



Reporting Rough Sleeping and Homelessness

A Guide for Town and Parish Councils

Streetlink

The Council's preferred method for reporting concerns about rough sleepers is Streetlink. This is a national service which coordinates reports and sends them to individual local authorities who then arrange for an Outreach Officer to visit the individual and connect them to support.

You will need to provide information about the location of the rough sleeper, the time they were seen and any details about the individual (age, gender, clothing etc). Streetlink will provide you with an update of action taken within 10 days, if you request it.

Streetlink:

Tel: 0300 500 0914

www.streetlink.org.uk



ALERT

Not all homeless households sleep rough. Indeed, whilst rough sleeping is the most visible form of homelessness, many homeless households live with family, friends, or are at risk of becoming homeless from their current accommodation.

The Homelessness Reduction Act 2017 states that local housing authorities should intervene at earlier stages to prevent homelessness in their areas, and to provide homeless services to all those who are eligible. As part of this legislation a new 'Duty to Refer' was enacted requiring specified public bodies to refer households who are homeless or at risk of homelessness within 56 days. Cornwall Council has extended this referral process so that any agencies and organisations that come into contact with those facing homelessness can make referrals. Referrals are made via the online portal known as ALERT.

ALERT

Online Referral Portal: <https://live.housingilgsaw.co.uk/alert>

Cornwall Housing – Housing Options

Tel: 0300 1234 161

E-mail: info@cornwallhousing.org.uk

Webpages: <https://www.cornwallhousing.org.uk/find-a-home/>