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# Emergency help with housing

Last Modified January 16, 2024



## 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

Our telephone operating hours are:

- 9.00am to 5.00pm Monday, Tuesday and Thursday
- 1.00pm to 5.00pm Wednesday
- 9.00am to 4.30pm Friday

Alternatively you can email us [housing.options@blackpool.gov.uk](mailto: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](mailto: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 to all Blackpool rough sleepers when temperatures fall to zero degrees or below for 3 consecutive nights (Severe Weather Emergency Protocol - SWEP).

Rough sleepers who have no connection to Blackpool will be reconnected to an area they have a local connection to (where we would expect appropriate local cold weather provision to be in place).

There is also 4 additional 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.

You can contact housing options in the following ways:

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## 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](#)

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FY1 1NF

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