



Rough Sleeper: Signposting guide

If I met a rough sleeper, I would...

- Call Always Room Inside on: 0300 123 2041
- Give details of local One Stop Shop and explain to ask for a homelessness assessment (Relief Duty)
- Be a friendly ear
- Just have a conversation
- Talk about the local night shelter
- If you would like to purchase an item ask what they would like e.g. sandwich, coffee etc.
- If you are worried about a rough sleeper and feel they need medical attention call 999
- Call the Crisis office on: 0151 218 7000 or direct them to Crisis office 96 Kent Street Liverpool L1 5BD
- Give Whitechapel's details: 0151 207 7617 or direct them to The Whitechapel Centre Langsdale Street, Liverpool, L3 8DT

If I met someone who is at risk, I would...

- Give details of local One Stop Shop and explain to ask for a homelessness assessment (Prevention Duty)
- Be a friendly ear
- Just have a conversation
- Give Shelter's Housing Advice line number: 0808 800 4444
- Check if they have somewhere to stay for the night and if not tell them about their local night shelter and what they need to do to access it depending on their area. (Please see section on Night Shelters)

If I met someone who needs additional support e.g mental health I would...

- Give details of Talk Liverpool
- Mind
- Whisc – Women only
- One of many supported charities supplied.

Say this...

“Homeless person” or “person experiencing homelessness” or “lived experience of homelessness”

Rather than...

“The homeless”

Night Shelters/Sit-Up

Local Authority	Name of Night Shelter	Location	Contact Number	Description
Liverpool	Labre House	Camden Street Liverpool L3 8JR	0151 207 7617	The Whitechapel Centre operates the Overnight Shelter for rough sleepers. The shelter offers a warm and safe place to stay overnight; hot food and drinks and a change of clothing, if needed. Open to all rough sleepers from 8pm through to 8am the following morning If you see anyone sleeping rough in the city, please call us on 0300 123 2041
Sefton	Bosco Sit-Up	Bosco House 59 – 61 Merton Road Bootle L20 7AP	0151 944 1818	The Sit-Up service provides a safe, warm, dry place for up to 10 rough sleepers to spend the night alternating between Bosco House and Bosco Lodge. The Service provides clients with a hot meal, toilet and washing facilities, and emergency clothing where necessary. The service is open every night of the year from 8:00pm – 8:00am but the very latest anyone can access the service is 9:00pm. Any referrals outside this time must be made by telephone to Bosco on 0151 944 1818 and staff onsite will determine if they are able to accept the service user in to the scheme
St Helens	Salvation Army – Salisbury House	St Helens Salisbury House 1 Phoenix Brow		Call: 01744 675150 – Housing Options and Advice Team - Monday, Tuesday, Thursday and Friday 9:00am - 5:00pm. Wednesday 10:00am – 5:00pm. For Emergency advice or assistance outside office hours call: 0845 0500148 – St Helens and Halton Council Emergency Duty Team.
Wirral	Wirral YMCA	56 Whetstone Lane Wirral Merseyside CH41 2TJ	0151 650 1015	If you're homeless you can access the service by turning up the hostel by 9:30pm where you can stay until 8:00am the following morning Food is provided and staff can also help support with mainstay applications.
Knowsley	Alt Bank House	Field Lane Liverpool	0300 555 0125	If you're homeless you can access the service by ringing 0300 555 0125 and they will advise the client. The night shelter is open form 8pm - 8am with access to shower and



		L10 4XQ		laundry facilities. Anyone accessing the service can stay for 3 nights on 3 occasions. Alt Bank will book an appointment the next day at Housing Options.
Halton				If you're homeless and have nowhere to stay in the Halton are ring the Housing Solutions team on 0303 333 4300. For Emergency advice or assistance outside office hours call: 0845 0500148 – St Helens and Halton Council Emergency Duty Team. They will carry out an assessment to see what support they can give.

One Stop Shops – Housing Options Services

Housing Options Services provide housing advice and support for people who are homeless or at risk of homelessness in the next 56 days.

In an emergency

If you cannot be seen in office hours and can't wait until the next working day, please call Careline on: 0151 233 3800. Careline will tell you if the council has a duty to provide you with temporary accommodation. If this is the case, they will arrange an overnight accommodation and an interview with Housing Options Service the following day.

Area	Address	Opening Hours
Liverpool		
Liverpool City Centre One Stop Shop	1 st Floor St John's Market Elliot Street Liverpool L1 1LR	Monday – Friday 9:00am – 5:00pm
Broadway One Stop Shop	Norris Green Library Townsend Lane Liverpool L11 5AF	Monday – Friday 9:00am – 4:30pm
Dingle One Stop Shop	200 Park Road Liverpool L8 6SJ	Monday – Friday 9:00am – 4:30pm
Garston One Stop Shop	Garston Library	Monday – Friday 9:00am – 4:30pm



	Bowden Road Liverpool L19 1QN	
Kirkdale One Stop Shop	101 Walton Road Liverpool L4 4AG	Monday, Tuesday Wednesday and Friday 9:00am – 4:30pm Thursday 10:00am – 4:30pm
Old Swan One Stop Shop	1a Derby Lane Liverpool L13 6QA	Monday, Tuesday, Thursday and Friday 9:00am -4:30pm Wednesday 10:00am – 4:30pm
Speke One Stop Shop	Parklands Conleach Road Speke Liverpool L24 OTY	Monday, Tuesday, Thursday and Friday 9:00am – 4:30pm Wednesday 10:00am – 4:30pm
Wavertree One Stop Shop	Picton Road Liverpool L15 4LP	Monday, Tuesday, Thursday and Friday 9:00am – 4:30pm Wednesday 10:00am – 4:30pm
Knowsley		
Knowsley Housing Option	River Alt Resource Centre Woolfall Health Avenue Knowsley L36 3YE	Contact for an appointment: 0800 694 0280 Info@knowsleyhousingoptions.org.uk
Huyton One Stop Shop	Archway Road Huyton L36 9YU	Tuesday and Thursday 9:00am -3:00pm
Kirkby One Stop Shop	The Kirkby Centre Norwich Way Kirkby L32 8XY	Monday – Friday 9:00am – 3:00pm
Prescot One Stop Shop	Prescot Shopping Centre Aspihall Street	Monday, Wednesday and Friday only from 10:00am – 2:00pm



	Prescot L34 5GA	
Halewood One Stop Shop	The Halewood Centre Roseheath Drive Halewood L26 9UH	Monday, Wednesday and Friday only from 10:00am – 2:00pm
Sefton		
Sefton Metropolitan Borough Council - Housing Options	Housing Advice Centre Ground Floor, Merton House Bootle L20 3UT	Contact Details: 0151 934 3541 Housing.options@sefton.gov.uk Out of hours' phone: 0151 920 8234 Monday – Thursday 10:00am – 4:00pm Friday 10:00am – 3:00pm
South Sefton – Housing Options	Ground floor, Magdalen House Trinity Road Bootle L20 3NJ	Contact Details: 0151 934 3541 Monday – Thursday 10:00am – 4:00pm Friday 10:00am – 3:00pm
North Sefton – Southport Housing Centre	Eastbank Street Southport PR8 1ES	Contact Details: 01704 501 256 Monday – Friday 10:00am -4:00pm
Wirral		
Wirral Council – Housing Options	Conway Centre Conway Street Birkenhead CH41 6AH	Contact Details: 0151 666 5511 Housingoptions@wirral.gov.uk Online referral completion at www.wirral.gov.uk/housingsupport Monday – Friday 9:00am – 5:00pm
St Helens		
St Helens Metropolitan Borough Council – Housing Options	Housing Advice Centre 2 nd Floor	Contact Details: 01744675150 Housingadvice+options@sthelens.gov.uk



	Millennium House St Helens WA10 1HJ	Phone for an appointment. Drop-in an emergency Monday, Tuesday, Thursday and Friday 9:00am – 5:00pm Wednesday 10:00am – 5:00pm
Halton		
Halton Borough Council – Housing Solutions Team	Runcorn Town Hall Heath Road Runcorn WA7 5TD	Contact Details: 0303 333 4300 Housingsolutions@halton.gov.uk

For specific details of services held at any of the One Stop Shops please contact Liverpool Direct on: 0151 233 3000