

P3 Street Outreach Team – approach to outreach in rural areas

- Commissioned to work with rough sleepers across Lincolnshire
- A team of 10 that covers 7 district housing authority areas spanning 2600 square miles
- 8 staff funded via Lincolnshire County Council / 2 staff funded via City of Lincoln Council
- Team split between East and West of County
- Team has Polish, Russian and Lithuanian speakers, which has not only enabled us to engage with clients where that is their first language but has also helped to myth-bust within the local communities
- Service specific training around Modern Day Slavery, use of Mental Health screening tool, working with Sex Workers, drug and alcohol awareness (including NPS) and physical health issues such as tuberculosis
- Team to carry Naloxone kits
- No grant funding in order to facilitate reconnection so proposals put to – and agreements in place with – all 7 district housing authorities to allow us to facilitate reconnection worldwide (in two districts we have been allocated a pot of money that we can use at our discretion / in the remaining five districts we approach the district housing authorities as and when required)
- Reconnection monies can be used for accommodation before travel, ID documents, travel and sustenance
- Irrespective of someone's Local Connection, we will not facilitate reconnection if someone has no accommodation to return to
- Referrals received via our Freephone number and / or StreetLink
- Freephone number advertised via posters and cards that are deliberately the size of a credit card so to easily fit in a wallet so to try and enable the general public to engage with the service
- The service is also actively promoted via social media which has been incredibly helpful in terms of raising awareness not only the general public but also key decision-makers locally
- Team goes out in the early morning – from 5am – to make contact with people at their sleep sites (in severe weather we go out from 9pm - 1am in order to give us the best opportunity of finding people and getting them into emergency accommodation that evening)
- For staff safety early mornings / early evenings will always be in pairs
- Staff are provided with suitable clothing inc. safety boots and access to a lone working device via an app on their mobile telephone
- On finding someone sleeping rough, we will attempt to do an assessment at a safe location
- Assessment includes questions around personal details, address history and support needs

- Team carry other paperwork, including an explanation sheet which is available in several languages about what we do, as well as DASH assessments in case a person discloses that they are a victim of Domestic Abuse
- Team will continue to work with people as long as they continue to rough sleep irrespective of engagement and / or length of time rough sleeping
- Team shares reports with district housing authorities in terms of whom they are working with on an ongoing basis
- Key partners including the district housing authorities and supported accommodation providers are frequently invited on 'outreach' to allow them to witness some of the challenges that the people we are working with face
- Key decision makers locally have also joined the team on outreach including the Police and Crime Commissioner, local MPs, elected members and representatives from our local Clinical Commissioning Groups all of whom have to date been key to helping to overcome several challenges in terms of access to specialist services
- Historically access to specialist services has been a challenge which is now negated by having a Mental Health Nurse and Drug and Alcohol Recovery Worker available to the team as and when required (both are able to join us early mornings)
- Team has a single point of contact within each job centre in case of benefit queries
- Team will often ask other support services – with some success – to join them early morning to target people who historically haven't accessed those services that we think they require
- Team work positively with the Local Neighbourhood Policing Teams to minimise the risk to the people we are working with, staff and the local community (good example of this was during the recent severe weather, during which we weren't able to access some of the rural areas due to the roads being closed and couldn't direct people to the accommodation that was available to them – instead we were able to liaise with and direct local PCSOs to act on our behalf)
- Team make use of multi-agency forums that are available across the County to case conference those people whom have slept outside for prolonged periods of time and/or where there are specific concerns
- Team have introduced the use of a drone in some of the large rural areas in which we work