peter's Arcade, Bridge Street

 Cash donation boxes at The Town Hall and Visitor Information Centre in Bridge Street

ENSURING THAT THE PUBLIC (AND AGENCIES) HAVE CORRECT AND CONSISTENT INFORMATION ABOUT ROUGH SLEEPING IN THE CITY

Rough sleeping is always in the national media and the partnership feels very strongly that it is important that the public understand correctly what the local situation is and why we take the stance that we do. We therefore have a regular social media presence that allows us to continually provide information to the public.



4. What have we achieved (Oct 2018 to Sept 2019)?

HOW MANY PEOPLE ARE SLEEPING ON THE STREETS?

Nationally homelessness is on the increase, and that is no different in Peterborough. There is no single reason why someone can end up without a home. Personal circumstances and wider factors both play their part. There are social causes of homelessness, such as a lack of affordable housing, poverty and unemployment; and life events which cause individuals to become homeless. People can become homeless when they leave prison, care or the army with no home to go to. Many homeless women have escaped a violent relationship. Many people become homeless because they can no longer afford the rent. And for many, life events like a relationship breaking down, losing a job, mental or physical health problems, or substance misuse can be the trigger. Being homeless can, in turn, make many of these problems even harder to resolve.

Our last rough sleeper count, which was a snapshot of one usual night, identified that 29 rough sleepers were sleeping out in the city. The table below shows how the figures have changed over the years.

Year	2010	2011	2012	2013	2014	2015	2016	2017	2018
Number of rough sleepers	21	17	12	11	17	15	21	31	29
% change	n/a	-19%	-29%	-8%	+55%	-11%	+40%	+48%	-6%
% change since 2010	n/a	-19%	-43%	-48%	-19%	-28%	0%	48%	38%

The rough sleeper count is a national count, organised by the Ministry of Housing, Communities and Local Government. Rough sleeping counts are single night snapshots of the number of people sleeping rough in local authority areas. There are clear rules about what is meant by 'rough sleeping' for the purpose of the count. The council, along with partner agencies, physically carry out the count and use their local knowledge and intelligence to ensure that, during the count, they find as many people as possible who are 'rough sleeping'. The count this year will take place before the end of November.

THOSE SUPPORTED INTO HOUSING

The Council's outreach team are based out of the Garden House and often see up to 150 clients each month. In 2018, 20 rough sleepers were housed in accommodation. This accommodation will from person to person and will include:

- Supported accommodation offering a licence of 2 years
- Accommodation in the private-rented sector with a tenancy of 6 months or more
- A tenancy agreement with a registered provider of accommodation

From 1st January to 1st October 2019, 36 rough sleepers have been supported into accommodation in a range of settings as set out above.

SOCIAL MEDIA INTERACTIONS

Over the year, the partnership has sought to raise the profile of the work done to support rough sleepers. We have done this through our website and our interactions on social media. We have successfully reached in excess of 47,000 people through our presence on Facebook and over 23,000 people on Twitter.

DONATIONS BY MEMBERS OF THE PUBLIC

Over the year we have had over £12,000 donated by members of the public to the work of the partnership. This has allowed us to make a donation of £10,000 to Light Project Peterborough for the work of the Garden House.



ADDITIONAL FUNDING COMING INTO THE CITY

Peterborough City Council has been successful in bringing in additional funding to the city to support work to support those sleeping on the streets. This funding has come from the Ministry of Housing, Communities and Local Government.

For the year 2019-2020, £280,968 has come from the Rough Sleeper Initiative. This funding pays for:

- Two rough sleeper outreach officers
- 12 crash beds at Fairview Court
- Extending the Winter Night Shelter from 13 to 20 weeks
- 2 single person tenancy sustainment officers
- Drug and alcohol outreach provision
- GP outreach services
- Landlord Incentive Scheme

The Rapid Rehousing Pathway fund provided £113,157 which is funding:

- Single Person Floating support worker working with rough sleepers currently in temporary accommodation to help them sustain temporary accommodation and move forward into permanent accommodation
- A Mental Health Navigator to support rough sleepers with accessing mental health and wellbeing services
- A European Economic Area Navigator to support rough sleepers especially those from Eastern Europe to support them to gain eligible status and move into accommodation or to consider reconnection to their home countries

WHAT IS THE IMPACT OF OUR WORK UPON THE PUBLIC?

During August we carried out a survey on our Facebook page to help us to get some feedback from the public. Although the numbers responding as relatively small, we had some interesting results.

- 91% of respondents had heard of Safer off the Streets
- When asked if they had donated to SOS, 48% had and 52% had not
- More than half the respondents felt that the initiative had been quite successful or very successful
- Only 22% felt it had not been successful with 21% feeling that it had been neither successful nor unsuccessful
- 78% of people had visited the website to read advice about how to help those who are homeless

5. Contributions from partnership members

CAREZONE

Care Zone offers furniture, small household goods, bedding, clothing and showers absolutely free of charge to people who have been homeless or are in financial crisis. Last year, Care Zone furnished more than 500 houses.



Care Zone has been partnering with the Garden House Project over the last year to provide their guests with good quality furniture and household goods when they have secured accommodation. We also

have seen a number of people visit us for our shower facilities, clothing and the volunteering opportunities that we offer.

In March 2019, a work party from the Garden House very kindly cleared our yard and trimmed bushes when we moved into new premises. We frequently signpost people to The Garden House for information and support and have built up good relationships and communication with the team at The Garden House and work closely with them to help guests get settled in their new homes.

CITIZENS ADVICE PETERBOROUGH



In 12 months, 82 clients were advised on homelessness issues and 123 clients on access to and provision of accommodation.

When Rob came to Citizens Advice (CAP) he had been struggling without professional support for many years. Despite living with severe mental health issues including anxiety and borderline Personality Disorder, Rob had been declared fit for work and his ESA had been stopped over a year ago. Rob then had a complete mental breakdown, and was unable to cope. Rob felt overwhelmed and unable to keep up with his rent and bills, and gave up his home, believing his only option was to live out of his car. He did this until he ran out of things to sell, at which point he saw no option but to sell his car as well. Without any other source of income and not knowing where to turn, he resorted to selling his belongings in order to feed himself.

When we saw Rob, he had been sofa-surfing for months – the generosity of his friends being the only thing keeping him from sleeping on the streets. Rob heard about Citizens Advice after registering at a GP surgery where we did targeted outreach work. Despite struggling with anxiety, he knew the Saturday session would be less crowded and felt able to come to it and access support.

Rob had come to us thinking that little could be done to help him, but left with a range of options and a clear plan of action.

We were able to support Rob to get his life back on track, but if he had heard about us sooner, things may have looked very different. With earlier intervention, Rob could still be living in his home, he could still own his car, and he wouldn't have had to sell the rest of his belongings for food. Rob's story highlights how important it is for us to build and maintain strong links with service providers in the local community. It is fortunate that the one positive step he had been able to make on his own – to register with the GP – turned out to be what led him to us. But if we do not make outreach a priority, more people like Rob could slip through the cracks.

CROSS KEYS HOMES

Cross Keys Homes has partnered with the council to successfully bid for the MHCLG Rapid Rehousing Pathway funding for a floating support worker and two navigators to provide tenancy sustainment support to sit alongside homes that are let to rough sleepers leaving the street, former rough sleepers leaving hostels, and those at imminent risk of sleeping rough.



The floating support worker is managed by Cross Keys Homes and is tasked with supporting rough sleepers to sustain tenancies and access services that will support them to manage health, financial, drug and alcohol dependency, social and behavioural factors that affect tenancy sustainability. To date the support worker has a total of 14 cases that she is actively working with since commencing the role in August 2019 with the case load expanding rapidly.

The CKH floating support worker has successfully engaged with a particular rough sleeper to control his drinking habits, engage with mental health services and re-engage with his family. This man will be signing up to a new tenancy with Cross Keys Homes and the floating support will continue to support him with setting up his new home and teaching him how to budget and help him to enrol on an open university course.

The work of the Cross Keys support staff with vulnerable residents does not go unnoticed by the emergency services. Two members of staff recently worked with a substance dependent user. Due to the relationship they had built with her they were able to spot when she became very unwell and the paramedics commented that they had saved her life by summoning them as she would not have survived without their intervention.

In addition, Cross Keys Homes provides temporary accommodation to homeless households delivering 75 units across 5 sites as well as 82 short stay self-contained units across 4 sites. This equates to almost 50% of the overall temporary accommodation that the city provides for homeless people and those threatened with homelessness.

This year, CKH has also partnered with Peterborough City Council to offer incentives to residents under occupying 4 and 5 bedroom homes to downsize into smaller homes more suitable to their household's needs. This has resulted in much sought after large family homes becoming available to those families in need.

CKH has also worked with Peterborough City Council by implementing a policy of direct allocations of 50% of available homes to the homeless, to ensure that no homeless households are in Travelodges and placed outside the city and is continuing to work to bring down the number of people in bed and breakfast accommodation.

CKH has also regenerated the Redpoll Place flats in South Bretton. A full-time manager is able to give residents easy access to housing advice as well as signposting to other relevant agencies. In addition to regenerating the area, CKH is working with Peterborough City Council to provide much needed short stay accommodation within the flats, alongside the current residents. CKH's work on Redpoll Place has been nationally recognised by being shortlisted in the 24 Housing and Inside Housing Development Awards.

FOODBANK

The Foodbank does not think anyone in our community should have to face going hungry. That's why they provide three days' nutritionally balanced emergency food and support to local people who are referred to us in crisis. They are part of a nationwide network of foodbanks, supported by The Trussell Trust, working to combat poverty and hunger across the UK.



Foodbank have seen 140 clients referred by the Garden House Project. They have helped provide them with food parcels whilst they are working with their support agency to resolve their underlying crisis. In addition, they have offered signposting support, as well as a place to share their story and feel supported.

HOPE INTO ACTION

Hope into Action work holistically to address issues that help our tenants maintain their tenancy and some of the issues that may have contributed to them becoming homeless. In this way we aim to teach them the skills needed to maintain a tenancy when they move-on from us, preventing them from becoming homeless again.



We provide our tenants with support by providing an Empowerment Worker who works with them to help them address their different support needs which could range from budgeting to attending appointments with their drugs counsellor. We also provide our tenants with support through our trained volunteers from local churches. These volunteers act as mentors and friends to our tenants. Some of them are from professional backgrounds e.g. retired social workers and add an extra layer of care. We do this as we recognise that at the heart of homelessness in some cases there is a “relational poverty”, a lack of a positive, supportive network. We ensure that our volunteers are trained by us and have regular meetings with them to ensure that support is going well. On occasion we provide recreational activities for our tenants e.g. barbecues, trips and Christmas lunch.

We liaise with and take referrals from the New Haven, Winter Night Shelter, Fairview Court and the Garden House. We also take referrals from other external agencies such as Aspire from the prison.

We are housing a man that was sleeping on a crash bed at Fairview Court, prior to that he was sleeping in a disused boxing gym and prior to that he had been sleeping on the streets for 10 years. He receives support through his Empowerment Worker. He volunteers at the local church which gives him structure to his week and receives support from the volunteer group. He still has struggles with alcohol addiction but has recently started engaging with a counsellor who is helping him to look at the underlying factors that cause him to drink.

We housed a lady who had been at the Winter Night Shelter and then to a Peterborough hostel before coming to us. Initially, she found it difficult to settle and would keep all her possessions in bags but gradually began to unpack and has made a real home for herself. She has attended a local college for a taster day and has booked onto some courses. She is also interested in finding a way to support herself financially potentially through a small business.

LIGHT PROJECT PETERBOROUGH (LPP) – THE GARDEN HOUSE

Within the beautiful Cathedral precincts, the Garden House opened its doors on 8th October 2018, and since then has supported over 350 different rough sleepers. The need for this service is evident with over one new rough sleeper per day coming through the doors.



Open 6 days per week, The Garden House accommodates five members of the Local Authority Rough Sleeper Outreach team (RSOT) on a permanent basis. This includes integration into all matters of support and office activity and open access delivery to members of the public.

Support from multiple agencies and organisations is brokered in, such as; Aspire, Reed Employment, GP (Boroughbury Surgery), hairdressers, chiropodist, Cambridgeshire Counselling Consultancy,

Peterborough Asylum and Refugee and Community Association (PARCA EU Settlement Scheme) and Art Beat Counselling.

In response to ongoing need partnership working is in place with organisations such as Police, CAMEO (CPFT Early Intervention Service), Probation, Lettings and Employment agencies. The Garden House also brings together services that support veterans on the streets and has an active role on the Armed Forces Partnership Board.

With 28 volunteers actively supporting rough sleepers the Garden House is a hub of life and community activity, giving new hope and inspiration for every person who comes through the door.

LIGHT PROJECT PETERBOROUGH (LPP) – PETERBOROUGH WINTER NIGHT SHELTER (PWNS)

2019/20 will see the 5th ‘run’ of the Peterborough Winter Shelter (PWNS). Since a pilot of three weeks in May 2015 the PWNS has continued to grow and gain acclaim across all sectors of the Peterborough landscape.

In 2019/20 the PWNS will run for 20 (140 nights, 1120 beds) and is targeted to support over 60 rough sleepers. LPP excels in bringing partners and organisations together and this coming year will be supporting 15 different church communities to open their doors.

In 2018/19 55 rough sleepers were referred by the Local Authority Rough Sleepers Outreach Team and through the successful partnership, 29 were moved into accommodation. PWNS has become a mainstay of the local authority’s response to winter provision.

371 volunteers undertook application, training and were supported through the last season, and it is predicted that over 400 will be mobilised this coming season.

Across the period 1st October 2018 to 31st March 2019, the Garden House and PWNS accrued 10,958 hours of volunteering hours. This equates to £85,801.14 cost benefit to Peterborough¹.

When Jorge first came to the Garden House, he was rough sleeping in Orton. A young man, previously in the Portuguese army, had been in prison following a few mistakes. Upon release he had no ID and nowhere to live. The Garden House team helped set Jorge back on the right path and has since found a job, got ID, completed community service and is now living in a shared house.

He has also recently applied for a CSCS card and hopes to move onto a new job soon. When not working Jorge regularly helps at the Garden House to ‘give’ something back where help has been given. He takes pride in keeping the gardens watered and tidy and supports other guests who are also trying to get ID and a job.



¹ Based on 2018/19 National Living Wage of £7.83



Rob came to the Garden House in March 2019 when he was sleeping under the bridge at Orton Mere. He had been rough sleeping for about 3 years. When Rob came in, he was very nervous and very quiet. He had isolated himself from other organisations due to past negative experiences. He was very surprised that, when he sat with volunteers at the Garden House, that they were not judgemental, and he was happy to keep coming. Initially he just came for a cup of coffee but now, six months later, he has become head volunteer gardener at the Garden House, helping with other guests and getting involved in activities. He was also taken on a volunteer position at Hope for the Nations charity shop in West Town. He moved into Future Homes on 3rd July 2019.

Rob says, "I have learned that trust comes through. I was always very suspicious with councils etc due to false promises due to my past. The Garden house has shown me different. I have been encouraged and able to push through my comfort zone and trust the people around me and what I have to offer. A new sense of my self-worth. A big thing for me is that I now have people around me willing to help me out. I just need to ask."

LONGHURST GROUP

Fair View Court provides a Crash Bed service in line with the Rough Sleeper Team and Peterborough City Council, referrals are received from the Rough Sleeper Team. The rough sleepers need to engage with Rough Sleeper Team, and often this either results in a reconnection, employment and private rented or a referral to Fair View Court for longer term support housing.



Fair View Court provides housing to vulnerable people who would otherwise be homeless. This can be due to family breakdowns, substance misuse, domestic abuse, mental health and people leaving prison, who cannot access other housing options at present due to rent arrears, anti-social behaviour or who struggle to maintain their own tenancy. Residents can stay at Fair View Court for up to 2 years, and during their time will be supported to address rent arrears, provided life skills to enable them to manage their own tenancy, signposting to appropriate services to deal with mental health, substance misuse and domestic abuse. Staff will support residents with benefits and budgeting, life skills, social engagement, work experience, advocate on a resident's behalf and work closely with other support services to provide a comprehensive package of support. The aim is to enable the resident to move on into independent property with the skills to be able to cope and manage their own tenancy preventing homelessness, encouraging independence and empowerment.

Longhurst provides 12 bed spaces to Crash Bed residents every evening which prevents them from sleeping rough. Within the hostel we offer temporary accommodation for 18 residents within the main hostel and 12 move-on flats, 4 of these are for families with children. A Housing 1st bed space is available to a rough sleeper who has a dog which has often been a barrier to them accessing temporary accommodation.

Ben presented with alcohol and drug addiction, after the death of his wife and his young daughters being taken into care. As well as a number of medical issues, Ben struggled with budgeting, general housekeeping and personal hygiene. He also had difficulty with reading and writing and had little understanding of forms and form filling. Through the support of Longhurst, Ben continued to engage with CGL Aspire to address his addictions and the GP to address his medical conditions. Ben did not always follow the advice that he was given but, over time, he completed a detoxification programme via a methadone replacement and reduced his alcohol intake.

Ben now has supervised contact with his daughters and has completed a number of courses – literature and budgeting. He has now secured supported accommodation.

Without the support he received, Ben would have become street homeless and would have lost contact with his children.

PETERBOROUGH SOUP KITCHEN

Peterborough Soup Kitchen is a local charity for homeless and disadvantaged people from in and around the city. Their aim is to ensure that anybody who turns up at our serving van receives hot soup, food and drinks throughout the year, whatever the weather conditions



Peterborough
Soup Kitchen

Volunteers prepare soup, hot and cold drinks together with a variety of sandwiches and take away food which are then taken, by our specially adapted serving van, to Bright Street coach park in the centre of Peterborough. The teams of volunteers operate 52 weeks per year, 6 days per week, collecting, preparing and handing out food to between 35 to 60 clients each day. They have no paid staff just around 180 committed volunteers!!

The Soup Kitchen:

- Serves, on average, 44 clients at each session
- Serves about 80,000 food portions and 51,000 drinks in a year

SALVATION ARMY

The Salvation Army offers showers twice a week at the Citadel on Lincoln Road. Their charity shop in the city centre supplies shoes, clothes etc to the Garden House on a daily basis. They are also part of the Winter Night Shelter. The Salvation Army helps more than 40 people each month.



STREET PASTORS

Saturday night out with Street Pastors in Peterborough sees volunteers from local churches going out into the vibrant night-time economy. They chat to those they meet – customers, taxi drivers, door staff, licensees and police officers. Whilst out, the Street Pastors will see those sleeping on the streets and will provide them with emergency first aid if needed, water and space blankets. They signpost them to local services.



6. So, what for next year?

We know that there is still a long way to go before we can say we have eradicated rough sleeping. We are now going to be concentrating on:

Keeping the partnership working

- Continue to encourage all those providing support for those rough sleeping to join our partnership
- Expand the opportunities for local people to donate to the work – ensuring that they are supporting people to leave the streets rather than helping them to maintain that lifestyle

Supporting the partnership in organising street outreach homelessness programmes that will have maximum impact on assisting those living on the streets

- Produce an information card for those on the streets so that they know what support is available and how to access it
- Identify duplication and gaps in the provision available and work with agencies to ensure that we provide the best support possible
- Identify opportunities for those on the streets to make long term changes – this might be through training or volunteering

Promoting the work that is done in the city

- Promoting the work that is done by the partnership through social media channels
- Produce an e-newsletter to keep supporters up to date with progress

Educating key stakeholders and the wider population of Peterborough on the true facts about homelessness so that we can dispel myths and develop a clear understanding

- Increasing publicity in the city centre – through a variety of means
- Develop opportunities for members of the public to actively support the work

The partnership will also be considering the suggestions made by the public in the Facebook survey. These included:

- Increase funding to the Garden House
- Advertise what we are doing more – the public need to know that those on the streets are human beings who have fallen on hard times
- Advertising in the churches
- Provide more visible payment points and increase publicity to get the public and businesses involved