

Accessing advice and services on Rough Sleeping and Homelessness

- **How can someone who is homeless or threatened with homelessness in the Covid 19 Crisis get advice and support?**

Normally advice services would be available by the Housing Options Team at Fawcett Street, either by pre-arranged appointment or by simply turning up. Due to the Emergency Protocol introduced by the Government, Fawcett Street is now closed.

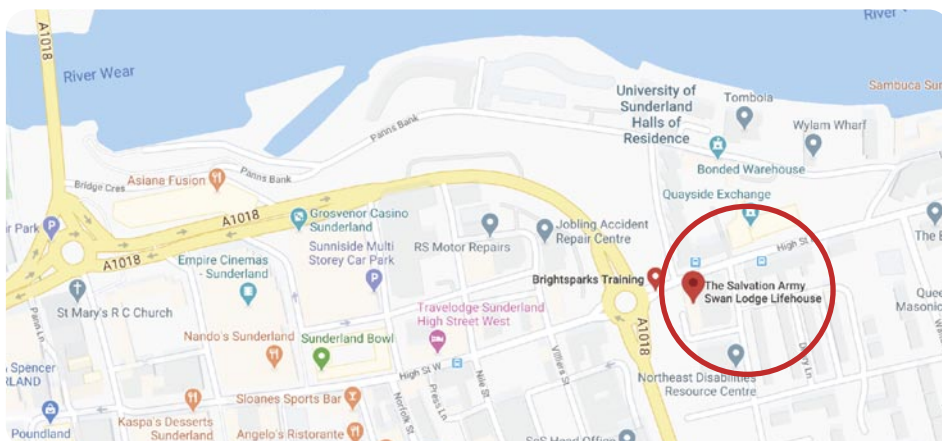
However, the service can still be accessed by phone. The Housing Options Team are available Monday to Friday 8.30am-5pm, or through our Out of Hours team, 5pm-7am 7 days a week. The contact number for both is 0191 520 5551.

- **What happens if someone turns up at Fawcett Street with no access to a phone?**

We understand that not everyone will have access to a phone to ring for advice and support.

We have therefore placed an emergency phone at Swan Lodge in Sunderland. The address of this property and a map showing location are below:

Swan Lodge, High Street East, Sunderland SR1 2AU



- **What provision and support is available at this time of COVID-19 for those people with No Rights to Remain and No Recourse to Public Funds?**

The council and its partners want to provide as much help and support as possible in this very difficult and unprecedented time.

A range of provision and support has been made across the city. Anyone who needs help, advice and support will receive it. Temporary accommodation will be provided through the process of COVID-19, anyone in this position needs to contact the **Housing Options Team** on **0191 520 5551**.

- **Housing Options Team - contact details**

If anyone needs help, advice and support in relation to homelessness or rough sleeping please contact the **Housing Options Team** on **0191 520 5551**.

- **Further information**

If you require any further information, please visit: www.sunderland.gov.uk/homelessnessadvice