

## Be polite but wary

### 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 or others

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

If the homeless person is in immediate danger, call an ambulance or police on 999

If you believe that they may be a danger to you or to others, call the police on 999

## Never put yourself, your family, or your colleagues at risk

### Put your own safety above the needs of the caller

An addiction or mental illness can sometimes make a person abusive, dishonest, or violent. Do not leave valuables or keys in sight. Have your mobile phone to hand.

## Never give money to someone with an addiction

### Money will feed the addiction that is destroying them

Instead, if it is appropriate, give them food and drink. Do not be embarrassed about closing the door on someone while you get the food or drink.

## Never tolerate abuse or bad behaviour

### If they are abusive ask them to stop

If they won't, and pose an imminent threat, call the police on 999. Otherwise, inform local police on 101 of any abuse so that they can monitor people who may be a threat to others.

## Direct them to local drop-in services

Find your local day centre and night shelters on [www.homeless.org.uk](http://www.homeless.org.uk) and fill in the details below:

Drop-in day centre

---

Tel	Opening times
-----	---------------

---

Emergency night shelter

---

Tel	Opening times
-----	---------------

---

## 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**