



Finding somewhere to live if you are rough sleeping

for the South Oxfordshire and
Vale of White Horse Districts



www.southoxon.gov.uk www.whitehorsedc.gov.uk



Advice if you are rough sleeping

- Call Streetlink 0300 500 0914 who will refer you to the outreach team in the area that you are rough sleeping
- You can call our housing team on 01235 422452.
- One of our housing officers will assess your situation over the phone when you may be asked to provide ID, proof of income and any health information
- We will complete a personal housing plan with you which will include referrals to support services, housing projects and our homeless outreach team
- You will need to provide details of your sleep site so we can refer you to the homeless outreach team. If you change your sleep site please let us know otherwise it will take longer to find you.
- The housing officer will assess whether you meet the legal criteria for being in “priority need” and whether we need to arrange emergency accommodation for you.
- You will be expected to engage with our housing officer and any support services helping you, failing to do so could end our help.
- If you do not have a local connection to the district, we may refer you to a council where you do have a local connection.

The housing officer will try to help you, but please bear in mind it can take time for the homeless outreach team and support services to contact you.

Hostels and night shelters

You can contact some hostels and night shelters directly. This is called self referral or direct access. You can visit the homeless link website to search for these shelters on www.homeless.org.uk



Our contact details

South and Vale Housing Team 01235 422452

housing@southandvale.gov.uk

Online assistance

You can receive online housing assistance, tailored to your circumstances, by completing our self-help housing options tool:

Vale of White Horse District Council:

<http://www.whitehorsehomechoice.org.uk/>

South Oxfordshire District Council:

<https://www.southoxfordshirehomechoice.org.uk/>

You may also be asked to complete the online assessment to help our team ensure you receive the best housing advice available.

Our service promise - All e-mails will receive a response within one working day

South Oxfordshire and Vale of White Horse District Councils
135 Eastern Avenue, Milton Park, Abingdon, OX14 4SB

Our office hours are 8.30am to 5pm Monday to Thursday and 8.30am to 4.30pm on a Friday



Useful contacts

Shelter 0808 800 4444

Street link www.streetlink.org.uk

The Mix (for people aged under 25) 0808 808 4994 www.themix.org.uk
1pm-11pm

National Domestic Violence www.refuge.org.uk