

# What to do if you see someone sleeping rough

Our aim is to ensure that no one in Newcastle needs to be homeless and that the prevention of homelessness is “everyone’s business”. Rough sleeping can be a complex issue and in Newcastle people do not usually sleep rough because of a lack of accommodation, the Council funds, a daily outreach service and 729 rooms for people risk of homelessness. For many rough sleeping is often linked to unmet underlying health and welfare issues. Our [Street Zero](#) partnership brings together public, private, voluntary agencies and faith groups to work together to end rough sleeping by 2022.

## If you see someone sleeping rough

Please contact the Council as quickly as possible if you are concerned that someone might be sleeping rough, with details of where and when you saw them. You can do this by:

**Phoning: 0191 278 3899 or emailing: [roughsleeping@newcastle.gov.uk](mailto:roughsleeping@newcastle.gov.uk)**

The Council will then contact Changing Lives’ street outreach team who are funded to daily support people sleeping rough. They will contact the person as soon as possible to offer advice and support to get them off the street. The rough sleeping reporting line is not a ‘999’ emergency response service, and if you have concerns about a person’s immediate health or safety then you should contact the emergency services.

## If someone has nowhere to go that night

If someone has nowhere safe to stay that night they should contact the Housing Advice Centre (HAC) as soon as possible. HAC will assess their situation and give free confidential advice with the aim of helping them to prevent or relieve their risk of homelessness. see below for details:

112-114 Pilgrim Street  
Newcastle-upon-Tyne  
NE1 6SQ

Phone: 0191 277 1711 (Monday to Friday, 8.30am to 12 noon and 1pm to 4.30pm)

Email: [housingadvicecentre@newcastle.gov.uk](mailto:housingadvicecentre@newcastle.gov.uk)

### Opening hours for face to face advice

Monday, Tuesday, Thursday and Friday, 10am to 12 noon and 1pm to 4pm

Wednesday 1pm to 4pm

Outside of these times an Emergency Homelessness Officer (EHO) provides a telephone response to people who become homeless in an emergency. In most cases, they will need to speak directly to the person to discuss the options available. The EHO may not always be able to provide accommodation for everyone, but they will assess the circumstances of everyone who contacts them in order see what options they can provide.

### Emergency Homeless Service (out of hours):

To speak to the EHO service contact should be made with the Civic Centre on **0191 278 7878 (wait for the operator and ask for the emergency homeless service)**. The EHO is available: Monday to Friday, 5.30pm to 8am, Saturday and Sunday, 8am to 8am

The Council commissions a range of accommodation provision for people at risk of homelessness including those with complex needs and access to this accommodation is never dependent on someone having the funding upfront to pay for it and support services will work with those who have previously slept rough to help them access the benefits they may be entitled to. All the services below will also offer advice and assistance on accessing accommodation

You can find out more about our approach which aims wherever possible to prevent homelessness on our [Information for Professionals page](#)

## Where can people get something free to eat / advice and support

All the services below will also offer advice and assistance on accessing accommodation

<p><b>Monday</b></p> <p><b>City Road Drop-In (Crisis)</b> 8am - 12 noon. Cereal, hot sandwiches and drinks provided for rough sleepers. 1pm- 4pm – staff available for advice and support</p> <p><b>People’s Kitchen (Trafalgar Street Arches)</b> 7.30pm – 8.30pm soup, sandwiches, cake</p>	<p><b>Tuesday</b></p> <p><b>City Road Drop-In (Crisis)</b> 8am - 12 noon. Cereal, hot sandwiches and drinks provided for rough sleepers. 1pm- 4pm – staff available for advice and support</p> <p><b>People’s Kitchen (Alison Centre)</b> 6.30pm - 8.45pm hot meals, sandwiches</p>
<p><b>Wednesday</b></p> <p><b>City Road Drop-In (Crisis)</b> 8am - 12 noon. Cereal, hot sandwiches and drinks provided for rough sleepers. 1pm- 4pm – staff available for advice and support</p> <p><b>People’s Kitchen (Alison Centre)</b> 6.30pm – 8.45pm hot meals, sandwiches</p>	<p><b>Thursday</b></p> <p><b>City Road Drop-In (Crisis)</b> 8am - 12 noon. Cereal, hot sandwiches and drinks provided for rough sleepers. 1pm- 4pm – staff available for advice and support</p> <p><b>People’s Kitchen (Alison Centre)</b> From 1pm – 4.00pm hot meals, soup, sandwiches</p> <p><b>People’s Kitchen (Trafalgar Street)</b> 7.30pm – 8.30pm soup, sandwiches, cake</p>
<p><b>Friday</b></p> <p><b>City Road Drop-In (Crisis)</b> 8am - 12 noon. Cereal, hot sandwiches and drinks provided for rough sleepers. 1pm- 4pm – staff available for advice and support</p> <p><b>People’s Kitchen (Alison Centre)</b> 6.30pm – 8.45pm hot meals, soup, sandwiches</p>	<p><b>Saturday and Sunday</b></p> <p><b>City Road Drop-In (Crisis)</b> 8am - 12 noon. Cereal, hot sandwiches and drinks provided for rough sleepers. Advice and support</p> <p><b>Sunday People’s Kitchen - Breakfast</b> Old Eldon Square 9am to 10.45am,</p>

This information was correct at the time of checking (March 2019)