

**People judge
me all the
time, but I
didn't choose
this life.**

Elevating the voices of people
experiencing homelessness
in Sheffield and sharing
stories of support.

Help Us Help envisions a city where every individual, regardless of their circumstances, has equal opportunities and access to essential support services. We strive for a community where everyone's voice is heard, and their needs are met.

"It is undeniable, homelessness is getting worse. But it doesn't mean people who are now homeless will stay homeless forever. The services we speak about in this paper make a vital difference and turn hope into reality. All we ask is that you read on and think about what you can do."

Tim Renshaw, CEO of Archer Project

"My dad was a violent man when I was younger, so the abuse started when I was a baby."

Outreach support 365 days a year

In Sheffield, daily early morning outreach sessions take place to identify and support people who are sleeping rough. Outreach workers also have a presence on the streets during the day, making contact with people who are sleeping rough, providing food, drink and clothing and encouraging them to access support available in the city.

Why do people find themselves on the streets in Sheffield?

"Many of Sheffield's homeless people have experienced trauma – child abuse, domestic abuse, sexual assaults, war trauma, in addition to the trauma of not having a home, and being abused and stigmatised whilst rough sleeping. Sheffield services supporting rough sleepers work in a

trauma informed way – seeing challenging behaviour and emotional distress as a trauma response, asking "*what has happened?*" and "*what might help?*" to build positive relationships."

Sam Chu, HCPC Registered Practitioner Psychologist, Paradigm Psychological Services Ltd.

We understand that everyone's journey is different.

People on the streets all have their own unique timescale and needs. Rebuilding a life takes time, and that's why services in Sheffield will continue to offer support and build relationships until the person is ready to accept help.

Steph Haines, team leader from Framework Street Outreach explains, "The clients we work with are often complex and face multiple challenges. One of the biggest challenges that we face

Content compiled by Help us Help Steering Group, including Andrew Hawksworth, Rough Sleeper Initiative Coordinator, Tracey Ford, Operation & Development Manager City Centre.



In Sheffield, unseen work happens daily to support rough sleepers and those in recovery, driven by a coordinated effort between Sheffield City Council, local charities, and volunteers.

Together, they ensure that people have access to both emergency support and long-term pathways to stability. This collective effort is essential to helping some of the most vulnerable individuals in Sheffield rebuild their lives.

Jayne Dunn, Lord Mayor of Sheffield

"When drugs came into my life it was absolute chaos. To feed my habit, I started committing crimes like burgling houses. Going to prison wasn't teaching me anything so the sentences began getting bigger and longer; I wasted so many years of my life in prison."

is trust. We work hard every day to be consistent, persistent and person-centred so that we can slowly build trust with the people we work with."

Leah, who is in recovery, says, "For people like me, who have spent their whole adult life in addiction, it's not just a journey of recovery. It's also a self-discovery mission. I completely changed how I viewed things – I knew recovery was going to be tough, but the life I was living was also tough. I took any problems I faced as a test, to see if I failed or rose to it. I stopped with the victim mentality mindset and started taking more responsibility for things."



CHANGE IS POSSIBLE; RECOVERY IS POSSIBLE

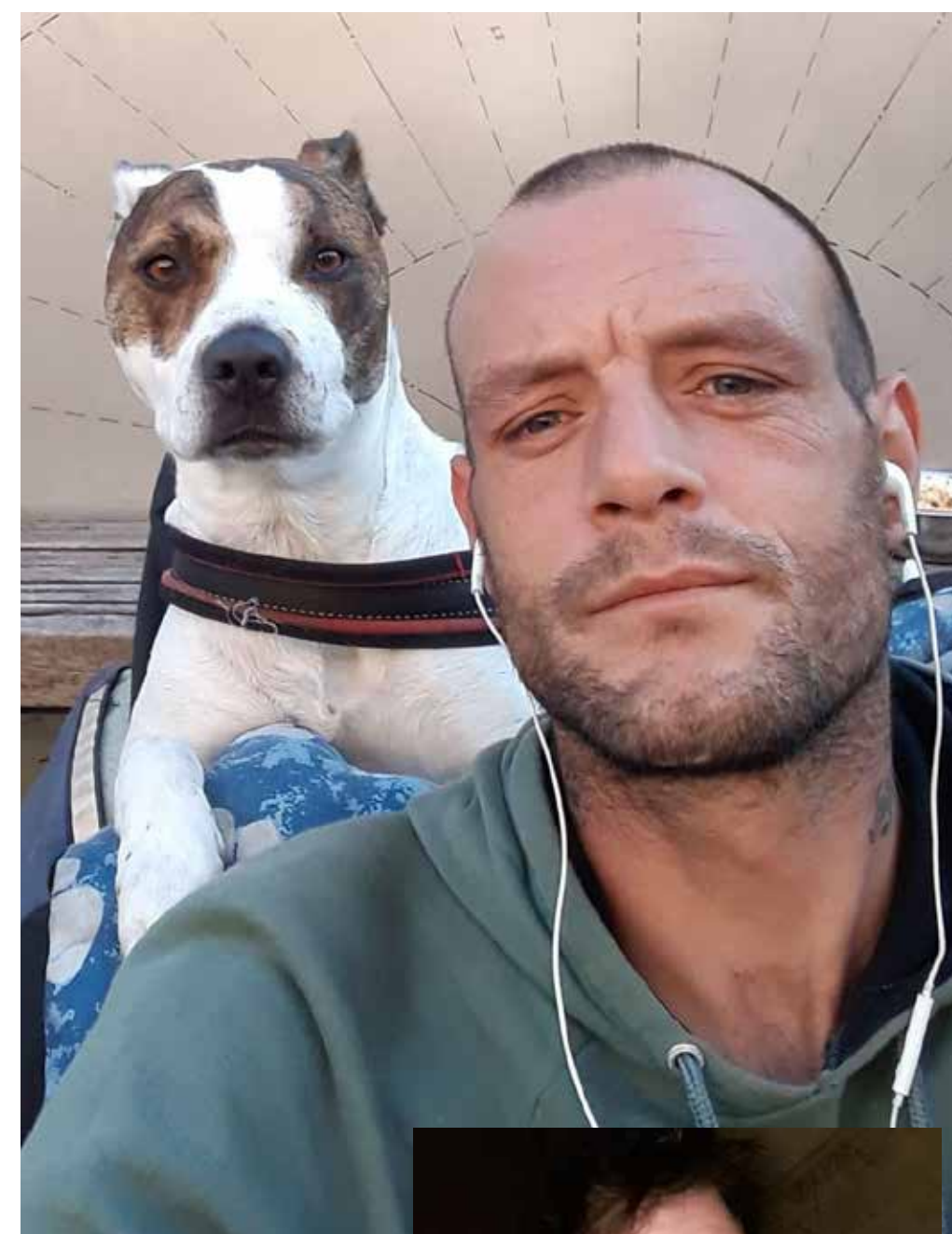
"This life has been one messed up journey, from one extreme to the other, and now I'm a Peer Support Worker for the homeless. You couldn't make this all up!"

Kelvin's story is a complicated and at times traumatic one. From spending time in care as a child, to family conflict, addiction, time in prison, experiencing homelessness, featuring in a documentary about the importance of pets to many homeless people, and even a brush with celebrity.

Kelvin has been clean, housed, settled, and employed for several years, and now uses his experiences to support others on the streets of Sheffield in his new role with South Yorkshire Housing Association, alongside Sheffield City Council's Rough Sleeper Teams and Street Outreach Service.

Kelvin says, "Because of what I've been through, my experiences of addiction, violence, and trauma, I can relate to people, and they know they can trust me and open up about what's going on. I've had problems with my mental health in the past, as most homeless people have, so I know what that's like. I've experienced those feelings of hopelessness, and I've come out the other side, so I can talk to people about that, and remind them that the support is out there if they want it."

"Supporting the outreach teams and working on the Recovery Van reminds me every day that there's still so much work to do. I don't want my new role to be in vain and for us still to be having these same conversations in ten years."



Recovery Support

Kelvin's story is one of many inspirational stories from Sheffield's thriving Recovery Community. You can read more stories at sheffieldrecoverydirectory.co.uk where you'll also find a comprehensive list of support, activities, training and volunteer opportunities available to people in Sheffield including:

Likewise Substance misuse support, likewisesheffield.org.uk/get-help

Project 6 recovery café, choice and opportunities for adults looking to make changes around their alcohol or substance use project6.org.uk/sheffield

You can also pledge your support to Sheffield Recovery Community's campaign to end the stigma and shame of those affected by addiction and celebrate achievements, strengths and resilience of those in recovery.

We believe addiction does not have to be the endpoint and that change is possible.

"There is positivity out there. When you're in a situation like I was you just have to reach out and get help like I did at the Archer Project. Asking for help is one of the hardest things to do but anyone can do it."

"Life now is worlds apart from what it was, on every level. I have a job I love, which supports people with similar struggles to my own, turning those negative experiences into a purpose."

What can I do to help?



Help Us Help

There are many ways to support people on the streets positively.

Report: If you are concerned about someone sleeping rough, please call Sheffield's Street Outreach Team on [0800 066 5358](tel:08000665358), or text **SOTS** to [80800](tel:80800), followed by your message.

Talk: Buy a tea or a coffee for someone, and have a chat about the support available in Sheffield. Refer people to the Help us Help website.

Donate: Support a Sheffield charity by donating money, food or items in need.

Volunteer: Contact Sheffield charities and services to learn about volunteering opportunities.

"I used to volunteer in the past, twenty or so years ago. Then life got busy and I couldn't be involved but my kids have grown up, and I've got more time on my hands. It is always in my heart and I want to be involved because there is a real need. I can't do as much as some can, but I can give my time."

"It's eye opening, it changes your perspective on homelessness. I find myself getting defensive when I hear people speaking badly about people who are homeless. It's as though they think they are a different breed."

In need of support, or know someone who may be?

Contact for Support

Sheffield City Council's Housing Solutions team provides help if you're homeless or at risk of homelessness. Call [0114 273 6306](tel:01142736306), 8:30am to 5pm, Monday to Friday, or [0800 7311 689](tel:08007311689) (emergency out of hours). If you're calling on behalf of someone, the person needs to be with you when you call.

Sheffield City Council's Rough Sleeper Initiative team is dedicated to supporting people experiencing rough sleeping in Sheffield. They focus on building relationships, and supporting rough sleepers, offering support through emergency and longer-term accommodation.

Food and refreshments

The Sunday Centre
thesundaycentre.org

Soup Kitchen
bobbieanddavid@hushmail.com

Likewise Breakfast Club
likewisesheffield.org.uk

Healthcare, including mental health support

For a list of the medical and mental health support available to people in Sheffield, please visit the Help us Help website at helpushelpsheffield.uk

Free to access, drop-in healthcare support is available at the **Archer Project**,

Ben's Centre, Likewise, and from the **St Mathew's Parish Nursing team at the Moor Market**. The Parish Nursing team also provides basic medical care on the streets during outreach.

Antisocial behaviour and community safety

We believe that everybody should feel safe and secure and not suffer from anti-social behaviour, nuisance or harassment.

If you want to report antisocial behaviour you can either contact **South Yorkshire Police** via 101 or report online via: southyorkshire.police.uk or report to **Sheffield Anti Social and Community Safety Team** via: sheffield.gov.uk/pollution-nuisance/anti-social-behaviour