

# Good Practice in Street Outreach

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Constantly improving standards of street outreach  
to support and protect rough sleepers in Kirklees





## About this guide

This guide is developed, promoted, updated and supported by the homelessness sector in Kirklees, with the aim of creating a common standard of good practice in street outreach for homeless rough sleepers and other vulnerable people.

This guide alone will not end rough sleeping, but we hope it can serve as a call to action, reminder and resource for new and existing groups who want to contribute to this goal. While not everyone you encounter on street outreach will be a rough sleeper/homeless, people may still be vulnerable and in complex situations.

We recognise and value the diversity of backgrounds, motivations and approaches within street outreach in the district, as well as the mission we all share: to ensure all those rough sleeping can access support in the most effective way possible.

A range of voluntary, charitable and statutory partners participated in the development of this Guide under the umbrella of the Kirklees Homelessness Forum.

*Thanks*



We were helped and encourage by Homeless Link.

A list of organisation who have signed up to the Good Practice Guide can be found on the back page.

# By signing up to this guide, we agree to:

## 1. Protect the safety and dignity of the people we support by:

- Being sensitive to the complexity of issues faced by people rough sleeping
- Considering both short and long term needs
- Being mindful of the impact support can have, and avoiding over-promising, re-traumatising or creating dependence
- Providing support that is open to all, with as few conditions as possible, so it is available for those who need it when they need it
- Respecting the boundaries that they put down
- Never putting personal information about people – including their picture – into a public forum, in recognition that there are times when people may not recognise their own vulnerability or risks that such an action may present at any point in their futures

## 2. Protect the safety of our staff and volunteers by:

- Only taking on activities within our capability and knowledge
- Sharing knowledge and accessing training relevant to our key activities
- Paying attention to relevant safeguarding concerns and talking to other active groups to share ideas on minimising risk
- Assessing the risks to our staff and volunteers and taking appropriate actions to minimise them

## 3. Respect our legal and regulatory obligations by:

- Registering with Environmental Health if serving food and securing appropriate hygiene certification
- Getting the appropriate insurance for our activities and structures, including public liability insurance as a minimum
- Following applicable laws and guidance for charities and non-profit organisations

## 4. Address stigma and public understanding by:

- Promoting positive stories of how people can help rough sleepers
- Being clear about what homelessness/rough sleeping is and is not (in line with our stated definition)

## 5. Co-operate with our partners to ensure support is as effective as possible by:

- Using the Street Link website and app to connect people rough sleeping to the housing support team and encouraging access to temporary accommodation where possible
- Staying informed about the support options available for the people we support and making use of referral routes
- Participating in the Homelessness Forum and other partnership activities

## Guidelines for volunteer's

### ■ BE PREPARED

dress appropriately and make sure you can give your time without interruptions.

### ■ BE SAFE

make sure that you remain with your group at all times and follow safety procedures.

### ■ BE REALISTIC

you can make a difference to individuals you meet by providing information and support but you may not be able to solve the problems that have led them to sleeping rough.

### ■ BE RESPECTFUL

to people's personal space and privacy by not photographing, recording or doing anything that could lead to them being identified publicly.

### ■ WORK TOGETHER

by making sure that you report (with consent) all rough sleepers to the appropriate agencies and encourage individuals to seek the help they need to resolve the problems that have led to them rough sleeping.

## Things to consider when undertaking street outreach work:

- Always ask if the person is in touch with any other groups/ organisations. If they are, it may be counterproductive and intrusive for you to get involved. Instead, asking the person for permission to contact the other group and work together with them may be a more effective way to provide support.
- Recognise power dynamics inherent in street work and continually question why you are engaged in a particular activity. Is it helping? Are your own motivations getting in the way of providing the support the person wants?
- Before engaging in street work, take time to find out who you can refer people to for all the things you aren't able or qualified to provide. This is particularly important for legal, immigration and medical advice - if you provide this without appropriate qualifications you may be breaking the law.
- Agree safety and safeguarding procedures and tactics for exiting risky situations, and ensure staff/volunteers know what these are.
- Produce a list of useful numbers for staff/volunteers to carry, including others in your group who people can get in contact with and referral routes for key partners.
- Don't deviate from normal activity, by for instance meeting people out of hours, holding cash or giving someone a lift, unless you have considered the risks in advance and put safeguarding measures in place such as use of the ORBIS app.

# Emergency Response procedures

When emergency's happen, it is worth knowing up front what your response might be.

To save a life or prevent immediate harm the most appropriate course of action is likely to be to phone 999, and then for you to decide if it is safe for you to remain in the situation.

Alternatively, call 111 when it is not an emergency but someone needs medical help fast.

Consider in advance how you would respond to these specific situations and whether anyone in your group has/could get appropriate training, qualifications or experience to know how to deal with them:

- **When a person is non-responsive or has taken an overdose?**
- **If there has been a violent altercation between people you are working with?**
- **If a person is at risk to themselves or expressing suicidal thoughts?**
- **If a person is injured?**

Some useful contacts for other specific groups who may be in distress/vulnerable/at risk are on the following pages.

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## Severe Weather Emergency Provision (SWEP)

SWEP opens when the weather is expected to drop below 1°C for more than 3 nights.

Contact **01484 221 350** to access SWEP or go to: [tiny.cc/KirkSWEP](https://tiny.cc/KirkSWEP)

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## Alcohol Withdrawal

Withdrawal from alcohol for heavy drinkers is very dangerous and must be carefully managed.

More information is available from Drinkaware at: [drinkaware.co.uk/alcohol-facts](https://drinkaware.co.uk/alcohol-facts)

# Response for Vulnerable Groups

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## Families and vulnerable Under-18s

For safeguarding concerns, contact Kirklees Children's Services Duty and Advice Team on [01484] 456 848 or 414 933 (if urgent and out of hours)

Specialist support for young people is available for accommodation needs (Housing Solutions Young Person's Team: 221 350), substance misuse (The Base: [tiny.cc/BaseCGL](https://tiny.cc/BaseCGL)) and mental health (CAMHS: [tiny.cc/KirkCAMHS](https://tiny.cc/KirkCAMHS))

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## Drug and Alcohol Support

CHART Kirklees provides free and confidential support to adults who may be using drugs or alcohol, as well as family members affected by substance misuse.

Contact us on **01484 353 333 (Huddersfield)** or **01924 438 383 (Dewsbury)** for more information or to refer for anyone in Kirklees for support.

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## People In Mental Distress

The Samaritans free helpline operates 24 hours a day: **116 123**. Huddersfield Samaritans at **14 New North Parade** are open to the public to visit every evening from 6.30pm-10 pm. **01484 533 388**

Kirklees Mental Health services are also available 24 hours a day for referrals and advice: **01924 316 830**

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## Vulnerable Adults

To report abuse or neglect of an adult at risk at any time call **01484 414 933**. Be aware that not everyone who is in a vulnerable situation will be deemed to be a "vulnerable adult". This concept is covered in safeguarding training. [tiny.cc/KirkCAMHS](https://tiny.cc/KirkCAMHS)

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## Pregnant Women

SWANS is a service for pregnant women over 20 who have complex social needs. Refer via [swans@kirklees.gcsx.gov.uk](mailto:swans@kirklees.gcsx.gov.uk) or **07968 745 869**

# Useful resources for Outreach Groups

## PARTNERSHIPS AND SUPPORT

Reporting rough sleepers to the outreach team: [streetlink.org.uk](http://streetlink.org.uk)

Council Voluntary sector hub:

[kirklees.gov.uk/beta/communities-and-volunteering.aspx](http://kirklees.gov.uk/beta/communities-and-volunteering.aspx)

Recruit Volunteers:

[volunteeringkirklees.org.uk/organisations/publicise-volunteering-opportunity-kirklees/](http://volunteeringkirklees.org.uk/organisations/publicise-volunteering-opportunity-kirklees/)

Good Practice in homelessness: [homeless.org.uk/our-work/resources](http://homeless.org.uk/our-work/resources)

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## TRAINING

Community Links offer a range of training courses in West Yorkshire, including on suicide prevention and managing risk.

Find out more at [commlinks.co.uk/training/courses/](http://commlinks.co.uk/training/courses/)

CHART Kirklees organise bespoke drug awareness training - call **01484 353 333**

First Aid & CPR: [kirkleesrecoverycollege.co.uk](http://kirkleesrecoverycollege.co.uk)

Mental Health First Aid: [mhfaengland.org/](http://mhfaengland.org/)

Safeguarding: [kirkleessafeguardingchildren.co.uk/course-brochure.html](http://kirkleessafeguardingchildren.co.uk/course-brochure.html)

More information on Training is available in the separate Homelessness Forum Training Details booklet.

## LEGAL/STATUTORY REQUIREMENTS

Charitable law:

[knowhownonprofit.org/organisation/operations/legal/charitylaw](http://knowhownonprofit.org/organisation/operations/legal/charitylaw)

Environmental Health Certification:

[kirklees.gov.uk/beta/health-safety-and-food-regulations/register-a-food-business.aspx](http://kirklees.gov.uk/beta/health-safety-and-food-regulations/register-a-food-business.aspx) [this is a legal requirement for all people providing food to the public]

To ensure you are meeting all legal requirements, groups may wish to participate in the Kirklees “Getting It Right First Time” course:

[kirklees.gov.uk/beta/business-and-economy.aspx#health-safety-and-food-regulations](http://kirklees.gov.uk/beta/business-and-economy.aspx#health-safety-and-food-regulations)

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## POLICIES

Safeguarding:

[kirkleessafeguardingchildren.co.uk/course-brochure.html](http://kirkleessafeguardingchildren.co.uk/course-brochure.html)

Confidentiality:

[vai.org.uk/services/policies-resources-and-toolkits/](http://vai.org.uk/services/policies-resources-and-toolkits/)

Risk Assessment:

[vai.org.uk/services/policies-resources-and-toolkits/](http://vai.org.uk/services/policies-resources-and-toolkits/)

Insurance:

[gov.uk/government/publications/charities-and-insurance-cc49](http://gov.uk/government/publications/charities-and-insurance-cc49)

## Homelessness support groups in Kirklees

Many groups and organisations operate in Kirklees supporting people experiencing homelessness with their many support needs.

Huddersfield Mission operate a community cafe and drop in advice service five days a week. It is well known for the support it offers people including those who are homeless. Huddersfield Mission is often the starting point for people experiencing homelessness and needing information and support. During the winter it runs an evening cafe providing a free hot meal five nights a week.

The Welcome Centre is the Huddersfield food bank. Its website has a comprehensive list of help available for people in need at [www.thewelcomecentre.org](http://www.thewelcomecentre.org), along with information sheets on a range of related topics.

You may also find it useful to check the information about homelessness support services more widely at [homeless.org.uk/search-homelessnessservices](http://homeless.org.uk/search-homelessnessservices) or [communitydirectory.kirklees.gov.uk](http://communitydirectory.kirklees.gov.uk)

## What we will do to ensure good practice in Street Outreach in Kirklees

- Work together with other voluntary groups to ensure that street outreach is provided where and when it is needed and without too much duplication.
- Work together with voluntary and statutory agencies in the Kirklees district that can provide specialist support and advice in order to prevent further rough sleeping.
- Attend the Kirklees Homelessness Forum Street Outreach Sub Group to discuss, plan and co-ordinate street outreach work across Kirklees, for example what the changing needs of rough sleepers are and where outreach work might be needed.



## We warmly encourage all who'd like to get involved in street outreach...

Before going any further though, we recommend the following steps:

1. Talk to the groups involved in this guide
2. Find out what exists already
3. Collaborate with an existing group where possible
4. Work out what needs aren't being met; which people aren't being supported, and which locations don't have provision
5. Tell us what you want to do so we can include you in this guide

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For more info and to get involve with this group, please contact:

Paul Bridges at Huddersfield Mission

Tel: 01484 421461

Email: [paul.bridges@huddersfieldmission.org.uk](mailto:paul.bridges@huddersfieldmission.org.uk)



The following organisations were involved in the development of the Good Practice in Street Outreach guide and are committed to the principles and practice of the guide.



This publication of this guide was resourced by



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