

# Hampshire Homelessness Referral Form

This is a referral to Housing Services made under the Duty to Refer requirement of the Homelessness Reduction Act 17 section 213B. The Local Authority that is approached will provide advice and assistance to anyone who is homeless or at risk of becoming homeless. All customers will receive written advice. This may be in the form of a Personalised Housing Plan. This referral should be to **one chosen Local Authority only**. See overleaf for notes from the Hampshire Homeless Referral Protocol.

Please complete this referral form electronically:

Has the Customer consented to a referral to Housing Services? <b>(Note – you can only make a referral where consent has been given)</b>		Date of consent
Customer's Name:	Date of Birth:	
Customer's Address:	Phone Number:	
	Email address:	
How would the Customer like us to contact them?		
Reason for referral (Please provide details of their current accommodation and why they are homeless or threatened with homelessness)		
What date is the customer likely to become homeless?		
Are there any known, ongoing medical conditions? If so, what are they and what medication is the customer taking?		
Registered GP and Practice details:		
Contact details of referrer:		
Are there any known risks to staff visiting the Customer at home or any other issues that we need to be aware of prior to initial contact?		

Please email this completed form to the customer's chosen Local Authority (LA). You may only refer the customer to one LA and you should consider the customer's 'local connection' to this LA area.

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## A. Referral process

Public authorities should notify the chosen Local Authority (see point B below) of any service user considered to be homeless or at risk of homelessness. They should do this by completing the agreed referral form which is on line on each Local Authority's website (see list in appendix 1), with the consent of the individual. The referral form includes the following details: name, contact details, agreed reason for referral, if the person is homeless or if and when they are likely to become homeless, if they are at imminent risk of rough sleeping, a risk assessment, and key medical information.

Completed referral forms should be emailed to the Local Authority the individual wishes to approach. A response acknowledging receipt of the referral will be provided within two working days. In urgent cases (where homelessness is imminent within two days), the email of the referral form should be followed up by a phone call to the duty number of the Local Authority (see appendix 1) that the referral is being made to.

## B. Choice of housing authority

The individual can choose to which housing authority the referral is made. Wherever possible, the public authority should advise the individual to seek assistance from the most relevant housing authority (i.e. the one where they have a local connection, unless it is not safe for them to return to that area). If a Local Authority receives an application from a client without a local connection it may refer the case to a Local Authority where they do have a local connection.

The following situations satisfy a local connection. If the individual has more than one local connection, they could approach the local authority where they would like to live.

### Living in an area

You have a local connection if you've lived in a Local Authority area for at least:

- 6 out of the last 12 months or
- 3 out of the last 5 years

Staying in emergency housing or a refuge counts. Time spent in prison or hospital doesn't count.

### Working in an area

You have a local connection if you're working or self-employed in a Local Authority area.

### Close family in the area

You have a local connection if any of the following family members have lived in a Local Authority area for the last 5 years to date:

- parents
- adult children
- brothers and sisters

The council might accept a local connection based on other family members. For example, if you were brought up by another relative and remain in close contact.

### Care leavers

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You have a local connection if you're under 21 and were previously in care in the area for at least 2 years (even if placed there by another Local Authority).

You also have a local connection if you're under 25 and you get advice and support from Children Services under a 'pathway plan'. If your pathway plan is provided by a Hampshire County Council, you have a local connection to every Local Authority housing department in Hampshire.

## Refugee status or humanitarian protection

You have a local connection to the last council area you were housed in by the Home Office under asylum support. It doesn't matter how long you lived there for.

## Special reasons

The Local Authority could decide you have a local connection for a special reason such as:

- a need to live in the area to receive specialist health care
- very important social connections with the area

Although housing authorities must apply the prevention duty to anyone that approaches them, regardless of whether they have a local connection, an individual's local connection will be taken into account if the housing authority owes the relief duty, in particular where the housing authority has a duty to provide interim accommodation. If this is the case and there is no local connection to the housing authority that accepted the original referral, they would be referred to the housing authority with which they have a local connection.

## C. Making early referrals

Some public authorities have relationships with service users which enable them to identify a risk of homelessness at an early stage. In these cases, the public authority should ensure that a referral is made to a chosen Local Authority as soon as a likelihood of homelessness becomes apparent, to enable the best opportunity for a solution to be found that prevents homelessness. For example this would apply to individuals due to be released from prison or those being discharged from hospital who should be referred well before their release/ discharge date.

## D. Response to referrals

When a referral is received by the Council, it will be dealt with by the Housing Team. They will endeavour to respond within two working days to a referral by contacting the individual using the contact details provided in the referral form. If they are unable to get a response, they will provide information on how the individual can access advice and assistance (e.g. on the Local Authority's website or by visiting the Local Authority offices) via a phone call or email.

If it is clear that the individual is threatened with homelessness within 56 days, the Local Authority has a duty to assess their needs and will work with them to develop a Personal Housing Plan to prevent homelessness. This will trigger a homeless application.

## E. Data sharing

All personal data received by a Local Authority will be collected, stored, used and deleted in line with General Data Protection Regulations (GDPR). Every Local authority in Hampshire has a published Privacy Policy or Statement, which can be found on their website.

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In addition all Personal Housing Plans (PHPs) agreed by the Council will include a data sharing consent clause as standard to allow early notification and sharing of data from the PHPs with the referring public authority and potentially other public authorities

## Appendix 1:

Local Authority	Email address	Duty Telephone number
Basingstoke and Deane Borough Council	<a href="mailto:dutytorefer@basingstoke.gov.uk">dutytorefer@basingstoke.gov.uk</a>	01256 844844
East Hampshire District Council	<a href="mailto:dutytorefer@easthants.gov.uk">dutytorefer@easthants.gov.uk</a>	01730 234415
Eastleigh Borough Council	<a href="mailto:dutytorefer@eastleigh.gov.uk">dutytorefer@eastleigh.gov.uk</a>	02380 688000
Fareham Borough Council	<a href="mailto:dutytorefer@fareham.gov.uk">dutytorefer@fareham.gov.uk</a>	01329 236100
Gosport Borough Council	<a href="mailto:dutytorefer@gosport.gov.uk">dutytorefer@gosport.gov.uk</a>	02392 545476
Hart District Council	<a href="mailto:dutytorefer@hart.gov.uk">dutytorefer@hart.gov.uk</a>	01252 774420
Havant Borough Council	<a href="mailto:dutytorefer@havant.gov.uk">dutytorefer@havant.gov.uk</a>	02392 446379
Isle of Wight Council	<a href="mailto:dutytorefer@iow.gov.uk">dutytorefer@iow.gov.uk</a>	01983 823040
New Forest District Council	<a href="mailto:dutytorefer@NFDC.gov.uk">dutytorefer@NFDC.gov.uk</a>	02380 285234
Portsmouth City Council	<a href="mailto:dutytorefer@portsmouthcc.gov.uk">dutytorefer@portsmouthcc.gov.uk</a>	02392 834989
Rushmoor Borough Council	<a href="mailto:dutytorefer@rushmoor.gov.uk">dutytorefer@rushmoor.gov.uk</a>	01252 398634
Southampton City Council	<a href="mailto:dutytorefer@southampton.gov.uk">dutytorefer@southampton.gov.uk</a>	02380 832327
Test Valley Borough Council	<a href="mailto:dutytorefer@testvalley.gov.uk">dutytorefer@testvalley.gov.uk</a>	01264 368619
Winchester City Council	<a href="mailto:dutytorefer@winchester.gov.uk">dutytorefer@winchester.gov.uk</a>	01962 848163