



Rough Sleeper Support for Lancaster and Morecambe



What support we provide

Rough sleeping is the most visible form of homelessness, with serious impacts on a person's physical and mental health.

People may be seen sleeping in doorways, bus shelters, car parks, or hidden locations—and often move from place to place.

No one wants to see anyone sleeping rough. In Lancaster and Morecambe, Lancaster City Council's homeless service works together with many organisations to offer support and pathways off the streets.

Our teams are committed and proactive: we do not simply accept rough sleeping as inevitable. We regularly reach out, respond to local intelligence and public reports, and do everything possible to connect people with safe accommodation and support.

However, the reality is complex. Some people face significant barriers—such as mental health challenges, addiction, or a history of trauma—that make it difficult to access or sustain accommodation. Others may have tried multiple housing options that, for various reasons, have not worked out. A small number of people may choose to remain on the streets, and or do not want the responsibility of having their own tenancy.

Even then, we do not give up: our rough sleeping navigator service continues to carry out weekly early morning rough sleeper searches to check in, offer help for example referrals into specialist services such as health, local drop-in day centre services, and encourage engagement with support which is available.

Resources are limited, and solutions are not always straightforward but we are committed to working with everyone, at their own pace, to find the right support and opportunities for a safer, more stable future.

Working together

Each week, a multi-disciplinary team—including health professionals, outreach workers, the council, and local charities—meets to coordinate support for those most vulnerable or entrenched in rough sleeping. Together, they break down barriers and find practical solutions for people's complex needs.



Are you sleeping rough or worried about someone who is?

If you are concerned about someone sleeping rough or you are sleeping rough yourself and are in need of help, you can report this to Lancaster City Council by:

- Calling: 01524 582257 (9am until 4.30pm)
- Emailing: homelessteam@lancaster.gov.uk.
- Visiting our customer service centres at Lancaster or Morecambe Town Hall (9am until 4.30pm)

In an emergency, at weekends, and when the office is closed, contact the city council's out of hours phone number on 01524 67099.

Our Housing Options Team will treat you fairly and with respect whilst providing advice and assistance to resolve your housing issue.



In periods of severe weather, we will trigger the Severe Weather Emergency Protocol (SWEPP) to provide emergency accommodation placements for anyone who is verified as rough sleeping.

Anyone finding themselves needing emergency accommodation during periods of severe weather should call us immediately.



Call 999 if you or the person you are making an alert about are in immediate danger, need medical assistance, are under 18 or are with someone who is under 18.

Are you sleeping rough or worried about someone who is?

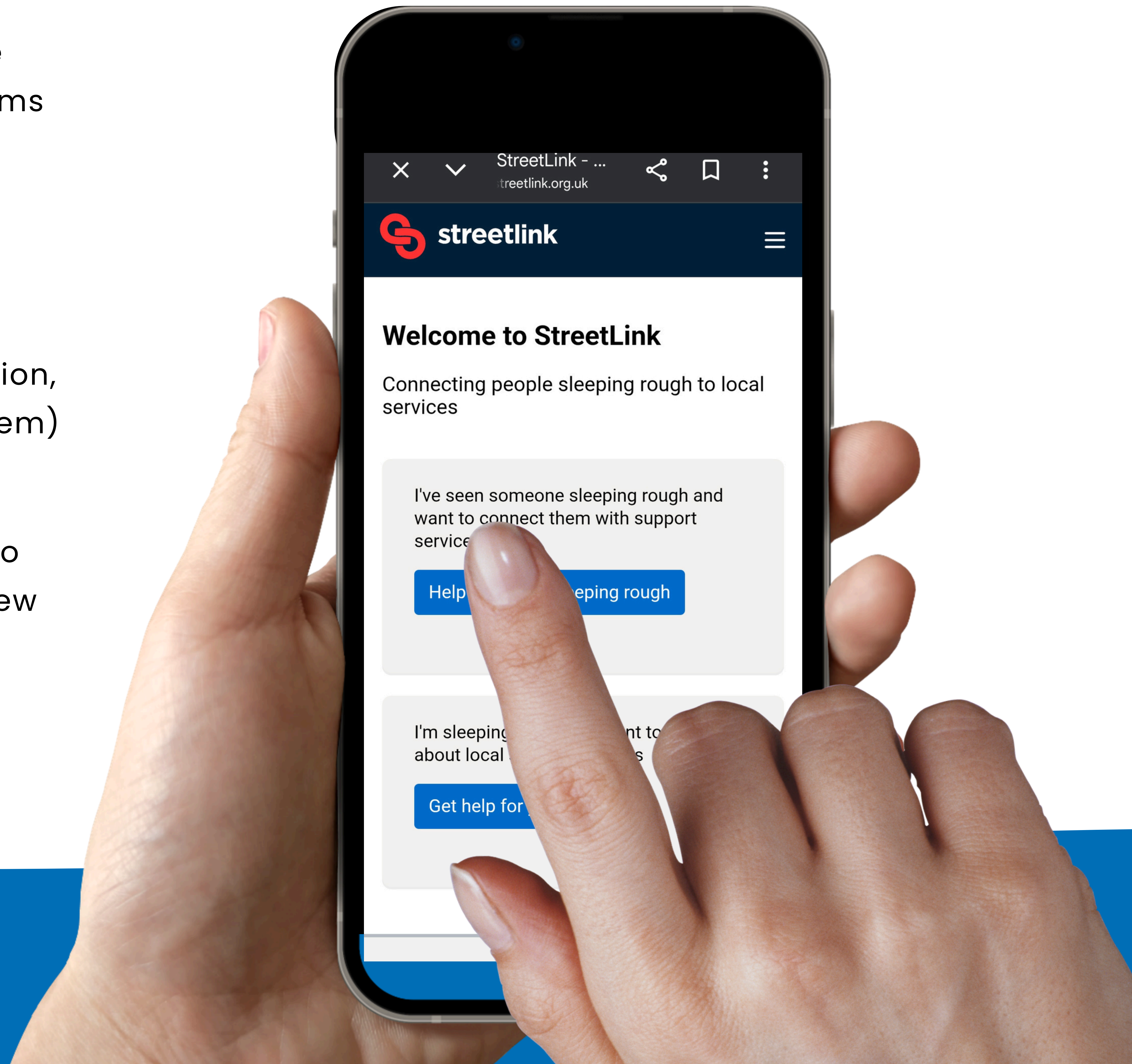
Alternatively, you can make a report via the [Streetlink website](https://streetlink.org.uk).

StreetLink is an online platform that connects people sleeping rough to local authorities and outreach teams to access the support they need.

Like when making a report to us, you will need to:

- Provide as much information as possible (town, postcode, street name, or description of the location, and the date and time of day or night you saw them)

The information is passed on to our Housing Options Team and also the Calico Outreach Team, who will go out to find the person – this can sometimes take a few days if people move around.



Local Support

There are many services in Lancaster and Morecambe that can support people who are rough sleeping or at risk of homelessness.

Lancaster and District Homeless Action Service (LDHAS)

2a Aalborg Place, Lancaster, LA1 1BJ | 01524 842008

Monday to Friday, 9.30am–1.30pm

- Offers meals, showers, clothing, laundry, hygiene products, and holistic support from Engagement Officers
- Other organisations regularly come into the service, offering advice on benefits, debt, domestic abuse, and referrals to the council's housing options team to assist with finding accommodation
- Two outreach nurses provide a drop-in mental and general health support at West End Impact and LDHAS
- Liver function nurse and Hep C Trust also attend LDHAS

West End Impact Drop-In

4-10 Heysham Road, Morecambe | 01524 888929

Drop-in sessions: Tuesdays and Thursdays 10am–1pm

- Advice and support, hot meals

Inspire Rough Sleeper Outreach Service

26 St Georges Quay, Lancaster LA1 1RB | 08081 698 673

Belfield House, 173 Euston Road, Morecambe, LA4 5LQ

Mondays, Tuesdays, Wednesdays and Fridays, 9am–5pm,
Thursdays 1pm–5pm

- A dedicated Inspire keyworker supports people across Lancaster and Morecambe and proactively reaches out to anyone not currently accessing support for substance misuse
- Provide information and harm reduction advice, and work alongside the Rough Sleeper Navigator, nurses, prescribers and housing teams to help people access health support, build trust and recovery, and move towards secure and stable accommodation

Local Support

Churches and community hubs

Safe spaces for a brew, hot meal, and information:

- **The Ark Project at St Thomas Church, Lancaster**
stthomaslancaster.co.uk/the-ark | 01524 555715
- **The Olive Branch, Lancaster**
the-olivebranch.org.uk/services | 01524 555715
- **Morecambe Homeless Action**
St Barnabas Parish Church, 68 Regent Road, Morecambe
- **Saxton Centre (Armed Forces, Veterans)**
healthierheroescic.co.uk/saxton-centre
Open Monday to Friday 10am-5pm
1 Alexandra Road, Morecambe
- **Positive Futures, White Cross Lancaster**
positivefutures.uk | 07507649821
The Crisis Café is a free out of hours friendly and supportive community space open to anyone in mental distress or experiencing a mental health crisis.



Additional Support

Centrepoint

[centrepoint.org.uk](https://www.centrepoint.org.uk) | 0808 800 0661

This service for young people (16-25) that also includes a live chat facility and WhatsApp messaging provides advice on your housing situation and rights.

Advisors will listen, offer guidance and connect you to the right services to help you find a place to stay where you can close the door and feel safe.

Shelter

[england.shelter.org.uk](https://www.england.shelter.org.uk) | 0808 800 4444

Shelter offers a free emergency helpline and online chat service for advice if you are homeless, have nowhere to stay tonight or are at risk of harm or abuse in your home.



How you can help

Donating to local charities is one of the most effective ways to support rough sleepers.

A donation to Lancaster District Street Aid helps former local rough sleepers stay off the streets for good by funding essential and useful items which help people maintain tenancies and improve their lives.

There are many ways to donate.

- You can give £3 by texting STREET to 70450 (texts cost £3 plus your standard network message rate)
- Visit the [Total Giving website](#) to donate any amount or find out where you can make a donation locally via a contactless terminal

