

Mansfield Homeless Charter

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Introduction

The Mansfield Homeless Charter is a set of actions and aims which act as a foundation for commissioned services and voluntary groups to abide by to work together to tackle homelessness in Mansfield. By signing this charter participants are agreeing to play their part in reducing homelessness in Mansfield.

Partners in the Homeless Charter are members of the Mansfield Homeless Network, Mansfield District Council, commissioned services and charities. This Homeless Charter will link into the wider action plans from the Mansfield Homelessness and Rough Sleeping Strategy 2019-24 and encourage partners to work together more closely in order to tackle homelessness more effectively. The aim of the Charter is to see a reduction in homelessness by preventing it happening in the first place. Where this is not possible, it is to ensure that anyone who does sleep rough, does so for as briefly as possible and that this is not a repeated behaviour. . All partners of the Homeless Charter have a part to play in the pathway off of the streets of Mansfield.

The Charter will be reviewed on an annual basis by the homelessness charter members and partners.

1. This charter has been created with input from 3 working groups which are:
 - Mansfield Homelessness and Rough Sleeping Strategy Steering Group
 - Joint Homeless Interagency Forum
 - Mansfield Homeless Network

2. When signing up to the Mansfield Homeless Charter, all those involved recognise that we all need to work together to reduce homelessness and to support and encourage people to move on from their homeless situation. The Homeless Charter recognises different types of provision and support across the district and states that respect between all participants is key to tackling homelessness in Mansfield. Provisions include the following:
 - Public Sector Bodies – Mansfield District Council Homeless Team and Community Safety, Adult Social Care, NHS and commissioned services such as Framework Street Outreach.
 - Supported housing providers – Action Housing, Framework, YMCA.
 - Registered charities and the voluntary community – Mansfield Homeless Network, Community Voluntary Service.
 - Faith communities – Mansfield Winter Shelter.

3. **Mansfield Street Support** (www.mansfieldstreetsupport.co.uk)

The charter is linked to the Mansfield Diverted Giving campaign, which aims to provide practical advice to people in the district that wish to help people that are homeless. It informs such persons and encourages donations to be directed to the services in Mansfield that can help homeless people the most.

Like most other towns in the UK, Mansfield has a visible street community and quite naturally people want to help those that are most vulnerable. The Diverted Giving website encourages the public to donate in various ways to enable homeless people to change their lives for good. The website deters people from giving financial donations directly to people begging on the streets, who most often are not homeless.

4. **Support On The Streets**

4.1 All members of the Mansfield Homeless Charter agree to sign up to the Safeguarding and Good Practise Document.

4.2 Encourage volunteers to attend training on how best to offer support to the homeless community.

4.3 Encourage volunteers to refer service users to the Framework Street Outreach team as the primary pathway to refer homeless people. This will allow them to access Housing Needs support, supported housing and addiction and health support.

4.4 We request that all charities, commissioned services and members of the homeless network signpost to key organisations when out on the streets. This will allow people to access the additional support that they need to move out of homelessness.

4.5 We encourage commissioned services to work together with volunteers and to seek ways in which they can develop effective communication to support vulnerable people. The charter understands that it can be difficult and has no desire to force agencies to share information about vulnerable adults, where it may breach its confidentiality codes of conduct, but does ask all workers to do what they can in facilitating good communication with volunteers.

4.6 We encourage members of the Homeless Network to obtain consent of service users before sharing details with organisations and to make sure that it is being shared for a specific and stated purpose.

4.7 We encourage members of the Homeless Network to work towards introducing a support and signposting role within their individual provisions to ensure that

service users are receiving the help that they need and to move them on from the homeless situation that they may be in.

5. Mansfield District Council

5.1 Mansfield District Council recognises that in order for people to move out of rough sleeping they may need intensive support to deal with the issues that have caused them to be on the streets in the first place.

5.2 The Mansfield 1st Steps project will see 30 bed spaces become available for rough sleepers and homeless people within the district, to be achieved by the end of March 2021. This project is based on the Housing First model and provide intensive wraparound support for entrenched rough sleepers. Action Housing will deliver this support and housing and link in with the wider network of services as part of this charter.

5.3 We will continue to partner with YMCA and deliver the shared housing accommodation with extra support to service users with medium complex needs through the County Rough Sleeping Initiative funding.

5.4 We will continue to work in partnership with substance misuse services from Change Grow Live as we recognise that this is a vital provision to changing lives in Mansfield.

5.5 We will work in partnership with Public Health England and local CCG's to provide vital health services for rough sleepers and working on making them more accessible for their complex lifestyles.

5.6 We will continue to work in partnership with Tuntum Housing Association on a specified EU nation rough sleeper project so that everyone that sleeps rough has somebody available to support them.

5.7 We will continue to support the Homeless Network in developing their provisions and providing training and guidance wherever possible.

6. Safeguarding and Good Practice Protocol

6.1 Here are a set of practices which we ask any group or organisation to keep to when supporting homeless and vulnerable people.

6.2 Safeguarding Policy – All groups and organisations must adopt and abide by a safeguarding policy and have a safeguarding lead ensuring that all reasonable steps will be taken to safeguard vulnerable adults.

6.3 Volunteers and DBS checks- Any volunteer that is working on a one basis must be DBS checked. Volunteers that aren't DBS checked must be supervised by someone who is, when conduction frontline services.

6.4 Any group or organisation must have someone who is DBS checked present in the provision when opening to service users.

6.5 All groups and organisations should have their own volunteer list of names, date of birth and address for their own records.

6.6 All volunteers must be 18 or over.

6.7 Any safeguarding incidents must be logged and recorded within the provision that it took place.

7. Food Hygiene

7.1 All groups and organisations agree to have at least one person who has a food hygiene certificate on site when providing food.

7.2 All groups and organisations giving out food agree to abide by food hygiene best practices in the preparation, provision and storage of food and agree to be familiar with guidance on good food hygiene.

7.3 All groups agree to be inspected by the MDC Food Environmental Health department to comply with this charter.



Mansfield
District Council



Framework
For your future



Mansfield Homeless Charter (Signature)

Organisation / Group

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Name of person signing:

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Signature:

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