

# Plymouth Severe Weather Emergency Protocol

Severe Weather Emergency Protocol.....	3
1. Overview.....	3
Purpose .....	3
Aims .....	3
2. SWEP Implementation Manual.....	4
Implementation .....	4
Preparation.....	4
3. Tables of Participants.....	5
Nominated Persons .....	5
Service Providers .....	6
Accommodation Providers.....	6
4. Stated Roles for each Person / Agency .....	7
A. Nominated Persons.....	7
PATH Rough Sleepers Team .....	8
Police / PCSOs .....	11
Shekinah .....	12
Social Services (Out of Hours Team).....	13
Soup Run .....	14
C. Accommodation Providers .....	15
BCHA ( George House ).....	15
Plymouth City Council Housing Options Service .....	16
Salvation Army ( Devonport Lifehouse ).....	17
5. Exceptions to provision of temporary accommodation.....	18
6. Review of the Protocol.....	19

# **Severe Weather Emergency Protocol (SWEP)**

## **I. Overview**

### **Purpose**

There is a humanitarian obligation on Plymouth City Council and all relevant partner agencies to do all we can to prevent any deaths on the streets caused by winter weather. The aim of this protocol is to ensure all relevant agencies in Plymouth provide an appropriate response to people who are rough sleeping during cold and severe weather.

This protocol is intended for evidenced rough sleepers during a period of cold and severe weather. It should act as a clear manual, coordinating services during periods of cold and severe weather.

### **Aims**

- To ensure that no one dies on the streets due to cold and severe weather.
- To ensure that every effort is made to engage with individuals during the cold and severe weather periods so they access appropriate services.
- To ensure that all agencies understand their roles under SWEP.

### **Prerequisites to the SWEP being implemented.**

SWEP should be applied responsibly to prevent death at all times. It is a minimum requirement that SWEP will be implemented when the temperature is forecast to drop to 0°C (or below) for three consecutive nights. Although this is an attempt to define severe weather it is expected that a common sense approach will be taken – an occasional forecast above zero in a series of sub-zero nights or the impact of rain, snow and wind chill should also be considered in relation to severe weather. Plymouth will also look to implement SWEP at other times where there is a forecast of severe weather, for example very heavy rainfall and/or very strong winds.

The Nominated Persons will use the Met Office 5 day weather forecast for Plymouth to monitor temperatures and other factors.

## **2. SWEP Implementation Manual**

### **Implementation**

SWEP will be implemented on the first day when temperatures are forecast to drop to 0°C or below on 3 consecutive nights or when the Met Office issues a Red 'take action' severe weather warning.

Additionally, where the Met Office issues an Amber 'be prepared' warning the Nominated Persons will liaise to review the local weather conditions and to consider whether or not SWEP should be actioned, (taking into account factors such as the severity of rainfall, wind speed and wind chill).

SWEP will be actioned by one of the 3 Nominated Persons following either advanced warning of severe weather conditions or after their monitoring of local weather conditions. The Nominated Person will then notify all participating agencies that the plan has been implemented.

The identified agencies will participate according to their agreed role when notified that the plan has been implemented.

### **Cessation**

SWEP will cease to be in effect once the Nominated Person notifies all participating agencies.

### **Preparation**

Nominated Persons will be identified from Plymouth City Council Housing Options Service, PATH Rough Sleepers Team and BCHA George House.

Nominated Persons will be named within SWEP and will consult each other and provide guidance to all participating agencies as required prior to and during SWEP being implemented. Nominated Persons are responsible for implementing, monitoring, updating and reviewing SWEP.

Individual agencies will be responsible for their own preparation to be able to respond when SWEP is implemented.

### 3. Tables of Participants

#### Nominated Persons

Agency	Priority	Named Person	Telephone	Mobile
Plymouth City Council (PCC) Housing Options Service	Primary	Matt Garrett, Head of Housing Options	306733	07825234816
	(Reserve)	Di Charlton Development & Partnership Manager	307573	
PATH Rough Sleepers Team	Secondary	Dave Davies, Rough Sleeper Development Worker	292490	07703316899
	(Reserves)	Craig Harris/ Sam Tapson	223823	07793472954 07703316882
BCHA	Reserve	Sean Mitchell Support and Enterprise Manager	664441	07966800204
	(Reserve)	Rebecca Terry Housing and Homelessness Manager	664441	07966808864

## Service Providers

Agency	Telephone	Email
PCC Housing Options Service	307573	Diane.Charlton@plymouth.gov.uk
Police / PCSOs	101	plymouthsouth@devonandcornwall.pnn.police.uk
PATH Rough Sleepers Team	223823 or 255889	craig.harris@plymouthpath.org samantha.tapson@plymouthpath.org
Shekinah	203480	reception@shekinahmission.co.uk
Social Services (Out of Hours Team)	346984	ssohteam@plymouth.gov.uk jeremy.barker@plymouth.gov.uk
Soup Run	07794555419 07880513053	hilaryknight101@hotmail.com lyndsey.withers@btinternet.com
Adult Social Care	07795641074 07795641057 308830 (Office)	linda.bartlett@plymouth.gcsx.gov.uk Timothy.Newstead@plymouth.gcsx.gov.uk
Big Issue	226724	susan.owen@bigissuesouthwest.co.uk

## Accommodation Providers

Agencies	Telephone	Email
George House, (BCHA)	664441	sean.mitchell@bcha.org.uk rebeccaterry@bcha.org.uk
Devonport House, (Salvation Army)	562170	Lynden.Gibbs@salvationarmy.org.uk Jane.Barwick@salvationarmy.org.uk

## **4. Stated Roles for each Person / Agency**

### **A. Nominated Persons**

Responsibility for the implementation and cessation of SWEP is according to priority order as listed in the above table. Other Nominated Persons assume responsibility, when a higher priority person is not available, according to their own priority.

All Nominated Persons will have due regard for government guidance on SWEP at all times.

All Nominated Persons are responsible for monitoring local weather conditions.

#### ***Upon advanced notification of severe weather conditions***

The highest priority Nominated Person available will advise all participating agencies and other Nominated Persons to prepare for SWEP to be implemented.

Nominated Persons will consult each other to agree when SWEP will be implemented or agree to continue to monitor weather conditions.

#### ***Upon monitoring and identifying a possible period of severe weather***

Nominated Persons will consult each other to agree when SWEP will be implemented or agree to continue to monitor weather conditions.

Nominated Persons will advise all participating agencies to prepare for SWEP to be implemented at short notice.

## **B. Service Providers**

### **PATH Rough Sleepers Team**

- Responsible for coordinating the plan's implementation during office hours Monday - Friday.

#### ***Prior to notification of severe weather conditions the Rough Sleepers Team***

- Will consult all service providers and relevant partner agencies to ascertain who is currently sleeping on the streets.
- Will compile a list of names based on this information and for these clients; assess their needs; prepare supporting information; assess or update their risk assessments; identify an appropriate temporary accommodation placement for each person.
- Will communicate the above to all accommodation providers, PCC Housing Options Team, Social Services Out of Hours Team and other relevant partner agencies.

#### ***Upon SWEP being implemented***

- Will conduct outreach sessions to; find all identified rough sleepers and anyone reported as a new rough sleeper; notify all identified rough sleepers of their allocated temporary accommodation under the severe weather plan; notify all identified rough sleepers that a 9pm 'curfew' applies to this offer of accommodation and that anyone accessing allocated accommodation after 9pm risks losing their place; arrange assistance for all identified rough sleepers who will need support to access their allocated accommodation.
- Will, for new rough sleepers; assess their needs, prepare supporting information and complete risk assessments; arrange for a reconnection to an area where they have a local connection as appropriate; where reconnection does not apply notify them of their allocated temporary accommodation and the 9pm 'curfew' ( see above).
- Will, with partners, ensure that all identified rough sleepers are aware of where they are being offered temporary accommodation.
- Will contact the Police/PCSOs to confirm the plan is being implemented and to generate a Police log number and will then communicate the Police log number to the Soup Run, Social Services Out of Hours Team and all accommodation providers.
- Will communicate a list of names and sleeping locations to the Soup Run, Police/PCSO's and Social Services Out of Hours Team for those known to be rough sleeping but not found on outreach.
- Will communicate a list of those known to be rough sleeping and their allocated temporary accommodation to all accommodation providers, the Soup Run, the Police/PCSOs, PCC Housing Options and Social Services Out of Hours Team.

## **Big Issue**

### ***Upon advanced notification of severe weather conditions***

- Will identify all those reporting to be rough sleeping and inform the Rough Sleepers Team of the persons name and sleeping location.
- Will arrange with the Rough Sleepers Team for all those sleeping rough to be assessed, complete risk assessments and identify temporary accommodation.

### ***Upon short notice of severe weather conditions***

- Will identify all those reporting to be rough sleeping and inform the Rough Sleepers Team of the persons name and sleeping location.
- Where possible will arrange with the Rough Sleepers Team for all those sleeping rough to be assessed, complete risk assessments and identify temporary accommodation.

### ***Upon the SWEP being implemented***

- Will communicate with persons they work with their temporary accommodation and assist the person in accessing that accommodation.
- Will notify the Rough Sleepers Team of any new persons, reporting to be sleeping rough, name and sleeping location and arrange for that person to be assessed, complete risk assessments and identify temporary accommodation.

## **Plymouth City Council Housing Options Team**

### ***Upon advanced notification of severe weather conditions***

- Will identify all those reporting to be rough sleeping and inform the Rough Sleepers Team of the persons name and sleeping location.
- Will arrange with the Rough Sleepers Team for all those sleeping rough to be assessed, complete risk assessments and identify temporary accommodation.

### ***Upon short notice of severe weather conditions***

- Will identify all those reporting to be rough sleeping and inform the Rough Sleepers Team of the persons name and sleeping location.
- Where possible will arrange with the Rough Sleepers Team for all those sleeping rough to be assessed, complete risk assessments and identify temporary accommodation.

### ***Upon the SWEP being implemented***

- Will communicate with rough sleepers they are working with to ensure they are aware where they have been allocated temporary accommodation and assist the person in accessing that accommodation.
- Will notify the Rough Sleepers Team of any new persons reporting to be sleeping rough, name and sleeping location and arrange for that person to be assessed, complete risk assessments and identify temporary accommodation.

## **Police / PCSOs**

- Will assist in locating rough sleepers.
- Will work with / respond to the Soup Run requesting assistance with rough sleepers.
- Will assist in transporting rough sleepers to temporary accommodation.

### ***Upon advanced notification of severe weather conditions***

- Will prepare to respond as above.

### ***Upon short notice of severe weather conditions***

- Will prepare to respond as above.
- Will identify all those reporting to be rough sleeping and inform the Rough Sleepers Team of the person's name and sleeping location.
- Where possible will arrange with the Rough Sleepers Team for all those sleeping rough to be assessed, complete risk assessments and identify temporary accommodation.

### ***Upon the SWEP being implemented***

- Will assess if a person has already been allocated temporary accommodation and advise a rough sleeper to continue using it.
- Will notify the Rough Sleepers Team of any new persons, reporting to be sleeping rough, name and sleeping location and arrange for that person to be assessed, complete risk assessments and identify temporary accommodation

## **Out of Hours**

- Will receive a list of names and sleeping locations for those known to be sleeping rough.
- Will work with the Soup Run in visiting sleeping locations and finding those who are sleeping rough.
- Will communicate with Social Services, BCHA and the Salvation Army to determine the temporary accommodation allocated to a person and transport the person to that accommodation as needed.
- Will update the list and communicate the updated list to the Rough Sleepers Team for them to follow up.

## **Shekinah**

### ***Upon advanced notification of severe weather conditions***

- Will identify all those reporting to be rough sleeping and inform the Rough Sleepers Team of the person's name and sleeping location.
- Will arrange with the Rough Sleepers Team for all those sleeping rough to be assessed, complete risk assessments and identify temporary accommodation.

### ***Upon short notice of severe weather conditions***

- Will identify all those reporting to be rough sleeping and inform the Rough Sleepers Team of the person's name and sleeping location.
- Where possible will arrange with the Rough Sleepers Team for all those sleeping rough to be assessed, complete risk assessments and identify temporary accommodation.

### ***Upon the SWEP being implemented***

- Will communicate with persons they work with their temporary accommodation and assist the person in accessing that accommodation.
- Will notify the Rough Sleepers Team of any new persons reporting to be sleeping rough, name and sleeping location, and arrange for that person to be assessed, complete risk assessments and identify temporary accommodation.

## **Social Services (Out of Hours Team)**

- Responsible for all work conducted during out of hours periods:-

### ***Upon advanced notification of severe weather conditions***

- Will receive a list of those rough sleeping with an identified accommodation option.

### ***Upon short notice of severe weather conditions***

- Will receive a list of those rough sleeping.
- Will prepare to make available alternative accommodation, for those not able to access hostel accommodation, during out of hours periods.

### ***Upon the SWEP being implemented***

- Will receive a list of those rough sleeping.
- Will contact the BCHA and the Salvation Army to identify temporary accommodation for any new persons found rough sleeping during out of hours periods.
- Will access alternative accommodation for new rough sleepers unable to be accommodated by BCHA and the Salvation Army during out of hours periods.
- Will up-date the list and communicate it to the Rough Sleepers Team.

## **Soup Run**

### ***Upon advanced notification of severe weather conditions***

- Will identify all those reporting to be rough sleeping and inform the Rough Sleepers Team of the person's name and sleeping location.
- Will arrange with the Rough Sleepers Team for all those sleeping rough to be assessed, complete risk assessments and identify temporary accommodation.

### ***Upon short notice of severe weather conditions***

- Will identify all those reporting to be rough sleeping and inform the Rough Sleepers Team of the person's name and sleeping location.
- Where possible will arrange with the Rough Sleepers Team for all those sleeping rough to be assessed, complete risk assessments and identify temporary accommodation.

### ***Upon the SWEP being implemented***

- Will motivate persons to access allocated temporary accommodation.
- Will work with the Police in visiting the persons on the list at their sleeping location and support them in accessing the allocated temporary accommodation.
- Will contact the Social Services Out of Hours Team to identify temporary accommodation for those new persons found rough sleeping.
- Will contact the Police for assistance in working with rough sleepers and transporting rough sleepers to temporary accommodation, as required.
- Will update the list of people reported to be sleeping rough and communicate that list to the Rough Sleepers Team.

## **C. Accommodation Providers**

### **BCHA ( George House )**

#### ***Upon advanced notification of severe weather conditions***

- Will prepare to temporarily accommodate up to 10 persons. This will be very basic provision and may be a blanket and armchair.

#### ***Upon short notice of severe weather conditions***

- Will prepare to temporarily accommodate up to 10 persons. This will be very basic provision and may be a blanket and armchair.

#### ***Upon the SWEP being implemented***

- Will temporarily accommodate up to 10 persons. This will be very basic provision and may be a blanket and armchair.
- Will update the list and communicate the list back to the Rough Sleepers Team.
- Will communicate a list of those who have failed to arrive at the allocated temporary accommodation to Police, Soup Run, Social Services (Out of Hours Team) and the Rough Sleepers Team.

#### ***Upon cessation of SWEP***

- Will work with the Rough Sleepers Team to identify accommodation options for all those who have been temporarily accommodated to minimise where possible people returning to the streets.

## **Plymouth City Council Housing Options Service**

### ***Upon advanced notification of severe weather conditions***

- Will identify appropriate temporary accommodation for those not able to access hostel provision.
- Will notify the Rough Sleepers Team of the above accommodation

### ***Upon short notice of severe weather conditions***

- Will identify appropriate temporary accommodation for those not able to access hostel provision.
- Will notify the Rough Sleepers Team of the above accommodation

### ***Upon the SWEP being implemented***

- Will access alternative accommodation for those not able to access hostel accommodation.
- Will notify the Rough Sleepers Team that such accommodation is available.
- Will direct rough sleepers to the accommodation.
- Will update the list and communicate the list to the Rough Sleepers Team.

### ***Upon cessation of the SWEP***

- Will work with the Rough Sleepers Team to identify accommodation options for all those who have been temporarily accommodated to minimise where possible people returning to the streets.

## **Salvation Army ( Devonport Lifehouse )**

### ***Upon advanced notification of severe weather conditions***

- Will prepare to temporarily accommodate up to 20 persons (including up to 10 who may already be on safe sleep). This will be very basic provision and may be a blanket and armchair.

### ***Upon short notice of severe weather conditions***

- Will prepare to temporarily accommodate up to 20 persons (including up to 10 who may already be on safe sleep). This will be very basic provision and may be a blanket and armchair.

### ***Upon the SWEP being implemented***

- Will temporarily accommodate up to 20 persons (including up to 10 who may already be on safe sleep. This will be very basic provision and may be a blanket and armchair.
- Will update the list and communicate the list back to the Rough Sleepers Team.
- Will communicate a list of those who have failed to arrive at the allocated temporary accommodation to Police, Soup Run, Social Services (Out of Hours Team) and the Rough Sleepers Team.

### ***Upon cessation of SWEP***

- Will work with the Rough Sleepers Team to identify accommodation options for all those who have been temporarily accommodated to minimise where possible people returning to the streets.

## **5. Exceptions to provision of temporary accommodation**

### **Where risk to staff or others is considered too high**

- The Nominated Persons will be notified when there is no available provision for a person who is deemed to be too high risk to staff or others.
- The Nominated Persons will consult each other and confirm this decision or identify alternative temporary accommodation.
- Where the decision is confirmed this will be made in writing and sent to Linda Bartlett, Adult Social Care and the Rough Sleepers Team. The Rough Sleepers Team will monitor the health and well being of the person when found rough sleeping.

### **Where a person does not arrive at allocated temporary accommodation**

- The Soup Run, Police and Rough Sleepers Team will actively look for the person at their last known sleeping site and all other known sleeping sites within the area.
- Anyone finding the person will motivate, assertively advise and support the person in accessing the allocated provision.

### **Where a person refuses to accept the allocated temporary accommodation**

- The Nominated Persons must be informed immediately.
- The Soup Run, Police and Rough Sleepers Team will actively look for the person at their last known sleeping site and all other known sleeping sites within the area.
- Anyone finding the person will motivate, assertively advise and support the person in accessing the allocated provision.
- Where a person continues to refuse to accept the allocated temporary accommodation anyone finding them should advise on available service provision and notify the Rough Sleepers Team of any changes to health or well being and the person's sleeping site.
- The Nominated Persons will consult each other, will confirm the available information and direct further work or accept that all work that could be done is completed.
- Where the Nominated Persons accept that all work has been done the decision will be made in writing and sent to Linda Bartlett, Adult Social Care and the Rough Sleepers Team. The Rough Sleepers Team will monitor the health and well being of the person when found rough sleeping.

## 6. Review of SWEP

SWEP will be reviewed by the Nominated Persons each year by the end of September.

The review will take into account changes in service provision from each agency.

The review will assess: where it has been implemented or where there was preparation to implement in the previous winter; the effectiveness of SWEP and how it was implemented.

The review will identify any changes in Nominated Persons, update contact details for each agency and confirm any changes in role for persons or agencies.

The review will rewrite or update SWEP to account for any changes and the revision will be noted in the plans documentation.

Review Date	Reviewer	Signature	Revision No.
28/07/09	Dave Davies		1
01/10/10	Dave Davies		2
16/01/12	Dave Davies		3
10/12/12	Dave Davies		4
15/11/13	Dave Davies		5
26/9/14	Dave Davies		6