



Policy for rough sleepers

Preamble

During the last 2 years the numbers of rough sleepers has increased.

This has resulted in demands being made for coffee, food and use of the Cathedral showers.

It has also resulted in more rubbish being left on the Cathedral grounds. The rubbish has included drug paraphernalia, used condoms and human faeces which volunteers have had to clean up.

There has also been an escalation of intimidating and abusive behaviour towards staff and volunteers.

Staff and volunteers are left feeling intimidated and uncomfortable and on occasions scared.

To date the Cathedral has never had any policy to deal with these situations. Any situation arising from any incident has not been recorded.

Premises refers to the Cathedral property and all buildings on the property.

Policy: People of Concern and Rough Sleepers

The Cathedral community has a duty of care for people in need.

Rough sleepers will be actively discouraged, and such persons will be referred to the appropriate agencies and given a card with their contact details on.

That the Cathedral primarily provides support by referral to an appropriate agency or organization.

That all people feel safe when attending a service, event or working on the Cathedral premises.



Processes to Implement Policy

1. Increase staff effectiveness

- a) Staff and volunteers will be informed and supported to manage situations more efficiently
- b) Staff be given a small card with emergency numbers on and the priority to call organizations.
- c) Staff will keep dated records of any incident and these will be stored in the Health and Safety files. This should happen even if an incident appears to be minor.
- d) That all staff and volunteers undertake de-escalation training. Such training will include when to call 111 and how to get help from security services
- e) Staff will be able to debrief with the Dean or one of the Wardens if they experience an incident or feel uneasy. It is noted that if severe or recurrent problems occur staff and volunteers may require regular debriefing.

2. Prevention of the problems

- a) As a general rule the Cathedral parish of St Peter limits all support for rough sleepers for no longer than 3 days within the Cathedral premises.
- b) That we have better boundaries with rough sleepers, keep detailed and dated records and liaise with our neighbours.
- c) Rough sleepers who are being assisted by staff will be asked to provide their full name and telephone number.
- d) That rough sleepers not be permitted to sleep regularly on the Cathedral property or to use the showers and toilets on a regular basis.
- e) That no rough sleepers be invited into the Cathedral or the Centre unless they are attending services or regular hospitality after services.
- f) That no rough sleepers be permitted in the kitchen or the office areas.

3. Hospitality offered to rough sleepers.

If staff and volunteers when chatting to a rough sleeper feel comfortable and safe then offering a coffee or tea is acceptable, unless it has already been decided to discourage this practice with a particular individual. If staff or volunteer are not comfortable with the rough sleeper then do not offer a coffee.

4. Co-operation with neighbours and social agencies

- a) That the Cathedral management co-operate and liaise with the Ministry of Justice management to increase security over both premises
- b) That Ministry of Justice staff be asked to report any unacceptable behaviour on Cathedral premises to the Cathedral management.
- c) That the Cathedral management invites the community constable to a staff meeting.



5. Procedure if an incident occurs

- a) **Call 111 if you are concerned for anyone's safety.**
- b) Keep a detailed dated record on the Health and Safety form and give it to the administrator.
- c) Tell the Dean and/or one of the Wardens.
- d) Contact Court Security to see if they are able to send someone over to assist.