

On the frontline: protecting lives in extreme weather



When temperatures reach freezing point, or hit extreme highs, sleeping rough becomes life threatening, and Severe Weather Emergency Protocol – better known as SWEP – is activated.

Hannah, Head of Rough Sleeping Services, explains how we respond, to act fast and save lives.

“I oversee St Mungo’s rough sleeping services in Greater London, but we work in other areas of England too.

Our frontline and hub teams are out there throughout the year, looking to bring people off the streets and into our safe spaces.

We act urgently when SWEP kicks in, helping people out of the freezing cold and sweltering heat. People who desperately need help, who can’t sleep in those conditions any longer.

Each day, we see the kindness our staff show towards clients. During SWEP, this certainly isn’t lost.

We treat SWEP as a golden opportunity to reach people

“We’re like an A&E for people sleeping rough. We work to prevent long term homelessness and offer solutions towards ending it for good.”

**Hannah,
Head of Rough Sleeping Services**



who are hard to engage throughout the year. Our teams see people coming in who, for different reasons, have been reluctant or scared to accept support.

When they’re with us, we can provide reassurance, find



“We know that sleeping rough is incredibly dangerous. Even more so when temperatures reach freezing point – people can die on the streets.”

accommodation and end their homelessness for good.

We’re not only giving them a warm drink and food. We’re acting fast to assess their needs and make an offer of accommodation – so the end result isn’t a return to street homelessness.



We have safe spaces for anyone sleeping rough and welcome their pets in too.