



Belfast Policing and Community Safety Partnerships

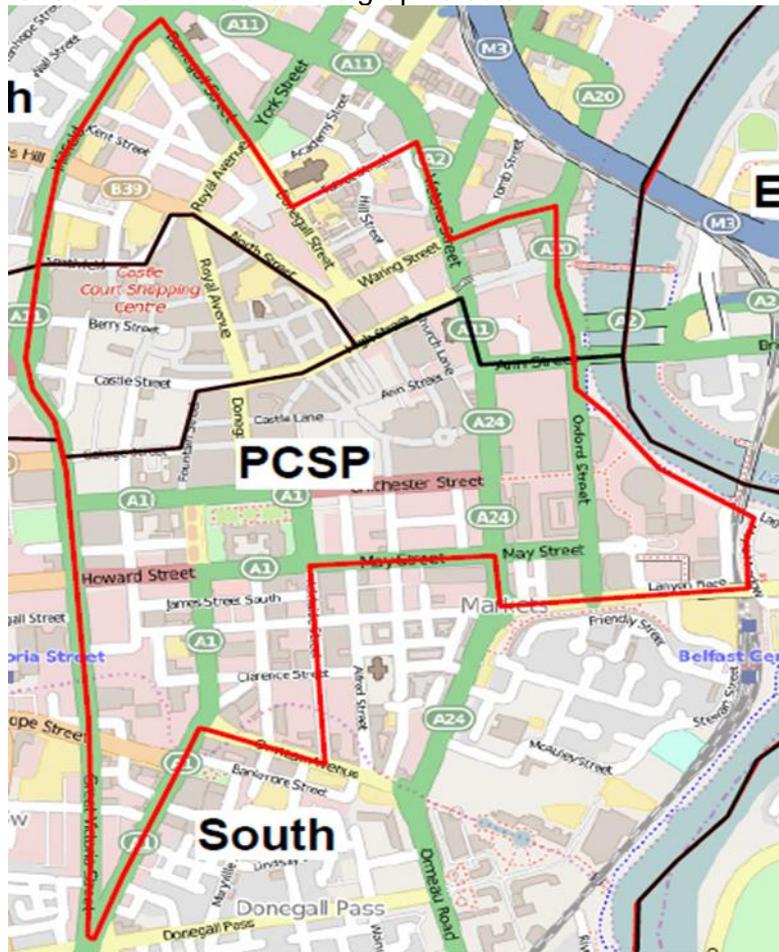
Write Up for Plan

Belfast City Centre Booklet

Theme:
Belfast City Centre

Indicator

In 2015, the PCSP agreed to take responsibility for policing and community safety issues in the city centre as shown by the red lines marked on the graphic below:



A number of key projects delivered by Belfast PCSPs are of particular relevance to the City Centre. As per PCSP discussions in November 2018; Members agreed a City Centre programme of work. This has been informed by discussion with Belfast City Centre Management and BIDs at the January PCSP Meeting and the Feel Safer thematic planning workshop.

Story Behind the Baseline

Belfast PCSP received a presentation at it's January meeting about Policing and Community Safety in Belfast City Centre. The fact sheet has been included in this booklet and the excerpt of the minutes are below:

- 1. Presentation on Policing and Community Safety in the City Centre**

(Geraldine Duggan, Clare Maguire and Gareth Neill from Belfast City Centre Management (BCCM), attended in relation to this item)

- i. Geraldine Duggan outlined projects undertaken by BCCM, advising that each sought to make Belfast City Centre a safe, clean, accessible and attractive environment which would support the business community, its workforce and customers.
- ii. Information was provided on the following initiatives:
 - Purple Flag
 - City Centre Beat Scheme
 - Retail Crime Watch
 - Night-time Volunteers
 - Protect Your Business Seminars
 - Emergency Planning Work / Belfast Resilience
- iii. Clare Maguire outlined areas of possible future collaboration that the PCSP may wish to consider supporting;
 - Extending the City Centre Beat scheme to include all 3 BID areas
 - Expanding and digitalising the Retail Crime Watch Scheme
 - Delivering training to Night-time Volunteers
 - Delivering Protect Your Business Seminars
- iv. She also noted additional 'asks' of other services;
 - Belfast Trust - reduce waiting times for drug substitution programs
 - Belfast City Council – develop a CCTV strategy
- v. Chief Superintendent John Roberts advised that he would be keen to have a discussion regarding the extension of the City Centre Beat.

Project: Street Injecting Support Service/Dual Diagnosis 2019/2020

Description

This project is a merger of the former Dual Diagnosis and Street Injecting Support Service. It will allow for a more joined up approach to tackling ongoing drug related problems with individuals which are often exasperated and compounded by the fact that those users potentially have other complex issues impacting on their health and mental well-being.

The Dual Diagnosis (DD) aspect of the project will continue to engage in intense one-on-one work with a number of targeted individuals, focussing on a range of complex needs including co-occurring mental health and substance use issues, termed as dual diagnosis.

Many of the services working with the homeless struggle to get support for dual diagnosis clients which hinders their access to proper support services. The Extern/Belfast PCSP project was the first to combine relevant statutory, cross-departmental influencers using a case conference/management approach.

The part of the project (DD) will be responsive to:-

- need and dedicated to working with, and addressing the community safety, housing and support needs of these individuals;
- Will utilise an assertive outreach model of engagement and a range of solution-focused interventions including crisis intervention, task-centred work, brief interventions, counselling, harm minimisation, and practical and emotional support;
- It will be supplemented with extensive multi-agency coordination, interagency liaison, advocacy and pathways into voluntary and statutory services. This project will be focused in Greater Belfast with targeting of particular 'areas of concern' for community safety identified by PSNI and Belfast City Council

The Street Injecting Support Service (SISS) aspect of the project is often a client duplication with those dealt with under DD and as such this joined up approach will allow for a more effective delivery on the part of those tasked with the work.

Street Injecting Support Service (SISS) will deliver proactive outreach in Belfast city centre to provide a flexible response to need including sign posting to other support services.

The street outreach takes place for at least 21 hours (at most 26hrs); following the following pattern:

- Monday – 10am – 3pm
- Tuesday – 5pm – 9pm
- Wednesday 1pm – 5pm
- Thursday – 5pm – 9pm
- Alternate Saturday/Sunday 1pm – 5pm

This part of the project (SISS) be responsive to:

- signpost service users to relevant support within Extern – particularly the dual diagnosis service which is also PCSP funded
- make onward referrals to external agencies

- reassure the public and city centre stakeholders in relation to needle stick injuries and risk of blood born virus infection.

Service Provider

Extern

Partners who can help us

- Belfast Trust
- PSNI
- NI Ambulance Service
- Extern
- NIACRO
- The Wellcome Organisation
- Public Health Agency

Start & End Date

1 August 2018 - 31 March 2019

Data Development Agenda

Rationale for the Project

With specific regard to the Dual Diagnosis aspect of the project:

An evaluation of the successful initial pilot project, including positive feedback from PSNI, NIHE, City Centre Management and statutory/vol sector partners, has supported this targeted, intensive approach by qualified professional staff with expertise in the area of mental health and addictions. There has been an increase in vulnerable individuals presenting with dual diagnosis, IV use and rough sleeping histories, who are presenting a community safety issue in the city centre and Greater Belfast area.

There has also been an increase in overdoses and deaths related to addictions in the Greater Belfast area. Townsend St has been highlighted by PSNI, voluntary organisations and BCC/City Centre Management as an area of particular concern and requiring intervention.

- Numbers of rough sleeper referrals:
 - In 2015-2016, 28% of referrals to MDHST were from individuals of 'no fixed abode'. This includes those rough sleeping, using crash accommodation or sofa-surfing and equates to 405 of 1425 referrals.
 - Of referrals to the team in 15/16, 9.6% of overall referrals were for individuals who were rough sleeping.
 - 9% of overall referrals to the team came from The Wellcome Organisation
- Complexity of need:
 - 49% of rough sleepers presented with mental health issues as a primary need whilst 40% had addiction issues.
 - 59% of rough sleepers had **both** mental health and addiction issues.
 - 32% of total referrals to the MDHST had co-occurring mental health and substance use issues.

The majority of service users known to the MDHST, who are recurrent rough sleepers, present with multiple needs including; significant mental health and substance use issues, high risk offending histories, challenging behaviours and repeat trauma. Many have been through the system a number of times and have stayed in most of the hostels in the sector. These issues mean that they are difficult to house and their past histories with hostel providers, coupled with

social isolation, disillusionment and mistrust of the system compound the complexity of their needs and increase the challenge of accommodating these individuals within standard or existing housing frameworks.

This work is strategically relevant in relation to Prevention and Protection in Partnership, Homelessness Strategy, Mental Health Strategy, People First, Valuing People, Drugs/Alcohol Strategy, Domestic Violence Strategy, Community Safety Strategy, PBNI Accommodation Strategy and Housing Support Strategy, as well as the PCSP's commitment to help people feel safer.

With specific regard to the Street Injectors Support Service:

The SISS pilot project operated in Belfast city centre between October 2017 and March 2018. A total of 105 individuals (88 males and 17 females) were engaged, a third of whom were engaged more than once.

The SISS project has become a valuable asset in the spectrum of services available to a client group who, for various reasons, often wish to remain anonymous but who also have significant support needs.

These individuals are identified by the SISS team as requiring, and being responsive to, specialist knowledge, which has been used to support the health needs of those who use substances in various locations in the city centre and on the periphery of it.

Additional aims of the service, including general health promotion of the rough sleeping population, and reducing isolation and harm by sign-posting a vulnerable client group to necessary day support services, have also been fulfilled.

Referrals to specialist agencies such as DOT, Adult Safeguarding and temporary hostel accommodation have contributed to reducing the rough sleeping population in the city centre. Extern's own Low Threshold and homeless services have also supported clients referred through SISS.

Performance Measures

| | |
|---|--|
| How much did we do? # participants | How well did we do it? #% partners report satisfaction with activities |
| Is anyone better off? #% with improved personal circumstances | |

Project: Sharps Removal Contract 2019/2020

Description:

The public are encouraged to report any discarded needles or drug paraphernalia they come across to Belfast City Council.

Council records the reports and promptly deploys Totalis to remove the discarded drug user syringes.

This contract is the initiation point for a number of other projects designed to address the policing and community safety issues caused by adults at risk of harm, with complex needs, namely the street injecting support services project and the dual diagnosis service.

Service Provider:

Totalis until procurement exercise completed

Partners who can help us:

- Belfast City Council
- Public Health Agency (PHA)
- Extern
- PSNI
- Regional User Service Network
- Council for the Homeless NI
- Belfast Trust (Drug Outreach Team)
- BDACT Connections service

Timescale

1 April 2019 - 31 March 2020

Data Development Agenda

Rationale for the Project to include Baseline Information

There is an increased concern about sharps and drug paraphernalia associated with intravenous drug use in the city. This concern is exacerbated when sharps and drug paraphernalia are found in public spaces, particularly public conveniences and parks/open spaces.

2018/2019 Q1: Sharps Removal Contract

How are we doing?

- Approved 11 June 2018
- 198 - Requests for service/complaints about discarded needles and drug paraphernalia that BCC received
- Totalis was deployed on 33 different occasions to lift needles
- Temporary contract in place until tender exercise can be completed – Totalis continues to be the service provider

2018/2019 Q2: Sharps Removal Contract

How are we doing?

- 395 – requests for service/complaints about discarded needles and drug paraphernalia that BCC received
- 94 deployments to lift needles/drug paraphernalia
 - Contractor – 64
 - BCC - 30

2018/2019 Q3: Sharps Removal Contract

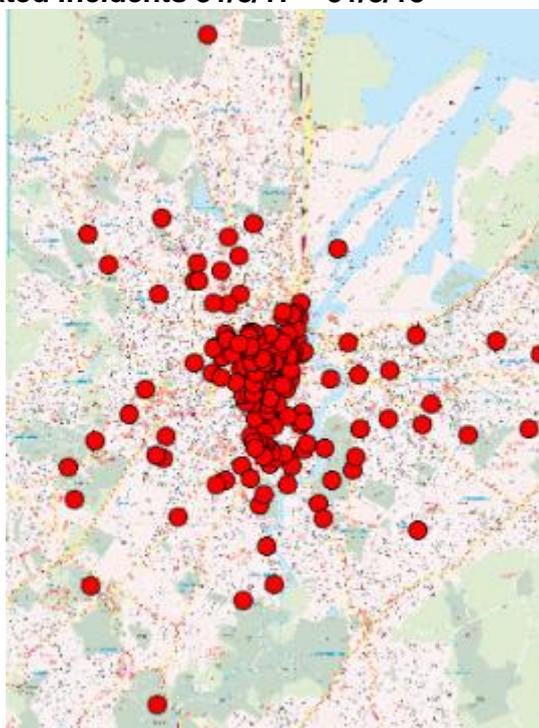
How are we doing?

- 682 requests for service/complaints about discarded needles and drug paraphernalia that BCC received
- 260 deployments to lift needles/drug paraphernalia
 - Contractor – 36
 - BCC - 224

Rationale for the Project to include Baseline Information

Most of the needles or drug paraphernalia which is lifted is in the city centre. PSNI have advised that they do not expect to see a reduction in drug misuse and as such the project must continue.

BCC Map of Drug Related Incidents 31/8/17 – 31/8/18



Performance Measures

How much did we do?

deployments to clear sharps

How well did we do it?

#%partners reporting satisfaction with activities

Is anyone better off?

#% partners report increased ability to engage with adults at risk of harm with complex needs

Project: BCCM/BID Led Projects 2019/2020**Description:**

BCCM and the BID's made representation to Belfast PCSP in January 2019 to confirm their Policing and Community Safety Priorities for 2019/2020.

The minutes reflect that possible future collaborations with Belfast PCSP may include:

1. Extending the City Centre Beat scheme to include all 3 BID areas
2. Expanding and digitalising the Retail Crime Watch Scheme (although some funding has been secured through ARCS)
3. Delivering training to Night-time Volunteers
4. Delivering Protect Your Business Seminars

The Safer City Coordinator is in discussion with the Joint Committee to determine if PCSP funding can be invested in the City Centre Beat Scheme.

Service Provider:

To be contracted

Partners who can help us:

- PSNI
- BCCM
- BID 1
- BID 2
- BID 3

Timescale

1 April 2019 - 31 March 2020

Data Development Agenda**Rationale for the Project to include Baseline Information**

City Centre Beat is widely acknowledged as the most important city centre project to address policing and community safety concerns in Belfast.

Performance Measures**How much did we do?**

additional hours contributed
update reports

How well did we do it?

##partners reporting satisfaction with activities

Is anyone better off?

partners in Belfast City Centre report improvements in policing and community safety