Rough Sleepers Charter

**Medway Council** calls on public sector organisations, charities, faith groups and businesses to adopt the values of the Rough Sleepers Charter and to implement it by working in partnership to deliver services that contribute towards resolving the circumstances of rough sleepers in Medway.

**The aim of the charter:** To support people in Medway who are sleeping rough by helping get them off the streets and into accommodation, along with providing support to help keep them in housing longer-term.

**Preventative measure:** To work with rough sleepers in Medway by introducing them to local organisations that tackle the impacts of their homelessness and explore opportunities for ongoing accommodation

and support services.

**The Medway Charter principles: We believe that those working with rough sleepers have a shared responsibility to:**

* Work together to help rough sleepers gain and maintain accommodation
* Work in ways which reduce the numbers of people sleeping rough and actively shorten the time people spend on the streets.
* Share up to date information to signpost organisations and rough sleepers to relevant services.
* Provide safe services through each agency ensuring staff and volunteers are properly trained in good practice and given the support and guidance they need.
* Give a voice to rough sleepers via the rough sleeper forum and involve them in proposing solutions to their own issues.

**Partner organisations are asked to commit to:**

* Signing up to and working in line with the above principles
* Ensure their staff and volunteers are suitably trained in matters relevant to their activities, including: safeguarding, food hygiene, a professional relationship with clients, professional standards when working with other agencies, confdentiality and data protection, assessing risk and lone working procedures
* Ensure that their staff and volunteers are updated on the help and support available so they can signpost rough sleepers to the most relevant services
* Work with other agencies to help rough sleepers gain and maintain accommodation
* Agree a handover process between supporting services when a rough sleeper moves into supported housing.

This charter has been signed by **AMAT, Caring Hands in the Community, Emmaus, Improving Mental Health Provision, Kent Police, Medway Council, Medway Help for Homeless, Medway Night Shelter, Medway Rental Service, Medway Street Angels, One Big Family, Open Road, Pathways to Independence, Riverside, The Salvation Army and Turning Point.**

Find out more at

**medway.gov.uk/homelessness**