

# StreetLink

# About StreetLink

StreetLink is a nationwide service that began in 2012 to enable the public to alert local authorities in England and Wales about people rough sleeping in their area.

- 📍 Connects people who are rough sleeping with local services that can help get them off the streets and move into support and accommodation.
- 📍 Partnership service between Homeless Link and St Mungo's.
- 📍 Funded by government – England (DLUHC), Wales (Welsh Government) and London (GLA)
- 📍 Volunteer led – over 40 volunteers actively supporting the service.
- 📍 Connect thousands of vulnerable people to support from local outreach teams – **this year 11,000 people** were found rough sleeping as a result of a StreetLink alert

# About StreetLink

- 📍 Small team of five day staff and six part time night workers
- 📍 Year round receive on average 350 calls a day – currently 500+

# StreetLink – how does it work?

National phone line covering England and Wales

Receive referrals over the phone and online from members of the public and those faced with homelessness and rough sleeping

Pass referrals across to local outreach teams, who in London will aim to go out within 1-3 nights to look for the person at the location they are sleeping and offer their support

# StreetLink – What do we do?

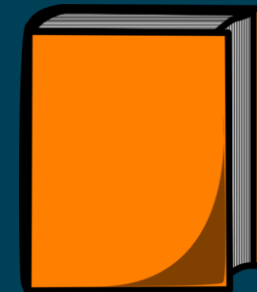
**1. LOCATE** – the exact location of where someone is sleeping



**2. SIGNPOST** – to local homeless support services they can access in the day time i.e. Local Authority, Day Centre's, Helpline's etc.



**3. EDUCATE** – what is StreetLink? Not an accommodation provider and not an emergency service



# StreetLink – What can we not do?

- 📍 Not an accommodation provider
- 📍 Not an emergency service

# What makes a good StreetLink referral?

- 📍 Use our website, [www.streetlink.org.uk](http://www.streetlink.org.uk) to fill out an online referral
- 📍 Provide the exact location someone is bedding down to rough sleep overnight
- 📍 Provide any additional details you have such as their appearance to help outreach teams to locate the person

# When can we not accept a referral?

- 📍 No clear bedding down location, e.g. walking around overnight
- 📍 Person is not rough sleeping, e.g. sofa surfing or facing eviction
- 📍 A StreetLink referral is a last resort if someone has no other option but to rough sleep

**No one should be encouraged to rough sleep if they do not already plan to do so**



# Any Questions?