

# ROUGH SLEEPING ON RAIL TOOLKIT FOR STATION COLLEAGUES

February 2023

In partnership with



# Introduction

## Purpose

This toolkit aims to empower you and other rail colleagues in your interactions with people who may be sleeping rough. It is not designed to be a training resource, so there is no expectation for you to become a homelessness expert, instead it will provide you with the relevant context to enable you to better understand rough sleeping. You are provided with useful contact information that covers a variety of situations you may encounter.

The content is divided into specific sections enabling you to easily access the information you need when you need it.

This toolkit is developed to be an extension to the advice and guidance provided in the videos. It has been informed by the British Transport Police.

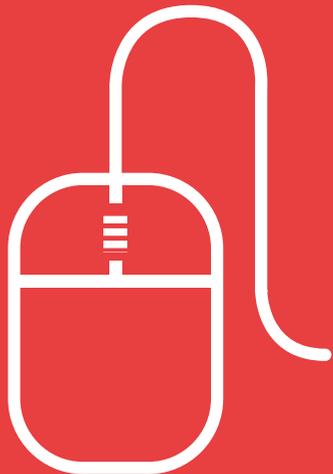
This resource also contains useful contact details for support services in England, Scotland and Wales.

If you are affected in any way by the content that is covered in this toolkit, please refer to the Duty of Care section at the end.



# Contents

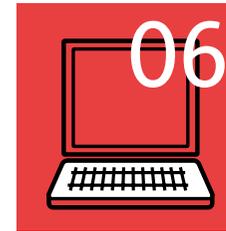
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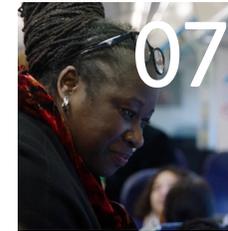
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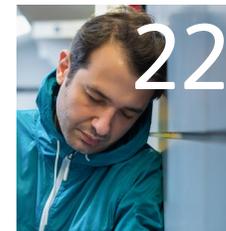
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# Safety during interactions

The following content has been provided by the British Transport Police regarding general safety when interacting with people who may be sleeping rough. This section should be read alongside the 'Conflict Resolution' advice provided in this toolkit.

## Safeguarding yourself

- This is the most important thing you can do during interactions with people who may be sleeping rough. **Your safety is a priority.**
- It is useful to know where CCTV cameras are and move in view of one if possible. You can ask someone to move with you to be in view, **but don't force someone to move.**
- If you can, **inform a colleague** that you're about to speak to someone potentially sleeping rough. This way, if someone won't move into view of CCTV, then someone else knows about the conversation.
- If you're planning to speak to someone in the dark or in a secluded area, then **let a colleague know you're going.** In these instances, see if a colleague can come with you **BUT** in general it is best to approach people alone as it is less threatening or intimidating to a person sleeping rough.

## Approaching a group

- Be vigilant, **know your surroundings** and any exit routes.
- It is recommended **not to do this alone.**
- If there is any aggression, **move away** from the situation following the advice in the conflict resolution section of this toolkit.
- **You do not need to engage or de-escalate any volatile behaviour.**

## Safely approaching people who may be sleeping rough

- Approach in view of the person
- Identify yourself with a name and ask if they are okay – this can help remove the perception that you're just authority, it humanises you.
- Remain mindful of your surroundings, for example, what's behind you.
- Keep a safe distance at first – enough that if the person is violent, they can't easily reach you. Move closer if it's safe.
- Try to have the conversation at their level once it's safe to do so.
- Use open body language and tones of empathy and compassion.
- It's best to approach people individually, but if it's done in a pair, it's better for one person to take the lead while the other **hangs back and keeps a distance.**



## Films

To assist your learning, we have created two films for you to watch.

The first is an example scenario of an interaction between a member of station staff and a person sleeping rough.

The second is a lived experience film with a former station rough sleeper, who shares his experience of a positive interaction and how this ultimately led to him securing accommodation.

The films can be accessed here:

- Addressing rough sleeping on rail



# Recap of the advice from video 1



1

## How to approach someone that you think may be sleeping rough

- Start at a safe distance – safety is a priority
- As the person starts to engage, you can move closer if safe
- Always be aware of your surroundings, if there is any danger to personal safety, move away
- Use a tone of empathy and compassion
- Try to continue the conversation at their level – ask to sit or crouch next to them
- Always be aware of your surroundings, as the situation can change quickly
- Any safety concerns: contact the British Transport Police
- If it becomes clear the person sleeping rough doesn't want to engage, or becomes volatile, move away

2

## Questions to ask

- Hi there, my name is [X], I just wanted to check if you are okay?
- Are you happy to tell me your name?
- I noticed you have been here for a while and I don't think I've seen you around before, do you have anywhere to go?
- Did you sleep here last night?
- Would you like to tell me a bit about what's happened? I might be able to direct you to where you can get help?
- Do you have any friends or family you can stay with?

These are questions to help start a conversation, other questions may be appropriate and feel natural to ask.

You do not need to get lots of information.

3

## How to end the interaction

### Ask some concluding questions:

- Have you spoken to anyone about what has happened, any support services or the council?
- I have some contact details for different agencies that I can give to you that might be able to help, would you like them?
- Would you like to come with me, I'll get those numbers for you?

You can walk with them to obtain contact details or provide them where they are. If the person who is sleeping rough doesn't want to come with you, don't force them to.

**REMEMBER:** people who are sleeping rough are people, always be respectful and try to be as natural as possible.

**DATA PROTECTION:** do not store any information that a person sleeping rough gives you. If you are in any doubt, speak to your line manager.



# Conversation tips

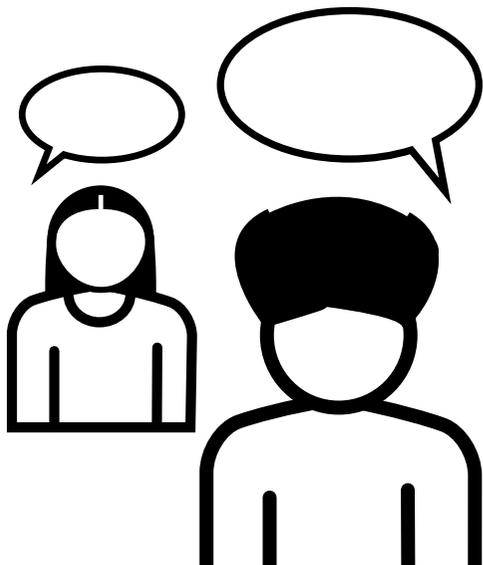
As part of Shelter's training packages, we have webinars that help to train people in skills establishing homelessness needs. Below is some of the key information that will be applicable to station staff.

## Preparation

- Be familiar with your policies and procedures
- Understand your role
- Introduce yourself and how you can help
- Identify need

## Effective information gathering and interview

- Put the person at ease
- Establish basic information using closed questions
- Explain your role clearly
- Ask open questions
- Take a calm and considered approach
- Allow the other person to do at least 70% of the talking
- Ignore distractions
- Use verbal nods to indicate you are listening
- Refrain from interrupting where possible
- Don't jump to conclusions
- Clearly explain what you can do to help



A good meeting should flow freely but have a clear purpose i.e., you want to know what you can do to help this person.

**Interactions should not feel scripted or like a check list.**

You should not tell someone what they should do, give them the option of taking telephone numbers, it is their decision whether to pursue support or not.



The following content was provided by Network Rail and the British Transport Police.

# Conflict resolution

When interacting with members of the public, remember 'SPACE':

- S** **Space**  
Maintain a safe, comfortable **distance** between you and the customer.
- P** **Position**  
Use a non-threatening stance and avoid **blocking** or being **blocked in**.
- A** **Awareness**  
Assess the **situation** and consider your choices before and during the interaction.
- C** **Communicate**  
Use **open body language**, appropriate eye contact and active listening to display a positive attitude.
- E** **Exit**  
Be **prepared to leave** a situation where you feel your safety is threatened.

**Your safety is a priority, do not stay in a dangerous situation.**

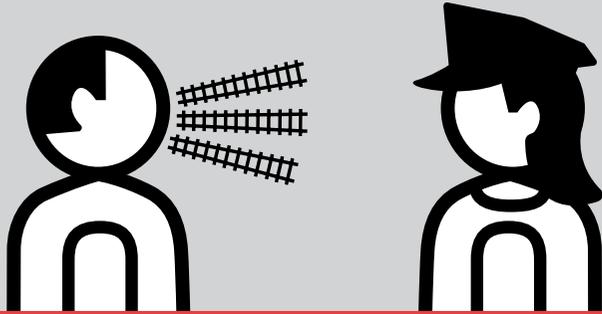
WHEN ENTERING AN INTERACTION REMEMBER:



PERSON	ENVIRONMENT	TASKS AND TRIGGERS
Is there anything about the <b>person (or people)</b> that concerns you?	Is there anything about the <b>environment</b> that increases the risk?	Is there anything about the <b>interaction</b> that could trigger aggression?
<b>Look and listen for:</b> Aggressive body language Abusive or threatening tone or language Heightened emotional state Unpredictable behaviour	<b>Look out for:</b> Edge of platform or confined space Isolated areas where help is not to hand Limited exit routes	<b>Be aware of:</b> The phrases you use The potential flash points Enforcing rules or denying travel

Continue to assess the risk throughout the interaction – risks can change. Where you feel your safety is threatened, remove yourself from the situation.

If in doubt, you can report to the British Transport Police by calling 0300 123 2211 or text 61016. In an emergency, call 999.



## LEAPS model for communication

This is another model of communication that the British Transport Police have recommended for station staff to use. It builds on the previous sections, but in a simpler way that brings everything together.



**Listen (actively)**  
Verbal and visual 'nods'.



**Empathise**  
See things from their point of view.



**Ask**  
Let them answer in the detail they want to.



**Paraphrase**  
Confirm their answers back to them.



**Summarise**  
What they've said to show you've listened.

### If someone is or becomes volatile:

- Move away from the situation as soon as possible – you do not need to engage or de-escalate
- Ask for extra help if necessary
- Palms out body language to show you're not aggressive
- Contact the police or station security

If in doubt, you can report to the British Transport Police by calling 0300 123 2211 or text 61016. In an emergency, call 999.



# Homelessness rights

The below information specifically relates to homelessness rights in **England**. Please see the Scotland and Wales sections for a brief summary of the key differences that apply to those nations.



## Who is legally homeless?

A person does not need to be rough sleeping to be legally classed as homeless.

A person can **ask the council for homeless help** if they are:

- homeless now
- at risk of losing their home in the next 8 weeks
- living in bad or unsafe conditions, for example because of violence or serious disrepair

## If the person does not have a home

The council should accept that a person is homeless if they are rough sleeping or sleeping somewhere that they cannot stay for long, for example a:

- **night shelter or hostel**
- **domestic violence refuge**

## If they have been given a notice by their landlord

The council should help even if they are a council tenant. The first step is to speak to the council.

## Asked to leave by family or friends

The council should help if the person has been asked to leave in the next 8 weeks. A person is legally homeless if they stay for short periods with different friends or family because they have nowhere else to live. This is often called sofa surfing.

## Unaffordable rent or mortgage

A person can be homeless if they you cannot afford basics like food or heating once they have paid their rent or mortgage. It could happen because of a change of circumstances, for example their income has reduced, or their landlord has increased the rent.

## At risk of domestic abuse

If a person has fled domestic abuse from a former partner or family member, they will be legally homeless.

The council should not contact the alleged perpetrator who has been violent or abusive towards the person or do anything that could put them at risk.

## Overcrowded or poor housing conditions

A person can be homeless if their accommodation is overcrowded (too many people living in it that it can sustain – this is subject to a legal test) or if the accommodation is in poor condition and is putting them at serious risk of harm.

This could include serious structural problems, damp and mould.



## Homeless applications: immigration and residence

When a homeless application is made the council first checks that the person is 'eligible for assistance'.

A homeless officer will ask:

- about their immigration status
- if they lived abroad recently

The council will ask about this even if they are a British citizen or have lived in the UK all their life.

Expert support will be required if someone is worried about their status.



## What is priority need?

Some people always have a priority need. Other people must prove they are 'vulnerable.'

**Vulnerable means you would be at much greater risk of harm than most people if you become homeless.**



## Who always has a priority need?

You're always in priority need if you or someone you live with is:

- at risk of, or are experiencing domestic abuse
- pregnant or living with dependent children
- homeless as a result of fire, flood or other disaster

## Young adults with a priority need

Some young adults are in priority need if they have spent time in care and are aged between 18 and 20. If you suspect anyone you are speaking to is a child (under 18 years old) we have separate advice available in this toolkit.

For anyone who indicates they are between the ages of 18 and 20, they should be given the contact number for the Shelter Helpline.

## Who qualifies for emergency housing?

Anyone can ask for homeless help but not everyone can get emergency housing. The council must provide emergency housing if they think you might:

- be legally homeless
- meet the immigration conditions
- have a priority need because of children, pregnancy, domestic abuse, or anything else that makes you vulnerable or at more risk of harm



# How to get emergency housing

Contact the council to make a homeless application. Every council should have a daytime number and an emergency out of hours number.

You can search for your local council's contact details via this link:  
[www.england.shelter.org.uk/housing\\_advice/homelessness/get\\_help\\_from\\_the\\_council](http://www.england.shelter.org.uk/housing_advice/homelessness/get_help_from_the_council)



## Scotland

Homeless applications are slightly different in Scotland. In order to obtain some Temporary Accommodation, you need to be:

- homeless, and
- eligible for assistance

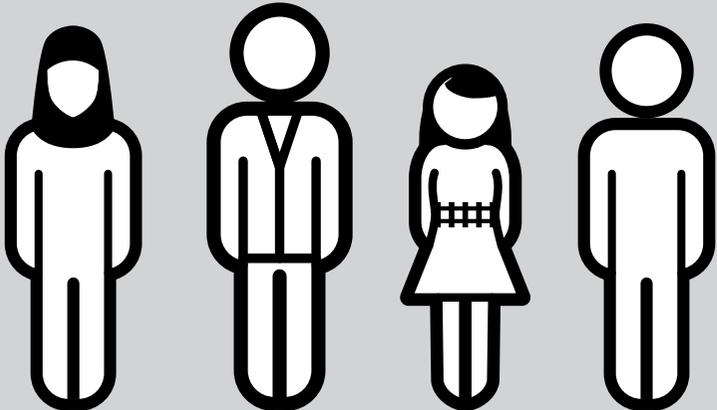
**There is no Priority Need in Scotland.**



## Wales

In Wales, an applicant needs to be

- homeless,
- eligible, and
- priority need to get emergency accommodation.



**In Wales there are also a few extra categories of automatic priority need:**

- Ex-armed forces personnel if they have been homeless since discharge
- Vulnerable as a result of spending time in prison
- 18-20 if there is a risk of financial or sexual exploitation

# Other help if someone is sleeping rough:



## England

- Shelter's Emergency National Helpline 0808 800 4444
- Streetlink 0300 500 0914 [www.streetlink.org.uk](http://www.streetlink.org.uk)
- Homeless Link [www.homeless.org.uk/homeless-england](http://www.homeless.org.uk/homeless-england)  
Search directory by postcode for local hostels, day centers and other services.



## Scotland

- Shelter's Emergency National Helpline 0808 800 4444



## Wales

- Shelter's Emergency National Helpline 08000 495 495
- Streetlink 0300 500 0914 [www.streetlink.org.uk](http://www.streetlink.org.uk)



# No recourse to public funds

This is a term used to describe a situation where someone is not eligible for help from the Local Authority or to other forms of support such as welfare benefits. They have no recourse to public funds (NRPF).

If you are encountering the same people on a regular basis, it may be because they have NRPF and are unable to get any help from the Local Authority, and they then return to the train station where they feel safe.

Anyone in this situation will require specialist immigration advice. Shelter cannot provide such advice. Staff may need to signpost to Citizens Advice England, Scotland and Wales.

There are a number of charities that can provide advice and support in this area but staff will need to use a search engine to look for local services as these will vary across the regions.

It is unlikely that a person sleeping rough would share their immigration status with you, however. Staff do not need to enquire into a person's immigration status.





# Adult services

If an adult has medical or support needs, they can seek assistance from the Council's Adult Services Team. You can find the telephone number for your local council's adult services team on their website.

Vulnerable adults are likely to require support and assistance regarding seeking help, therefore it is a good idea to provide the Shelter National Helpline telephone number to them as well.



## England

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Shelter's Emergency National Helpline:  
0808 800 4444



## Scotland

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Shelter's Emergency National Helpline:  
0808 800 4444



## Wales

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Shelter's Emergency National Helpline:  
08000 495 495





# Factors impacting people sleeping rough

No two situations are going to be the same. There are several nuances that make each person sleeping rough unique, but there are several factors that will be similar. Here are some of the most common scenarios and contact details for services that can help...



## If someone is under the influence of alcohol or drugs OR has an addiction

- Follow the general advice around approaching people who may be sleeping rough
- Be more vigilant and aware of surroundings, things can change much quicker and escalate
- They may need medical attention – contact the appropriate authority e.g., 999 or 111 where appropriate
- Trust your instincts if something doesn't look right



### UK wide

- **NHS**  
[www.nhs.uk/live-well/addiction-support/drug-addiction-getting-help](http://www.nhs.uk/live-well/addiction-support/drug-addiction-getting-help)  
General advice and links to other organisations.
- **FRANK**  
**0300 1236600**  
[www.talktofrank.com/get-help/find-support-near-you](http://www.talktofrank.com/get-help/find-support-near-you)
- **UKNA**  
(Narcotics Anonymous in the UK)  
**0300 999 1212**  
[www.ukna.org](http://www.ukna.org)  
Information about finding support groups.



### Scotland

- **Scottish Drugs Directory**  
[www.scottishdrugservices.com](http://www.scottishdrugservices.com)  
Search by area to find access to agencies who can help with drug treatment.
- **Alcohol Focus Scotland**  
**0141 572 6700**  
[enquiries@alcohol-focus-scotland.org.uk](mailto:enquiries@alcohol-focus-scotland.org.uk)  
[www.alcohol-focus-scotland.org.uk/alcohol-information/find-an-alcohol-service](http://www.alcohol-focus-scotland.org.uk/alcohol-information/find-an-alcohol-service)  
Find a service by area.



### Wales

- **DAN 24/7 – 0808 808 2234**  
[www.dan247.org.uk/services](http://www.dan247.org.uk/services)  
Find services by area and addiction type.



## Victims of Domestic Abuse

### Definition: (Domestic Abuse Act 2021)

Behaviour of a person (“A”) towards another person (“B”) is “domestic abuse” if:

- A and B are each aged 16 or over and are personally connected to each other, and
- the behaviour is abusive.

Behaviour is “abusive” if it consists of any of the following:

- physical or sexual abuse
- violent or threatening behaviour
- controlling or coercive behaviour
- economic abuse
- psychological, emotional or other abuse.



### England

- **Refuge’s National Domestic Abuse Helpline**  
0808 2000 247  
[www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)  
Online live chat.
- **Victim Support**  
08 08 16 89 111  
[www.victimsupport.org.uk](http://www.victimsupport.org.uk)  
Webchat and find help near you search options.



### Scotland

- **Domestic Abuse and Forced Marriage Helpline**  
0800 027 1234  
[www.sdafmh.org.uk/en](http://www.sdafmh.org.uk/en) – live chat option  
[helpline@sdafmh.org.uk](mailto:helpline@sdafmh.org.uk)



### Wales

- **Live Fear Free**  
0808 80 10 800  
[www.gov.wales/live-fear-free](http://www.gov.wales/live-fear-free) – live chat option  
[info@livefearfreehelpline.wales](mailto:info@livefearfreehelpline.wales)
- **Victim Support**  
08 08 16 89 111  
[www.victimsupport.org.uk](http://www.victimsupport.org.uk)  
Webchat and find help near you search options.



### UK wide

- **Men’s Advice Line**  
0808 801 0327  
[www.mensadvice.org.uk](http://www.mensadvice.org.uk) – live chat option
- **Women’s Aid**  
[www.womensaid.org.uk/womens-aid-directory](http://www.womensaid.org.uk/womens-aid-directory)  
A search engine to find local support services for women and girls fleeing domestic abuse.  
[helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)
- **Ask for ANI codeword scheme**  
[www.gov.uk/guidance/ask-for-ani-domestic-abuse-codeword-information-for-pharmacies](http://www.gov.uk/guidance/ask-for-ani-domestic-abuse-codeword-information-for-pharmacies)  
If you are experiencing domestic abuse and need immediate help, ask for ‘ANI’ in a participating pharmacy. ‘ANI’ stands for Action Needed Immediately. If a pharmacy has the ‘Ask for ANI’ logo on display, it means they’re ready to help. They will offer you a private space, provide a phone and ask if you need support from the police or other domestic abuse support services.
- **Safe Spaces**  
[www.uksaysnomore.org/safespaces](http://www.uksaysnomore.org/safespaces)  
Search by area. Once you are inside, specialist domestic abuse support information will be available for you to access. Many Safe Spaces are also prepared to respond to the ‘Ask for ANI’ codeword, to provide victims with a discreet way to access help calling the police on 999 or specialist support services.



## Debt issues

Debt can often be the cause of a person becoming homeless. Advice on how to address debt problems can assist in improving people's overall health and wellbeing and increase their ability to manage their financial affairs and retain accommodation.

People sleeping rough could exhibit a range of emotions and attitudes, including:

- A sense of guilt at their own past indulgence
- A fatalistic view that they should not have been given credit in the first place and therefore their current difficulties should be blamed on the financial institution
- Denial
- Shame
- Lack of understanding of how much they owe and how many creditors they have



### UK wide

- **National Debtline**  
0808 808 4000  
[www.nationaldebtline.org](http://www.nationaldebtline.org)  
Webchat option.
- **StepChange**  
0800 138 1111  
[www.stepchange.org](http://www.stepchange.org)

Additional factors that may contribute to debt-related stress:

- Fear of social stigma
- Effect of debt on employment (some employers undertake a financial health check on successful applicants/existing employees)
- Fear of relationships breaking down
- Restricted housing options (most letting agents require credit checks, mortgage lenders are reluctant to lend to clients with history of debt problems)
- Effect of debt on the family, particularly the debtor's children

If people have debts, they may also suffer from mental health problems. People in financial difficulty may require support from agencies that specialise in mental health/ stress management. See our section on **General Mental Health** for wellbeing support services.



## Loss of employment



### UK wide

#### Help with benefits

- **Entitled to**  
[www.entitledto.co.uk](http://www.entitledto.co.uk)  
Benefit calculator and other support
- **Turn2Us**  
0808 802 2000  
[www.turn2us.org.uk](http://www.turn2us.org.uk)
- **Citizens Advice help to claim service**  
Service that helps people through the initial stages of a Universal Credit claim.  
[www.citizensadvice.org.uk/benefits/universal-credit/claiming/helptoclaim](http://www.citizensadvice.org.uk/benefits/universal-credit/claiming/helptoclaim)  
England: 0800 144 8 444  
Scotland: 0800 023 2581  
Wales: 08000 241 220

#### Jobs

- **Find a job – gov website**  
[www.gov.uk/find-a-job](http://www.gov.uk/find-a-job)
- **Indeed**  
[www.uk.indeed.com](http://www.uk.indeed.com)



# Severe Weather Emergency Protocol

Severe Weather Emergency Protocols (SWEP) is an emergency humanitarian response to extreme weather, intended to be activated at short notice, and to alleviate the health impacts of such conditions. This primarily takes the form of shelter or short-term accommodation.



Contact your local authority

[www.england.shelter.org.uk/  
housing\\_advice/homelessness/get\\_  
help\\_from\\_the\\_council](http://www.england.shelter.org.uk/housing_advice/homelessness/get_help_from_the_council)



England

[www.homeless.org.uk/knowledge-  
hub/guidance-on-cold-weather-  
provision-swep-and-heatwaves](http://www.homeless.org.uk/knowledge-hub/guidance-on-cold-weather-provision-swep-and-heatwaves)





# Modern slavery and human trafficking

Modern slavery can take many forms including the trafficking of people, forced labour, and criminal exploitation.

For NR colleagues, the Network Rail Modern Slavery Remediation Plan should be used to support you in handling any situations that may arise. This includes calling the 24/7 Modern Slavery Helpline for support and guidance in the first instance and calling 999 if you believe there is an immediate danger. You should also raise this internally through our Speak Out process.

The Modern Slavery Helpline, Speak Out and 999 are available to all industry partners.



## UK wide

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**24/7 Modern Slavery Helpline**  
**08000 121 700** (for the whole of the UK)

**Network Rail Speak Out**  
**24/7 freephone – 0808 143 0100**  
Online web form.



The following content has been supplied by Railway Children.

# Children



## Railway Children

Railway Children has been fighting for children alone and at risk on the streets for over 25 years. During that time, we've reached more than 275,000 children in India, the UK and East Africa.

We know there is still so much more to do. Millions of children still live alone on the streets where they suffer abuse and exploitation. In the UK, society often denies their existence, and in other countries the problem is so prevalent that it has become 'normal'.

They run away or are forced to leave home, where they suffer poverty, violence, abuse and neglect. They find themselves living on the streets because there is nowhere else to and no one left to turn to. The problems they face on the streets are often even worse than those they endured at home. Every day we fight to change their story.

## In the UK

In the UK Railway Children have an active partnership with the British Transport Police to help safeguard and support vulnerable young people using the rail network. Along with the British Transport Police and other partners in the rail industry our Safeguarding on Transport Programme helps make the rail network a safer place. We receive referrals from the British Transport Police when they have encountered a vulnerable young person on the network (our only referral source) and offer a Welfare Visit and direct work for that young person and/or family to reduce risk and reduce the number of occasions they come onto the rail network when at risk of harm or trauma.



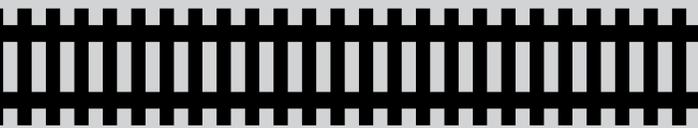
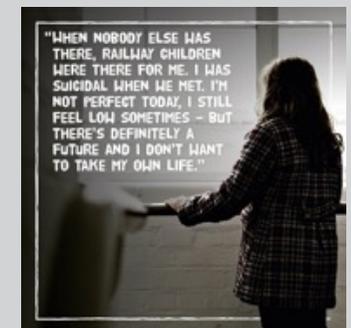
There are thousands of vulnerable children and young people in the UK and many of them use the rail network to escape a range of issues. By reading this safeguarding guide on The Railway Guardian App you will be increasing your awareness of the vulnerable young people who travel on the rail

network every day. The guide is aimed to raise awareness of those who are criminally exploited or vulnerable to exploitation and helping you to respond, we can make the rail network a safer place.

## What is the issue?

Some children are vulnerable or at risk and in need of protection, help and support and as a user of the rail network I am sure you would like to be able to play a part in protecting young people from harm.

We know from our partnership with the British Transport Police each year around 10,000 children and young people are on the network as they may have run away from home or care, been bullied, subjected to abuse, neglect and/or sexual exploitation. Often children and young people can display anti-social, aggressive, or upsetting behaviour but we mustn't forget that this behaviour, however difficult, could be a symptom of some form of vulnerability, neglect, or abuse.





## What does vulnerability look like?

Children who are at risk and vulnerable may use transport systems and blend in with other passengers or commuters. However, they may stand out for the way they act, dress, interact with people or as they are out late at night or when they should be in school.

### YOU SEE:

- An angry teenager
- Fare evasion
- Anti-social behaviour
- Withdrawal or isolation.

### WE SEE:

- Family breakdown
- Exploitation
- Bullying
- Neglect
- Abuse
- Mental health issues
- Poor relationships

Many young people are feeling the pressures of grooming, going missing, emotional wellbeing and mental health crisis, running away from harm or abuse, being drawn in county lines. The immediate needs of vulnerable children are not as complicated as you think. Here's what children say might help:

- Someone to talk to.
- Someone to notice.
- Someone to provide proper advice and support.
- Somewhere safe to go.

## What should I do?

The answer is very simple, whilst using the rail network please help us by being our eyes and ears. Report if you are worried about a child or need any advice. Report your concerns to the British Transport Police who will respond positively to help and support any child at risk. Call the British Transport Police on **0800 40 50 40** or text **61016**. In an emergency always call **999**.

If appropriate, you may want to approach the child yourself. Often, children may prefer to talk to someone other than the police but always keep yourself safe and inform another adult or a member of staff for support.

- Being aware of vulnerable people.
- Be concerned about their welfare.
- Listen to what they have to say.
- Reassure showing kindness and consideration.
- Report any concerns to the Police.



For more information about our work in the UK please visit: <https://www.railwaychildren.org.uk/what-we-do/our-work-in-the-uk/>

Or find out more by emailing Gaynor Little [g.little@railwaychildren.org.uk](mailto:g.little@railwaychildren.org.uk) or Joe Clay [j.clay@railwaychildren.org.uk](mailto:j.clay@railwaychildren.org.uk) for more information about our work with young people in the UK, training, becoming a Champion and our Safeguarding Action Groups.



### UK wide

- Social services at the local authority [www.england.shelter.org.uk/housing\\_advice/homelessness/get\\_help\\_from\\_the\\_council](http://www.england.shelter.org.uk/housing_advice/homelessness/get_help_from_the_council)
- ChildLine – 0800 1111 – UK Wide.



# General mental health

Many people that are sleeping rough will be experiencing a wide range of mental health problems as a result of their situation. Common examples are depression and anxiety. It's recommended that anyone suffering from mental health problems speak to their GP, but there is other support too:



## England and Wales

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- **Mind**  
0300 123 3393  
info@mind.org.uk  
www.mind.org.uk



## UK wide

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- **Hub of Hope**  
www.hubofhope.co.uk  
A search engine for local support services.
- **Mental Health Foundation**  
www.mentalhealth.org.uk  
Lots of information and further links to organisations.
- **Samaritans**  
116 123  
jo@samaritans.org  
www.samaritans.org



## Next steps

There are three posters available for you, one for each of England, Scotland, and Wales. They contain key contact details for national services for you to have quick access to important information. These are available from this training's host page to download. They are best utilised if printed and displayed in a convenient location.

They also have space for you to add your specific Local Authority's homeless department number and numbers of other local services. You can find your Local Authority's homeless department number on our website using the link below. Scroll down and input your postcode to obtain contact details: **Get help from the council – Shelter England.**

Other local services: you can use a search engine to look for local services in your area. You can add keywords to describe the specific issue that the person sleeping rough needs help with. If you are unsure, contact the national services that have been provided.



# Duty of care

If you have been affected in any way by the content that has been covered in this toolkit, please speak to your line manager for further help and support.

If after reading through this toolkit, you recognise that you may have housing related issues of your own, you can access Shelter's digital advice pages for practical guidance and assistance:

**Housing advice from Shelter – Shelter England.**



**0300 339 1234**  
**shelter.org.uk**

**Home is everything.**

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