



The Wealdstone Centre,
38-40 High Street,
Harrow, HA3 7AE
Phone: 020 8861 9920
E-mail: general@HAD.org.uk
Website: www.HAD.org.uk

Homelessness: 'out of hours' emergencies

1. Introduction

- This Factsheet is one in a series, provided by HAD.org.uk that provides information for disabled people, their families, carers and professionals supporting them. It focuses upon on Out of hours emergencies. This is a very important, but complex area of support available to households on low incomes.
- If you need to apply for help 'out-of-hours' because you are homeless, look for the emergency contact number on the council's website. Usually it's listed in the A-Z service directory, under homelessness and then emergency housing.

2. What happens when you ring?

When you ring the council you will be asked for your name and contact details. You will probably also be asked how you became homeless and about your circumstances. Your details will then be passed to a caseworker who will call you back.

The caseworker will ask you lots of questions about what your options are, and how much money you have, before deciding what help you can get, if any.

3. Emergency accommodation

If the caseworker agrees that you have no other options, and that you meet the immigration and residence conditions and have a priority need (see factsheets in the 'Applying as homeless' series for these tests), they should arrange immediate emergency accommodation for you and your family. You will be told to attend an interview at the council's offices during office hours, either the next day or soon after. It's important you attend the interview or your accommodation may be ended. Getting to emergency accommodation Sometimes the accommodation will be located outside your area. In most cases, you will be expected to make your own way there, even if it's far away. Some councils might offer you some form of help, especially if you are particularly vulnerable.

When you get to the accommodation, you may be expected to sign an agreement to pay rent and show documentation to confirm your identity. You may be able to claim benefits to help pay the rent.

4. The council interview

- The council must assess your housing and support needs at your interview. It must then:
 - Draw up a personal housing plan setting out the steps you and the council must take to stop you being homeless.
 - The council must continue to provide you with emergency accommodation if, after interviewing you, it agrees it is likely that you:
 - i) are homeless
 - ii) meet immigration and residence conditions
 - iii) have a priority need.

The council will continue making inquiries into your case while you are housed.

5. Street homeless

- If you are on the street you will need to contact the 'Out of hours' service on 0208 424 1093.

6. Threatened with violence

If you are the subject of domestic violence or threatened with violence because you are disabled Harrow Council will provide temporary accommodation.

Do you need further help?

**Please contact the HAD.org.uk on 020 8861 9923,
Or visit us at The Wealdstone Centre, 38-40 High Street,
Wealdstone, Harrow, HA3 7AE.**

This fact sheet is one of a series, providing information and advice on a number of topics.

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