

Roma Rough Sleeping Team: Advice line

Who is the service for?

The Advice line is for any professional who is working with individuals from the Roma community who are sleeping rough in London. This includes but is not limited to Outreach Services, Local Authorities, Adult Social Care, Health and Employment services.

It is delivered by the Roma Rough Sleeping Team which is funded by the GLA and DLUHC.

What support is offered?

The Advice line is staffed by homelessness professionals from the Roma community who have extensive experience supporting Roma rough sleepers. They can provide advice over the phone on:

- Building engagement through culturally competent assessment and engagement
- Working with hotspots including families and large groups
- Facilitating positive engagement with specialist services including health and adult social care
- Culturally competent safety and risk planning
- Identifying and sustaining routes away from the street

How can I get in touch?

The Advice line is open Monday to Friday between 9:30am to 5pm and can be reached on 07923253072.

You can also email the team at RomaRoughSleepingTeam@mungos.org

Training and Resources

You can also contact the Advice line if you would like to arrange training on 'Supporting Roma Rough Sleepers'.

Through the course of the project, the team will create tools and resources which will be available online – more info coming soon!

Pan London Operational Group

All professionals working with Roma individuals who are rough sleeping are encouraged to attend the monthly pan London Operational group to help understand current needs on the street, share resources and best practice.

Please contact Nicoleta.bitu@mungos.org for more information.