



Help End
Homelessness

6. How can I help someone facing homelessness?

If you, or someone you know in England is homeless or at risk of becoming homeless

Contact your council



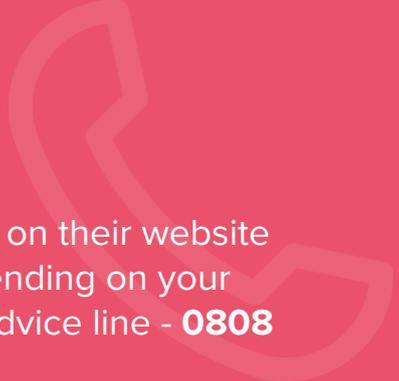
The first thing you should do is contact your **local council's housing team**. Under the Homelessness Reduction Act 2017, councils have a duty to find a home for families or individuals who are found to be homeless and to meet 'priority need' criteria. Councils must also help prevent or relieve the homelessness of all eligible people threatened with homelessness within 56 days.

Search for local services



Search **Homeless England**, our online directory of thousands of homelessness services across England, including accommodation, day centres and support services

Use advice lines and online help



Shelter, the housing charity has a wealth of information on their website about your rights and the support you can expect, depending on your personal circumstances. They also run a free housing advice line - **0808 800 4444** - and an **online chat service**.

Citizen's Advice offers practical, impartial information online - at **adviceguide.org.uk** - over the phone and face to face in their local advice centres.

Samaritans are available to listen to you 24/7 on **116 123**.

There is no single service or piece of advice that can help everyone who experiences homelessness. The support available to you will depend on a number of factors, including your personal circumstances, whether you have children and where you are from.

This leaflet doesn't have all the answers, but it should point you towards support that will help you get back on your feet.



homeless link

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