

Service Standards for Rough Sleepers and Single Homeless Clients (where no statutory homelessness duty applies)

1. At initial contact we will:

- Offer you an appointment (either face to face or over the phone) within 5 working days. However, **if you have nowhere to sleep that night, you will be seen on the same day** (or the next working day if your initial contact is out of office hours), *see below*. We will endeavour to meet you somewhere other than the Housing Options office if that is needed.
- Provide you with advice and support to help you to stay in your home, where applicable.
- Try to prevent you becoming homeless if you are leaving hospital, prison, a care or foster home, or the Forces.

2. If you have nowhere to sleep tonight, we will:

- Offer you an appointment today (or the next working day if your initial contact is out of office hours).
- Help you to find emergency accommodation as part of our commitment to No Second Night out.
- If you have to go to temporary accommodation in another area, continue to work with you to help you to find somewhere more long term in this area (unless you have relevant connections in another area).

3. Following your appointment we will:

- Let you know what your housing options are and confirm these options to you in writing.
- If you need more support, refer you to appropriate agencies so that you can access other services such as health or floating support. We will pass information on to other organisations involved with you, if this will help you to get somewhere to live.
- Where appropriate, help you to reconnect with family, friends and services in your home area or country, if you come from another area or country, and have no connections with our area, and will help you to return so you can find housing there (see [Reconnection statement and procedure](#)).
- Continue to work with you, with your co-operation, to try and find a housing solution that will last at least a few months.

4. Where appropriate, we may also:

- Help you to access a private rented tenancy, for example by referring you to a scheme which helps to pay rent deposits or bonds; or a landlord-tenant matching scheme.
- Work with private and social landlords, and providers of temporary and supported accommodation, to prevent you from losing your accommodation.