

# How to use StreetLink to help get homeless people off the street

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StreetLink enables members of the public to alert local authorities and street outreach services in England and Wales about people they have seen sleeping rough. The service is available via the web, mobile app or phone line and offers the public the means to do something to help and is the first step to ensuring the person they are concerned about is connected to the available support.

This guide will teach you:

- How to register for a StreetLink account
- How to send an alert to the StreetLink team to help them locate people who are rough sleeping
- How to become a StreetLink Champion

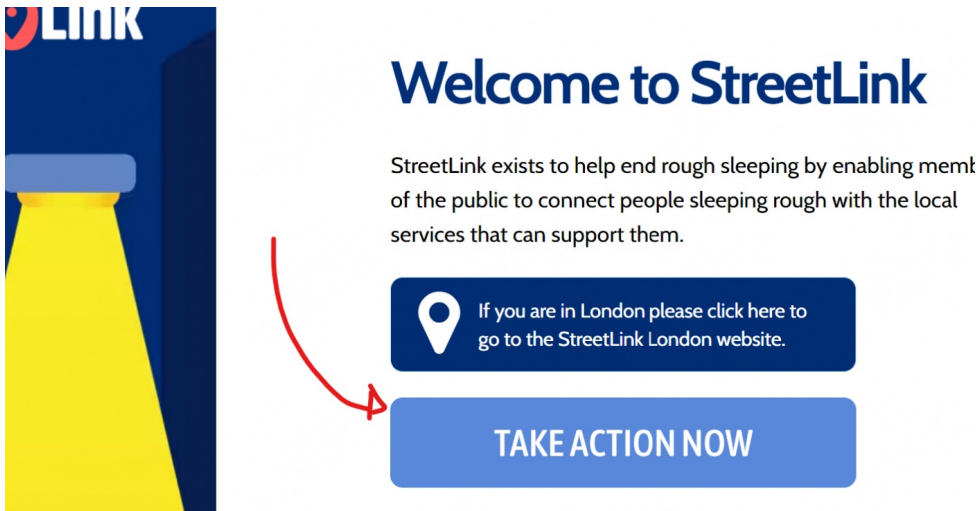
The form will ask you for:

- A specific location of the rough sleeping site
- Details of the time that the rough sleeper has been seen in this location
- Any information about the rough sleeper that will help find them (gender, age, what they look like and what they are wearing)

*For this guide we have used the desktop web version of StreetLink. You can also access this through the app.*

## Step 1: Registration

To register for an account to the [StreetLink website](#) and click on 'Take action now'. Alternatively, you can [click this link](#).



Then, you need to click on Sign up to create a StreetLink account.

## Not yet signed up?

We ask users to sign up StreetLink to help us obtain a better quality of information to increase the chance of finding someone on the streets

Sign up

### Step 2: Create an account

The next step is easy, you will need to fill in a short form including your personal details, your name and email address. Choose a password that you can remember as well. Once you have done that, **click on Register**.

## Register

First name\*

James

Last name\*

Brown

Your email address\*

JamesBrown@gmail.com

Password\*

●●●●●●●●

Confirm Password\*

●●●●●●●●

Phone number(optional)

Register

Cancel

### Step 3: Send StreetLink an alert

Once you have set up your account, you will be taken to a page with two options, 'tell us about someone sleeping rough at night' and 'I am sleeping rough'. For this guide, you need to set up an alert by clicking on the first option.

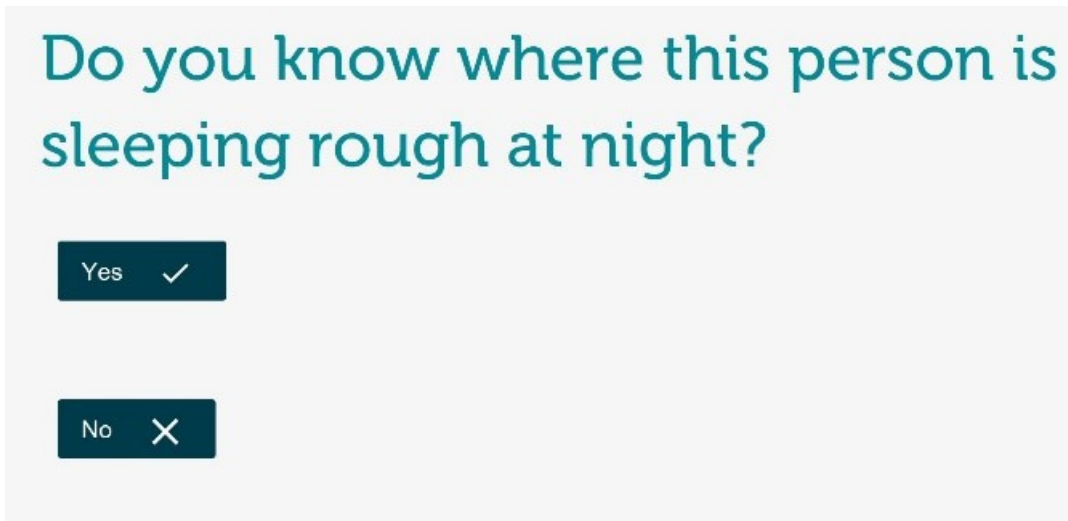


Tell us about  
someone sleeping  
rough at night

I am sleeping rough

**Step 4: Give StreetLink details of your rough sleeper**

To send an alert you will need to fill in the form that StreetLink has created. This should only take you between 5-7 minutes depending on how descriptive you are. Answer the questions by clicking on the options that StreetLink has provided. If you know where the rough sleeper is click on 'Yes'.



Do you know where this person is  
sleeping rough at night?

Yes ✓

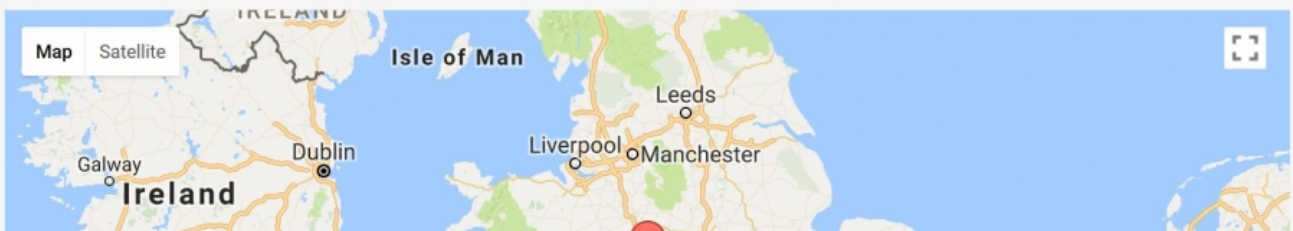
No ✕

**Step 4a:** You will need to pinpoint the location of the rough sleeper by adding the postcode in the white space. Click on the white box and start typing in a post code. For this example, we are going to choose a postcode in London.

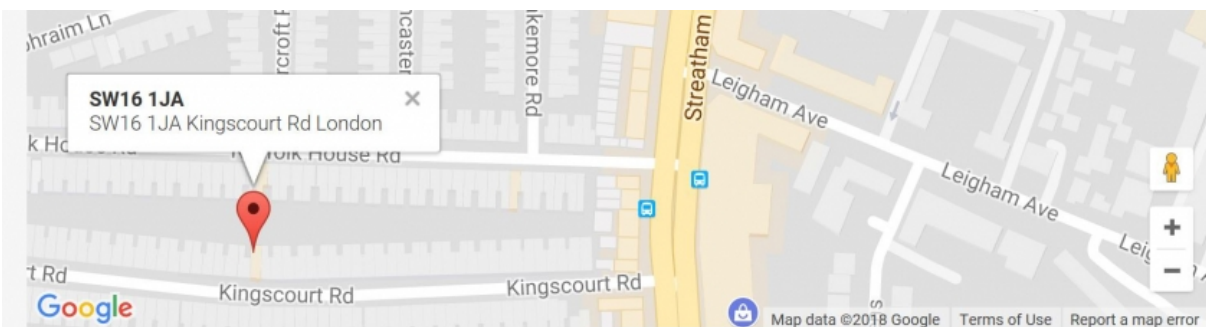
# What location is the person sleeping rough?

Please use the map zoom + to get to the general location that you're looking for on the map. You can then drag the red map pin around to position it in the exact location where you have seen someone sleeping rough.

## Please type in the box below



Type in the postcode and this will pinpoint the area of your postcode



### Location Details\*

Once you hit Streatham high road you see a bookshop its a charity book shop there is a rough sleeper who sleeps outside the bookshop

Next

This is the most important part of the alert set-up: You will need to add a description of where the rough sleeper is. Try to be as accurate as possible, the information you provide is sent to teams who will go out and look for the person you have seen at the location you give. Make it as easiest as possible to look for this person. Once you have done this **click on 'Next'**.

### Location Details\*

For example, once you are on 'road x' walk for about 20 yards and on the left hand side there is a bin store (this is next to number 33). To the left of this bin store there is a small alleyway - no longer than 10 yards - the person is sleeping down there.

4b: Add in your rough sleeper details – gender, age range and what they look like. Again, try to be as specific as possible. Mention any hairstyles they might have or what clothing you often see them in. Add in anything that makes them distinct; maybe it's a brightly coloured backpack they carry, or a pair of Chelsea boots they always wear.

The more specific you are the easier it will be to identify them.

## Rough sleeper details

Gender

Male

Age

25 - 50 years old

What does the person look like?\*

He wears dark clothing and carries a yellow bag

Are there any particular issues we should be aware of?

Please remember to call 999 if someone needs urgent medical attention or 111 if it is not an emergency. If the person is under 18 years of age please contact 101 to alert the police.

### Step 5: Finalise your alert

The last step of this will be choosing your consent options. Select 'Yes' or 'No' for each option. If you wish to be contacted for further information, select 'Yes' if not then select 'No'. Once you are finished **click on 'Next'**.



# Contact and Consent

We may need to contact you for more information to help find the person sleeping rough.

Please note that if you agree to this, the information you have provided, including your personal contact details, will be shared with the local authority or street outreach service responsible for the area in which you saw the rough sleeper.

## Consent given

I confirm that I may be contacted with further information requests if necessary

Yes No

☐ ☐

## Outcome information

I would like to receive an update by email on the outcome of my alert.

Yes No

☐ ☐

## Get involved with Streetlink

I want to be kept informed on volunteering and fundraising opportunities

Yes No

☐ ☐

You will receive details of the action the local authority normally takes when they are told someone is sleeping rough in their area and an update on what has happened as a result of your alert within 10 working days if you have requested it.

Well done! We are one step closer to helping one less rough sleeper get off the street. Click on **'Return to main menu'**.

# Thank You!



We are grateful that you have told us about someone sleeping rough. This is often the first step in connecting someone who is sleeping rough to the support they need.

The details you have provided will now be passed by us to the relevant team working locally to the rough sleeper. You will receive an email with a unique reference number, and feedback with an outcome of your alert within 10 working days if you have requested it.

[Return to main menu](#)

Now that you have set-up your first alert you may want to look at it. To do this **click on 'My Alerts'**.



**Step 7: Amending your profile**

Once you have set-up an account on StreetLink you can amend your profile at any point in time. You can change your name, email address and notifications in the My Profile area by clicking on the drop-down menu.

# My Profile

First name

Last name

Your email address

Your contact number(optional)

Get involved with Streetlink

I want to be kept informed on volunteering and fundraising opportunities

Yes No

☐ ☒

StreetLink news

I want to be kept up to date on StreetLink news through email.

Yes No

☐ ☒

Save

- To become a StreetLink Champion [fill in this application form](#)
- For more Frequent asked questions [visit StreetLink's FAQ page](#)
- If you would like to send a donation [follow this link](#)
- To contact StreetLink for more information email: [info@streetlink.org.uk](mailto:info@streetlink.org.uk)
- And here's a useful website - <https://wavelength.org.uk/>

**We recommend you check out our other community guides such as How to join a local social network too.**

***Last updated June 2023***

## Next steps

- ▶ [What is social networking?](#)
- ▶ [What is an online community?](#)
- ▶ [What is Facebook?](#)
- ▶ [How to set up and run your Facebook page](#)



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