



Change Liverpool FAQs

How does the Council help Homeless people?

Liverpool City Council has an annual investment of circa £14m into services to prevent and address homelessness, including grants allocated by central government specifically aimed at homelessness and associated provision.

Whilst the majority of people at risk of homelessness in Liverpool do not spend any time sleeping rough, because rough sleeping is the most visible element of homelessness, it can cause the most concern with the public. However, people rough sleeping are only a small proportion (approximately 6%) of all those who ask the council for help with their housing.

Wherever possible, we seek to prevent homelessness through the Council's Housing Options Services (HOS), which receives approximately 7000 contacts per year from households who are in housing difficulties. The majority of the households pass seamlessly through the service and are assisted to remain in their homes or are helped to secure alternative accommodation very quickly.

So, anyone at risk of homelessness in Liverpool can contact 0151 233 3800. More information about the Council's Housing Options Service is available on this link:

www.liverpool.gov.uk/housing/homeless-or-at-risk/homeless/

What services are there?

The majority of the £14m funds temporary accommodation - over 700 bed spaces for single people and families - as well as other services to prevent people from becoming homeless in the first place. In addition to services for people who may be homeless, we also fund a range of



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dedicated Treatment and Rehabilitation provision for people with substance use issues.

All of this provision offer real help and support to assist people who may have a range of needs and who may have complex issues which have led to them being homeless, sleeping rough or begging.

The majority of Council funded temporary accommodation services are purpose built with high quality communal areas and training facilities where staff offer support and run a wide range of on-site activities, including working with partner agencies to provide drop-ins, access to training, tutorials, advice sessions, employment support. Through these services, people can access GP's, Dentists, mental health support and substance treatment services as well as other community facilities such as sports centres, colleges, museums and art galleries.

We also fund a range of services for families at risk of homelessness, which include a purpose-built family homelessness centre, three women's refuges, dispersed accommodation for people who have experienced domestic abuse and an accommodation based service for teenage parents.

In Liverpool, we also fund Homeless Prevention Floating Support Services which assist people in the community who are at risk of homelessness or who may have other support needs. Support can be delivered at a person's home, over the telephone, in through a drop-in session or other community setting.

But, there are still people sleeping rough, what is being done?

Liverpool, like many other cities in the country has seen an increase in street based activity including rough sleeping and begging. It is also assumed that people sleep rough or beg because there is no alternative, or because there is a lack of services to support them - this is not the case.



In fact, Liverpool funds a range of specific services to help rough sleepers. The first of these is the Liverpool Assertive Outreach and Response Service (LAORS), delivered by the Whitechapel Centre. LAORS delivers proactive street based outreach to work with individuals where they are, on the street, to help and assist them into accommodation or other support services.

This means that every single individual seen on the streets of the city, unless they have arrived in Liverpool only that day, has been offered help and support to come indoors many times, usually on a daily basis but often more than once a day.

Each month on average, LAORS works successfully to get around 70 people who have been rough sleeping, into services and off the streets. An average of 30 people per month (35% of those RS) already have accommodation that they can safely return to. This only works for all of these people because they are willing to accept help from the team.

What should I do if I am concerned about someone Rough Sleeping?

If you are concerned about anyone you think may be rough sleeping, you can contact the Always Room Inside helpline on 0300 123 2041, which is available 24 hours a day, 365 days per year.

Contacting the helpline will trigger the swiftest and most appropriate response to get people the help they need from the Outreach Team who can respond and support rough sleepers indoors. Anyone concerned about someone they think may be sleeping rough can telephone the helpline. Alternatively, they can use the on-line reporting tool:

www.whitechapelcentre.co.uk/tell-us-about-a-rough-sleeper.html

As well as responding to calls that are made to the helpline, from early morning to late evenings, the Outreach Team will be on the streets for up to 24 hours per day, 7 days per week visiting places where they know



people sleep rough, to offer help and support to anyone they find, as well as offering a safe place to stay and access to services and facilities.

If there is help available, why are people still rough sleeping and begging?

It is important to stress that not everyone who begs is also rough sleeping and not everyone rough sleeping will beg.

Furthermore, anyone begging in Liverpool is offered help and support by the LAORS Outreach team. The City's commitment means no one needs to beg or sleep rough in the city.

However, rough sleeping and begging are complex matters to resolve as a number of those on the streets do have other vulnerabilities and may not accept the support offered immediately, in spite of the availability of services. This is a concern for everyone as they may become the victims of crime or discrimination themselves, but neither the Outreach Team at LAORS nor the Council can force anyone to accept any of the options offered to them to come off the streets.

Those that are on the street can often feel a strong pull towards remaining in or returning to that lifestyle. In some cases, they may have their own tenancies or be in supported accommodation but beg or sleep rough at times. On average around 35% of people rough sleeping at any one time, already have an accommodation solution that it is safe for them to return to and we continue to work with these individuals to facilitate a safe reconnection to where they accommodation, as well as friends, family and other support networks.

Some other individuals may only engage minimally with offers of support or do not feel able to accept support at all in spite of all the solutions offered to them. They may then rely on begging to enable them to support themselves and their lifestyle. We continue to offer support to



people who are not engaging with services as we know that being involved in a 'street lifestyle' is very risky and damaging to people's health and wellbeing.

More recently Liverpool have been awarded further government funding to deliver a multi-disciplinary approach to people engaging in street activity who have underlying substance misuse and/or mental health issues. This is called Pathways and includes intensive support workers, a Community Psychiatric Nurse and substance misuse workers. It works to provide focused intensive, multi-disciplinary support to individuals who have experienced rough sleeping or homelessness by supporting them into treatment.

However, it is clear rough sleeping and begging are complex matters, which no public body can solve on their own. We want everyone: agencies, services, members of the public, shops, pubs, bars, restaurants and local business, to consider what actions they can also take to help. This might be by contacting the Always Room Inside helpline to get help to rough sleepers or by considering other ways to help such as donating items or volunteering their time or practical support to homeless charities rather than by giving money direct to individuals on the street.

What difference can I make?

Your donation will make a real difference to someone who is experiencing homelessness. It is tough being on the streets, and we often want to reach out to the people we see with food or money. Each of us has to make those decisions every day. But food and money also helps people to remain on the streets for longer. Change Liverpool wants to offer an alternative, which is real and practical financial support for those moving on from rough sleeping. Our grants have already helped people with rent deposits and furniture,



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What are the aims of Change Liverpool?

No single agency or campaign can end homelessness and rough sleeping on its own – we want to be part of the solution working in Liverpool.

Why is donating to Change Liverpool different from giving to another homelessness charity?

Every charity has a different emphasis and there are many different ways you can help. Change Liverpool has a different emphasis: all of our funds are used to support people get back on their feet after they have experienced homelessness. We work with those who provide help and support, but we want your money to make a long-lasting difference to the lives of individuals so that they do not find themselves on the street again.

How much of my donation will go to help people experiencing homelessness?

100% of the money in the Fund will go to help people who have experienced homelessness or have been sleeping rough. The other costs of the campaign have been met by donations from businesses in the City Centre, so none of your donation will be used for our running costs. The Fund is managed by the Community Foundation for Merseyside, and applications for grants from the fund are invited through homelessness services and charities so that we can be sure that every grant will meet specific objectives.

How can I get involved and do more?

There are many ways you can help. As well as financial donations, many organisations rely on volunteers to help. You can see what homelessness charities and services are in the Liverpool City Region by looking at the Street Support website: www.streetsupport.net. If you work for a company, perhaps they could think about signing the Homelessness Business Charter: <https://homestreethomelcr.co.uk/>.