



NOTICE OF MEETING

CABINET MEMBER FOR HOUSING AND PREVENTING HOMELESSNESS

MONDAY, 26 JULY 2021 AT 4.00 PM

COUNCIL CHAMBER - THE GUILDHALL

Telephone enquiries to Anna Martyn Tel 023 9283 4870
Email: anna.martyn@portsmouthcc.gov.uk

If any member of the public wishing to attend the meeting has access requirements, please notify the contact named above.

Information with regard to public access due to Covid precautions:

- Attendees will be requested to undertake an asymptomatic/ lateral flow test within 48 hours of the meeting.
- If symptomatic you must not attend and self-isolate following the stay at home guidance issued by Public Health England.
- All attendees are required to wear a face covering while moving around within the Guildhall (requirement of the venue).
- Attendees will be required to take a temperature check on arrival (requirement of the venue)
- Although it will no longer be a requirement attendees may choose to keep a social distance and take opportunities to prevent the spread of infection.
- Hand sanitiser is provided at the entrance and throughout the Guildhall. All attendees are encouraged to make use of hand sanitiser on entry to the Guildhall and are requested to follow the one way system in place.
- Attendees are encouraged book in to the venue (QR code). An NHS test and trace log will be retained and maintained for 21 days for those that cannot or have not downloaded the app.
- Those not participating in the meeting and wish to view proceedings are encouraged to do so remotely via the livestream link.

An updated risk assessment for the Council Chamber will published in due course.

Membership

Councillor Darren Sanders (Cabinet Member)

Councillor Cal Corkery

Councillor Scott Payter-Harris

(NB This agenda should be retained for future reference with the minutes of this meeting).

Please note that the agenda, minutes and non-exempt reports are available to view online on the Portsmouth City Council website: www.portsmouth.gov.uk

Deputations by members of the public may be made on any item where a decision is going to be taken. The request should be made in writing to the contact officer (above) by 12 noon of the working day before the meeting, and must include the purpose of the deputation (for example, for or against the recommendations). Email requests are accepted.

A G E N D A

- 1 Apologies for absence**
- 2 Declarations of interest**
- 3 Updated Safeguarding Policy for Play, Youth and Community Services
(Pages 5 - 22)**

Purpose

To seek approval for the implementation of the updated Safeguarding Policy for the Play, Youth and Community Services (PYC) operated by Housing, Neighbourhood and Building (HNB) Services.

RECOMMENDED that the Cabinet Member for Housing and Preventing Homelessness approves the policy attached and marked as Appendix A.

- 4 Update on Rough Sleeping Pathway (Pages 23 - 28)**

Purpose

To give an update on the progress of the Rough Sleeping Pathway, specifically:

1. The new rough sleeping accommodation and interim support
2. The new Rough Sleeping Advice Hub at Kingsway House
3. The new support contract for rough sleeping services within the pathway.

Members of the public are permitted to use both audio visual recording devices and social media during this meeting, on the understanding that it neither disrupts the meeting nor records those stating explicitly that they do not wish to be recorded. Guidance on the use of devices at meetings open to the public is available on the Council's website and posters on the wall of the meeting's venue.

Whilst every effort will be made to webcast this meeting, should technical or other

difficulties occur, the meeting will continue without being webcast via the Council's website.

This meeting is webcast (videoed), viewable via the Council's livestream account at <https://livestream.com/accounts/14063785>

Date Not Specified

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Agenda Item 3



Portsmouth
CITY COUNCIL

Title of meeting:	Cabinet Member for Housing & Preventing Homelessness
Date of meeting:	26 th July 2021
Subject:	Updated Safeguarding Policy for the Play, Youth and Community Services (PYC)
Report by:	James Hill - Director for Housing, Neighbourhood and Building Services
Author:	Jo Bennett - Head of Business Growth, Play and Youth
Wards affected:	Paulsgrove, Cosham, Charles Dickens, St Thomas, St Jude, Central Southsea
Key decision:	No
Full Council decision:	No

1. Purpose of report

1.1 To seek approval for the implementation of the updated Safeguarding Policy for the Play, Youth and Community Services (PYC) operated by Housing, Neighbourhood and Building (HNB) Services

2. Recommendations

2.1 That the Cabinet Member for Housing and Preventing Homelessness approves the policy attached and marked as Appendix A.

3. Background

3.1 Housing Neighbourhood and Building service operates 17 settings across the city for the provision of service to children, young people and adults. We collectively refer to these settings as PYC (Play, Youth and Community).

3.2 The Play, Youth and Community Services are committed to safeguarding children and adults who use these settings. This policy reflects the necessity of this responsibility.

3.3 This policy brings up to date the working practices and requirements for staff reflecting the service changes which have recently taken place and looks to refresh the existing policy to ensure the policy reflects current practice and demonstrates our commitment to the safeguarding of our customers.



3.4 Play, Youth and Community Services have been supported and advised by the Portsmouth Safeguarding Children Partnership, in the design of our policy and practices for safeguarding children, the delivery of training to our staff and in our self-assessment process. Training for safeguarding adults has also been included as a new addition to the policy in line with relevant training identified by the Portsmouth Safeguarding Adults Board.

4. Reasons for recommendations

4.1 To formalise the working practices of the Play, Youth and Community services operated by HNB.

4.2 To ensure that all staff and volunteers understand their role in the safeguarding of children, young people and adults.

4.3 Provides information for all third parties working with our service

5. Integrated impact assessment

5.1 An Integrated Impact Assessment has been completed and no adverse equality implications were identified.

6. Legal implications

6.1 The report accurately considers the statutory implications and requirements of the Children Act 1989 along with the Children Act 2004. In addition the policy has considered the key areas of equality of access to facilities and services along with the necessary safeguarding applicable to volunteers and their recruitment and risk management.

7. Director of Finance's comments

7.1 There are no financial implications as a result of approving this policy or its implementation.

.....
Signed by: James Hill - Director of Housing, Neighbourhood and Building Services

Appendices:

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:



Title of document	Location

The recommendation(s) set out above were approved/ approved as amended/ deferred/
rejected by on

.....
Signed by:

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Safeguarding Policy

July 2021

Housing, Neighbourhood and Building Services

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1.0 Introduction

1.1 Children & Young People's Safeguarding

Local authorities have overarching responsibility for safeguarding and promoting the welfare of all children and young people in their area. They have a number of statutory functions under the 1989 and 2004 Children Acts which make this clear. This includes specific duties in relation to children in need and children suffering, or likely to suffer, significant harm, regardless of where they are found, under sections 17 and 47 of the Children Act 1989.

Throughout this document where the terms children and young people are used it is intended to refer to both children and vulnerable adults.

Safeguarding and promoting the welfare of children is defined for the purposes of this policy as:

- Protecting children from maltreatment.
- Preventing impairment of children's health or development.
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care.
- Taking action to enable all children to have the best outcomes.

Safeguarding is a term which is broader than 'child protection' and relates to the action taken to promote the welfare of children and protect them from harm. Safeguarding is everyone's responsibility with a duty of care within and out of the workplace.

Professionals working with children and young people are responsible for ensuring that they fulfil their role and responsibilities in a manner consistent with the statutory duties of their employer.

Specifically, the police, clinical commissioning groups and the local authority are under a duty to make arrangements to work together, and with other partners locally, to safeguard and promote the welfare of all children in their area. Everyone who comes into contact with children and families has a role to play (Working Together to Safeguard Children 2018)

Having safeguards in place within an organisation not only protects and promotes the welfare of children but it also enhances the confidence of staff, volunteers, parents/carers and the general public.

1.2 Adults Safeguarding

Local authorities have responsibility for safeguarding vulnerable adults. There is also information on the Care Act 2014 in relation to safeguarding, and how this important piece of law protects vulnerable people by changing the way that Safeguarding is placed on a statutory footing. Safeguarding vulnerable adults is everyone's business. It depends on people understanding and doing the following things;

- being aware of the risks of abuse and neglect that vulnerable adults can face
- knowing what help is available
- understanding their responsibilities

- working together to report and investigate concerns
- working together to prevent abuse and neglect

Living a life that is free from harm and abuse is a fundamental right of every person, all of us need to sign up to this principle and to follow it in acting as good neighbours and citizens. All agencies and organisations across Southampton, Hampshire, Isle of Wight and Portsmouth must be committed to preventing abuse and neglect, raising safeguarding concerns and putting adults at the centre of our work.

2.0 Policy Overview

The Play, Youth and Community (PYC) Service is committed to safeguarding children and adults.

The key points of this are as follows:

- The welfare of the child is paramount.
- No child or group of children must be treated any less favourably than others in being able to access services which meet their particular needs.
- All children without exception have the right to protection from abuse regardless of their gender, ethnicity, culture, disability, age, sexuality or religious beliefs.
- All concerns and allegations of abuse will be taken seriously by staff and volunteers and responded to appropriately. This may require a referral to the Local Safeguarding Children Partnership or the Local Authority Designated Officer.
- Play and Youth Services have a commitment to safe recruitment, selection and vetting.
- All settings will aim to ensure that all young people meet in a safe environment with people they can trust.

This policy should be read alongside the following:

- Play Policy
- Play and Youth Services still/moving images policy
- Play and Youth Clubs Personal and Professional Boundaries Policy
- First Aid Policy
- Accident Reporting Policy
- Health and Safety Policy
- Employee's code of conduct
- Induction policy
- Probationary policy
- Internet acceptable use policy
- Information governance
- Data protection policy
- Play and Youth Site Procedures
- Partnership working for play and youth provision
- Volunteering policy.

3.0 Portsmouth City Council Play, Youth and Community Service Overview

3.1 Play Service Statement

The Play service, recognising the value of play and the absence of play opportunities in the general environment, is committed to ensuring that children have access to rich, stimulating

environments full of challenge, thereby offering them the opportunity to explore through their freely chosen play, both themselves and the world.

3.2 Play Service Purpose

To offer all children using the Play Service a rich diversity of play experiences of high quality to enable them to maximise their development to adulthood.

To use partnership working to maximise the play opportunities / offer for children.

To manage the buildings and facilities for the benefit of the local community.

3.3 Play Service Scope

The Play service manages 6 Adventure Playgrounds in Portsmouth (52 week opening, 6 days a week). The Play sites are open access and have a qualified Play leader on each site. Opening hours vary slightly with local arrangements but are basically 25 hours a week (term time) 42 hour a week during school holidays. In addition to this some special opening for specialist groups or special events are possible. The prime focus is children/young people of 6-13 years.

3.4 Youth Service Statement

Portsmouth City Council youth clubs operate across the city offering specifically but not exclusively to 11 -19 years, often extending this for Special Educational Needs and Disabilities (SEND) up to 25 years old. The 4 youth clubs and additional 3 projects offer a wide range of activities ensuring that young people have fun whilst informally learning life skills which aid them whilst making informed social decisions, thus supporting their journey and transition through to adulthood.

3.5 Youth Service Purpose

To offer all young people a safe warm environment where youth workers deliver high quality informal education to enable young people to make informed choices that will maximise their development into adulthood.

To support young people in:

- Being Healthy
- Staying Safe
- Enjoying and achieving
- Making a positive contribution
- Economic wellbeing
- Making informed decisions.

To work in collaboration with other agencies to layer the offer and widen the opportunities to young people.

To work in multi-agency collaboration to strategically look at local based issues and the wider arena.

To manage the buildings and facilities for the benefit of the local community.

3.6 Youth Service Scope

The youth service manages 4 youth clubs and 3 additional projects, offering a 52 week opening. Opening hours vary slightly with local arrangements but are all open 5 nights a week with an occasional Saturday offer. All clubs provide off-site activities. The clubs are open access whereby it is voluntary participation, however we do work with young people on a referral basis from the Youth Offending Team (YOT) or schools and offer sessions for young people Not in Education, Employment or Training (NEET) throughout the week. All clubs have qualified youth workers to deliver and engage with the young people.

3.7 Community Centres Statement

The community centres mission is to provide a sustainable, secure, culturally diverse and accessible space that is valued and supported by the people of the local community.

3.8 Community Centres Purpose

To promote, enable and facilitate inclusive activities, which embrace and address the education, training, employment, welfare, health, social, cultural and recreational needs of the local community.

3.9 Community Centres Scope

Housing, Neighbourhood and Building Services (HNBS) manages 4 community centres within the city: Paulsgrove, Cosham, Charles Dickens and Somerstown Central. Opening hours vary slightly however all are open 6 days a week. The community centres are used by people of all ages.

Information about the Play, Youth and Community Service can be accessed via the website: <https://www.pycportsmouth.co.uk/>

4.0 Staffing and Volunteers

4.1 Recruitment of Staff

All staff and volunteers in the play and youth service are required to go through Portsmouth City Council's safer recruitment process.

Suitable references must be received before being in the workplace.

All staff and volunteers are required to have an up to date DBS check. This is to be renewed at least every 3 years. Whilst waiting to receive a DBS check, a risk assessment will be carried out. All new staff must work alongside a fully vetted and trained member of staff until the DBS check is completed.

In accordance with guidance a record will be kept of the DBS number, completion date and whether or not the check is satisfactory.

If a DBS check shows a disclosure then the relevant manager is required to carry out a risk assessment. This must be signed off by the service managers. This is to be regularly monitored through supervision, induction and probation. Also the renewal date of the DBS may be amended to annually if this is risk assessed as appropriate.

All DBS checks are required to be signed off by two designated safeguarding lead managers.

The play, youth and community service (PYC) recruitment process includes:

- Explicit reference to intention to seek enhanced DBS disclosure in job application pack.
- A pre-disclosure form to be filled in requesting disclosure of convictions prior to DBS check.
- A statement in the job description that makes it clear the service has a commitment to safeguarding and protecting children and vulnerable adults.
- Face to face interviews with pre-planned clear questions.
- Exploration of the candidate's attitude towards children and young people. This is to include a specific question regarding safeguarding.
- Questioning how the candidate will manage personal and professional boundaries.
- A question in interview which explicitly asks candidates about criminal convictions, cautions, any previous section 47 investigations, other legal restrictions or pending cases that might affect their suitability to work with children and young people.
- Checking applicant's identity, qualifications and references provided.
- All new staff and volunteers are required to complete a 6 month probationary period.

All newly appointed staff and volunteers are required to have a structured induction programme.

4.2 Volunteers

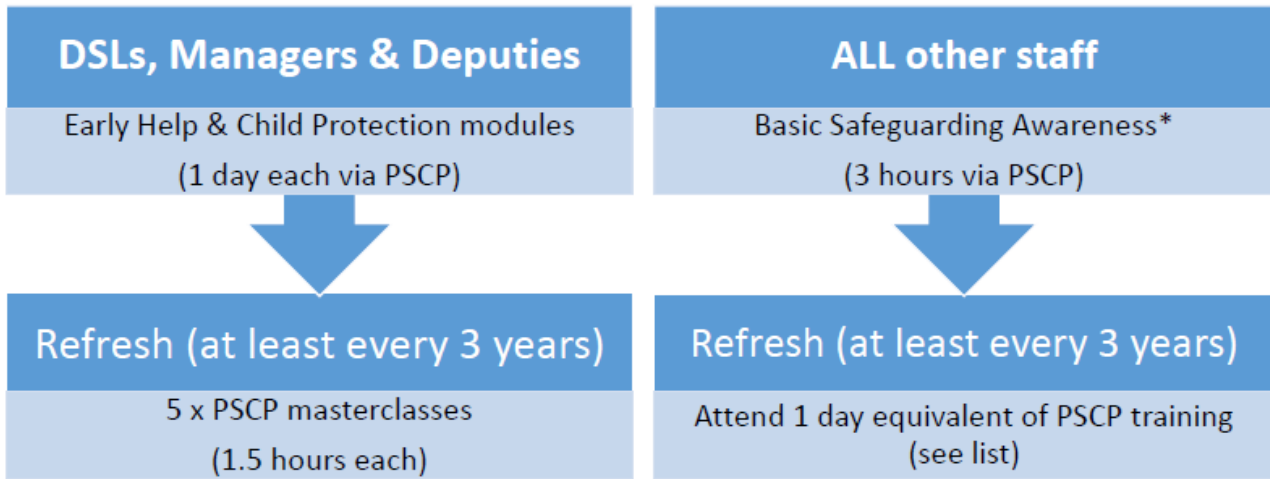
Volunteers are to attend a taster session within the relevant service to see if they are suitable for the role. These sessions must be supervised by a fully vetted member of staff and the member of staff will be in the presence of the volunteer at all times. Following this, if the volunteering is to continue, a full DBS check must be seen by the centre manager before the volunteering commences.

Volunteers are also required to complete an induction process and to attend supervision in the same format employed staff do. Please refer to the Play, Youth and Community (PYC) volunteering policy.

4.3 Children & Young People's Safeguarding Training

Individuals have preferred ways of learning through face to face courses, e-learning or virtual learning. It is recommended for managers to ensure that staff have embedded their learning into practice through gathering and maintaining evidence to demonstrate competence via supervision.

Staff working within the Play, Youth and Community (PYC) service are required to carry out the following training in relation to children & young people's safeguarding:



Masterclasses currently available via PSCP:

- Contacting MASH (getting the right help)
- Decision making (Portsmouth thresholds)
- Safeguarding (national & local picture)
- Escalation (having the right conversation)
- Compact (developing practice in your organisation)
- Exploitation (consider your language - victim blaming)

Also need to complete the Safeguarding Adults e-learning on PLG.

Other PSCP training currently available:

- ACEs (3 hours)
- CERAF Toolkit - Multi Agency (1.5 hours)
- Preventing Online CSE - ThinkUknow (2 x 3 hours)
- Understanding Childhood Neglect (1 day)
- Harmful Cultural Practices (1.5 hours)
- Bruising protocol (2 hours)
- Safeguarding Children with Disabilities (2 x parts)

*Contact H&M if you need an evening booked for sessional staff.

The Portsmouth Safeguarding Children Partnership (PSCP) have agreed our service training plan. The service collaborates with PSCP to develop and deliver training often using the 'train the trainer' method.

4.4 Induction and probation

All newly appointed staff and volunteers will take part in a formal induction process.

This process will start with an induction meeting. The whole process will be recorded and the standard templates should be used to ensure compliance with the process.

All staff will take part in a probation period to ensure competence in their role.

Please see Portsmouth City Council's Induction Policy and Probation Policy for further information.

4.5 Supervision

All staff are required to have regular recorded supervision sessions with their manager. These will usually be monthly however less frequent supervision may be appropriate where for example a post is only 3 hours a week. This will be agreed with the management team as necessary.

Safeguarding issues are to be discussed at every supervision session ensuring that staff have a clear understanding about policies and procedures in place.

4.6 Hirers

All HNBs community centres have hire agreements which are reviewed on an annual basis to ensure that:

- a current, signed hire agreement form is in place for each hire (including those where no charge is made)
- a valid indemnity insurance policy has been sighted and evidenced (where required)
- there is evidence of relevant qualifications and DBS status (where required).
- All hirers to agree to the centre's terms and conditions of hire.

5.0 Designated Safeguarding Lead (DSL)

The role of the Designated Safeguarding Lead was specified in the Children Act 2004 and ensured that every organisation had a "named person" for safeguarding children and young people. Prior to that, the role had frequently been known as the Child Protection Officer.

The responsibilities of the DSL are to:

- Keep their head of service and team informed of any safeguarding concerns or safeguarding referrals and any safeguarding allegations made against a member of staff. This would be done in line with the Portsmouth City Council policies and procedures and HR support throughout the process.
- Ensure if a referral is required that it is reported through the Multi Agency Safeguarding Hub (MASH) as soon as possible but must be done within 24 hours of a disclosure or suspicion of possible safeguarding issue.
- Make prompt contact with the police if a criminal offense is suspected or if there is a concern for a child or young person's immediate safety.
- Ensure they complete the 'Manager's Module in Safeguarding Children Training' at least every 3 years.
- Ensure that all members of staff, including newly appointed staff, are aware of the service policies and procedures relating to the safeguarding of children.
- Ensure that all members of staff are kept up to date on any changes to the policies and procedures related to the safeguarding of children.
- Ensure that the staff team and volunteers they are directly responsible for receive regular safeguarding refresher training at least every 3 years.

The responsibilities of the head of service are to:

- Investigate any allegation of child abuse and/or safeguarding concern involving a member of staff or volunteer, with the support of HR and in line with policies and procedures.
- Inform the LADO of any allegation of safeguarding allegation made against a member of staff or volunteer.
- Ensure that all play and youth policies and procedures relating to safeguarding are updated in line with any revised guidelines for child protection from the LSCB.
- Ensure there are effective links with the LADO, LSCB and MASH to ensure best practice.

The management DSLs are:

Head of Business Growth, Play and Youth

Jo Bennett

Jo.bennett@portsmouthcc.gov.uk

Play Service

Joan Fisher - Play Service Manager

Joan.fisher@portsmouthcc.gov.uk

Youth Service

Amanda Littlefield - Youth Service Manager

Amanda.littlefield@portsmouthcc.gov.uk

Community Centres

Sarah Lindley - Interim Operational Manager

Sarah.lindley@portsmouthcc.gov.uk

6.0 Handling Safeguarding Children Issues

If a member of staff has any safeguarding concerns regarding a child/family, not arising from a disclosure, then they **must** complete a safeguarding record. For example, concerns about a child's poor hygiene, a child always seeming hungry, a child displaying out of character behaviour.

Once a safeguarding record has been completed, the member of staff should inform the DSL as soon as possible. Whilst individually these safeguarding records may not require any action to be taken, multiple records on the same child or family, on review, may result in a referral to MASH.

If a safeguarding concern is significant and requires immediate action the DSL will immediately refer to MASH and advise the service lead of the action taken.

Where a concern requires monitoring in order to understand if it is a safeguarding issue the following process will be used:

- Play & youth workers complete daily recorded session wash up sheets with a section for safeguarding issues; this sheet is then used to monitor any issues that arise during sessions.
- Weekly review of session wash up sheets by centre manager with their deputy.
- If required, referral to MASH is made. If uncertain advice may be sought from tier 2 coordinators in the MASH at any point to clarify the decision.
- If a referral is not required, then continue to monitor and evidence.
- Service lead informed of action taken allowing for a review of the decision made.

7.0 Multi-Agency Safeguarding Hub (MASH)

The MASH is multi-agency and brings together services from social care, education, health, police and children's services. The MASH aims to work together to offer the right help at an early stage to families who need support.

If you are concerned that a child has suffered harm, neglect or abuse, you must contact MASH who can discuss this with you followed by an inter-agency contact form.

During Office Hours 0845671 0271 pccraduty@portsmouthcc.gcsx.gov.uk

Out of Hours 0300 555 1373

If a child is at immediate risk of harm, call the police on 999.

You should seek, in general, to discuss concerns with the family and, where possible seek the family's agreement to making a referral unless this may, either by delay or the behavioural response it prompts or for any other reason, place the child or staff at increased risk of significant harm.

8.0 Portsmouth Safeguarding Children's Partnership (PSCP)

Portsmouth City Council and the play, youth and community (PYC) services operate in conjunction with the PSCP, including accessing training modules and keeping up to date with safeguarding issues.

The Portsmouth Safeguarding Children Partnership (PSCP) brings together all the main organisations who work with children and families in Portsmouth, with the aim of ensuring that they work together effectively to keep children safe.

Contact information can be found at [Home - Portsmouth Safeguarding Children Partnership \(portsmouthscp.org.uk\)](http://portsmouthscp.org.uk)

9.0 Local Authority Designated Officer (LADO)

The LADO should be alerted to all cases in which it is alleged that a person who works or volunteers with children has:

- Behaved in a way that has harmed, or may harm a child.
- Possibly committed a criminal offence against children, or related to a child, behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.

The LADO role applies to workers who are paid, unpaid, volunteers, casual, agency or anyone self-employed and they capture concerns, allegations or offences emanating from outside work.

10. Managing allegations of abuse against staff

Management DSLs have a responsibility to ensure the safety of young people, children and vulnerable adults:

- Dealing with allegations of abuse quickly, fairly and consistently.
- Supporting all parties involved in allegations to reach a suitable conclusion.
- Ensuring all staff members are aware of their responsibilities and the actions they should take regarding allegation of abuse.

- Ensuring all staff members know what to do in the event of an allegation of abuse regarding external relationships which may affect the integrity of the service and the Council.

Actions which may indicate abuse include, but are not limited to:

- Behaviours which have caused a child, young person or vulnerable adult to be harmed.
- Criminal offences committed against children, young people and vulnerable adults.
- Behaviour which indicates risk to children, young people, or vulnerable adults.
- Behaviour which violates a duty of care.

All staff members, including volunteers, are responsible for the ongoing safety of all service users.

The DSLs are responsible for hearing concerns and reports surrounding potential safeguarding issues. The DSLs are then responsible for referring cases to the Local Authority Designated Officer (LADO) and further action will be taken on a case by case basis.

11. Handling Safeguarding Adults Concerns

The primary focus for safeguarding is to promote well-being and prevent abuse and neglect happening in the first place, ensure the safety and wellbeing of anyone who has been subject to abuse or neglect, take action against those responsible and learn lessons and make changes; which will be achieved by putting the person at the very centre.

Safeguarding is everybody's business and with the new Care Act 2014 this can only strengthen the protection of vulnerable adults within Portsmouth.

Any safeguarding of adults concerns immediately need to be made a record of. This could include any person who is at risk of, or experiencing, abuse or neglect and as a result is unable to protect themselves.

If a member of staff hears or suspects a vulnerable adult is being abused in anyway, it must be reported.

Adult Social Care Helpdesk: 023 9268 0810

Out of hours contact: 0300 555 1373

Portsmouth City Council has a safeguarding team and can be contacted on the number above or email PortsmouthAdultMASH@portsmouthcc.gcsx.gov.uk

Alternatively if urgent support is not required safeguarding concerns can be referred to Portsmouth Adults MASH team by using the referral form which can be found here: [Reporting Concerns \(portsmouthsab.uk\)](http://portsmouthsab.uk). A one minute guide to submitting safeguarding concerns is also available on the same link.

12. Portsmouth Safeguarding Adults Board

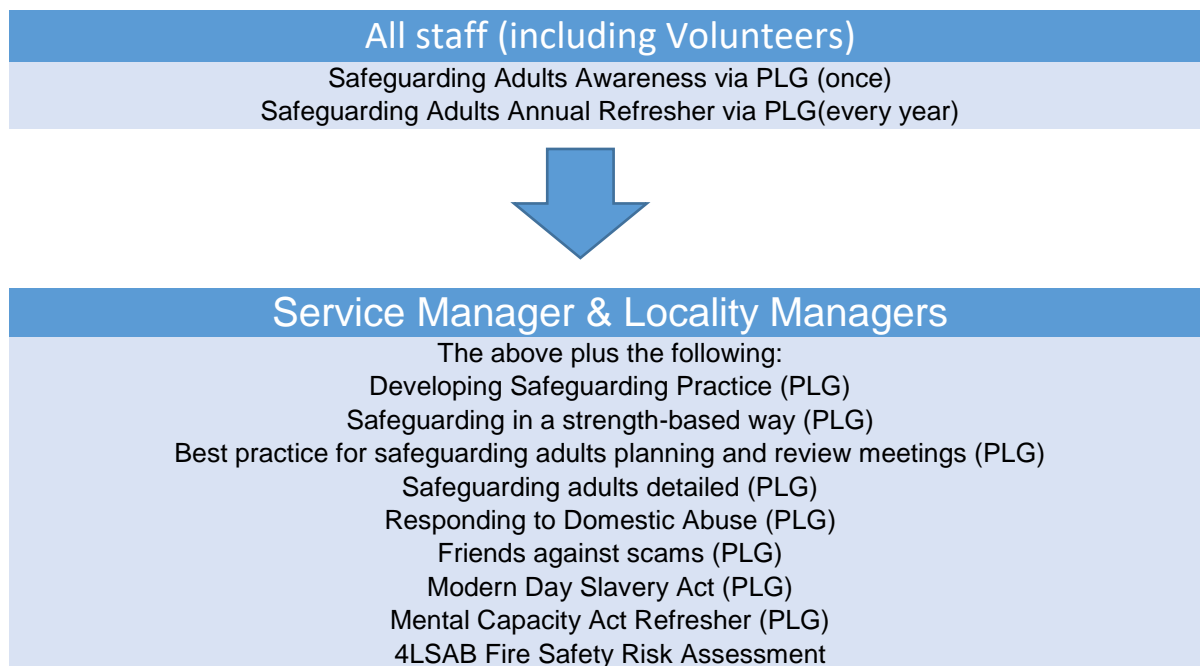
Portsmouth City Council and the Play, Youth and Community Service work in conjunction with the Portsmouth Safeguarding Adults Board including accessing training modules and keeping up to date with safeguarding issues.

Portsmouth Safeguarding Adults Board is a multi-agency strategic partnership that oversees and leads adult safeguarding in Portsmouth.

Information can be found at: [About us \(portsmouthsab.uk\)](http://portsmouthsab.uk)

13. Safeguarding Adults training

All play, youth and community staff and volunteers have to complete the following training in relation to the safeguarding of adults mostly undertaken via Portsmouth Learning Gateway (PLG)



14.0 E-Safety

The use of information technology is an essential part of all our lives. It is an intrinsic part of the experience of our children and young people, and it is greatly beneficial to all. However, it can present challenges in terms of how we use it responsibly and, if misused either by an adult or young person, can potentially be harmful to them.

The Play, Youth and Community (PYC) Service will seek to keep children, young people and vulnerable adults safe by:

- Supporting and encouraging children, young people and adults using our service to use the opportunities offered by mobile phone technology and the internet in a way that keeps them safe and shows respect for others.
- Supporting and encouraging parents/carers to do what they can to keep their children safe online when using their mobile devices and consoles.
- Informing parents and carers of incidents of concerns as appropriate.
- Ensuring that the personal information of staff, volunteers and service users are not published on our website without permission.

- Providing clear and specific directions to staff and volunteers on how to behave online and the appropriate use of ICT, linking this to the responsibilities laid out in our personal and professional boundaries policy.
- Offer site blocking via My City Wifi and review blocked sites as required.

15.0 Whistleblowing Policy

Please refer to Portsmouth City Council's whistleblowing policy.

16.0 4LSCB

Portsmouth City Council is part of the 4LSCB partnership. Policies and procedures can be found using the following link:

<http://www.hampshirescp.org.uk/wp-content/uploads/2018/03/Spotlight-On-4LSCB-Procedures.pdf>

Agenda Item 4



THIS ITEM IS FOR INFORMATION ONLY

(Please note that "Information Only" reports do not require Integrated Impact Assessments, Legal or Finance Comments as no decision is being taken)

Title of meeting:	Cabinet for Housing and Preventing Homelessness
Subject:	Update on rough sleeping pathway
Date of meeting:	26 July 2021
Report by:	James Hill - Director of Housing, Neighbourhood and Building Services.
Report Author(s):	Paul Fielding - Assistant Director - Housing Nicola Clannachan - Interim Head of Housing Needs, Advice & Support
Wards affected:	All

1. Requested by Cllr Sanders Cabinet Member for Housing and Preventing Homelessness

2. Purpose

2.1. To update councillors on the progress of the rough sleeping pathway, specifically:

- 2.1.1. The new rough sleeping accommodation and interim support
- 2.1.2. The new Rough Sleeping Advice Hub at Kingsway House
- 2.1.3. The new support contract for rough sleeping services within the pathway.

3. Information Requested

3.1. Background

- 3.1.1. The 14 July 2020 Cabinet Report on rough sleeping services in the city (updated in an information report of 01 December 2020) was the basis of a medium and long term approach which led to a bid to the Ministry for Housing, Communities and Local Government's (MHCLG) Next Steps Action Programme (NSAP) and resulted in Portsmouth receiving £4,608,403 of funding. From April 2021 the NSAP is called the Rough Sleeping Action Programme (RSAP)
- 3.1.2. This led to a rough sleeping 'pathway', proposed purchase of property, and procurement of support services, all of which was presented to the Housing and Preventing Homelessness decision meeting on 25 January 2021.

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3.2. Securing the new buildings

- 3.2.1. The January report enabled three former student accommodation blocks (Registry Office, Elm Grove Library and Kingsway House) to be purchased, subject to planning permission, with the support of Housing Revenue Account and NSAP funding. The City Council's Planning Committee gave that permission on 09 March 2021 and the purchase was completed on 24 March 2021.
- 3.2.2. Since the purchase was completed, extensive work has been undertaken to turn these former student blocks into places that can support those moving away from living on the streets, many of which have complex needs.
- 3.2.3. As of the 14 July 2021 there were a total of 81 people being accommodated within the Pathway in the following locations;
- The Registry - 31
 - 155 Elm Grove - 14
 - Kingston Point - 10
 - The Housing Network - 26

3.3. Ending the temporary use of rooms in Houses of Multiple Occupancy (HMO)

- 3.3.1. The Cabinet report on 14 July 2020 Cabinet approved an interim plan, lasting up to 12 months from the end of August 2020, and which included the use of Houses of Multiple Occupation (HMOs) through an HMO housing organisation. In addition to accommodation, floating support has also been provided to help service users to live safely within the accommodation, and the City Council's Housing Needs, Advice & Support service also helps ex rough sleepers find suitable and sustainable accommodation in the private rental sector.
- 3.3.2. In August 2020 decision a 12 month contract was negotiated with The Housing Network (THN) for the provision of 60 rooms in HMOs for the period to end on 31 August 2021.
- 3.3.3. With the purchase of the pathway properties outlined in section 3.2 of this report the demand for the services provided through THN has been removed and so this specific arrangement will cease. Any service user who remains in these HMOs in August will either be supported into private rental sector accommodation, or be supported within the pathway accommodation.

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3.3.4. This report would like to record its thanks The Housing Network for working with the City Council in providing this service during the last year. HNAS officers will continue to work with them, and similar organisations, to find different accommodation options for those who are homeless.

3.4. Providing interim support

3.4.1. The January report also approved the interim provision of support services for people living in the blocks. This was because permanent provision would not be available until the new contract started in October 2021. This new contract was delivered through the City Council's normal procurement processes and using the RSAP funding.

3.4.2. Support continues to be based around the individual and focused on a wide range of needs. This includes the 'Homeless Healthcare' project led by the City Council's Public Health service and funded by Public Health England.

3.4.3. This report would like to record its thanks to the interim service providers (Society of St James and Two Saints) and a wide range of City Council officers in Housing and other support services for their work during this interim period; many of whom worked outside their normal roles, to deliver the service since April 2020.

3.5. Future support

3.5.1. One of the concerns raised by the providers of interim support has been the inability to deliver secure support due to the short-term nature of funding. The new contract aims to address that concern by being in place until April 2024. In summary the new contract encompasses:

- **Outreach support** for individuals currently rough sleeping,
- **In reach support** staffing for those at The Registry, Kingsway House and Elm Grove Library, and
- **A Rough Sleeping Advice Hub at Kingsway House.** This will provide daytime assessment and support for rough sleepers and a 'No Second Night Out' service, of emergency accommodation with rapid assessment for new rough sleepers.

3.5.2. The overall service is funded from a combination of RSAP funding and existing budgets within the Council's general fund. The key principles of the service are:

- Ensuring the safety and wellbeing of all individuals in the Pathway, including appropriate 24 hour oversight and intervention;
- Delivering flexible and person-centred support, responding to varying individual needs;

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- Successful and meaningful support to overcome the complex barriers faced by rough sleepers in securing and sustaining housing;
- Genuine and effective multi-agency working with all relevant partner agencies and professionals to develop a "Team round the Accommodation" approach; Offering tangible social value, seeking to promote and enhance the opportunities available to people affected by homelessness and to build positive and meaningful relationships with the local community that are of benefit to the whole city.

3.5.3. The successful bid was received from The Society of St James and was determined to best deliver upon those principles. In particular it provided:

- Opportunities for volunteering and mentoring, supporting rough sleepers through other services and initiatives that it delivers, and a commitment to delivering a minimum of six awareness talks to local community groups in Portsmouth each year.
- Weekly meetings to ensure a smooth transition for people using the service, and
- A good understanding of the needs of service users from the outset of the contract.

3.6. The Rough Sleeping Advice Hub

3.6.1. The provision of services for those who are rough sleepers and street homeless to access during the day has been provided by the City Council for a number of years prior to the pandemic. It has been provided through a contract with a support provider (SSJ) and financed through the general fund. The funding supports the provision of the Homeless Day Service and some outreach services.

3.6.2. Currently the Homeless Day Service is being provided from Yew House. However, as a result of the contractual changes outlined, the new service will be co-located with the rough sleeping pathway services at Kingsway House.

3.6.3. Although the location will change, the service, an open access drop in offering a safe space to address the homelessness needs of rough sleepers where they can receive personalised support, will continue. This includes;

- Washing and laundry facilities,
- Lockers to store personal possessions,
- 1-2-1 appointments in the afternoons,
- Offering personalised support depending on individuals' needs, and
- Making referrals for supported housing.

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3.6.4. The Rough Sleeping Advice Hub will operate from Kingsway House from 01 November 2021, with no change in how this is financed. More details on this will be agreed with the support provider and communicated to service users and councillors in due course.

3.7. Oversight of services

3.7.1. Once the new support contract has started, SSJ will meet with commissioners from the City Council on a quarterly basis to discuss

- delivery and performance,
- consider any relevant strategic or operational matters,
- safeguarding concerns,
- community issues and
- the key performance measures of the contract

3.7.2. SSJ will be required to provide a written report seven days in advance of each quarterly meeting to inform and focus discussions.

3.7.3. The performance measures will be used to understand the work and continuously improve outcomes for service users. SSJ will work with the City Council to collate the relevant data from its operations to inform the measures, which will be updated on a monthly basis. SSJ will also assist with any data returns required as a result of funding allocated by central government for the service.

3.7.4. The reports will include the number of people successfully moving on from the accommodation pathway, evictions from the service and unplanned placement endings (such as any abandoned placements). The duration of placements and the responsiveness of the provider in assessing service users' individual needs and putting appropriate support plans in place will also be measured.

3.7.5. Additionally, there are performance measures related to the outcomes for individuals who have moved on from the service, understanding how successfully they have been able to sustain their new housing placements and whether any have subsequently become homeless again, or have been re-referred back into homeless support services.

3.7.6. In line with its duties, the city's Health and Wellbeing Board will be provided with updates and statistics about the service as the contract progresses.

3.7.7. The Portsmouth City Rough Sleeping and Homelessness Partnership Group will also receive updates on the progress and impact of the new contract and service.

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Signed by James Hill, Director of Housing, Neighbourhood and Building Services

Appendices: None

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
Supporting Rough Sleepers - Cabinet Meeting July 2020	Agenda for Cabinet on Tuesday, 14th July, 2020, 12.00 pm Portsmouth City Council
Pathway for rough sleepers and purchase of associated properties - Housing and Preventing Homelessness Cabinet Meeting January 2021.	Agenda for Cabinet Member for Housing and Preventing Homelessness on Monday, 25th January, 2021, 3.30 pm Portsmouth City Council