



Duty of public authority to refer cases to local housing authority

“Duty to Refer”

The Homelessness Reduction Action came into being on 3rd April 2018(Public Authority duty was delayed until 1st October 2018).

From 1st October 2018 All public authorities have a new “Duty to Refer” cases of homelessness or threatened with homelessness, to a local housing authority. Guidance has been provided about who is included in the list of Public Authorities, and includes the following agencies.

- Prison (public and private)
- Youth Offender Institutes
- Secure training centres
- Secure colleges
- Youth offending teams
- Probation Services
- Job Centre Plus
- A&E services provided by hospitals
- Urgent treatment centres
- Hospitals in their capacity of providing in-patient treatment
- Social Services authorities

How do I make a referral to the Housing Options Team?

Please make a referral to the Housing Options Team if you're in contact with someone who;

- Indicates they are having a problem with their housing situation
- Is at risk of losing their home
- Is homeless

You can also refer someone to the team by using the following link:

<https://hpa2.org/refer/ALLDALE>

There is also the option for someone to self-refer using the same link.

Alternatively, you can also:

Call: 0303 123 1702 or

Email: housing.services@alldale.gov.uk



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Allerdale House
Workington
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Please phone (0303 123 1702) if you would like a copy of this document in a different format