



Street Homeless Advice

If you are facing street homelessness or are already sleeping rough, the first thing you need to do is get help and advice.

Getting Advice in Dacorum:

The Council

Dacorum Borough Council can help you find a place to live, can sometimes provide financial assistance and can help get you linked in with the support services you may need.

If you are street homeless or facing street homelessness, then you need to contact the Homeless Prevention Team at the Council

You can do this in the following ways:

*In person - at The Forum, Marlowes, Hemel Hempstead, HP1 1DN

*By Phone - call **01442 228000** and ask for 'Homeless Prevention'
(Outside our office hours you need to call **0800 018 6050**)

*By Email - homelessnessprevention@dacorum.gov.uk

DENS Day Centre

The **DENS Day Centre** is a first point of contact for anyone at risk of sleeping rough in the borough.

The DENS Day Centre is located on the outskirts of Gadebridge Park at the following address: 1 Queensway, Hemel Hempstead, HP1 1HT.

The Day Centre is open Monday-Thursday from 11:30am-2pm, and offers pre-booked appointments on Fridays from 9am-4:30pm.

For more information, contact the Day Centre on **01442 275900**.

The Day Centre staff and team of friendly volunteers fully assess our visitors to evaluate how they can best help and improve their situation. They are trained to tackle a wide range of issues.

The range of services on offer includes:

Food and Drink – providing an open, hot-meal drop-in service. It also acts as an outlet for Dacorum’s Foodbank

Cleaning Facilities – Visitors have access to showers as well as laundry facilities.

Clothing – Clothes, toiletries and sleeping bags are given to those who have no accommodation or unable to access **The Elms** emergency night shelter.

Computer Access – Allows visitors to access the internet, search for jobs and look for accommodation.

Help and Advice – Covering eviction, job loss, benefit claims, filling out forms and solving personal issues.

The Elms referral – for those seeking temporary accommodation, the Day Centre is a key point of referral to Dacorum’s emergency night shelter as well as for long-term living solutions.

Other Support Services

We have joint working agreements in place with most support services in the borough.

If you are already working with a service about your support needs then just tell whoever you are working with about your homeless situation. They can refer you to the Council for some further housing support and advice.

Getting Advice Nationally

You can get professional, impartial advice on homelessness from the following charities:

Shelter



Crisis



St Mungo's



Hostels and Night Shelters

The Council isn't always able to provide temporary accommodation – it depends on your circumstances. If for any reason you don't meet the criteria, there are other hostels and night shelters you may be able to access whilst we try and help you find something more long term.

Use **Homeless Link** to find a Hostel or Night Shelter near you.



SWEP - Severe Weather Emergency Protocol

For anyone who is street homeless, SWEP comes into force whenever the temperature drops to freezing or below.

This means extra 'Crash Pad' bed spaces are made available for everyone who needs them during this period.

This will only last for the period where the temperature drops that low, but it is available to anyone who would otherwise be outside.

If you are street homeless and the temperature falls below freezing, then you need to contact DENS or the Council to gain access to this emergency provision.

You can do this in the following ways:

*In person - at The Forum, Marlowes, Hemel Hempstead, HP1 1DN

*By Phone - call **01442 228000** and ask for 'Homeless Prevention'
(Outside our office hours you need to call **0800 018 6050**)