

Homelessness Prevention Team

The duty to refer

Referrals for families

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The public services included in the duty are as follows:

- (a) Prisons.
- (b) Youth offender institutions.
- (c) Secure training centres.
- (d) Secure colleges.
- (e) Youth offending teams.
- (f) Probation services (including community rehabilitation companies).
- (g) Jobcentre Plus.
- (h) Social service authorities.
- (i) Emergency departments.
- (j) Urgent treatment centres; and,
- (k) Hospitals in their function of providing inpatient care.

The Secretary of State for Defence is also subject to the duty to refer in relation to members of the regular forces. The regular forces are the Royal Navy, the Royal Marines, the regular army and the Royal Air Force.

The earlier we are alerted to a case, the more we can do to prevent homelessness and we encourage any organisations, agencies and businesses not listed above to make a referral.

The duty to refer and how to make a referral

The referral itself does not constitute an application for assistance under Part 7 of the Housing Act but on receipt of the referral the Homelessness Prevention Team will acknowledge receipt of the referral and provide key contact details of the nominated officer dealing with the referral before contacting the client.

You must obtain consent for the referral to be made from the client. On the rare occasions when a client refuses permission, and if they state that they do not wish to receive any help from the council, do not make the referral. In this case, no further action will be taken by the Homelessness Prevention Team. If the client changes their mind further down the line, then please do make the referral when the client is ready.

How to refer

We appreciate that different organisations may want to refer differently from others and for this reason we have developed different ways to make a referral.

You can use our on line portal to make a referral <https://hpa2.org/refer/NEDLP>

The portal is very easy to use and is very similar in look and feel to when you order a passport or driving licence on the Government's website. Referrals will be sent directly to the Homelessness Prevention Team and we will make contact with the client upon receipt of the referral. You will receive a unique referral ID code for your records.

If you are not able to use the online portal, you can use our interactive referral form via: <http://www.ne-derbyshire.gov.uk/images/Repository/H/Holessness-referral-form.pdf> Please fill in the form in Adobe Acrobat only. The form has been developed in partnership with Bolsover and Chesterfield Councils.

You can email this to us via: housingoptions@ne-derbyshire.gov.uk or post to the NEDDC council offices, Mill Lane, Wingerworth, S42 6NG.

We would very much prefer the above methods of referral to be used, but if your organisation has developed their own referral form email it to: housingoptions@ne-derbyshire.gov.uk

We very much welcome a phone call from you to discuss any referral, so please do contact us on Tel: 01246 231111 and ask for a member of the Homelessness Prevention Team.



We speak your language

Polish

Mówimy Twoim językiem

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Spanish

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我们会说你的语言

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