

[Home](#) > [Residents](#) > [Housing](#) > [Housing options](#) > [Emergency help with housing](#)

Emergency help with housing

Last Modified November 19, 2025



Emergency help if you are homeless today

Office opening times

If you are in a homelessness emergency you can attend the housing options office at Chapel Street:

- 1.00pm to 4.30pm Monday to Friday

Please be aware that if you call into the office you may have to wait to see someone.

Address: Housing options, Chapel Street, Blackpool FY1 5DA

Telephone opening times

Due to a backlog and increased staffing pressures, housing options is reducing the operating hours of the phone line service for an interim period. The decision to reduce the phone lines is to prioritise keeping the office open.

- Phone lines will be open Monday, Tuesday, Thursdays and Friday mornings between 9.00am and 1.00pm. (excluding bank holidays).

Alternatively you can email us housing.options@blackpool.gov.uk

Outside of our opening hours we provide an out of hours service, for emergencies only, on telephone 01253 477600.

Rough sleepers

Housing options undertakes regular street outreach to identify and offer support to rough sleepers.

If you are sleeping on the streets telephone housing options on **01253 477760** or attend our offices on Chapel Street Monday to Friday 1.00pm to 4.30pm.

If you are a member of the public and have identified a rough sleeper, you can telephone us direct on 01253 477765, or email us at HSAT@blackpool.gov.uk

Winter provision (SWEP)

During the winter months, through to the end of March, the housing options team intensify their efforts to actively engage with rough sleepers, providing offers of support and accommodation where possible.

Housing options will make an offer of accommodation under a traditional SWEP model, operating through a partnership led by , Helping Hearts Fylde, supported by, Street Angels and Homeless Action, to anybody where there is evidence of rough sleeping, when temperatures fall to zero degrees or below for 3 consecutive nights. (Other forms of severe weather may also trigger the protocol on a case by case basis).

Rough sleepers who have no connection to Blackpool may be accommodated for one night before being reconnected to an area they have a local connection to (where we would expect appropriate local cold weather provision to be in place).

There are 8 dedicated bed-spaces continually available overnight throughout the winter months, which can be used flexibly for those most in need/engaging with services.

So we can ensure offers of accommodation are suitable and to ensure appropriate health support is also available, initial assessments will be completed with rough sleepers by the housing options team before placement.

We are confident that through partnership working, rough sleepers will have access to a holistic support during the cold weather this year and B&B will only be used in exceptional cases for SWEP placements.

Office opening times

If you are in a homelessness emergency you can attend the housing options office at Chapel Street:

- 1.00pm to 4.30pm Monday to Friday

Please be aware that if you call into the office you may have to wait to see someone.

Address: Housing options, Chapel Street, Blackpool FY1 5DA

Telephone opening times

- 1.00pm to 5.00pm Monday to Thursday
- 1.00pm to 4.30pm Friday

Alternatively you can email us housing.options@blackpool.gov.uk

Outside of our opening hours, the team provides an out of hours service, for emergencies only, on telephone 01253 477600.

More information on your rights

[More information about your housing rights and the council's duties.](#)

[For additional support, including access to food and emergency provision.](#)

Additional information

[Housing and homelessness advice](#)

[Referrals - including duty to refer](#)

[↑ Back to top](#)

Blackpool Council

Municipal Buildings
Corporation Street
Blackpool
FY1 1NF

Information and help

[Accessibility](#)
[Contact us](#)
[Privacy and cookies](#)
[Terms and conditions](#)
[Blackpool Council companies](#)

Find my nearest

Enter your postcode to find your nearest schools, council services and more

Stay upto date

Sign up to our regular newsletters

Follow us



