



Liverpool
City Council

Building A Safer, Cleaner, Greener, Place Together



Delivering the 'Mayoral Inclusive Growth Plan'

Liverpool - A city that brings you Innovation



Cleaner, Greener, Together



Liverpool Context



2.2 million
visitors

£108m for the
local economy



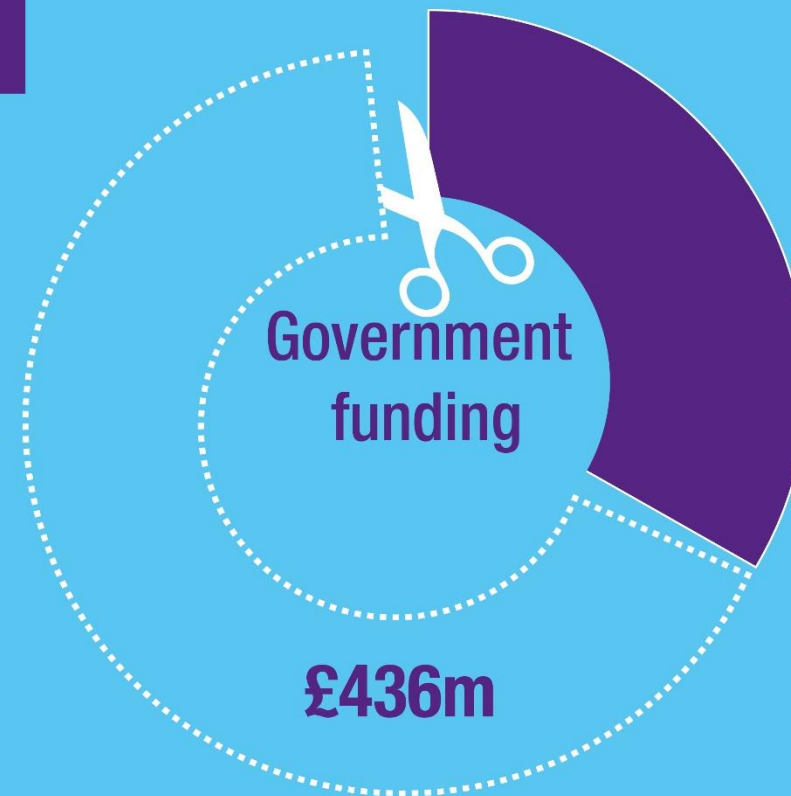
#liverpoolbudget



Liverpool
City Council

What we have to deal with

Between 2010 and 2020,
we will have lost **63%** of
our Government funding
– **£436m**



Liverpool Streetscene Journey 2016-2018



£4.1m efficiencies & growth delivered



Workforce increased by over 100 FTE's (90% blue collar)



Recycling rates increased to over 28% (expected 32% 2018/19)



Gross cutting productivity improved by 67%



Missed Bins - top performing in APSE upper quartile



Sickness levels reduced by 4% overall



5 day response target to remove fly tipping smashed



Healthy Commercial Trading Position, 100% increase in income generation

Street Living - The story so far....



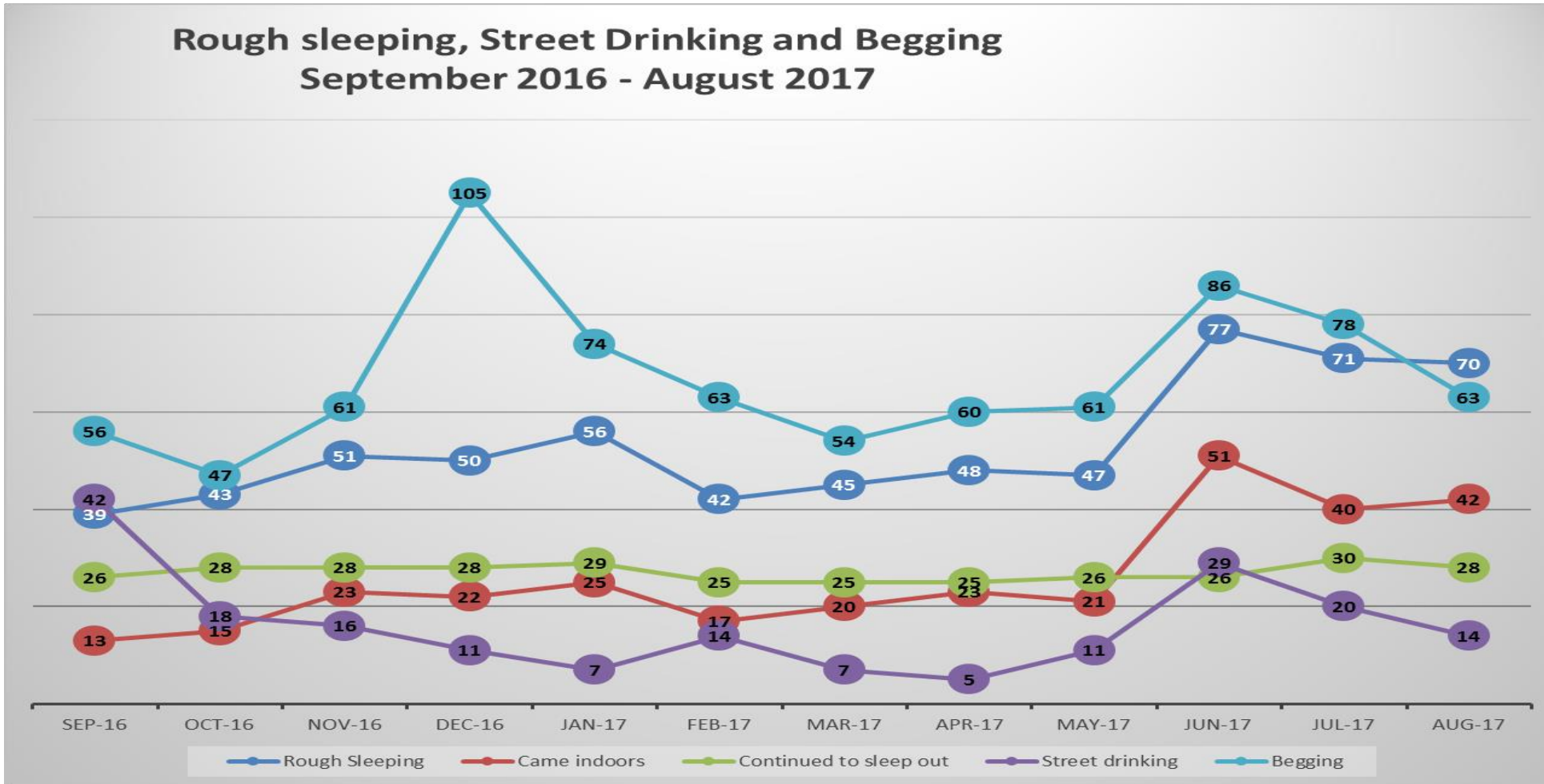
The Hidden Issues



- Increasing numbers of people on the streets are involved in a street lifestyle who are vulnerable – begging, addiction, poverty, exploitation.
- Environmental issues; accumulation of bedding, cardboard, items in shop doorways and other sites, disguising used needles, drug using equipment – risk to staff and public.
- Incidences of anti-social behaviour such as aggression, people openly injecting drugs, defecating and urinating openly in the city centre.
- Impact for the public, businesses, and tourism, and generates significant media attention and complaints / comments from the public, which can in turn increase their vulnerability.



Our records were telling us...

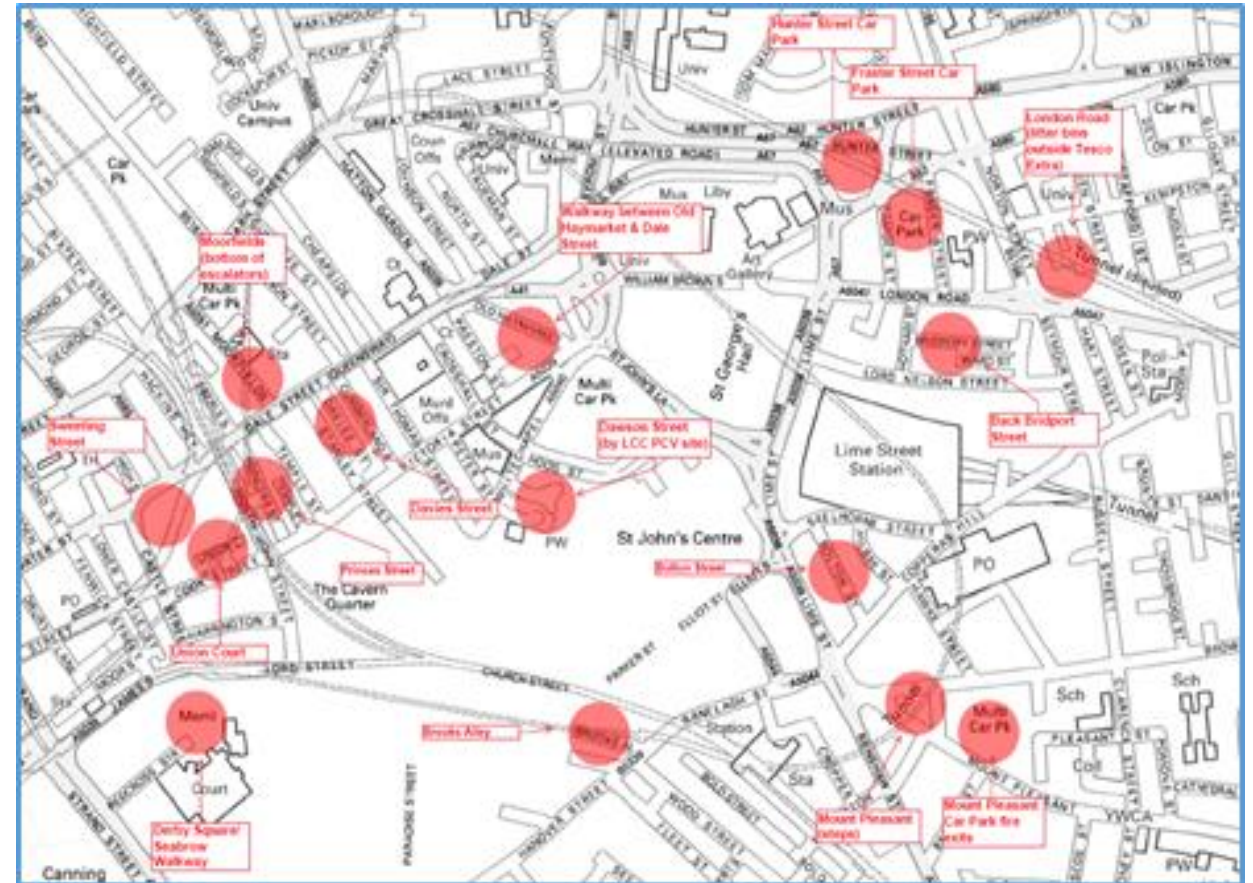


We needed to do something!

Understanding the problem & implementing the solution



- Gathering data & making it intelligent
- Knowing what challenges you face
- Identify who to work with and how to work together
- Plan and monitor the journey
- Celebrate and promote success to continually improve the solution



What we decided to do

The objective of the project was to reduce begging and anti-social behaviour in the city, whilst supporting individuals to help themselves.

We planned to do this through:

- Supporting people to access accommodation
- Providing specialist support to tackle addictions
- Enforcing the law when support and services have been offered and refused
- Improving health and well being of service users
- Cleaning up our city
- To deliver efficiencies and offer best value for the Council

Enter – Lorna & The High Impact Teams (HIT)



A team that has;

- The right people
- The right tools
- The right powers

And more importantly

The support of all partners!



Key Issues & Challenges

The teams faced a number of key challenges daily;

- From the types of materials they collect
- The items and mess that they have to clean up
- The logistics of monitoring and recording sites
- To the challenge of building relationships with individuals and groups so that they become trusted
- Most importantly signing posting to key support services



Key Service



People needed to have access to the right support

White Chapel Centre

Merseyside Police;

Specialist alcohol and drug provider services (community, in patient, residential) including Liverpool Community Alcohol Service (LCAS) and Addaction;

Primary care health services (including Brownlow Group Practice);

Acute and secondary health care services

Local temporary accommodation services;

Liverpool Waves of Hope

Environment Enforcement Team;

Business Improvement District;

Liverpool City Council Housing Options Service;

Soup kitchens and soup runs;

Mental Health Services;

The Liverpool “No Second Night Out Hub”;

LCC Adult Services, Safer and Stronger Communities Service and Public Health.

Liverpool Clinical Commissioning Group



Labre House

A City Council facility that provides shelter, food and support...



ALWAYS ROOM INSIDE

No one in Liverpool needs to sleep rough.

We have space for everyone at **Labre House**.

Call us on:
0300 123 2041
liverpool.gov.uk/alwaysroominside



ALWAYS ROOM INSIDE

If you have concerns about someone sleeping rough

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ALWAYS ROOM INSIDE

Liverpool City Council funds 750 temporary accommodation places.

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ALWAYS ROOM INSIDE

Our night shelter at **Labre House**, Camden Street is open from 8pm to 8am every night of the year.

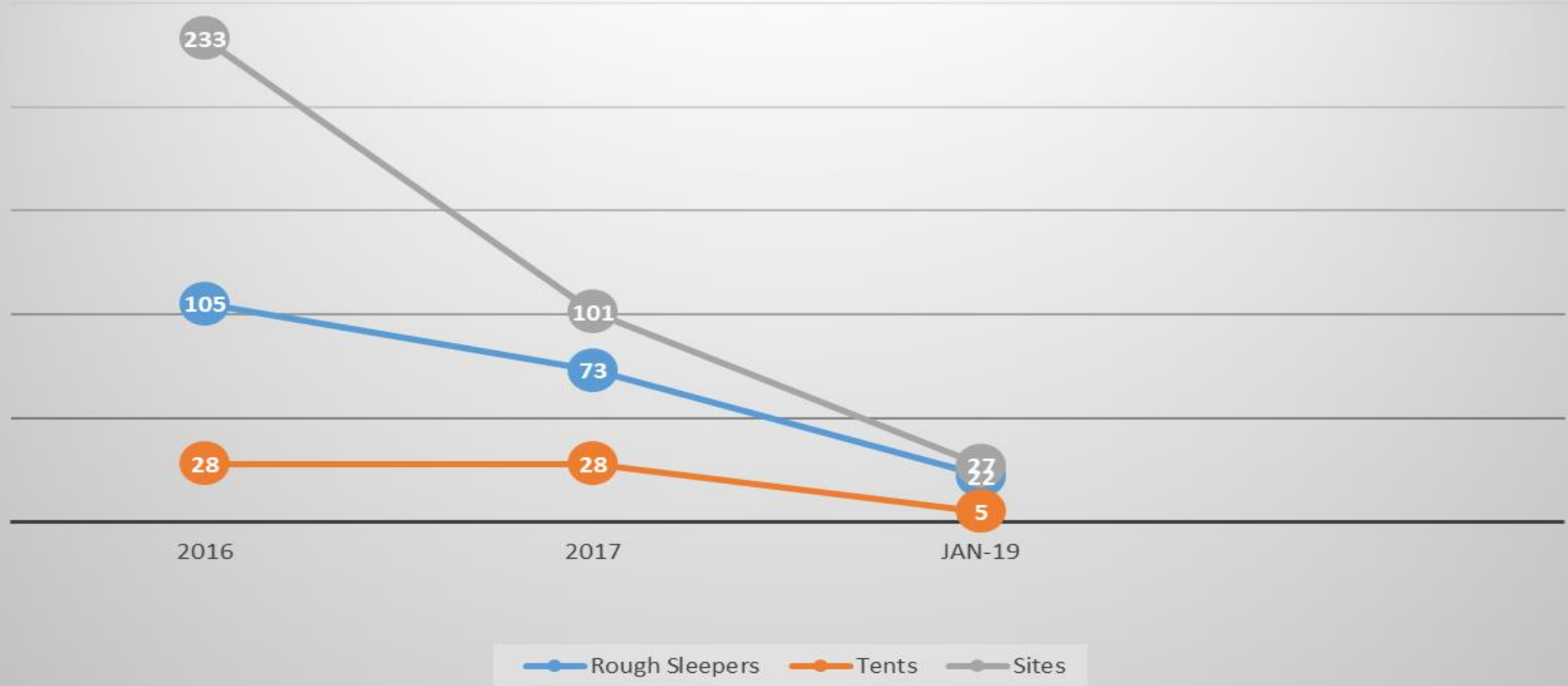
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What has the project achieved?



Rough Sleeping Outcomes



Where next?



Going forward the team are;

- Planning to turn the spaces used by tents and rough sleepers into positive spaces for the city
- Expanding the project outside of the city centre boundaries
- Engaging John Moores university students to work alongside us to do some positive art, greening and lighting of the areas
- Continuing to map the sites, engage the people and signpost individuals for support.

