

# Rough sleepers and single homeless (18+)

**Rough Sleeping** There is no need to rough sleep in York. Advice and support is available to help you access accommodation.

## Homeless Reduction Act

There is a duty on Local Authorities to help prevent homelessness or help you find alternative accommodation. The Housing Options Team will carry out a housing assessment and agree a Personal Housing Plan. This is a formal legal process and conditions apply. The council has a duty to help everyone find accommodation but does not have a duty to provide accommodation everyone who is homeless.

## What to do if you are homeless

Visit the Housing Options Team who will carry out a Housing Assessment and agree a Personal Housing Plan with you to help you find alternative accommodation which may be; private rented, Council and Housing Association properties or supported housing. The personal housing plan may include action such as help with debts, paying off former arrears, claiming benefits, help with health issues.

You may also be referred to the **Salvation Army Hub** if you need support or specialist advice. You can also go directly to them. They run a drop-in Monday – Friday (excluding bank holidays) from 10am-12pm at

63 Lawrence Street, York, YO10 3BU  
Contact 01904 416562 (Office hours).  
No appointment necessary.

The Salvation Army is the main point of contact for access into accommodation and emergency housing for rough sleepers and single homeless. Anyone needing accommodation in York is expected to work with the Salvation Army on a daily / regular basis. All services have a local connection criteria. If you do not have a local connection to York the Salvation Army will give you advice and help into accommodation elsewhere.

**MEAM project** Additional support is available for those people who have been sleeping rough for a long time who have multiple issues. Referral can be made from any service or contact [MEAM@york-arclight.co.uk](mailto:MEAM@york-arclight.co.uk)

**FIRST STEPS** Additional support for rough sleepers. Referral via Single Access Point (SAP). E-mail [SAP@york.gcsx.gov.uk](mailto:SAP@york.gcsx.gov.uk)

Main contact **Housing Options**  
*West Offices, Station Rise, York, YO1 6GA*  
**Monday – Friday 8.30am-5pm** (excl. bank holidays) Please try and **come in before 3.30pm.**  
**Telephone:** [01904 554500](tel:01904554500)  
**Email:** [housing.options@york.gov.uk](mailto:housing.options@york.gov.uk)  
[www.york.gov.uk](http://www.york.gov.uk)

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## What to do if you become homeless at night or the weekend

Ring the Out of Hours service 01609 780780 or if you see a rough sleeper ring Street Link reporting line 0300 500 0914

## Emergency Accommodation

**No Second Night Out (NSNO)** (aka Crashpad) is an emergency bed for rough sleepers and single homeless. The bed is available 6pm- 9am on a day by day basis

**Severe weather** – additional services provided during winter (Nov - Feb)

**Nightstop** – short term accommodation with a volunteer 'host' (16-25 year olds)

**Planned Housing: Private Rented Accommodation** – Information, advice and support to find private rented properties, links with landlords, help with bonds and rent in advance (criteria apply). Contact Salvation Army or Housing Options

**Planned Housing: Hostels and Supported Housing** - Access to hostels and supported housing is by referral through Single Access Point (known as a SAP). This is generally from the Salvation Army or Housing Options.

## Your responsibilities in hostels

Emergency accommodation, hostels (resettlement services) and

supported housing all have practical rules which will be explained to you when you move in. Hostels (resettlement services) are set up to help you develop the skills to live independently – providing help with budgeting, debts, managing your behaviour, your visitors' behaviour, physical and mental health issues. To live in a hostel / supported housing you must agree to accept the support offered. You are responsible for paying the rent and service charge. If you are on benefits or a low income you can claim Housing Benefit to help. You will be asked to leave the accommodation if you fail to pay the rent, service charges or former tenant arrears agreement or you cause any nuisance.

## Additional Information:

Carecent (Central Methodist Church, St Saviourgate) run a breakfast club 8.30 – 10.45 daily (except Sundays). Salvation Army have a more detailed leaflet about services available

**Polish** : Niniejsza broszura zawiera wszystkie informacje potrzebne w rozwiązaniu jakichkolwiek problemów mieszkaniowych, które może Pan/Pani doświadczać. Pakiet informacyjny jest również dostępny w innych wersjach językowych.

**Turkish** : Bu broşürde olabilecek bütün konut sorunlarınızla ilgili ihtiyaç duyacağınız bilgilerin tümü bulunmaktadır. Bu bilgiler kendi lisanınızda da tedarik edilebilir.

**Cantonese**: 这将告诉你如何解决住房问题。我們可以您所需的語言提供該資訊