

Helping homeless callers



If a homeless person calls at your house or church, many struggle to think of how they can help. Here are some tips for doing just that.

Remember that homelessness is an alienating experience and sometimes listening and signposting is the best you can do.

Listen to their story

If you have time, talk to the individual and listen to their story

However, do not let uninvited callers into your home or office. Instead, speak to them in a public place.

Ensure that they are not a danger to themselves

If you are worried for the safety of someone sleeping rough, use the StreetLink app, or call them on 0300 500 0914

If the person is an immediate danger to themselves or others, call an ambulance or police on 999.

Be safety conscious and mindful

Put your own safety above the needs of the caller

Although most homeless individuals are just people like you and I that have fallen on hard times, be safety conscious. Keep your mobile on hand at all times.

If possible, provide them with food and drink

If you have food or drink you are happy to share, do so.

Be careful not to give money to someone who has disclosed an addiction. Just in case, be sure to shut the door whilst you get the refreshments.

Sign-post local services below

The most useful thing you can do is signpost

Remember that you can't solve everybody's problems and never put yourself at risk. The best thing you can do for a homeless person is direct them to services that can help.

Direct them to local drop-in services

Find your local day centre and night shelters on www.homeless.org.uk and fill in the details below:

Drop-in day centre

Tel	Opening times
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Emergency night shelter

Tel	Opening times
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Encourage them to seek support

The best help you can give is to link them with homelessness services through the local council. Many homeless callers will not want to engage with services, but if they do want help, you can call:

The Local Housing Advice team on

The Shelter Helpline on **0808 800 4444**