Building A Safer, Cleaner, Greener, Place Together

Delivering the 'Mayoral Inclusive Growth Plan'

Liverpool - A city that brings you Innovation

Cleaner, Greener, Together

Stop the grow with H_2O

Liverpool Context

2.2 million visitors

£108m for the local economy

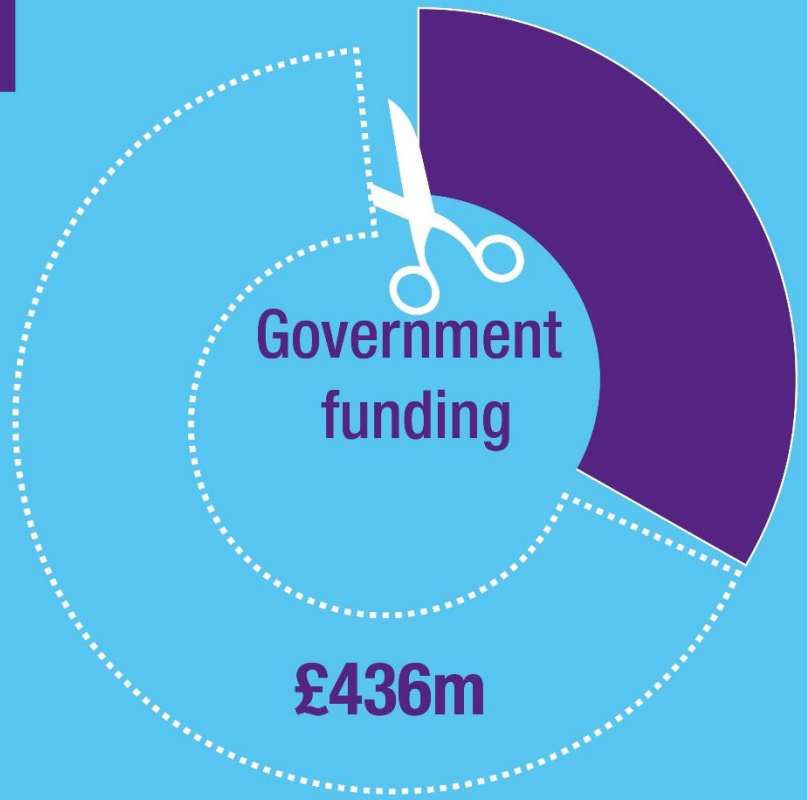
Liverpool Context

#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

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

Missed Bins - top performing in APSE upper quartile

5 day response target to remove fly tipping smashed

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

Grass cutting productivity improved by 67%

Sickness levels reduced by 4% overall

Healthy Commercial Trading Position, 100% increase in income generation

Street Living - The story so far….

The Hidden Issues

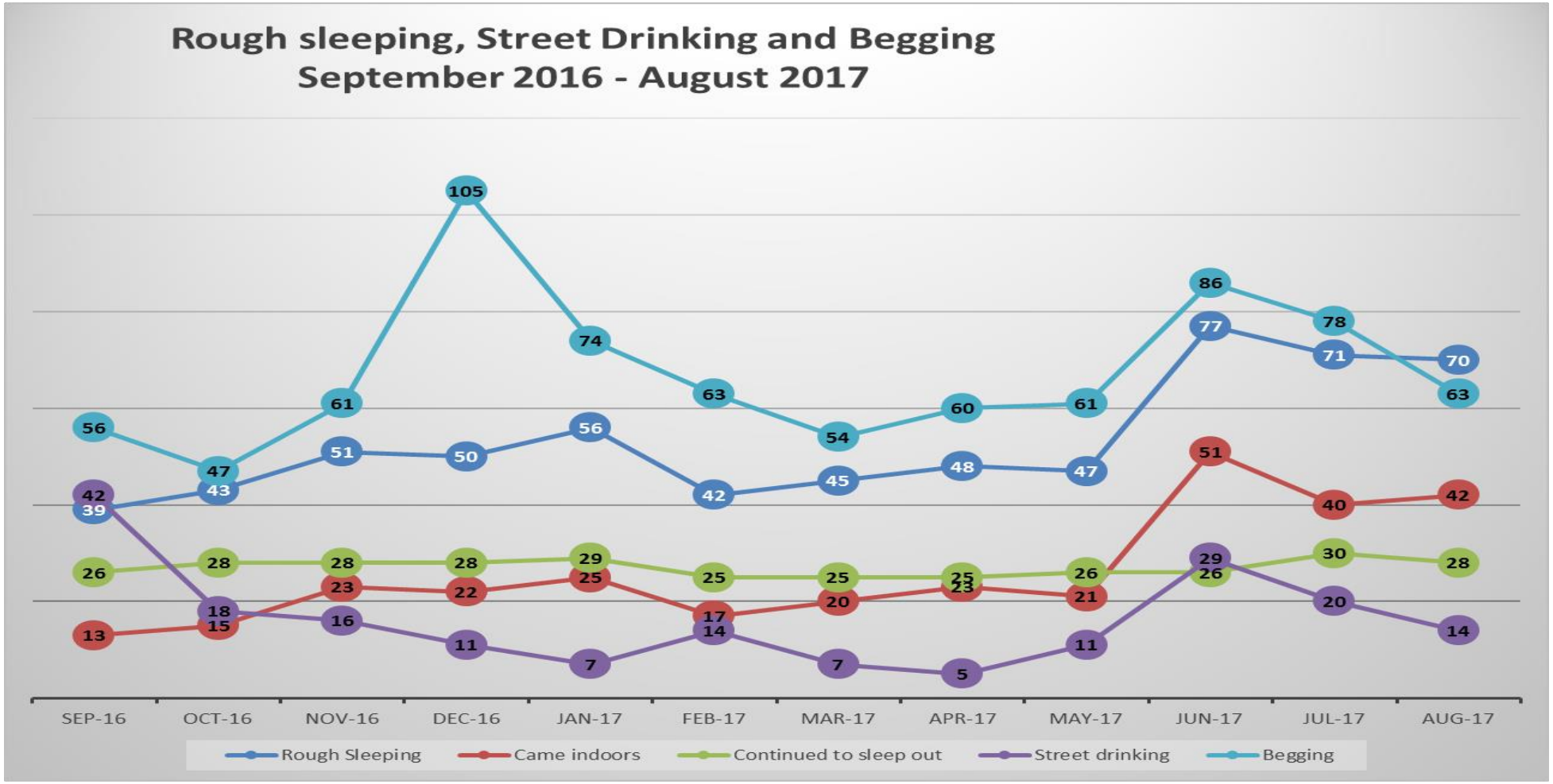
- Increasing numbers of people on the streets are involved in a street lifestyle who are vulnerable – begging, addiction, poverty, exploitation.

- 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.

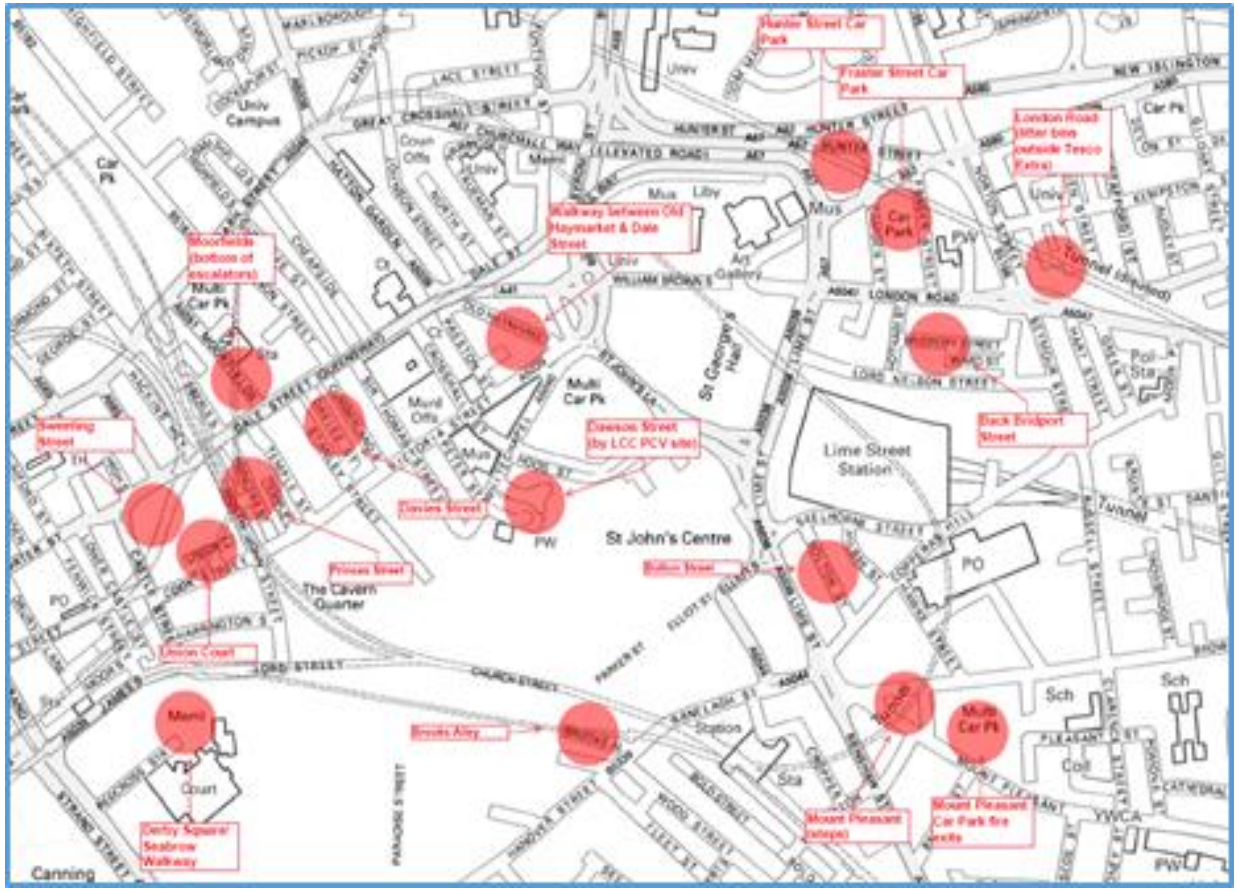
Our records were telling us…



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

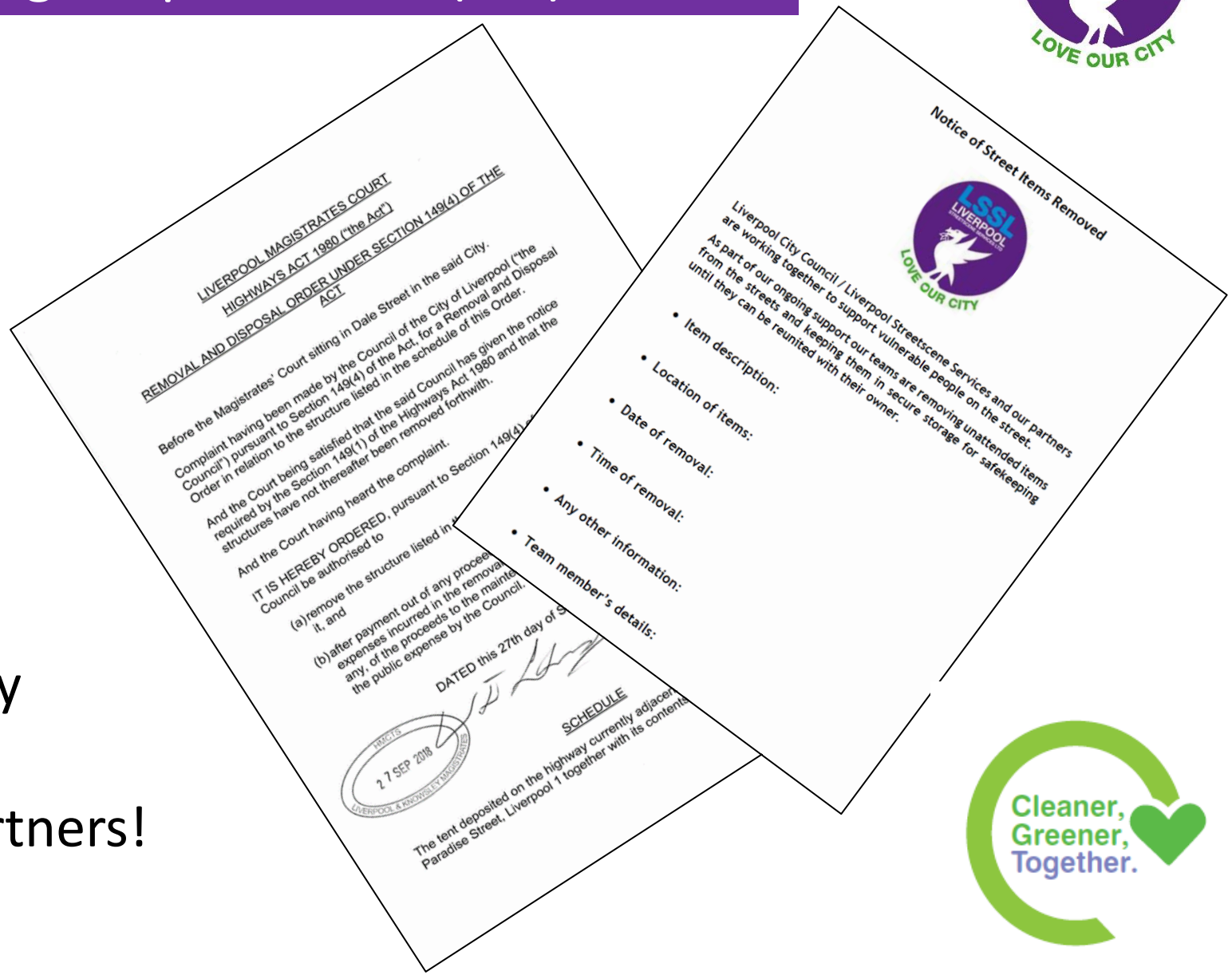
Enter – Lorna & The High Impact Teams (HIT)

A team that has;

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

And more importantly

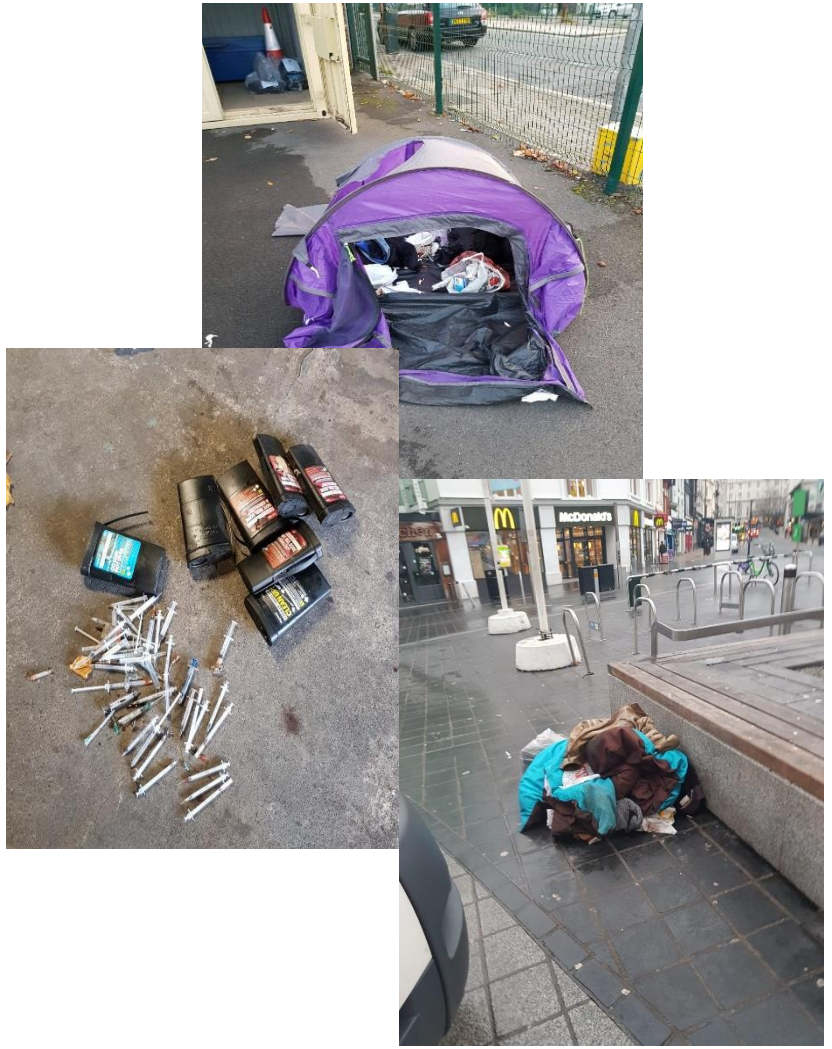
The support of all partners!



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

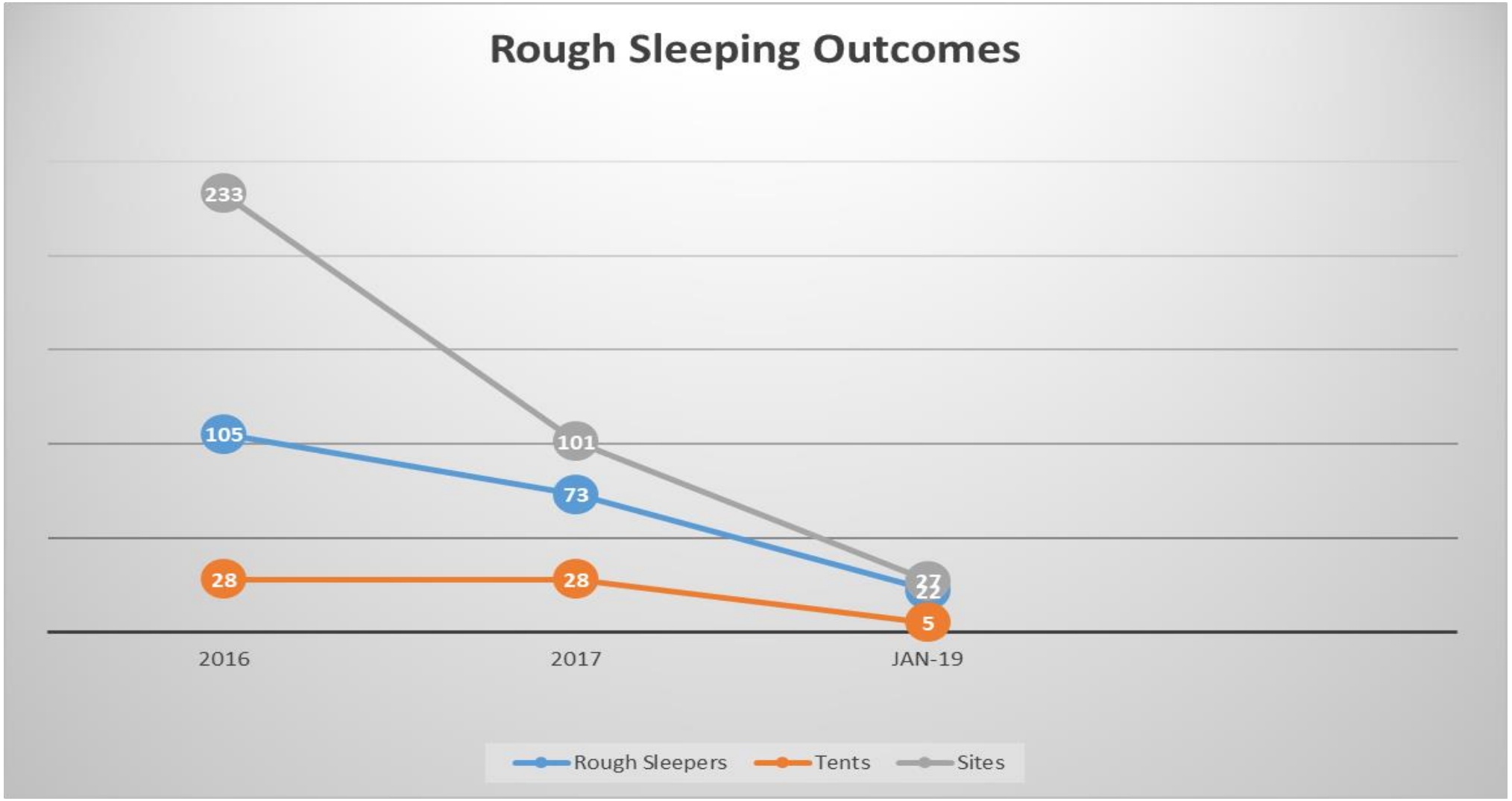
People needed to have access to the right support

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…

What has the project achieved?



Where next?

Going forward Lorna & 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.